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University LIBRARIES

Annual Report 2018-2019



UNIVERSITY OF
CENTRAL FLORIDA

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Director's Overview



The 21st Century Library Project for the John C. Hitt Library continued this year. The ARC building was completed with certificate of occupancy in August 2018 and Dematic staff made final adjustments to the Automated Storage and Retrieval System (ASRS) in mid-September and ingest was underway in October. Due to postlaunch software and hardware issues a complete restart was necessary, and Dematic sent staff to work out problems with equipment, caused by inadequate building clean-up before starting.

There were also issues with temperature and relative humidity in the ARC building that delayed ingest.

Circulation staff worked persistently to stay ahead of the Turner Construction timelines for the removal of books and shelving on floors 1-4. Needed ingest was completed well ahead of schedule. Over 400,000 books from the open stacks were ingested in the ARC over a period of five months. Some materials were also ingested from Rosen, CMC and Government Documents. Special Collections and University Archives staff was also trained in preparation for ingesting selected materials.

The Cataloging Department used automated processes to change locations (or "ARCification") for over 500,000 items in the catalog, allowing Circulation to complete the ingestion process. Most new items will be processed for the ARC.

Circulation staff also ingested books due to two special projects: clearing the top two shelves on all old shelving and clearing the 7th shelves in the 1968 building for adequate sprinkler clearance. Circulation staff also worked closely with Facilities and Operations to coordinate daily maintenance on the ARC SRMs.

Furniture was removed from the planned construction areas on each floor as work began on the barrier walls. Suddath Movers moved books and surplus shelving on floors 1, 3 and 4 to clear space for temporary walls for Phase 1A (connector building) which began in summer 2018.

Phase 1A will feature a new eight door entrance, three new elevators at the new entrance, two new library instruction rooms, a beautiful new 4th floor "reading room" on the top floor of the ARC Building featuring 270-degree views of the campus and 235 new seats, a new Circulation Services desk at the new front entrance, an assembly room with seating for 120, a Special Collections & University Archives Gallery and a new plaza on the north side to merge seamlessly with the Student Union Plaza and the John T. Washington Center. Phase 1A should be complete in early 2020.

The area on the 1st floor currently occupied by the Center for Distributed Learning (CDL) will be renovated as part of the 21st Century Library Project. CDL will vacate the space in early 2020 when they move to a building in Research Park.

Planning also started on the next phase, Phase 2A, to revisit Advanced Schematic Development (ASD) plans prepared earlier for the rest of the building. The next phase will consist of adding two new aisles and SRMs to the ARC, and new boilers for HVAC. Then complete floor renovation will begin with the 3rd floor.

In May the UCF Capitol Improvement Trust Fund (CITF) Committee approved continuation of the fee for the next three years. The \$2.00 per semester hour fee provides funding for the 21st Century Library Project.

The 5th floor Quiet Zone was formally opened on August 24th and immediately became very popular with students.

Construction began on the Dr Phillips Academic Building for the UCF Downtown campus. The Library reading room will be on the 2nd floor and will have 60 seats, a service desk and shelving for 10,000 volumes. It is scheduled to be open in August 2019. Rachel Mulvihill, now Head, Teaching and Engagement, will be the Head, Downtown Campus Library.

In-unit faculty salary market equity adjustments were funded during the year. In 2018 the university established a new faculty base salary of \$60,000. While in many ways this increase was certainly welcome, it also would have caused severe compression issues within the library faculty. Fortunately, a multiyear initiative to provide market equity adjustments for in-unit library faculty was successful. By increasing salaries under these market equity adjustments, salary compression was avoided.

The Office of Scholarly Communication is in its seventh year which saw significant growth in queries on scholarly communication from faculty, students and staff and more than doubled from last year. The number continues to increase each year. The Office of Scholarly Communication's workshops, guest lectures, and invited speaker opportunities also continues to increase. The Graduate Workshops continued to be successful, this year with 7 topics offered attracting 251 attendees in 62 sessions. The Scholarly Communication Working Advisory Group continues to provide an outstanding level of participation from members that has been instrumental in its success.

Stay Savvy with Scholarly Communication Brown Bag lunches offered each summer have been successful providing opportunities to learn and discuss topics of interest related to scholarly communication.

Textbook affordability efforts continued to grow during the year with collaborative efforts between library and external partners. A new Student Success/Textbook Affordability librarian position was created funded by the Provost's Office. At the end of the spring semester, 15,833 students saved \$1,555,849 through zero cost and Library sourced materials, and Open Educational Resources adopted by faculty. The UCF Libraries Textbook Affordability website went live in May and the link was posted on the Office of the Provost's page.

Director's Overview (cont'd)

All of which are part of UCF's Affordable Instructional Materials Initiative. The Initiative is a collaboration between the UCF Libraries, the Center for Distributed Learning and the Faculty Center for Teaching and Learning.

A print textbook reserve collection was created to serve the top 25 courses with the highest drop, fail and withdrawal rates.

The Value of Academic Libraries assessment project had increased activity during the year as team members met with Institution Knowledge Management (IKM) analysts to create an interactive web form. A data dictionary and workflow were created, and data points were expanded to computer log-in's and Interlibrary loan transactions. This project will continue to grow adding additional data points.

The number of questions at the Research & Information Services Desk decreased by 15% with 13,945 interactions. Research consultations was about the same with 505 interactions. Ask Us interactions was 7,059, a decrease of 8%.

Research Guides had 1,168,087 views which is 7% over last year.

Over 140,269 patrons were served at the LibTech Desk, a 17% increase over last year. There were 111,814 equipment loans; an increase of 9% over last year. The Desk continues to be popular with students.

Face- to -Face library instruction classes in the John C. Hitt Library were attended by 12,601 students, an increase of 28%, in 535 classes, an increase of 27%. There were 352 students in 19 classes in Special Collections & University Archives and there were 1415 students in 40 classes at the Universal Orlando Foundation Library at the Rosen College of Hospitality Management. There were 1347 students in 52 classes in the Curriculum Materials Center and UCF Connect Libraries taught 5138 students in 182 classes.

The number of unique students completing assessments with the 15 Library Information Modules was 15,849, an increase of 14% over last year. There were 85,386 assessment completions; an increase of 15% over last year.

The Libraries streaming videos on Vimeo and YouTube were viewed 55,000 times. The video "How to Search for Patents" video was viewed 21,000 times.

The CMC updated the textbook collection to include the new Florida K-12 science text book adoptions, focusing on both Seminole and Orange County Public Schools. Science textbook donations were made by McGraw-Hill. 1350 items, mostly from the Young Adult fiction collection was ingested into the ARC to provide more room in the crowded Young Adult collection.

The Universal Orlando Foundation (UOF) Library at Rosen College of Hospitality Management continues to meet the needs of Rosen College's students, faculty and staff and serves as an information resource center for the hospitality industry in central Florida. The library's circulation was 8,818 and the

book collection was 12,139. The new KIC scanner purchased last year was used 1535 times. 250 seldom used books were ingested into the ARC from the UOF Library.

Library hours were extended in the John C. Hitt Library to 24/5 during final exams, spring 2019 semester. This involved substantial staff scheduling changes, added security and publicity to students.

In January 2019, Cynthia Kisby, after twelve years as Head of Connect Libraries as well as Personnel Librarian resumed her Personnel Librarian duties full time. On February 1, 2019, Tim Bottorff assumed responsibility for UCF Connect Libraries and continued as Head of the UOF Library at Rosen College.

Changes were underway in UCF Connect administration as more emphasis was placed UCF Online, UCF Global and UCF Continuing Education. UCF Connect Librarians continued to serve the needs of UCF students and faculty on one of UCF's campuses or online.

Circulation of the Libraries' collection, not including reserves, was 156,324. A decrease of 9% from last year.

Use of the John C. Hitt Library increased slightly to 1,256,378. The number of patrons using the Curriculum Materials Center decreased 11% to 50,789. Use of the Universal Orlando Foundation Library at Rosen College of Hospitality Management decreased 22% to 67,300.

In Interlibrary Loan/Document Delivery Services Lending was down 15 % to 25,329, Borrowing decreased 5% to 14,093 and document delivery decreased 7% to 8400.

Interlibrary Loan/Document Delivery Services began lending books from the Curriculum Materials Center and 144 books were loaned during the year. Requests are usually picture books and are requested by academic institutions, most from the state of Florida. ILL is also investigating the possibility of an on campus delivery service for requests submitted through Interlibrary Loan.

The Libraries added 22,266 print volumes and 40,489 electronic monographs for a total of 62,755 volumes. The collection now has 1,948,082 print volumes including government volumes. And 221,333 electronic volumes. Total print and electronic volumes now total 2,169,415.

The Libraries materials budget expenditures were \$7,263,607. The impact of inflation in e-journals and database purchases is inevitable and is having a negative impact on the Libraries ability to provide needed resources in support of instruction and research. Also support for electronic resources from FALSC has declined in recent years due to budget cuts from the University of West Florida. The materials budget situation for 2019/2020 is uncertain.

Expenditures for all electronic resources decreased slightly as \$5,802,578 or 80% of the Libraries materials expenditures were for these resources.

Director's Overview (cont'd)

Approval plan expenditures were \$341,497 with 6942 volumes purchased. Firm orders expenditures were \$618,796 with 7503 volumes purchased.

Streaming videos continue to increase in popularity as they can be embedded into courseware and are used by online classes. Content is added from the following platforms: Alexander Street Press, Kanopy, and Films on Demand. According to usage statistics, 4621 titles were viewed 64,067 times.

There were 3,231,306 searches and 3,954,548 full-text downloads of all databases for which COUNTER compliant statistics are available.

Digital Services was involved in several projects, including the *Central Florida Future*, *Florida Historical Quarterly*, Honors Theses, Retrospective Theses & Dissertations, and Special Collections. For a total of 91,464 images.

Central Florida Memory had 6,057 visitors and 15,398 page views. Digital Collections had 15,280 visitors and 74,256 page views. STARS had 194,248 visitors and 384,475 page views. LibGuides had 560,937 visitors and 1,168,087 page views.

The Library Web Page had 1,376,442 visitors and 2,349,604-page views.

The Libraries' IT staff were officially moved to UCF IT during the year. As a result, some major IT projects for the library may not be completed by UCF IT when required. One example is the installation of 300 public PC's funded by the technology fee to replace PC's out of warranty. In the past it would have been completed by the Libraries IT staff on time. Now it may not be completed before classes start in the fall 2019.

Matt Desalvo, our IT Manager in charge of the LibTech desk, was returned to the Libraries. The LibTech desk is very successful as it continues to provide technology assistance as well as equipment for check out by students, faculty and staff.

Special Collections received significant donations during the year. Among them were:

- *The Nelson and Company Collection*, donated by Nelson and Company of Oviedo, documents the history of the company from the late 1800's through the 2000's. The collection documents the company's citrus and celery production, fertilizer production and distribution, and real estate holdings in Central Florida. The Nelson Company was once Oviedo's largest employer and was important to the development of the region.
- *The Fred Rodgers and Dr. Francis Martin Collection*, which was donated by Dr. Francis Martin, UCF Professor Emeritus of Art History.

- The extensive collection contains published works, drawings, works on paper, fine art, cartoons and published/printed materials related to a variety of subjects including drawing, and history and canaries.
- Harris Rosen continued to donate scrapbooks to the *Harris Rosen Collection, 1896-2016*. This year four additional volumes were donated by Mr. Rosen.
- *The Sanford Municipal Court Records, 1920-1972* donated by the Sanford History Museum and the City of Sanford, Florida

The Libraries received Technology Fee Awards for 2018/2019 in the amount of \$632,293.84, which funded the following proposals:

- Elsevier eBooks Freedom Collection. Total Cost: \$163,256.00 (Tech Fee: \$162,256.00, Cost share \$1000)
- Public PC Replacement. Total Cost \$334,859.00, (Tech Fee: \$333,359.00, Cost Share \$1500)
- LibTech Desk Equipment Replacement Expansion. Total Cost: \$136,678.84

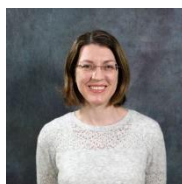
While next year should see the completion of Phase 1A of the 21st Century Library Project, there is still much to be done. The addition of the fourth and fifth aisles and SRMs will complete the ARC, probably in 2020, then the complete renovation of the existing building will begin floor by floor, beginning with the 3rd floor. Then the 2nd and 1st floors will be renovated including the removal of the mezzanine. Then the 4th and 5th floors. This will include replacement of the aging mechanical, plumbing and electrical systems which are inadequate. At completion a totally new library will emerge.

Director's Overview (cont'd)



New Faculty

- **Rachel Edford**, January 2019, UCF Instruction and Engagement Librarian, Teaching and Engagement
- **Katy Miller**, March 2019, UCF Student Success/Textbook Affordability Librarian



IT&R Awards

- Sandy Avila, Partnership Award
- Jordan Davis, Outstanding Student Employee Award



Library Service Awards



New USPS Staff Members

- Amanda Tier, Sr. LTA Interlibrary Loan and Document Delivery Services, July 2018
- Katie Burroughs, Administrative Assistant III, Administration, January, 2019



Retirement

- Raynette Kibbee, 1/31/19
During her nearly 33 years with UCF, Kibbee served 17 years in Library Administration as Senior Administrative Assistant. She was an institution: a keeper of knowledge, an all-knowing sage having wisdom about the Library and University. She was the force behind so many important events such as the June Stillman Scholarship, Library Service Awards, Directors Advisory Group, and more.
- Meg Scharf, 5/31/19
During her nearly 35 years at UCF, **Scharf** has been an active member of many professional organizations, including the American Library Association, the Florida Library Association and the State University Libraries, serving on a myriad of committees and subcommittees. **Scharf** will long be known for her empathetic approach to students, visitors, and staff; and for her deep and genuine commitment to the library profession, UCF, and the community.



Awards

- Joanie Reynolds, Employee of the Year 2019
- Megan Haught, Employee of the Month May 2019
- Ven Basco, Excellence in Librarianship 2019

5 Years

Sai Deng, *Cataloging*
Matthew DeSalvo, *Information Technology & Digital Initiatives*
Seth Dwyer, *Circulation*
Michael Jimenez, *Cataloging/Acquisitions*
Schuyler Kerby, *Rosen Library*
Mary Rubin, *Special Collections & University Archives*
Barbara Tierney, *Research & Information Services*

10 Years

Debra Barnes, *Administration*
Gerald Dillon, *Rosen Library*

15 Years

Barbara Alderman, *UCF Connect Libraries*
Corinne Bishop, *Research & Information Services*
Page Curry, *Information Technology & Digital Initiatives*
Lee Dotson, *Information Technology & Digital Initiatives*
Anna Dvorecky, *Cataloging*
Patrick Hadlock, *Cataloging*
Burak Ogreten, *Special Collections & University Archives*

20 Years

Frank Allen, *Administration*
Penny Beile, *Education & Engagement*
Elena Beredo, *Acquisitions*
Rich Gause, *Research & Information Services*
Jacqueline D. Johnson, *Cataloging*

25 Years

Buenaventura (Ven) Basco, *Research & Information Services*
David Healy, *Cataloging*

Director's Overview (cont'd)



June S. Stillman Memorial Scholarship

Stefani Hammond was awarded the 2018 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 in our university whose life was tragically taken in 1998.

Stefeni is a first-generation University of Central Florida student with a Bachelor of Arts degree in Anthropology with a minor in Biology, and a certificate in Human Biology. Stefani has also worked at the University of Central Florida as a Conference Assistant at Conference Services, a Resident Assistant for Housing and Residence Life Department, Research Assistant for Office of Undergraduate Research and Libraries Circulation Department.



Barry B. Baker
Director of Libraries

Administrative Services



Highlights of the Year in Retrospect

◆ General Administrative

- Co-coordinated opening of the Automated Retrieval Center (ARC), July 2018. After post-launch software and hardware complications, arranged emergency meetings between UCF Facilities Maintenance and Dematic Company to initiate a complete system restart, at Dematic Company expense. Coordinated meetings to begin a daily UCF Facilities preventative maintenance protocol. The ARC reopened in August with much improved performance.
- Secured funding for faculty salary market equity adjustments. This was a multi-year initiative that culminated successfully with significant salary increases for in-unit library faculty. The timing was important as the university established a new faculty base salary in 2018, and without this separate library market equity adjustment an untenable salary compression would have existed.
- Secured approval for Tim Bottorff's added assignment to Head, UCF Connect Libraries.
- Co-coordinated planning to extend hours in the John C. Hitt Library to 24/5 during final exams, Spring 2019 semester. This involved significant staff scheduling changes, added security detail and publicity to students.

◆ Finance

- Prepared E&G budget request in February. Loaded \$14.6 million budget August 2018.
- Assisted with management and fiscal close-out of the Library Materials budget in Spring 2019 while the Library Head of Acquisitions was on professional development leave. Increasingly involved with decision making in general on licensing, database renewals and timing of spend-out of Library Materials budget.
- Secured \$24,000 university funding to provide OPS staffing for ARC ingest. Secured funding for professional move assistance with removal of excess library shelving, spring 2018.
- Finalized budget on UCF downtown Library. Secured final approval and funding for staff positions, OPS, operating and library materials.

◆ Human Resources

- Served as library liaison for Sibson class and compensation project.
- Facilitated five faculty searches. Facilitated search and hiring of replacement for retiring Senior Administrative Assistant.

- Assisted administration and department heads with: inclusive education student worker, extended medical leave lasting almost a full year, dual comp questions, employee personal problems, Performance Improvement Plan, ITRBC and Stillman Scholarship eligibility, retirement parties for Kibbee and Scharf, Downtown USPS positions, overtime for open hours 24/5, Katie Burroughs orientation and file purges, CBA regarding faculty work from home.
- Assisted ITR BC with input to Faculty Activity report.
- Maintained the vacancy report, faculty salaries and organization chart.
- Facilitated faculty evaluation process.
- Served as Ex Officio to the Promotion Coordinating Committee. Assisted with transition to online process.

◆ Facilities

- Chaired 25+ meetings of the Library Building Planning Committee (BPC), the principal planning body for the 21st Century Library project. Established agendas, facilitated meeting discussions and decision making, took notes, and distributed post-meeting follow ups for every meeting. Serve as day-to-day communication liaison between Library administration, Turner Construction, and UCF Facilities Planning.
- Years of space planning, design and decision making came to successful fruition with the opening of the ARC in Summer, 2018: The mezzanine space was designed well for the staff. The allocation of bin sizing is appropriate and mirrors the collection material heights. The ARC capacity seems to be proper.
- Helped coordinate logistics between UCF facilities operations, Suddath movers, and Library staff on the move of materials and surplus of shelving in rear of floors 1,3 and 4 to clear space for construction of temporary walls in Phase 1A.
- Coordinated Library Committee discussions, review and feedback for Phase 2A space planning. ASD documents were released in March 2019. Planning, design and construction will be an ongoing effort for the next 5-7 years.

◆ Receiving, Shipping and Mail

- Assisted the CMC with a book donation to State Libraries in the Panhandle by securing proper guidelines and authorization through the property board.
- Attended RM1001 Records Custodian Training.
- No issues found on 3 separated P-card audits.

Administrative Services (cont'd)

◆ Changes in Staffing

- Meg Scharf, Associate Director, retired May 31, 2019.
- Raynette Kibbee, Sr. Administrative Assistant, retired January 31, 2019.
- Katie Burroughs hired as Administrative Assistant III January 11, 2019. Katie resigned effective July 22, 2019.

Report on Departmental Goals: 2018-2019

◆ General Administrative

- Conclude first phase of ingest into ARC to enable Phase IA construction. *Accomplished*
- Secure successful salary market equity adjustments for in-unit faculty. *Accomplished*
- Finalize furniture and fixture layout for Phase IA for maximum student benefit. Adjust where necessary. *Finalizing*
- Support efforts for IT&R Business Office to improve OPS hiring and separation process. *Ongoing*
- Support the launch of the library presence at Downtown Academic Center. *Provided assistance.*

◆ Receiving/Shipping

- Delivered all mail and packages in a friendly and timely manner.
- Filled over 250 supply requests in a friendly and timely manner.
- Accounted for 100% of the Libraries assets valued at \$5000.00 or more.
- Continued to purge applicable library records per state retention guidelines.
- Continued helpful working relationship with all construction groups.

Departmental Goals: 2019-2020

General Administrative

- Finalize furniture and fixtures order for Phase IA. Help facilitate installation.
- Open Phase IA.
- Co-lead planning efforts for next phases of 21st Century project.
- Allocate, monitor and close out FY 19/20 budget.
- Continue to allocate and manage staff and financial resources judiciously.



Library Advisory Committee touring the ARC

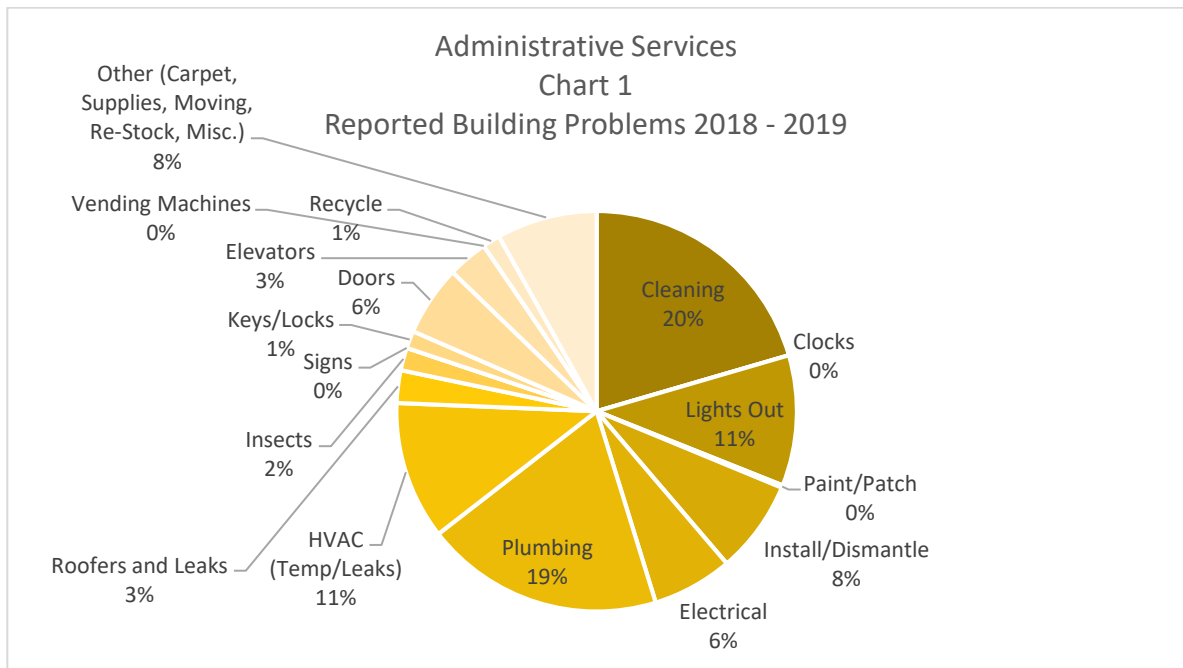
Administrative Services (cont'd)

2018-2019 Statistics: Administrative Services

Library Administration
Table 1

Human Resources Selected Statistics Five Year Summary

	FY 18/19	FY 17/18	FY 16/17	FY 15/16	FY 14/15
FWS Employment					
Students	0	77	93	90	58
OPS Savings	\$147,363	\$127,536	\$161,854.17	\$135,801.87	\$66,983.23
Employee Turnover					
Hired-USPS	2	5	3	5	12
Hired- FAP	2	4	3	5	3
Total	4	9	6	10	15
Separated-USPS	2	5	2	7	10
Separated-FAP	1	5	4	5	1
Total	3	10	6	12	11



Frank R. Allen
Senior Associate Director, Administrative Services



Circulation Services



Highlights of the Year in Retrospect

Circulation Services had one overarching achievement and focus during the 2018-2019 year. The Automated Retrieval Center (ARC) opened in July 2018 and what followed were months of hard work, learning new technology, adapting existing procedures to the new environment, and working as a team to meet our patron's needs. The success of this project is a result of collaboration between each and every member of Circulation Services. Several staff were solely focused on the ARC work, so that left running the day to day Desk operations to the rest of the staff. Everyone took on extra workloads in various areas to accomplish our deadlines and maintain our service standards. In addition to the ARC project, staff were involved in several improvement efforts. The LibStaffer clock-in feature was implemented for Daytime Circulation Desk students to track their hours worked. This eliminated the need for a paper sign-in sheet and allows for better tracking of student hours. Circulation Services staff were also involved in an ad-hoc group for system-wide migration to Handshake, the new student assistant recruitment software. This has improved the ability to identify work study eligible applicants. The reserves and holds shelving were expanded to accommodate the Textbook Course Reserves Collection and the increased number of holds due to patron initiated ARC requests. A new system for processing ARC holds so that patron notification emails are automatically sent was implemented. All staff were trained on performing picks (filling ARC requests) and processing materials for the holdshelf.

Fines and Bills implemented an increase in overdue fines on reserve items. The fines were raised from \$0.25/hour to \$1.00/hour. This was done in an effort to facilitate more timely return of short term loan items. This was a collaborative effort between Circulation, LibTech, CMC, Rosen, and FALSC. The fine appeal form was updated to route directly to the appeal decider. This allows for more timely communication to students in the appeal process.

Reserves continued to experience major growth in print textbook reserves and contributed in a variety of ways to textbook affordability initiatives. Working as part of the Textbook Affordability group, Circulation Services members helped process several new additions to the print textbook collection. Circulation Services also helped distribute surveys about patrons' use of the reserve textbooks. The hiring of the new Textbook Affordability Librarian presented many opportunities for continued growth in the collection. A Reserves Working Group was formed to increase the quantity and circulation of reserve items. This group developed a partnership with SGA and Knights Pantry to host a Textbook Donation drive in Spring 2019. As a result, 60 books and 39 unique titles were added to the Print Textbook Reserves.

Stacks was responsible for the ARC Ingest Project, which entailed moving roughly 400,00 books from open stacks to the ARC over the course of five months. The ARC opened in July with several complications due to ongoing construction work, faulty machinery, and IT issues. Stacks persevered through all the starts and stops and worked diligently to stay ahead of Turner Construction timelines for moving materials. Circulation staff and student employees, with the help of student assistants from Special Collection & University Archives and Acquisitions, were able to finish the ingest ahead of schedule. Once the ingest was complete Stacks continued with two special projects: clearing the top 2 shelves on all old shelving and clearing the 7th shelves in the 1967 building to allow for adequate sprinkler clearance. In addition, Stacks developed procedures for daily ARC operations; filling patron requests, storing returned materials, and doing audits on the bins to confirm inventory. Stacks also worked closely with Facilities and Operations staff to coordinate daily maintenance on the ARC SRMs and help troubleshoot SRM mechanical issues. Stacks worked with Rosen, CMC, and Government Documents to store their overflow materials and also helped train SCUA staff in preparation for their own ARC projects. Stacks also worked closely with ILL to fill their requests for materials and maintain communication between the two departments. In addition to ARC work, Stacks maintained the General Collection in the open stacks, shifted materials, rebuilt and moved shelving, and accomplished other tasks as needed.

Other Highlights and Projects

- ◆ Supported 24 Hour Library Hours during Spring Finals 2019. Staff covered additional hours from 1am-7am and offered limited services during extended hours
- ◆ Responsible for posting signage in conjunction with 21st Century Library Communication Task Force. Posted signage throughout library to inform library patrons of ongoing noise and construction in library during Phase 1A construction and ARC Ingest
- ◆ Contributed to safety and security of library building; Worked with UCF PD and UCF Office of Emergency Management to coordinate transition from CSO to SP (Security Professional) program. Several staff participated on the Building Evacuation Committee. Served as liaison between patrons and campus police as needed in the event of theft or disturbance
- ◆ Contributed to planning for UCF Downtown. Including Aleph patron load, loan rules, fine structure, and help with preparing to move books from Main to Downtown
- ◆ Daytime Desk supervisors organized a Student Development Day for student employees to refresh training at the start of Fall 2018.
- ◆ Evening Circulation Student Employee, Sara Nazarian was awarded 2018-2019 June S. Stillman Memorial Endowed Scholarship.

Circulation Services

- ◆ Helped plan, promote, and support 3rd Annual Summer Knights Reading Challenge. 189 participants read a total of 534,014 pages. Received donations from campus and local businesses to award prize packs, weekly prize drawings, and 4 top prize awards.
- ◆ Organized 2018 InfoKiosk for the first 5 days of Fall Semester.
- ◆ Participated in several outreach efforts, including: Fall Welcome Event, LibHacks, Dia de los Muertos, Color Your Stress Away, National Poetry Month Contest, and National Library Week.
- ◆ Significant expansion of the print textbook collection. Worked with the Textbook Affordability Librarian to review potential donations from departments on campus. Participated in a textbook donation drive in partnership with SGA and Knights Pantry.
- ◆ **Stacks: Complete Phase 1A Connector Ingest Project; including ingesting of displaced materials, removal of stacks, and moving/storage of furniture in designated areas.** Ingested all materials in the way of Connector construction. Ingested materials on 7th shelf to bring the library in code with fire safety standards. Ingested materials from Rosen, CMC, and Government Documents to relieve crowded shelf space in those locations. Moved furniture out of the path of construction while trying to maintain maximum student seating.



Circulation Services celebrated Lindsey Ritzert's upcoming wedding with a "Grease" themed bridal shower. Pictured from left to right: Mary Gladding, Rebecca Hawk, Andrew Hackler, Megan Humphries, Lindsey Ritzert, Martha Cloutier, Justin McGill, Joseph Avoub.

Circulation Services/Stacks: Develop best practices and procedures for daily operation of ARC. Developed workflows for processing ARC materials and General Collection materials for reshelving/restoring. Assign staff to fill pick requests during all operating hours. Beginning an ongoing audit of all bins to identify misplaced materials and maintain accurate inventory of ARC materials.

Stacks: Work with Cataloging, Acquisitions, and Interlibrary Loan Departments to determine new workflows for the collection as items are processed into the ARC. Worked with ILL to develop workflow and communication for filling ILL initiated requests for ARC items. Worked with Acquisitions and Cataloging to determine how to handle New Books. Worked closely with Cataloging to update records to ARC locations, troubleshoot problem items, and identify discrepancies between ARC items that are delivered, but have never been stored.

Changes in Staffing

- ◆ None

Report on Departmental Goals: 2018-2019

- ◆ **Research innovative ways to meet patron needs and work to exceed patron expectations of Circulation Services.** Filling ARC holds during all operating hours 7 days a week, automated email notification for hold pick-up, expanded print textbook reserves collection, and added new anatomy models.
- ◆ **Circulation Services: Contribute to future planning for an integrated library system. Develop procedures and policies to maximize the effectiveness of Aleph.** Helped plan for UCF wide Aleph upgrade in December 2018. Coordinated Aleph "opt-in" decisions across library service points. Attended and watched remotely NextGen ILS presentations. Work closely with FALSC to make the ARC operate with Aleph and engage in continued contact with them to resolve system outages.
- ◆ **Fines & Bills: Review Collection Agency policies and procedures. Investigate online payment options.** Discontinued sending patrons to collections, instead use academic blocks to hold patrons accountable for unreturned items and fines owed. Explored NextGen ILS options with online payment functionality.
- ◆ **Reserves: Support Textbook Affordability Program and contribute to future initiatives.**

Departmental Goals: 2019-2020

- ◆ Research innovative ways to meet patron needs and work to exceed patron expectations of Circulation Services.
- ◆ Circulation Services: Prepare department for move to new Circulation office area. Clean existing space and organize staff and service point in new location.
- ◆ Circulation Services: Contribute to future planning for an integrated library system. Develop procedures and policies to maximize the effectiveness of Aleph.
- ◆ Fines & Bills: Investigate online payment options. Implement integrated Point of Sale register system at new Circulation Desk.
- ◆ Reserves: Enhance patron discoverability of reserve materials and availability.
- ◆ Stacks: Develop best practices and procedures for management of physical collections in ARC and OpenStacks

Circulation Services (cont'd)

Performance Enhancement Recommendations

- ◆ Point of Sale register system that incorporates credit card, cash, and Knight Card transaction on single terminal.
- ◆ Accept online payment for overdue fines and replacement costs
- ◆ Group Study Room Reservation Calendar/Software available on touchscreen panel at entrance to each room.
- ◆ New Integrated Library System



Circulation Day Desk student employees were welcomed back for Fall 2018 with a Student Development Day. Pictured from left to right: Kryslynn Collazo, Joseph Rainone, Kaitlyn Gebhardt, Rebecca Hawk (LTA II), Claudia Davidson, Darcy Kranz, and Andrea Vasquez.

2018-2019 Statistics: Circulation Services

Circulation Services
Table 1
Five-Year Comparison

	2018/2019	2017/2018	2016/2017	2015/2016	2014/2015
ITEMS CIRCULATED:*					
A-V, Music, Video, DVD	4,593	4,464	5,545	4,080	3,621
Browsing Collection	1,855	1,979	1,398	1,346	1,331
Documents	84	106	120	83	124
General Collection	149,792	166,687	195,702	218,415	281,801
Reserves**	137,318	124,443	114,186	92,272	56,160
TOTAL ITEMS CIRCULATED	293,642	297,679	316,951	316,196	343,037
ITEMS SHELVED	210,112	198,358	211,388	192,916	212,046
PATRON COUNT	1,256,378	1,254,700	1,297,542	1,311,115	1,258,691

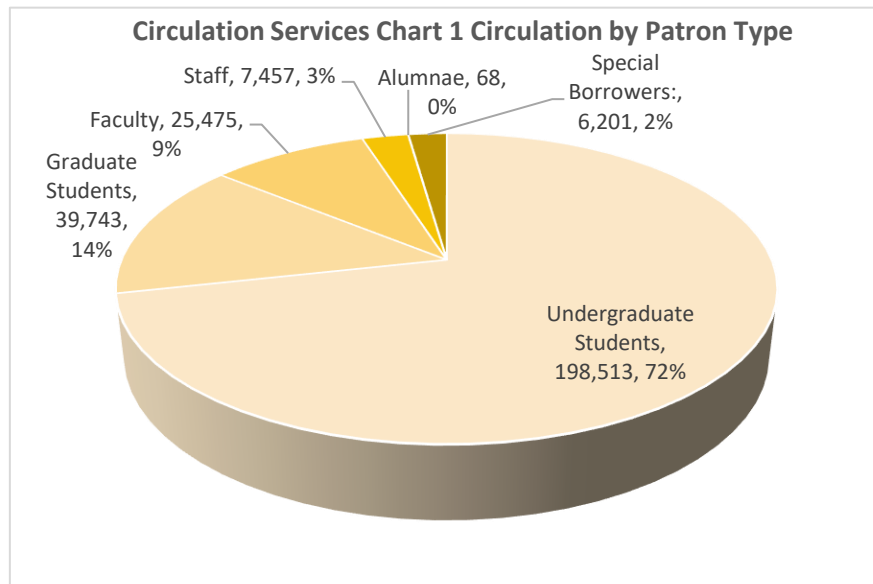
*Includes circulation statistics for Curriculum Materials Center and the Rosen Library

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

Circulation Services (cont'd)

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

	2018/2019	2017/2018	2016/2017	2015/2016	2014/2015
PATRON TYPE					
Undergraduate Students	198,513	197,896	211,722	207,699	221,011
Graduate Students	39,743	46,341	48,815	51,146	58,684
Faculty	25,475	25,746	25,877	25,624	26,940
Staff	7,457	6,892	7,693	7,087	7,833
Alumnae	68	75	79	111	24
Special Borrowers:	6,201	6,399	7,389	9,567	12,106
Affiliate	899	783	2,281	1,694	2,281
Courtesy	1,612	1,327	5,023	2,214	5,023
Associate/Subscriber	3,690	4,289	4,802	5,656	4,802
Library Charges:		14,330	15,106	14,962	16,439
Interlibrary Loan	6,500	6,469	7,284	6,930	7,284
UBorrow	2,150	3,696	4,992	3,971	4,992
Other	7,535	4,165	4,163	4,061	4,163
TOTAL ITEMS CIRCULATED	293,642	297,679	316,196	316,196	343,037



Lindsey Xanthopoulos
Head, Circulation Services



UCF Connect Libraries



Through partnerships with state college libraries, UCF Connect librarians connect all library users (Orlando, regional, and online) with the information and help they need to succeed in learning, teaching, & research.

Highlights of the Year in Retrospect

In January 2019, Cynthia Kisby stepped down as Head of Connect/Regional Libraries, a role she had performed in outstanding fashion for 12 years.



Lily Dubach, Cynthia Kisby, and Judy Kuhns at the Connect + meeting in February 2019, at which everyone lauded and thanked Cynthia for her longtime leadership of the unit.

Tim Bottorff assumed responsibility for the unit on February 1st and immediately began learning the role, the people, and the locations. Over the following months, he met with Connect administrators, visited all locations with a UCF Connect librarian presence, and set up internal meeting schedules and processes.

Changes continued to occur within UCF Connect administration as well, as Vice Provost Jeff Jones continued to emphasize the growing importance of UCF Online, UCF Global, and UCF Continuing Education.

Meanwhile, the UCF Connect Librarians continued to provide information and help to UCF students wherever they may be, whether online or on any of UCF's campuses or partner college campuses.

A few key accomplishments and initiatives included:

- Andy continued to serve as the primary subject librarian for Nursing, including maintaining an office in the College of Nursing, being embedded in most nursing courses, and coordinating instruction to nursing students.
- Barbara completed participation in the Nonprofit Management program review and, along with Corinne Bishop, used the information to guide changes to the library research assignments and postings for these courses.
- Barbara continued weeding and collection maintenance projects at the Cocoa and Palm Bay campuses.



Peggy Nuhn (front center) and members of the planning committee for the "Celebration of Librarian Collaboration for Transfer Student Success" event.

- Judy, Lily, Peggy, and Tim updated online orientation materials for UCF Connect, UCF Online, and UCF Distance students.
- Judy and Lily continued to participate in UCF Libraries' Ask Us online chat service.
- Judy covered ILL\DD for Kristine Shrauger for three days while she and her full-time staff were presenting at a statewide conference.
- Lily, Tim, and Peggy presented at a UCF Connect Success Coaches meeting, highlighting how we can collaborate with them and unveiling a LibGuide newly created for them.
- Lily, Peggy, & Judy presented an online webinar and handout for UCF Connect coaches and staff, showcasing library services and ideas to collaborate.
- Lily, Shane Roopnarine, and Sandy Avila formed a team to help deliver Presentation Skills Workshops both face-to-face and online.
- Lily was selected as the UCF Connect Libraries leader for the UCF Connect strategic planning initiative following the 4DX model.
- Lily created customized online instruction modules and quizzes for architecture courses.
- Michael organized UCF's joint use library move into the new Daytona Gale Lemerand Student Center.
- All collaborated to purchase additional Gale Virtual Reference Library ebooks for nursing and related areas.
- All participated in textbook affordability and scholarly communication initiatives.
- All represented the UCF Libraries at Degree Expos, major fairs, orientations, and similar events.
- All attended forums and other meetings held by UCF Connect administration.
- All attended and participated in many library meetings and functions at the Orlando campus.

UCF Connect Libraries (cont'd)

Individual research and service accomplishments are highlighted in the "Accomplishments of Faculty and Staff" section below, but a few worthy of special mention include:

- Andy and Michael sought promotion to the rank of Associate Librarian.
- Barbara joined the ACRL/EBSS Online Learning Research committee.
- Judy was the winner of the Ask a Librarian Exemplary Reference Award for November 2018.
- Lily served as Vice Chair / incoming Chair of FLA's Membership & Marketing Committee.
- Michael published a book chapter on "Literary Demons: Unraveling Julian Karswell's Bookish Curse."
- Peggy planned and coordinated the "Celebration of Librarian Collaboration for Transfer Student Success," a highly successful, daylong conference for UCF and UCF partner college instructional librarians and administrators.
- Peggy signed a book contract, with coauthor Dr. Karen Kauffman, to write *Supporting Transfer Student Success: The Essential Role of College and University Libraries*.



Lily Dubach and Shane Roopnarine presenting a poster at the 2019 Florida Library Association annual conference.

Report on Departmental Goals 2018 - 2019

Goal 1: Pursue opportunities for formal, evidence-based assessment within campus guidelines. Look for and act on any unmet needs that are within the scope of our individual operations.

Goal 2: Expend effort to ensure that students know what is already available. Strengthen collaboration with UCF librarians, UCF Connect Coaches, CDL and relevant campus departments, especially in terms of transfer and online students.

Both of the above goals were exceeded through the various individual initiatives described above as well as through the following unit-wide initiatives:

- Connect Librarians participated in UCF Connect administration's ongoing strategic planning exercise, which utilizes a 4DX model to focus on goals related to student retention. As part of this initiative, Connect Librarians have improved statistical recordkeeping & reporting and have begun to formulate new outreach initiatives to increase public service statistics related to individual reference assistance.
- Connect Librarians reached out to UCF Success Coaches through a webinar, presentation, a research guide, and individual contacts.
- Connect librarians collaborated to update the library portion of three UCF online orientations, ensuring that all new students receive relevant and timely library information.
- Connect librarians pooled collection funds to acquire additional ebooks related to nursing and other areas.
- Connect librarians participated in a variety of textbook affordability and scholarly communication efforts.

Changes in Staffing

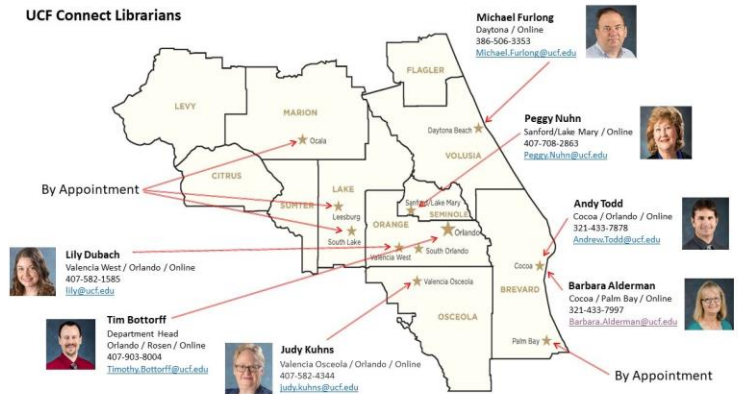
- There were no changes in staffing among Connect Librarians in FY 18-19

UCF Connect Libraries (cont'd)

Departmental Goals 2019 - 2020

For the coming year the unit's goals are centered around People, Collections, and Technology:

- **PEOPLE:**
 - **Meet UCF students wherever they are.**
Continue to provide reference, instruction, collection development, outreach, and other public services to as many Connect and Online students as possible, whether in person or online.
 - **Maintain appropriate staffing levels.**
Examine enrollment and activity at the various campuses. Adjust librarian presence and effort at locations if/when warranted.
- **COLLECTIONS:**
 - **Improve collections in all existing subject areas.**
Continue to wisely spend allocated funds, in support of all subjects taught at the campuses and online.
 - **Maintain existing collections.**
Continue to assess legacy print collections at the various locations, including weeding or shifting materials when appropriate.
- **TECHNOLOGY:**
 - **Survey technology offerings and needs.**
Inventory current technology offerings and assess future needs at the various locations. Pursue technology fee funding for additional devices, if warranted.
 - **Leverage technology to improve services.**
Continue to investigate and use new technology options (including Teams, Zoom, and others) to improve internal workflow and to better serve UCF students, staff, and faculty.



Map showing UCF Connect Librarians' primary locations.

UCF Connect Libraries (cont'd)

2017-2018 Statistics: UCF Connect Libraries

UCF Connect Libraries
Table 1
Public Service Statistics
Last Five Years

	2018/19	2017/18	2016/17	2015/16	2014/15
LIBRARY INSTRUCTION:					
Classes Taught ¹	182	134	125	148	191
Students Taught ¹	5138	3639	3164	3822	4749
QUESTIONS:					
Directional Questions ²	617	902	947	-	-
Reference Questions ²	812	1115	1290	-	-
OTHER CONTACTS:					
Outreach ³	71	111	61	-	-
Graded Assignments ³	671	659	590	-	-

¹ Instruction statistics include both face-to-face classes and instruction delivered through online tutorials.

² Statistics for Reference & Directional Questions are not available or not comparable prior to FY 2016-17.

³ Statistics for Outreach & Graded Assignments are not available or not comparable prior to FY 2016-17.

Tim Bottorff
Head, UCF Connect Libraries



Universal Orlando Foundation Library



at the Rosen College of Hospitality Management

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

Highlights of the Year in Retrospect

In fiscal year 2018-19, the Universal Orlando Foundation (UOF) Library remained a popular gathering place and a center of academic activity on the Rosen College of Hospitality Management campus. To highlight a few key statistics, the Library's total gate count exceeded 67000, circulation topped 8800, study room checkouts exceeded 1400, use of the new KIC scanner exceeded 1500, more than 1400 students received library instruction classes or modules, and more than 3800 questions were answered by staff. In addition, academic support services hosted by the UOF Library this year – including writing center consultations, accounting tutoring, and finance tutoring – again collectively helped more than 300 students. All of this activity took place in the context of a small college with approximately 3000 students!

Other key highlights of the year included:

◆ Personnel:

- The library remained fully staffed for the third consecutive year, with no permanent staff vacancies!

◆ Collections:

- The Entertainment Management degree program was supported through the purchase of additional reference and circulating materials in that subject area.
- Additional ebooks were added to the collection this year, in many different subject areas, to better support the College's many mixed-mode and fully-online course offerings.
- Head Librarian Tim Bottorff solely or jointly completed library holdings comparison reports for a BS degree in Senior Living Management, an MS degree in Travel Technology & Analytics, a PhD in Sustainable Coastal Systems, and undergraduate certificates in three areas: Professional Tennis Management, Theme Park & Attraction Management, and Hospitality Information Technology.

Technology:

- ◆ The UOF Library contributed input and ideas for the next technology fee cycle, and was ultimately included in a successful proposal that will result in the replacement of the UOF Library's public PCs.
- ◆ Additional improvements were made to the UOF Library's online instructional offerings, including research guides and Canvas research modules.

◆ Exhibits offered by the UOF Library this year included:

- *Food Stars: Celebrity Chefs and the Food They Make*, curated by Schuyler Kerby (May-July 2018)
- *Yesterday's World: Documenting the Walt Disney World ark, 1969-2004*, curated by David Benjamin and the staff of UCF Libraries Special Collections & University Archives department (Aug-Dec 2018)
- *"Utamaduni na utali wa Kenya" (Culture and Tourism of Kenya)*, curated by Shivanghi Swaly and Schuyler Kerby (Jan-May 2019)
- *Summer Knight Reads*, curated by Schuyler Kerby (May-Aug 2019)

Changes in Staffing

- There were no changes in staffing among full-time team members in FY18-19.

Report on Departmental Goals: 2018-2019

PEOPLE Goals

◆ Goal 1P:

Participate in Rosen College strategic planning.

The Rosen College is undergoing a change in leadership, and strategic planning is taking place throughout the college. In order to maintain good relationships with the various departments in the college, and to maintain the UOF Library's place as a focal point of the campus, aim to participate in relevant strategic planning meetings, committees, and taskforces whenever possible.

