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Annual Report 1995-1996

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Annual Report
1995-1996

THOMAS G. CARPENTER LIBRARY
UNIVERSITY OF NORTH FLORIDA

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INTRODUCTION

The best thing that can be said for the year should be stated up front. It appears that state funding for education — and to focus on funding concerns closer to home, for libraries — has stabilized. The advances for the time being are relatively small, and significant only in isolated areas; however, the absence of uncertainty and wildly fluctuating funding patterns have returned planning and operations to a level of normalcy not experienced since the close of the last decade.

RESOURCES

Barring an unforeseen downturn in the economy, the resources budget is now set at an annual minimum of $1,200,000, sufficient to ensure the maintenance of a basic acquisitions program. As student enrollment continues to grow, the FTE-driven funding will generate additional funding for UNF above the momentarily prevailing minimum, thus ensuring modest gains in the future. Unfortunately, funding for student assistants, i.e., hourly (OPS) employees, remained at $79,000; likewise the allocation for operating expenses (OE) stayed at $52,000.

The inadequacy of the resources budget is partially caused by the new format introduced in the information generation/dissemination field — electronics. Experience has shown that electronic resources will supplement rather than supplant paper-based resources, thus their cost, which is significant and growing, is yet another expense that must be met. The availability of electronic resources is essential, a need and necessity that must be satisfied if the library is to remain a viable support service.

Along with the effect it has on the nature and contents of reference services, the availability of electronic formats has a significant bearing on library use patterns as well. There appears to be a perceptible gradual shift of reader expectations from paper-based to electronic-based information. This change has two interrelated aspects. When the alternative format is available, electronic databases are increasingly the preferred choice; at the same time the decrease in circulation statistics is actually less than the volume of electronics use. In other words, databases only partially replace paper for the reader and researcher, a trend we shall closely monitor in the future.

There are, however, several important implications in the use of electronic resources, primarily electronic journals, most of which are obvious only to information service practitioners. First of all, access to databases is governed by licensing agreements. In most

instances a library does not purchase the database but rather pays for the right to use it for a specified length of time, usually one year. Consequently, the library owns nothing; if the agreement is terminated after a given number of years, there is no archived ownership.

Secondly, the licensing agreement specifies the category — and, therefore, the number — of users, usually restricting access to on campus clientele. The addition of an enlarged user group of course is possible, but for an added cost.

Finally, in an attempt to extract the highest profits from a captive audience, many vendors will not allow an electronic subscription or license without a concurrent subscription for the print copy. The added cost will most often be only a percentage of the original subscription, but the expense is substantial enough to be a significant factor in all administrative considerations.

The implications are clear: the Library has access to information it does not own and thereby enhances its resources, it incurs a very large additional expense for the service, and at the termination of the arrangement the Library has no ownership of anything. These simple hard facts and factors must govern every budgetary decision in relationship to collection development. It is with such understanding that we will continue to add electronic journals in the years ahead, either on our own, or in cooperation with the other SUS libraries via FCLA. It is a welcome fact that the growing list of electronic databases available to us increases access to, and efficient use of, large bodies of information. With the addition of more we continue to diminish the resource gap that exists between the libraries of the smaller universities and of the large research institutions within the SUS. However, we must place collection building in the context of the future, which is partly hazy, mostly unknown. Will the library of the year 2100 have a body of preserved knowledge students and scholars can access physically or electronically, or merely a stack of expired contracts with long defunct companies whose products are unusable because of obsolete or no-longer available equipment and software?

BUILDING

As reality refuses to conform to expectations, regardless where in the projected planning queue the library addition (Phase II) is placed, the current building is slowly and inexorably running out of space. Nothing drives this point home better than the $32,000 worth of shelving ordered and received early in the fiscal year. The actual shifting of the collection will take place at a later date, the labor to be paid for from an extra OPS allocation received from Academic Affairs.

Most of the new shelving was erected during Christmas break, and while it consumed all of the available space, it forced a further compression, and even the elimination, of some library seating. As the student body grows, library seating during peak hours is at a premium, accompanied by increasing reader discomfort. As experienced elsewhere in

similar situations, an accelerated wear and degrading of the building is bound to follow.

Remodeling to add new square footage or enhance existing space would be too costly to implement and perhaps it is not a viable option; even if funds were found and allocated, the funding-planning-building process would bring implementation too close — we optimistically hope — to the planning of the now overdue addition.

One of several reasons for the space shortage is the current and projected addition of electronic equipment, both in the public areas and for the staff. The footprint of tables, work surfaces, and free standing equipment was never calculated into the capacity of the present building. When it was planned, in 1976, a "fully loaded" employee-workstation consisted of an electric typewriter and perhaps an electric eraser. The changes during the last two decades are too obvious to enumerate. The proliferation of electronic access devices for the public alone is not only significant but consistently growing. Will we have the money to buy sufficient quantities of public access terminals, and when we do, where will we put them?

AUTOMATION

During the year, as a direct outgrowth of the *Technology Planning Committee* (1994) chaired by the Director of Libraries, the University Technology Committee was formed. A committee with an intentionally large membership consisting of technology staff, faculty, and administrators, it formulates policy, draws up an annual budget request, and distributes budget allocations for automation purposes within the University. Chaired by Assistant Vice President Richard Crosby, it will pioneer and implement technological innovations on campus. The Library is represented by the Director as a member, and Bob Jones in his Systems Librarian capacity, as observer and resource person.

In 1995/96, the Library received from FCLA $97,843 for automation. This amount included $12,000 for site preparation, to install the necessary cables to accommodate the new 30 public access workstations. This state funding, channeled to the SUS libraries through FCLA, will dramatically upgrade public access to online services and, predictably, create a more insistent demand for staff support and instruction in their use. Most significantly, funding for automation hardware is expected to remain a recurring line item in the FCLA annual budget, thus quantitative growth and currency of equipment seems ensured for the duration.

Because the information technology field is changing so rapidly, all library personnel try to keep abreast with developments in their respective areas. One recent advancement is the digitization of texts and images, a new opportunity to duplicate, disseminate, and in the process preserve information and images originally fixed on paper or film. Affected staff members have attended nationally sponsored seminars and will continue to follow the developments in this special area. While the Thomas G. Carpenter Library, compared to

sister institutions, has relatively few items and collections to digitize, the implications of this new technological capability for the library and information related fields cannot be overestimated.

Concurrently, the SUS and our library began an acquisition/subscription program of electronic indexes and abstracts. Those only we, UNF, subscribe to are networked locally, the titles FCLA subscribes to for the entire SUS are networked at the Northeast Regional Data Center (NERDC).

BIBLIOGRAPHIC INSTRUCTION

Although in the planning stages for a long time, formal bibliographic instruction began in the fall semester of 1995. LIS1000, entitled Beginning Library & Information Systems Strategies (BLISS), is a one credit course, and its popularity is expected to be limited only by the student's ability to work this course into his/her curriculum. The classes are taught by Mary Davis and Jim Alderman, both of whom bring a wealth of knowledge and two decades of experience to their joint task.

The course is housed in the Department of Language and Literature in the College of Arts & Sciences. However, depending on the instructors' ability to deliver more classroom teaching, we have entered into discussion with Professor Mike Smith, Chair of Curriculum and Instruction in the College of Education and Human Services, for the possible development of a subject-specific graduate level course. If our teaching staff cannot be replaced by new positions to free their time they would devote to this additional teaching load, the graduate course is unlikely to materialize.

STAFFING

Following the standard recruitment process that yielded an unprecedented pool of 199 applicants, we hired Mark Yannie on August 14, 1995. We welcome Mark to the professional staff of the Reference Department, the first new faculty position to be added since 1991. It bears repeating from last year's report that his is not a new, but rather an upgraded position, left vacant by the departure of the Executive Secretary.

It must be recorded once more that library staffing does not stay abreast with enrollment growth. This is a consistent deficiency which, from the perspective of service workload, should not be ignored any more than the necessity of hiring classroom instructors to teach. The staff in general, and the Public Services personnel in particular, are stretched to the limits in their unfailing attempt to provide quality service to our patrons. Informational and instructional services are more time consuming than before due to the obligation to provide on-the-spot one-on-one automation training. With the noticeable decline of paper-based reference service and the exponential growth of online assistance demand, a fixed number of people working a finite number of hours can serve one-quarter to one-third fewer users than before. This rough estimate could easily be substantiated had we had the

time to invest in such a survey; nevertheless empirical evidence casts into relief the pressing need for more personnel.

Another problem that remains is the salary scheme for the Library Technical Assistant class, frequently resulting in unnecessary turnover. Salaries for the class are kept low, and any employee hired for a comparable position outside the SUS can count on earning a significantly higher income. The recruitment and training cost that results from losing staff to better paying jobs far outweighs the investment of a higher salary scheme that would result in well-trained, more satisfied employees with greater longevity, whose experience would allow for a greater contribution to the work place. We are waiting for the funding agencies to come to this realization.

With a hiring date of June 1, 1971, during the current fiscal year John Hein completed 25 years of distinguished service in our Library. Second in seniority only to the Director, John was hired as Serials Librarian with the mandate to assemble the serials collection and set up the Department, a rather responsible assignment for a young beginner. It was soon coupled with heading the Acquisitions Department, and after performing equally well in this combined assignment, he was appointed Head, Technical Services, a position he still holds. However, contrary to what the title implies, his administrative duties are secondary and minor next to his hands-on activities in Technical Services, dominated by the automation work he performs for the Division. Programmer, innovator, implementer, instructor, overseer, and troubleshooter of automation within UNF and with a statewide reputation as a consultant to six of our sister institutions, John has come the closest to irreplaceability in and for the Library. He deserves our heartfelt congratulations for his many accomplishments upon completing his first 25 years of service in the Thomas G. Carpenter Library!