Report on Goal 1P:

UOF Library team members participated in several all-staff meetings and workgroups pertaining to the College's strategic planning and leadership changes. In addition, Schuyler Kerby served on the Communications committee, and Gerald Dillon served on the Resources committee.

Universal Orlando Foundation Library (cont'd)

◆ Goal 2P:

Promote staff professional development. Continue to encourage and support staff members who wish to pursue training sessions, professional development opportunities, and additional coursework towards degrees.

Report on Goal 2P:

All staff members participated in training courses and opportunities throughout the year. In addition, Gerald, Schuyler, and Shane all completed coursework towards their respective degree programs.

COLLECTIONS Goals:

◆ Goal 1C:

Improve collections in new areas of the curriculum. Support the new Entertainment Management degree program through the purchase of additional specialized materials in this subject area. This coming year will be the third and final year of special funds provided for this purpose.

Report on Goal 1C:

The final year of special Entertainment Management funds were spent, resulting in an additional \$5000 worth of materials in support of the new program.

◆ Goal 2C:

Continue supporting all existing subject areas. Continue to wisely spend funds allocated to the Rosen collections fund, in support of all subjects taught at the Rosen College.

Report on Goal 2C:

Regular collection spending and gift additions continued as usual, resulting in more than 250 new print books added, as well as more than 50 ebooks.

◆ Goal 3C:

Update reference materials.

Complete the weeding and analysis of the reference collection, aiming to keep useful materials and acquire new ones to better support current programs and student needs.

Report on Goal 3C:

Some materials were pulled from the shelf and a small number of new materials were investigated and purchased. This project remains ongoing.

◆ Goal 4C:

Ensure room for future growth.

Survey the general collection, aiming to identify items that no longer need to be located on the UOF Library shelves. Some items may be relocated to the ARC or deaccessioned.

Report on Goal 4C:

More than 250 lesser-used items were identified, prepared, and shipped to the John C. Hitt Library. Circulation and Cataloging staff there ensured that the items were placed in the Automated Retrieval Center (ARC). This project freed up much-needed space for new items at the UOF Library.

◆ Goal 5C:

Support proposed degrees.

Complete library reports for new degrees proposed by the Rosen College. At least two undergraduate degrees and two master's degrees are being developed by Rosen faculty, and each will require an extensive library holdings comparison report.

Report on Goal 5C:

Bottomoff completed in-depth library analysis reports in support of three new degree programs and three new certificate programs.

TECHNOLOGY Goals:

◆ Goal 1T:

Pursue Technology Fee funding opportunities.

Suggest and support Technology Fee proposals from the UCF Libraries that could include elements for the Rosen Library.

Report on Goal 1T:

UOF Library staff contributed ideas and input towards Tech Fee proposals submitted by Library Administration, including one successful proposal that will result in new desktop computers at both John C. Hitt Library and the UOF Library.

◆ Goal 2T:

Improve technology for tutoring and groups in the library.

Investigate options for upgrading or replacing the projector and other technology in the UOF Library's meeting room.

Report on Goal 2T:

This project remains ongoing.

Departmental Goals: 2019-2020

For the coming year the department's goals are again centered around People, Collections, and Technology, which remain the three most important areas of emphasis at the UOF Library:

PEOPLE:

◆ Maintain appropriate staffing levels.

After several years of little or no staff turnover, one or more vacancies are expected in the coming fiscal year, resulting in the need to manage or fill open position in a timely manner.

◆ Promote staff professional development.

Continue to encourage and support staff members who wish to pursue training sessions, professional development opportunities, and additional coursework towards degrees.

Universal Orlando Foundation Library (cont'd)

COLLECTIONS:

- ◆ **Improve collections in new areas of the curriculum.**
Seek funds to support the new Senior Living Management degree program. The proposal included a request for funding for five years.
- ◆ **Continue supporting all existing subject areas.**
Continue to wisely spend funds allocated to the Rosen collections fund, in support of all subjects taught at the Rosen College.
- ◆ **Update reference materials.**
Complete the weeding and analysis of the reference collection, aiming to keep useful materials and acquire new ones to better support current programs and student needs.
- ◆ **Ensure room for future growth.**
Survey the general collection, aiming to identify items that no longer need to be located on the UOF Library shelves. Some items may be relocated to the ARC or deaccessioned.
- ◆ **Support proposed degrees.**
Complete library reports for new degrees and certificates proposed by the Rosen College.

TECHNOLOGY:

- ◆ **Pursue Technology Fee funding opportunities.**
Suggest and support Technology Fee proposals from the UCF Libraries that could include elements for the Rosen Library.
- ◆ **Improve technology for tutoring and groups in the library.**
Investigate options for upgrading or replacing the projector and other technology in the UOF Library's meeting room.

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 coordinated with the College and/or budgeted for and planned by the Libraries within the next few years.

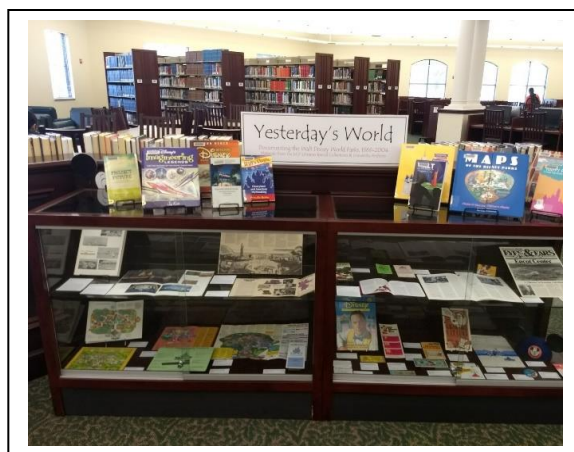
2018-2019 Statistics: Universal Orlando Foundation Library at Rosen

Public Service Statistics

Traditional measures of physical library use are in decline at the UOF Library, due in part to the fact that the Rosen College has continued to transition even more classes into mixed-mode or online delivery, resulting in a greater number of student credit hours – but a decrease in students physically on campus at any given time.

On the other hand, overall usage of the Rosen Library facility remains robust and impactful. Many patrons who physically visit the library are deeply engaged, for example through prolonged computer use, reserve book and equipment checkouts, study room checkouts, or usage of hosted services such as tutoring or writing consultations. Most recently, the impact of the new KIC Scanner was immediately noticeable, with more than 1500 uses between September 2018 and June 2019.

In addition, measuring the level of interaction with the online services and resources of the UOF Library – or even the UCF Libraries' as a whole – is more challenging, and future investigation is needed in that area



Disney exhibit at Rosen Aug thru Dec 2018.

Universal Orlando Foundation Library (cont'd)

Universal Orlando Foundation Library
Table 1
Public Service Statistics
Last Five Years

	2018/2019	2017/18	2016/17	2015/16	2014/15
USE OF THE FACILITY:					
Patron Count	67,300	85,629	103,115	115,796	112,340
STUDY ROOMS:					
Total Checkouts ¹	1,407	1,622	1,984	902	-
Hours Occupied ¹	2,684	2,733	3,314	1,601	-
INSTRUCTION:					
Classes Taught ²	40	57	47	55	63
Students Taught ²	1,415	2,290	2,289	2,217	2,948
KIC SCANNER USAGE:					
Sessions ²	1,535				
MATERIALS CIRCULATED:					
Reserve Circulation	6,427	6,810	8,694	8,897	7,184
General Circulation	2,391	2,389	2,928	3,061	3,283
Total Materials Circulated	8,818	9,199	11,619	11,958	10,467
REFERENCE:					
Directional Questions	3,189	3,302	3,104	2,855	5,261
Reference Questions	650	822	709	1,062	1,102
Reference Questions In Person	512	660	577	942	946
Reference Questions Via Phone	59	88	48	67	61
Reference Questions Via Email, Chat, or Social Media	62	47	45	34	41
Research Consultations	17	27	39	19	24
Total Questions	3,839	4,124	3,813	3,917	9,363

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

² Statistics for the KIC Scanner were not available until September 2018.

³ Instruction statistics include both face-to-face classes and online instruction delivered through graded research modules.

Universal Orlando Foundation Library (cont'd)

Collection Development Statistics

Improving the UOF Library collection remained a high priority again this year. New materials were acquired in core areas of hospitality management (e.g. lodging, restaurants, travel, and tourism) as well as in niche areas emphasized at the Rosen College (e.g. events, golf & club management, tennis management, timeshares, and theme parks). The final year of special Entertainment Management funds were also used to purchase more materials in support of that unique new degree program. Some additional gift books were also added in a variety of areas.

As part of ongoing collection maintenance, more than 250 lesser-used items were sent to long-term storage in the Automated Retrieval Center at the main campus John C. Hitt Library. However, more than 250 new print items were also added to the collection, along with many additional ebooks. As a result, total physical collection numbers remained flat, compared to last fiscal year. (Ebook figures are not included in the chart below.)

This year Bottorff also completed in-depth library analysis reports for many new programs and certificates being added by the Rosen College, including: a BS degree in Senior Living Management, an MS degree in Travel Technology & Analytics, a PhD in Sustainable Coastal Systems, and undergraduate certificates in three areas: Professional Tennis Management, Theme Park & Attraction Management, and Hospitality Information Technology.

Universal Orlando Foundation Library

Table 2

Print and AV Collection Growth

Last Five Years

	Titles Held End of				
	2018/19	2017/18	2016/17	2015/16	2014/15
Rosen General	10,655	10,665	10,335	9,944	9,783
Rosen Reference	865	852	837	793	777
Rosen Media	576	574	572	563	560
Rosen Heritage	43	43	43	42	37
Total	12,139	12,134	11,787	11,342	11,157

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



Acquisitions & Collection Services



Highlights of the Year in Retrospect

Library Collection Services

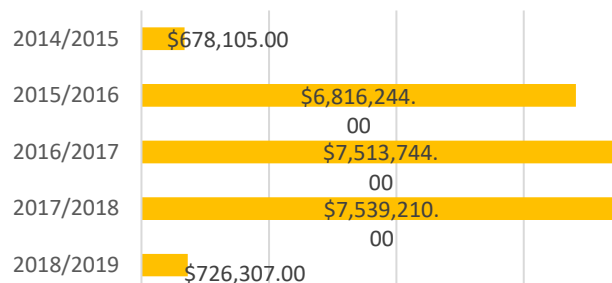
- ◆ The Libraries expended a total of \$7,263,607 in 2018-2019. The UCF Libraries continues to supplement the state allocation through the use of strategic funds from various sources including salary savings, one-time IT&R funds and Technology Fee awards.
- ◆ The UCF Libraries received two separate Technology Fee awards in 2018-2019 for the purchase of new collections totaling \$162,256.
- ◆ Working with several academic departments and colleges, subject librarians conducted 7 collection analyses that were integral part of the processes of seven-year program reviews for departments, such as Psychology, Political Science and Rosen College, and 8 proposals for new degree programs, tracks or certificates, e.g. Ph.D. in Aerospace Engineering, Master's in System Engineering, Bachelor's in Emergency Management, and graduate certificate for Hospitality & Tourism Technologies. These processes provided comprehensive analyses to the library support for the existing and proposed new academic programs. Also help any new programs to identify additional library resources essential for the teaching and research in these new curricula.
- ◆ Coordinated over 30 collection assessments for the new program proposals for undergraduate and graduate degrees, tracks and certificates; and 8 library holdings analyses for academic program reviews.
- ◆ Continued close collaboration with the subject librarians and CDL in identifying, acquiring and managing the access for DRM-free or DRM-friendly books that can be used as textbook alternatives. Using a variety of acquisition models including firm, package, evidence-based, demand driven acquisitions to maximize the return on investment. Over 10,000 titles from publishers such as Taylor& Francis, Springer, Cambridge, Elsevier and many university presses are made available in the Library Catalog and OneSearch in this reporting period.

Purchase highlights for 2018-2019 (brief list)

- ◆ Elsevier Freedom Ebook Collection (funded by Tech Fees)
- ◆ Adam Matthew Primary Source Collections, most reflect diversity and inclusiveness, for examples:
- ◆ African American Communities
- ◆ American India Newspapers
- ◆ China: Culture and Society
- ◆ Colonial America
- ◆ Gender: Identity & Social Change
- ◆ Leisure, Travel and Mass Culture: The History of Tourism
- ◆ Slavery, Abolition and Social Justice
- ◆ \$15,989 on DRM-free ebooks on various publishers' platforms that may serve as textbook alternative or adoption for classroom use. These purchases have contributed to the cumulative potential savings of almost \$2 million for UCF students since the inception of UCF Textbook Affordability Initiative led by the Libraries in 2016.

Library Resources Expenditures:

Five Year Comparison Expenditures



Special Funding (2018 – 2019)

- ◆ \$162,256 was awarded to the UCF Libraries from the UCF Technology Fee Committee.
- ◆ \$6,970 was funded for the 1st year to support the new Ph.D. in Integrated Anthropology in the College of Sciences.
- ◆ \$5,000 was funded for the 1st year to support the new Ph.D. in Data Analytics in the College of Sciences
- ◆ \$3,200 was funded for the 1st year to support the new M.S. Track in Themed Experience in the College of Arts & Humanities.
- ◆ \$2,500 was funded for 1st year to support the newly Ph.D. in Strategic Communication for the Nicholson School of Communication.
- ◆ \$16,388 was funded by the Regional Campuses to support the collections.

Report on Departmental Goals: 2018-2019

- ◆ **Ensure a successful upgrade to ALEPH version 23 for UCF Acquisitions and Serials.** *Through close communications with FALSC before and after the new version update and testing, the implementation took place seamlessly.*
- ◆ **Investigate options to consolidate and more effectively organize key electronic resources information and share with library staff and public users, including starting implementing an ERM using Coral by SirsiDynix.** *Participated in training from SirsiDynix to populate Coral with detailed components of UCF electronic resources, including licensed and open access and in collaboration with the UCF Health Sciences Library.*

Acquisitions & Collection Services (cont'd)

- ◆ **Contribute to the implementation of Phase I and to plan for the Phase Ia in the ARC Project.**

The Serials LTA Supervisor led the student workers assisted Library Circulations to ingest books from the open shelves to ARC. Their participation greatly contributed to the timely completion on the ARC Project.

- ◆ **Build collection services for the new UCF Downtown Library** *Planned to identify titles from the existing collections to possibly either duplicate or relocate to the new Library, which was scheduled to open in the next Fiscal Year.*

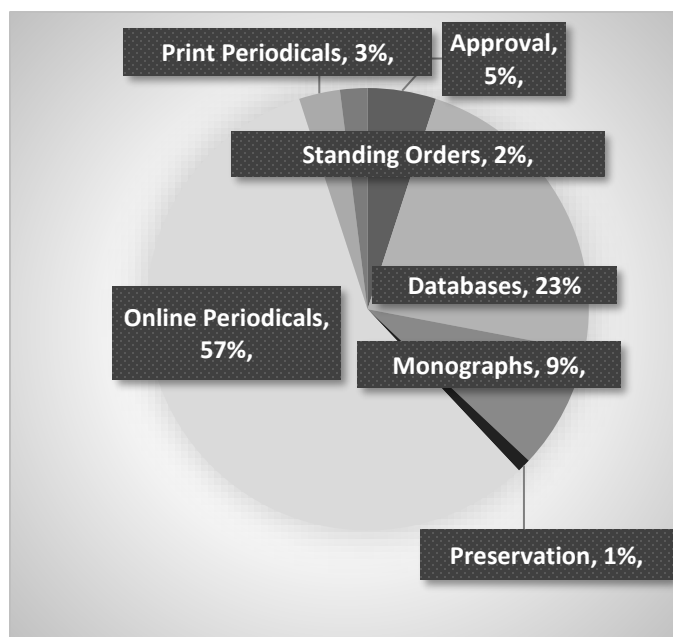
Departmental Goals: 2019-2020

- ◆ Implement the electronic resource management (ERM) system using CORAL.
- ◆ Systematic review and update of collection policies.
- ◆ Contribute to the implementation of Phase I and to plan for the Phase Ia in the ARC Project.
- ◆ Build collection services for the new UCF Downtown Library.

2017-2018 Statistics: Acquisitions & Collection Services

Acquisitions and Collection Services Chart 1

Total Expenditures: 2018 - 2019



Sara Duff, Elena Beredo, Savannah Harris, Kate Brinister, Kendahl Krause, Joe Bizon, Susan MacDuffee, Holly Rogers, Christina Hernandez, and Kelly Brown Christmas party (December 11, 2018).



World Library and Information Congress 84th IFLA General Conference and Assembly, Kuala Lumpur, Malaysia, August 24-30, 2018.

Acquisitions & Collection Services (cont'd)

Acquisitions & Collection Services

Table 1
Current Five Years

	2018/2019	2017/2018	2016/2017	2015/2016	2014/2015
ITEMS RECEIVED					
Approvals	6,942	8,076	8,405	8,847	7,913
Firm Orders	7,503	6,465	7,848	3,686	8,051
Gifts	1,784	918	491	1,093	412
Standing Orders	1,119	1,494	1,978	1,939	1,396
TOTAL	17,348	16,953	15,565	17,772	15,223
BOUND PERIODICALS	327	869	674	930	1,073
MICROFORMS					
Film	192	187	141	223	168
Fiche	16,525	18,739	21,785	18,782	23,166
TOTAL	17,044	18,926	21,923	19,935	24,407
PERIODICALS/SERIALS					
Main (Print)	590	673	673	771	990
CMC (Print)	14	14	14	12	12
Rosen (Print)	42	28	50	55	77
Newspapers	5	5	6	4	4
E-Databases	508	481	481	481	481
E-Journals	53,148*	68,194*	68,194†	8,546*	52,337*
Total Active Subscriptions	54,307	69,395	69,418	53,901	53,901

* Includes all E-Journals purchased, subscribed, accessed and open access

† Includes E-journals purchased and subscribed only

Acquisitions & Collection Services

Table 2
Percentage Comparison Current Five Years

Expenditure CATEGORY	2018/2019	2017/2018	2016/2017	2015/2016	2014/2015
Approval	5%	5%	7%	8%	8%
Databases	23%	21%	23%	28%	22%
Monographs	9%	7%	8%	4%	4%
Preservation	1%	1%	1%	1%	1%
Online Periodicals	57%	59%	53%	50%	61%
Print Periodicals*	3%	4%	5%	6%	-
Standing Orders	2%	3%	3%	3%	3%

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

Acquisitions & Collection Services (cont'd)

Acquisitions & Collection Services
Table 3
Branches and Regional Campuses

Campus	Monograph	Periodicals	Standing Orders	Databases	Sum
Rosen	\$27,265	\$34,694	\$1,457	\$7,837	\$71,378
CMC	\$19,807	\$954	0	0	\$20,760.85
Eastern	\$6,605	0	0	0	\$6,605.17
Southern	\$2,046	0	0	0	\$2,045.83
Western	\$5,188	0	0	0	\$5,187.72
TOTAL	\$60,911	\$35,773	\$1,457	\$7,837	\$105,978

Acquisitions & Collection Services
Table 4
Five-Year Expenditure History

	2018/2019	2017/2018	2016/2017	2015/2016	2014/2015
MONOGRAPHS	\$977,182	\$922,796	\$1,093,590	\$785,522	\$806,654
Approvals	\$341,497	\$402,466	\$514,956	\$521,832	\$542,344
Firm Orders	\$618,796	\$505,736	\$565,032	\$252,100	\$262,711
Replacements	\$3,050	\$2,323	\$3,181		\$1,599
Regional Libraries	\$13,859	\$12,271	\$10,421**	\$11,590	\$26,417
Eastern	\$6,605	\$6,501	\$4,327	\$3,369	\$8,683
Southern	\$2,046	\$855	\$2,743	\$5,069	\$8,853
Western	\$5,188	\$4,915	\$3,351	\$3,152	\$8,881
SERIALS TOTAL:	\$4,587,457	\$5,001,312	\$4,590,938	\$4,100,789	\$3,663,868
STANDING ORDERS	\$185,936	\$210,773	\$223,587	\$246,502	\$233,850
PRINT PERIODICALS	\$244,452	\$337,363	\$364,663	\$422,765	\$435,633
ONLINE PERIODICALS	\$4,157,069	\$4,453,176	\$4,002,688	\$3,431,522	\$2,994,385
DATABASES	\$1,645,509	\$1,556,250	\$1,732,306	\$1,894,795	\$2,213,872
Periodical Databases		****_	****_		\$712,401
Subscriptions	\$1,212,269	\$1,314,237	\$1,196,630	\$1,780,282	\$1,174,411
Back Volumes & Monographs	\$433,240	\$242,013	\$535,676	\$114,513	\$327,060
PRESERVATION	\$53,459	\$58,852	\$96,610	\$35,138	\$57,294
MICROFORMS	\$47,809	\$45,889	\$75,120	\$20,584	\$40,673
BINDING	\$5,650	\$12,953	\$21,790	\$14,554	\$16,621
TOTAL	\$7,263,607	\$7,539,210	\$7,513,744	\$6,816,244	\$6,768,105

* Included in the Firm Orders

** Included in the Monographs Summary

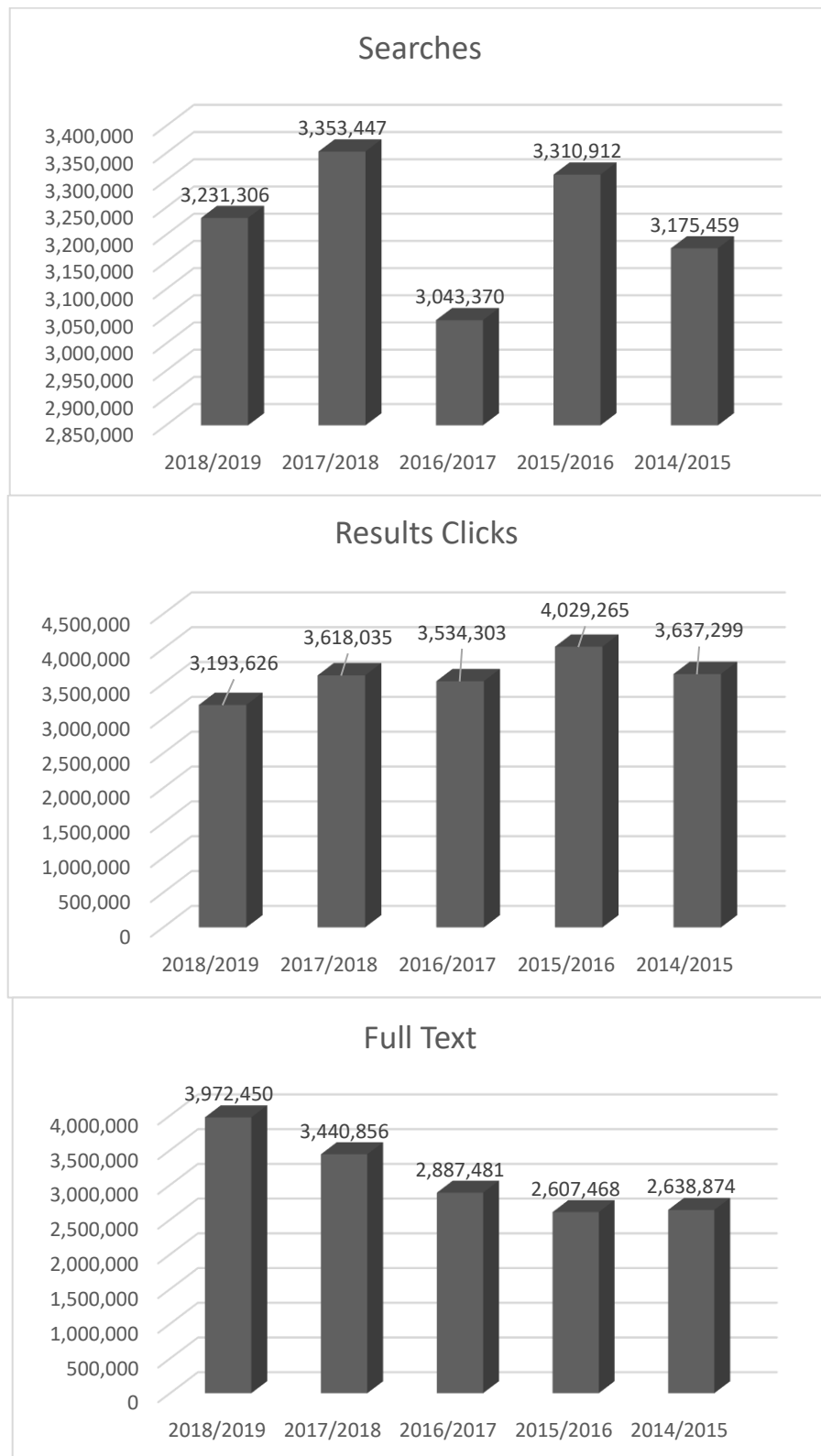
*** Change in reporting categories

**** 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 \$3,310,152 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 (cont'd)

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



Acquisitions & Collection Services (cont'd)

Acquisitions & Collection Services

Table 6

Selected Database Usage Details (COUNTER) 2018-2019

Title	Searches	Result Clicks	Full Text
Databases			
Alexander Street Press	7,272		2,403
EBSCOhost	2,628,188	508,665	2,804
Engineering Village	14,267	5,929	
Gale	78,214	31,657	17,769
LexisNexis Academic	12,770		
MathSciNet/AMS	19,994	8,131	
ProQuest	91,886	120,803	138,568
Readex Newsbank	2,302	9,992	9,992
Web of Science	117,771	95,427	
E-Books and Media			
Cambridge E-Books Online			16,030
ProQuest Ebook (formerly EBL & ebrary)	23,792	690	
EBSCO Ebooks			
Elsevier eBooks			2,714
Gale eBooks			22,542
IEEE Ebooks			1,549
Misc. eBooks			6,188
Morgan & Claypool	105	30	304
Oxford eBooks			39,204
SAGE SKM, SRM, Video			17,132
Springer E-Books and Protocols			532,242
Taylor & Francis eBooks			10,389
Wiley eBooks			15,976
E-Journals			
ACM Journals			32,296
ACS Publications	16,073	1,435	81,056
AIP Scitation	3,769	326	24,539
American Physical Society	37,108		18,256
Annual Reviews	2,384	64	10,265
ASME Digital Library			3,835
Cambridge University Press	1,705		12,310
Elsevier ScienceDirect			608,229
Emerald	1,778		26,297
Highwire and Misc. eJournals	3,307	1,465	70,125
IEEE			66,971
IOP Optics InfoBase			23,971
JSTOR	111,237	85,340	224,685
Nature Palgrave Journals			88,483
Optical Society			36,249
Ovid Journals			36,249
Oxford Journals	737	1,744	50,496
Project MUSE			20,243
Royal Society Chemistry	1,042	9	24,041
Sage Journals			132,862
Science			23,876
Springer Journals			136,136
Taylor & Francis	23,159	2,237	156,248
Wiley Journals	10,237		145,369
Media			
Alexander Street Press Media		2,405	35,829
Films on Demand	2,208		
SAGE Video		5,808	4,717

Notes:

2018/2019 COUNTER transitioned from Revision 4 to Revision 5, with the change affecting statistics from April 2019 forward. There are significant differences between the versions. We made a best effort to align the data from the two versions. 2019/2020 data may report different metrics.

Acquisitions & Collection Services (cont'd)

Acquisitions & Collection Services

Table 7

*Streaming Video Title Annual Usage by Providers (NON-COUNTER)**

Provider	Video Plays/Views	Titles Used	Titles in Report
ASP	14,969	1,000+	1,000+
FMG	13,421	1,119	3,955
Kanopy	35,677	2,502	5,232

* 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

Use Type	2018/ 2019	2017/ 2018	2016/ 2017	2015/ 2016	2014/ 2015
Sessions	764,866	791,368	821,993	673,049	364,217
Searches (uniq.)	1,784,545	1,771,758	1,836,797		
Abstract	1,006,613	1,107,327	1,183,646	1,232,486	1,077,719
Hosted Full-Text	340,784	385,339	399,196	397,380	368,482
Link to FTF	567,137	628,824		669,976	582,855

See also the COUNTER usage for a normalized account of searches and full-text use.



9th Yunnan Sino-American Forum on Library Practice, Chuxiong, Yunan, China July 10-13,

Ying Zhang
Head, Acquisitions & Collection Services



Cataloging Services



Highlights of the Year in Retrospect

A total of 19,251 print titles and 76 physical media titles, along with records for 40,686 e-texts and 48,101 streaming media were added to the University Libraries in 2018-2019. Bibliographic maintenance activities enhanced 26,478 catalog records, while batch and shared bib projects loaded or corrected another 115,771.

Major activities in Cataloging this fiscal year included catalog record changes for materials in the Automated Retrieval Center (ARC); preparation for the opening of the Downtown Campus library; database maintenance necessitated by ARC ingestion, the inventory project, and sending materials to FLARE; and contributing metadata for various digital projects. Major collections cataloged include the Simon Barton collection and a large number of music CDs from Seminole State College.

Changes in Staffing

Cataloging Services experienced major staff changes in 2018-2019.

- ◆ Interim Head Jeanne Piascik became Head, Cataloging Services in September 2018.
- ◆ Jessica Langone accepted a librarian position at Valencia College and resigned her position as of May 2019. She continues to contribute to the department as a volunteer.



The Pirates of the Cataloging Department celebrate Halloween.

Report on Departmental Goals: 2018-2019

- ◆ **Participate in preparation for Aleph system upgrade (scheduled for December 2018) and selection of a new Integrated Library System (ILS).** Training was provided in-house and by FLVC, and the transition to Aleph v.23 was smooth. Members of the department attended online demonstrations and vendor proposals for potential new systems.
- ◆ **Participate in statewide efforts related to cataloging, authority control, and bibliographic maintenance.** Piascik is a member of the Cataloging, Authorities, and Metadata Committee (CAM) and a member of the CAM Authorities Subcommittee. Kim Montgomery is a member of the CAM Bibliographic Control and Discovery Subcommittee, as well as the Metadata Quality Control Subcommittee and co-chair of the Metadata Quality Control Subcommittee Task Force.
- ◆ **Continue catalog-related preparations for moving the majority of the John C. Hitt Library's collections into the Automated Retrieval Center (ARC).** Successfully used automated processes to change locations for more than 500,000 items in the catalog, allowing Circulation to complete the ingestion process. Began cataloging most new items for the ARC.
- ◆ **Analyze the results of the inventory project.** Some cleanup and analysis has occurred, but other projects plus the lack of available personnel have slowed the effort.
- ◆ **Fill existing vacant staff positions.** The Special Formats LTA and Coordinator positions remain open.

Departmental Goals: 2018-2019

- ◆ Participate in preparation for a new Integrated Library System (ILS), including the associated database cleanup.
- ◆ Participate in statewide efforts related to cataloging, authority control, and bibliographic maintenance.
- ◆ Continue catalog-related activities for moving the majority of the John C. Hitt Library's collections into the Automated Retrieval Center (ARC).
- ◆ Analyze the results of the inventory project.
- ◆ Fill existing vacant staff positions.

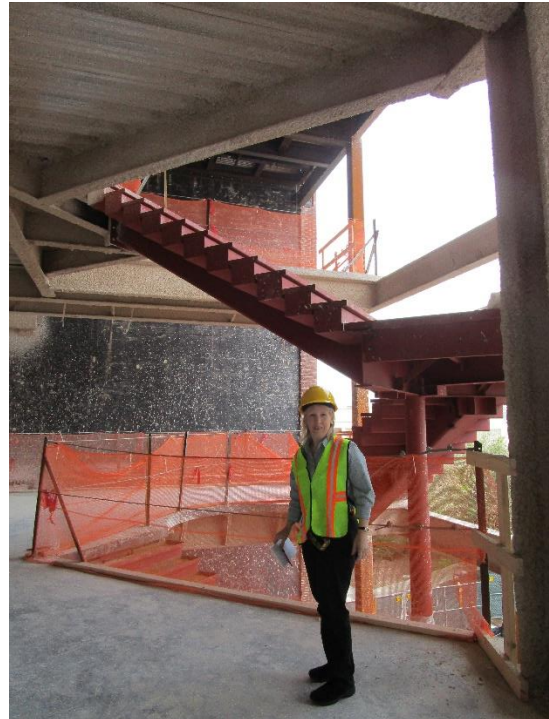
Cataloging Services (cont'd)

Performance Enhancement Recommendations

Filling the currently vacant Special Formats Coordinator and the Special Formats LTA positions would allow staff members who are currently covering these duties to allot more time to database cleanup, ILS pre-migration projects, and possibly even national contributions to cataloging and authorities. Access to electronic materials would be greatly facilitated if more personnel could be assigned to this area and if more expeditious processes for loading records could be developed in coordination with FALSC.

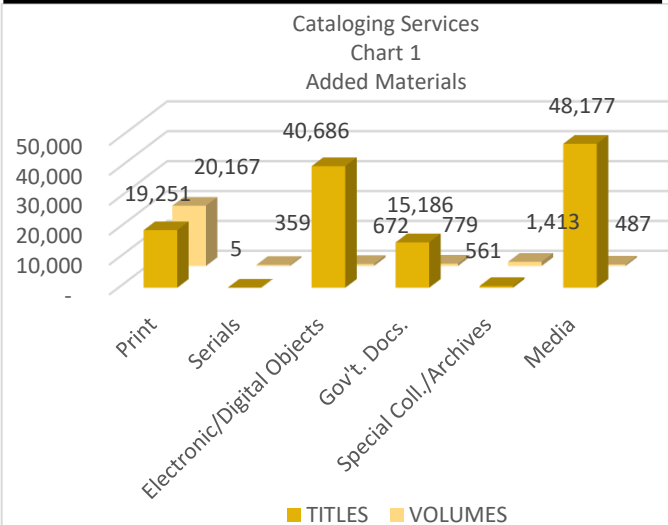


Former department member Angie Villafañe visits with Jeanne Piascik & Alice Crist

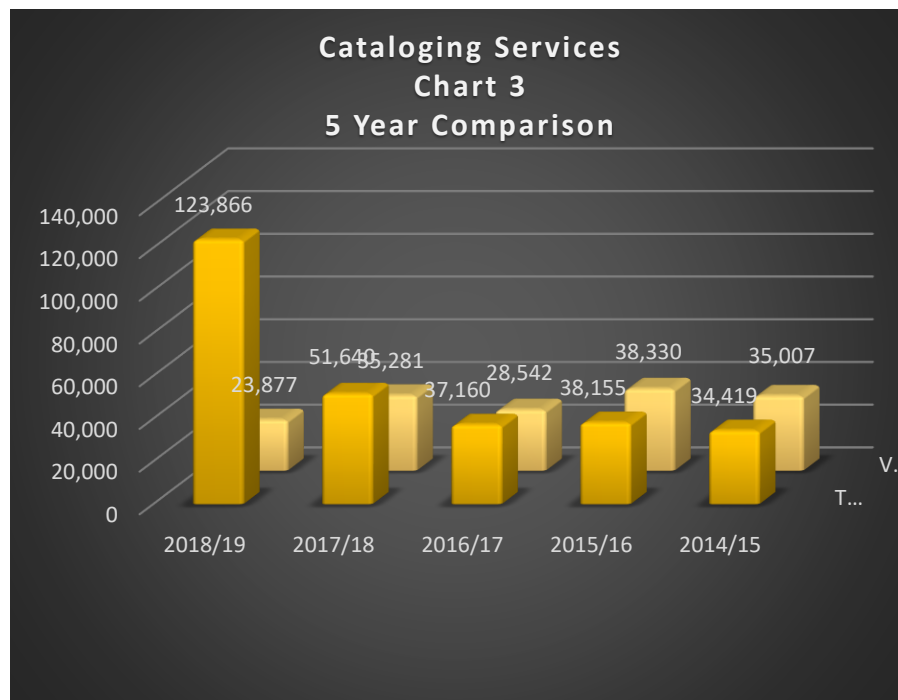
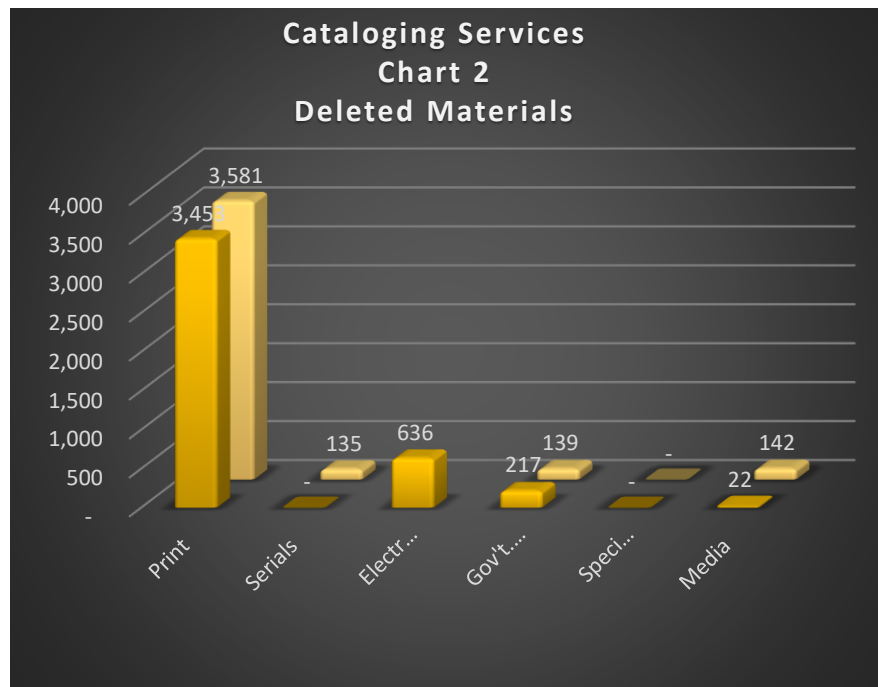


Jeanne Piascik tours the soon-to-be-completed new library space.

2018-2019 Statistics: Cataloging Services



Cataloging Services (cont'd)



Cataloging Services (cont'd)

Cataloging Services

Table 4

2016/17 – 2018/19 Comparative Highlights

	2018/19	2017/2018	2016/17
Bib Maintenance			
Barcodes (damaged, missing)	176	543	2,583
Labels (corrections, damaged, missing)	1,079	1,378	1,719
Rebinds	34	234	834
Replacements	155	137	108
Upgrade existing catalog record	8,348	7,932	14,857
Edit digital objects	1,763	299	253
Create/edit/delete HOL record	5,719	4,964	5,045
Move HOL record	57	63	257
Create/edit/delete item record	4,750	3,014	6,472
Move item record	744	4,032	75
Move order record	693	4,345	479
Location change	874	191	213
Transfers	1,273	212	77
OCLC LHR	133	133	47
Review of bib maintenance request	680	767	449
Total	26,478	28,244	33,468

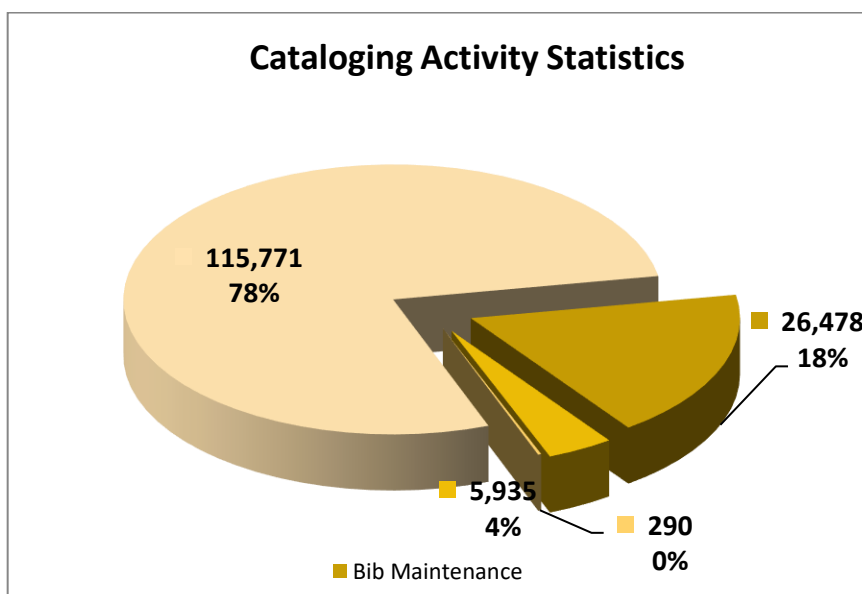
	2018/19	2017/18	2016/17
Cataloging			
Browsing	650	535	369
Original cataloging	353	474	308
OCLC error reports	37	142	87
Priorities	211	218	528
Upgraded cataloging	4,684	2,606	4,469
Total	5,935	5,761	34,682

	2018/19	2017/18	2016/17
Authorities			
NACO or local authority records	170	*	2
Heading for digital object	120	1,603	75
Total	290	1,603	77

	2018/19	2017/18	2016/17
Batch and Shared Bib			
Batch loads/Records loaded	104,354	29,223	9,559
Batch loads/Products	81	51	35
PDA batch loads	2,154	1,440	3,228
PDA manual deletions	631	1,097	1,667
Batch management 856/URL	8,054	4,441	635
Batch management non-URL	0	0	355
Individual Titles	48	468	*
Shelf ready books	354	257	*257
Books for display	75	32	*
Short record	20	0	0
Totals	115,771	20,447	

*Not Reported

	2018/19	2017/18	2016/17
Summary:			
Bib Maintenance	26,478	28,244	33,468
Cataloging	5,935	3,975	5,761
Authorities	290	1,603	77
Batch and Shared Bib	115,771	37,017	20,447
Total	148,474	70,839	59,753



Cataloging Services (cont'd)

Cataloging Services
Table 5
2018-2019 Added Materials

PRINT	Titles	Volumes
Orlando	15,232	15,966
Curriculum Materials Center	1,318	1,403
DSC: Daytona	2,254	2,339
EFSC: Cocoa, Melbourne, Palm Bay	156	165
LSCC: Leesburg, Clermont, Sumter	27	27
Rosen	207	210
SSC: Altamonte, Lake Mary, Sanford	9	9
VCC: Kissimmee, Metrowest		
	48	48
Sub-Total	19,251	20,167

ELECTRONIC	Titles	Volumes
CONTENTdm-Digital Objects	0	
eBooks	36,550	
Monograph (ETD)	672	672
Non eBook Monographs	2881	
RTD	115	
Assorted Digital	264	
Serials	197	0
Other	7	
Sub-Total	40,686	672

SERIALS	Titles	Volumes
Orlando	4	359
Other Locations	1	0
Sub-Total	5	359

US GOV'T DOCS	15,186	779
SPECIAL COLLECTIONS	230	1,043
UNIVERSITY ARCHIVES	31	370
TOTAL	35,003	22,718

SUMMARY:	TITLE S	VOLUME S
Print	35,003	22,718
Electronic/Digital Objects	40,686	672
Media	76	487
Electronic media	48,101	0

Electronic Media	Titles	Volumes
Streaming Audio	10,467	
Streaming Video	37,604	
Sub-total	48,101	

MEDIA	Titles	Volumes
Orlando		
Audiobooks	0	0
CDs (Music/Audio)	867	922
CD ROMs/DVD ROMs	2	2
DVDs	191	217
Videorecording	0	0
Sub-total	1,060	1,114

Curriculum Materials Center	Titles	Volumes
Activity Cards	0	0
CDs (Music/Audio)	1	1
CD ROMs/DVD ROMs	0	0
DVDs	25	25
Games	18	18
Kits	15	16
Models	0	0
Posters	0	0
Realia	4	4
Sub-total	63	64

Rosen	Titles	Volumes
DVDs	3	3
Sub-total	3	3

Regional Campuses	Titles	Volumes
DVDs	1	5
Sub-total	1	5

TOTAL	76	487
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Cataloging Services (cont'd)

Cataloging Services
Table 6
2018 - 2019 Deleted Materials

PRINT	Titles	Volumes
Orlando	381	393
Curriculum Materials Center	171	171
DSC: Daytona	1709	1762
EFSC: Cocoa, Melbourne, Palm Bay	668	730
LSCC: Leesburg, Clermont, Sumter	522	523
Rosen	2	2
Sub-Total	3,453	3,581
SERIALS		
Orlando		124
Other locations		11
Sub-Total		135
ELECTRONIC	636	0
U.S. GOVERNMENT DOCS.	217	139
SPEC COLL & UNIV ARCHIVES	0	0
TOTAL	3670	3855
SUMMARY	TITLES	VOLUMES
Print, Serials, Docs.	3670	3,855
Electronic	636	0
Media	22	142
GRAND TOTAL	4,328	3,977

MEDIA	Titles	Volumes
Orlando		
CD-ROMs/DVD-ROMs	1	1
DVDs	1	7
Streaming Video	2	5
Floppy disks		67
Sub-total	4	80
Regional Campuses		
DVDs	7	7
Kits	11	57
Sub-total	0	0
TOTAL	22	142

Jeanne Piascik
Interim Head, Cataloging Services



Interlibrary Loan/Document Delivery Services



Highlights of the Year in Retrospect

The ARC has brought changes and challenges to the ILL/DDS department, as well as to Circulation Services. Initially, our turn-around time (meaning how fast we can fill or unfill requests) was impacted while items were loaded into the ARC, and for 3 to 4 months afterwards as the system was fine-tuned (or malfunctioned for various reasons). The average time it took our lending unit to fill a request went from 24 hours to 8 days. In Mango, the ILLiad button was removed and replaced with a Hold button for all items in the ARC. While this move allows the patron to directly request an item from the ARC, it does not allow them to place a hold on an ARC item which is checked out. Instead the button takes them to ILLiad, and the request is made through our department. This causes some confusion on the part of the patron, who may think that the UCF item is being retrieved for them or that a hold is being placed on the item for them; and it also causes confusion for ILL/DDS staff who have to determine whether to place a hold on the item or borrow it from another library. Another impact the ARC has on our operation is when ARC items are missing; sometimes it takes 3 or 4 days to find this out, which is the maximum amount of time allowed to fill a lending request. Circulation has made efforts to improve communication about these items and update items in the catalog to missing. On our end, it is difficult to catch duplicate requests for items from the ARC; we may receive 2 or 3 ILL requests for a popular item in addition to a Document Delivery request from a UCF patron just as Circulation is retrieving the item from the ARC. This results in Circulation receiving more than one request from ILL/DDS for an ARC item. A status change in Mango for items requested from the ARC would be beneficial for all; particularly for our lending department because they would unfill any ILL requests for items already being retrieved from the ARC. Further collaboration between departments and communication about decisions related to the collection is needed so that we can all perform our jobs in an efficient and timely manner.

After at least 15 years of not providing interlibrary loans from the Curriculum Materials Center, the door finally opened. In the past year, we have lent over 144 books and have canceled less than 40 books. Joanie, Pat and Kristine presented at the OCLC Resource Sharing Conference in Jacksonville, Florida on the topic of opening the doors of the CMC to resource sharing. ILL requests for materials in the CMC tend to be picture books, then general collection and fiction.

Gathering research, we discovered that the fear that the book would not be available to UCF patrons was unfounded. Analyzing the requests found that the books requests via ILL had a high probability of having been checked out less than 2 times, 70% of requests were coming from fellow academic institutions, and the majority of them were from within the state of Florida.

Amanda Tier and Kristine Shrauger also spoke at the OCLC Resource Sharing Conference. They participated in a panel discussion regarding ILL/DDS services with those institutions that had an Automated Retrieval Center (ARC). It was interesting to hear about the workflows, turnaround times, and fill rates by the others that served on the panel.

Amanda Tier was hired in July 2018 to replace Corinne Girr. Bringing a new set of eyes to the department, brought new ideas and questions about workflow, the ILLiad website, and policies. The department reexamined the patron registration page and made changes to it shorten the process. We also implemented text messaging option as another means for patrons to receive information.

Supporting the Open Access week in October, ILL Lending provided free articles and books to libraries throughout the country. In each book and/or article we added information about Open Access efforts.

Over the past 5 years, Kristine along with others from CMC have been engaged in identifying picture books and young adult books that showcase diversity within the family. To date, 6 grants have been awarded, along with a fellowship. A living bibliographic database has been built by Lee Dotson in Digital Initiatives to house the 2000 titles that have been identified. In addition to the database, Amy Dovydaitis, Emma Gisclair from the CMC and Kristine Shrauger and Amanda Tier have been working their way through a diversity audit of the picture books at the CMC. The group of 4 have been presenting around the state on the topic and are poised to speak national in February.

Changes in Staffing

Amanda Tier joined the department in July 2018. Amanda previously worked at the Seminole County Public Library System.

Report on Departmental Goals: 2018-2019

- ◆ A few years ago, OCLC announced that ILLiad would be phased out and all ILLiad users, along with other OCLC resource sharing products would be migrated to a new ILL system called Tipasa. Over the course of the last year, OCLC announced ILLiad will remain for the foreseeable future.

Interlibrary Loan/Document Delivery Services

- ◆ The investigation for on-campus office delivery of books and other items to faculty was placed on hold until ARC workflow was figured out and discovery tools were analyzed as to how to handle on-campus office delivery service.
- ◆ ILL/DDS has figured out workflow to handle items from the ARC. While it is not ideal, as we do not have control over access, turnaround times, complete acknowledgement of items that are not filled or are not in the ARC, we are making it work.

Department Goals for 2019 - 2020

- ◆ Design and set up an on-campus delivery service for delivery books submitted through Interlibrary Loan.
- ◆ Collaborate with TBLC to re-envision how lost books are handled in the system.
- ◆ Lead discussions for CSUL and ICUF Resource Sharing committee; staff participation.
- ◆ Migrate and upgrade ILLiad to OCLC Cloud based service.

Performance Enhancement Recommendations

- ◆ Third monitors would assist in being able to view various software programs without needing to flip back and forth.
- ◆ We are having trouble with loading some technology because the hardware is older. We need new technology to maintain services, such as being able to use the microfilm machine.
- ◆ We need new printers that will not break down on us every so often.
- ◆ A larger book budget in order to purchase more books upon demand in lieu of borrowing books. The ability to purchase all current year imprints versus attempting to borrow them.
- ◆ The ability to provide professional development stipends for staff members that are interested attending a conference.



Reception at the 2019 OCLC Resource Sharing Conference in Jacksonville, Florida.

Top: James Waters, FSU, Bottom, left to right: Kristine Shrauger, Joanie Reynolds, Pat Tiberii, Amanda Tier

Interlibrary Loan/Document Delivery Services (cont'd)

2017-2018 Statistics: Interlibrary Loan / Document Delivery Services

Interlibrary Loan / Document Delivery Services

Table 1

Most Requested Journals

Title	Number of Requests
<i>Forensic Science International</i>	43
<i>Journal of Nursing Regulation</i>	30
<i>Nursing Standard</i>	15
<i>Pediatric Critical Care Medicine</i>	14
<i>Nursing Clinics of North America</i>	14

Interlibrary Loan / Document Delivery Services

Table 2

Top Reasons Borrowing Requests Were Cancelled

Reason for Cancellation	Number Cancelled
We have a hold placed on this book for you	361
We have exhausted all possible sources	304
This is a duplicate request	238
Other	229
Cancelled request by patron	152
Unable to verify your request as cited	74

Interlibrary Loan / Document Delivery Services

Table 3

Top 14 Institutions We Lending Materials to

Library Name	Requests Filled
Rollins College	664
University of North Carolina	388
University of Florida	375
Alachua County Library District	375
Syracuse University	372
University of South Florida – Tampa	370
University of St. Augustine for Health Sciences	334
Stetson University	285
American University	214
Broward County Main Library	207

Interlibrary Loan / Document Delivery Services

Table 4

Top Reasons Lending Requests Are Not Filled

Reason For Cancellation	No. Cancelled
E-Book/Electronic Journal Access – years requested not owned	2,188
Checked out	2,109
Holdings BEGIN AFTER/END BEFORE this volume	863
Not on shelf	608
Title not owned	577
Lack volume/issue	526
Shifting in process – please try again	387
Lost	333
On reserve	242
Regional campus	322

Interlibrary Loan/Document Delivery Services (cont'd)

Interlibrary Loan / Document Delivery Services

Table 5

Journal Titles Most Requested - Lending

Journal Title	Number of Requests
<i>Nursing Times</i>	147
<i>International encyclopedia of the Social and Behavioral Sciences</i>	60
<i>The TESOL Encyclopedia of English Language and Teaching</i>	48
<i>International Journal of sports Physiology and Performance: ISJSPP</i>	46
<i>Phosphorus Sulfur, and Silicon, and the Related Elements</i>	24
<i>Strategic HR Review</i>	23
<i>Contemporary Nurse: a Journal for the Nursing Profession</i>	21
<i>American Journal of Sexuality Education</i>	19
<i>Radiology Management</i>	18
<i>AIAA Journal</i>	17

Interlibrary Loan / Document Delivery Services

Table 6

Most Filled Journals – Document Delivery

Journal Title	Number of Requests
<i>Dissertation</i>	132
<i>Tetrahedron Letters</i>	35
<i>American Journal of Physical Anthropology</i>	31
<i>Criminology</i>	23
<i>Forensic Science International</i>	23
<i>Journal of College Student Development</i>	23
<i>New York Times</i>	21
<i>Science</i>	19
<i>Journal of composites for construction</i>	18
<i>Journal of the American Ceramic Society</i>	18
<i>AIAA Journal</i>	17



Kristine Shrauger
Head, Interlibrary Loan/Document Delivery Services



Research, Education, & Engagement



Highlights of the Year in Retrospect

The key term describing the division over the reporting year is growth. Growth characterized by maturation of an innovative service model, a continued increase in the use of services offered through the division and the number of collaborations and projects undertaken, and even expansion of the units in the division and other responsibilities assumed. Joining the Curriculum Materials Center, Research and Information Services, Scholarly Communication, and Teaching and Engagement units this year are the Downtown Campus Library and a new position devoted to Student Success and Textbook Affordability. The Student Success/Textbook Affordability librarian, Katy Miller, coordinates library involvement with textbook affordability projects, both internal and external to the library. Funding of Ms. Miller's position by the Provost's Office, having a position dedicated to textbook affordability and student success efforts, and having Ms. Miller join the library faculty are indeed highlights of the year. We are now one step closer to the goal of "institutionalizing" textbook affordability, or having the concept – and the process – embedded throughout the University. Ms. Miller has provided a report appended to this section, which accompanies Cindy Dancel's entry as Graphic Designer II.

Rachel Mulvihill, currently head of Teaching and Engagement, has agreed to assume oversight of the Downtown Campus Library, which is slated to open fall semester 2019. At the close of the reporting year progress is being made on construction of the downtown campus and Ms. Mulvihill is already leading efforts to identify and build collections and services that support the venture, which is a collaboration with Valencia College. Planning for the Downtown Campus Library requires filling three staff positions and on-going discussions to determine procedures, operating hours, furniture, and service models. Complementing the Downtown Campus Library staff are several Subject Librarians (Corinne Bishop, Richard Harrison, Athena Hoepfner, Rich Gause, and Renee Montgomery), who will provide services for their respective faculty and students at the new location. With Meg Scharf's retirement the division also has assumed responsibility for Institutional Effectiveness assessment.

Members of the division (Rich Gause and Penny Beile) also has been active on the Building Renovation Taskforce, in turn advocating for needed space, communicating possible impacts of construction on library users, and working closely with campus partners to ensure their continued interest and input on user spaces and collaborative areas. With the completion of Phase 1a two new classrooms will be added; one somewhat traditional and able to accommodate over 40 students, and one planned as an active learning classroom with video capturing and other features.

Shelving afforded by the new space has provided opportunity to highlight library collections, and in some instances develop them. Specifically, the director charged a small working group (Penny Beile, David Benjamin, Sara Duff, Richard Harrison, Sarah Norris, Jeanne Piascik, and Lindsey Ritzert Xanthopoulos) to develop a print collection of UCF-authored works to be housed in the Reading Room, but the project grew to include identifying a comprehensive list of UCF-authored works (electronic, music scores, recordings, and other formats) that would be easily identifiable as a collection in the catalog. An offshoot of the original taskforce will continue to identify, purchase, catalog, and curate the collection on an on-going basis.

A final highlight of the year, and very definitely a growth area, is assessment. The division has long led a high level Value of Academic Libraries assessment project and after a period of inactivity team members (Penny Beile, Rachel Mulvihill, Megan Haught, and Joel Lavoie) met several times with IKM analysts to revisit efforts to create an interactive web form. Over the course of the year a data dictionary and workflow were created and data points expanded to include computer logins and interlibrary loan transactions. A portal was set up and tested and IKM analysts are creating the web form connecting library interactions to student demographic information. Next reporting year we hope to have academic performance indicators (GPA and persistence) added to the web form. Further, the Student Success librarian has worked with the Office of Student Success to gain access to the EAB platform. This will allow analysis of data inputted into the platform for the past several years, plus provide opportunity to proactively identify and market library services (like research consultations) to at-risk students. Adding Institutional Effectiveness assessment metrics to division responsibilities allows for a unified view of assessment and evaluation aligned to institutional priorities.

With changes that have already occurred or are anticipated with University and library senior management the division will continue to stay the course set by its strategic plan. A recent speech made by Diana Beech of the United Kingdom's Higher Education Policy Institute describes the hallmarks of a successful university in terms of students... what services are provided, who is reached, and the impact the services make on students' learning, welfare, and employability (<https://www.hepi.ac.uk/2018/01/31/hallmarkssuccessful-university/>).

Research, Education, & Engagement (cont'd)

Key trends associated with the successful student-centered university include value for the money, learning gains, wellbeing (or life satisfaction), and having the experience surpass the expectation. UCF Libraries offers services and programming dedicated to meeting each of these trends. Consider textbook affordability efforts and value for the money; the Value of Academic Libraries project that demonstrated students who use library services and resources have better academic outcomes; programming offered to meet students' academic, social, and personal needs (from how to write a literature review to checking out popular fiction and on to therapy dogs); and survey results that indicate students are usually very satisfied with the services and support offered them. Changes in leadership and priorities provide opportunity to further refine our service models and goals in support of the institution, and we are likewise confident that our quality programs will support any direction taken by the next University president and library director.

Student Success/Textbook Affordability Report, Katy Miller

Textbook affordability efforts continue to expand through a collaborative effort between internal and external library partners. Recognizing the value and impact of affordable textbooks on student performance, the Libraries welcomed a new Student Success/Textbook Affordability librarian, Katy Miller, to provide dedicated direction, support, and outreach. This position is funded by the Provost's Office. At the close of spring semester 2019, 15,833 students have potentially saved \$1,555,849 through faculty adoptions of Open Educational resources and zero-cost and library-sourced materials.

As part of outreach efforts, the UCF Libraries Textbook Affordability website (<https://library.ucf.edu/textbook-affordability/>) went live in May 2019. In addition to a presence on the UCF Libraries website, the link is posted on the Office of the Provost's page as part of UCF's Affordable Instructional Materials initiative (<https://provost.ucf.edu/initiatives/affordability/>). This initiative is a collaboration between UCF Libraries, the Center for Distributed Learning, and Faculty Center for Teaching and Learning to coordinate and communicate efforts of this work. The UCF Libraries is taking the lead in tracking zero-cost adoptions regardless of format or source and works in collaboration with campus partners to promote adoption of library-sourced or Open Educational Resources (OERs) to faculty. The Center for Distributed Learning is coordinating efforts in the creation of OERs, as well as UCF's participation with Affordability Counts and First Day Access. The Faculty Center for Teaching and Learning is partnering with both UCF Libraries and CDL for faculty outreach and awareness. Outreach and presentations included several sessions to GEP faculty, to the Faculty Senate, the Libraries' Student and Faculty Advisory Boards, advisors, new faculty, and to various department faculties.

Further details are available on the AIM website listed above.

Last fall a print textbook reserve collection was instituted, targeting the top 25 high DFW (drop, fail, withdrawal rate), General Education Program (GEP) courses. Initial funding provided by the director of the library has been; supplemented with donations from Student Academic Services, the Student Government Association (SGA), and academic departments and faculty. This is the first year that the Libraries partnered with SGA and Knights Pantry on a Textbook Donation drive. The spring 2019 drive collected 60 books and 39 unique titles, which were added to the Print Textbook Reserves. It is anticipated that the drive will be on-going. This reserve provides a 2-hour loan of print textbooks to students on a first-come, first-serve basis.

Regarding Student Success initiatives, a partnership has been initiated with the Office of Student Success to discuss how to expand current use of My Knight Star, the software tool used by advisors and faculty across the university. Ms. Miller has been trained and given advisor access to the system. Plans for incorporating this tool for more robust library support and tracking is expected to begin in fall 2019.

A final successful collaboration this year was a partnership between Sara Duff, Acquisitions and Collection Assessment Librarian, and Ms. Miller. Working together, Ms. Duff and Ms. Miller identified potential course textbooks available as part of ebook packages. Once potential titles were identified, faculty were contacted to confirm the title will be used in future semesters, and that they would adopt the library-sourced ebook. This partnership has expanded to include Subject Librarians as part of the communication and outreach process, who remain a vital link to faculty and ensure the process is collaborative and inclusive.

Graphic Designer II Report, Cindy Dancel

Cindy Dancel, the Libraries' Graphic Designer, is available to all library faculty and staff in need of graphic design services. Over the course of the reporting year, Ms. Dancel created graphics, digital signs, blog posts, bookmarks and posters, as well as staffed events and took photographs. These activities were in support of departments from across the library, including Acquisitions, Administration, Circulation, CMC, Digital Initiatives, Interlibrary Loan, Research and Information Services, Rosen Library, Scholarly Communication, Teaching and Engagement, and UCF Connect. Some of her contributions this year include events such as Info Authority Week, National Library Week, Lunar Eclipse, Pegasus Palooza, Summer Knights, Camp Compass, International Observe the Moon Night, Open Access Week, and Therapy Dog Tuesday.

Research, Education, & Engagement (cont'd)

Ms. Dancel also supported library workshops, collections, and other initiatives, including posters and signs for the ARC Project and library renovations, digital signs for 70 Graduate Student Workshops, graphics promoting OER, the launch of the textbook donation drive, UCF faculty authors, and the KnightsRead collection. Ms. Dancel created graphics for the Sholem Aleichem 130th Anniversary Exhibit, Leonardo DaVinci 500th Anniversary Exhibit, and the Three Musketeers 175th Anniversary Exhibit as well as working with the UCF Planetary Group to photograph their partnership events with the UCF Libraries. Finally, Ms. Dancel created videos to advertise new library spaces, policies, and construction updates. This list is by no means comprehensive; it is provided mainly to illustrate that Cindy Dancel is available to serve all library departments, units, and personnel, and campus units that partner with the UCF Libraries.

Additionally, Ms. Dancel monitors several of the UCF Libraries social media channels. This is the second year that Ms. Dancel began tracking Facebook and Twitter interactions, noting what viewers find most interesting or useful and at what times of the semester they are most engaged. Media posts that received the most engagement over the reporting year include library employees wearing denim to support survivors of sexual assault (26,200 impressions), the book binding class held by Special Collections (2,000 impressions), textbook affordability (1,900 impressions), and muffins and cookies in exchange for taking a quiz (700 impressions). Assuming that these engagement statistics are indicative of student interest, analysis of media likes, re-tweets, and other indicators is being used to drive programming. See the Social Media Summary included in this section of the report.

Changes in Staffing

Division units include the Curriculum Materials Center, Downtown Campus Library, Research and Information Services, Scholarly Communication, Student Success and Textbook Affordability, and Teaching and Engagement (as well as the Graphic Designer position). Amy Dovydaitis continued as head of the Curriculum Materials Center, Barbara Tierney as head of Research and Information Services, Sarah Norris as the Scholarly Communication Officer, and Cindy Dancel as Graphic Designer. Rachel Mulvihill served as head of Teaching and Engagement for the reporting year, with the intention of moving to the Downtown Campus when it opens fall 2019. As such, much of her time was split between overseeing the work of the Teaching and Engagement department and planning the new DTC library. As noted last year, the Libraries received funding from the Provost's Office for a Student Success/Textbook Affordability librarian. We are delighted to report that the search committee (chaired by Barbara Tierney) was successful, and that Katy Miller joined the Libraries in March 2019. Ms. Miller has extensive experience in supporting student success as other libraries and is a very welcome addition to the library faculty. With Rachel Mulvihill's transfer to the DTC library the

division will be holding a search for head of the Teaching and Engagement department.

Report on Divisional Goals: 2018-2019

Last year's division goals were written in support of the new President's vision and the University's Collective Impact Strategic Plan, the FL Board of Governors' Performance Funding metrics, and our bid for Pre-eminence. Each of these goals remain important despite changes in leadership at the University's administrative level and relinquishing pursuit of Pre-eminence status. The goals put forward by the library last year, and how the Research, Education, and Engagement division met them, are listed below.

- Continue transformation of John C. Hitt library as a learning support center, with increased physical space for research, instruction, collaboration, quiet study, technology innovation and academic success support. *REE will continue to attend and contribute to building renovation meetings with an eye to minimizing impact of renovation on student library users, maintaining communication with faculty impacted by access to collections, and maximizing building plans in support of student academic success and collaboration with campus academic support partners.*
Goal met and on-going.
- Continue efforts to lower the cost of a college education and increase student success by working closely with faculty and campus partners (CDL, FCTL, T&TS, SARC, etc.) to provide affordable textbook options. *REE will continue to lead library efforts in this collaborative effort by facilitating faculty adoptions of open or library-sourced course materials, tracking and reporting student savings, and liaising with stakeholders both internal and external to the library. REE will facilitate replacement of course texts with library-sourced ebooks and the newly implemented course textbook reserve collection. REE also will seek to gain broader buy-in from faculty and students through appropriate channels, including participating in the FCTL GEP "refresh" program and CDL's involvement with affordable course materials. Goal met and on-going. See Textbook Affordability report.*
- Assess services for students and act on data to provide library resources and services that are more used, better attuned to user needs and strengthen the educational impact of library services for students at all levels. *REE will lead meetings with division leadership and frontline librarians and staff to determine how to expand and promote library services that support student success, and with the new Student Success librarian position, will work closely with campus partners to mine EAB student data and create programming developed to support at risk students.*

Research, Education, & Engagement (cont'd)

- *Some parts of this goal have been met, but it is a multi-year project. Engagement Librarians work closely with campus academic support units, textbook affordability is now a routine consideration by faculty, the number of faculty using and students completing face to face and online library-provided instruction options continues to grow, and Subject Librarians work closely with program faculty to develop collections and services that support student academic performance.*
- Continue to provide guidance and lead efforts to make university research more openly accessible and widely disseminated with an emphasis on fostering national and international exposure to the work of UCF researchers (STARS). *No specific REE goals here; see the Office of Scholarly Communication section. In hindsight, there have been some synergies between the REE division and STARS over the reporting year, most notably with the UCF authored open textbook collection. Sarah Norris, Scholarly Communication librarian, suggested that a collection be developed to host UCF authored open texts, primarily those created with grant funding.*
- Expand and promote services and tools that support the publishing and research needs of faculty, graduate students, and selected undergraduate student groups. *As an emerging area of interest from the Office of Sponsored Research and the College of Graduate Studies, REE will investigate how the library can contribute to institutional efforts to create a more transparent and ethical research environment, perhaps through the creation of tutorials or other informational tools. Goal met and on-going. Although this did not happen at the division level, RIS Subject Librarian Corinne Bishop created a plagiarism tutorial that was embedded to an online learning course for graduate students.*

Division Goals: 2018-2019

The following broad goals were suggested by the library last year and continue this year. How the division can support them is noted.

- *Continue transformation of John C. Hitt library as a learning support center, with increased physical space for research, instruction, collaboration, quiet study, technology innovation and academic success support.*
- REE will continue to attend and contribute to building renovation meetings with an eye to maintaining communication with faculty and

students impacted by access to collections.

- Over the next year the division will monitor and provide staff training on the new instruction rooms and work to minimize impact of boiler work in staff offices and public-facing spaces.
- We also will continue to meet with Graduate Studies to plan the third floor renovation and graduate student area.
 - *Continue efforts to lower the cost of a college education and increase student success by working closely with faculty and campus partners (CDL, FCTL, T&TS, SARC, etc.) to provide affordable textbook options.*
 - The Textbook Affordability Librarian will lead library efforts in this collaboration by facilitating faculty adoptions of open or library-sourced course materials, tracking and reporting student savings, and liaising with stakeholders both internal and external to the library. The course textbook reserve collection will grow through textbook donations and grants funding. We also will seek to gain broader buy-in from faculty and students through appropriate channels, including participating in the Affordable Instructional Materials initiative and working with the Vice-Provost to support faculty participation in the incentive program.
 - *Assess services for students and act on data to provide library resources and services that are more used, better attuned to user needs and strengthen the educational impact of library services for students at all levels.*
 - Expand the number of data points involved in the Value of Academic Libraries project and work with IKM and UCF IT to further streamline processes associated with the interactive web form. This, in turn, will allow us to mine and act upon data afforded by the project.
 - Further, the Student Success librarian position will work closely with campus partners to mine EAB student data and create programming developed to support at risk students. Participation on the state level assessment committee may produce outcomes that enhance and enable these efforts.
 - *Continue to provide guidance and lead efforts to make university research more openly accessible and widely disseminated with an emphasis on fostering national and international exposure to the work of UCF researchers (STARS).*
 - Expand the UCF authored open textbook collection that was implemented last year. As additional faculty incentives are offered by the institution, the amount of outputs will grow, in turn leading to a robust collection of open materials housed in STARS.

Research, Education, & Engagement (cont'd)

Expand and promote services and tools that support the publishing and research needs of faculty, graduate students, and selected undergraduate student groups.

- As an emerging area of interest from the Office of Sponsored Research and the College of Graduate Studies, we will continue to investigate how the library can support institutional efforts to create a more transparent and ethical research environment, perhaps through the creation of tutorials or other informational tools. Scholarly Communication Officer Sarah Norris now sits on the Research Council, where recent discussion revolved around the need to educate UCF faculty and graduate students about predatory publishing and related topics. We will determine if the library has sufficient staff resources to create instructional materials in support of this need, and if so then develop some.

Performance Enhancement Recommendations

The division continually scans emerging trends in academic libraries and works to develop and deliver new services or extend those already in place in support of institutional needs and priorities. Over the recent past we have offered Scholarly Communication services to support faculty and staff research and publishing, created Engagement Librarians to work with campus partners in support of student success, now have a dedicated Textbook Affordability librarian position, and recently extended all services offered at the Hitt Library to downtown campus affiliates. The challenge is to provide these new or extended services while still maintaining the quality of those that are currently offered and highly used. In the near term we will look at all projects and services with a judicious eye to scalability and quality and anticipated impact on limited staffing resources. As the institution and the library continue to evolve we will propose new services but will only undertake them with staffing levels necessary for successful implementation. As has been noted in the past, UCF continues to lag behind other institutions of similar size regarding the number of librarians assigned to work directly with faculty and students.

Social Media Statistics (second year collected)

	2017-2018	2018-2019
Facebook		
Likes	4,790	4,874
Impressions	5,418	11,024
Engagements	256,051	370,607
Twitter		
Followers	2,558	2,900
Impressions	180,671	239,069
Engagements	4,324	4,581

Likes: The total number of people who have liked your page, by unique users.

Engagements: The number of people who engaged with your page, by unique users. Engagement includes any click or story created.

Impressions: The number of times any content from your page or about your page entered a person's screen, by total count. This includes posts, check-ins, ads, social information from people who interact with your page and more.

Top media Tweet earned 712 impressions

We're giving out muffins, cookies, and cupcakes to anyone who takes our short scholarly communication quiz! In the John C Hitt Library til 1pm!

pic.twitter.com/WGC5ZMhori



4

Top Tweet earned 1,869 impressions

The Library Textbk Affordability program is working to minimize the cost of course materials for students. Students, check here to see if the library has your textbook as an ebook and faculty, find affordable course materials for your students.

library.ucf.edu/textbook-affor...
pic.twitter.com/nLxzH40QQv



Top Tweet earned 1,989 impressions

Do you know you can make your own books by hand? Join [#ucflibrary](#) on June 6 at 1:30pm for a 2-hour workshop to learn how to bind your own books. Materials and tools will be provided. Please plan on arriving at the start of the workshop. [#bookbinding](#)
pic.twitter.com/XYxwUERYQn



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Penny M. Beile (with input from Cindy Dancel)
Associate Director
Research, Education, & Engagement



Curriculum Materials Center



Highlights of the Year in Retrospect

- ◆ Initiated the diversity audit of the CMC's picture book collection
- ◆ Established and hosting technology checkout for CCIE faculty and staff
- ◆ 222% increase in the number of students CMC staff facilitated classes for
- ◆ The CMC served as the final practicum site for two UCF students. One from Inclusive Education Services and the other from the School of Teacher Education, Early Childhood Development and Education. Both have successfully completed their coursework and graduated. This August we welcomed a new Early Childhood Development and Education practicum student.

Changes in Staffing

- ◆ The Curriculum Materials Center staff did not experience any changes during the timeframe of this annual report.

Report on Departmental Goals: 2018-2019

- ◆ **Revise layout and content of the CMC web site. Include CMC content specific LibGuides.** *The CMC web site revisions are still under development. Extensive efforts have been made to inspect the web sites of CMCs across the United States. An Excel document gathering information from these sites is being garnered. Discussion with School of Teacher Education faculty is also being solicited to see what needs can be met. Once enough information has been gathered, it will be categorized for placement within the new layout. Two new LibGuides have been published for award books and young adult books. Further work has been completed on the construction of an extensive Manipulatives LibGuide which will feature photographs of the approximate 800 manipulatives in our collection.*
- ◆ **Update the textbook collection to include the new Florida K-12 science textbook adoptions.** *Efforts have been made to update the most recent science textbook adoptions, focusing on both Seminole and Orange County Public Schools. Science textbook donations were made by publisher McGraw-Hill to our collection, resulting in budget savings that could be directed towards other aspects of collection development.*
- ◆ **Produce a new Curriculum Materials Center orientation video.** *After proceeding through a year without an updated orientation video, the decision has been made to no longer pursue this. While the video provides a quick mode to disseminate information, it*

lacks the ability to cater to course specifics.

- ◆ **Move selected CMC materials to the ARC to provide room for collection development.** *Approximately 1,350 items, primarily from our Young Adult fiction, were moved into the ARC. This move was organized to provide room on the crowded YA shelves.*
- ◆ **Revise content on the CMC iPads to reflect free educational apps that can be applied within the PreK-12 classroom environment. Obtain input from area school district on apps they are currently utilizing.** *A visit with SCPS technology and STEM faculty was scheduled and completed. Discussion regarding technology integration resulted in few changes to our iPad Apps. During the time frame of this report, it became apparent that lack of adequate storage space on our outdated iPads is a hindrance to making any major modifications at this time. This is further demonstrated by the student complaints we receive regarding this issue. We are currently pursuing a route to successful resolution of this by submitting a CMC Technology Fee proposal.*
- ◆ **Provide outreach to UCF students enrolled at DirectConnect institutions.** *Connections established with School of Teacher Education faculty, resulted in a visit to the South Lake Campus to meet with students enrolled in LAE 4314. Students were taught about the role of the CMC and were introduced to many of its resources. Outreach efforts were also established with the Valencia West UCF Connect Librarian, Lily Dubach. Meetings resulted in the construction of a marketing flyer which provided Valencia West students information about the CMC and its resources. The flyer further functioned to introduce Mrs. Dubach as their elementary education librarian and the person to facilitate the connection to the Curriculum Materials Center visits.*

Departmental Goals: 2019-2020

- ◆ Launch of the revised CMC web site
- ◆ Research the potential of starting a STARS database that would house UCF School of Teacher Education authored lesson plans on topics outside of the Diverse Families Database. This database would be accessible to the public. Continuation of the picture book diversity audit
- ◆ Completion of picture book collection lexile labeling project
- ◆ Collaborate with Education Librarian, Terrie Sybolt, to redefine what professional books are slated for the Hitt versus the CMC library

Curriculum Materials Center



- ◆ Outreach to the Downtown Campus
- ◆ Investigate outreach opportunities to the ACE School faculty

Performance Enhancement Recommendations

- ◆ Patron tables continue to pose issues. Due to the structural layout of the table legs it is difficult to sit and extend legs for 2 of the 4 at the table; the leg structure causes physical damage to the plug as a result several need to be replaced again (most were replaced last year due to exposed wires)
- ◆ The CMC circulation desk has many structural features that make it ergonomically impossible to sit at the desk for an extended period of time. The staff portion of the desk was addressed, now the OPS student section must be fixed.
- ◆ The CMC showcase needs a physical backdrop wall built. This wall must be constructed in several pieces that can be removed when access is needed to build displays in the area.
- ◆ Addition of inviting signage on the CMC door recognizing us as a library.



2018 – 2019 Statistics

Table 1
Five Year Comparison Statistics

	2018/2019	2017/2018	2016/2017	2015/2016	2014/2015
Materials Circulated:					
General Collection	17,905	21,413	24,544	27,282	31,674
Reserves	6,604	7,983	7,107	7,430	5,394
Total Materials Circulated	24,509	29,396	31,651	34,712	37,068
Patron count	50,789	57,357	60,269	61,813	56,873
Number of Classes Taught	52	19	25	26	30
Number of Students Taught	1347	418	603	691	1,031

When comparing the circulation data from 18-19 to 17-18 a major portion of the decrease in the circulation can be attributed to the number of renewals decreasing.

Loans 18-19 12,800
Loans 17-18 12,897
Renewals 18-19 5,105

Amy Dovydaitis
Head, Curriculum Materials Center



Office of Scholarly Communication



Highlights of the Year in Retrospect

In its seventh year, the Office of Scholarly Communication (OSC) continues to flourish as a fully distinct unit within UCF Libraries. Key to this continues to be incrementally increased and consistent services and resources provided for the campus community. Like previous years, 2018-2019 saw tremendous growth in queries on Scholarly Communication topics from faculty, staff, and students – more than doubling from the previous year. In addition, workshops, guest lectures, and invited speaker opportunities also continues to increase. All of this has further supported the solid foundation that the OSC has established. This foundation aids in the development of more robust programming, improved support for services and resources, and increased partnerships internally with library units and externally with campus constituents. In addition, the OSC's participation at the state and national level has continued to elevate with invited speaker opportunities at conferences, such as the American Library Association. In addition to its services and resources, the OSC also has a well-established public-facing research support center in its third-floor office suite, which is used for internal workgroup and consultation meetings, as well as meetings with students and faculty consulting on a variety of projects and initiatives or for specific research needs. Virtually, the OSC's public-facing website is an online presence that provides access to Scholarly Communication services and resources and that can be utilized by the entire UCF campus community and beyond.

As has been the case since its inception, one of the most critical factors in the success and solidification of this unit has been the continued efforts of the Scholarly Communication Working Advisory group comprised of individuals across the library (see the Staffing section below) who have been and continue to be engaged in Scholarly Communication efforts. The dedication and participation from working advisory group members is what has helped shape the OSC into what it is today. Members of this advisory group not only participate in monthly meetings, but they also engage in initiatives and projects that support the mission and goals of the OSC. This deep level of participation and commitment from the members is what makes the OSC and its efforts successful.

Staffing in the OSC remains relatively flat; however, this has not deterred the unit from continued expansion and development of services and resources. In particular, there continues to be an increase in research-related workshops and presentations for students, faculty, and staff. The Graduate Workshops coordinated by Corinne Bishop and offered in collaboration with the College of Graduate Studies has continued to be a successful series of workshops. On average, 7 distinct Scholarly Communication topics were offered with 251 attendees at 62 sessions. Presentations in this workshop series range from citation management tools to sessions on publishing and author rights. Now in its third year, the Graduate Research Essentials Workshop series (GRE) was also offered. Sessions incorporate various Scholarly Communication topics and are discipline-specific workshops facilitated by subject librarians and coordinated with the College of Graduate Studies. This year, sessions were offered for Criminal Justice, Engineering & Computer Science, Interdisciplinary Studies, and Public Administration and attended by 11 students.

In addition to the workshop series, presentations on copyright and author rights in relation to textbook affordability, research, and scholarship have been presented in a variety of venues beyond the Graduate Workshops, including for specific courses, as well as through Faculty Excellence, FCTL, and Center for Distributed Learning. With a cadre of workshops, presentations, and professional development opportunities, the OSC continues to refine and define services offered. With this in mind, the Scholarly Communication Librarian continues to explore and research activities and trends of other institutions to ascertain core areas of service and support in an effort to determine the best and most critical suite of services to offer to faculty, students, and staff at UCF.

The OSC continues to offer internal training and workshop opportunities and includes multiple professional development opportunities during each summer. Now in its fourth year, the Stay Savvy with Scholarly Communication Brown Bag lunch series offered each summer provides a relaxed and informed environment for library faculty and staff to learn about and discuss topics related to Scholarly Communication. Sessions have been led by the Scholarly Communication Librarian, Scholarly Communication Adjunct, librarians from other departments, and campus partners such as the Office of Technology Transfer. Topics have included copyright, patents and trademarks, and big data. Each of the sessions included short informational articles and/or a brief presentation and group discussion. All sessions gave attendees the opportunity to attend both in-person and virtually. During 2018-2019, the OSC offered 4 sessions that were attended by an average of 7 librarians and library staff per session.

Office of Scholarly Communication (cont'd)

In addition to the existing Stay Savvy with Scholarly Communication Brown Bag lunch series, the OSC continues to develop professional development opportunities. During 2018-2019, the OSC conducted an internal survey of the Scholarly Communication Working Advisory Group members to improve, refine, and development such support. Of greatest interest were improved communication and increased professional development opportunities and resource support. This included interest in slide deck templates that could be used internally and externally by librarians and library staff on Scholarly Communication topics. With this in mind, the OSC launched [Camp COMPASS](#) (*Creative Commons, Open Access, Metrics, Profiles, Author Rights, Self-Archiving & STARS*) during summer 2019. This fun and informative professional development series offered a workshop style venue that included a presentation, group discussion, and an optional activity. In addition, attendees were provided with slide deck templates and sample presentations for future use. All resources reside in the OSC's Microsoft Teams page, which was developed in response to the need for improved channels of communication.

STARS, UCF's institutional repository, launched in 2015, provides an Open Access venue for scholarship produced by students and faculty. The OSC works collaboratively with Digital Initiatives and the Scholarly Communication Working Advisory Group members to promote and populate STARS. Each of these constituents presents and engages faculty on the topic, as well as facilitates the use of STARS for specific projects and initiatives. Subject librarians, for example, are instrumental in connecting faculty to STARS through their newsletters, personal communications with faculty, and attendance in departmental meetings. As will be indicated in the Digital Initiatives annual report on STARS, the repository's use continues to increase worldwide -- a testament to the collaborative efforts to promote and populate the repository in a meaningful way.

In addition to general outreach and providing robust services and resources, the OSC and working group members have presented on a variety of Scholarly Communication efforts and topics at both state and national venues including:

- ✓ [“Integrating Library Funded Resources into Your Courses,”](#) Sarah Norris panel presentation with Alexis Carlson (Indian River State College), Kristin Heathcock (Hillsborough Community College), Alex Neff (University of South Florida), Florida Virtual Campus (FLVC) OER Summit, February 2019.
- ✓ [“Predatory Journals: How to Help Faculty and Students Navigate the Good from the Bad,”](#) Sarah Norris with Rick Anderson (University of Utah), ALA Annual Midwinter Conference, January 2019.
- ✓ [“Textbook Affordability Options: Assessing eBook Purchase Models for Value and Impact,”](#)

- ✓ Athena Hoepfner and Sara Duff, Library Assessment Conference, December 2018.
- ✓ “Humanities in the Open: The Challenges of Creating an Open Anthology of Literature,” Christian Beck (English Department), John Raible (CDL), Sarah Norris, John Venecek, OpenEd Conference, October 2018.
- ✓ “Infusing OER into an Institutional Course Redesign Initiative,” Aimee deNoyelles (CDL), Rich Gause, Sarah Norris, Anna Turner (FCTL), OpenEd Conference, October 2018.

Textbook affordability continues to be a priority at UCF, and in fact, has seen tremendous growth and change in 2018-2019. With the hiring of UCF Libraries' first Textbook Affordability/Student Success Librarian and more formalized efforts at UCF, the OSC continues to participate and support but is not as intrinsically involved as it was previously. As roles have shifted and support has increased, the OSC has evolved to a more supportive role in these endeavors. With this in mind, the OSC provides copyright support and assistance on an ad hoc basis for OER projects, such as those funded by the Complete Florida Grant Challenge during 2018-2019. As will be explored in the Textbook Affordability annual report, the efforts in this area have been significant and are likely to continue to increase throughout the next year.

In addition to specific Scholarly Communication areas, the unit continues to receive questions from faculty, students, staff, and other institutions about issues related to Open Access publishing, identifying credible publishers, and retention of author rights. The OSC has collaborated with Digital Initiatives and other UCF Libraries units to coordinate consistent efforts with regards to institutional resources for copyright and consistency in copyright-related UCF Libraries policies. These collaborations have led to a future project to develop a unified research guide with copyright information, including UCF regulations and policies, collocated in one place. With these efforts in mind, the 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. The 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.

Office of Scholarly Communication (cont'd)

With so many activities, projects, and initiatives, the OSC looks to its working group members, library administration, and UCF teaching faculty to guide and shape current and future endeavors. The Scholarly Communication Faculty Advisory Board, currently composed of 10 UCF teaching faculty members from various disciplines on campus, continues to meet twice yearly -- in the fall and spring semesters, respectively. Meetings have included topics such as STARS, open educational resources, and article processing charges for Open Access publishing. In addition, the group remains active via email where they participate in discussions related to Open Access publishing and other timely Scholarly Communication topics and issues. Projects and initiatives that develop from the Scholarly Communication Faculty Advisory Board are based on faculty interest and feedback, in conjunction with current and forthcoming activities from the OSC. In particular, the group has been interested in how other institutions support faculty and graduate student publishing in Open Access journals. This interest led the College of Graduate Studies to develop and implement an Open Access Publishing Fund Pilot Program. This pilot program launched in Summer 2019 and is set to support 50 students publishing in Open Access journals. The Scholarly Communication Faculty Advisory Board has provided valuable feedback throughout the inception and launch of this pilot program.

The Office of Scholarly Communication continues to look to long-term goals, both internally at UCF Libraries and broadly at UCF, related to the ways in which we disseminate research and measure its value at the institution. Through UCF's Collective Impact Strategic Plan and other institutional goals, there is no doubt that the OSC, its services, and resources, can and will play a vital role in supporting faculty and students. As we look to 2019-2020, the Office of Scholarly Communication aims to continue to solidify its reputation on campus and beyond by providing excellent services and resources on Scholarly Communication topics for students, faculty, and staff. If the activities of 2018-2019 are any indication, the forthcoming year will prove equally productive and exciting.

Changes in Staffing

- ✓ The Office of Scholarly Communication unit currently includes full-time Scholarly Communication Librarian, Sarah Norris, and Scholarly Communication Adjunct, Kryslynn Collazo.
- ✓ OSC continues and thrives with a unique model of volunteers from across the library. Though noted as an advisory group, the 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 on workgroups includes 26 library members. On-going members include: Barbara Alderman, Sandy Avila, Ven Basco, Penny Beile, David Benjamin, Corinne Bishop, Kerri Bottorff, Tim Bottorff, Cindy Dancel, Sai Deng, Lee Dotson, Lily Dubach, Michael Furlong, Rich Gause, Richard Harrison, Athena Hoepfner, Selma Jaskowski, Katy Miller, Renee Montgomery, Rachel Mulvihill, Missy Murphey, Mary Rubin, Barbara Tierney, Andy Todd, John Venecek, and Christina Wray. 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.

Report on Departmental Goals: 2018-2019

- ✓ **Virtual Space: Assess existing Scholarly Communication website and explore opportunities for expansion, including informational and instructional videos, LibGuides on specific topics (e.g., Copyright), blog posts, and other appropriate tools that promote research and scholarly publishing services in the library. Focus on LibGuide development project.**

Ongoing: A priority project for 2019-2020 is the assessment and re-design of several LibGuides related to the OSC. In particular, the project will involve creating a centralized copyright LibGuide and re-designing the existing OSC LibGuide. In addition, the OSC writes blog posts for the UCF Libraries' main website and has contributed 20 blog posts since the blog's inception on Scholarly Communication topics and events, primarily written by the Scholarly Communication Adjunct. With a variety of researchers and institutions expressing interest in the Research Lifecycle, the OSC began a project during 2018-2019 to create an Open Access text version of the Research Lifecycle to allow for broader expansion of the creation, its purpose, and uses at UCF and beyond that will be hosted and maintained in STARS. through STARS during this annual year.

Office of Scholarly Communication (cont'd)

✓ **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). The OSC also created a Microsoft TEAMS page for improved communication and space to host slide decks and other training materials that librarians can use and adapt and/or provide additional information on resources for a particular topic. As with previous years, the OSC continues to offer robust Scholarly Communication training sessions. During 2018-2019, the OSC offered two summer professional development opportunities -- the returning Stay Savvy with Scholarly Communication Brown Bag lunch series and a new program, Camp COMPASS, a scaffolded workshop series on topics related to the Research Lifecycle. The OSC also 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 Graduate Workshops delivered at the Graduate Student Center and evaluate program. Explore opportunities to create a series of workshops for faculty and students beyond the Graduate Workshops series.**

Ongoing: The OSC has worked with Corinne Bishop to explore more formalized assessment options for the Graduate Workshops. In addition, several workshops have been re-framed based on student feedback; a pilot for scheduling back-to-back library-facilitated Graduate Workshops was launched in Fall 2019. The OSC has also begun developing a faculty-centric workshop series on research and publishing topics with feedback from the Scholarly Communication Faculty Advisory Board and campus partners, such as Faculty Excellence, FCTL, and the Office of Research. The OSC aims to continue to increase both faculty and student workshops throughout this forthcoming year.

✓ **Outreach: Host programming for Open Access Week. Assess faculty bibliography project to determine the 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. Open Access Week 2018 had a board game theme used to promote Open Access to students in an informative, yet fun and approachable way. Student-centric events included a quiz, with over 150 student respondents, and included three workshops and an Open Access gaming day. The OSC's Events, Marketing & Outreach (EMO) working group is currently planning Open Access Week activities for 2019 and is re-evaluating the approach previously taken when celebrating this week. In addition to Open Access Week, EMO has been working to address broader outreach and coordination of events related to Scholarly Communication. This working group currently includes: David Benjamin, Kryslynn Collazo, Cindy Dancel, Rachel Edford, Katy Miller, Missy Murphey, and Christina Wray. A working group composed of Kerri Bottorff, Kryslynn Collazo, Sai Deng, Lee Dotson, Athena Hoeppner, and Sarah Norris has been working to assess the faculty bibliography projected managed and maintained previously by Penny Beile and various Scholarly Communication Adjuncts. To date, 20,000 bibliographic records have been added into a faculty bibliography collection in STARS. Currently, members of the group are working to standardize and update metadata errors and/or issues, as well as assess discoverability, including the use of Open URLs and DOI links. In addition, the Scholarly Communication Adjunct began uploading Open Access PDFs, when available, for many of these records. To date, 2,061 PDFs have been added to these bibliographic records and have been downloaded 5,400 times by users from 84 different countries -- a testament to the broad interest UCF authored research has globally. 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, Faculty Center for Teaching and Learning, Faculty Excellence, Graduate Studies, Office of General Counsel, Office of Research, Office of Technology Transfer, and the Office of Undergraduate Research. In particular, partnerships with Faculty Excellence, Faculty Center for Teaching and Learning, and the Office of Research have continued to grow. This has included invited speaker opportunities, including being asked to present on extending and measuring scholarly reach and impact with Barry Mauer, Associate Professor of English, for Faculty Excellence and the Office of Research. The OSC has also partnered extensively with History, Texts & Technology, and the Center for Humanities & Digital Research. In particular, this has led to several opportunities from class instruction, participation in Comprehensive Examination Committees, and serving on search committees by the Scholarly Communication Librarian for RICHES.

Office of Scholarly Communication (cont'd)

Departmental Goals: 2019-2020

The OSC has developed unit goals for 2019-2020 that align with those outlined in the UCF Collective Impact Strategic Plan and other considerations, such as the FL Board of Governors' Performance Funding metrics. As a unit under the division of Research, Education, and Engagement, the OSC also works to align with the goals set forth by the Libraries and the division. The following outline these particular goals and how the OSC will support them in the forthcoming year.

★ **Develop, implement, and assess library services and programs, including workshops related to graduate student success and research that are guided by active dialogue with faculty, campus partners, and graduate students:**

- o Continue to offer and refine Graduate Workshops that support student research through library resources and services.
- o Create generalized research guides to help facilitate information, service, and resources related to the research and publication process for graduate students based on the Research Lifecycle.
- o Work with the Scholarly Communication Events, Marketing, and Outreach Working Group to develop and implement an outreach strategy for the unit and develop yearly outreach efforts accordingly.

★ **Continue to provide guidance and lead efforts to make university research more openly accessible and widely disseminated with an emphasis on fostering international exposure to the work of UCF researchers:**

- o Partner with library units, such as RIS, T&E, and Digital Initiatives on a variety of projects and efforts to provide guidance and support to researchers to make their work more widely accessible.
- o Continue to develop a comprehensive faculty bibliography in STARS to aid in raising the visibility of UCF research.
- o Collaborate with key campus units to market services and resources that help promote awareness of Open Access publishing;
- o Develop, as appropriate, new and emerging services to further promote open, transparent, and accessible research.
- o Leverage collaboration opportunities through the Scholarly Communication Faculty Advisory Board on projects related to Article Processing Charges (APCs) and Open Access programming.

★ **Expand and promote services and tools that support the publishing and research needs of faculty, graduate students, and selected undergraduate student groups:**

- o Develop and offer faculty and student workshops on topics related to the Research Lifecycle and publication process.
- o Collaborate with key campus constituents to partner on programming for faculty.
- o Collaborate with Subject Librarians on topics such as grant writing, tailored to a specific discipline.
- o Create a full suite of learning objects in conjunction with campus constituents to foster a more transparent and ethical research environment.
- o Develop a suite of videos and tutorials to support undergraduate teaching, particularly with regard to copyright instruction and informational videos.
- o Collaborate with Digital Initiatives to promote STARS as a self-archiving/publication venue for faculty scholarship that is more openly accessible.
- o Market the institutional repository to faculty and others to promote discovery of University scholarship.