Andrew Farkas
Director of Libraries

UNIVERSITY OF NORTH FLORIDA LIBRARY
Library Budgets 1990/91 - 1995/96

	1990/91	1991/1992	1992/1993	1993/94	1994/95	1995/96
TOTAL LIBRARY BUDGET	**$2,446,907**	**$2,268,496**	**$2,116,429**	**$2,508,755**	**$2,790,010**	**$2,894,876**
PERSONNEL						
LINE ITEM	1,377,130	$1,394,755	$1,380,437	$1,455,764	$1,440,362	$1,539,475
OPS	70.8	66.04	82396	$70,175	$79,000	$83,263
TOTAL	$1,447,930	$1,460,795	$1,462,833	$1,525,939	$1,519,362	$1,622,738
% OF BUDGET	59.61	64.39	69.12	60.82	54.45	56.05
OPERATING EXPENSE	**$54,200**	**$51,395**	**$57,267**	**$71,540**	**$57,685**	**$59,745**
% OF BUDGET	2.23	2.26	2.71	2.85	2.06	2.06
EQUIPMENT (OCO)	+$18,000	0	0	$0	$0	$0
% OF BUDGET	0.7	0	0	0	0	0
BOOKS & RESOURCES	**$926,777**	**$756,306**	**$596,329**	**$911,276**	**$1,212,963**	**$1,213,393**
% OF BUDGET	38.16	33.33	28.18	36.32	43.48	41.92

+ Represents equipment purchases with allocations from other sources than library OCO.

Library Budget as Percentage of Total University E & G Budget

	1990/91	1991/92	1992/93	1993/94	1994/95	1995/96
TOTAL LIBRARY BUDGET	$2,446,907	$2,268,496	$2,116,429	$2,508,755	$2,790,010	$2,894,876
UNIVERSITY E&G BUDGET	$35,451,669	$36,597,383	$37,977,572	$41,122,532	$45,476,767	$49,218,440
% OF E&G BUDGET REPRESENTED BY LIBRARY	6.9	6.2	5.6	6.1	6.1	5.9

UNIVERSITY OF NORTH FLORIDA LIBRARY
Acquisitions Department
Materials Expenditures 1990/91-1995/96

	1990/1991	% OF TOTAL	1991/1992	% OF TOTAL	1992/1993	% OF TOTAL	1993/1994	% OF TOTAL	1994/1995	% OF TOTAL	1995/1996	% OF TOTAL
MATERIALS: CONTINUATIONS												
CD ROMS	$0.00	0.00	$0.00	0.00	$30,738.33	5.06	$34,457.77	3.78	$27,896.00	2.30	$27,928.00	2.30
NEWSPAPERS	$5,403.20	0.58	$4,954.95	0.66	$5,623.46	0.93	$5,699.98	0.63	$6,041.98	0.50	$4,130.72	0.34
SERVICES	$51,851.75	5.59	$44,167.03	5.84	$46,964.30	7.73	$54,950.90	6.03	$51,842.45	4.27	$52,462.14	4.32
STANDING ORDERS	$59,987.55	6.47	$49,125.99	6.50	$46,420.25	7.64	$52,190.44	5.73	$49,410.18	4.07	$53,192.58	4.38
SUBSCRIPTIONS	$298,275.15	32.18	$273,740.57	36.19	$269,871.10	44.44	$287,887.10	31.59	$365,015.34	30.09	$409,966.19	33.79
SUBS-MICROFORM	$66,844.57	7.21	$45,036.64	5.95	$55,349.07	9.11	$52,150.90	5.72	$58,855.00	4.85	$62,348.69	5.14
SUBTOTAL	**$482,362.22**	**52.05**	**$417,025.18**	**55.14**	**$454,966.51**	**74.92**	**$487,337.09**	**53.48**	**$559,060.95**	**46.09**	**$610,028.32**	**50.27**
MATERIALS: NON-CONTINUATIONS												
AUDIO-VISUAL	$38,961.17	4.20	$6,677.11	0.88	$1,164.93	0.19	$30,502.19	3.35	$70,238.46	5.79	$44,181.35	3.64
BACKFILES	$2,469.95	0.27	$1,754.85	0.23	$1,747.00	0.29	$10,409.65	1.14	$22,887.93	1.89	$5,997.70	0.49
BOOKS-APPROVAL	$99,975.09	10.79	$147,894.28	19.55	$2,713.69	0.45	$113,145.10	12.42	$276,439.35	22.79	$310,095.39	25.56
BOOKS-ORDERED	$147,079.24	15.87	$81,567.38	10.78	$37,414.51	6.16	$134,007.92	14.71	$133,980.11	11.05	$77,930.74	6.42
CURRICULUM	$2,200.70	0.24	$1,376.50	0.18	$4,508.23	0.74	$12,503.94	1.37	$9,105.68	0.75	$12,323.74	1.02
DOCUMENTS	$1,748.70	0.19	$400.00	0.05	$1,750.00	0.29	$3,000.00	0.33	$2,805.00	0.23	$2,855.05	0.24
MISCELLANEOUS	$24,347.14	2.63	$7,868.82	1.04	$16,226.34	2.67	$32,143.45	3.53	$37,103.56	3.06	$33,508.40	2.76
SOFTWARE %	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$6,152.90	0.51
SUBTOTAL	**$316,781.99**	**34.18**	**$247,538.94**	**32.73**	**$65,524.70**	**10.79**	**$335,712.25**	**36.84**	**$552,560.09**	**45.55**	**$493,045.27**	**40.63**
TOTAL MATERIALS	**$799,144.21**	**86.23**	**$664,564.12**	**87.87**	**$520,491.21**	**85.71**	**$823,049.34**	**90.32**	**$1,111,621.04**	**91.65**	**$1,103,073.59**	**90.91**
PROCESSING												
BINDING-BOOKS	$10,827.23	1.17	$4,237.35	0.56	$7,775.48	1.28	$7,366.34	0.81	$5,843.89	0.48	$10,201.63	0.84
BINDING-JOURNALS	$27,464.03	2.96	$26,280.37	3.47	$21,663.52	3.57	$19,557.56	2.15	$18,931.53	1.56	$18,301.74	1.51
POSTAGE, HANDLNG	$23,023.08	2.48	$19,905.67	2.63	$20,030.64	3.30	$21,058.51	2.31	$23,084.77	1.90	$27,895.71	2.30
SOLINET	$54,127.52	5.84	$37,607.21	4.97	$35,417.85	5.83	$35,998.52	3.95	$44,213.10	3.65	$45,673.91	3.76
SUPPLIES	$12,190.60	1.32	$3,711.34	0.49	$1,919.75	0.32	$4,245.60	0.47	$9,268.41	0.76	$8,246.45	0.68
SUBTOTAL	**$127,632.46**	**13.77**	**$91,741.94**	**12.13**	**$86,807.24**	**14.29**	**$88,226.53**	**9.68**	**$101,341.70**	**8.35**	**$110,319.44**	**9.09**
GRAND TOTAL EXPENDED ON LIBRARY RESOURCES *	**$926,776.67**	**100.00**	**$756,306.06**	**100.00**	**$607,298.45**	**100.00**	**$911,275.87**	**100.00**	**$1,212,962.74**	**100.00**	**$1,213,393.03**	**100.00**

% A new category beginning with 1995/96. These expenditures were formerly absorbed in the Miscellaneous category.

* This sum does not include any "unexpended balances" recorded on the annual ledgers.

UNIVERSITY OF NORTH FLORIDA LIBRARY
Summary Volume/Piece Inventory
1990/91-1995/96

	HELD 6/30/91	6/30/92	6/30/93	6/30/94	6/30/95	HELD 6/30/96
PAPER VOLUMES/PIECES						
a. Monographs and Serials	409,216	427,351	434,687	445,513	462,028	481,981
b. Music Scores	4,947	5,068	5,160	5,231	5,429	5,668
c. Annual Reports	13,097	13,097	13,097	13,097	13,097	13,097
d. College Catalogs	240	240	240	240	240	240
e. Government Documents	122,681	125,393	128,153	134,075	137,239	139,514
	550,181	571,149	581,337	598,156	618,033	640,500
MICROFICHE PIECES						
a. Monographs and Serials	65,902	73,946	80,106	87,451	96,610	106,550
b. Music Scores	486	486	486	486	486	486
c. Annual Reports	88,745	93,531	100,522	105,401	107,140	108,871
d. College Catalogs	4,090	5,559	7,060	7,995	9,451	10,346
e. ERIC & Newsbank	467,485	488,456	507,323	526,163	543,002	560,970
f. Government Documents	338,603	340,681	348,555	353,662	358,126	357,741
	965,311	1,002,659	1,044,052	1,081,158	1,114,815	1,144,964
MICROFILM REELS						
a. Monographs and Serials	20,293	20,615	20,925	21,294	21,637	22,149
b. Government Documents	1,330	3,174	6,984	11,298	17,319	19,523
	21,623	23,789	27,909	32,592	38,956	41,672
MAPS	4,244	4,319	4,591	4,709	4,919	5,387
COMPUTER FILES						
a. Magnetic (Floppies, etc.)	5	5	7	7	7	21
b. Laser (CD ROM)	0	53	68	109	314	469
	5	58	75	116	321	490
AUDIOVISUAL MATERIALS						
a. Audiocassettes	1,199	193	208	208	212	201
b. Audiodiscs:CD	2,141	2,323	2,330	2,531	2,757	3,314
c. Audiodiscs:LP	6,914	7,034	7,039	7,033	7,037	7,095
d. Cards	14	14	14	14	14	14
e. Charts	13	13	13	13	13	13
f. Film Loops	328	301	33	0	0	0
g. Filmstrips	449	449	449	448	448	448
h. Games	15	15	15	15	14	13
i. Kits	717	717	717	751	754	754
j. Motion Pictures	521	521	521	440	381	172
k. Pictures/Portraits	11,993	13,460	14,514	15,311	16,196	18,574
l. Posters	42	42	42	43	43	43
m. Slides, Art	20,407	20,510	20,510	20,510	20,510	20,510
n. Slide Sets	604	604	604	627	621	621
o. Transparencies	12	12	11	11	11	11
p. Videocassettes	2,495	2,609	2,652	2,776	3,172	3,824
q. Videodiscs	3	26	47	64	64	64
	47,867	48,843	49,719	50,795	52,247	55,671

TECHNICAL SERVICES DIVISION

Happily, the past year saw large numbers of new materials being received by the Acquisitions and Serials Departments and, subsequently, being processed by the Cataloging Department. For the second consecutive year, the State's adherence to the "minimum library resources budget" concept — originally proposed by our own Director of Libraries — has kicked in to provide a floor of $1.2 million for the Library's acquisitions budget. With a total pool of only $30 million for all State University System institutions, the basic allocation formula without the minimum would have placed our budget at the eight or nine hundred thousand dollar level. While $1.2 million is a large chunk of change, it must be remembered that the University has added several degree programs in recent years and continues, almost every year, to add new undergraduate majors. Particularly in a state with a history of inconsistent support — and with a 10th State University System school now coming to the feeding trough — there is a constant need to remind those responsible for educational funding of the unavoidable correlative fact that good universities have good libraries, and good libraries are based on strong collections.

Moving to other matters, there are perhaps a couple of events from the Division's activities of the past year which merit special emphasis in this introductory section, both in the area of automation and technological advances.

Having made the decision, two years ago, to abandon development of the Division's Lantastic network and to attach, instead, to the Library's emerging Novell network, and, by extension, to the campus network, there ensued a long period of stasis in which nothing particularly helpful derived from this decision. During the past year, the entire situation changed, and the new network environment began to almost explode with new services and revised versions of old services, hinting at some very strong possibilities for productivity gains in the future.

Some specifics of this good news: During the year, the Division's thin-wire Ethernet connectivity to the network failed for one time too many. Happily, by that time, the Library had been able to purchase adequate numbers of hubs, cabling, and network cards to be able to support the entire Division at the level of the rest of the Library with 10baseT deviceware. A conversion was made within about one week, and, with it, network fragility completely disappeared. Next, with increasing knowledge of — and confidence in — the Novell network, more and more mission-critical data was moved to the Novell server, and arrangements were made for systematic, daily backups. As part of this process, major aspects of the cataloging workflow were redesigned to take specific advantage of server

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technology. By doing so, it allowed the discontinuation of the use of floppy diskettes as a way of transporting data from one workstation to another — and for backup security. A network printer, in the form of a Hewlett-Packard model 5 Laserjet, was added to the Division's hardware base. All divisional workstations were switched from direct 3274 controller-connected devices to IPX network/gateway connected devices for access to the SNA/3270 environment (meaning NERDC and NOTIS) This allowed for the removal of one hardware device — and supporting software — from each staff workstation, thus further reducing demands on the highly memory-restricted DOS-based computers. The Acquisitions Department's in-house database of order requests was moved to the network server, thus allowing direct access to it by other Library departments instead of having to contribute to it through the medium of floppy diskettes. The list of changes and benefits could go on, but the important point is that network connectivity has reached the point of "critical mass" for the Division, and network accessibility is no longer an option or a novelty for the accomplishment of divisional responsibilities. The future of Technical Services operations is definitely to be viewed in terms of a paradigm based on highly sophisticated, network-connected workstations.

With the almost total dependence of divisional — indeed library-wide — operations on a large array of technologically sophisticated devices and services, it is becoming increasingly clear that the job of hardware and system maintenance is a full-time job that needs the attention of a specialist in the field. To date, the job has been handled in Technical Services by the head of the Division with help from colleagues in other areas of the Library. While interesting and challenging, the situation is increasingly untenable in that it is distracting the individuals involved from other work in which their unique skills and knowledge are essential. To continue the present situation for much longer would be extremely wasteful to the overall health of Library functionality. With any luck, this problem will meet its solution in the hiring of a network specialist in the next year or two.

Hopefully, next year will prove to be at least as interesting and productive as the one just concluded. To find out whether or not this proves to be the case, the reader is urged to seek out next year's report. In the meantime, please enjoy the reports, which follow, detailing the activities of the Division's constituent departments.

John Martin Hein, Head
Technical Services Division

UNIVERSITY OF NORTH FLORIDA LIBRARY
Acquisitions Department
1995/1996 Resources Budget Disbursements

	FISCAL YEAR 1995/96	% OF TOTAL EXPENDED	% OF TOTAL EXPENDED ON MATERIALS	$ CHANGE FROM 1994/95	% CHANGE FROM 1994/95	FISCAL YEAR 1994/95
MATERIALS: CONTINUATIONS						
CD ROMS	$27,928.00	2.30	2.53	$32.00	0.11	$27,896.00
NEWSPAPERS	$4,130.72	0.34	0.37	($1,911.26)	(31.63)	$6,041.98
SERVICES	$52,462.14	4.32	4.76	$619.69	1.20	$51,842.45
STANDING ORDERS	$53,192.58	4.38	4.82	$3,782.40	7.66	$49,410.18
SUBSCRIPTIONS	$409,966.19	33.79	37.17	$44,950.85	12.31	$365,015.34
SUBS-MICROFORM	$62,348.69	5.14	5.65	$3,493.69	5.94	$58,855.00
SUBTOTAL	**$610,028.32**	**50.27**	**55.30**	**$50,967.37**	**9.12**	**$559,060.95**
MATERIALS: NON-CONTINUATIONS						
AUDIO-VISUALS	$44,181.35	3.64	4.01	($26,057.11)	(37.10)	$70,238.46
BACKFILES-ALL FORMAT	$5,997.70	0.49	0.54	($16,890.23)	(73.80)	$22,887.93
BOOKS-APPROVAL	$310,095.39	25.56	28.11	$33,656.04	12.17	$276,439.35
BOOKS-ORDERED	$77,930.74	6.42	7.06	($56,049.37)	(41.83)	$133,980.11
CURRICULUM	$12,323.74	1.02	1.12	$3,218.06	35.34	$9,105.68
DOCUMENTS	$2,855.05	0.24	0.26	$50.05	1.78	$2,805.00
MISCELLANEOUS	$33,508.40	2.76	3.04	($3,595.16)	(9.69)	$37,103.56
SOFTWARE %	$6,152.90	0.51	0.56	$6,152.90	NA	$0.00
SUBTOTAL	**$493,045.27**	**40.63**	**44.70**	**($59,514.82)**	**(10.77)**	**$552,560.09**
TOTAL MATERIALS	**$1,103,073.59**	**90.91**	**100.00**	**($8,547.45)**	**(0.77)**	**$1,111,621.04**
PROCESSING						
BINDING-BOOKS	$10,201.63	0.84	NA	$4,357.74	74.57	$5,843.89
BINDING-JOURNALS	$18,301.74	1.51	NA	($629.79)	(3.33)	$18,931.53
POSTAGE, HANDLING	$27,895.71	2.30	NA	$4,810.94	20.84	$23,084.77
SOLINET	$45,673.91	3.76	NA	$1,460.81	3.30	$44,213.10
SUPPLIES	$8,246.45	0.68	NA	($1,021.96)	0.00	$9,268.41
SUBTOTAL	**$110,319.44**	**9.09**	**NA**	**$8,977.74**	**8.86**	**$101,341.70**
UNSPENT BALANCE	**$4.33**	**0.00**	**NA**	**($551.70)**	**(99.22)**	**$556.03**
TOTAL	**$1,213,397.36**	**100.00**	**NA**	**($121.41)**	**(0.01)**	**$1,213,518.77**

* Comprised of $1,200,000 State allocation, and $13,397.36
recovered from patrons for lost and damaged materials. This total does not include $12,130.36 of special
acquisitions made through non-Library administered funds (including the Departments of Engineering, Physical
Therapy, Mental Health, and the Institute of Police Technology & Management.

% A new category beginning with 1995/96. This was formerly assigned to Miscellaneous category.

A breakdown of the physical items and services received through the disbursement of the above funds can
be found as part of the reports of the Acquisitions and Serials Departments respectively.

UNIVERSITY OF NORTH FLORIDA LIBRARY
VOLUME/PIECE Inventory by Type of Material
1995/1996

	HELD 7/1/95	ADD	WITHDRAW	HELD 6/30/96
PAPER VOLUMES/PIECES				
a. Monographs and Serials	462,028	22,925	2,972	481,981
b. Music Scores	5,429	239	0	5,668
c. Annual Reports	13,097	2,000	2,000	13,097
d. College Catalogs	240	0	0	240
e. Government Documents	137,239	8,181	5,906	139,514
	618,033	**33,345**	**10,878**	**640,500**
MICROFICHE PIECES				
a. Monographs and Serials	96,610	9,940	0	106,550
b. Music Scores	486	0	0	486
c. Annual Reports	107,140	1,731	0	108,871
d. College Catalogs	9,451	895	0	10,346
e. ERIC & Newsbank	543,002	17,968	0	560,970
f. Government Documents	358,126	3,967	4,352	357,741
	1,114,815	**34,501**	**4,352**	**1,144,964**
MICROFILM REELS				
a. Monographs and Serials	21,637	512	0	22,149
b. Government Documents	17,319	2,204	0	19,523
	38,956	**2,716**	**0**	**41,672**
MAPS (Cataloged & Uncataloged)	**4,919**	**574**	**106**	**5,387**
COMPUTER FILES				
a. Magnetic (Floppies, etc.)	7	14	0	21
b. Laser (CD ROM)	314	159	4	469
	321	**173**	**4**	**490**
AUDIOVISUAL MATERIALS				
a. Audiocassettes	212	11	22	201
b. Audiodiscs: CD	2,757	557	0	3,314
c. Audiodiscs: LP	7,037	61	3	7,095
d. Cards	14	0	0	14
e. Charts	13	0	0	13
f. Film Loops	0	0	0	0
g. Filmstrips	448	0	0	448
h. Games	14	0	1	13
i. Kits	754	0	0	754
j. Motion Pictures	381	0	209	172
k. Pictures/Portraits	16,196	2,378	0	18,574
l. Posters	43	0	0	43
m. Slides, Art	20,510	0	0	20,510
n. Slide Sets	621	0	0	621
o. Transparencies	11	0	0	11
p. Videocassettes	3,172	696	44	3,824
q. Videodiscs	64	0	0	64
	52,247	**3,703**	**279**	**55,671**

UNIVERSITY OF NORTH FLORIDA LIBRARY
TITLE Inventory by Type of Material
1995/1996