Advancement Toward the Collective Impact Strategic Plan

Although the vision and goals of the institution have transitioned slightly with new leadership, the following outlines how the OSC worked to contribute to the advancement toward the goals of the Collective Impact Strategic Plan during 2018-2019. As we look towards 2019-2020, the OSC will continue to align its work with the vision and goals of the broader institution.

Collective Impact Strategic Plan Goal Area 2: Strengthening Our Faculty and Staff

- The OSC aids in the advancement of this goal in a variety of ways. As a support service, it offers workshops and training opportunities, as well as one-on-one consultations with faculty on a variety of topics related to research and publication. In particular, the OSC has collaborated with subject librarians and Digital Initiatives to provide faculty-centric workshops related to the Research Lifecycle in discipline-specific contexts. It also develops workshops and training opportunities in collaboration with the OSC's Scholarly Communication Faculty Advisory Board. Broadly, the unit collaborates with campus constituents, such as Faculty Excellence, the Office of Research, and Faculty Center for Teaching & Learning to facilitate and host workshops for faculty.

Office of Scholarly Communication (cont'd)

Goal Area 3: Growing Our Research and Graduate Programs

- The OSC aids in the advancement of this goal in a variety of ways. It provides a full suite of external training to graduate students and faculty on emerging issues related to research and publication. This includes the Graduate Workshops, course instruction, general workshops, and departmental presentations. In addition, the OSC's Scholarly Communication Faculty Advisory Role plays a critical role in further refining the unit goals and projects to aid in facilitating research needs. In 2018-2019, for example, this board provided feedback to the College of Graduate Studies as it developed an Open Access Publishing Fund pilot program. More broadly, the OSC has worked on a multi-year project to develop a comprehensive bibliography of UCF authored works in STARS with the goal to promote the discovery of University scholarship. To date, this project has 20,000 bibliographic records available in STARS with 2,000 full-text PDFs available for anyone, anywhere in the world to download. The OSC also partners with a variety of constituents internally at the library and externally on campus to achieve the goals in this area.

Performance Enhancement Recommendations

With continued increases in the number of queries, instruction requests, workshops, and invited speaker opportunities on campus and beyond, there is no doubt that the OSC has solidified itself as an established unit within UCF Libraries and broadly at UCF. With this in mind, sustainability and scalability continues to be a particular concern, as the demand for research support increases. Copyright, publishing, and Open Access have all presented themselves as key areas of growth, which is reflected with increased queries and presentation opportunities. The OSC expects that the need for faculty position(s) to address these areas may be a particular staffing need in the future. As the unit and its services continue to grow, so too will the need for additional staff for all areas related to the OSC (adjuncts and/or permanent staff), and the unit will need to continue to closely assess the needs in the new several years.



Camp COMPASS Discussion



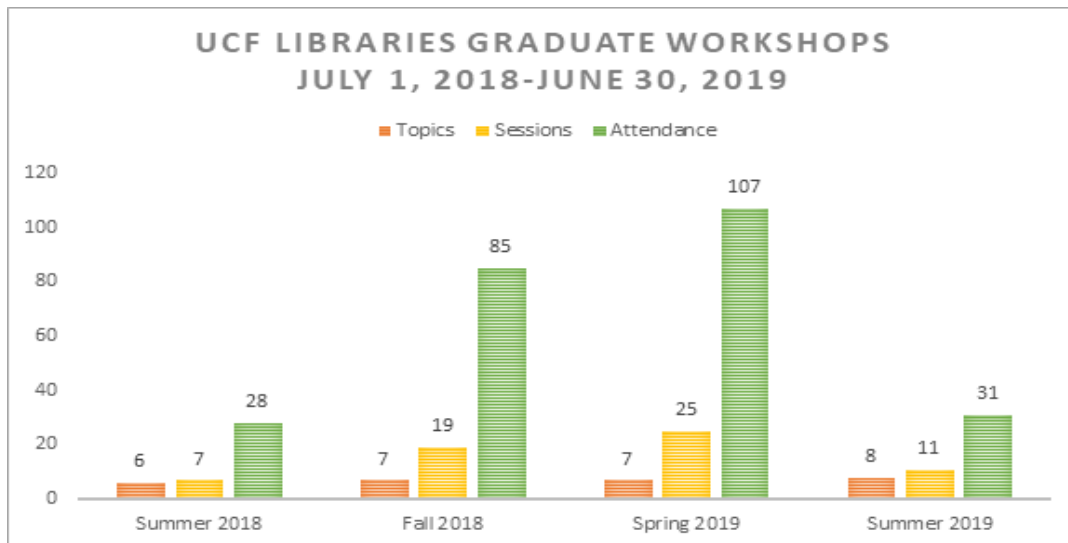
Camp COMPASS Sarah Norris and Lee Dotson



Graduate Orientation 219. Corinne Bishop

Office of Scholarly Communication (cont'd)

2018 - 2019 Statistics



Sarah Norris
Scholarly Communication Librarian



Research & Information Services



The Research & Information Services Department (RIS) manages the John C. Hitt Library Research & Information Desk (RAID), the “Ask Us” virtual

reference service, the Research Consultation service, the Patent and Trademark service, the Government Documents collection, the print Reference Collection and the RIS Subject Librarian program. RIS is staffed by eleven full-time librarians, eight part-time librarians, and four full-time staff members.

Highlights of the Year in Retrospect

2018-2019 Faculty and Staff Accomplishments:

- Engineering Subject Librarian Ven Basco awarded UCF Libraries’ 2019 Excellence in Librarianship Award and, also, the Joint Conference of Librarians of Color (JCLC) Distinguished Service Award.
- Sciences Subject Librarian Sandy Avila awarded the 2019 IT&R Outstanding Partnership Award for her partnership with the Physics Dept. (Planetary Sciences and the Robinson Observatory) and the Biology Dept. (Arboretum) that features outstanding co-curricular programming, and the ATG (Against the Grain) Media’s “Up and Comer Award” for 2018.
- Ven Basco and Sandy Avila were awarded a joint UCF Libraries Professional Development Grant for 2019.
- RIS\T&E Administrative Asst. Megan Haught named UCF’s May 2019 Employee of the Month for her outstanding work on the ACRL Excellence in Academic Libraries Award submission package and her excellent diversity programming. An article about Megan appears on the HR website <https://hr.ucf.edu/employee-month-new/>

Subject Librarians:

- ◆ Collaborating with the new “Textbook Affordability/Student Success Librarian” on textbook and student success initiatives.
- ◆ Preparing for their dual roles as UCF Downtown Librarians. RIS Librarians Corinne Bishop, Rich Gause, and Richard Harrison, will divide their time between the new Downtown campus and the Main campus beginning academic year 2019-20.

- ◆ Partnering with UCF Online to support online student success. RIS hosted meetings with Dr. Jennifer Sumner (Executive Director UCF Online); Dr. Charles Dziuban (Director of the Research Initiative for Teaching, UCF Center for Distributed Education), and Dr. Linda Futch (Interim Director, Instructional Design) to advance excellence in online library instruction.
- ◆ Contributing to “Value of Libraries” study through their instruction, workshops, and research consultation sessions.
- ◆ Partnering with faculty in support of “Research Intensive Designated Courses”
- ◆ Helping to secure Tech Fee Proposals through securing letters of support from their faculty to include in the Libraries’ Tech Fee Proposals for new library e- collections such as the “Elsevier E-book Freedom Collection.”
- ◆ Supporting “Preeminent Research University” status for UCF. In 2018- 2019 Subject Librarians continued to help faculty increase their research impact (through providing research and grant information, citation metrics, information about where to publish, etc.) and assisted graduate and undergraduate students to achieve academic success (through providing research instruction, consultations, & workshops).
- ◆ Helping to revitalize UCF Libraries’ Open Access Champions program.
- ◆ Coordinating public-facing programming such as
 - “Libraries Bridging Innovation and Entrepreneurship” a series of four seminars that focused on tech transfer, patents, market research, and copyright, coordinated by Min Tong, Ven Basco, Missy Murphey, and Sandy Avila.
 - “Researching Patent and Trademark Information: Essential Information You Need to Protect Your Intellectual Property” by Rob Berry and M. Neil Massong, USPTO Patent and Trademark Resource Center Program Librarians, on December 13 & 14, 2018, coordinated by Patents Librarian Missy Murphey.

Research & Information Services (cont'd)

- ◆ Engaging in outreach to targeted student populations such as personalized emails from each Subject Librarian to Honors in the Major and Transfer students.

Richard Harrison
(Humanities Subject Librarian)

History Faculty, Robert Cassanello:

"Exceeded my expectations. Richard is knowledgeable and exceptional, when I have come to him with a question of inquiry not only does he locate the answer to my concern but he also gives me other things for me to consider that I wasn't even thinking about. He is quick to respond and even talks to me with no notice often times. Librarian referred me."



- ◆ Working closely with Teaching & Engagement staff and CDL to create customized videos and online tutorials to support their assigned subject areas.
- ◆ Working together to create "How is our Subject Librarian model doing: a reflective study." From summer 2018 to spring 2019, RIS Subject Librarians worked together to create this deep dive reflective study that delves into topics such as where we are now, barriers to success, resources needed, what we would like to see in the future. RIS presented this reflective study at the March 3, 2019 REE Division meeting.
- ◆ Proactively supporting STARS Institutional Repository Subject Librarians worked closely with the Digital Initiatives Librarian and Scholarly Communication Librarian to assist with outreach and marketing to faculty and students on behalf of the STARS Institutional Repository.
- ◆ RIS assisting with 21st Century Library renovation plan.
- ◆ Rich Gause worked closely with the Suddath Moving crew in June 2018 when they moved parts of our First Floor collections into storage and shifted other parts, and again in September 2018, when they brought the stored material back and placed it on the shelves in a new arrangement.
- ◆ To provide better access to the materials which are being ingested into the ARC, Rich created LibGuide (<https://guides.ucf.edu/browse>) to enable easy virtual browsing by call number.
- ◆ Provided updated estimates to Library Administration on RIS office space needed for Hitt Library renovation planning.

- ◆ RIS decided to retain the complete print Reference Collection on the 2nd and 3rd Floors of the John C. Hitt Library rather than to relocate 75% of it to the ARC.

Dr. Corinne Bishop
(Social Sciences Subject Librarian)

Undergraduate Criminal Justice Student:

"Exceeded my expectations. Ms Bishop was prepared, knew what I was looking for and shared tips, and different ways to find information. Ms Bishop, as well, recommended a book that I can check-out. The book contained valuable information and was perfect for my project. It is always a pleasure to come and see her, it is important for me to come and talk to someone; the outcome was, I had a path, I knew where to start and how to go and what would be the conclusion. I will continue to come and seek her guidance, and learn how to search at the library."



OTHER RIS HIGHLIGHTS:

- ◆ Refining its RAID staffing model by trying out a model with just one "Frontline librarian" working at the desk, paired with an "On-call librarian" working in his office, to make optimum use of librarians' time.
- ◆ Focusing on training and developing its staff via monthly RIS meetings with internal training elements and an Annual RIS Retreat. Also, RIS updated and revised its RAID training module, moving from a hardcopy training manual to an online model that can easily be updated.
- ◆ Coordinating "ACRL Excellence in Academic Libraries" 2019 nomination package.
- ◆ Coordinating information for a forthcoming Primary Research Group article that will include a case study on UCF Libraries' Textbook Alternative initiatives as well as our Information Literacy modules and "Information Expert" events.
- ◆ Collaborating with LibTech unit to utilize new Service Navigator online app to report and manage Knowledge Commons technology and equipment problems.
- ◆ Reconfiguring its office space to support more efficient service.
- ◆ Reviewed and refined position descriptions of RIS--USPS staff.
- ◆ Investigating Subject Librarian programs at other universities to identify new ideas for our program.
- ◆ Continuing to mentor LIS Students such as Joe Bizon (Cataloging Dept.), Stephen Ford (Rosen Library), and Lillyan Ratcliffe.

Research & Information Services (cont'd)

Changes in Staffing

- ◆ Several RIS Librarians (Rich Gause, Corinne Bishop, John Venecsek, and Missy Murphey) voluntarily increased their workloads to cover Richard Harrison's assignments while he was away on medical leave Nov. 12, 2017 through Oct. 31, 2018.
- ◆ In August 2019, Librarian Shane Roopnarine will begin a 45% RIS assignment to help cover Business Librarian Min Tong's Fall 2019 Personal Development Leave.
- ◆ In addition, UCF Connect Librarians Judy Kuhns and Lily Flick continued volunteering to staff AAL during 2018. Also, two out-of-unit librarians (Rachel Edford and Katy Miller) were trained to work at RAID.

Report on Departmental Goals: 2018-2019 and how we met them.

- ◆ **RIS staff will lead and serve on 2018-2019 search committees to identify and hire additional REE librarians.** *Corinne Bishop served on the Teaching & Engagement Head Librarian search committee; Ven Basco served on the Teaching & Engagement Instruction and Engagement Librarian search committee; Barbara Tierney chaired the Textbook Affordability/Student Success Librarian search committee.*
- ◆ **RIS staff will coordinate a self-nomination package for the 2019 ACRL Excellence in Academic Libraries Award.** *Barbara Tierney and Megan Haught completed and submitted this document in Dec. 2018.*
- ◆ **RIS will continue to work closely with Library Administration to coordinate RIS activities with the 21st Century Library renovation process.** *Each monthly RIS meeting included an update on the Library's renovation activities and timeline by Rich Gause. Rich also created a libguide (<https://guides.ucf.edu/arc>) to help staff, faculty, and students keep up-to-date on renovation activities. In addition, Rich created several detailed moving plans to keep Gov Doc collections both accessible and out of the way of renovation activities. In addition, Rich Gause worked closely with the Suddath Moving crew when they moved parts of our collections into storage and shifted other parts to various areas of the library. RIS decided to retain the complete print Reference Collection on the 2nd and 3rd Floors of the John C. Hitt Library rather than to relocate 75% of it to the ARC.*
- ◆ **Assess services for students and act on data to provide library resources and services that are more used, better attuned to user needs and strengthen the educational impact of library services for students at all levels.** *RIS continued to assess the experiences of clients of RIS services (such as Ask-A-Librarian, 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.*
- ◆ **Continue efforts to lower the cost of a college education and increase student success by providing affordable textbook options, working closely with faculty and campus partners (CDL, FCTL, T&TS, SARC, etc.)** *Subject librarians continued to 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 for their assigned academic programs.*
- ◆ **Continue to provide guidance and lead efforts to make university research more openly accessible and widely disseminated with an emphasis on fostering national and international exposure to the work of UCF researchers (STARS).** *Subject Librarians continued to assist in marketing UCF'S STARS Institutional Repository to UCF faculty and students in order to enhance the impact of UCF-created knowledge and scholarship.*
- ◆ **Expand and promote services and tools that support the publishing and research needs of faculty, graduate students, and selected undergraduate student groups.** *Subject Librarians continued to 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, tutorials, etc.) to support research and instruction in their assigned academic programs. Also, Subject Librarians continued to collaborate with their assigned faculty and academic departments (and also units such as the Honors College, the Office of Undergraduate Research, the College of Graduate Studies, the Student Academic Resource Center (SARC), and others) about relevant outreach strategies to support faculty and student success.*

Research & Information Services (cont'd)

Departmental Goals: 2019-2020

With the new UCF President comes a new vision and goals. At this time institutional goals are only now being released, but the understanding is that they are directly aligned to the University's Collective Impact Strategic Plan, the Florida Board of Governors' Performance Funding metrics, and our bid for Pre-eminence. As such, the Research, Education, & Engagement (REE) Division that RIS is part of, is revisiting its strategic goals, which were based on President Hitt's Five Goals, and re-aligning to UCF's new institutional goals and metrics.

- RIS Subject Librarians will work with the Graduate Engagement Librarian to keep administrators and faculty informed of the John C. Hitt Library forthcoming renovations that are especially tailored to Graduate Students.
- RIS Subject Librarians will utilize information they receive about "at-risk" students in their assigned departments/programs to contact these students to provide information about library services and resources and offer assistance.
- RIS Subject Librarians will proactively communicate with their assigned faculty and students regarding how to improve the discoverability of library collections (especially those collections residing in the Libraries' Automated Retrieval Center) through various librarian-created devices (for ex. A "Browsing Call Numbers" research guide, etc.)
- RIS Subject Librarians will work closely with the undergraduate and graduate coordinators of their assigned programs, the Undergraduate Research Office's Research Intensive Designated Courses faculty, the Honors-in-the-Major faculty, and others, to help design student assignments, instruction, workshops, research guides, and co-curricular programming to support student learning and research that aligns with the curriculum.
- RIS staff will coordinate a self-nomination package for the 2020 ACRL Excellence in Academic Libraries Award.
- RIS will provide training opportunities for Subject Librarians and other staff during monthly meetings, retreats, webinars, and shared trainings with other units (including Scholarly Communication, Teaching & Engagement, Textbook Affordability, Center for Distributed Learning, Faculty Center for Teaching & Learning, Faculty Excellence, etc.)

- Working in tandem with Engagement Librarians, Subject Librarians will continue to reach out to targeted groups of students (including Transfer, First-time-in-college, International, Honors-in-the-Major, Graduate, etc.) in their assigned departments/programs to provide information about library services/resources and offer assistance.
- RIS Subject Librarians will continue to collaborate with the Textbook Affordability/Student Success Librarian and their assigned faculty to help identify and promote Open Educational Resources (OERs) and electronic content owned by UCF Libraries that could serve as alternatives to traditional course materials for their assigned academic programs.
- UCF Libraries is a U.S. Patent and Trademark Resource Center and an ASERL Center of Excellence for resources created by the U.S. Energy Dept., the Atomic Energy Commission, the Nuclear Regulatory Commission and the National Aeronautics & Space Administration. The RIS Department will continue to build collections and provide services and programming in these subject areas and market these resources to the community.

Performance Enhancement Recommendations

RIS Business Librarian Min Tong will be away Fall 2019 on Professional Development Leave. In August 2019, Librarian Shane Roopnarine will begin a 45% RIS assignment to help cover Min Tong's Fall 2019 Personal Development Leave. Rich Gause has assembled a 4-member team of RIS Librarians (Shane Roopnarine, Rich Gause, Ven Basco, and Missy Murphey) to cover Business Administration during Min's absence.

2018-2019 Statistics: Research & Information Services

The Research and Information Services Department 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 Us" Virtual Reference service, and one-on-one Research Consultations. 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 2018-2019, our 1,230 library guides had 1,170,784 views, an increase in views of 8% over the 1,084,617 views our 1,156 library guides had in 2017-2018.

The following tables summarize the number of people and hours devoted to each service and the total interactions for the 2018-2019 reporting period.

Research & Information Services (cont'd)



*"Taking an Earth Day Program Winning Hand to the Next Level"
May 2019 FLA Conference program by Teaching and Engagement
Librarian Christina Wray and Science Librarian Sandy Avila.*



*Engineering Librarian Ven Basco accepting Excellence
in Librarianship Award 2019 from Dr. Joel Hartman.*

Research & Information Services Selected Statistics for Research and Information Services: 2018/2019

Service	# of People*	# of Hours†	# of Interactions
Research & Info Desk (RAID)	31	4,407.5	13,945
Ask A Librarian	14	3,672.0	7,059
Research Consultations	16	1,010.0	505
Mobile Questions	0	0.0	0
TOTAL		9,089.5	21,509

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

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

Research & Information Services Five-Year Comparison: Desk, Research Consultations & Mobile Questions Statistics

Service	2018/19	2017/18	2016/17	2015/16	2014/15
Research & Info Desk (RAID)	13,945*	16,521	18,292	20,393	22,584
Research Consultations	505	502	622	487	515
Mobile Questions	0**	29	200	242	222

* We show lower 2018/19 stats than in earlier years partially because in Fall 2018 nearly a third of the 2nd floor Knowledge Commons area was cordoned-off behind a construction wall to accommodate construction of the new library entrance and Connector Building. Also, from Fall 2018 on there was a caravan of book trucks moving through the Knowledge Commons that disrupted patron activities and infringed on space that previously had been used for student seating and collaborative areas. In addition, the library was closed Aug 30 – Sept 4 due to Hurricane Dorian.

** We temporarily discontinued the Mobile service in January 2018 due to low patron use probably because of building renovation conflicts.

Research & Information Services (cont'd)



QEP Workshop series "Libraries Bridging the Gap Between Innovation and Entrepreneurship" November 15, 2018 program: "Patents, Trademarks & Copyrights: Tools for Entrepreneurial Success." Cassandra Willard, James Bennin, Raju Nagaiah, Missy Murphey (Patent Librarian).

Ask US 2018-2019

Fourteen staff members (including librarians not in RIS, Adjunct librarians, and OPS staff) contributed a total of 3,672 hours staffing Ask Us virtual reference service this past fiscal year. Ask Us staff answered 5,120 chat questions; these included 4,335 IMs (Instant messaging chats answered for UCF students, faculty and staff using LibraryH3lp chat software); 393 Florida AAL chats (chats UCF staff answered for other Florida academic libraries using Springshare chat software); and 392 UCF local chats (chats UCF staff answered for UCF students, staff & faculty using Springshare chat software).



Humanities Librarian Richard Harrison accepting service award at 2019 Founder's Day celebration.

Additionally, Ask Us staff answered 1,665 phone calls, 240 emails, and 34 text messages, for a total of 7,059 total interactions.

Instant Messaging (IM) chat, using the LibraryH3lp software, continues to be the most popular Ask Us virtual reference service. IM chats (4,335) powered by LibraryH3lp software accounted for more than 84% of the total chats (5,120) for this fiscal year.

Ask Us Statistics: Five-Year Comparison

Service	2018/19	2017/18	2016/17	2015/16	2014/15
Telephone calls	1,665	1,709	1,596	1,910	2,162
Email	240	277	338	371	526
Text Messaging	34	23	41	43	150
UCF Local Chats*	392	406	581	776	1,073
Instant Messaging Chats*	4,335	4,854	5,265	5,231	4,825
Florida AAL Chats*	393	382	407	532	465
Total Chats* (including IM)	5,120	5,641	6,253	6,539	6,363
TOTAL INTERACTIONS	7,059	7,651	8,228	8,863	9,201

* 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)

Research & Information Services (cont'd)

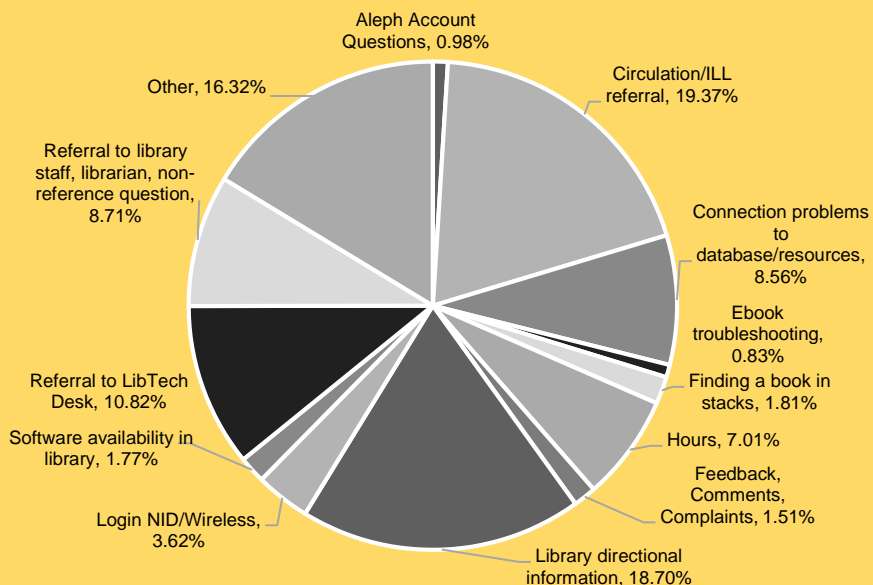
In 2018-2019:

Of the 7,059 interactions on Ask Us, 29% (2,049) were library information transactions and 71% (5,010) were reference transactions.

Top Five Ask Us Information Transactions

Circulation / ILL Referral	514	19.37%
Library directional information	496	18.70%
Other	433	16.32%
Referral to LibTech Desk	287	10.82%
Referral to Library staff/librarian (non-reference question)	231	8.71%

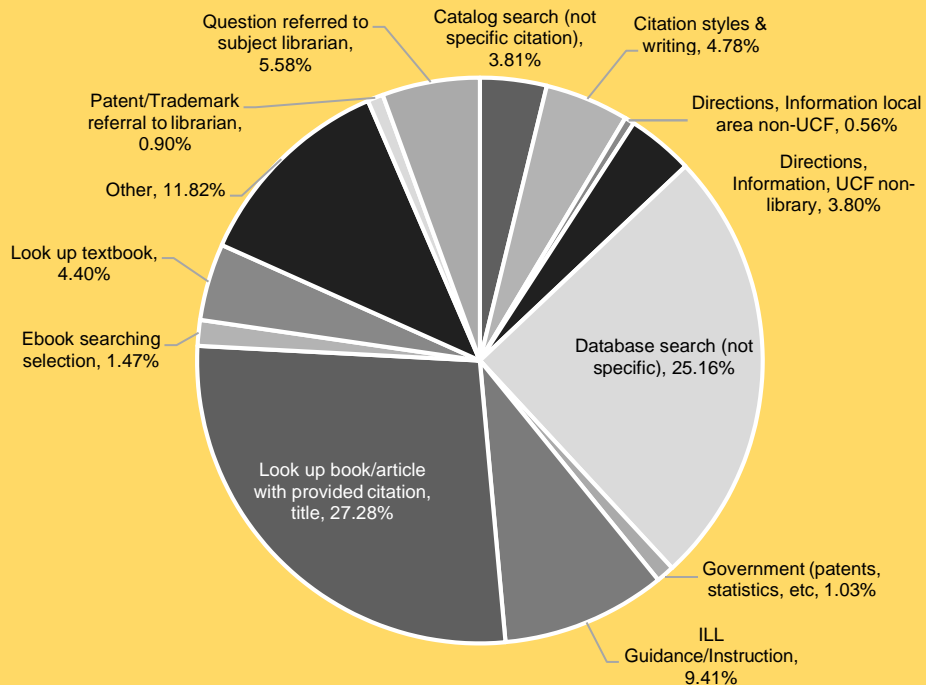
Ask Us Information Transactions 2018-2019



Top Five Ask Us Reference Transactions

Look up book/article with provided citation, title,	1667	27.28%
Database search	1,537	25.16%
Other Questions	722	11.82%
ILL Guidance/Instruction	575	9.41%
Question referred to subject librarian	341	5.58%

Ask Us Reference Transactions 2018-2019

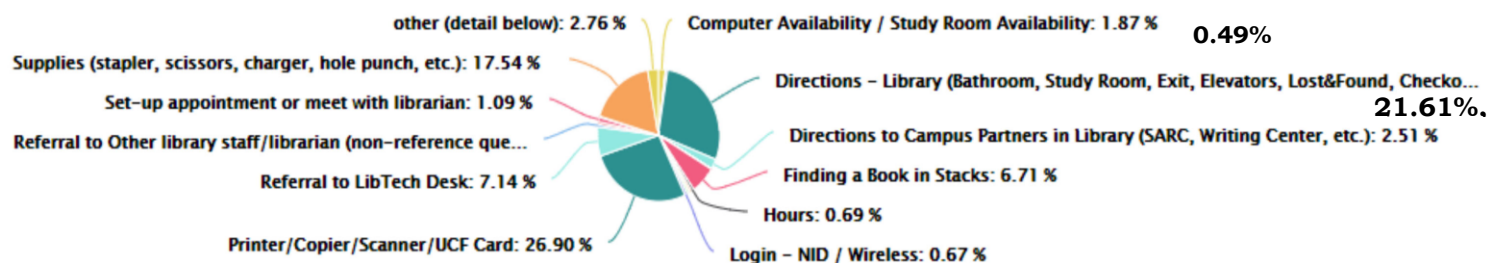


Research & Information Services (cont'd)

In 2018-2019:

Of the 13,945 interactions at RAID, 64.67% (9,020) were information transactions and 35.32% (4,925) were reference transactions.

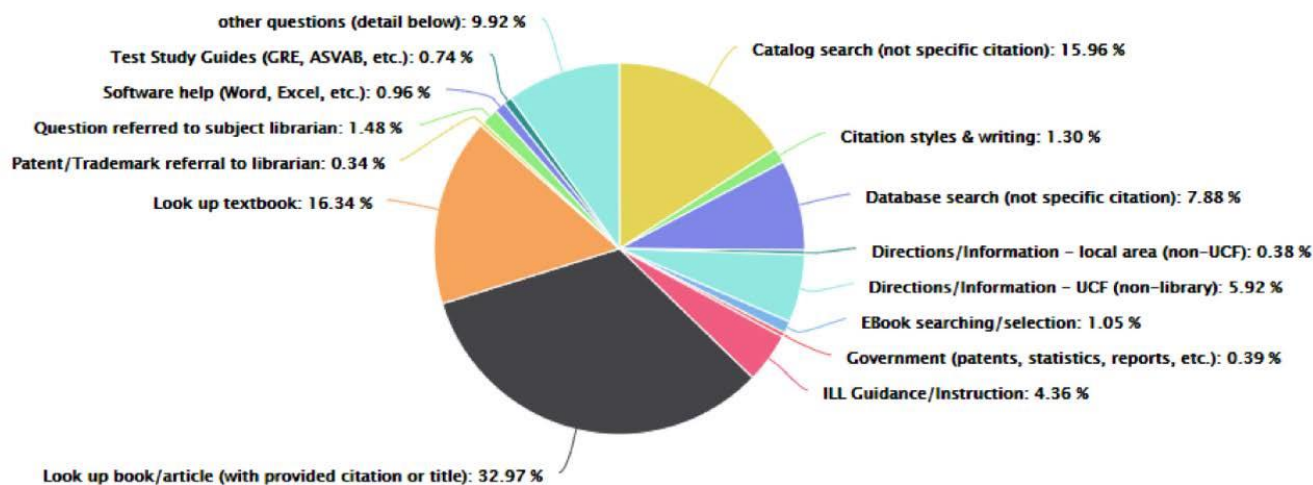
2018 – 2019 RAID Information Questions



Not shown:

- Connection problems to databases/resources: 21 (0.15%)
- Construction directions/status: 43 (0.31%)
- EBook troubleshooting 4 (0.03%)
- Feedback/Comments/Complaints 7 (0.05%)

2018 – 2019 RAID Reference Questions



Research & Information Services (cont'd)

Government Documents

As a member of the Federal Depository Library Program, UCF Libraries receives documents in nearly every subject area and makes a concerted effort to make this information accessible to the public. This year, 1,362 print volumes, 5,600 microfiche, and 60 electronic products were added to the collection and research guides to many of the subject areas were created or updated.

Many of Gov Docs' activities this year continued to revolve around UCF's designation as an ASERL Center of Excellence for resources from the U.S. Department of Energy (DOE), Atomic Energy Commission (AEC), Nuclear Regulatory Commission (NRC), and the National Aeronautics & Space Administration (NASA). Government Information Librarian Rich Gause and his well-trained staff continue to review discard lists from other depository libraries throughout the U.S. in order to add important documents to our DOE, AEC, NRC and NASA Centers of Excellence. Along with preparing documents for ARC ingestion, Rich also developed detailed work plans for moving Gov Doc collections out of the way of construction zones and accessible for research.

Rich Gause
(Government Information Librarian)



Undergraduate Human Communication Student:

"Exceeded my expectations. Mr. Gause spent much more time in consultation that I had expected. I anticipated 15-20 minutes, 30 at the most; the session lasted nearly 1 1/2 hours. He introduced me to some of the library's databases which I had used in literature searches for course assignments sparingly or had not used before. Also, I was aware of data repositories, in a general sense, from previous coursework, but Mr. Gause offered me some good suggestions to use survey tool parameters as a means of framing my own research survey questions. (Previously, I had concentrated more on the data and findings more than survey question items themselves.)"



Barbara Tierney
Head, Research & Information Services

Research & Information Services

Government Documents Activity: 2018-2019

U.S. Documents

U.S. Volumes Received	1,829
U.S. Volumes Deleted	467
Total Volumes	1362
Microfiche Received	5,600
Microfiche Deleted	0
Electronic Products Received	87
Electronic Products Deleted	27
Total Electronic Products	60

Florida Documents

Florida Documents Received	27
Florida Documents Deleted	55
Total Florida Documents	-28
Florida Microfiche Received	15
Florida Microfiche Deleted	0
Total Florida Microfiche	15
Florida Electronic Received	1
Florida Electronic Deleted	0
Total Florida Electronic	1

Local Documents

Volumes Received	0
Volumes Deleted	0
Total Volumes	0
Microfiche Received	0
Microfiche Deleted	0
Total Microfiche	0
Electronic Products Received	0
Electronic Products Deleted	0
Total Electronic Products	0

Patents

Patents CD-ROM Received	0
Patents CD-ROM Deleted	0
Total CD-ROMs	0
Patents DVDs Received	0
Patents DVDs Deleted	0
Total DVDs	0
Patents Microfilm Received	0
Patents Microfilm Deleted	0
Total Microfilm	0

Maps

Maps Received	0
Maps Deleted	1
Total Maps	0

Growth in U.S. Documents Collection (Approx. in ft)	3.35
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Teaching & Engagement



Highlights of the Year in Retrospect

The Teaching & Engagement department coordinates the library instruction and engagement activities of the UCF Libraries, including course-based library instruction, information literacy modules, videos, workshops and orientations, and outreach to targeted populations. Highlights of this year include large gains in the number of both online and face to face instruction, a suite of workshops now offered online, and bringing a new instruction librarian on board.

LIBRARY INSTRUCTION AND INFORMATION LITERACY

In 2018-2019, 85,386 module assessments were completed across the 15 Information Literacy Modules. This is an increase of 15% or 11,168 assessment completions over 2017-2018. A total of 15,849 unique students completed one or more of the Information Literacy Modules during the year. This is an increase of 13% over 2017-2018, or 1,907 more students. 1,732 new instances of the modules were created, up 2% from 1,692 last year.

Digital Learning & Engagement Librarian Christina Wray has been working with the Center for Distributed Learning (CDL)'s Learning Systems & Technology team to transition modules to the new generation of UCF's learning object platform, Obojobo Next. Progress was made this year, although the system is not fully functional yet.

In addition to the large increase in Information Literacy Module use, face to face instruction was also up markedly over last year. 535 sessions of course-specific instruction, orientations, workshops, and tours were offered at the John C. Hitt Library or on the main UCF campus in 2018-2019. This is a 27% increase over the previous year. These classes reached 12,601 students.

The Introduction to Library Research Strategies webcourse was offered for the sixth consecutive year. It is used in both ENC1102 (English Composition) and SLS1501 (Strategies for Success), along with other upper-division courses, at the instructors' request. This year, there were a total of 2,594 assessments completed, down just slightly from last year. The department of Writing & Rhetoric's Composition Coordinator Megan Lambert attended the March 2019 Library Instruction meeting to discuss the library's role in ENC1102. One of her comments was that composition instructors value the Libraries' Canvas course and hope it remains as an instruction option.

Data from the above instructional modalities is compiled monthly for the Value of Libraries assessment project which correlates library service use with student performance and retention.

UCF Libraries streaming videos on Vimeo and YouTube were viewed a total of 55,000 times. This is down about 12,000 views from 2017-2018. The "How to Search for Patents" video on YouTube alone has over 21,000 views.

The Video Advisory Team continues to review and update videos as necessary.

ENGAGEMENT

Engagement is focused on seven targeted populations, which include graduate students, First Year Experience (FYE)/First Time in College (FTIC) students, honors and undergraduate research students, transfer students, UCF Global/international students, online students, and "other" populations (primarily community and high school students). Librarians with assignments in these engagement areas aim to partner closely with their targeted department or campus unit, and help integrate library resources and services into the academic lives of the students served by those departments and units.

Under the leadership of Corinne Bishop, graduate engagement activities this year included our ongoing graduate workshop series taught by UCF librarians. The sessions were offered in partnership with the College of Graduate Studies and presented as part of the Pathways to Success program. In addition to in-person sessions, this year we began offering some online sessions. Workshop attendance for 2018-2019 included 251 students representing a variety of disciplines who attended one or more of the eight topics offered throughout the year. In collaboration with the College of Graduate Studies, Corinne coordinated library activities for the Fall 2018 Graduate Orientation and was joined by Sarah Norris for the orientation's Information Session. Working with the Graduate Student Association (GSA), three sessions were also presented on orientation day at the John C. Hitt Library. The brief sessions provided information about library services, tips on locating discipline-related resources online, and graduate students were introduced to subject librarians for their programs. 91 graduate students attended the sessions. In February 2019, two Graduate Research Essentials online workshops were offered for Criminal Justice & Public Administration and Engineering & Computer Science graduate students. The Libraries also hosted a presentation by Oxford University Press in March 2018 for Student Research Week. Other engagement activities this year included participation in Grad Gatherings hosted by the College of Graduate Studies and an International Graduate Student Welcome program hosted by UCF librarians in Fall 2018.

The department once again participated in UCF's Pegasus Palooza week of welcome with a series of events including an "Escape the Library" scavenger hunt, a LibHacks workshop, and pop culture trivia contest. Once again, students were excited to participate in the fun and educational orientation activities and compete for prizes including rubber ducks and snacks.

Teaching & Engagement (cont'd)

In February 2019, an information literacy event series was hosted. Alice's Adventures in Scholarly Conversations had students trace Alice's research path to find her.

A new initiative this year was the Research Tips Tuesdays series of online workshops. The workshops are offered monthly via Zoom video conferencing software, archived, and available online as a recording after the synchronous workshop. Topics have included Speed Studying, Presentation Skills, Plagiarism & Citations, and Stress-Free Searching.

John Venecek began the year as liaison to the Honors College and Office of Undergraduate Research. Upon his return to work following leave, Richard Harrison resumed his assignment to work with Honors and Undergraduate Research students. The John C. Hitt Library hosted approximately 100 Undergraduate Research Students in June as part of the Summer Research Academy. Subject Librarians worked with small groups of students to introduce them to library resources and services. These students also completed a library module via Canvas during the program. John Venecek worked with Padmini Coopamah Waldron, Director of Honors Research, to coordinate subject librarian orientation sessions for incoming honors students in the fall of 2018. They also embedded subject librarians into the Honors Student Canvas course.

John Venecek, Christina Wray, and Sandy Avila worked on a research module that is being used in two classes run out of the Office of Undergraduate Research: Research Roadmaps (non-credit) and I.N.T.R.O.: Introduction to Research and Creative Scholarship Opportunities (one credit). John Venecek served on a fall 2018 Undergraduate Research search committee for an Instruction Coordinator to teach I.N.T.R.O. John, Christina, and Sandy also team taught two I.N.T.R.O. library instruction sessions during that semester. John Venecek served as a humanities judge for the spring 2019 Showcase of Undergraduate Research Excellence (SURE).

Engagement librarians also collaborated with Transfer & Transition Services and participated in several of their events, notably Bagels with T&TS.

Research & Information Services librarian Min Tong continued her work with UCF Global and international students. This year Min co-hosted the welcome event for international graduate students, along with colleagues Corinne, Sandy, and Ven. This event had 20 attendees from 9 different countries. Min attended Welcome Fairs for the English Language Institute and arranged for tours for visiting international students and faculty, and in October, she coordinated an inter-university exchange visit meeting between UCF Global and Guizhou University, China.

Outreach Librarian Renee Montgomery hosted 8 high school and middle school groups. Renee is also the editor for the Libraries' bathroom newsletter InSTALLments, and conducts workshops and consultations on bibliographic management software EndNote and RefWorks.

Other events and programs offered between July 2018 and June 2019 include dozens of FTIC and Transfer Student Orientations, Knight Terror short story writing contest, monthly featured bookshelf physical displays and social media, three National Poetry Month poetry contests, WomanFest 2019 with film screening, zine workshop, and quilt square craft, Women's History Month with bra decorating workshop and display, Earth Day events including nature writing and nature poetry displays, art display, plant pressing workshop, Arbor Day hike, Unseen Arboretum workshop, and Sea-level Rise in Central Florida talk in collaboration with Science subject librarian Sandy Avila. One of last year's most engaging events was reprised, Día de los Muertos (Day of the Dead), coordinated by Teaching & Engagement and Circulation staff members. Anthropology professor Beatriz Reyes-Foster led a film screening and discussion based on a documentary available via Kanopy streaming video collection. An *ofrenda* (altar) was built at the former Reserves desk, and students were invited to create paper marigolds and *papel picado* (prayer flags) at our crafting table. Additional events and series coordinated in part by Teaching & Engagement were two Flu Shots @ the Library events in partnership with Student Health Services, Banned Books Week talk and displays in partnership with Circulation and RIS, Take a Book/Leave a Book events in partnership with Circulation and Acquisitions, a Women's History Month talk by Dr. Kimberly Voss on women in Journalism in Florida, Religion & Sexuality Film series in partnership with Religion & Cultural Studies, "So You're Thinking About Writing a Textbook" panel discussion in partnership with the College of Health Professions and Sciences, Introduction to Bookbinding in partnership with Special Collections and University Archives, a Coming Out Day film and discussion, and a series of College of Sciences events in partnership with Sandy Avila (3 lunar eclipse events and 2 Explore Mars events). Teaching & Engagement librarians and staff also participated in several events led by other Libraries departments including Open Access Week, Summer Knights Reading Challenge, Diversity Week, and National Library Week.

Changes in Staffing

- ◆ Rosalie Flowers left UCF in July 2018. Rosie was a longtime adjunct librarian and former LTA for the department.
- ◆ Department Head Rachel Mulvihill was on 75% Professional Development Leave in the Spring and Summer semesters of 2018. She returned to her duties full time in August 2018.
- ◆ Rachel Edford, who joined the department as an adjunct librarian in June 2018 was appointed as the new full-time Instruction and Engagement Librarian in January 2019.
- ◆ Rachel Mulvihill was also named Head of the Downtown Campus Library, which is expected to open in August 2019. She split her duties this

Teaching & Engagement (cont'd)

year between Teaching & Engagement and planning for the new UCF Downtown campus.

Report on Departmental Goals 2017 - 2018

- ◆ **Fill vacant librarian position and on-board new Instruction & Engagement Librarian** *Completed with hiring of Rachel Edford*
- ◆ **Advertise and fill Department Head position as Rachel Mulvihill transitions to the Downtown Campus Library.** *In progress, department head is expected to start in late 2019.*
- ◆ **Develop prototype of an Information Literacy Module in Obojobo Next, using faculty survey and interviews as a guide to retain useful content and features.** *Complete.*
- ◆ **Plan and deliver a series of undergraduate workshops aimed at FTIC/FYE students and Transfer students, using data from Andrew Hackler's undergraduate student survey, and in collaboration with the Coordinator of Transfer Student Engagement.** *Complete - Research Tips Tuesdays series.*
- ◆ **Begin regularly offering selected workshops in an online format, using video conferencing software.** *Complete - Research Tips Tuesdays and selected Graduate Workshops are routinely offered online.*
- ◆ **Determine future direction for Introduction to Library Research Strategies webcourse, and continue to work with Writing & Rhetoric faculty to integrate instruction in the ENC1102 curriculum.** *In process.*
- ◆ **Maintain operations during continued construction by being prepared for classroom disruptions and being flexible with instruction scheduling.** *Ongoing. Classroom disruptions have been minimal, and new classrooms are expected to open in Spring 2020.*

Departmental Goals 2019 - 2020

- ◆ Re-envision the Information Literacy Modules utilizing Obojobo Next, which allows seamless integration with Canvas, and provides users with more robust performance feedback
- ◆ Explore proven and emerging educational technologies that can be leveraged to enhance learning in all environments.

- ◆ Maximize potential of new instruction rooms afforded by the library renovation by providing training to instructors on use of the facility and on teaching methods for flexible classrooms.
- ◆ Work within the General Education Program to identify opportunities for integrating information literacy competencies and instruction in appropriate courses.
- ◆ Collaborate with English Composition and Strategies for Success (SLS) instructors to develop standardized outcomes and consistent instructional content for ENC, SLS, and other high enrollment courses.
- ◆ Build on existing undergraduate workshop series to extend reach to discipline-specific students or other targeted groups

Performance Enhancement Recommendations

As we move into the 2019/2020 academic year planned leave and staff vacancies continue to place the small (by definition of number of staff) department in a precarious position. Specifically, the department head is vacating the position to open and relocate to the new Downtown Campus library and another librarian has been awarded Professional Development Leave for fall 2019 and spring 2020 semesters. This leaves the already understaffed department at 50% capacity for the two major semesters, in turn placing undue burden on existing staff. The addition of a permanent, full time librarian position to the unit would help ameliorate the impact of these vacancies (which have historically been on-going) and allow the unit to focus more on its primary duties.

Teaching & Engagement (cont'd)

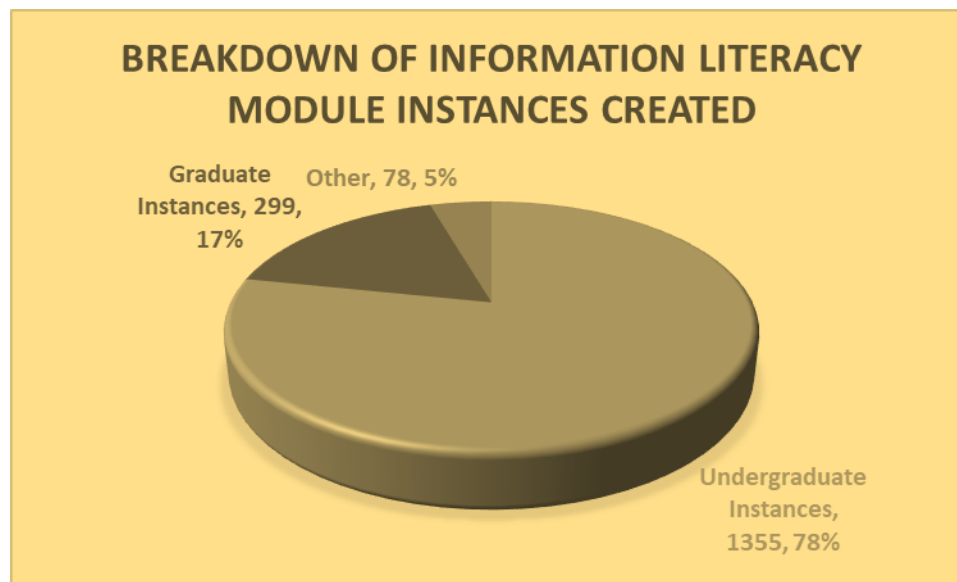
2018 – 2019 Statistics: Teaching and Engagement

**Teaching and Engagement
Table 1
Five Year Summary: Information Literacy Modules**

Information Literacy Modules	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
Assessment Completions	85,386	74,218	66,258	56,310	55,078
Students	15,849	13,942	13,105	12,529	12,694
Faculty Members	214	123	159	167	184
Instances Created	1,732	1,692	1,714	1,863	1,750
Number of Modules	13	13	13	13*	15
Average Score	82.38%	83.71%	84.25%	83.41%	83.07%

Two modules were retired in August, 2015.

**Teaching and Engagement
Chart 1
Breakdown of Information Literacy Module by
Instances Created**



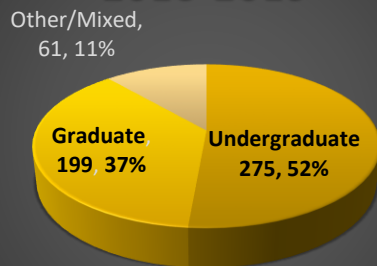
Teaching & Engagement (cont'd)

Teaching & Engagement

Charts 2 & 3

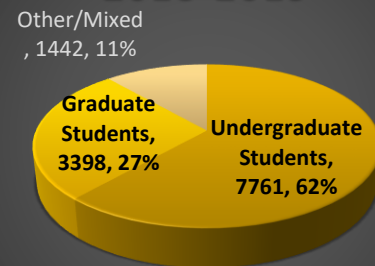
Five Year Summary: Traditional Library Instruction

Library Instruction Sessions 2018-2019



Undergraduate Graduate Other/Mixed

Library Instruction Students 2018-2019



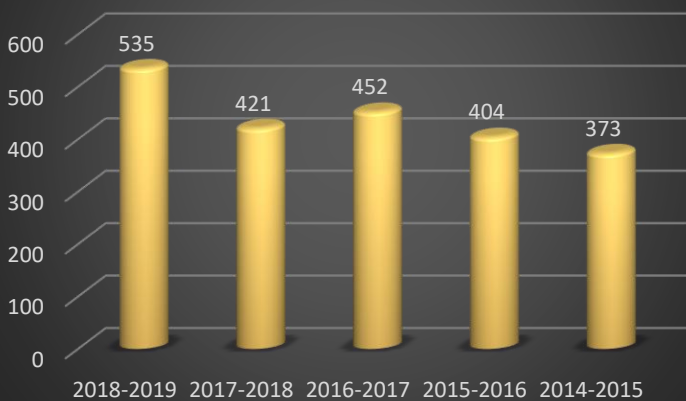
Undergraduate Students Graduate Students Other/Mixed

Teaching & Engagement

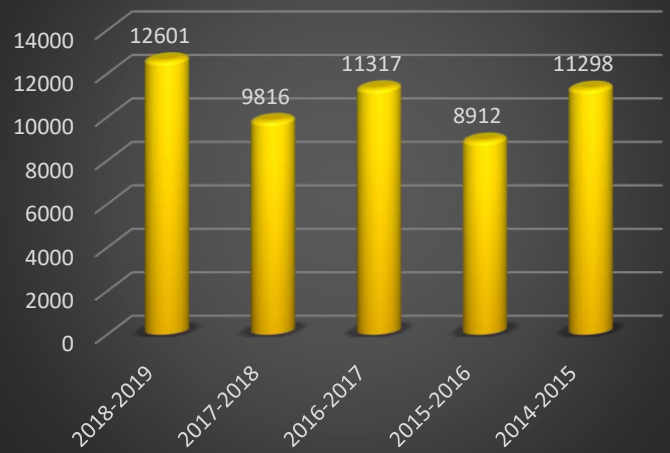
Charts 4 & 5

Five Year Summary: Traditional Library Instruction

Total Library Instruction Classes



Total Students



Rachel Mulvihill
Head, Teaching & Engagement



Information Technology & Digital Initiatives



Highlights of the Year in Retrospect

It has been a tough year for IT&DI. Our IT staff were officially moved to UCF IT and we felt the full effects of what that meant this year. We were told that two major projects, that in the past would have been implemented by Library IT staff on time, could not be completed by UCF IT in the time we required. They included 300 public PCs funded by technology fee and 175 PCs slated for the Phase 1A renovation opening in early 2020. Because of delayed response by UCF IT to tickets submitted by the Libraries, IT&DI staff try to lend minor assistance to staff having problems, but it isn't within their job responsibilities nor is it feasible for them to do work that used to be done by 4 other people. They already have full-time responsibilities managing and staffing their own areas. Didn't UCF IT say we would have as good as or better service than we used to have? Not even close!

It was announced that FALSC, which had managed the Florida Digital Archive for more than a decade, would sunset it at the end of June 2019. We had to scramble to figure out where our 20 terabytes of archived material would reside. When we received the files back from FALSC they were not in the format we submitted them in and required a conversion process that took months. And while UCF IT has met with us to plan to move the FDA material to Azure, we are their first customers to use Azure. They are still working out the structure for the service so we're their "guinea pigs." It was intimated that FL-Islandora which has housed most state university digital collections, again for over a decade, would be retired in 2020. No alternate product has been identified or selected to take its place. Digital Initiatives is working on solutions to these problems. Because FALSC services are being reduced/eliminated and because support from UCF IT is uncertain we are looking for alternatives outside of Florida.

On a more positive note, Matt DeSalvo was returned to the Library as an IT Manager over the LibTech desk. The success of the LibTech desk grows and they continue to provide technology assistance and equipment for check out by students, faculty and staff as well as manage public printing and scanning. Matt has been assisting the Tech Lending desk at the downtown campus on how to lend equipment using Aleph. He is training them to follow our policies and procedures for the operation. LibTech staff have also taken on additional duties trying to mitigate the feeling of frustration staff experience when dealing with UCF IT by advising staff on how best to report a problem and what to expect as a response. The gap left by moving Library IT staff to UCF IT in terms of tech support is keenly felt.

In spite of the challenges faced this year, read on to learn how IT&DI efforts have resulted in incredible progress in STARS, Web Services, and LibTech.

DIGITAL INITIATIVES

Digital Collections

The Digital Initiatives unit continued to provide services for contributions to Central Florida Memory in CONTENTdm, add content to existing digital collections in FL-Islandora, and support graduate electronic theses & dissertations and electronic honors theses.

Institutional Repository - STARS

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 hosts and promotes research, creative activity, and institutional outputs; ensures persistent access to works; increases discovery of UCF scholarship and creative endeavors; fosters scholarly collaborations with colleagues; documents UCF's history and progress; highlights open access materials and projects created by UCF authors; and allows authors to share their work while retaining their copyright.

NEW PROJECTS:

- [CIRS: Curriculum Inquiry and Related Studies from Educational Research: A Searchable Bibliography of Selected Studies](#)
- [CEELAB Research Data](#)
- [Human-Machine Communication Journal](#) (journal)
- [The National Center for Academic Transformation](#)
- [The Learning MarketSpace \(7/99 - 2/03\)](#)
- [The Learning MarketSpace \(4/03 - 4/14\)](#)
- [Knights HistoryCast](#)
- [BMP Trains Research and Publications](#)
- [HASTAC 2017](#) (event)
- [HASTAC 2017 Event Photos](#)
- [HASTAC 2017 Plenary Videos](#)
- [DIVERse Families by Format](#)
- [Journal of English Learner Education](#) (journal)
- [A History of Medicine](#)
- [DIVERse Families Project Resources](#)

STARS Statistics:

- Works posted July 1, 2018-June 30, 2019: 2,908
- Downloads July 1, 2018-June 30, 2019: 767,447
- Metadata Page Hits July 1, 2018-June 30, 2019: 180,085
- For detailed statistics covering July 1, 2018-June 30, 2019:
 - Access the STARS Dashboard to explore readership and view usage reports: [guest link](#)
 - Readership Distribution map for all STARS collections for July 1, 2018-June 30, 2019

Information Technology & Digital Initiatives (cont'd)



Data Management

The Digital Initiatives unit collaborated with the Office of Research and Commercialization to assist researchers with understanding the requirements of the plans and options for hosting data in STARS by:

- Presenting at the NSF CAREER Workshop Series
- Attending monthly Research Coordinators Meetings
- Partnering with Graduate & Research IT to integrate STARS and the DMPTool in processes and communication

To provide online support, a campus guide on data management plans is maintained at <http://guides.ucf.edu/data> and the unit acted as the point of contact for UCF's information for the DMPTool at <https://dmptool.org/>

Lee Dotson
Digital Initiatives Librarian



Information Technology

LibTech Desk

- Implemented a very late-approved Technology Fee Proposal to update and expand the LibTech Technology Lending items:
- Added 45 new Dell Laptops to replace existing fleet of out of warranty Dell E7440 4 Hour Laptops (E7440's will become 3 Day Loan Laptops)
- Added 20 new MacBook Airs for a total of 44.
- Added 15 new iPads (2018 model with 128GB storage) along with 15 Apple Pencils, delighting the students (much requested item).
- Added 7 new Canon T7i DSLR Camera Kits, 2 GoPro Hero 5 Black Action Cameras, and a variety of wired/wireless microphones for use with the cameras or student smartphones.
- Added a variety of mobile device chargers and other small checkout items for the Rosen Library
- Replaced existing laptop carts with 4 new space-efficient models

- One-Touch Recording Room, Mac Editing Station, and Adobe Creative Cloud workstations saw increased use
- Matt negotiated terms and solved issues with the Libraries / UCF IT Technology Lending Desk partnership at the UCF Downtown campus.
- LibTech staff unboxed, labeled, and cataloged in Aleph over 600 items for the UCF Downtown Technology Lending Desk, which is operated by UCF IT.
- Over 125 laptops were imaged by the LibTech staff saving UCF IT considerable amounts of time.
- LibTech continues to grow in popularity with the students; 12% growth over last year with much more anticipated with 2nd floor move in 2020.

Matt DeSalvo
IT Manager



Web Services

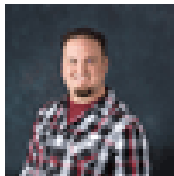
Library Web:

- Worked with Kristine and her team on finalizing Diverse Families website. Allows users to view collection of diverse family reading materials pulled from STARS.
- Created short promotional videos showing off the interior of the new Automated Retrieval Center (ARC) and the process for ingesting books into the ARC.
- Worked with Cindy, Matt, Lindsey, and Andrew on creating a highlight and demonstration video that showcases the new Automated Retrieval Center (ARC) for Barry. This video is also featured on the library website.
- Added new spotlight section for the 21st Century Library Project on the Homepage. New section features latest news about the project as well as rotating images.
- Worked with Penny and Katy on designing a new Textbook Affordability page for the library website. Also added a new Textbooks button to the homepage.
- Worked with Seth and Matt on creating a new Anatomy Lending system for the library website. This system functions similar to Technology Lending and allows patrons to see visual representations of our collection at a glance and to check item availability.
- Worked extensively with 21st Century Library committee to create digital and print content to notify library patrons about upcoming and continuing noise and improvements to the John C. Hitt Library.

Information Technology & Digital Initiatives (cont'd)

- Joined FLVC - User Interface Standing Committee. Works with committee on proposed changes to library catalog.

Bobby Ciullo
Web Applications Developer



Changes in Staffing

- Matthew DeSalvo returned to the John C. Hitt Library LibTech Desk.

Report on Departmental Goals: 2018-2019

Progress toward Goals for 2018 - 2019

- ◆ **Evaluate options for digital preservation should the FDA be discontinued.** *The FDA was discontinued, and UCF Libraries' files were returned to us. It is taking months to review the files because they were returned in an incompatible format. Once they have been converted and reviewed, they will be stored in Azure*
- ◆ **Review current digital collections and determine the best and most cost-effective location for them (local/cloud, UCF/FALSC/vendor).** *Our expectation is that FALSC will eventually discontinue supporting digital collections. We are looking at alternatives in the cloud that will not need support from UCF IT and are cost effective.*
- ◆ **Establish working processes between UCF IT and the Libraries for effective delivery of IT implementation and support.** *This is ongoing and has been a challenge.*
- ◆ **Analyze LibTech desk activity and staffing to plan for future needs.** *When Phase 1A opens, the LibTech desk will relocate to the 2nd floor where Circulation is currently housed. This will make LibTech more visible and easier to visit when entering the building through the legacy entrance. Additional staff is sought to support this new location which promises to be even busier than the 3rd floor location.*

Departmental Goals: 2019 - 2020

- Finalize Azure storage for FDA files (20TB).
- Find a new cloud home for Central Florida Memory.
- Get IT staff back in the library.
- Implement electronic timesheets for staff.

- Install copier/scanner/printer machines in the public and staff areas.

Performance Enhancement Recommendations

The move to centralized IT services has been disastrous for UCF Libraries. Tech support staff are not responsive to our needs and don't understand what those needs are. Problems are shuttled from unit to unit in UCF IT sometimes requiring the assistance of several units to solve one problem. The units within UCF IT don't seem to know that other UCF IT units exist. There is no collaboration or understanding between UCF IT units. Work that in the past took minutes or hours now takes days or weeks. Innovation is stymied because the Libraries knows it will require UCF IT assistance to implement a project and having UCF IT involved will negatively impact the implementation. We have been told that the installation of public PCs and PCs for the new Phase 1A cannot be done in the timeline we require even though we notified them of the projects a year in advance. This was the first year in 20+ years where technology was not installed and ready to go by the start of fall semester. UCF IT is neither proactive nor service-oriented, two essential requirements for Library IT support. They think they are measuring their performance accurately by compiling responses to surveys they distribute after a ticket is closed. Unfortunately, the survey does not ask the right questions, acknowledge the possible unique nature of the problem for a particular customer or provide a means to record an honest account of how the customer feels about the service given.

UCF Libraries has staff and public technology and each are treated differently. Centralizing IT services means there is an effort to standardize technology across campus. In many cases that is fine, but there are other cases where the Libraries employs different images, and has software, equipment, and processes that don't fit in with the centralized model. Trying to fit the Libraries' square peg into UCF IT's round hole is counterproductive and aggravating to everyone. Please, please give us our staff back!

Information Technology & Digital Initiatives (cont'd)

2018-2019 Statistics: Information Technology & Digital Initiatives

Information Technology & Digital Initiatives

Table 1

Digital Services Statistics: Five-Year Summary

	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
Project	Images Created				
Berman Negatives and Contact Sheets					
Carol Mundy Collection					4
<i>Central Florida Future</i>	4,209	6,155	11,062	9,153	6,518
Central Florida Memory (CFM)		12,599	782	14,928	896
Commencement					51
Dick Pope Sr. Institute for Tourism Studies		55			
Digital Library of the Caribbean					76
FDA Only					7
<i>Florida Heritage</i>	26				
<i>Florida Historical Quarterly</i>	1,056		3,340		
Harrison Price Papers		454	148	105	7
Honors Theses	71,470	235	401	543	146
Office of Diversity & Inclusion		36			
Polasek Collection				55	
Retrospective Theses & Dissertations	12,977	15,239	12,943	8,666	8,817
RICHES	6	345	10		
Rosen	1,511				
Special Collections	130	430	100	29	566
STARS	121			156	
<i>The UCF Report</i>		35		4,192	
University Archives	140		87	16	3,423
Audio/Video					
H. Trevor Colbourn Oral History Collection				127	110
UCF Catalogs				14	
UCF Community Veterans History Project	98	193	134	190	293
Total Audio/Video	98	193	134	331	403
Total Images	91,464	35,584	28,873	37,788	20,436
Total Digital	91,744	35,777	29,007	37,978	20,839

Information Technology & Digital Initiatives (cont'd)

Information Technology & Digital Initiatives

Table 2

Network Printing Statistics (No. of Page): Five-Year Summary

	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
Printer	# of Pages	# of Pages	# of Pages	# of Pages	# of Pages
2nd Floor Main - BW1	92,653	59,634	39,851	37,388	25,495
2nd Floor Main - BW2	123,604	93,985	109,439	26,902	42,555
2nd Floor Main - BW3	104,560	85,343	92,959	207,324	126,618
2nd Floor Main - BW4	17,590	177,740	132,359	117,768	172,325
2nd Floor Main - BW5	133,545	65,953	67,411	51,056	31,143
3rd Floor Main - BW6	56,934	111,440	109,697	97,329	76,420
2nd Floor Main (Color)	51,202	39,191	29,094	25,311	23,122
CMC (BW)	61,801	79,218	80,036	81,888	83,623
CMC (Color)	8,756	7,581	7,202	8,125	7,420
Rosen 1	55,928	65,512	69,724	67,958	44,309
Rosen 2 (b&w 2013-2105, color 2015-2016)	7,934	8,340	8,961	8,261	39,356
Total	714,507	793,937	746,733	729,310	672,386

Information Technology & Digital Initiatives

Table 3

Logon Statistics: Four-Year Summary

	2018-2019	2017-2018	2016-2017	2015-2016
Total Logons	301,692	324,946	369,578	396,259
Average per day	N/A	1,140	1,297	1,390
Average time logged in (minutes)	N/A	N/A	111	84

Information Technology & Digital Initiatives

Table 4

LibTech Support Statistics: Four-Year Summary

	2018/19	2017/18	2016/17	2015/16
Total Patrons Served:	140,269	119,507	85,470	80,544
Summer	9,381	6,689	4,604	6,502
Fall	57,283	51,073	35,131	38,188
Winter Intersession	677	352	467	299
Spring	60,538	50,949	40,289	31,675
Spring Intersession	739	485	485	268
Summer	11,648	9,959	9,098	10,114
Total Items Checked Out:	111,814	102,314		
Summer	7,184	6,000		
Fall	47,907	44,600		
Winter Intersession	291	110		
Spring	47,269	42,805		
Spring Intersession	496	352		
Summer	8,816	8,447		

Information Technology & Digital Initiatives (cont'd)

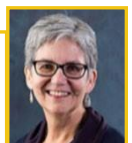
Information Technology & Digital Initiatives

Table 5

Library Web Page Statistics (using Google Analytics): Five-Year Summary

	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
Total Page Views	2,349,604	2,162,255	2,174,567	2,347,620	3,460,714
Average Page Views per visit	1.71	1.51	1.46	1.52	2
Visitors	1,376,442	1,429,109	1,490,323	1,495,240	2,698,135
Visitors from non-UCF network	722,753	888,594	675,131		
Unique IPs	593,195	620,739	695,448	738,611	926,041
Mobile Devices	175,981	161,525	146,419	145,583	144,589
Tablets	24,756	23,122	21,447	28,567	41,473
Visits from Social Referers (Facebook, Blogger, Reddit, etc.)	2,413	4,089	4,796	2,619	1,665
Visits from Organic Search (Google, Bing, Yahoo, etc.)	611,577	572,602	558,659	559,399	659,029
Searches:					
QuickSearch	530,531	526,488	551,741	351,305	
Article Search	84,175	76,925	74,759	50,268	
Catalog Search	87,372	88,137	86,124	48,407	
Video Search	6,324	6,637	7,992	4,562	
Website Search	17,378	17,986	18,205	12,301	
Stats for CFM					
Total Page Views	15,398	15,322	19,167	27,563	33,613
Average Page Views per visit	3	2	3	3	3
Visitors	6,057	6,263	7,677	10,618	12,184
Unique IPs	4,555	4,730	5,911	8,433	9,817
Mobile Devices	1,041	916	1,340	1,592	1,665
Tablets	353	401	606	850	1,039
Visits from Social Referers (Facebook, Blogger, Reddit, etc.)	50	62	192	84	126
Stats for Digital Collections					
Total Page Views	74,256	85,170	130,870	172,010	158,940
Average Page Views per visit	4.86	4.14	3.79	3.56	4
Visitors	15,280	20,593	34,563	48,282	40,320
Unique IPs	11,201	15,179	27,168	38,227	30,893
Mobile Devices	2,927	3,975	6,019	7,121	4,873
Tablets	617	861	1,708	2,488	2,102
Visits from Social Referers (Facebook, Blogger, Reddit, etc.)	177	413	435	725	560
Stats for STARS					
Total Page Views	384,475	340,654	218,928	93,683	
Average Page Views per visit	2	2	2	4	
Visitors	194,248	156,181	90,035	22,290	
Unique IPs	153,463	120,640	69,840	15,151	
Mobile Devices	29,671	22,570	12,072	2,619	
Tablets	5,118	4,548	2,698	820	
Visits from Social Referers (Facebook, Blogger, Reddit, etc.)	3,227	2,291	1,638	400	
Stats for LibGuides					
Total Page Views	1,168,087	1,090,094	981,524	849,768	268,440
Average Page Views per visit	2.08	2.12	2.27	2.58	4
Visitors	560,937	513,090	432,166	328,758	76,026
Unique IPs	321,881	283,745	227,171	145,089	49,228
Mobile Devices	93,078	66,997	45,800	20,274	8,014
Tablets	15,113	13,774	10,213	8,124	4,211
Visits from Social Referers (Facebook, Blogger, Reddit, etc.)	889	1,194	928	369	238

Selma K. Jaskowski
Associate Director for
Technology Services & Resource Management



Special Collections & University Archives

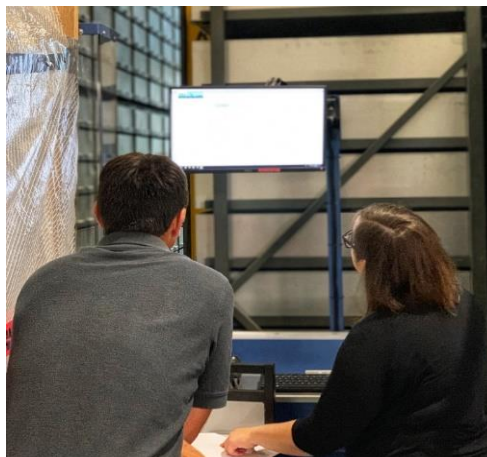


Special Collections and University Archives collects and makes available primary resources and published (printed) materials, many of which are unique, that support the teaching, research, and scholarly mission of the University of Central Florida as well as local, regional, national, and international researchers and scholars. As the department's name implies, Special Collections & University Archives has two distinct collecting areas. Special Collections acquires monographs, manuscripts, archival materials, maps, photographs, ephemera, moving image materials, audio recordings, artifacts, and art related to and augmenting established collecting and subject areas. University Archives collects materials of enduring historical and administrative value to the university including publications, archival materials, university records, photographs, ephemera, moving image materials, audio recordings, and artifacts about the university, formerly Florida Technological University, from its founding in 1963 to the present.

Highlights of the Year in Retrospect

Fiscal year 2018-2019 was an extremely busy year in Special Collections & University Archives. In addition to acquiring, processing, cataloging, and providing access to archival/manuscript collections and rare and unique published materials, the department saw several major changes to how materials are housed and accessed. In late summer 2018, department staff were informed that the consortium hosting our online finding aids would be migrating to ArchivesSpace. The migration required the archivist for special collections and the archivist for university archives to dedicate significant portions of their time to the migration including working with consortium staff and LYRASIS (the vendor hosting our instance of ArchivesSpace) on technical issues as well as cleaning up finding aids. The work was completed, and the final migration occurred in early 2019. As part of this work, manuscripts and university archives records were assigned call numbers.

In addition to migrating our finding aids to a new platform, staff in the department planned for and began storing materials in the Libraries' Automated Retrieval Center (ARC). The Libraries' began storing materials in the ARC in 2018. Special Collections & University Archives began housing materials in the facility in spring/summer 2019 starting with the department's copies of UCF thesis and dissertations. Additional materials loaded included University Archives' archival collections. Staff will continue moving archival and manuscript materials in fiscal year 2019/2020.



Archivists Burak Oğreten and Mary Rubin loading materials into the Automated Retrieval Center (ARC).

SPECIAL COLLECTIONS

In FY 2018-2019, eight new manuscript collections, five additions to existing manuscript collections, and 1,339 published items were added to Special Collections' holdings bringing overall totals to 111 manuscript collections and over 21,900 printed/published titles. Materials were added to multiple collecting areas including African Americana, Book Arts & Typography, Botany, Caribbean West Indies, Floridiana, Political Papers, and Travel and Tourism.

Acquisitions: Donations and Gifts

- ◆ **Jane Simmons** donated copies of the Disney publication *Eyes and Ears*, volume 48, number 12; volume 48, number 10, and volume 48, number 13 (CFM2018_08: Travel and Tourism)
- ◆ **Emre Kelly for the Seminole Chronicle** donated various periodicals including issues of the *Central Florida Future*, *Ebony News Today*, and *Florida Today* (CFM2018_09: Floridiana)
- ◆ **Harris Rosen** donate materials to the **Harris Rosen Collection, 1896-2016**, consisting of four scrapbooks (CFM2018_10: Floridiana; Botany)
- ◆ **The Bromeliad Society (BSI) International** donated materials to the **Bromeliad Society International (BSI) Archive, 1942-2018**, consisting of binders and miscellaneous materials related to bromeliads and BSI (CFM2018_11: Floridiana)
- ◆ **The Fred Rodgers and Dr. Francis Martin Jr. Collection**, donated by Dr. Francis Martin, Jr., UCF Professor Emeritus of Art History, is named in honor of his late partner Fred Rodgers and himself. The collection consists of published works, drawings, works on paper, fine art, cartoons, and published/printed materials related to a variety of subjects including drawing, art history, and canaries. (CFM2018_15: Floridiana; Artists Papers)

Special Collections & University Archives (cont'd)

- ◆ **The Democratic Women's Club of Florida** donated materials for the **Democratic Women's Club of Florida, Inc. Collection, 1945-2015**, including two scrapbooks and quarterly reports for Regions 1-13 (CFM2018-17: Floridiana)
- ◆ **UCF Community Veterans History Project, 2011-2019**, additions of oral interviews and manuscript material documenting Florida veterans (CFM2019-02, CFM2019_06: Floridiana)
- ◆ UCF Faculty **Larry Cooper, Maria Santana, and Anne Bubriski** donated student zines to the **University of Central Florida Student Zines Collection** (CFM2019_03, CFM2019_04, CFM2019_05: Floridiana)
- ◆ **Richard Biehl** donated the three-volume set *Dictionary of the Bible* (CFM2019_07)
- ◆ **The Nelson and Company Collection**, donated by Nelson and Company Inc. of Oviedo, documents the history of the company from the late 1800s through the 2000s. The materials document the company's citrus and celery production, fertilizer production and distribution, and real estate holdings in Central Florida. The company, once Oviedo's largest employer, was prominent in the growth and development of the region. (CFM2018_13: Floridiana)

Acquisitions: Purchased

- ◆ **African Americana**
 - *African American Legacy: The Carol Mundy Collection* additions consisting of manuscript materials, printed and published items, photographs, and ephemeral materials documenting the history and experiences of Blacks in America purchased from Carol Mundy (CFM2019_01: African Americana; Floridiana)
- ◆ **Book Arts and Typography**
 - This year's UCF Student Book Arts Competition winner was UCF graduate student Jacob Wan. His book, *Leaves* is "about the longing of nostalgia; the connection and disconnection, the familiar and unfamiliar, the similarity and difference between the reality and memories" (from artist's statement). The Libraries' copy is a unique edition.



Leaves, by Jacob Wan.

Favorite Item Processed In Fiscal Year 2018/2019

Staff in Special Collections processed 43 albumen photographs on thick boudoir card mounts (8" x 5") of Winter Park, Florida, in fiscal year 2018/2019 (CFM2018_03). Unknown photographer(s) captured these images in late 19th century, which includes agriculture, nature, people, and structures both public and private.



Winter Park, Circa 1880-1900.

Pictured are two of the prominent structures of early Rollins College. On the left is the original Knowles Hall, the first building on the campus. The building served many purposes, housing classrooms, a chapel, and for a time, the campus library. The entire building was lost to a fire of undetermined cause on December 2, 1909. To the right of Knowles Hall is Pinehurst Cottage which is currently the oldest building at Rollins College today.

Burak Ogreten
Archivist for Special Collections

Special Collections & University Archives (cont'd)

- The department acquired a second book from this year's competition, *Strangers on a City Bus* by Aaron Stefan. "The big city can be overwhelming to those who aren't used to the buzz and slight chaos that ensues every day in a metropolitan street . . . This book reflects that feeling not just through poem, but through the books imagery, which depicts photos from my own bus rides where citizens have been physically cut from the scene and placed into a separate frame, elaborating their psychological quarantine...A reclusion from the strangers" (from artist's statement). The Libraries' copy is a unique edition.



Strangers on a City Bus, by Aaron Stefan

Favorite New Item, Fiscal Year 2018/2019

Bea Nettles artists' book *Springs Victory: Kore Comes Back* (N7433.4.N488 S675 2018) from the Book Arts & Typography Collection. During her travels to cemeteries for several years, the artist has photographed over six thousand surnames that are parts of speech that she finds on gravestones. The inspiration to write her version of the myth of Persephone (also known as Kore by the Greeks) occurred because she located the surnames of Demeter, (Roman Ceres) the goddess of agriculture, the harvest and grain; Neptune (Poseidon) god of the sea; and Hermes (Mercury). Additional searches found other key characters in the story including Jupiter (the Roman Zeus) and Hades (Pluto) Kore's husband and god of the underworld. It provides an explanation for the return of spring every year and the cycle of the seasons. It is also a story of a powerful mother/daughter bond and has insights on living and dying, suffering and healing, and loss and reconciliation.

http://www.beanettles.com/folio/Artists_Books_Gravestone_Projects/Springs_Victory-Kore_Comes_Back_open_edition.html

Rebecca Hammond
Library Technical Assistant I

- ◆ Additional artists' books acquired this fiscal year included:

- *The Printmaking Bibles: The Complete Guide to Materials and Techniques* by Ann d'Arcy Hughes & Hebe Vernon-Morris (San Francisco: Chronicle Books, 2008)
- *A to Z: Marvels in Paper Engineering: The History, Inspiration, and Process*, various artists ([Salt Lake City, Utah]: Moveable Book Society, [2018])
- *Mourning/Warning: Numbers and Repeaters* by Tia Blassingame ([Claremont, CA: Tia Blassingame, Primrose Press?], [2018]) Edition of 26 signed and numbered copies.
- *Common Threads, Volume XLI* by Candace Hicks ([Texas?]: Candice Hicks, 2013)
- *The Everything Set: Every Zine I Ever Made* by Sofia Szamosi ([New York City, New York]: Sofia Szamosi, 2018). The Libraries' copy is number 1 out of an edition of 2.
- *Not Once: I am Selfish* by Felice Tebbe ([Brooklyn, New York]: Booklyn, 2017). The Libraries' copy is number 5 out of an edition of 20.
- *#Great Again #Believe Me* by Karen Hanmer (Glenview, IL: Karen Hanmer, [2018]). The Libraries' copy is number 14 out of an edition 30.
- *1984NOW: Some Text from George Orwell's 1984* by Karen Hanmer (Glenview, IL: Karen Hanmer, [2017]). The Libraries' copy is number 24 out of an edition of 40.
- *Medieval Binding Models: The Girdle Book* by Karen Hanmer (Glenview, IL: [Karen Hanmer], [2015])
- *AIG Promotional Calendar, 1974* by William Larson and Peter Corrison ([United States?]: AIG, [1974?])
- *Springs Victory: Kore Comes Back*, by Bea Nettles ([Urbana, Illinois?]: Bea Nettles, 2018). The Libraries copy is number 1 out of an edition of 24.
- *Mr. Kilburn's Calicos: William Kilburn's Fabric Printing Patterns form the year 1800* (Upper Denby, Huddersfield [England] : Fleece Press, 2014).
- *Dear Memory* ([Claremont, California]: Scripps College Press, [2018]). The Libraries' copy is number 28 out of an edition of 72.
- *Portmeirion*, images by Leslie Gerry; text by Robin Llywelyn (Risbury, Herefordshire: Whittington Press, c2008). The Libraries' copy is number 98.
- *New York Reflections* by Leslie Gerry (Dowdeswell, Gloucestershire: Leslie Gerry Editions, 2015). The Libraries' copy is number 21.
- *New York Reflections* [Miniature edition] by Leslie Gerry ([Dowdeswell, Gloucestershire?]: Leslie Gerry Editions, [2015?])
- *Matrix I: A Review for Printers and Bibliophiles* (Andoversford, England)
- *The Guest: Author Unknown: 17th Century Church Manuscript with Woodcuts* by Helen Siegl (West Burke, VT: Janus Press, 1976). The Libraries' copy is number 195.
- *Poems for Democracy: Mezzotints* by Judith Rothchild by Walt Whitman (Octon, [France]: Verdigris, 2017). The Libraries' copy is number 13 out of an edition of 30.

Special Collections & University Archives (cont'd)

- *King Leer: A Tragedy in Five Puppets* by Emily Martin (Iowa City: Naughty Dog Press, [2017]). The Libraries' copy is number 25 out of an edition of 25.
- *Enough Is Enough: Print Exchange*, various artists [organized by] Ellen Knudson and Lisa Beth Robinson ([Gainesville, Florida]: Crooked Letter Press, [2018]). The Libraries' copy is number 13 out of an edition of 47.
- *Signs of RE-sis-stance* by Taylor Cox (Tacoma, Washington: Coxswain Press, 2018). The Libraries' copy is number 17 out of an edition of 32.
- *Ladies First* by Keith Smith (Rochester, N.Y.: Visual Studies Workshop, [2016]), The Libraries' copy is number 288.
- *The Age of Peonies* by Ellen Sheffield ([Gambier, Ohio]: [Unit IV Arts], [2018]). The Libraries copy is number 14 out of an edition of 16.
- *Present Perfect Progressive Tense* by Mike Taylor ([St. Augustine, FL: Mike Taylor, 2019])

◆ Caribbean West Indies

- 50 books related to the Caribbean and Haiti from Gary Monroe

◆ Floridiana

- *Pulse/Pulso: In Remembrance of Orlando*, edited by Roy G. Guzman & Miguel M.

Morales(Richmond, Virginia: Damaged Goods Press, [2018]).

◆ Floridiana/Travel and Tourism

- *How the New Deal Built Florida Tourism: The Civilian Conservation Corps and State Parks* by David J. Nelson (Gainesville, FL: University Press of Florida, [2019]).

◆ UCF Authors Collection

- *Too Much Is Not Enough: The History of Harriett's Closet* by Kristina Tollefson and Jodi Ozimek (Cocoa, Florida: Florida Historical Society Society Press, 2018)

Notable Milestone for Special Collections in Fiscal Year 2018/2019

In 1991, the UCF Libraries' Special Collections & University Archives received "George L. Stuart Jr. Collection" which complemented our political papers collections. The collection was so large, a series level finding aid was created in 2006 to provide basic access point to the collection. In 2017, special collections staff decided that the collection had to be processed at a folder level rather than series level since it contained valuable documents highlighting the political activities in Florida from 1952 to 1991.

After sixteen months, the six staff members assigned to this collection were able to fully process the collection and made available to researchers (93 full size archival boxes and a flat file). Effort was made to keep the collection in the original order as it was received from the donor. The collection is divided into eight series: Senate Files, Campaign Files, City Commissioner Files, Correspondence, Multimedia Files, Personal Files, Photographs, and Memorabilia.

George L. Stuart Jr. was born on January 13, 1946, in Orlando to George L. and Georgia V. Stuart. He graduated from the University of Florida with a degree in Economics and Political Science (1968) and from Harvard University with a master's degree in Business Administration (1970). In 1972, he was elected Orlando City Commissioner for District 2. As a Democrat, he ran successfully for the Florida State Senate for District 4 in a Campaign titled "Clean Team." During his ten years in the Florida Senate, he served on the Senate Appropriations Committee and the Joint Committee of Information and Technology Resources. In 1990, he ran unsuccessfully for Governor of the State of Florida. Stuart became Secretary and Chief Executive Officer (CEO) of Florida's Department of Business and Professional Regulation in 1991.

[Guide to the George L. Stuart, Jr. Collection, 1952-1991](#)

Burak Ogreten
Archivist for Special Collections

Favorite New Item, Fiscal Year 2018/2019

Medieval Binding: The Girdle Book, by Karen Hamner, is a unique model facsimile of a medieval book structure that features a long extension of leather, which could be attached to a traveler's belt. The leather extension often ends in a decorative knot or hook. This extension of the girdle book allows the book to be read while still attached to the reader's belt. The model represents twenty-three known examples of girdle books that date from 1454 to 1579. A step-by-step guide shows how the girdle book is constructed.

Chris Saclolo
Book Conservator



Medieval Binding: The Girdle Book, by Karen Hamner

Special Collections & University Archives (cont'd)

UNIVERSITY ARCHIVES

Several University Archives' collections were processed during FY 2018-2019. Finding aids are available on the department's web page. Processed collections included:

- **Florida Solar Energy Center Collection, 1974-2012** (35.25 linear feet). The Florida Solar Energy Center (FSEC) does research and develops energy technologies that enhance Florida's economy and environment as well as educates the public, students, and practitioners on the results of the research. This collection of records contains the findings of FSEC's many research projects as well as grant proposals, yearly and mid-term reports, newsletters, newspapers, printed PowerPoint presentations, emails and memos. (CFU2013_J)
- **Dr. Cyndia M. Muñiz's Hispanic Organizations at the University of Central Florida Collection, 2006-2018** (0.50 linear feet). Dr. Cyndia M. Muñiz is a UCF Alumna who works as the Assistant Director for the Office of Diversity and Inclusion. Her collection contains information regarding several organizations, programs, and events tailored towards the Latin and Hispanic population at the University of Central Florida. (CFU2018_45)
- **University of Central Florida Brevard Regional Campuses Collection, 1991-2014** (2.1 linear feet). The vision of the UCF Regional Campuses is to create an innovative approach to provide access and opportunity in the lives of students, faculty, and staff through the university's expanding partnerships to maintain a commitment to excellence. This collection of records contains documents, photographs, and media relating to UCF's partnership with Brevard Community College and the university's campus locations, including Cocoa and Palm Bay both of which are in Brevard County. (CFU2015_22, CFU2016_09, and CFU2016_54)
- **Archival Collection of Dr. Charles N. Millican from the Collection of Norman Van Meter, circa 1900s-2000s** (1.1 linear feet). The collection contains photographs, news clippings, and personal letters that are about Charles Millican. The photographs range from social events to private family photos. (CFU2013_06)

OUTREACH

In addition to acquiring and processing departmental resources, staff worked with UCF students, staff, and faculty as well as non-UCF affiliated researchers accessing department holdings. Department staff worked with faculty incorporating archival collections, rare and unique publications, university records, and manuscript material into their curriculum. The department participated in several fall 2018 library events including tabling at the UCF Welcome Expo and "Escape the Library."



Escape the Library event in Special Collections & University Archives August 2018

The Alumni Association asked Special Collections & University Archives to again participate in the UCF College of Nursing Alumni Reunion displaying materials from the Department of Nursing Records. Staff talked with faculty, students, and alumni about our work documenting the department.

Additional outreach included:

- Workshops on zine making and bookbinding for UCF staff and students.
- Working with Acquisitions and Collection Services staff demonstrating book repair techniques.
- Hosting the Books Arts Guild of Central Florida working with artists' books.
- Hosting senior English classes from the Monteverde Academy.
- Hosting fourteen students from Celebration High School's Baccalaureate Social Studies class using archival and manuscript materials and learning about using primary source materials.
- "The Past Is Present: Diversity in the University Archives at UCF" presentation.
- Hosted gifted elementary school students learning about archives and primary resources.

Special Collections & University Archives (cont'd)

For UCF class visits, see Faculty/Staff Accomplishments.



Honors Women, Race, and Struggle (WST3260H) class visit

SOCIAL MEDIA

Special Collections & University Archives utilized social media to promote department events and holdings. Staff researched and wrote posts for department's Facebook, Twitter, and Tumblr account and the Libraries' Instagram feed. In addition to Throw Back Thursday posts featuring items from University Archives, the department also featured items from the Book Arts & Typography Collection.

Notable Milestones for Fiscal Year 2018/2019

I would say a notable milestone for fiscal year 2018/2019 is the continuing and ongoing reduction of the department's book backlog which officially started in 2002. Several dedicated shelves and corresponding Excel sheets were created to help our department and the Cataloging staff prioritize and track which Special Collections & University Archives books should take precedence in the cataloging queue.

University Archives publications became increasingly important as the 40th and then 50th anniversary of FTU/UCF's founding arrived in 2003 and 2013. The original University publications draft classification inventory from 2006 contained over 700 items, mostly volumes/issues of serials. The majority of these had no catalog record. Also, the researching and creating finding aids for previously unprocessed and minimally processed manuscript collections some of which may date back to the department's beginnings.

Rebecca Hammond
Library Technical Assistant I

VOLUNTEERS AND INTERNS

Special Collections & University Archives worked with interns and volunteers on several projects. Joe Bizon, from the Libraries' Acquisitions and Collection Services department, continued his work on the Seminole County Public Schools Collection. Other volunteers included Francesca Felicella and Ria Heising. Archivists worked with UCF student interns Kyle West and Alexander Jerome, both from the UCF Department of History, processing manuscript and archival collections.

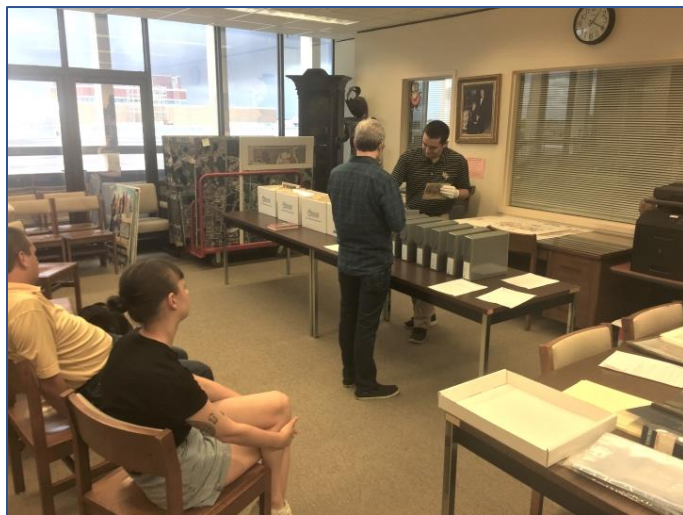
EXHIBITS

In Fiscal Year 2018/2019, departmental staff curated and/or help curate a number of exhibits in both the department's exhibit space and the Libraries' exhibit wall and cases.

- "13th Annual Student Book Arts Competition" exhibit showcasing all entries in the annual competition sponsored by Special Collections & University Archives.
- "The Print" featuring fine art prints from the collection. Inspired by the work of UCF faculty member Robert Rivers, the exhibit featured a variety of printing techniques.
- "Thomas E. Azzari, The Art of Theme Parks: Stage Design and Production" exhibited drawings, construction documents, and photographs from the "Thomas E. Azzari Theme Parks and Attractions Collections, 1973-2018."
- "Zora Neale Hurston's Native Village Historic Eatonville Remembered"
- "Flights of Fancy" featured paintings of birds by Joy Postle. This exhibit, curated by Christina Ray, UCF Libraries' Digital Learning & Engagement Librarian, and David Benjamin, celebrated Postle's work documenting Florida wildlife.

The department participated in the 2019 UCF Celebrates the Arts event with the exhibit, "13 Years of UCF Student Designed Artists' Books." Part of the UCF's annual event showcasing the arts, this exhibit featured all winners from the departments' annual book arts competition. The department also worked with staff at the Universal Orlando Foundation Library (Rosen Library) installing an exhibit drawn from the Disney ephemera collection.

Special Collections & University Archives (cont'd)



Intern Alexander Jerome's internship final presentation.

Report on Departmental Goals: 2018-2019

Ongoing:

Strengthen collections through new acquisitions and augmenting existing holdings:

Accomplished and ongoing

- ◆ Acquired new print materials in Book Arts & Typography, Caribbean West Indies, Floridiana, and Travel and Tourism collecting areas.
- ◆ Acquired new audio and video recordings for the UCF Community Veterans History Project.
- ◆ Acquired new manuscript and archival collections.
- ◆ Acquired and added materials to existing manuscript collections.
- ◆ Acquired and added materials to existing university records series.

Broaden and enhance access to print collection, manuscripts, and University Archives:

Accomplished and ongoing

- ◆ Processed new collections.
- ◆ Created and published finding aids online.
- ◆ Cataloged new print materials into national and Libraries' online catalog.
- ◆ Migrated archival finding aids to ArchivesSpace.

Broaden and enhance access to digital collections:

Accomplished and ongoing

- ◆ Facilitated addition of UCF Community Veterans History Project oral histories to the UCF Digital Collections Veterans History website.
- ◆ Continued digitizing and making available materials as appropriate.

Partner/collaborate with university units and external organizations

Accomplished and ongoing

- ◆ Worked with staff and students in the UCF Women's and Gender Studies Program on several events in the Libraries including exhibit design/installation and creating zines.
- ◆ Partnered with the UCF Department of History 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.
- ◆ Hosted student internships with students from the UCF Department of History.

Plan and implement move of archival/manuscript collections to new Automated Retrieval Center (ARC)

Accomplished and ongoing

- ◆ Created workflows for adding department holdings into ARC.
- ◆ Loaded UCF thesis and dissertations into the ARC.
- ◆ Loaded archival materials into the ARC.

Revise/Update department web page

Accomplished and ongoing

- ◆ Continued updating the department's webpage.

New:

Migrate archival finding aids from Archon to ArchivesSpace.

Accomplished

- ◆ Worked with staff from LYRASIS on migration.

Design and implement new patron registration form.

Postponed until Fiscal Year 2019/2020

Write exhibition and exhibit space policies.

Ongoing

- ◆ Researched best practices on exhibit design and exhibit spaces.
- ◆ Participated in webinar "Connecting Collections: Preservation Methods and Materials for Exhibit."
- ◆ Worked with architects on new gallery exhibit space.

Continue researching emergency preparedness procedures for department

Ongoing

- ◆ Participated in webinar series about emergency procedures for archives.
- ◆ Attended SFA/SAA day-long workshop on disaster recovery of archival materials.

Monitor environmental conditions in department storage spaces

Accomplished and ongoing

- ◆ Ordered and installed dataloggers in ARC

Special Collections & University Archives (cont'd)

- ◆ Determined appropriate and achievable temperature and relative humidity levels for storage areas.
- ◆ Monitored and tracked environmental conditions in storage areas.
- ◆ Worked with UCF facilities department staff on environmental issues.

Review department paging slips.

Postponed until Fiscal Year 2019-2020

Department Goals 2019 - 2020

Ongoing:

- ◆ Strengthen collections through new acquisitions and augmenting existing holdings.
- ◆ Partner/collaborate with university units and external organizations.
- ◆ Revise/update department webpage.
- ◆ Review department paging slips.
- ◆ Revise/updated patron registration form
- ◆ Monitor environmental conditions in department storage spaces
- ◆ Write exhibition and exhibit space policies.

New:

- ◆ Create processing and conservation plan for Nelson Company collection.
- ◆ Work with facilities on HVAC issues in collections storage areas.
- ◆ Continue loading manuscript and archival collections into the Automated Retrieval Center (ARC).

Performance Enhancement Recommendations

Special Collections & University Archives' staff did an outstanding job again this fiscal year maintaining existing workloads while taking on new projects – several of which were unexpected and unplanned. Additional permanent staff are needed to keep up with the growing demand for access to and use of the department's resources. We are still hindered by university-wide record retention issues. Electronic records challenge staff as we need software and secured dark storage to meet current archival standards for these materials. Finally, additional staff space is needed for processing collections, and the department needs separate space for working with newly acquired materials.