	HELD 7/1/95	ADD	WITHDRAW	HELD 6/30/96
PAPER VOLUMES/PIECES				
a. Monographs and Serials	337,341	17,038	282	354,097
b. Music Scores	3,286	206	0	3,492
c. Annual Reports*	0	0	0	0
d. College Catalogs*	0	0	0	0
e. Government Documents*	0	0	0	0
	340,627	**17,244**	**282**	**357,589**
MICROFICHE PIECES				
a. Monographs and Serials+	45	1	0	46
b. Music Scores	3	0	0	3
c. Annual Reports*	0	0	0	0
d. College Catalogs*	0	0	0	0
e. ERIC & Newsbank*	0	0	0	0
f. Government Documents*	0	0	0	0
	48	**1**	**0**	**49**
MICROFILM REELS				
a. Monographs and Serials+	143	42	0	185
b. Government Documents*	0	0	0	0
	143	**42**	**0**	**185**
MAPS (Cataloged Only)	**207**	**138**	**0**	**345**
COMPUTER FILES				
a. Magnetic (Floppies, etc.)	7	14	0	21
b. Laser (CD ROM)	70	31	2	99
	77	**45**	**2**	**120**
AUDIOVISUAL MATERIALS				
a. Audiocassettes	220	11	21	210
b. Audiodiscs: CD	2,579	536	0	3,115
c. Audiodiscs: LP	6,756	55	3	6,808
d. Cards	14	0	0	14
e. Charts	4	0	0	4
f. Film Loops	0	0	0	0
g. Filmstrips	419	0	0	419
h. Games	13	0	1	12
i. Kits	241	0	0	241
j. Motion Pictures	369	0	200	169
k. Pictures/Portraits*	0	0	0	0
l. Posters	12	0	0	12
m. Slides, Art*	0	0	0	0
n. Slide Sets	375	0	0	375
o. Transparencies	11	0	0	11
p. Videocassettes	1,135	403	35	1,503
q. Videodiscs	62	0	0	62
	12,210	**1,005**	**260**	**12,955**

* Title counts are not currently maintained for these categories.
+ Microform serials are usually recorded as hard-copy titles.

UNIVERSITY OF NORTH FLORIDA LIBRARY
VOLUME/PIECE Inventory by Library Collection
1995/1996

	HELD 7/1/95	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1995/96	WITHDRW 1995/96	HELD 6/30/96
ANNUAL REPORTS						
TEXT	13,097	0	13,097	2,000	2,000	13,097
MICROFICHE	107,140	0	107,140	1,731	0	108,871
ATLAS COLLECTION	149	(21)	128	44	3	169
BIBLIOGRPHY COLL	1,390	9	1,399	0	0	1,399
CATALOGING DEPT						
TEXT	1,168	(2)	1,166	19	1	1,184
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
TEXT	240	0	240	0	0	240
MICROFICHE	9,451	0	9,451	895	0	10,346
CURRICULUM COLL						
AUDIOCASSETTE	51	0	51	0	1	50
CARD	14	0	14	0	0	14
CHART	12	0	12	0	0	12
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	177	0	177	0	0	177
GAME	14	0	14	0	1	13
KIT	732	0	732	0	0	732
POSTER	43	0	43	0	0	43
REALIA	0	0	0	0	0	0
RECORD	180	0	180	0	1	179
SLIDE SET	4	0	4	0	0	4
TEST	214	0	214	0	0	214
TEXT	10,239	40	10,279	530	38	10,771
VIDEOCASSETTE	6	0	6	0	0	6
DOCUMENTS COLL						
FLORIDA DOCS	16,106	0	16,106	1,676	704	17,078
FEDERAL DOCS:						
TEXT	121,133	0	121,133	6,505	5,202	122,436
CDROM	255	0	255	32	1	286
MICROFICHE	358,126	0	358,126	3,967	4,352	357,741
MICROFILM	17,319	0	17,319	2,204	0	19,523
DOCUMENTS DEPT						
TEXT	728	(4)	724	17	1	740
CDROM	2	0	2	0	0	2
MICROFICHE	33	0	33	0	0	33
MICROFILM	492	15	507	141	0	648
ERIC FICHE	498,676	0	498,676	16,894	0	515,570
FASTCAT	2,100	(255)	1,845	1,315	3	3,157
GENERAL COLL						
TEXT	350,412	808	351,220	15,997	2,181	365,036
MICROFICHE	11,628	0	11,628	0	0	11,628
MICROFILM	1,221	0	1,221	0	0	1,221
INDEX/ABST COLL						
TEXT	7,485	0	7,485	118	15	7,588
MICROFICHE	3,470	0	3,470	0	0	3,470
MICROFILM	70	0	70	0	0	70
LEISURE READING	768	(345)	423	486	0	909
MAP COLLECTION						
CATALOGED	332	0	332	151	0	483
UNCATALOGED	4,587	0	4,587	423	106	4,904
MEDIA DEPT COLLS						
AUDIOCASSETTE	161	0	161	11	21	151
AUDIODISC:CD	2,757	0	2,757	557	0	3,314
AUDIODISC:LP	6,857	0	6,857	61	2	6,916
CHART	1	0	1	0	0	1
COMPUTER FILE	7	0	7	14	0	21
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	271	0	271	0	0	271
GAME	0	0	0	0	0	0
KIT	22	0	22	0	0	22
MOTION PICTURE	381	0	381	0	209	172
PICTURE, FLAT	16,196	0	16,196	2,378	0	18,574
POSTER	0	0	0	0	0	0
REF BOOKS	111	(33)	78	11	17	72
SLIDE, ART	20,510	0	20,510	0	0	20,510
SLIDE SET	617	0	617	0	0	617
SCORE	4,695	0	4,695	230	0	4,925
SCORE, MINI	734	0	734	9	0	743
SCORE, MFICHE	486	0	486	0	0	486
TEXTS WITH AV	282	1	283	86	0	369
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	3,166	0	3,166	696	44	3,818
VIDEODISC	64	0	64	0	0	64
NEWSBANK FICHE	44,326	0	44,326	1,074	0	45,400
OVERSIZE COLL	1,286	3	1,289	19	0	1,308
PERIODICLS COLL						
TEXT	62,049	(4)	62,045	2,247	15	64,277
TEXT, TEMPBND	815	0	815	168	87	896
MICROFICHE	77,395	0	77,395	9,881	0	87,276
MICROFILM	19,678	0	19,678	329	0	20,007
PERMANNT RESERVE	285	4	289	18	2	305
REFERENCE COLL						
TEXT	21,226	(206)	21,020	1,674	609	22,085
CDROM	57	0	57	127	3	181
MICROFICHE	4,082	0	4,082	59	0	4,141
MICROFILM	176	0	176	27	0	203
SERIALS DEPT	22	(1)	21	4	0	25
SPECIAL COLLS						
RARE BOOKS	942	1	943	142	0	1,085
THESES & BOXED	571	6	577	29	0	606

UNIVERSITY OF NORTH FLORIDA LIBRARY
TITLE Inventory by Library Collection
1995/1996

	HELD 7/1/95	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1995/96	WITHDRW 1995/96	HELD 6/30/96
ANNUAL REPORTS						
TEXT*						
MICROFICHE*						
ATLAS COLLECTION	145	-18	127	44	1	170
BIBLIOGRPHY COLL	67	0	67	0	0	67
CATALOGING DEPT						
TEXT	164	-2	162	11	0	173
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
TEXT*						
MICROFICHE*						
CURRICULUM COLL						
AUDIOCASSETTE	38	0	38	0	1	37
CARD	14	0	14	0	0	14
CHART	3	0	3	0	0	3
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	152	0	152	0	0	152
GAME	13	0	13	0	1	12
KIT	225	0	225	0	0	225
POSTER	12	0	12	0	0	12
REALIA	0	0	0	0	0	0
RECORD	146	0	146	0	1	145
SLIDE SET	2	0	2	0	0	2
TEST	131	0	131	0	0	131
TEXT	5,772	4	5,776	292	3	6,065
VIDEOCASSETTE	5	0	5	0	0	5
DOCUMENTS COLL						
FLORIDA DOCS*						
FEDERAL DOCS:						
TEXT*						
CDROM	50	0	50	25	1	74
MICROFICHE*						
MICROFILM*						
DOCUMENTS DEPT						
TEXT	96	0	96	6	1	101
CDROM	1	0	1	0	0	1
MICROFICHE	1	0	1	0	0	1
MICROFILM	6	1	7	38	0	45
ERIC FICHE*						
FASTCAT*						
GENERAL COLL						
TEXT	317,070	15	317,085	15,913	187	332,811
MICROFICHE	23	0	23	0	0	23
MICROFILM	134	0	134	0	0	134
INDEX/ABST COLL						
TEXT	269	0	269	4	2	271
MICROFICHE	1	0	1	0	0	1
MICROFILM	3	0	3	0	0	3
LEISURE READING*						
MAP COLLECTION						
CATALOGED	207	0	207	138	0	345
UNCATALOGED*						
MEDIA DEPT COLLS						
AUDIOCASSETTE	182	0	182	11	20	173
AUDIODISC:CD	2,579	0	2,579	536	0	3,115
AUDIODISC:LP	6,610	0	6,610	55	2	6,663
CHART	1	0	1	0	0	1
COMPUTER FILE	7	0	7	14	0	21
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	267	0	267	0	0	267
GAME	0	0	0	0	0	0
KIT	16	0	16	0	0	16
MOTION PICTURE	369	0	369	0	200	169
PICTURE, FLAT*						
POSTER	0	0	0	0	0	0
REF BOOKS	44	-2	42	0	0	42
SLIDE, ART*						
SLIDE SET	373	0	373	0	0	373
SCORE	3,195	0	3,195	197	0	3,392
SCORE, MINI	91	0	91	9	0	100
SCORE, MFICHE	3	0	3	0	0	3
TEXTS WITH AV	254	1	255	85	0	340
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	1,130	0	1,130	403	35	1,498
VIDEODISC	62	0	62	0	0	62
NEWSBANK FICHE*						
OVERSIZE COLL	1,218	1	1,219	20	0	1,239
PERIODICLS COLL						
TEXT	3,951	0	3,951	65	2	4,014
TEXT, TEMPBND	0	0	0	0	0	0
MICROFICHE	8	0	8	0	0	8
MICROFILM	0	0	0	1	0	1
PERMANNT RESERVE	100	0	100	4	0	104
REFERENCE COLL						
TEXT	7,535	2	7,537	536	85	7,988
CDROM	19	0	19	6	1	24
MICROFICHE	10	0	10	1	0	11
MICROFILM	0	0	0	2	0	2
SERIALS DEPT	21	-1	20	2	0	22
SPECIAL COLLS						
RARE BOOKS	499	-1	498	52	0	550
THESES & BOXED	136	2	138	3	1	140

* Title counts are not maintained for these categories; for data on
statistical units, see the separate report on "Volumes/Pieces"

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ACQUISITIONS DEPARTMENT

This fiscal year was the second of a new interinstitutional agreement, approved by the Board of Regents, that guarantees a minimum of $1.2 million resources budget for each SUS library. Because the size of our enrollment did not entitle us to an additional amount beyond the established minimum, our share of the $30 million system-wide library allocation remained at the $1.2 million level, with an additional $13,400 from billings for lost and damaged materials. This allowed us to continue working on our backlog of monograph requests, some of which date back to the early nineties, when we suffered several budget cuts and the annual allocation remained inadequately low.

THE BUDGET

Our resources funds were disbursed as follows: subscriptions, $610,028; binding, $28,503; serial backfiles, $5,998; monographs, $388,008; curriculum, $12,324; A/V, $44,181; maps, $2,491; documents, $555; document delivery, $2,200; online computer services, $1,100; cataloging expenses, $45,674; computer software (staff use), $6,153; shelving, $30,040; supplies, $8,246; and postage, freight, & service charges, $27,896. The monograph total includes $64,500 worth of orders which were certified forward at the end of June and received by mid-August, 1996.

PURCHASING

Our need for current monographs was met by a new Approval Program with Blackwell North America. This program started when our previous vendor, Ballen Booksellers, was sold near the end of FY 94/95; this has been Blackwell's first full year of operation. There are still problems to solve, as we have purchased more from selection forms than through automatic shipments, and our returns from the latter ran higher (7.3%) than we would prefer. The substitution of paperbacks for hard cover copies (when available) continues to be a factor in keeping volume costs low. Most of our firm order monographs — primarily trade titles — were bought from Ingram and special publishers' sales.

Approval	Volumes	Returns	Kept	Cost	Cost/vol.
Automatic	5,459	373	5,086	$135,323	$26.60
Forms	6,069	27	6,042	$174,754	$28.92
Subtotal	11,528	400	11,128	$310,077	$27.86
Firm orders	4,319	40	4,279	$77,931	$18.21
Totals	15,847	440	15,407	$388,008	$25.18

Circumstances surrounding the sale of Ballen to Blackwell resulted in many of our orders remaining unfilled, thus $124,000 worth of monographs were certified forward at the close of the fiscal year, in June 1995. We spent much of the first half of FY 95/96 working with those orders in addition to new budget orders. They are excluded from the above figures.

GIFTS

The Library received 2,832 volumes, of which we kept 621, or 22%. Donors included the State Board of Nursing, Drs. Owens, Rasche, Soldwedel, and Russell Jones among many others. With the pressures of disbursing a sizable budget, it has been difficult to find time to review gifts. We have tried to discourage donations of out-of-date texts, but still received many — resulting in much time being spent for a very low rate of return, as we keep such a small percentage. The lack of adequate storage space continues to be a major problem.

PROCESSING

Although this area was greatly — and adversely — affected by the resignation of Reggie Caldwell, we managed to stay current with the processing load because of our excellent student assistant, Thuan Phan, and the help we received from Martha Solomon from Cataloging. Also, our new employee, Veronica Davis, was familiar with this type of work and caught on quickly to our procedures. However, we were unable to work much on the relabeling project because we were so busy.

PERSONNEL

As indicated above, the unexpected resignation of one of our long-time LTAs resulted in considerable upheaval in the department. Reginald Caldwell was our NOTIS resource person, the staff member most experienced with the Acquisitions system. He was also our financial specialist and head of processing and student supervision. He resigned just before Christmas, and his position remained vacant for four months. During this period I re-familiarized myself with the intricacies of NOTIS and spent a great deal of time on financial affairs.

Since our other LTA had to spend her time receiving and working with special orders, we had to call on the Cataloging Department to help bridge the gap, especially in processing and on-line ordering with Blackwell's NTO system. We were finally able to recruit and hire an experienced LTA in late April, but our pay scale is so low that we lost her to a better paying job with the federal government within three months of her arrival.

The low pay received by LTAs, combined with the demanding work that we require of them, often makes it difficult to hire and retain good people. Reggie Caldwell was an outstanding employee and a winner of the first Gabor USPS Employee Excellence Award. Yet after eight years here, plus previous experience with the University of Florida, his

salary was embarrassingly low. He received the same across-the-board increases as all USPS employees, in a system that rewards everyone equally and leaves no room for special recognition of exceptional and meritorious service. He resigned to take a position with River Reach Human Services, where he had been doing volunteer work. They recognized his value and were able to offer him considerably more money than his salary at UNF. The State of Florida deserves severe criticism for its failure to fund many USPS positions at a reasonable starting wage, as well as its consistent failure to reward employee excellence.

Sheila Mangum
Head, Acquisitions Department

SERIALS DEPARTMENT

The year was a productive one for the Serials Department. With a stable staff and no vacancies in the permanent positions, the Department was able to clean up several acquisitions files, make great progress on proofing the Periodicals shelf list, and study new preservation techniques.

ACQUISITIONS

We were fortunate that we did not have to cancel any serials titles this year, but we were very circumspect about ordering new titles. We placed only 25 new subscriptions costing approximately $2,000. These were titles that were needed for new programs, or were critical reference tools. We ordered $5,998 worth of backfiles, including back runs of Jacksonville newspapers and *Journal of Commerce and Commercial*. We filled in journal gaps with a USBE project to acquire missing journals, netting 197 issues. We also reviewed a very large gift of medical and nursing titles, adding 179 volumes to the collection.

The Serials Department focused on evaluating titles for the best format for our library, switching to CD-ROM and microfiche in several instances. Over a dozen titles were switched from paper to microfiche. The decision to do so was influenced by a variety of considerations. Some journals required up to twelve binding units per year, in other instances the publishers had moved to a tabloid format that was not appropriate for binding. The change of format will provide extra space in our crowded stacks, and permanent access to the issues. Other titles were determined to be more useful and usable in CD-ROM format. We switched highly used titles including *Newsbank*, *Major Congressional Issues*, *Tax Management Portfolios*, and *College Catalogs* to CD-ROM, and also dropped several paper copies of Wilson indexes that are accessible via the FCLA databases.

The department personnel worked smoothly to receive over 24,000 periodicals and standing orders, and 14,770 pieces of microfilm and microfiche. Lien Phan continued to post journals accurately and quickly, and absorbed additional responsibility for other formats, including microfilm, microfiche, and CD-ROMs. Bob Farnsworth was given authority to approve NOTIS invoices and to post credits, functions formerly filled by staff in the Acquisitions Department.

The Serials staff readily adjusted to two new on-line systems. Our standing orders had been transferred to Blackwell North America at the close of the prior fiscal year, but we

used the BNA Bridges system in earnest this year. Although the system is still being developed, we were able to access the necessary information about our titles.

The change that impacted us the most, however, was with our subscription vendor's system. The Faxon Company switched from a CICS system to DEC (Digital Equipment Corporation) platform. The resulting system, called SOURCE, has proved to be user friendly, and offers us easier access with much fuller information. Several local procedures had to be revamped to accommodate the Faxon update. John Hein, Head of Technical Services, coordinated efforts to send invoices and claims via FTP protocol, and rewrote the NOTIS claiming routines. He installed the Kermit communications software to permit access to the Faxon files, and tested our NOTIS records for incorrect data. It is hoped that our invoices will load into NOTIS with fuller information, including a crucial subscription identifier. The newly assigned subscription ID will make communication with library, vendor, and publisher quicker and more exact, resulting in a more timely resolution of problems. The improvements with Faxon are significant, and we hope to see the results of these innovations in the year ahead.

CATALOGING

Bob Farnsworth took advantage of the small number of new titles to clean up a backfile of cataloging problems. He successfully adapted to revised procedures using OCLC, resulting in more timely transfer of OCLC records to the NOTIS database. Title changes continued to take up the bulk of his cataloging work. The addition of more CD-ROM titles involved additional effort to make sure cataloging and acquisitions information were annotated on the record for the correct format. The Cataloging Department has continued to catalog different formats on different records, resulting in two or even three records for a single serial title. The decision was made to follow LC and CONSER practice, until a resolution of multiple formats is determined. Linda Smith, Head of Cataloging, continued to catalog the CD-ROM databases, as well as the databases loaded by FCLA.

As plans got underway to expand shelving of the General Collection, we decided to weed serials on the fourth floor. Kathy Cohen made the discarding decision, and Serials staff withdrew 1,924 volumes of outdated editions.

Lien Phan completed the cleanup of the Periodicals database, verifying all volumes in the Periodicals Collection that still need barcodes. This is a significant accomplishment, for we intend to barcode over 60,000 volumes. The next step will involve creating item records and installing the barcodes in the volumes.

PRESERVATION

Binding continued apace this year, but book repair slowed down due to extraordinary turnover among our students. Tracey Britton prepared 1,720 monographs, and 2,552 journal volumes for commercial binding, spending $28,504 in bindery charges. Tracey

worked diligently to complete the most critical of repairs, to initiate a repair project for Reference books, and to oversee the encapsulation of 100 maps.

The Department was pleased to have Janice Trissel-Cahill working as an intern from January-April 1996. Janice was working on her MLS degree, and spent the internship immersing herself in preservation. She assisted with binding and book repair, and undertook a revision of the disaster plan for the UNF Library. She made major contributions to the Department, and also gained hands-on experience in preservation work.