2018-2019 Statistics: Department

The gate count in Special Collections & University Archives this year was 2,179. There were 19 classes scheduled with 352 students attending. In Special Collections, the Book Arts & Typography Collection was the most heavily used collecting area with 486 items used including materials from the Susan King, zines, Malkoff, and Donnelly collections.

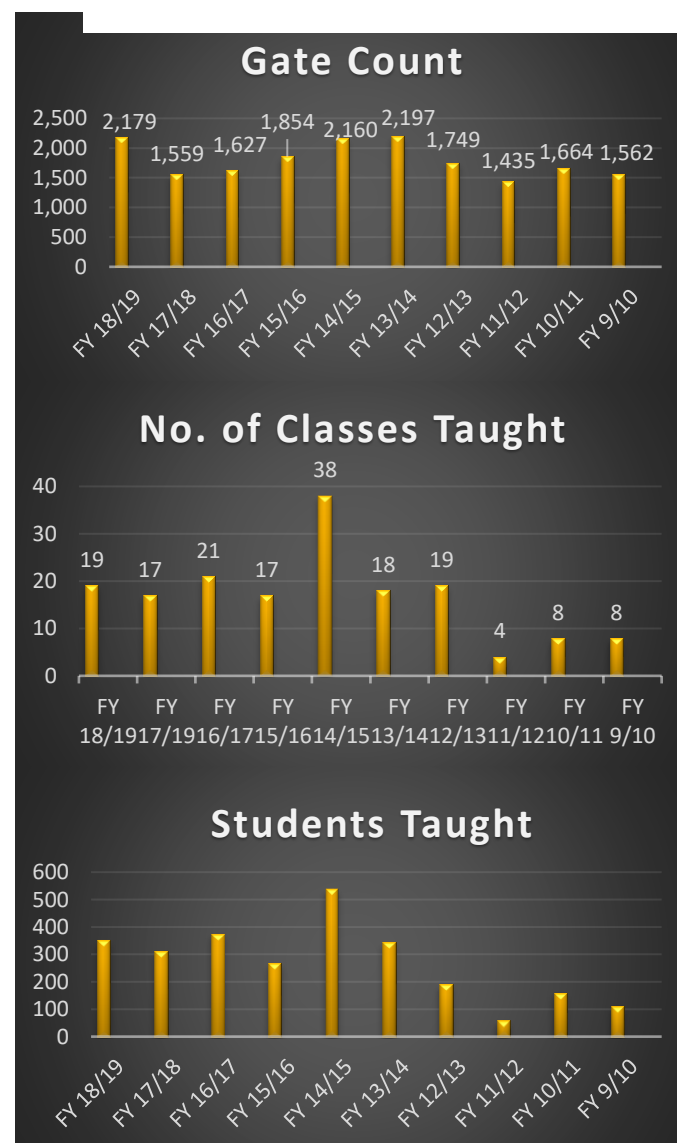
The PRISM (Political & rights issues & social movements) collections, which includes items from the Van Sickle, Patti, West Indies, Van Scoyoc and Kaplan collections, had the second largest count due to the acquisition and cataloging of serial publications.

The most widely used University Archives collection was University publications due to the acquisition of materials and ongoing archives cataloging project. At 81 requests, University Archives also had the most individual reference and research requests. University publications and University photographs, in both digital and traditional paper formats, received the most usage among department patrons.

Special Collections & University Archives

Chart 1

Patron Counts, 10-Year Summary

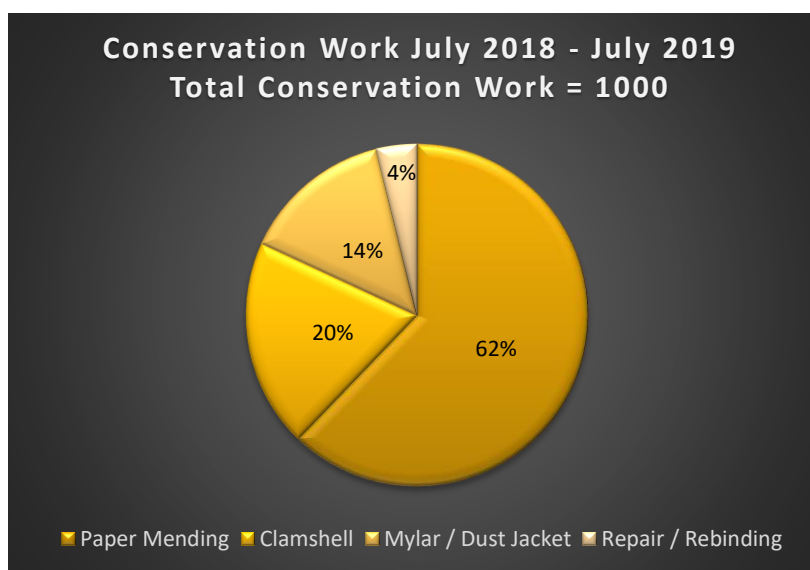


Special Collections & University Archives (cont'd)

Special Collections & University Archives
Table 1
Volumes in the Catalog, Listed by Individual Collections

Collections			
Special Collections Manuscripts	103	8	111
Special Collections Reference	176	1	177
Special Collections Publications	20,524	1,338	21,862
University Archives Publications	11,619	356	11,975
University Archives Records	80	4	84
TOTAL VOLUMES	32,502	1,707	34,125
TOTAL CATALOGED MATERIALS 2017 – 2018			32,502
MATERIALS ADDED			1,695
MANUSCRIPTS AND RECORDS ADDED			12
TOTAL CATALOGED MATERIALS 2018 – 2019			34,125

Special Collections & University Archives
Chart 2
Conservation Statistics, FY 2018-2019



Special Collections & University Archives (cont'd)

Special Collections & University Archives
Table 2
Special Collections 2018-2019 Processing Statistics

Total Collections = 1448.58*
 Processed Collections 1044.875
 Additions to collections processed in FY 2018/2019 = 5.50
 Backlog collections processed in 2018/2019 = 131.50
 Unprocessed Collections 342.50 linear feet

Processed Linear Feet	Book Arts Collections	Linear Feet
	Botany	
+ 0.25	The Bromeliad Society International (BSI) Archive 1942 - 2018	7.25
	Civil War Collection	
NEW	Civil War Map Collection, [1891 – 1895]	2
	Florida History Collections	
NEW	Sanford Municipal Court Records, 1920 - 1972	18
NEW	Michael Berman Florida women's Conference Photographs, 1977	0.25
NEW	Michael Berman Canoe Expedition Collection, 1973 - 1975	1
NEW	Florida Homesteaders Photographs, Circa 1908	2
+0.50	Florida Folklore Society Records, 1981 - 2006	2.5
+0.75	UCF Community Veterans History Project, 2011 - 2019	7.75
	Political Papers	
NEW	George L. Stuart Jr. Collection, 1952 - 1990	85.25
+1.00	Democratic Women's Club of Florida Inc. Collection, 1945 - 2015	38
	Caribbean West Indies	
NEW	José Guerra Alemán Collection, 1887-2013	17.5
	Travel & Tourism	
+3.00	Harris Rosen Collection, 1896-2016	31.75
NEW	Thomas E. Azzari Theme Parks and Attractions Collection, 1973 – 2018	5.5
	Unprocessed Collections	
	UCF Home Movie Archives	22
	Seminole County Public Schools Collection	98
NEW	Nelson and Company Collection	215
NEW	The Fred Rogers and Dr. Francis Martin Jr. Collection	4
NEW	African American Legacy: The Carol Mundy Collection (Additional materials to the existing collection)	3.5

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

David Benjamin
 Head, Special Collections & University Archives



Statistical Summary 2018-2019



VOLUMES HELD	OWN 6/30/18	ADDED	DELETED	OWN 6/30/19
John C. Hitt Library	1,338,519 ³	18,065	517	1,356,067
Eastern Florida (formerly Brevard)	21,239	165	730	20,674
Daytona	36,278	2,339	1,762	36,855
South Lake, Leesburg, Sumter	2,099	27	523	1,603
Universal Orlando Foundation Library at Rosen	11,600	210	2	11,808
Curriculum Materials Center (CMC)	41,817	1,403	171	43,049
Orlando West, Osceola	1,113	48	-	1,161
Ocala	527	-	-	527
Sanford, Lake Mary, Altamonte	1,055	9	-	1,064
Offsite Storage	120,088	-	-	120,088
<i>Subtotal print volumes</i>	1,574,335	22,266	3,705	1,592,896
Electronic books ¹	181,480 ³	40,489	636	221,333
TOTAL	1,755,815	62,755	4,341	1,814,229
CATALOGED TITLES ALL LOCATIONS & FORMATS	1,755,170	123,866	4,328	1,863,708
MICROFORM UNITS				
Microfilm				
John C. Hitt Library	65,111	192	-	65,303
Microfiche – General				
John C. Hitt Library	1,280,873	16,525	-	1,297,398
FSEC	56,522	-	-	56,522
Documents Microfiche (ASI, CFR, CIS, IIS, SRI)	1,026,632	-	-	1,026,632
Microfiche Government Documents	906,247	5,615	-	911,862
U.S. Patents (Microfilm)	8,906	-	-	8,906
TOTAL (print volumes plus e-books)	3,334,291	22,332	-	3,366,623
GOVERNMENT DOCUMENTS				
Print:				
U.S. Government	316,215	1,829	467	317,577
Florida Government	37,637	27	55	37,609
<i>Subtotal Print Gov't Documents</i>	<i>353,852</i>	<i>1,856</i>	<i>522</i>	<i>355,186</i>
<i>(Total holdings incl. Gov Docs and e-books)</i>	<i>2,109,667</i>	<i>64,611</i>	<i>4,863</i>	<i>2,169,415</i>
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	5,465	87	27	5,525
Florida Electronic (CD-ROM, DVD, floppy)	85	1	-	86
U.S. Patents (CD-ROM, DVD)	2,035	-	-	2,035
Maps	3,963	-	1	3,962
TOTAL	365,400	1,944	550	366,794
SERIALS SUBSCRIPTIONS				
Periodicals all locations:				
Print Journals	737	-	91	646
E-Journals (Dual format + e-only) ²	68,194	-	15,046	53,148
Newspapers	6	-	1	5
E-Databases	481	27	-	508
TOTAL ACTIVE SERIAL SUBSCRIPTIONS	69,418	27	15,138	54,307
MEDIA VOLUMES				
John C. Hitt Library	42,884	1,141	13	44,012
Curriculum Materials Center	5,994	64	-	6,058
Regional Campuses and Rosen	1,916	8	7	1,917
Total	50,794	1,213	20	51,978

(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) Includes all e-journals purchased, subscribed, accessed and open access

(3) Beginning figure restated from last year

All figures current as of November 8, 2019

Media Volumes 2018-2019



MEDIA VOLUMES	OWN 6/30/18	Added	Deleted	OWN 6/30/19
Main				
Cassettes/AudioTapes	963	-	-	-
CD-ROMs	2,445	2	7	-
Compact Discs (music)	5,713	-	-	-
Compact Discs (other)	14	922	1	-
E-sound Recordings	2,930	-	-	-
DVDs	7,631	217	5	-
Filmstrips	500	-	-	-
Laser Discs 12"	203	-	-	-
Other	14	-	-	-
Phonograph Records	2,326	-	-	-
Pictures	11	-	-	-
Video Recordings	20,134	-	-	-
Streaming Videos	-	-	-	-
Total Main	42,884	1,141	13	44,012
Curriculum Materials Center				
Cassettes/Audiotapes	354	-	-	354
CD-ROMs	338	-	5	338
Compact Discs	742	1	-	743
DVD	550	25	1	575
Filmstrips	398	-	-	398
Games	260	18	1	278
Kits	522	16	-	538
Laser Discs 12"	60	-	-	60
Maps	16	-	-	16
Media Kits	41	-	-	41
Models	70	-	-	70
Pictures	215	-	-	215
Multi-media	156	-	-	156
Other	131	-	-	131
Phonograph Records	961	-	-	961
Realia	195	4	1	199
Software	724	-	-	724
Transparencies	15	-	-	15
Video Recordings	246	-	3	246
Total-CMC	5,994	64	11	6,058
Regional Campuses and Rosen				
Compact Discs (music)	97	-	-	97
Cassettes/Audiotapes	17	-	-	17
CD/DVD	1,345	3	7	1,341
CD-ROMS	148	-	-	148
Other	39	-	-	39
Video Recordings	270	5	-	275
Total-Branches	1,916	8	7	1,917
TOTAL MEDIA VOLUMES	50,794	1,213	20	51,987

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)
2018-2019	6,562,683	659,921	781,833	-	7,263,607	15,268,044
2017-2018	6,132,240	625,208	931,077	-	7,539,209	15,227,734
2016-2017	6,523,557	638,528	909,509	169,646	7,513,744	15,754,984
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	579,478	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



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)
2018-2019	6,981,371	282,236	7,263,607	4,587,457	1,410,422	1,212,269	47,809	5,650	7,263,607
2017-2018	6,285,805	1,253,404	7,539,209	5,001,312	1,164,809	1,314,236	45,899	12,953	7,539,209
2016-2017	6,867,620	646,124	7,513,744	4,590,938	1,629,266	1,196,630	75,120	21,790	7,513,744
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

Note (a): Effective FY 16/17 includes back files of serials, as this is considered a one time purchase.

Funds from Other Sources – 10 Year Synopsis

FY 2018/19	\$	162,256	Tech Fee Awards
		65,000	COM Elsevier support
		2,250	College Education – Cabellis
		5,000	ENT Mgmt. Rosen
		10,000	Office of Research
		2,000	SGA
		2,500	Strategic Communication
		11,970	College of Sciences
		1,672	Behavior Analysis, Other
		3,200	Themed Experience Track
		16,388	UCF Connect
		\$ 282,236	Total
FY 2017/18	\$	62,000	Biomedical
		10,000	Research and Contracts
		5,000	Entertainment Management - Rosen
		2,000	College Education - Cabella
		15,434	Thomson Reuters, ALA grant and Vendor Refunds
		25,667	Regionals, Rosen and Psychology
		897,000	IT&R Materials support
		233,303	Tech Fee Awards
		\$ 1,253,404	Total
FY 2016/17	\$	62,000	Biomedical
		10,000	Research and Contracts
		76,669	Medical College - Wiley and Natural Medicines
		25,667	Regionals
		38,922	ITR mid year non recurring funding
		432,866	Tech Fee Awards
		\$ 646,124	Total
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

Funds from Other Sources – 10 Year Synopsis (cont'd)

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
		Student Tech Fee Awards: Springer Online, Oxford, e-book
	424,490	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

Faculty & Staff Accomplishments & Activities

Barbara Alderman **Regional Campus Librarian** **Palm Bay/Cocoa**

Service

- Member, ACRL/EBSS ERIC Users committee, ALA
- Member, Curriculum Committee, Masters Nonprofit Program Accreditation, NASPA

Frank Allen **Senior Associate Director** **Administrative Services**

Scholarship:

- Program accepted for ALA Annual Conference, June 24th 2019; “A Library Seating Census: Gathering Furniture Occupancy Data in an Academic Library to Inform Future Planning”. Serving as lead speaker with one other panelist.
- Continuing service as a manuscript reviewer for College and Research Libraries (C&RL)
- Continuing service as a manuscript reviewer for the Journal of Academic Librarianship.

Service:

- Joined Maitland Public Library Board of Trustees, February 2019.
- Joined WMFE 90.7 Public Radio Community Advisory Board, January 2019.
- Concluded service on LLAMA Content Coordination Committee. This ad-hoc group was commissioned by the LLAMA Board to review all LLAMA content streams and report back on ideas for improvement.
- Continued Service as Secretary for the University of Tennessee School of Information Science (SIS) Advisory Council. Participated in annual meeting April 4-5 in Knoxville.
- CSUL Shared Print Taskforce, Spring 2019.

Sandra Avila **Science Librarian** **Research & Information Services**



Sandra Avila

Publications:

- Conference proceedings: Beile, P., Raible, J., deNoyelles, A., & Avila, S. (2019) [Part one] Impact of an OER adoption in an American History course: An exploration of impact on student outcomes and behaviors. [Part two] Promotion and Adoption of Textbook Affordability and Affordable Course Materials: Forensic Science. Link found here: <http://www.ala.org/acrl/conferences/acrl2019/papers>
- Forthcoming: Wray, C.C., Avila, S., & Haught, M. (2019). Creating a sense of place: Connecting participants to local habitats through Library and Community Partner Collaborations. In The Association of College and Research Libraries’

Sustainability in Libraries Cookbook. Chicago, IL: ALA.

- Forthcoming: Norris, S., Avila, S., & Basco, B. (2020). Liaison and Scholarly Communication Librarians Collaborating to Support Faculty and Students. In The Association of College and Research Libraries’ New Approaches to Liaison Librarianship: Innovations in Instruction, Collections, Reference and Outreach. Chicago, IL: ALA.

Presentations:

- “The Internet of Things in Academic Libraries.” Science, Technology, Engineering Librarian Leaders in Action (STELLA!) Unconference, Lightning Round, Berkeley, California, May 18, 2018.
- “Career 411: Never too Late to Jumpstart Your Career!” In collaboration with members of the FLA Career Development Committee, Florida Library Association Annual Conference, Panel Presentation, Orlando, FL, May 22, 2018.
- “The Amazing Liaison: Innovative Ideas to Engage Diverse Populations with STEM.” In collaboration with Craig Amos from Nova Southeastern University and Kelly Grove from Florida State University. Florida Library Association Annual Conference, Panel Presentation, Orlando, FL, May 23, 2018.
- “The Next Library Superpower: The Future of the Internet of Things at Your Library.” Florida Library Association Annual Conference, Lightning Round Talk, Orlando, FL, May 25, 2018.
- “To Catch a Predatory Publisher: A Study of STEM Faculty Publications at the University of Central Florida.” In collaboration with UCF Engineering Librarian, Ven Basco. American Library Association (ALA) Annual Conference. Poster Session, New Orleans, Louisiana, June 24, 2018.
- “Sound the Alarm: What the Library Community Needs to Know About Predatory Publishing.” In absentia and in collaboration with UCF Engineering Librarian, Ven Basco. International Federation of Library Associations and Institutions (IFLA) Annual Conference, Lightning Round, Kuala Lumpur, Malaysia August 15, 2018.
- “Tools for Successful STEM Outreach in the Digital Plus Era,” 6th International Conference on Asian Special Libraries (IoCASL 2019), Invited Speaker, New Delhi, India, February 15, 2019.
- Beile, P., Raible, J., deNoyelles, A., & Avila, S. (2019) [Part one] Impact of an OER adoption in an American History course: An exploration of impact on student outcomes and behaviors. [Part two] Promotion and Adoption of Textbook Affordability and Affordable Course Materials: Forensic Science. Association of College and Research Libraries Conference 2019, panel presentation, Cleveland, OH, April 11, 2019. “UCF Subject Librarian Panel: Junior and Senior Information Literacy Instruction Readiness,” presented with Min Tong, Rachel Edford, and John Venecsek. Celebration of Librarian Collaboration for Transfer Student Success Conference, Orlando, FL, April 29, 2019.

Faculty & Staff Accomplishments & Activities (cont'd)

Grants:

- Co-recipient of the UCF Library Professional Development Research Award in the amount of \$1,700 for "A Survey of STEM Librarians in Academic and Joint-Use Libraries in Florida" project with Ven Basco, July 2018.
- Recipient of a "Mid-Career Scholarship" to attend the Association of College and Research Libraries (ACRL) Annual Conference, April 2019.

Awards:

- Recipient of the UCF IT&R Partnership Award for 2019.
- Recipient of the ATG Media's "Up and Comer Award" for 2018. A wholly owned subsidiary of Against the Grain, LLC. The formal announcement can be found here:
<https://charlestonlibraryconference.com/announcing-the-2018-up-and-comer-award-winners>

Service:

Professional Committees, Service

- Florida Library Association's (FLA) Career Development Committee member, second year of a two year commitment/term began in May of 2017.
- ACRL state chapter- Florida Association of College and Research Libraries (FACRL) Board Secretary- began first year of a two year commitment in May of 2018.
- Association of College and Research Libraries (ACRL)/Science Technology Section (STS) Hot Topics Discussion Group committee member- serving 2nd year of a two year commitment/term.
- Association of College and Research Libraries (ACRL)/Science Technology Section (STS) Liaison to the American Physical Society (APS)- serving 2nd year of a two year commitment/term.
- International Federation of Library Associations and Institutions (IFLA)- Standing Committee member of the Science Technology Libraries- beginning first of a five year commitment/term in May of 2019.

University Committees, Service

- Information Technologies and Resources (IT&R) Awards Committee- began serving in February 2018 and currently on second year of a two year commitment/term.
- Facilities Budget Committee- began serving in August 2018 on first year of a three year commitment/term.
- Blue Ribbon Panel on Big Data- served August 2018- May 2019.

Library Service

- Newly appointed member of the UCF Libraries' Faculty Affairs Committee (FAC) as the Mentoring Coordinator- January 2019 to present, serving a three year term.
- Open Access Week volunteer for the Office of Scholarly Communication and the Teaching and

Engagement Department for activities in October 2018.

- Participated in Open Access Week and led a program lecture event in collaboration with Christina Wray titled, "Teaming Up Against Rising Textbook Costs"- October 2018.
- Open Text for the Research Life Cycle working group for the Office of Scholarly Communication- ongoing since 2017.
- Task Force Report Update working group for the Office of Scholarly Communication- ongoing since 2017.
- Volunteered for library tabling events for the Welcome Expo and Escape the Library event during the Fall 2018 and assisted with four new student and transfer orientation event tabling sessions- August 2018 to December 2018.
- Liaised and led the efforts for the UCF Libraries 3D Printing working group in collaboration with UCF's Institute for Simulation and Training's Prototype Development 3D Lab and Amy Dovydaitis at the UCF Curriculum Materials Center (CMC) working on the pursuit of bringing a free 3D printer to the John C. Hitt Library- ongoing since January 2017 - April 2019.
- Research Intensive Course Designation working group lead in support of the Office of Undergraduate Research's new initiative- ongoing since March 2018 to April 2019.
- Reading Like a Researcher working group in support of the Office of Undergraduate Research- ongoing since March 2018 to present.
- Patent and Trademark Resource Center Information Program committee- August 2018 through December 2018.
- Presented a Banned Books Week program lecture titled, "Surrounding Reading, Censorship, and Challenged Books"- September 2018.



Dr. Joseph Ayoub

Sr. LTA

Circulation Services

Service: Libraries

- Weekly RAID shift Training
- ARC Training
- Respect in the Workplace
- Navigating Change
- Giving and Receiving Feedback



Debbie Barnes

Facilities Specialist

Library Administration

Service: Libraries:

- Libraries Evacuation Team

Faculty & Staff Accomplishments & Activities (cont'd)

- Maintains the Libraries birthday board in the Staff Lounge
- DAG Spudtacular Committee



Buenaventura (Ven) Basco

Librarian

Research & Information Services

Awards:

- UCF Excellence in Librarianship award, 2019.
- Joint Conference of Librarians of Color (JCLC) Distinguished Service Award, honors a professional who has worked for the improvement of LIS services to her/his ethnic community of users or organization. <http://www.ala.org/news/press-releases/2018/09/joint-conference-librarians-color-2018-embraces-culture-community>

Grants:

- Co-recipient of the UCF Library Professional Development Research Award in the amount of \$1,700 for "A Survey of STEM Librarians in Academic and Joint-Use Libraries in Florida" project with Sandy Avila, July 2018.

Publications:

- Norris, Sarah, Sandy Avila, and Buenaventura Basco. (2019) "Liaison and Scholarly Communication Librarians Collaborating to Support Faculty and Students," in *New Approaches to Liaison Librarianship: Innovations in Instruction, Collections, Reference, and Outreach*. Canuel, Robin and Chad Crichton, Eds. Forthcoming Book Chapter.

Presentations:

- "Sound the Alarm: What the Library Community Needs to Know About Predatory Publishing", lightning talk presented at IFLA WLIC 2018, Kuala Lumpur, Malaysia, August 2018). <https://2018.ifla.org/lightning-talks>
- "Equality, Diversity and Inclusion in Southeast/East Asia and Pacific Libraries", co-presented with Dr. Somporn Puttapithakporn, Ms. Wen Yu, Caitlin Mannion and John Hickok at the 2018 EAP Forum, American Library Association Annual Conference, June 23, 2018. <https://www.eventscribe.com/2018/ALA-Annual/fsPopup.asp?Mode=presInfo&PresentationID=352487>
- "Telling Our Stories: Community Building and Leadership", REFORMA's President's Program, co-presented with Jerome Offord, Lian Ruan, Lillian Chavez and Teresa Tobin at the American Library Association Annual Conference, June 23, 2018. <https://www.eventscribe.com/2018/ALA-Annual/fsPopup.asp?Mode=presInfo&PresentationID=408845>
- "Mapping the Engineering Curriculum", lightning talk presentation at STELLA (!) 2018 Unconference, University of California – Berkeley, May 19, 2018.

- Conducted a session titled "Conducting a Comprehensive Literature Review" during the NSF Career Workshop Series organized by the Office of Research and Commercialization, April 3, 2019.
- Conducted a session titled "Optimizing Your Online Presence: Citation Metrics & Measuring Impact" presented as part of the Library Grad Workshop, 2018: June 14, 2018 September 25, 2018 October 17, 2018 November 14 and 2019 January 31.
- Conducted a library research and literature review to students participating in the NSF Research Experiences for Undergraduates (REU), UCF, May 15, 2018.

Poster Sessions:

- "Transform, Think Outside the Box, Connect Collaborate: East/Southeast & Pacific Libraries with US Libraries" with John Hickok. IFLA WLIC 2018, Kuala Lumpur, Malaysia, August 2018. <http://library.ifla.org/2383/>
- "To Catch a Predatory Publisher: A Study of STEM Faculty Publications at the University of Central Florida" with Sandy Avila and Buenaventura Basco, ACRL STS Poster Session, ALA Annual, New Orleans, June 24, 2018. Link to abstract <https://acrl.libguides.com/c.php?g=844367&p=6035220> or <http://stars.library.ucf.edu/ucfscholar/660/>

Curated Exhibits:

- Curated Exhibit: "Celebrating Asian Pacific American Heritage Month featuring Asian American Authors" John C. Hitt Library, May - June, 2018. <https://library.ucf.edu/news/exhibit-asian-pacific-american2018/>

Service - National:

- Executive Director, Asian/Pacific American Librarians Association (APALA), an affiliate of the American Library Association. As Executive Director, Ven served as the chief administrative officer of the organization. He oversaw all financial records, sales of literature award seals, contracts and legal documents, and liaised with ALA and other affiliates. He coordinated APALA's participation in ALA Emerging Leader's program, program submissions and room reservations, catering for the literary awards program, and all volunteer activities for members. He attended monthly executive board conference calls and meetings at ALA midwinter and annual conference.
- Solicited and received a \$500 sponsorship from Springer Nature, March 2019.
- American Library Association, Annual Conference Poster Sessions, Reviewer, 2018.
- Association of Research Library (ARL) Travel Award Selection Committee, 2018
- Co-Chair, Asian/Pacific American Award for Literature, 2012- present.
- Member, ALA International Relations Committee, East Asia Pacific Sub-Committee.

Faculty & Staff Accomplishments & Activities (cont'd)

- Member, Joint Conference of Librarians of Color (JCLC), Fundraising and Finance Committee.

University:

- Member, Faculty Senate Graduate Policy Committee
- Member, IT&R Diversity Task Force.
- Advisor, Filipino Student Association, a student organization at UCF.
- Event co-organizer, Insight into Engineering. March 2019.

Library:

- Member, Search Committee, Instruction and Engagement Librarian, 2018
- Event co-organizer, International Student Welcome, August 2014.
- Event co-organizer, QEP Program "Libraries Bridging the Gap Between Innovation and Entrepreneurship"
- Be Your Own Boss: Knights Alumni Entrepreneurs Panel, September 26, 2018.
- Patents, Trademarks and Copyrights: Tools for Entrepreneurial Success, November 2018.
- Business Coaching and Mentoring Resources, January 23, 2019.
- Competitive Intelligence, March 20, 2019
- Member, Library Employee of the Year Committee, 2018
- Member, Scholarly Communication Group.
- Volunteer, Patent and Trademark Workshop, December 14.
- Volunteer NSO Transfer Session, January 3



Dr. Penny Beile

Associate Director

Research, Education & Engagement

Publications:

- Beile, Penny; deNoyelles, Aimee; Raible, John. "OER Adoption in an American History Course: Impact on Student Outcomes and Behaviors and Relation to Institutional Metrics." In *Recasting the Narrative: 2019 Proceedings of the Association of College and Research Libraries*, April 2019, Cleveland, OH. Access at: http://www.ala.org/acrl/sites/ala.org/acrl/files/content/conferences/confsandpreconfs/2019/OERA_doptioninanAmericanHistoryCourse.pdf
- Beile, Penny. "Aligning Textbook Affordability Efforts with State Performance Funding Metrics." In *2018 Proceedings of the Library Assessment Conference*, December 2018, Houston, TX, pp. 15-25. Access at: <https://www.libraryassessment.org/wp-content/uploads/2019/10/Proceedings-2018-rs.pdf>

Conference presentations:

- *Got Money? Now What!: Managing an OER Grant Program*, delivered with John Raible and Aimee deNoyelles at the 16th Annual Open Education Conference, October 2019, Phoenix, AZ.
- *OER Adoption in an American History Course: Impact on Student Outcomes and Behaviors and Relation to Institutional Metrics*, delivered with Aimee deNoyelles and John Raible at the Conference of the Association of College and Research Libraries, April 2019, Cleveland, OH. Presentation in conjunction with Sandy Avila, who presented on the same topic.
- *Aligning Textbook Affordability with State Performance Funding Metrics*, delivered at the Library Assessment Conference, Houston, TX, December 6, 2018.
- *The Library's Impactful Role in Supporting Student Success Today: Case Studies and Open Discussions*, delivered with Michael Rodriguez (UConn), Patricia Hudson (Oxford University Press), Raymond Pun (UC Berkeley), Ian Singer, and David Tyckoson (CSU Fresno) at the Charleston Conference, Charleston, SC, November 8, 2018. (Invited Panelist)
- *Using the COUP Framework to Analyze Impact of an OpenStax OER Adoption in an American History Course*, delivered with Aimee deNoyelles and John Raible at the 2018 Open Education Conference (OpenEdCon), Niagara Falls, NY, Oct 2018.
- *Aligning Textbook Affordability with State Performance Based Funding Metrics*, delivered at the Library Assessment Conference, Houston, TX, Dec 2018.

Institutional invited presentations:

- *Textbook Affordability* presentations for cohort of GEP refresh faculty. Presented three sessions fall 2018 and was invited back for two additional presentations spring 2019. Delivered with Aimee deNoyelles (CDL), Rich Gause, and Sarah Norris at the Faculty Center for Teaching, GEP Refresh cohort.

Professional service:

- Member of American Library Association, ACRL division, University Libraries Section, Education and Behavioral Sciences Section, and Library Research Round Table.
- *College & Research Libraries* Editorial Board, re-appointed for 2016-2019, member.
- Council of State University Libraries, Data Dictionary Working Group, 2018-2019, member.

Faculty & Staff Accomplishments & Activities (cont'd)

University service:

- UCF Reimaging the First Year, Faculty/Student Committee, member.
- UCF Faculty Senate, Research Council, 2016-2019, member.
- College of Community Innovation and Education, Lifelong Learning Program, Advisory Board, member.
- UCF SACS Quality Enhancement Plan, Advisory Group, member.
- Student Development and Enrollment Services, Knights Academic Resource Services, member
- Downtown Campus, Library and Learning Resources subcommittee, member, 2018-2019.

Library service:

- Library Renovation Committee, member.
- Downtown Campus, Library and Learning Resources Committee, member.
- Search committee for Student Success/Textbook Affordability librarian, member.
- UCF Author Series, facilitator.

Other service:

- Invited reviewer for *College & Research Libraries*. Reviewed four manuscripts over the reporting year.

Other awards, recognition, grants, or consultancies:

- Invited consultant for OER + Scholarly Communication open textbook. IMLS grant awarded to North Carolina State University Libraries.
- Invited consultant for AlphaInsights on textbook affordability climate and opportunities.
- OER grant, co-PI with Aimee deNoyelles and John Raible, funded in the amount of \$43,000 by FloridaShines Complete Florida program for OER development support in May 2018. Facilitated communications and support for OER development and assisted with final showcase of completed materials, in turn leading to a request from the Vice-Provost to assist with a university-funded initiative to produce OER.

Institutional invited presentations:

- “Free up your Class! Course Redesign through Textbook Affordability,” with Anna Turner [FCTL], Aimee deNoyelles [CDL], John Raible [CDL], Rich Gause & Sarah Norris, Faculty Center for Teaching and Learning Summer Faculty Development Conference, Orlando, May 2018
- “Textbook Affordability at UCF,” with Aimee deNoyelles [CDL], John Raible [CDL], FCTL Teaching and Learning Day, Faculty Center for Teaching, Teaching and Learning Day, Orlando, March 2018
- “Think Tank: Textbook Affordability and Open Educational Resources,” with Aimee deNoyelles [CDL], Rich Gause & Sarah Norris, Faculty Center

for Teaching and Learning Winter Faculty Development Conference, Orlando, December 2017

Service - National:

- American Library Association
 - ACRL division:
 - Research and Scholarly Environment Committee, 2016-2018; subcommittee to select road show sites and to draft a statement in support of open access to library scholarship
 - Leadership Council, 2013-2017
 - University Libraries Section
 - Education & Behavioral Sciences Section
 - Awards Task Force, 2016-2017, chair. Drafted two member surveys, completed environmental scan, lead writer for 20+ page task force report that was presented to the Board in June.
 - Nominated as candidate for President of ACRL, a 14,000 member professional association for academic librarians. Also, although I lost the election by 200 votes, the candidacy required a significant time (and financial!) investment. Some noteworthy commitments included: 500-word biography and statement of concern; 1,500 word platform; internationally delivered webinar; development of an online profile; statements for ACRL election page and social media sites; emails to members; brochures and badges; and extensive time devoted to campaigning at conference sessions.
- Editorial Board, *College & Research Libraries*, 2013-2018
- **University:**
 - College of Education and Human Performance Lifelong Learning Program, Advisory Board
 - Reimaging the First Year, Faculty/ Student Committee
 - QEP Advisory Board
 - Foundations of Success, Academic Success team
 - Faculty Senate, Research Council
 - Business Services, Bookstore Contract ITN and Negotiation Committee
- **Libraries:** Library Renovation Committee
- **Other:**
 - Invited reviewer, *College & Research Libraries*. Reviewed seven manuscripts over the reporting year.
 - Invited external reviewer, Promotion/ Tenure candidate, Amanda Hess (Oakland University)



David Benjamin

Department Head

Special Collections & University Archives

Creative Works

Publications

- Book Review: *Anna Madgigine Jai Kingsley: African Princess, Florida Slave, Plantation Slaveowner* (book review by Daniel L. Schafer) published in the *Society of Florida Archivists Journal*, v.1:1, December 2018

Presentations

Faculty & Staff Accomplishments & Activities (cont'd)

- "Leading the Way: Transparency in Archives Management," Society of American Archivists' Annual Meeting, Washington, D.C., August 2018
- "No Kidding: The Library Has That" for National Library Week, University of Central Florida Libraries with Amy Dovydaitis and Kristine Shrauger

• Outreach/Speaking Engagements

- College of Nursing Alumni Reunion
- Central Florida Book Artists Guild talk about artists' books
- UCF Libraries' RIS Retreat talk about ArchiveSpace

• Exhibits

- Disney Ephemera Exhibit, Universal Orlando Foundation Library (Rosen Library), curator.
- "13 Years of UCF Student Designed Artists' Books" for UCF Celebrates the Arts 2019, co-curator.
- "The Print," curator
- "Flights of Fancy" co-curator

• Service - National

- Chair, Archives Management Section, Society of American Archivists
- Member, Society of American Archivists' Tragedy Response Initiative Task Force

○ Regional

- Member, ASERL-WRLC Committee on Guidelines for Sharing Special Collections Materials

○ State

- Member, Judith Beale Scholarship Committee, Society of Florida Archivists

○ Local

- Director of Historical Interpretation and Archives, LGBTQ Museum of Central Florida

○ University

- Member, Diversity and Inclusion Working Group, Office of Diversity and Inclusion
- Member, Bias Incident Communications Group, Office of Diversity and Inclusion
- Mentor, Social Justice and Advocacy Alliance Mentoring Program
- Panel Member, Diversity, Equity, and Inclusion Forum, Office of the President (UCF)
- Member, University Athletics Advisory Committee, UCF Faculty Senate
- Interim President, UCF PRIDE Faculty and Staff Association (through January 2019)

○ Library

- Chair, Promotion Coordinating Committee
- Member, 21st Century Library Planning Group
- Member, Digital Interest Group
- Member, Faculty Author's Collection Working Group
- Member, Scholarly Communications
- Member, Open Access Week Working Group
- Member, National Library Week Committee
- Training/Professional Development

○ Conferences

- Society of Florida Archivists' Annual Meeting, 2019
- Society of American Archivists' Annual Meeting, 2019

○ Classes/Workshops/Webinars

- "Preservation Methods and Materials for Exhibitions" American Institute for Conservation and the Foundation for the Advancement in Conservation, 2019
- Starting an Environmental Program, 2019
- Creating Community Access to Digital Collections at Berea College

• Professional Memberships

- Society of Florida Archivists
- Society of American Archivists
- Central Florida Archivists Association
- American Library Association
- ACRL/RBMS
- College Book Art Association
- Association of Moving Image Archivists
- American Institute for Conservation
- Association of Moving Image Archives
- American Library Association, Rare Books and Manuscript Section

• Attended:

- Society of American Archivists' Annual Meeting, Portland, OR, July 2017
- Central Florida Archivists Semi-monthly meetings



Elena Beredo

Sr. LTA

Acquisitions & Collection Services

• Workshop/Training:

- Advance Word
- Basic Windows 10
- Emotional Intelligence: EQ vs IQ



Dr. Corinne Bishop

Graduate Outreach Librarian

Research Information Services

University Service

- Voting member on the University's Undergraduate Policy & Curriculum Committee (UPCC) 2015-2019 (calendar year) <https://undergrad.ucf.edu/faculty/upcc/> As a voting member, Dr. Bishop reviews agendas, new program proposals and program changes, and provides input as needed.
- Invited as ex officio member of College of Community Innovation & Education (CCIE) Undergraduate Coordinators Curriculum Committee by Dean, Pamela Carroll.
- Participated in the Masters of Nonprofit Management Curriculum Committee throughout the year and attended discussions related to the Master of Public Administration (MPA) reaccreditation.

Library Service

- Professional Development Research Award (PDRA) Committee 2016-2018, Chair 2019-2020

Faculty & Staff Accomplishments & Activities (cont'd)

- Teaching & Engagement Department Head search committee member.
- Scholarly Communication Working Advisory Group member.

Service to the Profession

- Association of College & Research Libraries (ACRL), Education & Behavioral Sciences (EBSS) Research Committee July 2017-July 2019
- New member -- ACRL Distance Learning section (DLS), Interest Group Committee 2019 - 20xx
- New member -- ACRL University Libraries section (ULS), Outreach Committee 2019 - 20xx
- Florida Association of College & Research Libraries Board Secretary (FACRL) May 2016 - 2018



Joe Bizon

LTA Supervisor, Serials Unit

Acquisitions & Collection Services

- Library Employee of the Year Selection Committee
- Operationalize move from binding to boxing of periodicals
- Oversee microfilm testing and record keeping project



Tim Bottorff

Department Head – Head Librarian Universal Orlando Foundation Library at the Rosen College of Hospitality Management Creative Works:

- Published a CHOICE magazine review of *Ark Encounter: The Making of a Creationist Theme Park* (Apr 2019)
- Panelist, “Career 411” program at the Florida Library Association Annual Conference (May 2019)

Service:

- Faculty Judge, 2019 Graduate Research Forum (Apr 2019)
- Judge, 2019 *Orlando Sentinel* District Spelling Bee (Mar 2019)
- Manager, *Hospitality-Lib* listserv
- Reviewer, *College & Research Libraries*
- Served on the following committees:
 - Member, Dictionary Committee, North American Scrabble Players Association (NASPA)
 - Member, FLA Membership Committee
 - Member, UCF Faculty Senate Budget & Administrative Committee

Training / Development:

- Conferences:
 - Florida Library Association Annual Conference (May 2019)
 - Training:
- Employee Code of Conduct training, UCF webcourse (Dec 2018)
- Potential Conflicts training, UCF webcourse (Dec 2018)

Webinars:

- “Managing Employee Performance” (Jun 2019)

Memberships:

- American Library Association (ALA):
- Association of College & Research Libraries (ACRL)
- Distance Learning Section (DLS)
- Reference & User Services Association (RUSA)
- Florida Library Association (FLA):
- Academic Libraries section



Kerri Bottorff

Digital Collections Project Coordinator Information Technology and Digital Initiatives

Digital Project Management:

- Graduate These and Dissertations
- Honors in the Major Theses
- Dick Pope Sr. Institute for Tourism Studies
- Rosen College Faculty Scholarship and Creative Works
- McNair Scholars/RAMP
- Migrated HASTAC 2017 website to STARS
- Women's Hospitality Leadership Forum 2019 (Rosen College)
(<https://stars.library.ucf.edu/whlf2019/>)
- Rosen Research Review
(<https://stars.library.ucf.edu/rosenresearchreview>)
- Walkabout the Galaxy Podcast
(<https://stars.library.ucf.edu/walkaboutthegalaxy/>)



Kate Brinister

LTA Supervisor, Acquisitions Unit Acquisitions & Collection Services

- PER 119: What's Your Color? Understanding Yourself and Others
- Aleph 23 FALSC Webinar
- Book Repair Workshop
- New Book Vendor: Children's Plus Training



Kelly Brown

Sr. LTA Acquisitions & Collection Services

- UCF HR Workshops:
- Digital Distraction, June 2018
- Mindfulness at Work, February 2018



Kelly Brown



Tina Herman Buck

Electronic Resources Librarian Acquisitions & Collection Services Promotion

- Successfully promoted to the Associate University Librarian rank
- **Book Proposal Accepted**
- Duff, Sara, and Tina Herman Buck. “Support for Librarians: Transitioning to a New Library Environment.” Manuscript due to Routledge in November 2019.
- **National Conferences and Meetings**
- Buck, Tina Herman, Sara Duff, and Kim Montgomery. “Publishers, We Love You But You're

Faculty & Staff Accomplishments & Activities (cont'd)

Bringing Us Down: the Failure of Vendor-Supplied MARC Records,” Presentation at the Charleston Conference, Charleston, South Carolina, November 8, 2018.

- Buck, Tina Herman, Andy Todd, and Kristine Shrauger. “I Didn’t Know You Didn’t Know That: Access to Articles From 3 (or More) Perspectives,” Presentation at the Charleston Conference, Charleston, South Carolina, November 7, 2018.

Email Forum

- Buck, Tina Herman, Andy Todd, and Kristine Shrauger. “I Didn’t Know You Didn’t Know That: Access to Articles From 3 (or More) Perspectives,” Presentation at the Charleston Conference, Charleston, South Carolina, November 7, 2018.

Poster Session at a National Conference

- Buck, Tina Herman, Elizabeth Lightfoot, and Shelly Schmucker. “The ERM is Dead. Long Live the ERM!” Poster at the Charleston Conference, Charleston, South Carolina, November 7, 2018.



Ashley Carhart

Sr. LTA

Cataloging Services

- *Training/Development*
- “Fun with MARC Tags: Special Doubleheader Edition,” in-house, Jeanne Piascik, May 2018
- “Making Complicated Processes Simple: a Look at How MarcEdit is Expanding the User Tool Kit,” NASIG webinar, May 2018



Robin Chan

Sr. LTA

Research and Information Services

Service:

Served on the Instruction and Engagement librarian Search Committee, Oct. 2018.



Bobby Ciullo

Web Applications Developer Assistant

Information Technology & Digital Initiatives

UCF Committee Assignments:

- Central Florida Memory, Web Design and Server Support
- 21st Century Library committee
- UCF WordPress Developers Group
- UCF FWi User Group
- Library Web Working Group Steering Committee
- Library Web Working Group
- Library Social Media Group
- FLVC-UI User Interface Standing Committee



Bobby Ciullo



Martha Cloutier

LTA Specialist

Circulation Services

- *Service: Libraries*

- Library Information Kiosk
- Summer Knights Reading Challenge
- Dia de los Muertos event
- Chili Spudtacular
- *Training*
- ARC Training



Larry Cooperman

Adjunct Librarian

Research & Information Services

Courses taught:

- Selected as one of the Rasmussen College instructors to teach the Competency-Based Education form of Business Research and Analysis, Summer 2019.