The spring brought a series of minor disasters to the Library, giving the Serials staff a chance to hone their disaster response skills. A broken pipe poured several thousand gallons of water onto the first floor, requiring the removal of wet paper goods, drying of carpets and walls, and rearranging furniture. Several weeks later, a clogged drain pipe caused additional standing water, which was quickly remedied. Fortunately, no books or library materials were damaged. One good thing did come of these problems — we were able to update our library floor plans to show all water and electric turn offs.

The Department continued to assist with preservation education. Several faculty and students benefitted from book repair services, and patrons received phone advice for topics ranging from fumigation to mold to disaster plans. Vicki Stanton and Janice Trissel-Cahill visited the Preservation Department at the University of Florida, consulting with staff there on binding, book repair, and scanning projects.

CONCLUSION

We have made great progress on several serials projects. The NOTIS database is clean and ready for Faxon data, the barcoding project is moving forward, and binding and book repair functions are becoming routine. This has been accomplished with the help of a dedicated and stable staff. The year was spent in familiarizing ourselves with new systems, making forward strides on the periodicals barcoding project, and maintaining our high standards of receipt and cataloging of serials. We look forward to further implementation of Faxon data transfer, and hope to see the Periodicals Collection completely barcoded by the end of next fiscal year.

Vicki T. Stanton
Head, Serials Department

UNIVERSITY OF NORTH FLORIDA LIBRARY
Serials Department
1995/1996

SERIALS ORDERS PLACED AND RECEIVED

	HELD 6/30/95	NET CHANGE 1995-1996	HELD 6/30/96
SUBSCRIPTIONS			
NEWSPAPERS	18	0	18
PERIODICALS	2,202	40	2,242
BUSINESS & LEGAL SERVICES	72	3	75
MICROFILM	121	2	123
FREE/GIFT	148	(1)	147
SUBTOTAL	2,561	44	2,605
STANDING ORDERS	347	0	347
GRAND TOTAL SERIALS ACQUISITIONS	2,908	44	2,952

CHECK-IN WORKLOAD:NUMBER OF ITEMS

	1994/95	CHANGE	1995/96
Periodicals and Serials			
Current issues	21,036	921	21,957
Back issues	93	124	217
Backfile vols (incl micro)	350	(228)	122
Microfilm reels	410	(46)	364
Microfiches	29,086	2,114	31,200
Gifts received	2,611	1,100	3,711
Gifts retained	850	(243)	607
Standing Orders	2,135	226	2,361
Claims	2,303	385	2,688
TOTAL	58,874	4,353	63,227

BINDERY STATISTICS

	1994/95	CHANGE	1995/96
BOOKS	*810	757	#1,567
PERIODICALS	2,329	223	2,552
THESES	83	72	155
TOTAL	3,222	1,052	4,274

* (Incl. 476 rebinds)   # (Incl. 808 rebinds)

PRESERVATION STATISTICS BY TYPE OF REPAIR

NUMBER OF ITEMS

	1994/95	CHANGE	1995/96
Boxes Made	0	31	31
Covers Repaired	31	(17)	14
Enclosures Made	0	127	127
Folders Made	0	40	40
Hinges Repaired	173	(51)	122
Pages Tipped In	289	(11)	278
Pamphlet Binding	330	194	524
Pockets Made	12	21	33
Replace End Papers	122	55	177
Recasings	25	(25)	0
Spines Repaired	260	(82)	178
Torn Pages Mended	64	1	65
Trimmed Pages	14	(4)	10
Other Types of Repairs	70	12	82
TOTAL	1,390	291	1,681

REPLACEMENT OF MISSING PAGES, 1995/96*

TITLE COUNT	CLASS	NO. OF PAGES
3	A	2
5	B	94
3	D	58
1	F	4
18	G	118
26	H	235
1	J	2
12	L	86
2	M	60
4	N	48
3	P	6
7	Q	165
18	R	117
5	T	64
2	LEISURE	8
TOTAL 110		1,067

* The above statistics represent pages ordered through Interlibrary Loan to repair mutilated/damaged books and serials.

CATALOGING DEPARTMENT

Highlights in 1995/96 were the stabilization of the Department's library network connection, the use of "virtual" disks and the development of automatic derivation of authority records. After some years of dependence on a thin wire cable for a local area network, Technical Services switched to the use of Ethernet cards and integration in the library's central Novell server. This change allowed the Cataloging Department to switch our work flow, based on OCLC's cataloging microenhancer software, from the use of floppy disks to "virtual" disks or files maintained on the central server. Both these changes contributed to the stability and security of the physical network and the workflow, and set the stage for the move to a Windows-based work environment, anticipated for next year.

Late in the fall, a breakthrough occurred in authorities processing. John Hein, Head of Technical Services, developed software routines to automatically derive into the UNF database Library of Congress (LC) authorities from the central file available through NOTIS. Previous workflow involved printing the headings list (which identifies new headings entering the database during the last month) and manually searching and deriving found authorities from the LC file. As a part of the derivation process, use codes are set identifying for the system how the heading is used (as a name, subject, or both) in order to correctly display cross references in LUIS.

The new software processes use the same file of new headings and searches and derives all exact match headings, setting the correct use code(s) as the authorities are captured. First subject headings, then personal and corporate names were brought into the new process. Names represented particular difficulties, involving matching on dates and more complex elements found in name headings. Approximately 85% of headings from the two categories of subject and names are derived in this way and thus resulted in significant time savings. Certain problem categories, such as headings matching cross references, are identified for correction and, along with headings not found, are printed out for human review. The same software was used to do a small retrospective project in the entire database, deriving authorities for personal names A-C, with a very high derivation "hit" rate. Of course, a tremendous number of corrections and problems were also identified as a by-product of this run.

During this busy year, we managed to hit our highest production rate in five years! In total, 18,933 new titles were cataloged of which 15,671 had LC copy, 1,322 represented modified LC copy, and 1,940 were OCLC member or original records. In addition, 3,813 titles received update or brief cataloging and 329 titles were recataloged for a variety of

reasons. A grand total of 23,075 titles were handled. As a result of this high workload, combined with the automated authority routines, we added an average of 1,915 new authority records to the database each month, of which 135 were locally created.

A brief review of activities confirms a very busy year. Early in the year, Angela Randtke finished a very large group of original cataloging materials from the Fastcat collection. Verna Urbanski, assisted by Shelley Anderson, began pulling Fastcat videos for full cataloging. Music videos are routed to music cataloger Margaret Kaus, who's been training with Verna to master video cataloging rules and procedures. Margaret, assisted by Doris Barie, also cataloged a group of older score material and she worked with Martha Smith on the LP reclassification project, completing all but one of the former browsing collections. Doug Walton, training with Linda Smith, got map cataloging going in a big way and Doug also worked with Angela learning the subject heading review process and completing a number of special subject heading correction projects. Angela also continues an ongoing review of the entire subject heading index (reaching the Rs) and gave special attention to geographic heading and subdivision projects.

Under Verna's supervision, Senior LTAs Shelley Anderson, Doris Barie, Martha Smith, and Anita Pitkin all worked on a foreign literature cataloging project and continued the manual name authority workflow for most of the year. Toward the end of the year, Verna had to rework the documents cataloging workflow when Anita took maternity leave. New paper documents switched to Shelley, and Doris resumed doing microfiche. Verna also began working with a new LTA, Yun Wang, when Martha Smith left for a professional position in the Jacksonville area.

In December, we were finally able to begin a documents "tickler review" process which brings the many older documents needing full cataloging into the regular workflow (if only in small quantities). Angela, Linda, and Shelley participate in this workflow as time permits. Other small projects were begun as a part of the shifting of workflow among the senior LTA positions. In particular, Martha Solomon, the longest serving UNF senior LTA, is assuming a greater variety of duties as her position moved to full time in the Department last year. Among other things, Angela is working with Martha on fully classifying law titles which were assigned only temporary numbers because the LC law classification schedules were not fully developed. This is an important step in fully integrating the law materials. In general, it would be safe to say that the duties of the senior LTAs are still in a process of stabilization after the major changes of last year.

As noted above, there were personnel changes again this year. Yun Wang, our new senior LTA, has an MLS degree with a second masters degree in agricultural economics. Anita Pitkin left in May for maternity leave (congratulations Anita!) and we anticipate her return in August. Toward the end of the fiscal year, we were able to re-hire Martha Smith and another part-time OPS person for a brief period to compensate somewhat for the slowdown caused by personnel changes.

It was a busy year for the librarians also. Recognizing her five years of excellent service at UNF Library, Margaret Kaus was promoted from Assistant to Associate University Librarian; we all congratulate her on this advancement. Angela Randtke took a part-time professional development leave to develop a multi-purpose program to do checking of headings against authority records. This work will contribute to our plan to close the manual shelflist. As a part of her work she was able to participate in a test program of a new LC CD-ROM product, *Classification Plus*, consisting of two classification schedules and LCSH. Verna spent much of her time reordering workflow, revising a lot of department documentation and position descriptions. Linda served on the Long Range Planning Committee of NEFLIN, the northeast Florida library consortium. She also became a member of the Authorities Subcommittee of the State University System Technical Services Planning Committee. The work of this Subcommittee will hopefully combine the benefits of central processing of authorities with the innovative work done at UNF and other institutions in the area of authority work.

Next year we are getting new Windows-based workstations for all staff and this will impact workflow in many (some unanticipated) ways. As the workflow evolves, discussion has begun on alternatives to the Fastcat process for handling material which does not have full LC cataloging copy. With the increasing quantity and variety of electronic resources, our activities in this area will expand. Authority processes will require further rethinking and expansion of the use of automatic derivation, probably incorporating some retrospective work. As the University and the Library celebrate their 25th anniversary in 1997, we anticipate a year even busier than the last!