Eda Correa

Monographs Librarian

Cataloging Services

- **Creative works:** Indexer, Hispanic American Periodical Index
- **Service: State:** Florida Funnel Project for NACO authorities, contributor
- **Libraries:**
 - Director’s Advisory Group
 - Head of Cataloging Services, Search Committee Member
- **Training/Development**
- **Webinars:**
 - What’s Next for RDA? (ALA webinar) (September 14, 2018)
 - Special Collections Cataloging: Monographs (recorded ALCTS webinar) (October 2018)
 - Mango: Course Reserves, Digital Collections, New Books List, Other (FLVC webinar) (November 2018)
 - Connexion Client Module 8: Original Cataloging (webinar) (March 2019)
 - Library of Congress BIBFRAME Progress (webinar) (March 2019)
 - Wikidata 101 (in house) (April 10, 2019)
- **Membership**
 - American Library Association
 - Association for Library Collections and Technical Services.
- International relations



Page Curry

Digital Imaging Technician

Information Technology & Digital Initiatives

- Digital Collections Interest Group
- Digital Projects Support
- Central Florida Memory
- STARS
- FDA Migration
- USPS Staff Council

Faculty & Staff Accomplishments & Activities (cont'd)



Cindy Dancel

Art Specialist

Research, Education & Engagement

University service:

- UCF Social Media Managers Council, member
- UCF Communications Council, member



Cindy Dancel

Library service:

- Scholarly Communication Advisory Group, member
 - Video Working Group, co-chair
 - OA Week Working Group, co-chair
 - Research Lifecycle, co-chair
- Color Your Stress Away event, member
- Camp Compass Workshop Group, member
- Summer Knights Reading Challenge, member
- STARS Institutional Repository Communications, member
- Pegasus Palooza Library Event, member
- 21st Century Library Communications, member
- National Library Week event, member
- Information Authority Week event, member
- Communications Council



Alice Crist

Cataloging Services

Training and Development

- Wikidata 101 (in house)



Sai Deng

Metadata Librarian

Cataloging Services

- **Awards/Promotions:**
 - Five Year Service to UCF Libraries
 - Specialized Data Curation Workshop Scholarship, October 2018
- **Creative works:**
 - **Book Translation: Book Translation:**
 - Zhongguo Yan Jiu Wai Wen Jiu Ji Hui Kan: Zhongguo Ji Lu (Chinese Studies in the West: The Chinese Record, 《中国研究外文旧籍汇刊·中国记录》), Volume 11. Edited and partially translated by Sai Deng and Guoqing Li. Guangxi Normal University Press, 2019.
 - **Peer-reviewed technical document:** Deng, S., Dull, J., Finn, J., Khair, S. (2019). SPSS Data Curation Primer. Data Curation Network. Retrieved from the University of Minnesota Digital Conservancy
<http://hdl.handle.net/11299/202812>
 Also available at:
[https://github.com/DataCurationNetwork/data-](https://github.com/DataCurationNetwork/data-primers/blob/master/SPSS%20Data%20Curation%20Primer/SPSS-data-curation-primer.md)



Sai Deng

[primers/blob/master/SPSS%20Data%20Curation%20Primer/SPSS-data-curation-primer.md](https://github.com/DataCurationNetwork/data-primers/blob/master/SPSS%20Data%20Curation%20Primer/SPSS-data-curation-primer.md)

- **Contribution to local standards and guidelines:** Sunshine State Digital Network Metadata Working Group (2018). SSDN Metadata Participation Guidelines. Sunshine State Digital Network. Retrieved:<https://sunshinestatedigitalnetwork.wordpress.com/documentation/>
- **Posters and Presentations:**
- **National and State:**
 - Deng, S. (2019). Lower the barrier & be empowered: creating and including linked data vocabularies for digital collections. Cataloging Norms Interest Group meeting, The American Library Association (ALA) Midwinter Conference 2019, Seattle, Washington, January 26, 2019.
 - Deng, S., DeLeon E. & Chen, J. (2019). Supporting access and community-building: the CALA Social Media Tag Library. The Chinese American Librarians Association (CALA) Annual Meeting poster session at the American Library Association (ALA) Annual Conference 2019. Washington DC, June 22.
 - Deng, S. (2019). Developing, delivering and redesigning metadata and data documentation workshop for graduate students. Research Data Access & Preservation Association Summit. Miami, FL, May 16, 2019.
 - Chen, S., Liu, W. L., Deng, S., Li, M. Y. & Jiang M. H. (2018). Prospects for connecting community and engaging students for an academic resource and repository system, Hawaii Library Association Conference, Honolulu, Hawaii, November 17, 2018.
- **Local:**
 - Deng, S. (2019). Linked data in the library & OpenRefine. Stay Savvy with Scholarly Communication Brown Bag Lunch, University of Central Florida Libraries. August 9, 2018.
 - Wikidata, Cataloging Department Meeting, University of Central Florida Libraries, April 10, 2019.
 - SHARE-Virtual Discovery Environment, Cataloging Department Meeting, University of Central Florida Libraries, September 5, 2018.
- **Service:**
- **National:**
 - American Library Association (ALA)
 - ALA Century Scholarship Jury
 - ALCTS Cataloging & Classification Research Interest Group, Co-Chair
 - ALCTS Role of the Professional Librarian in Technical Services Interest Group, Co-Vice Chair
 - Chinese American Librarians Association (CALA)
 - CALA Academic Resources and Repository System (CALASYS) Group
 - CALA Publications Committee, Member
 - CALA Social Media Subcommittee, Chair
 - CALA Best Research Awards Subcommittee
- **State:**

Faculty & Staff Accomplishments & Activities (cont'd)

- Sunshine State Digital Network Metadata Working Group
- FALSC IR Admins Discussion Group
- **University:**
- UCF Faculty Parking & Transportation Committee
- Ph.D. Exam Committee (Texts & Technology, on Classification and Knowledge Organization)
- **Libraries:**
- Digital Collections Interest Group
- Scholarly Communication Group
- **Other:**
- Greater Orlando Chinese Professionals Association
- **Training / Development**
- What's Next for RDA? (ALA webinar)
- ICPSR Data Fair
- Specialized data curation workshop. Co-located with the Digital Library Federation Forum. Las Vegas, NV
- IFLA LRM Model : a brief introduction (ALCTS webinar) Caring for Family Keepsakes (ALCTS Preservation Week webinar)
- Getting a Handle on the New RDA Toolkit (ALA webinar)
- **Conferences:**
- American Library Association (ALA) Annual Conference 2019. Washington DC, June 21-24, 2019.
- Research Data Access & Preservation Association (RDAP) Summit. Miami, FL, May 15-17, 2019.
- American Library Association (ALA) MidWinter Conference 2019. Seattle, Washington, January 25-29, 2019
- Digital Library Federation (DLF) Forum 2018. Las Vegas, NV, October 15-17, 2018.
- **Membership:**
- American Library Association (ALA)
- Chinese American Librarians Association (CALA)



Matthew DeSalvo

IT Manager I

Information Technology and Digital Initiatives

UCF Committee Assignments:

- Classrooms and Labs Standards Committee
- UCF Libraries Video Review Team



Gerald Dillon

Sr. LTA

Universal Orlando Foundation Library at the Rosen College of Hospitality Management

Awards:

- Library Service Awards - 10 Years of Service

Training / Development:

Education:

- Pursuing an AS degree in Business (Specialization in Finance) from Valencia College
- Training:
- CPR/AED/First Aid Training (Aug 2018)
- Green Dot training (Aug 2018)
- Sierra webinars
- **Service:**
- B.L.A.C.K. (Building Leaders and Connecting Knights) Institute
- Campus Locator volunteer
- M.A.S.S. (Multicultural Academic & Support Services)
- Represented the Rosen Library at Rosen College summer orientation tables
- Represented the Rosen Library at the UCF Mentoring Breakfast
- Represented the Rosen Library at the UCF John T. Washington Luncheon



Lee Dotson

Digital Services Librarian

Information Technology & Digital Initiatives

National/Regional

- [bepress Library Advisory Board](#)
- **State**
- MCLS Digital Initiatives Standing Committee (DISC)
- DISC Islandora subgroup
- DISC Digital Preservation Working Group
- DISC MANGO Digital Collections Interface Working Group

UCF Committee Assignments:

- Central Florida Memory, Digital Services Support
- Digital Collections Interest Group
- Faculty Senate Information Technology Committee
- Libraries Faculty Affairs Committee
- Vice-Chair (2019)
- Mentoring Coordinator (2018)
- Libraries Web Working Group
- Scholarly Communication Advisory Group
- Scholarly Communication Advisory Group - Outreach and Marketing work group
- Open Access Week Planning

Presentations:

Digital Commons Webinar

"Responding in Real Time to a Large University's Needs," presented as part of the Digital Commons Summer Webinar Series, August 2018:
<https://works.bepress.com/lee-dotson/67/>



Amy Dovydaitis

Department Head

Curriculum Materials Center (CMC)

Presentations:

- Along with Kristine Shrauger hosted a NEFLIN Webinar on the Diverse Families Database
- Along with Kristine Shrauger, presented on the Diverse Families Database at the FAME conference
- Presented a roundtable session at Florida Library Association conference

Faculty & Staff Accomplishments & Activities (cont'd)

- **Awards:**
- Received a PDRA award for \$2000 to go towards work on cataloging results from their picture book diversity audit
- **Attended:**
- “Evaluating, Auditing, and Diversifying Your Collections Webinar”
- **Other:**
- Completed UCF’s Leadership in Action Series



Lily Dubach

UCF Connect Librarian

Valencia/West

Creative Works:

- Book chapters:
 - Co-authored book chapter for forthcoming book Open Pedagogy: Varied Definitions, Multiple Approaches. Other co-authors: Christian Beck, John Venecek, Sarah Norris. Summer 2019 submission, Rebus Press.
 - Submitted portions of two book chapters for the Research Lifecycle Open Text managed by Sarah Norris and Lee Dotson.



Lily Dubach

Presentations:

- “Bet on Your Colleagues: Cross-Campus Collaboration to Deliver Presentation Skills Workshops,” 2019 Florida Library Association Conference, Orlando, May 2019.
- UCF RIS Retreat Panel Discussion for Online Teaching Strategies, UCF Libraries, May 2019.

Service:

- Library Hi Tech, academic journal, reviewer
- Chair, Membership & Marketing Committee, FLA
- Member, UCF Connect 4DX Strategic Planning Initiative, UCF Connect
- Chair, Employee of the Year Committee, UCF Libraries
- Contributor, Scholarly Communication Advisory Group, UCF Libraries
- Contributor, Video Advisory Team, UCF Libraries
- Contributor, Online Outreach Working Group, UCF Libraries

Training / Development:

- UCF’s Researching Patent and Trademark Information, December 2018.
- UCF’s Transfer Advocate Certification series. Spring 2019.
- UCF’s SafeZone Certification series. Spring 2019.



Sara Duff

Acquisitions & Collection Assessment Librarian

Acquisitions & Collection Services

Presentations

- Buck, T. and Duff, S. “Publishers, we love you but you’re bringing us down,” Charleston Conference 2018.

- Hoepfner, A. and Duff, S. “Textbook Affordability Options: Assessing eBook Purchase Models,” Library Assessment Conference 2018.

Poster:

- Duff, S. and Zhang, Y. “Streaming Video PDA for Academic Libraries,” Electronic Resources and Libraries Conference 2019.

Publications:

- Duff, S. (2018). Level up: Transitioning to a New Library. *What’s Past Is Prologue: Charleston Conference Proceedings* 2017. doi:10.5703/1288284316680
- Buck, T., Duff, S. and Montgomery, K. (forthcoming). Publishers, we love you but you’re bringing us down. *Charleston Conference Proceedings* 2018.
- Hoepfner, A. and Duff, S. (forthcoming). Textbook Affordability Options: Assessing eBook Purchase Models. *Proceedings of the Library Assessment Conference* 2018.

Book:

- Duff, Sara, and Tina Herman Buck. “Support for Librarians: Transitioning to a New Library Environment.” Under contract with Routledge, November 2018.



Anna Dvorecky

LTA Specialist

Cataloging Services

Awards/Promotions:

- Fifteen Year Service to UCF Libraries

Service:

- Library Evacuation Team Member

Training/Development:

- ARC Ingest Training (on site)
- What’s Next for RDA? (ALA webinar)
- Wikidata 101 (in house)
- Caring for Family Keepsakes (ALCTS Preservation Week webinar)



Anna Dvorecky



Seth Dwyer

LTA Supervisor

Circulation Services

Service: Libraries

- Web Working Group
- Textbook Affordability Working Group
- Search Committee: Student Success and Textbook Affordability Librarian
- Library Evacuation Team

Service: University

- Pride Faculty and Staff Association

Training

- ARC Training, John C. Hitt Library, Room 511, April 2018
- Attended several professional development workshops and webinars from FLA, PLAN, UCF, Valencia, etc.

Faculty & Staff Accomplishments & Activities (cont'd)



Rachel Edford

Instruction & Engagement Librarian Teaching and Engagement

- **Creative Works**
- Presentations
 - Presented on “UCF Subject Librarian Panel: Junior and Senior Information Literacy Instruction Readiness” Panel and staffed UCF table during the “College Roundtables: ‘Speed Dating’ activity at the “Celebration of Collaboration” event at Seminole State College of Florida, 4/29/19
- **Publications**
 - Edford, R. (2019). Testimony, Objectivism, and poetic form in Charles Reznikoff’s *Holocaust. Interactions*, 28(1), 13-26.
- **Service - Library**
- Scholarly Communication Advisory Group
- Open Access Week planning group
- National Library Week planning committee
- Search Committee, Head of Teaching & Engagement



Stephen Ford

Sr. LTA

Universal Orlando Foundation Library at the Rosen College of Hospitality Management

- Service
- Member: UCF Libraries Directors Advisory Group (DAG)



Michael Furlong

Regional Campus Librarian Daytona State

Creative Works:

- Book Chapter: Furlong, Michael. “Literary Demons: Unraveling Julian Karswell’s Bookish Curse.” *The Terror of the Text: Essays on Books, Scrolls and Manuscripts in Horror Films*. Ed. Cynthia Miller and A. Bowdoin Van Riper. McFarland, 2018.
- Presentation: IAFA International Conference Creative Presentation, March 2019

Service:

- Member, IFRT Immroth Awards Committee, August 2018-present.
- Member, IFRT’s Fundraising Committee, 2017-2019.
- Member, UCF Connect Diversity Committee, June 2019-present.

Training/Development:

- Sought promotion to Associate rank.
- Completed the first year (6 courses) of the Ed.D. Doctorate Program in Higher Education Leadership at UCF, Fall 2018-Summer 2019
- Attended:
 - ALA Midwinter Conference, Seattle, WA. Jan. 2019. International Association of the Fantastic in the Arts, (IAFA) Orlando, FL, March 2019
 - ALA Annual Conference, New Orleans, LA June 2018

- Celebration of Librarian Collaboration for Transfer Student Success at Seminole State College, April 2019.
- ALA Annual Conference, Washington, DC June 2019

• **Workshops:**

- Wesley, Larry. (Feb. 2019). “Brown v. Board of Education and the resulting desegregation of public education in Daytona Beach. Daytona State College.
- Klazon, Jason. (2018). “Strangers in a Strange Land: Autism Spectrum Goes to College.”
- DiAngelo, Robin. (Jan. 2019.) ALA Midwinter. “White Fragility.”



Rich Gause

Government Information Librarian Research & Information Services Service to the Profession:

- Rich continues to serve as one of three primary points of contact for government documents librarians in Florida needing assistance.
- Rich continues to serve on the LexisNexis Academic Content Advisory Committee.

Also:

- Member of the American Library Association, ACRL, RUSA, GODORT, GLBTRT, IFRT and SRRT. Participated in the 2018 Annual and 2019 Midwinter Conferences.
- Serving on two national committees in the Government Documents Round Table (GODORT) of the American Library Association: State & Local Documents Task Force and Government Information for Children (GIC) Committee. Within GIC Rich serves as the lead for the development and maintenance of the set of online guides for teachers, librarians and parents. <https://guides.ucf.edu/gic> Rich has also taken on responsibility as one of the lead administrators of the GODORT LibGuides site.
- Rich actively participates in three government document listservs and two Springshare discussion boards providing feedback, opinion, and responses to requests for assistance.

Participation in Governance and Service to the University

- Serving on the Graduate Council and the Graduate Program Review Committee.
- Served on a joint University Libraries/Center for Distributed Learning task force to explore textbook affordability options.
- Served on the successful search committee to hire Katy Miller for the newly created position of Student Success/Textbook Affordability Librarian.
- Worked with the library’s Senior Associate Director, Administrative Services, to update the spreadsheet used to calculate market equity administrative discretionary increases for UCF

Faculty & Staff Accomplishments & Activities (cont'd)

librarians. In September 2018 the salaries of 29 librarians were increased by an aggregate of approximately \$110,000, with individual increases ranging from \$145 to \$9,463.

- Serving on the library's building planning committee for the construction of an automated retrieval system for storing the majority of the library's holdings and remodeling of the existing building.
- Space Planning & Design; Logistics Planning – 1st Floor General Collection & Government Documents: In 2017-2018 Rich created completely new plans for the move four times.
- LibGuides CMS: One of Rich's continuing projects is maintaining UCF Libraries' LibGuides site and assisting colleagues with their guides. Continued efforts to switch our LibGuides to side navigation have been a major focus throughout most of this year. Rich is also working with folks to create system-recognized links to replace raw html coding so that the LibGuides system can check for broken links.
- In 2018-2019 there were 439,879 views on 523 guides maintained by Rich, which represents a 16% increase in views over last year. This year 44 of Rich's non-database guides each averaged over 100 views per month and 24 of those 44 each averaged over 300 views per month.



Emma Gisclair

Sr. LTA

Curriculum Materials Center

- **Kudos:**
- Started Master of Science in Information degree at FSU, August 2018
- **Awards:**
- Cybils (Children's and Young Adult Bloggers' Literary Awards) round 2 judge, young adult speculative fiction, January-February 2019
- Recognized by the School of Teacher Education faculty, as a knowledgeable resource on Young Adult literature was asked to present in the following classes: RED 6337 reading specialist certificate students, presented on YA book trends; LAE 4466, presented on YA books and awards to future high school English teachers, LAE 4464, presented on YA books and genres to future high school English teachers.
- **Other:**
- Annual Books and Bagels, presentation featuring recommended Young Adult literature, has become a coveted yearly event
- Attended the webinar entitled, "Evaluating, Auditing, and Diversifying Your Collections Webinar"



Mary Lee Gladding

Sr. LTA

Circulation Services

- *Service: Libraries*
- Information Kiosk
- Library Evacuation Committee
- *Training*
- ARC Training



Andrew Hackler

LTA Supervisor

Circulation Services

- **Creative Works:**
- Presenter:
- Hackler, Andrew. "Questioning Everything" Presentation at Access Services Conference, Atlanta, GA, 2018
- Panel Presenter:
- Hackler, Andrew. "Career 411" Florida Library Association Conference, 2019
- **Service: State**
- Florida Library Association Career Development Committee, Chair
- *Service: Libraries*
- DAG
- LibHacks
- Information Kiosk
- **Training/Professional Development**
- ARC Training



Patrick Hadlock

Sr. LTA

Cataloging Services

- **Awards / Promotions**
- 25 Year Service to UCF Libraries
- **Training / Development:**
- What's Next for RDA? (ALA webinar)
- Wikidata 101 (in house)
- Caring for Family Keepsakes (ALCTS Preservation Week webinar)
- Getting a Handle on the New RDA Toolkit (ALA webinar)



Patricia Hall

Sr. LTA

Research & Information Services

Awards

- Office of Diversity and Inclusion certificate of completion of "Eyes on the Prize: America's Civil Rights Years (1954 – 1965)" Oct. 2018
- Office of Diversity and inclusion certificate of completion of "Latino American: A six-part workshop that explored the history of Latino Americans from 1565 – 2000" Oct. 2018

Creative Works

- Year around displays of the libraries' beautiful book jackets

Service

University

- UCF Black Faculty and Staff Association (BFSA)
- UCF Staff Council member
- Staff Council's Special Events Committee

Faculty & Staff Accomplishments & Activities (cont'd)

- Bookstore Textbook Scholarship Advisory Committee- Staff Rep.
- 2018 Business Administration Staff Recognition Award Program Selection committee- Staff Rep.
- Fall Graduation Ceremony: I was part of the platform party representing Staff Council
- **Library and Volunteering**
- Served as libraries' ambassador for UCF Day of Giving
- Libraries' 2019 Diversity Week Committee member
- Photographer for events in the library such as Library construction & renovations, June Stillman Memorial Endowed Scholarship Award, Halloween & Christmas parties, Access Week, take a book, leave a book event, and Employee of the year award reception (Joanie), just to name a few.
- Volunteered for Information Kiosk, Welcome Back Expo, Open Access Week, Alice Adventure Quiz, just to name a few events.
- Professional Development/Diversity Training UCF Leadership Empowerment Program (LEP) Institute, Apr. 2019
- LEP Leadership Institute, "Do Something! If it doesn't challenge you, it won't change you" Navigating Change, HR, Nov. 2018
- Emotional Intelligence: EQ vs IQ, HR, June 2019
- Giving and Receiving Feedback, HR, June 2019
- Eyes on the Prize: America's Civil Rights years (1954 – 1965), Diversity training, Oct. 2018
- Latino Americans (1565 – 2000), Diversity training, Oct. 2018



Rebecca M. Hammond

Sr. LTA

Special Collections & University Archives

- **Creative Works:**
- **Exhibits/Events:**
 - A submission for the possible consideration as future Library Holiday Card: [The Bromeliad Commentary](#), vol. 1, December 1972, no. 4 from the Collection of Michael A. Spencer was selected for the Association of Southeastern Research Libraries (ASERL) holiday e-card. Weblink is: <https://vimeo.com/305540229> December 2018.
 - Selected four submissions for the possible consideration as future Library Holiday Cards: Illustration from "Where the Christmas tree grew" a chapter in [Young Lucretia and other stories](#), part of the Fred Rodgers and Dr. Francis Martin Jr. Collection. [Cat-Toon no.20](#) from the Joy Postle collection. [Magnolia Flowers](#), a painting from the Joy Postle collection. A painting, [P HT 79-035](#) by Frantz Legros, from the William L. Bryant Collection April, May and June 2019
 - Continued contributing captions and photographs from the University Archives Collections to the



Rebecca Hammond

Department's Facebook and other Social Media websites Throw Back Thursday Pages. July 2018-ongoing

- **Processed New and Existing Collections:**
 - Created book tags, manuscript box and envelope labels for the newly acquired and cataloged Michael Spencer, Book Arts, University Archives publications, Floridiana, Travel and Tourism and Rodgers and Martin Collections – ongoing
- **Services:**
- **Libraries:**
 - Collected and tabulated Department patron and collection usage statistics for 2018-2019. Most heavily used and requested due to ongoing class visits and newly added collection items were the Book Arts Collections. These include the Donnelly, Malkoff, Bea Nettles and Susan King books. University publications, Michael A. Spencer and PRISM serials also had high usage due to newly cataloged acquisitions.
 - Collected and laundered our Patron use archival gloves so that everybody who visits our Department gets a fresh, clean pair to use each time they use our collection materials.
- **Professional Development:**
- **Presentations:**
 - **The Past is Present: Diversity in the University Archives at UCF. October 17, 2018**
 - Open discussion on Classification and Compensation, USPS & AP, March 7, 2019
- **Attended:**
 - General Staff Meeting, March 14, 2019
 - ServiceNow Training in 235-C, August 1, 2018



Jonathan Hanie

Sr. LTA

Circulation Services

- **Training**
 - ARC Training



Richard Harrison II

Librarian

Research & Information Services

- **Scholarly:**
 - Member, Planning Committee, Annual Florida Statewide Symposium: Engagement in Undergraduate Research, UCF, October 25-26, 2019
- **Service:**
 - Member, UCF Faculty Senate, 2013-2019
 - Member, UCF Faculty Senate Steering Committee, 2014-2019
 - Member, Faculty Senate University Professional Service Award Committee, 2019



Richard Harrison

Faculty & Staff Accomplishments & Activities (cont'd)

- Member, University Honors Committee, 2015-present
- Member, University Master Planning Committee, 2015-2018
- Charter Member, Undergraduate Research Council, 2003-present
- Charter Member, Planning Committee, Florida Statewide Symposium: Engagement in Undergraduate Research, 2007-present
- Member, Faculty Award for Undergraduate Research Advocate Committee, 2018-2019
- Member, Advisory Board, Learning Environment and Academic Research Network (L.E.A.R.N.), Office of Undergraduate Research, September 2016-present (<https://our.ucf.edu/learn/about/advisory-board/>)
- General Factotum, Showcase of Undergraduate Research Excellence, April 2019
- Judge, 60th Annual Orlando Sentinel Spelling Bee, March 20, 2019
- Recipient, Faculty Senate Service Award (for 10-plus years)



Megan Haught **Office Manager**

Research & Information Services **Teaching & Engagement**



Megan Haught

- **Service**
 - **University**
 - Member, IT&R Diversity Task Force
 - Co-Chair, IT&R Diversity Events Committee
 - Member, IT&R Diversity Talent Development Plans Committee
 - Chair, Speak Your Truth: A Queer History of UCF Project
 - Member, WomanFest2019 Committee
 - Member, Social Media Managers Working Group
 - Member, Social Media Policy Group
 - Facilitator, LGBTQ+ 101 Workshops
 - **Libraries**
 - UCF Libraries Tumblr page administrator
 - UCF Libraries Instagram administrator
 - UCF Libraries Facebook administrator
 - UCF Libraries UCFMobile app channel administrator
 - UCF Libraries Social Media Committee member
 - Web Working Group member
 - Web Working Group-Image committee member
 - Web Working Group-LibGuides committee member
 - Campus Connections Project Coordinator
 - 2019 National Library Week Committee Member
 - 2018 Library Diversity Week Committee chair
 - LibGuide creator: guides.ucf.edu/diversityweek
 - ACRL Excellence in Academic Librarianship award submission committee member & document editor: <https://stars.library.ucf.edu/lib-docs/156/>
 - "Thinking Big at UCF Libraries" document creator
 - Value of Libraries team member

- New Book Display, Featured Book Display and Short Term Book Display Coordinator
- **Training and Professional Development**
 - Avoiding Burnout
 - DIV224 InterWorldview Inclusion
 - DIV353 Atheism and Humanism
 - Safe Zone Train the Trainer
 - DIV243 Gender Orientation and Language Diversity Workshop
 - DIV 201/202 The Rise and Fall of Jim Crow Diversity Certificate
 - DIV416/417 Black America Since MLK Diversity Certificate



Rebecca Hawk **Sr. LTA**

Circulation Services

- **Service: National**
 - ALA Rainbow Roundtable Fund Raising Committee
 - ALA New Member Roundtable
- **Service: Libraries**
 - Textbook Affordability Working Group
 - Student Hiring Steering Committee (transition to Handshake)
 - Summer Knights Reading Challenge Committees, 2018-2019
 - Blind Date with a Book Display
 - Banned Books Week Display
- **Service: University**
 - LGBTQ+ Services' Alliance Mentoring Program, Mentor Fall 2018-Spring 2019
 - Guest lecture, Charles Negy's "Human Sexuality" course, Fall 2018
 - UCF PFSA: Pride Faculty & Staff Association member
- **Training**
 - ARC Training
 - Citing Made Easy
 - Library Resources and Literature Review
 - What is a CV
- **Other**
 - ENC 5337- Rhetorical Theory
 - ENC 6712- Studies in Literacy and Writing
 - PEM 2121- Yoga
 - Florida Library Association Member
 - Attended Florida Library Association Annual Conference, Orlando, 2019
 - Attended American Library Association Annual Conference, Washington DC, 2019



David Healy **Sr. LTA**

Cataloging Services

- **Awards / Promotions**
 - 15 Year Service to UCF Libraries
- **Training/Professional Development**
 - Wikidata 101 (in house)
 - Getting a Handle on the New RDA Toolkit (ALA webinar)

Faculty & Staff Accomplishments & Activities (cont'd)



Athena Hoepfner

Electronic Resources Librarian

Acquisitions & Collection Services

Notable Committees

- Invited to join the Project COUNTER Technical Advisory Board.
- COUNTER's TAG provides transparent technical oversight of the development and implementation of the COUNTER Code of Practice, which is the basis of consistent, credible, and comparable usage data. Currently, most library vendors and publishers use the COUNTER Code of Practice. <https://www.projectcounter.org/about/technical-advisory-group/couter-technical-advisory-group-terms-reference/>

Publications

- Wolfish, Ruth, Sandra Avila, Buenaventura Basco, Athena Hoepfner, Rebecca Murphey, and Min Tong. 2018. "Planning and Staging an Innovation and Entrepreneurship Seminar." *Information Outlook* 22 (2): 4-8.
- Hoepfner, Athena. 2018. "Beyond Bibliographic Discovery: Bringing Concepts and Findings into the Mix." *Against the Grain* 30(1):n28-29.

Presentations

- Hoepfner, Athena. "[Summing Up: COUNTER R5 Overview](#)." Standardizing Serials: COUNTER, SUSHI, SERU (Part II). ALCTS Webinar. 29 May 2019.
- Hoepfner, Athena. "[Why I am \(still\) talking about links](#)." Wiley Technology Library Advisory Board Meeting. Hoboken, NJ. 23 April 2019.
- Hoepfner, Athena. "[Envisioning Imperfect Futures](#)." [Sixth International Conference of Asian Special Libraries \(ICoASL\)](#). New Delhi, India. 16 February 2019.
- Hoepfner, Athena, and Sara Duff. "[Textbook Affordability Options: Assessing eBook Purchase Models for Value and Impact](#)." Library Assessment Conference. Houston, TX. 5 December 2018.
- Hinchliffe, Lisa (moderator) and Kiyomi Deards, Athena Hoepfner, Heather Staines, Katrina Strauch. "[Trend Talk Panel](#)." Charleston Conference. Charleston, SC. 8 November 2018.
- Hoepfner, Athena. "[Skipping the Hurdles](#)." Charleston Conference. Charleston, SC. 8 November 2018.
- Hoepfner, Athena. "[Big Deals and Why I Like Them](#)." Stay Savvy with Scholarly Communication. UCF Libraries. 12 July 2018

National Committees

Charleston Directors

Charleston Directors serve as the Charleston Conference program committee. They make suggestions, locate speakers, communicate about submissions, and help with a variety of tasks during the conference.

Project COUNTER

Known as the Code of Practice, the standard ensures vendors and publishers can provide their

library customers with consistent, credible and comparable usage data.

Technical Advisory Group (TAG)

COUNTER TAG provides technical advice and focus for the ongoing development of the COUNTER Code of Practice and steers the development of new releases of the COUNTER Code of Practice. TAG proposes amendments that reflect the changing needs of publishers, vendors, librarians, other stakeholders and works in collaboration with other organizations such as NISO.

National Information Standard Organization (NISO)

NISO is a non-profit association accredited by the American National Standards Institute (ANSI), that identifies, develops, maintains, and publishes technical standards to manage information. NISO standards are widely used by libraries, content publishers, library technology vendors, and many other organizations. NISO standards apply to both traditional and new technologies and to information across its whole lifecycle, from creation through documentation, use, repurposing, storage, metadata, and preservation.

Information Policy and Analysis (IPA) Topic Committee

The IPA Topic Committee provides direction to standards development regarding the management structure surrounding the acquisition, licensing, purchasing, and analysis of information. Specific areas include: license expression, online usage data, access management, performance measures and other statistics, etc.

Content Platform Migration Workgroup

The CPM will create recommended practices and checklists for all stakeholders to improve the platform migration process, specifically addressing communications between vendors, publishers, libraries, and other organizations affected by migrations, continuity of content access and discoverability, and other concerns related to successful and smooth migration of content.

Architecture Committee

The Architecture Committee is responsible for providing strategic direction for the organization, provide oversight and leadership for standards development in areas new to NISO, and coordinate with and provide guidance to the NISO Topic Committees.



Megan Humphries

Sr. LTA

Circulation Services

- Service: Libraries**
- Information Kiosk- Organizer
- Training**
- ARC Training



Pamela Jaggernaut

LTA Supervisor

Curriculum Materials Center

Faculty & Staff Accomplishments & Activities (cont'd)

- Pamela Jaggernauth, Emma Gisclair and Rebecca Meadows, and Amy Dovydaitis conducted 52 classes to 1347 students



Selma K. Jaskowski

Assistant Director

Technology Services & Resource Management

National Committee Assignments:

- Coalition for Networked Information FALSC/FLVC Committee Assignments:
 - Alternate for Barry Baker on CSUL/MCLS
 - Local ILS Implementation Coordinator for the Next Gen ILS

UCF Committee Assignments:

- 21st Century Library Planning Group
- Digital Collections Interest Group
- Administrative Council
- Management Council
- Library Advisory Committee
- Student Advisory Committee
- Central Florida Memory Operations Committee
- Central Florida Memory Digital Services and Server Support
- Project Manager, UCF Libraries, Florida Digital Archive, Florida Heritage Project and ETDs

Grants:

- Awarded \$333,359.00 for the Technology Fee Project, *Public PC Replacement*
- Awarded \$136,678.84 for the Technology Fee Project, *LibTech Desk Equipment Replacement/Expansion*
- Meetings:
 - Coalition of Networked Information Spring Meeting, St Louis, MO, 8-10 April 2019
 - Coalition of Networked Information Fall Meeting, Washington, DC, 10-12 December 2018



Mike Jimenez

Office Assistant

Cataloging Services

- Awards / Promotions:
 - 5 Years' Service to UCF Libraries
- Service
 - Member, Search Committee for Cataloging Department Head
- Training / Development
 - What's Next for RDA? (ALA webinar)
 - Wikidata 101 (in house)
 - Caring for Family Keepsakes (ALCTS Preservation Week webinar)
 - Getting a Handle on the New RDA Toolkit (ALA webinar)



Mike Jimenez



Jacqui Johnson

Sr. LTA

Cataloging Services

- Awards/Promotions
 - 20 Service to UCF Libraries
 - Creative work
 - UCF Hidden Artists Exhibit, September 2018

Training/Development

- What's Next for RDA? (ALA webinar) (September 14, 2018)
- Wikidata 101 (in house) (April 10, 2019)
- Caring for Family Keepsakes (ALCTS Preservation Week webinar) (April 25, 2019)
- Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)



Schuyler Kerby

LTA Supervisor

Universal Orlando Foundation Library at the Rosen College of Hospitality Management

Creative Works:

- Exhibits at the Rosen Library:
 - Curator of "Celebrity Chefs" (May-Aug 2018)
 - Co-curator (with student Shivangi Swaly) of "Utamaduni na utalii wa Kenya (Culture & Tourism of Kenya)" (Jan-Mar 2019)

Training / Development:

- Training:
 - Sierra webinars



Ashley Khalil

Library Technical Assistant I

Cataloging

Training/Development

- What's Next for RDA? (ALA webinar) (September 14, 2018)
- IFLA LRM Model : a brief introduction (ALCTS webinar) (December 5, 2018)
- Wikidata 101 (in house) (April 10, 2019)
- Caring for Family Keepsakes (ALCTS Preservation Week webinar) (April 25, 2019)



Katie Kirwan

Library Technicl Assistant III

Acquisitions & Collection Services

- SEED Alumni Group



Cynthia Kisby

Department Head

Regional Campus Libraries

Creative Works

- Submitted article to *UCF Forum*
- Contributed to: Ivans, T. and Mulvihill, R. (2017). An interview with Rachel Mulvihill and colleagues at the University of Central Florida about the Foundations of Excellence transfer initiative." *Reference Services Review*, 45(3), 415-420.

Service

- Promotion Coordinating Committee, ex officio (assisted with promotion regulation negotiations and assisted candidates during promotion process)
- Assumed some duties not done by staff who went to ITR BC

Attended

- UCF Provost Forums
- HR Liaisons & Faculty Activity System Training
- Regional Campus/UCF Connect Division retreat

Faculty & Staff Accomplishments & Activities (cont'd)

- Monthly UCF Connect Leadership
- Collection Development
- Teaching & Engagement
- Technical Advisory Group
- Web Working Group
- Library Faculty meetings



Judith Kuhns

UCF Connect Librarian

Valencia Osceola

Creative Works:

- Shrauger, Kristine and Judith Kuhns. (2018, Oct. 11). What's in the graveyard of undergraduate requests: a look beyond the grave. Presented at the Southeastern Resource Sharing Conference, UNC Charlotte, Charlotte, NC.

Service:

- Member, FLA Library Awards Committee 2018-2020.
- Member, Florida Statewide Ask-A-Librarian Quality Assurance Workgroup, 2019.
- Member, UCF University Travel Awards Committee, 2017-2019
- Member, UCF Web Working Group.
- Member, UCF Library Social Media Group subgroup.
- Member, UCF Online Engagement Working Group.
- Member, UCF LibGuides Working Group.
- Member, 2018 Annual UCF Library Awards Committee.
- Member, Search Committee, Head, Teaching and Engagement.

Awards/Honors:

- Ask a Librarian Exemplary Chat Award for November 2018



Jamie LaMoreaux

LTA Specialist

Acquisitions & Collection Services

Service:

- **Local:**
 - Weavers of Orlando, Newsletter Editor
 - VIP Conference, Tampa, FL
 - ALA Conference, Washington, D.C.
- **University:**
 - Staff Council Representative and Parliamentarian
 - USPS Staff Council Charter Committee, Chair
 - UCF Staff Council/A&P Merger Committee, Chair
- **Libraries**
 - Student Orientation Kiosk, Volunteer



Jamie LaMoreaux



Jessica Langone

Sr. LTA

Cataloging Services

- **Awards/Promotions:**
 - Received MLIS degree from Rutgers University, January 2019
- **Training/Development:**

- What's Next for RDA? (ALA webinar) (September 14, 2018)
- IFLA LRM Model : a brief introduction (ALCTS webinar) (December 5, 2018)
- Wikidata 101 (in house) (April 10, 2019)
- Caring for Family Keepsakes (ALCTS Preservation Week webinar) (April 25, 2019)



Tatyana Leonova

Sr. LTA

Acquisitions & Collection Services

- Libraries Employee of the Year Selection Committee
- Created four displays: Sholem Aleichem, Three Musketeers, Napoleon, and Leo Tolstoy



Susan MacDuffee

Sr. LTA

Acquisitions & Collection Services

Service: Libraries:

- Diversity Week Committee, 2019
- Library Employee of the Year Selection Committee, 2019
- National Library Week Planning Committee March-April 2019



Edmund McClam

Sr. LTA

Circulation Services

- **Training**
 - ARC Training
 - Advanced Certification in Analysis with Excel (UCF Lynda Training)



Justin McGill

Sr. LTA

Circulation Services

- **Training**
 - ARC Training



Rebecca Meadows

Sr. LTA

Curriculum Materials Center

- **Libraries:**
 - Director's Advisory Group
 - Taco / Nacho Bar, Pi Day, Chili Spudtacular fundraisers



Rebecca Meadows



Kimberly Montgomery

Librarian

Cataloging Services

- **Creative work**
 - Presentation authorship: Buck, Tina Herman, Sara Duff, and Kim Montgomery. "Publishers, We Love You But You're Bringing Us Down : The Failure of Vendor-Supplied MARC Records." Charleston Conference, November 8, 2018.
- **Service**
 - Statewide: Bibliographic Control and Discovery Subcommittee, member Metadata Quality Control Subcommittee, member Metadata Quality Control Subcommittee Task Force, co-chair

Faculty & Staff Accomplishments & Activities (cont'd)

- *Library*: Member, Head of Cataloging Services Search Committee
- Training/Development
- What's Next for RDA? (ALA webinar) (September 14, 2018)
- IFLA LRM Model : a brief introduction (ALCTS webinar) (December 5, 2018)
- AskOCLC open session (February 13, 2019)
- Wikidata 101 (in house) (April 10, 2019)
- Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)
- *Membership*
- American Library Association
Association for Library Collections and Technical Services



Renee Cole Montgomery

Outreach Librarian

Teaching & Engagement

- **Creative Works**
- **Presentations**
 - Mulvihill, R., & Montgomery, R. C. (2018, September). Hitting reset: Aligning department goals with shifting university priorities. Presented at the 2018 Georgia International Information Literacy Conference, Savannah, GA
 - Wray, C. C., & Montgomery, R. C. (2018, September). Sneaky skill building: Embedding information literacy into engagement events. Presented at the 2018 Georgia International Information Literacy Conference, Savannah, GA
 - Wray, C. C. & Montgomery, R. C. (2019, March). Bridging the gap: Helping non-traditional students develop research skills when they need it most. Presented at the 2019 Adult Higher Education Alliance (AHEA) Annual Conference. Orlando, FL.
- **Service - Library**
- National Library Week Committee (2019)
- Summer Reading Committee (2017 - present)
- Scholarly Communication Advisory Group (August 2012 – present)
- Social Media Group Committee (2018 – present)
- University
- Fee Appeal Committee (2017- present)
- KARS Committee (2018 - present)
- State
- FLA Leadership & Development Committee (2016-2018)



Rachel Mulvihill

Department Head

Teaching & Engagement

Creative Works

- **Publications**
 - Wray, C. C., & Mulvihill, R. (2018). Framing Up Digital Literacy: Reviewing and Reframing Information Literacy Modules. *Reference Librarian*, 59(4), 195–204.
<https://doi.org/10.1080/02763877.2018.1498431>
- **Presentations**

- Mulvihill, R., & Ritzert, L. (2018, September) *Unexpected Partners in Information Literacy: Cross-Department Collaborations to Support IL Events*. Presented at the 2018 Georgia International Conference on Information Literacy in Savannah, GA
- Mulvihill, R. & Montgomery, R.C. (2018, September) *Hitting Reset: Aligning Department Goals With Shifting University Priorities*. Presented at the 2018 Georgia International Conference on Information Literacy in Savannah, GA
- **Service National**
- Library Instruction Round Table Top 20 Committee/ Newsletter Committee, Production Editor, ex-officio member of Steering and Executive Committees
- ACRL University Libraries Section, Member-at-Large (2018-present)
- Library
- Scholarly Communication Advisory Group
- Open Access Week planning group



Rebecca “Missy” Murphey

Librarian

Research & Information Services

Presentations:

- Bennin, J., Murphey, R.M., Nagaiah, R., Norris, S., & Willard, C. (2018, November). Patents, Trademarks and Copyright: Tools for Entrepreneurial Success. [Panelist, moderator, co-organizer] part of QEP series: *Libraries Bridging the Gap between Innovation and Entrepreneurship*. Univ. of Central Florida, Orlando, FL.
- Murphey, R.M. (2018, May 24) Librarians as Intellectual Property Sidekicks: helping your patrons unlock their powers. 2018 Florida Library Association Annual Conference, Orlando, FL.
- <http://www.flalib.org/librarians-as-intellectual-property-sidekicks--helping-your-patrons-unlock-their-powers>
- Murphey, R.M. (2018, August) PTRC Presentation. Regional Science and Engineering Fairs (RSEF)
- directors/representatives' workshop. Orlando, FL.
- Murphey, R. M. (2019, March) UCF Libraries Partnerships. Tampa Bay Library Consortium Community Partnership Experience. Haines City, FL.
- **Professional Development:**
- Completed Patent and Trademark Resource Center Program: Annual Training Seminar (Alexandria, VA: April 8-11, 2019).
- **Service - National:**
 - Elected PTRCA President Elect, 2019-2022 (3-year term as Pres-Elect, President, Past-president)

Faculty & Staff Accomplishments & Activities (cont'd)

Patent and Trademark Resource Center Association (PTRCA), member, July 2015-

University:

Library Advisory Committee, 2018-21 term

Library:

Library Evacuation Team member



Adriana Neese

LTA Supervisor

Circulation Services

- **Service: Libraries**
- Certified Notary
- Bilingual Translator
- **Training:**
- ARC Training
- Practical Coaching
- Giving & Receiving Feedback
- Navigating Change
- Performance Management 1.0
- Performance Management Certificate Program



Sarah Norris

Scholarly Communication Librarian Research, Education & Engagement Awards & Honors

- Promotion: Promoted to Associate University Librarian (effective August 2019)
- Award: ACRL Mid-Career Scholarship – Association of College and Research Libraries (ACRL) 2019

Creative Works

- Non-Refereed Publications
Norris, S.A. "The UCF Libraries' Office of Scholarly Communication: Supporting Research, Writing, and Publishing at UCF," *UCF Faculty Focus Newsletter*, (August 2018), pp 16-18:
http://www.fctl.ucf.edu/Publications/FacultyFocus/content/2018/2018_august.pdf

Book Reviews

- Norris, S.A. (2019). Bibliometrics and Research Evaluation: Uses and Abuses [Book Review]. *Journal of Librarianship and Scholarly Communication*, 7(General Issue), eP2286. Downloads: 114 (on publisher's website); 66 (in STARS)

< <https://doi.org/10.7710/2162-3309.2286> >

< <https://stars.library.ucf.edu/ucfscholar/761/> >

Invited Speaker:

- "[Integrating library funded resources into your courses](#)" panel presentation with Alexis Carlson (Indian River State College); Kristin Heathcock (Hillsborough Community College); Alex Neff (University of South Florida), 2019 Florida Virtual Campus (FLVC) OER Summit, Orlando, February 2019
- "[Predatory Journals: How to Help Faculty and Students Navigate the Good from the Bad](#)," panel presentation with Rick Anderson (University of

Utah), ALA Annual Midwinter Conference 2019, Seattle, Washington, January 2019

Presentations:

- "Paywall: The Business of Scholarship Film Screening and Discussion," with Stephen M. Fiore (College of Arts & Humanities), UCF Faculty Center for Teaching and Learning Summer Conference, May 2019.
- "Extending and Measuring Scholarly Reach and Impact," with Barry Mauer (English Department), UCF Faculty Excellence Associate Professor Mentoring Community Workshop, January 2019.
- "Patents, Trademarks and Copyrights: Tools for Entrepreneurial Success," panel with James Bennin (Office of General Counsel), Missy Murphey, Raju Nagaiah (Office of Technology Transfer), Cassandra Willard (Law Firm of Franklin & Willard), UCF Libraries QEP Workshop, Libraries Bridging the Gap Between Innovation and Entrepreneurship, November 2018.
- "Humanities in the Open: The Challenges of Creating an Open Anthology of Literature," with Christian Beck (English Department), John Raible (CDL) & John Venecek, OpenEd Conference 2018, Niagara Falls, New York, October 2018
- "Infusing OER into an Institutional Course Redesign Initiative," with Aimee deNoyelles (CDL), Rich Gause & Anna Turner (FCTL), OpenEd Conference 2018, Niagara Falls, New York, October 2018

Service - National

- Journal of Librarianship and Scholarly Communication Peer Reviewer

State

- Textbook Affordability and OER Standing Committee - Florida Academic Library Services Cooperative (FALSC)
- Florida Scholarly Communication Interest Group

University

- UCF RICHES Programmer Search Committee
- Faculty Excellence Advisory Committee
- o Work-Life Balance Sub-Committee
- 2019 Women's History Month Award: University Selection Committee
- Faculty Center for Teaching and Learning Advisory Committee
- Historical Agricultural News, Grant Advisory Board
- **Library**
- Faculty Affairs Committee
- o Chair
- Web Working Group



Peggy Nuhn

Regional Campus Librarian Sanford/Lake Mary

Creative Works:

- Book contract: Peggy and Karen F. Kaufmann, Professor of Information Science at Seminole State College, were awarded a book contract for *Supporting Transfer Student Success: The Essential Role of College and University Libraries* in January, 2019. The book will be published by Libraries Unlimited, the professional development imprint of

Faculty & Staff Accomplishments & Activities (cont'd)

ABC-CLIO, and available in print and as an ebook in July, 2020.

Service:

- Organizer, "A Celebration of Librarian Collaboration for Transfer Student Success." The day-long event took place April 29, 2019 at Seminole State College in Sanford, FL, and included informational and collaborative sessions for forty instructional and administrative librarians from UCF and UCF DirectConnect partner college institutions.
- Member, Faculty Senate, Faculty and Staff Benefits Committee.
- Ex Officio Member, UCF Libraries' Faculty Affairs Committee.
- Member, UCF Libraries' Online Engagement Working Group.
- **Training/Development:**
- Attended Florida Summit on Accelerating Transfer Success, September 2019.