Linda L. Smith
Head, Cataloging Department

UNIVERSITY OF NORTH FLORIDA LIBRARY
Cataloging Activity by Classification, 1995/96

Excluding Periodicals, Indexes, Audiovisual Materials, and Microforms

CLASS		TITLES	% TOTAL	VOLUMES	% TOTAL
A-AZ	General Works	29	0.169	99	0.513
B-BD,BH-BJ	Philosophy	488	2.840	497	2.578
BF	Psychology	471	2.741	490	2.541
BL,BN-BQ	Religion	159	0.925	162	0.840
BM	Religion - Judaism	14	0.081	14	0.073
BR-BX	Religion - Christianity	167	0.972	167	0.866
C-CT,D,DX	History - General	336	1.955	355	1.841
DA	History - Great Britain	150	0.873	150	0.778
DB-DJ,DL-DQ	History - Other West European	201	1.170	209	1.084
DJK,DK,DR	History - U.S.S.R. & East European	121	0.704	126	0.653
DS	History - Asia	185	1.076	188	0.975
DT	History - Africa	43	0.250	43	0.223
DU	History - Australia, Oceania	5	0.029	5	0.026
E	History - United States	663	3.858	837	4.341
F	History - The Americas	238	1.385	294	1.525
G-GT	Geography, Anthropology	242	1.408	270	1.400
GV	Sports, Recreation	161	0.937	168	0.871
H	Social Sciences - General	48	0.279	50	0.259
HA	Statistics (Soc. Sci. Data & Methods)	25	0.145	31	0.161
HB-HD	Economics	1306	7.599	1387	7.193
HE	Transportation, Communications	39	0.227	48	0.249
HF-HJ	Commerce & Finance	763	4.440	971	5.036
HM-HT	Sociology	1114	6.482	1140	5.912
HV	Public Welfare, Criminology	478	2.781	480	2.489
HX	Socialism, Communism	63	0.367	63	0.327
J-JX	Political Science	663	3.858	702	3.641
K	Law - General	34	0.198	36	0.187
KB-KE,KG-KZ	Law - Foreign (inclu. Ancient)	12	0.070	12	0.062
KF	Law - United States	209	1.216	609	3.158
L-LB	Education	808	4.702	908	4.709
LC-LT	Education - Special	291	1.693	298	1.545
M	Music - Scores	198	1.152	229	1.188
ML	Music - History & Criticism	287	1.670	292	1.514
MT	Music Instruction & Study	46	0.268	47	0.244
N,NX	Visual Arts, General Art	287	1.670	292	1.514
NA	Architecture	12	0.070	12	0.062
NB-NE	Art Media	178	1.036	184	0.954
NK	Art - Decorative & Applied	12	0.070	12	0.062
P	Philology & Linguistics	153	0.890	155	0.804
PA	Classical Language & Literature	62	0.361	69	0.358
PB-PD,PF	Modern European Languages	14	0.081	14	0.073
PE	English Language	85	0.495	89	0.462
PG-PM	African/Oriental/Slavic Lang. & Lit.	338	1.967	341	1.768
PN,PZ	Literature - General	446	2.595	538	2.790
PQ	Literature - Romance Languages	430	2.502	436	2.261
PR	Literature - English	817	4.754	833	4.320
PS	Literature - American	945	5.499	979	5.077
PT	Literature - Germanic Languages	135	0.786	136	0.705
Q	Science - General	99	0.576	102	0.529
QA1-74,77+ (1)	Mathematics	116	0.675	118	0.612
QA75-76	Computer Science	293	1.705	310	1.608
QA273-299	Statistics (Math. Theory and Methods)	23	0.134	24	0.124
QB	Astronomy	41	0.239	42	0.218
QC	Physics	100	0.582	103	0.534
QD	Chemistry	27	0.157	29	0.150
QE	Geology	17	0.099	17	0.088
QH	Natural History, Ecology	118	0.687	122	0.633
QK	Botany	13	0.076	15	0.078
QL	Zoology	80	0.465	86	0.446
QM-QP	Physiology & Human Anatomy	98	0.570	100	0.519
QR	Microbiology	13	0.076	15	0.078
R	Medicine - General	45	0.262	46	0.239
RA	Public Health	79	0.460	86	0.446
RB	Pathology	24	0.140	24	0.124
RC	Internal Medicine	261	1.519	267	1.385
RD-RS,RZ	Surgery and Medical Specializations	187	1.088	220	1.141
RT	Nursing	160	0.931	165	0.856
S-SK	Agriculture, Forestry, Animal Culture	26	0.151	27	0.140
T-TZ	Technology & Engineering	821	4.777	983	5.098
U-V	Military & Naval Science	85	0.495	89	0.462
X	UNF Masters Theses	28	0.163	54	0.280
YA-YO,YQ-YZ	Curriculum Text Materials	142	0.826	352	1.826
YP	Children's Literature	152	0.884	181	0.939
Z (2)	Bibliography & Library Science	167	0.972	238	1.234
		17,186	**100**	**19,282**	**100**

(1) QA1-74,77-271,297-939
(2) UNF classes all subject bibliographies with that subject.

PUBLIC SERVICES DIVISION

This year marked the beginning of a new migration in delivery of library services through networks and the World Wide Web. This opportunity was made possible through the Florida Legislature's approval and funding of the Florida Center for Library Automation's 1994/95- 1998/99 SUS Five Year Plan: *State University System: Toward an Electronic Journal Article Delivery Service*. UNF, in concert with the other State University System Libraries, has been planning and prototyping a web-based version of the LUIS catalog and an electronic platform to deliver full-text articles. With the State Library of Florida and the Florida Community Colleges, Web access to selected OCLC FirstSearch databases were introduced for use from anywhere on this and participating campuses. Remote access to full-text and non-LUIS databases is planned, but not yet a reality.

Based on a survey of the participating libraries, the SUS Public Services Planning Committee (SUSPC) began its formal collaboration to develop new and enhanced user services and support. Georgia's GALILEO project serves as an attractive model to copy and enhance. As these efforts continued, the libraries all had to learn from scratch about LANs, networks, and client-server technologies. It also became evident that a higher level technology knowledge, skills, and abilities would be needed on each campus to support this migration and the attendant equipment and software. Libraries began investigating how they would introduce such high-cost skills to their staffs. UNF began addressing this through the recently established University Technology Committee. Concurrently with the general SUSPC efforts, the SUS Circulation librarians and Interlibrary Loan librarians formed similar groups (subcommittees) to collaborate on those services.

The concept of Distance Learning services — remote access to databases and electronic reserves — also began to emerge. Committee and subcommittee discussions were held in person, by telephone, and through various e-mail lists. As services increased, the need for pay-for-print solutions had to be addressed by each campus. UNF used Capital Copy, Inc. our photocopy services contractor for that solution, charging 7.5¢ per copy using the vendor's debit card and 10¢ for cash. FCLA also provided download (via e-mail) services from LUIS. SUS equipment and common services expectations were developed.

Circulation and Interlibrary loan staff began planning how they could offer request forms and services through the Internet, preferably integrated with the libraries' catalogs. Energized by these developments, UNF library staff began developing Gopher and World Wide Web coding skills to develop local UNF accesses and services. The reports of the UNF Library Department Heads detail local conditions, influences, and enhancements.

Concerns:

The influences limiting our maintenance and enhancement of services are the lack of staff and floor space to accommodate our increasing enrollment and collections.

Continuing concerns from previous years:

1. Continuous, reliable funding for hardware to support alternate information resources needs to be identified and allocated.

2. Funding needs to be identified and allocated to support the burgeoning costs for postage and other costs for mailing notices, shipping interlibrary loans, meeting contractual obligations.

3. The SUS Library Directors have not yet specified required NOTIS system functionality or compensating procedures to comply with inventory responsibility statutes concerning library resources.

Robert P. Jones
Library Systems Coordinator

Thomas G. Carpenter Library
PUBLIC SERVICES DIVISION
FISCAL YEAR 1995/1996 CUMULATIVE ANNUAL STATISTICS

	FY 1994/1995	FY 1995/1996	% CHANGE	
CIRCULATION/RESERVES				
Desk Services				
Charges/Renewals - Circ	95213	98713	3.68%	
Charges/Renewals - Rsv	24352	22457	-7.78%	
Patron Applications	4132	8752	111.81%	
ILL - borrowing	3829	3808	-0.55%	
ILL - lending	8678	9287	7.02%	
AR - Manual Posting	1189	976	-17.91%	
Reserve Requests	4481	5335	19.06%	
TOTAL:	141874	149328	5.25%	
Stack Services				
Automated - Circ checkins	95380	86122	-9.71%	
Automated - In Lib Use	86927	82221	-5.41%	
Automated - Rsv checkins	24454	22525	-7.89%	
Automated - Rsv In Lib	1187	1414	19.12%	
TOTAL:	207948	192282		-7.53%
DOCUMENTS				
Desk Services				
Charges/Renewals-automated	2681	3026	12.87%	
Charges/Renewals-manual	34	43	26.47%	
Direction	828	800	-3.38%	
Information	5685	4872	-14.30%	
Instruction	327	511	56.27%	
Reference	2108	1784	-15.37%	
CD-Rom Services	342	400	16.96%	
Map Inquiry	168	142	-15.48%	
Microform pull requests	412	1035	151.21%	
TOTAL:	12585	12613		0.22%
Stack Services				
Automated - checkins	1093	1588	45.29%	
Automated - In lib use	13936	11571	-16.97%	
In-house pickups-US	1138	744	-34.62%	
In-house pickups-FL	425	133	-68.71%	
Maps	316	468	48.10%	
Microformat	1090	970	-11.01%	
TOTAL:	17998	15474		-14.02%
MEDIA RESOURCES				
Desk Services				
Charges/Renewals	16669	18673	12.02%	
Manual circulation	6247	5385	-13.80%	
Information	12251	12061	-1.55%	
Equipment support	22814	21753	-4.65%	
Instruction	6454	5029	-22.08%	
TOTAL:	64435	62901		-2.38%
Stack Services				
Automated - checkins	17906	17364	-3.03%	
Automated - In lib use	25568	33306	30.26%	
Manual returns/pickups	5793	5260	-9.20%	
TOTAL:	49267	55930		13.52%

PERIODICALS

Desk Services				
Charges/Renewals	129	123	-4.65%	
Direction	4517	3298	-26.99%	
Information	16377	13520	-17.45%	
Instruction	16821	18279	8.67%	
Microform pull requests	11449	15014	31.14%	
Binder service	6857	5166	-24.66%	
TOTAL:	56150	55400		-1.34%
Stack Services				
Automated	567	347	-38.80%	
Shelving	130421	124957	-4.19%	
Microforms	56736	59087	4.14%	
TOTAL:	187724	184391		-1.78%