Burak Ogreten

Senior Archivist

Special Collections & University Archives

Creative Works:

- Processed New Collections:
- Civil War Map Collection, [1891-1895] (2 Linear Feet)
- Florida Homesteaders Photographs, Circa 1908 (2 Linear Feet)
- George L. Stuart, Jr. Collection, 1952-1991 (85.25 Linear Feet)
- Jose Guerra Alemán Collection, 1887-2013 (17.5 Linear Feet)
- Michael Berman Canoe Expedition Collection, 1973-1975 (0.25 Linear Feet)
- Michael Berman Florida Women's Conference Photographs, 1977 (1 Linear Foot)
- Sanford Municipal Court Records, 1920-1972 (18 Linear Feet)
- Thomas E. Azzari Theme Parks and Attractions Collection, 1973-2018 (5.5 Linear Feet)
- In-Process Manuscript Collections:
- Photographs of Winter Park Collection, circa 1880-1900 (Processed 1.75 Linear Feet)
- The following is a summary of the progress on the Home Movie Archive:
- "The accompanying 124-page guide provided to researchers and staff regarding the films lacked information or contained information that inaccurately described the footage in each canister/video file. By examining the digital video files of the films and verifying information from the repair logs, image search engines, the now 332-page guide is better organized, more accurate information, and better detailed. The majority of the guide is nearly completed, so expect the finding aid to be completed by the end of the Fall 2019 Semester."—Steven Trelstad.
- Reprocessed Manuscript Collections:

- Sol & Sadie Malkoff Papers, 1939-1999 (processed at an item level)
- University of Central Florida Student Zines Collection, 1996-2018 (processed at an item level)
- Bryant West Indies Ephemera Collection, 1682-1968 (processed at an item level)
- Publications also removed from the collection and cataloged separately
- Materials Added to the Existing Manuscript Collections:
- Democratic Women's Club of Florida Inc. Collection, 1945-2018 (Added 1 Linear Foot)
- Florida Folklore Society Records, 1981-2006 (Added 0.5 Linear Feet)
- Harris Rosen Collection, 1896-2016 (added 3 Linear Feet)
- The Bromeliad Society International (BSI) Archive, 1942-2018 (Added 0.25 Linear Feet)
- UCF Community Veterans History Project, 2011-2018 (Added 0.75 Linear Feet)
- Digitization Projects
- "Bryant West Indies British Parliamentary Acts Collection, 1712-1873" finding aid linked to Digital Collection
- "Carey Hand Funeral Home Records, 1891-1955" finding aid linked to Digital Collection
- "Letter with applied photographs describing Daytona Florida in 1898 by a relocated Northerner" F319.D27 M437 1898, digitized and added to UCF Florida Heritage Collection
- Monographs I cataloged for the following areas:
- Assisted class visit, Jason Burrell, "Design and Intensive" (25 students), July 2018
- Class visit, Christian Ravela, "Research Methods in Humanities" (15 students), September 2018
- Class Visit, Tison Pugh, "Chaucer" (10 students), October 2018
- Class visit, Louise Kane Bishop, "Literary Modernism" (31 students), November 2018
- Assisted class visit, Mary Hoyle, Celebration High School (14 students), November 2018
- Class Visit, Brooks Dierdorff, "Intermediate photography" (18 students), January 2019
- Class Visit, Anne Bubrisky, "Honors Women, Race and Struggle" (18 students), January 2019
- Class Visit, Marie Leticee, "Modern Languages and Literatures", showed Haitian art pieces in Special Collections (7 students), March 2019
- Orientations provided:
- Volunteer, Francesca Felicella and an intern, Kyle West (UCF History Dept.), August 2018
- UCF Photojournalism student, Daniel Ceruti, from Nicolson School of Communication, on "Special Collections Artifacts", November 2018
- Archives Manager at Christian Ministry, Orlando, January 2019
- RICHES VHP Project Manager, Courtney Chester-Romsey, January 2019
- Volunteer, Ria Heising, February 2019
- Library Student Ambassador, Kathleen Silva on Special Collections, May 2019

Faculty & Staff Accomplishments & Activities (cont'd)

- Intern, Alexander Jerome (UCF History Dept.), May 2019
- Library Student Ambassador, Emily Parente on Special Collections, May 2019
- **Exhibits:**
- Worked with Sarah F. Ryschkewitsch on "Thomas E. Azzari The Art of Theme Parks: Stage Design and Production" exhibit at the John C. Hitt Library, May-August 2019
- Worked with Jeff Daglaris on "Zora N. Hurston and Historic Eatonville" exhibit at the John C. Hitt Library, February 2019
- Worked with Whitney Broadway and Catherine Duffy on identifying materials from Carey Hand Funeral Records for upcoming OCRHC Exhibit, May 2019
- **Projects**
- Worked on migrating special Collections' finding aids from Archon to ArchivesSpace
- Assigned new call numbers for all the Special Collections' manuscript collections (i.e. SC 1, SC 2, etc.)
- Updated all the UA records with the new call numbers (i.e. UA 00A, UA 001A, etc.)
- Created item records in Aleph for Special Collections' manuscript collections (140 boxes)
- Created item records in Aleph for University Archives' records (385 boxes)
- Services:
- University:
- Member, UCF Community Veterans History Project, 2012-Present
- Libraries:
- Member, Digital Collections Interest Group, 2013-Present
- Member, Director's Advisory Group 2018-Present
- Member, Web Working Group, 2015-Present
- Member, Library Evacuation Team, 2015-Present
- Volunteered UCF Libraries - New Student Orientation "Transfer Students", July 2018
- Volunteered UCF Libraries - New Student Orientation "First Time in College", July 2018
- Volunteered for InfoKiosk desk at the UCF John C. Hitt Library, August 2018
- Attended Welcome Expo, Special Collections table, August 2018
- Assisted "Escape the Library" scavenger hunt assignment, August 2018
- Served as a member of a Fundraising event "Chili Spudtacular", October 2018
- Volunteered for Open Access Week, October 2018
- Served on a search committee for the Head of Teaching and Engagement position, March-August 2019
- Assisted Taco/Nacho Day for DAG event, May 2019
- **Professional Development:**
- **Training:**
- Automated Retrieval Center (ARC) Ingest training by Dematic, July 2018
- Workshop on the UCF IT Support Center Web portal by ServiceNow, August 2018
- Microsoft Teams training, September 2018
- UCF Microsoft OneDrive training, November 2018
- UCF HR Annual Notices to Employees booklet, March 2019
- Webinars:
- Image Permanence Institute about Environmental Monitoring, August 2018
- "What's next for RDA and the 3R Project", September 2018
- "Building a Diversity Plan" by Jeff Witt, University of Michigan, October 2018
- "Integrating Digital Preservation with ArchivesSpace at UB", November 2018
- "ArchivesSpace Online Forum" (Block A), March 2019
- **Presentations:**
- Jeanne Piascik's presentation for the Head of Cataloging Department position, August 2018
- Hidden Artist Reception at the John C. Hitt Library, September 2018
- Intern Kyle West's presentation in the reading room on Civil War Map Collection and Michael Berman Florida Women's Conference Photographs, November 2018
- **Awards**
- Received 15 years of service award from Barry Baker, August 2018
- Received 15 years of service award from Dale Whittaker, October 2018
- **Attended:**
- USPS Staff Council, September 2018
- UCF Benefits Fair, October 2018
- June Stillman Scholarship Award Ceremony, October 2018
- Compensation & Reclassification meeting by Cynthia Kisby, March 2019
- UCF Employee of the Month, "Joan Reynolds", March 2019
- Honors Convocation for Jeanne Piascik, Excellence Librarianship Award, April 2019
- USPS Staff Council, April 2019
- IT&R Social, May 2019
- General Staff Meeting, May 2018
- STARS 1,000,000th download celebration, May 2018
- IT&R Social, May 2018



Jeanne Piascik **Department Head** **Cataloging Services**



Jeanne Piascik

- **Awards/Promotions**
- Promoted to Associate University Librarian, August 2018
- **Creative work**
- Presentation: Piascik, Jeanne, and Lindsey Ritzert. "Summon the Robots! :

Faculty & Staff Accomplishments & Activities (cont'd)

How UCF is Moving its Collections from Open Stacks to an Automated Retrieval Center.” FALSC Region 3 Symposium, April 16, 2019, Seminole State College, Sanford, FL.

- Presentation: Local Piascik, Jeanne. “Fun with LibGuides.” Cataloging Services meeting, August 1, 2018.
- Piascik, Jeanne. “Express Tour of Aleph v.23.” Cataloging Services meeting, December 5, 2018.

• **Service**

- *Committees—National:*
- Member, Association for Library Collections and Technical Services (ALCTS) Cataloging and Metadata Management Section (CaMMS) Subject Analysis Committee (2018-2020)
- Member, ALCTS Program Committee (2017-2019, reappointed for 2019-2021)
- *Committees—State:*
- Member, CSUL Cataloging, Authorities and Metadata Committee (CAM)
- Member, CAM Authorities Subcommittee
- Volunteer coordinator for the Sierra Migration Cleanup Clearinghouse, hosted by the Technical Services Standing Committee of the FLVC Members Council on Library Services
- *Committees—Library*
- Member, Building Planning Committee
- Member, DigiCIG (Digital Collections Interest Group)
- Cataloging representative to the Web Working Group

• **Training/Development**

- ARC Ingest Training (on site) (July 17, 2018)
- ServiceNow Training, July 31, 2018
- What's Next for RDA? (ALA webinar) (September 14, 2018)
- IFLA LRM Model : a brief introduction (ALCTS webinar) (December 5, 2018)
- Wikidata 101 (in house) (April 10, 2019)
- Caring for Family Keepsakes (ALCTS Preservation Week webinar) (April 25, 2019)
- Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)

• **Conferences, etc. attended**

- American Library Association Midwinter Meeting, Seattle, WA, January 2019
- American Library Association Annual Conference, Washington, DC, June 2019

• **Membership**

- American Library Association (ALA)
- Association for Library Collections and Technical Services
- Cataloging and Classification Section
- Florida Library Association (FLA)
- Online Audiovisual Catalogers (OLAC)



Joanie Reynolds

LTA II

Interlibrary Loan/

Document Delivery Services

- Employee of the Month, March 2019. University of Central Florida.
- Shrauger, Kristine J., **Reynolds, Joanie** and Patricia Tiberii. 2019. *Make New Friends: Open a Collection to New Users*. OCLC Resource Sharing Conference. Jacksonville, Florida.



Shane Roopnarine

Public Services Librarian

Universal Orlando Foundation Library at the Rosen College of Hospitality Management

Creative Works:

- “Bet on your colleagues: Cross-campus collaboration to deliver presentation skills workshops.” Poster session co-presented with Lily Dubach, Sandy Avila, and Carrie Moran at the annual conference of the Florida Library Association (May 2018)

Service:

- Member, Program Committee, Intellectual Freedom Round Table, ALA
- Member, Advocacy and Legislative Committee, FLA
- Member, Web Working Group, UCF Libraries
- LibGuides Working Group
- Video Advisory Team

Training / Development:

- Conferences:
 - American Library Association Annual Conference (Jun 2019)
 - Celebration of Librarian Collaboration for Transfer Student Success (Apr 2019)
 - Florida Library Association Annual Conference (May 2019)
 - Library 2.019: Shaping the Future of Libraries with Instructional Design (Mar 2019)
- Education:
 - Completed coursework towards an M.A. in Instructional Design & Technology, UCF

Memberships:

- American Library Association
- Association of College & Research Libraries
- Intellectual Freedom Roundtable
- Florida Library Association
- Association of Educational Communication and Technology



Mary Rubin

Senior Archivist, University Archives

Special Collections & University Archives

• **Creative Works:**

- **Presentations:**
 - “Archon to ArchivesSpace Migration” with Rachel Walton (Rollins College), Katie McCormick (Florida State University), and Wilhelmina Randtke (Florida Academic Library Services Cooperative) at the Society of Florida Archivists’ 2019 Annual Conference, 05/2019
 - “If You Build It They Will Come... Interactive Community Engagement Using Libraries and Archives” with Gerrienne Schaad (Florida Southern College) and Laura Bang (Villanova University) at the

Faculty & Staff Accomplishments & Activities (cont'd)

Southwest Popular/American Culture Association
2019 Conference, 02/2019

- **“Nature Meets Technology: A Collaborative Project”** with William Allen (Florida Southern College) at the Orlando Electronic Interactive Convention (Otronicon), 01/2019
- **“The Past is Present: Diversity in the University Archives at UCF”** with Brandon Nightingale (UCF) and Kryslynn Collazo (UCF) at UCF Diversity Week’s Inclusion Champions Present Workshop, 10/2018
- **Poster:**
- **“Escape the library... using archives!”** at the Society of Florida Archivists’ 2019 Annual Conference, 05/2019
- **Service:** National
 - Member, Society of American Archivists, 2014 –
 - Member, Regional Archival Associations Consortium, 2015 –
 - Co-Chair, Regional Archival Associations Consortium, 2018 - 2020
 - Chair, Public Awareness Subcommittee, Regional Archival Associations Consortium, 2018 - 2020
 - Chair, Advocacy Subcommittee, Regional Archival Associations Consortium, 2016 – 2018
 - Member, Steering Committee, Regional Archival Associations Consortium, 2016 – 2018
 - Member, American Library Association, 2016 –
 - Intern, Office for Information Technology Policy Advisory, 2018 – 2020
- State
 - Member, Society of Florida Archivists, 2014 –
 - President, Society of Florida Archivists, 2019 – 2020
 - Vice President, Society of Florida Archivists, 2018 – 2019
 - Co-Chair, 2019 Annual Meeting Committee, Society of Florida Archivists, 2018 – 2019
 - Chair, Archives Month Committee, Society of Florida Archivists, 2018
- University
 - Member, UCF Social Media Managers Group, 2015 –
 - Member, UCF Pride Faculty & Staff, 2016 –
 - Member, UCF Records Management Advisory Council, 2017 –
- Libraries
 - Member, Digital Collections Interest Group, 2014 –
 - Member, Web Working Group, 2015 –
- **Training/Professional Development**
- Conferences/Workshops:
 - Society of American Archivists, 8/12/2018-08/18/2018
 - Orlando Electronic Interactive Convention, 01/18/2019-01/21/2019
 - Southwest Popular/American Culture Association, 2/20/2019-2/23/2019
 - Society of Florida Archivists, 05/09/2019-05/11/2019
- Diversity Training:
 - Safe Zone: G.O.L.D., 07/19/2018



Christopher Saclolo

Book Conservator Special Collections & University Archives



**Christopher
Saclolo**

- **Creative Works:**
- Projects:
 - Conservation on Special Collections & University Archives books/ephemera
 - Liaison to UCF Bookbinding class
 - Social media (Facebook, Twitter, Instagram, and Tumblr pages) for Book Arts & Typography collection
 - Organized 13th Annual Student Book Arts Competition
 - Managed promotion, entries, and judging
 - Updated STARS Digital Repository for UCF Student Book Arts Competition
 - Uploaded Student Book Arts Gallery for 13th Annual Competition
 - Designed Library Holiday Card 2018
- **Presentations:**
- Book Arts Class visits
- Information about Special Collection resources
- Educated on various historical and contemporary bookbinding structures
- Book Arts Guild of Central Florida
- Facilitated meeting at Special Collections, October 8, 2018
- **Exhibits:**
- “Hidden Artists 2018,” 2nd Floor, installed and exhibited personal artwork on art wall
- “13th Annual Student Book Arts Competition,” 5th Floor, curated and installed
- “UCF Celebrates the Arts,” 2nd and 5th Floor, designed layout and format graphics
 - “Thomas E. Azzari, The Art of Theme Parks: Stage Design and Production,” 5th Floor, designed graphics
- **Libraries**
- Escape the Library, August 22, 2018
- SCUA Reading Room assistant for activity
- Diversity Week, October 15, 2018
- Led workshop to create personal zines
- Basic Book Repair Techniques, November 14, 2018
- Demonstrated repair techniques to Acquisitions Department
- WomanFest 2019
- Mar. 21, 2019 Gave presentation on the history of zines
- Intro to Bookbinding, June 3, 2019
- Led bookbinding workshop where participants bind their own books
- **Training/Professional Development:**
- Completed 4 Part Webinar
- Connecting Collections: Preservation Methods and Materials for Exhibit
- Museum Lighting: Balancing Display and Preservation, October 25, 2018

Faculty & Staff Accomplishments & Activities (cont'd)

- Exhibition Furniture and Fixtures, November 1, 2018
- Installation and Object Handling Equipment, November 8, 2018
- Mountmaking for Display and Conservation, November 15, 2018
- Community
 - Hidden Artists, August 1, 2018
 - Exhibit and Reception Coordinator
 - Healing Art Exhibition, February 13, 2019
 - Participated in the exhibit sponsored by UCF Counseling and Psychological Services
 - Personal artwork was used for their promotion



Jorge Santiago

Sr. LTA

Cataloging Services

- Service
- Member of the Libraries' Faculty/Staff campaign
- Training/Development
- What's Next for RDA? (ALA webinar) (September 14, 2018)
- Caring for Family Keepsakes (ALCTS Preservation Week webinar) (April 25, 2019)
- Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)



Jorge Santiago



Meredith Semones

Ask A Librarian

Research & Information Services

Service

State:

UCF Site Coordinator for TBLC Florida Ask A Librarian Collaborative

Library:

- Member of Faculty Affairs Committee (Secretary) October 2017-present (2nd term)
- Fills in at RAID and Ask A Librarian to cover last minute schedule vacancies
- Provided Ask A Librarian orientations for new UCF Librarians
- Staffed John C. Hitt Library's Information Kiosk, Fall 2018
- Provided group tours of the John C. Hitt Library for UCF "LIFE" (Learning Institute for Elders at UCF) March 5th and March 12th, 2019
- Staffed the UCF Libraries' information table for a LIFE year-end event, April 16, 2019
- Successfully nominated Dawn Tripp as Employee of the Month.



Meredith Semones



Kristine J. Shrauger

Department Head

Interlibrary Loan/

Document Delivery Services

Presentations:

- Dovydaitis, Amy (co-principal investigator), **Kristine J. Shrauger** (co-principal investigator), Emma Gisclair (co-principal investigator), and Amanda Tier (co-principal investigator). 2019. *Exposing windows and mirrors: enhancing searchability of diverse materials in the Curriculum Materials Center picture book collection*. UCF Libraries: Professional Development and Research Award. \$2000.
- **Publications:**
- **Shrauger, Kristine J.**, Jessica Garner, Jen Salvo-Eaton and Amanda Tier. 2019. *Collections in a Box: Automated Retrieval Centers and ILL/DDS*. OCLC Resource Sharing Conference. Jacksonville, Florida.
- **Shrauger, Kristine J.**, Reynolds, Joanie and Patricia Tiberii. 2019. *Make New Friends: Open a Collection to New Users*. OCLC Resource Sharing Conference. Jacksonville, Florida.
- Buck, Tina, Andrew Todd and **Kristine J. Shrauger**. 2018. *I didn't know that you didn't know that*. Charleston Conference, Charleston, South Carolina.
- **Shrauger, Kristine** and Judy Kuhns. *Are there skeletons in our Document Delivery Service?* Southeastern Resource Sharing Conference. Conference is in Charlotte, North Carolina, October 2018.
- Dovydaitis, Amy, **Kristine J. Shrauger**, Emma Gisclair and Amanda Tier. 2019. *Diverse Families*. Florida Association of Media Educators. Orlando, Florida. (pending)
- **Shrauger, Kristine J.** and Amanda Tier. 2019. *Diversity Audit & Diverse Families Bookshelf*. TBLC's VIP Conference. Lakeland, Florida.
- **Shrauger, Kristine J.**; Amy Dovydaitis and Devi Mody. 2018. *Windows & Mirrors: Books highlighting DIVERse Families*. NEFLIN Hot Topics Conference 2018: Libraries Unplugged.
- **Shrauger, Kristine J.**, Amy Dovydaitis and Devi Mody. 2018. *Windows & Mirrors: Books highlighting DIVERse Families*. Florida Association of Media Educators. Orlando, Florida.
- **Shrauger, Kristine J.**, Amy Dovydaitis and Devi Mody. 2018. *Windows & Mirrors: Books highlighting DIVERse Families*. Tampa Bay Library Cooperative Webinar. December 2018. **Invited Speakers.**
- **Shrauger, Kristine. J.**, Amy Dovydaitis and Devi Mody. 2018. *Windows & Mirrors: Books highlighting DIVERse families*. NEFLIN's School Libraries Interest Group meeting. Clay County, Florida.



Peter Spyers-Duran

Serials Coordinator Librarian

Cataloging Services

- Creative work
- Publications: Reports
- Peter Spyers-Duran (2018) Report of the ALCTS Technical Services Managers in Academic Libraries Interest Group Meeting. American Library Association Midwinter Meeting, Denver, CO, February 2018, Technical Services

Faculty & Staff Accomplishments & Activities (cont'd)

Quarterly, 35:4, 377-

384, DOI: 10.1080/07317131.2018.1509441

Published online October 17, 2018.

- Peter Spyers-Duran (2019) Report of the ALCTS Technical Services Managers in Academic Libraries Interest Group Meeting. American Library Association Annual Conference, New Orleans, June 2018, Technical Services Quarterly, 36:2, 196-201, DOI: 10.1080/07317131.2019.1584999
Published online April 12, 2019.

- **Presentation:**

"All About Access: Technical Services & Public Services Collaboration" joint presentation with Chris Boyd, Tina Buck, Renee Gould, Jennifer Murray, Florida Library Association Annual Conference, Orlando, FL, May 15, 2019. <https://www.flalib.org/assets/2019Conference/2019%20FLA%20Program%20v4.pdf>

- **Service:**

- National Committees:
- Treasurer of Asian Pacific American Librarian Association, June 21, 2018 to June 20, 2020.
- Member of the Asian Pacific American Librarian Association Executive Board, 2018-2020.
- University Committees:
- Member of the UCF Faculty Senate, Commencement, Convocation, and Recognitions Committee, 2018-2019.
- *Library Committees*
- Chair, UCF Libraries Promotion Coordinating Committee, 2018.
- Secretary, UCF Libraries Promotion Coordinating Committee, 2019.
- Member, Patent and Trademark Resource Center : Researching Patent and Trademark Information Program Committee
- *Training/ Development*
- What's Next for RDA? (ALA webinar) (September 14, 2018)
- Wikidata 101 (in house) (April 10, 2019)
- Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)
- *Conferences, etc. attended*
- ALA Midwinter Meeting, Seattle, WA, January 2019.
- Florida Library Association Annual Conference, Orlando, FL, May 15, 2019.
- *Membership*
- American Library Association, 1994- present.
- Association of College and Research Libraries (ACRL), 1998-2008, 2012-
ACRL Science and Technology Section, 1999 - 2008, 2012- Association for Library Collections & Technical Services, 2009- 2011,
- Asian Pacific American Librarian Association, 2014- (lifetime membership holder).



Linda Sterchele

Cataloging Services

- *Training/ Development*
- Wikidata 101 (in house) (April 10, 2019)
- Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)



Terrie Sypolt

Librarian

Research & Information Services

- Sypolt, T. and Dovydaite, A. Compiled annotated bibliographies for 4 tracks of the Early Childhood Summer Institute, UCF, Orlando. Track bibliographies include: Autism Spectrum Disorders: Increasing Understanding of Communication Challenges ..., Impact of Toxic Stress and Brain Development Resilience, and Trauma Informed Classrooms, Nutrition & Childhood Obesity, and Connecting Language Development to Shared interactive Reading and Academic Language for English Learners and All Young Children.
- Sypolt, T., Bishop C. and Haught, M. Created a display of library services for the newly formed College of Community Innovation and Education Fall meeting. Included a poster with information about the College librarians, a bookmark with the same information as well a bookmark of library services for faculty that could be modified and used by all subject librarians.

Service

- SELA (Southeastern Library Association) Southern Books Competition Awards Committee, Member, 2018-2020
- UCF Graduate Council Curriculum Committee, Library Representative
- College of Community Innovation and Education Graduate Council, Library Representative, ex-officio
- Served as a Judge for the Graduate Research Forum, April 5, 2019. Judged 8 graduate poster presentations
- College of Community Innovation and Education, Instructional Resources Committee, ex officio,
- Learning Sciences Faculty Cluster Initiative, Library Representative (Education), November, 2017-
- Served on the Learning Sciences Curriculum Committee, CCIE, chaired by Michelle Taub. Defining curriculum for the EdD in Learning Sciences as well as for the proposed PhD in Learning Sciences.

Faculty & Staff Accomplishments & Activities (cont'd)

- Participation in the College of Innovation and Education Pre-graduation Doctoral Ceremony, UCF, TA 117, December 14, 2018 and MIRC, May 3, 2019.
- UCF Library Reference Deselection Committee, Member

Patricia Tiberii

LTA II

Interlibrary Loan/ Document Delivery Services

- **Creative Works:** Presentation: "Resume Building: Shrauger, Kristine J., Reynolds, Joanie and **Patricia Tiberii**. 2019. *Make New Friends: Open a Collection to New Users*. OCLC Resource Sharing Conference. Jacksonville, Florida.

Amanda Tier

Sr. LTA

Interlibrary Loan/ Document Delivery Services

- **Creative Works:**
- **Presentation:** Dovydaitis, Amy (co-principal investigator), Kristine J. Shrauger (co-principal investigator), Emma Gisclair (co-principal investigator), and **Amanda Tier** (co-principal investigator). 2019. *Exposing windows and mirrors: enhancing searchability of diverse materials in the Curriculum Materials Center picture book collection*. UCF Libraries: Professional Development and Research Award. \$2000.
- Shrauger, Kristine J., Jessica Garner, Jen Salvo-Eaton and **Amanda Tier**. 2019. *Collections in a Box: Automated Retrieval Centers and ILL/DDS*. OCLC Resource Sharing Conference. Jacksonville, Florida.

Barbara Tierney

Department Head

Research & Information Services

- Served as the Coordinator of UCF Libraries' award submission package to compete for the ACRL 2019 Excellence in Academic Libraries Award.
- Served on the UCF "Faculty Center for Teaching & Learning Advisory Board." In Feb. 2019, reviewed and scored "Excellence in Teaching Award" "Excellence in Advising" submission packages.
- Served on the UCF "Faculty Excellence Committee." Served as a UCF Faculty Excellence CV reviewer/mentor on Jan. 28 and Jan. 29, 2019.



Barbara Tierney

Served as a UCF Faculty Excellence reviewer for the LIFE@UCF Women Excellence Awards in Feb. 2019.

- Presented an introduction to the Dec. 13, 2018 PTRC program "Researching Patent and Trademark Information program."
- Continued a mentoring relationship with Japanese Librarian Yuka Taniguchi (Kobe University) by writing a successful Charleston Conference program proposal and co-presenting with her on Nov. 7, 2018. Also wrote and submitted a conference proceedings article for this program.
- Participated in the Scholarly Communication Faculty Advisory Board meetings and the monthly Scholarly Communication meetings.
- Coordinating a revitalization of UCF Libraries' "Open Access Champions" initiative.
- Led library tours for: group of English Language Institute international students on July 18, 2018; UCF LIFE retirees on Sept. 18, 2018, March 5 and March 12, 2019.
- Represented UCF Libraries at the LIFE retirees' final class of the year on April 16, 2019.

Scholarship & Professional Development

- Tierney, B. and Taniguchi, Y. (Nov. 8, 2018). East meets West: the Japan Association of National University Libraries (JANUL) and the University of Central Florida (UCF) exchange librarians and learning commons information. Presentation at the 2018 Charleston Conference, Charleston, SC..
- Tierney, B. and Taniguchi, Y. (2018). East meets West: the Japan Association of National University Libraries (JANUL) and the University of Central Florida (UCF) exchange librarians and learning commons information. 2018 Charleston Conference Proceedings (to be published in fall 2019)
- Tierney, B. and Colding, C. (Nov. 8, 2018). Reimagining outreach to faculty and students at UCF and Florida Gulf Coast University. [Poster presentation]. 2018 Charleston Conference, Charleston, SC.
- Tierney, B. and Colding, L. (Jan. 15, 2019) Reimagining outreach to faculty: a tale of two Florida academic libraries. Library Connect Newsletter (Elsevier). Note: An editor from Elsevier's Library Connect Newsletter liked our above poster and invited us to write two separate articles based on it for the Library Connect newsletter. <https://libraryconnect.elsevier.com/articles/reimagining-outreach-faculty-tale-two-florida-academic-libraries>
- Tierney, B. and Colding, L. (April. 15, 2019) Reimagining outreach to students: a tale of two Florida academic libraries. Library Connect Newsletter (Elsevier) <https://libraryconnect.elsevier.com/articles/reimagining-outreach-students-tale-two-florida-academic-libraries>
- Tierney, B. and Colding, C. (2018). Reimagining research services as part of major academic library renovations: A tale of two research departments

Faculty & Staff Accomplishments & Activities (cont'd)

(University of Central Florida and Florida Gulf Coast University) published in Lars Meyer's Charleston Voices: Perspectives from the 2017 Conference. ATG (Against the Grain) Media (Note: Linda Colding and I were invited by ATG Media ("Against the Grain") Editor Lars Meyer to write an updated and enlarged version of our 2018 Charleston Proceedings article of the same title for the new Charleston Voices publication).

- Norris, S., Tierney, B., and Flick, L. (Forthcoming online book for Fall 2019). Why every librarian should know about copyright: creating copyright training opportunities for librarians at your institution. In Sarah Benson. Copyright conversations: rights literacy in a digital world. ACRL Digital Publications.
- In April 2019 began collaboration on a "UCF Libraries Information Literacy Program Case Study" to be one of four case studies for a "Primary Research Group" article with Sharon Holderman, Coordinator of Public Services, Tennessee Tech University.



Andy Todd

Regional Campus Librarian Cocoa

Creative Works:

- Presentations:
 - Teolis, M., Bohle, S., Kelly, D., Stephenson, P., Bramlett, N, Sphrehe, j., Brunk, C., Poletti, E, Combs, J., Strickland, A., & Todd, A. (2019). The adventures of Floridiana Jones: Using gamification to improve outcomes for diabetes management. Poster session presented at the Medical Library Association, Chicago IL, May 5, 2019.
 - Buck, T. Todd, A, & Shrauger, K. (2018). I didn't know you didn't know that: Access to articles from 3 (or more) perspectives. Lively discussion session presented at the Charleston Conference, Charleston SC, November 7, 2018.
- Worked with American Association of Diabetes Educators researchers to conduct an integrative review of the literature regarding the impact of educational interventions on episodes of hypoglycemia in diabetic patients.

Service:

- Co-Chair, Quality Assurance Workgroup Committee for Florida Statewide AskALibrarian Service.
- Member, Florida Library Association Scholarship committee.
- Member, UCF Academic Calendar Committee.
- Judge, Cocoa campus Nursing Research Student Poster Presentation symposium on July 12, 2018.

Training/Development:

- Sought promotion to Associate rank.

Service

State:

- Florida Statewide AskALibrarian Service, Quality Assurance Workgroup Committee, co-chair, October 2016 –
- Florida Library Association Scholarship committee.

- University:
 - Academic Calendar Committee in 2017-2018
 - In-Unit Professional Development Leave (PDL) Committee in 2017-2018
- Libraries:
 - Promotion Coordinating Committee, Secretary, May 2017 – May 2018
 - Scholarly Communication Task Force: Faculty Advisory Board Work Group



Min Tong

Business Librarian

Research & Information Services

During this review period, Min Tong was promoted to the rank of Associate University Librarian. Min also successfully applied for a Fall 2019 Personal Development Leave which she plans to use to develop Business information literacy modules that incorporate the ACRL information literacy framework concepts and business curriculum mapping.



Min Tong

In addition:

- Successfully completed an Enhancement Award project funded by the Office of the Quality Enhancement Plan (QEP) entitled "Libraries Bridging the Gap Between Innovation and Entrepreneurship" as the project lead.
- Facilitated and presented at the QEP grant event "Competitive Intelligence: Industry, Company, and Market Research"
- Completed an e-course "Business Reference 101" offered by Reference & User Services Association.
- Attended the 2018 ALA Annual Conference and participated in several sessions held by the Business Reference & Services Section (BRASS)
- Co-presented a poster "Building a Tag Library for CALA's Social Media Channels" at 2018 CALA Annual
- Presented a poster "Bring the cost down! Partnering with instructors to offer textbook alternatives" at the ALA 2018 Annual Conference, New Orleans, LA
- Was invited to convert her ALA poster session into an article for possible publication in Technical Services Quarterly
- Presented a program "Libraries Bridging the Gap Between Innovation and Entrepreneurship" at the Southern Academic Business Librarians Conference, Athens, GA
 - Co-presented a program "Sowing the Seeds of Innovation: Cultivating a Nurturing Environment for Entrepreneurship" at Charleston Conference 2018.

Faculty & Staff Accomplishments & Activities (cont'd)

Service

Served on the Faculty Senate Parking Transportation and Safety Committee (2017-19) and attended all monthly meetings in person.

Was elected to be on the Board of Directors of CALA (2018-2020)

- Served on ALA Membership Committee as a member (2018-2020)
- Served on CALA Membership Committee as a Co-Chair (2018-2019)
- Served on the Planning Committee as a member for the inaugural conference "Celebration of Librarian Collaboration for Transfer Student Success"
- Served on the 2019 CALA Election Committee as a member
- Served on the search committee for the Head of Cataloging Department
- Volunteered at the following library events: Transfer Student Orientation library services table; "Alice's Adventure in Scholarly Communication".



Dawn Tripp

Sr. LTA, Ask A Librarian Research & Information Services

- Service: [Libraries](#):
- Information Kiosk



Dawn Tripp



John Venecek

Librarian Research & Information Services

Publications:

Completed a chapter for the Research Lifecycle Open Text with Lily Dubach.

Presentations:

Venecek, John, Avila, S., and Edford, R. (April 31, 2019). [Panel] Celebration of Librarian Collaboration for Transfer Student Success. Seminole State.

Service

National Service:

- Digital Humanities Conference, peer reviewer.
- Began service on the following ACRL committees in 2018:
 - The LES Nominating Committee, member.
 - The Arts section Liaison Committee, member.
 - The Arts Section Publication Committee, member.
- University Service:
 - Undergraduate Research Council, member. Last years' service includes:
 - Showcase of Undergraduate Research, Humanities judge.
 - Search Committee member for a new Instructional Specialist position.
 - Completed a three-year term as a Personnel Committee member.

Library Service:

- Promotion Coordination Committee, Secretary.

- Teaching and Engagement search committee, member.
- Scholarly Communication Advisory Board, member.



Christina Wray

Digital Learning & Engagement Librarian Teaching & Engagement

- Creative Works
 - Publications
 - Wray, C. C., & Mulvihill, R. (2018). Framing Up Digital Literacy: Reviewing and Reframing Information Literacy Modules. *The Reference Librarian*, 59(4), 195-204. doi:10.1080/02763877.2018.1498431
 - Avila, S., & Wray, C. C. (2018). To Infinity and Beyond: Reducing Textbook Costs through Librarian/Faculty Collaborations. *Journal of Library & Information Services in Distance Learning*, 1-11.
 - Presentations
 - Wray, C. C., & Montgomery, R. C. (2018, September). Sneaky skill building: Embedding information literacy into engagement events. Presented at the 2018 Georgia International Information Literacy Conference, Savannah, GA
 - Wray, C. C. (2018, October). Growing critical consumers of information: integrating information literacy skills into the learning experience. Presented at the American Association for Adult and Continuing Education (AAACE) Annual Conference, Myrtle Beach, SC.
 - Wray, C. C. (2018, November 9). Throwing the doors wide open: The library's role in fostering accessibility. Presented as the Keynote at Removing Barriers: A library accessibility workshop. Grand Rapids, MI.
 - Wray, C. C. & Montgomery, R. C. (2019, March). Bridging the gap: Helping non-traditional students develop research skills when they need it most. Presented at the 2019 Adult Higher Education Alliance (AHEA) Annual Conference. Orlando, FL.
 - Burghardt, B., & Wray, C.C. (2019, March). Scaffolding information literacy skills by flipping in the EAP classroom. Presented as a Pre-conference Institute at the TESOL 2019 International Convention & English Language Expo, Atlanta, GA.
- Professional Development
 - Completed MS. Ed. in Adult Education from Indiana University
 - Service
 - National
 - AAACE Conference Session Peer Reviewer (reviewed 17 total proposals)
 - Regional
 - Celebrating Librarian Collaboration for Transfer Student Success Planning Committee Member
 - University
 - Common Program Oversight Committee, Chair
 - Library
 - Online Outreach Working Group – Chair
 - Director's Advisory Group

Faculty & Staff Accomplishments & Activities (cont'd)

- Scholarly Communications Outreach Marketing and Events Committee
- Open Access Week Planning Committee
- Summer Knights Reading Program Committee
- LibGuides Working Group
- Web Working Group



Lindsey Xanthopoulos

Department Head

Circulation Services

- **Creative Works:**
- **Presentation:**
 - Mulvihill, Rachel and Lindsey Ritzert. "Unexpected Partners in Information Literacy: Cross-Department Collaborations to Support IL Events" Presentation at the Georgia International Conference on Information Literacy, Savannah, GA, 2018
 - Piascik, Jeanne and Lindsey Ritzert. "Summon the Robots! How UCF is Moving Its Collections From Open Stacks to An Automated Retrieval Center" Presentation at FALSC Spring Symposium, Seminole State, 2019
- **Service: State**
- FALSC Resource Sharing Standing Committee, Chair
- **Service: Libraries**
- 21st Century Library Planning Committee
- 21st Century Library Communication Task Force
- ARC Ingest Planning Team
- Professional Development Research Award Committee, Chair January 2018
- Attend meetings of Library Student Advisory Board
- Summer Knights Reading Challenge
- National Library Week
- *Service: University*
- University Master Planning Committee
- *Training/ Professional Development*
- ARC Training

- Duff, Sara & Ying Zhang, "*Streaming Video PDA for Academic Libraries*", Presented at the 2019 Electronic Resources & Library Conference, Austin, TX, March 4, 2019.
- Zhang, Ying, "*Global Dialog for Best Practices in Libraries and information Services.*" Invited presentation at the World Library and Information Congress 84th IFLA General Conference and Assembly, Kuala Lumpur, Malaysia, August 25, 2018.



Ying Zhang

Department Head

Acquisitions & Collection Services

Promotion:

- Successfully promoted to the University Librarian rank.

Notable Service:

- Served as the President of the Chinese American Librarians Association (CALA), leading the largest ethnic professional library organization in the U.S.
- Organized 2 international conferences in the U.S. and in China
- Led CALA at 4 international and national library conferences.

Peer-Reviewed Publication

- Zhang, Ying. (In press) "JIT Collection Services: an assessment from a U.S. perspective." *Journal of Library and Information Sciences in Agriculture. Presentations*

Library Advisory Committee 2018-2019

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

Colleges

Agarwal, Shaurya
College of Engineering and Computer Sciences
Civil, Environmental, and Construction Engineering

Term: 2019 - 2022

Boldt, Lin
College of Business Administration
Marketing

Term: 2019 - 2022

Bufquin, Diego
Rosen College of Hospitality Management
Foodservice and Lodging Management

Term: 2019 - 2022

Davis, Jean
College of Nursing
Nursing Practice

Term: 2019 - 2020

Murphey, Missy
University Libraries
Research and Information Services

Term: 2018 - 2021

Nam, Eunji
College of Health Professions and Sciences
School of Social Work

Term: 2018-2021

Philpotts, Trey
College of Arts and Humanities
English

Term: 2019 - 2022

Walden, Amanda
College of Community Innovation and Education
Health Management and Informatics

Term: 2019 - 2022

Walter, Lori (Chair)
College of Graduate Studies
School of Modeling, Simulation & Training

Term: 2019 - 2022

Walton, Deedra
College of Medicine
Health Sciences Library

Term: 2017 – 2020

Warfield, Scott
College of Arts and Humanities
School of Performing Arts

Term: 2017 - 2020

Wheeler, Sandra
College of Sciences
Anthropology

Term: 2017 - 2020

Yu, Xiaoming
College of Optics and Photonics
Optics and Photonics

Term 2019 - 2021

Committee Administrator

Baker, Barry
Director of Libraries

Term: Ex Officio

Other Representatives

deNoyelles, Aimee
Division of Digital Learning
Center for Distributed Learning

Term: 2019 - 2022

Student Representative(s)

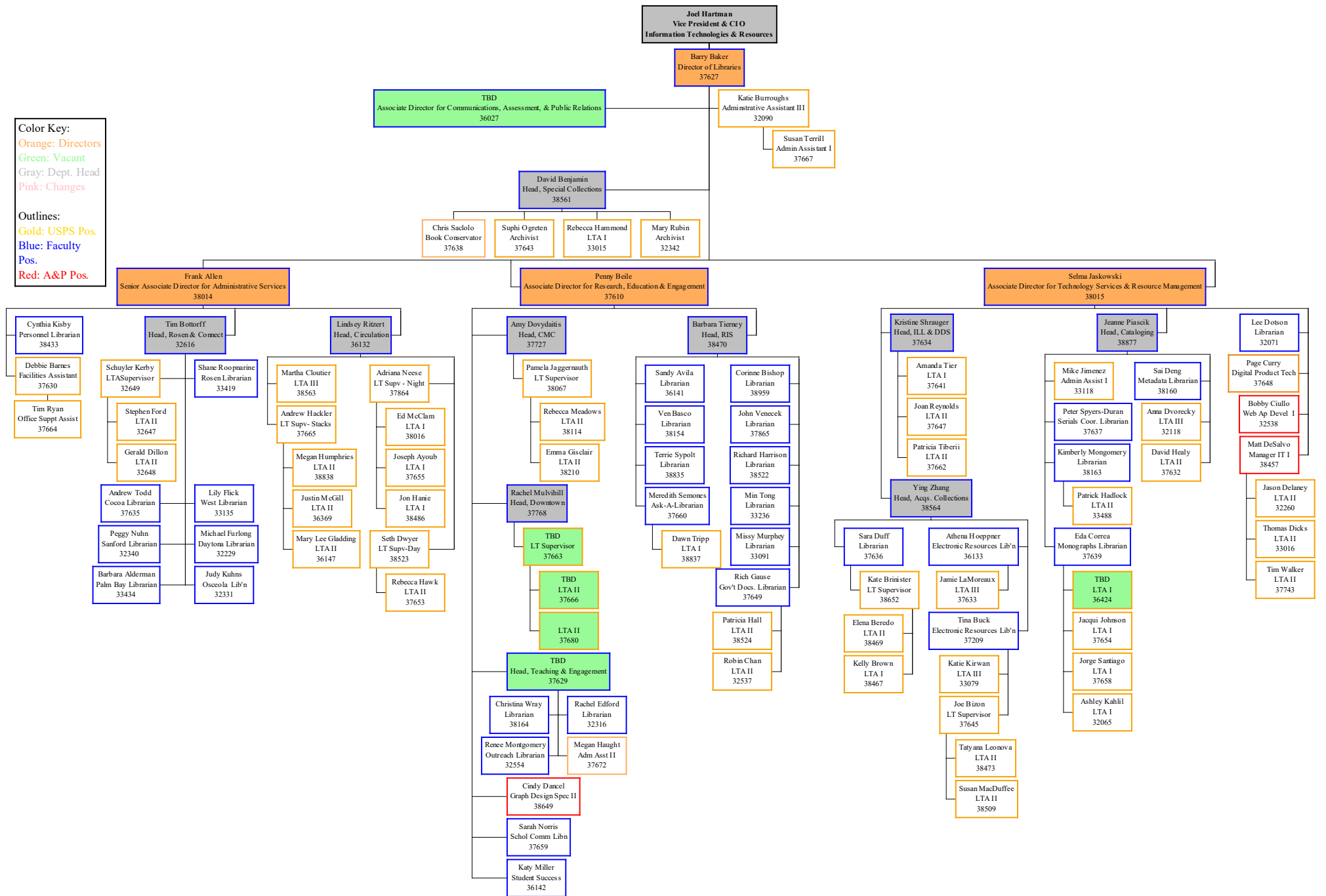
Riley, Michael
Graduate Student Association
Graduate Student Association

Term: 2019 - 2020

Troncoso, Diego J.
Student Government Association
Student Government Association

Term: 2019 - 2020

UCF Libraries - Organization Chart
June 30, 2019





UCF Libraries Staff (as of June 30, 2019)

Alderman, Barbara (10/02) UCF Connect Libraries
Allen, Frank (05/98) Administrative Services
Avila, Sandy (10/17) Research & Info 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
Bottorff, Tim (01/04) UOF Library at Rosen
Brinister, Kate (04/15) Acquisitions & Collection Services
Brown, Kelly (12/16) Acquisitions & Collection Services
Buck, Tina (08/15) Acquisitions & Collection Services
Carhart, Ashley (04/18) Cataloging 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
Dicks, Thomas (12/17) Info Tech & Digital Initiatives
Dillon, Gerald (06/15) UOF Library at Rosen
Dotson, Lee (01/07) Info Tech & Digital Initiatives
Dovydaitis, Amy (01/18) Curriculum Materials Center
Dubach, Lily (09/17) UCF Connect Libraries
Duff, Sara (04/17) Acquisitions & Collection Services
Dvorecky, Anna (11/02) Cataloging Services
Dwyer, Seth (09/12) Circulation Services
Ford, Stephen (07/16) UOF Library at Rosen
Furlong, Michael (04/12) UCF Connect Libraries
Gause, Rich (04/98) Research & Info Services
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) .. RIS and Teaching & Engagement
Hawk, Rebecca (04/18) Circulation Services
Healy, David (08/92) Cataloging Services
Hoeppner, Athena (06/95) Acquisitions & Collection Services
Humphries, Megan (06/01) Circulation Services
Jaggernaut, Pamela (09/98) .. Curriculum Materials Center
Jaskowski, Selma (08/94) . Info Tech & Digital Initiatives
Jimenez, Michael (01/13) Cataloging Services

Johnson, Jacqui (09/97) Cataloging Services
Kerby, Schuyler (02/13) UOF Library at Rosen
Kibbee, Raynette (06/85) Administrative Services
Kirwan, Katie (04/99) . Acquisitions & Collection Services
Kisby, Cynthia (06/96) UCF Connect Libraries
Kuhns, Judy (08/17) UCF Connect Libraries
LaMoreaux, Jamie (09/93) Acquisitions & Collection Services
Langone, Jessica (04/18) Cataloging Services
Leonova, Tatyana (11/00) Acquisitions & Collection Services
MacDuffee, Susan (03/96) Acquisitions & Collection 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
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) UCF Connect Libraries
Ogreten, Burak (01/03) Special Collections/Archives
Piascik, Jeanne (09/95) Cataloging Services
Reynolds, Joan (12/86) Interlibrary Loan/Doc Delivery
Ritzert, Lindsey (03/15) Circulation Services
Roopnarine, Shane (02/15) UOF Library at Rosen
Rubin, Mary (03/13) Special Collections/Archives
Ryan, Tim (02/00) Administrative Services
Saclolo, Christopher (12/16) .. Special Collections / Archives
Santiago, Jorge (09/00) Cataloging Services
Scharf, Meg (06/84) Communications, Assessment & PR
Semones, Meredith (06/95) Research & Info Services
Shrauger, Kristine (01/04) ... Interlibrary Loan/Doc Delivery
Spyers-Duran, Peter (08/96) Cataloging Services
Sypolt, Terrie (04/01) Research & Info Services
Terrill, Susan (03/07) Administrative Services
Tiberii, Patricia (08/89) Interlibrary Loan/Doc Delivery
Tierney, Barbara (01/13) Research & Info Services
Todd, Andrew (12/04) UCF Connect Libraries
Tong, Min (06/07) Regional Campus Libraries
Tripp, Dawn (07/13) Research & Info Services
Venecek, John (01/07) Research & Info Services
Walker, Tim (11/14) Info Tech & Digital Initiatives
Wray, Christina (03/17) Teaching & Engagement
Zhang, Ying (08/96) Acquisitions & Collection Services

UCF IT

DeSalvo, Matt (05/18) UCF IT
Hovanec, Davina (05/18) UCF IT
Lavoie, Joel (02/17) UCF IT

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



University of Central Florida

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407-823-2529 (fax)
<http://library.ucf.edu>

Cover Image: Entrance to John C. Hitt Library