REFERENCE

Desk Services				
Charges/Renewals	28	114	307.14%	
Direction	2967	3140	5.83%	
Information	11558	11242	-2.73%	
Instruction	9957	9614	-3.44%	
Reference	10761	9458	-12.11%	
Tours/Workshops	189	203	7.41%	
Computer Searches	32	28	-12.50%	
Equipment support	4962	5944	19.79%	
TOTAL:	40454	39743		-1.76%
Stack Services				
Automated	452	427	-5.53%	
Shelving	30967	27499	-11.20%	
Microforms	2825	3805	34.69%	
TOTAL:	34244	31731		-7.34%

SPECIAL COLLECTIONS

Desk Services				
Direction	2	6	200.00%	
Information	66	71	7.58%	
Instruction	3	4	33.33%	
Reference	202	227	12.38%	
TOTAL:	273	308		12.82%
Stack Services				
Shelving	4975	6752	35.72%	

DOOR/GATE COUNT	583693	514071	-11.93%	
Desk Services, Library Wide	315771	320293	1.43%	
Stack Services, Library Wide	502156	486560	-3.11%	
Mutilated books reported/Value	38	$1,824.08		
Mutilated serials reported/Value	28	$510.25		

Weighted Analysis: Adjusted for faculty/staff doing stacks work:

DESK SERVICES	315771	320293	
+ RSV checkins	24454	22525	
+ RSV pickups	1187	1414	
+ MEDIA Stack Svc	49267	55930	
+ SpColl Stack Svc	4975	6752	
TOTAL	395654	406914	2.85%
STACK SVC, adjusted	422273	399939	-5.29%

LIBRARY SYSTEMS

Already using its 14 workstations to access LUIS, Internet services, and the existing networked CD-ROM tower, UNF added/replaced 30 workstations, provided attendant furniture, and installed network wiring throughout the library building using FCLA equipment funding of $85,357. This funding is year one of the five year plan with various levels of allocation recurring each of the five years and divided among the SUS libraries, based on percentage of FTE.

We were able to upgrade our existing 32 CD-ROM tower server to a full complement of 63 CD-ROM drives. This enhancement permits us to offer more CD-ROM research products to our users. Prior to our networking capability, CD-ROM services required a dedicated workstation for each CD-ROM title. Currently any library workstation can access any of our CD-ROM titles.

The network runs at 10mbps and support Novell IPX and Internet Protocol (IP) connectivity both in the Library (Category 5) and the campus (fiber optic) Wide Area Network (WAN).

UNF was charged with planning and hosting an informal group of the SUS library technical support staff to discuss common issues and solutions. The meeting will take place next fiscal year.

The new equipment and infrastructure requires knowledge and skills not common to librarians. Likewise, the labor and time intensive support must be carved from existing staffing and services. A staffing challenge in this area would definitely affect our ability to maintain and build this service.

CONTINUING CONCERNS:

1. Replacement and new OCO (operating capital outlay funding) from both UNF and FCLA sources needs to be allocated on a recurring basis to replace worn-out or obsolete equipment and enhance technologies, particularly staff workstations.

2. Standardization on protocols, software, and support systems needs to be implemented at the campus level.

Robert P. Jones
Library Systems Coordinator

CIRCULATION DEPARTMENT

CIRCULATION SERVICES

The highlight of the year in Circulation Services was the installation of new shelving in the General Collection on the fourth floor. The building and installing of the shelving and the shifting of the collection had the greatest impact on the department this year. Most of the circulation staff was involved to some degree and we will be dealing with this event into the new year. The much needed shelving was long overdue and will relieve somewhat the overcrowded book stacks. We know, however, that much more shelving and floor space for the General Collection is needed.

Another event that will impact the department and the general collection is the decision by the Multimedia Committee to begin shelving books published with media material in the General Collection. This has been a dilemma for libraries for some time now as more and more publishers began to add diskettes, CD-ROMS and cassettes to books published in every subject area.

Previously, the UNF Library has treated such materials as special items and shelved them in the Protect Collection in the Media Department. Much of the media material accompanying the books was not essential for the user to gain the intellectual essence of the work. In some cases, however, the media was an integral part of the work itself. The Acquisitions Department had been making or purchasing small boxes to house the media and shelving both the book and media in the Media Department, regardless of its subject matter. This was a work-intensive exercise and reduced the access to these materials by our patrons. The Committee decided to shelve all materials in their proper location (the fourth floor) and provide reasonable protection and security for the accompanying media by enclosing them in plastic lock boxes. The boxes have security targets and are removed at the Circulation desk at the time of check out.

STAFFING

There was no change in the full-time staffing within the Circulation Department this year. However student staffing remains problematic. We continue to endure the loss of students at the end of each semester when our need is greatest, and we are unable to afford to hire enough students for optimum efficiency in maintaining the general stacks.

COPY SERVICES

Capital Copy Inc. has become a welcome presence in the library and has relieved the Circulation Staff of the public relations problem our previous copy service arrangement presented. They have installed new equipment and do a good job of keeping it operational. Their staff has integrated into the library routine and provide courteous and enthusiastic service to our patrons. We have received many positive comments on the improved copy services. Circulation staff provides some back-up support to the copy service by supplying copy cards, small refunds, and serving as a conduit for reporting copy problems.

HIGH SCHOOL PROGRAMS

We continue to support the International Baccalaureate Program of Stanton College Preparatory High School. Each year, approximately 100 new juniors are invited to apply for borrowing privileges at the Carpenter Library. About 30% of those invited will actually apply for privileges, but those who do are very heavy users. Stanton's administrative staff has been very helpful in monitoring the students and making sure they are held accountable for any financial obligations they may have incurred during the year.

STACK MAINTENANCE

The long needed purchase and installation of new shelving was accomplished this year. We extended 24 existing ranges of double face shelving and added two ranges of 31 double faced shelving. We had to encroach further into the window bay area of the fourth floor squeezing the space allocated for seating. This is a problem that will grow worse each year, until additional floor space is made available to house the book collection.

All areas of the library received new shelving this year, including the Technical Services Division. Shelving was added to extend ranges in the Periodicals, Documents, Special Collections, and Reference Departments. Shifting library materials to the new shelving began during the break and continued through the Spring semester. The bulk of the shifting in the General Collection will take place during the summer.

Three students were hired to build and install the shelving throughout the library. They were former or current student assistants from the Periodicals Department and performed very well under difficult circumstances. In fact, their work was outstanding and their attitude exceptional. The most difficult part of the job was the rearranging of furniture on the fourth floor to accommodate the new shelving. Circulation staff worked with the three-man crew to help dismantle the two long ranges of wooden carrels and move them to the window bay area.

ACCOUNTS RECEIVABLE

The number of manual transactions in Accounts Receivable processing was more or less consistent with that of last year. The problems that existed in the software program last year have been eliminated easing the additional corrective work that was required by Circulation Staff.

COURSE RESERVES

Now that Course Reserves are accessible via LUIS, Circulation Staff find themselves doing more instruction in the use of the online catalog. Many library users have their first contact with LUIS through their need to access Course Reserve materials.

The new Course Reserve Management System continues to work well and allows faster processing of materials. Patrons can access reserves either by course number, professor's name, or the title of the work.

Both the number of reserve requests from faculty and the circulation of those materials continue to increase each year. We hope to take additional steps to make access easier and provide quicker service for faculty and students in this vital area of library service.

INTERLIBRARY LOANS

The UNF Library remains a net lender in resource sharing both within the SUS and FLIN networks. As more online bibliographic resources become available, interlibrary loan requests increase. The unit processed over 14,000 borrowing and lending requests this fiscal year. Most of our resource sharing activity remains within the state of Florida, although transactions with out-of-state libraries are increasing. The statistics that follow summarize ILL activity for the year.

Geraldine Collins
Head, Circulation Services

ILL STATISTICS SUMMARY
1995/96

UNF as BORROWER:

All Transactions:

	Filled	Unfilled	Total
Books	1211	303	1514
Copies	2254	529	2783
Totals	**3465**	**832**	**4297**

Florida Transactions (Filled):

SUS	1464
FLIN	1180
Other FL	14
Total FL	**2658**

Out of State (Filled):   470

Document Delivery Services: 337

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UNF as LENDER:

All Transactions:

	Filled	Unfilled	Total
Books	4105	2115	6220
Copies	2446	1106	3552
Totals	**6551**	**3221**	**9772**

Florida Transactions (Filled):

SUS	1896
FLIN	3496
NEFLIN	80
Other FL	309
Total FL	**5781**

Out of State (Filled)   770

REFERENCE DEPARTMENT

REFERENCE DESK SERVICES

Cumulative annual statistics for second floor reference desk services, when compared with months for the previous year, showed a slight increase in instructional and informational reference questions during the months of September, November, December, and May. Total desk services decreased by 1.7% for the year. Equipment support statistics, which reflect instruction in use of databases available through LIRN (Library Information and Research Network) on the Local Area Network, increased each month except for February and June with a total increase of 20%. Statistics showed an increase in demand for instruction in electronic resources.

In December 1995, the Novell Local Area Network (LAN) was expanded to a total of 40 workstations in the Reference Services area with 28 of the computers containing Pentium processors. Two workstations in the Documents Department and two in the Media Department now link those two service areas to the network.

Fiscal year 1995-96 may be referred to as "The Year of the Internet" in the Reference Department as staff members honed their skills in searching, evaluating sources, and developing Web Pages to identify and classify useful sites. As Internet use increased, in-house public access was limited to users with a valid UNF library card number. Instruction in use of the Internet was incorporated into library user instruction sessions and LIS1000, the new library research skills course. Library guides were converted to HTML code and made accessible through links from the Library home page. The Library also began to experiment with providing Internet access to databases previously offered to users on CD-ROM.

PERIODICALS SECTION[1]

Compared with 1994-95 statistics, the year saw a substantial increase of 31.38% in microform services and 8.66% in instructional services at the Periodicals Service Desk. As additional LUIS databases and indexes became available to library users, there was a commensurate increase in questions fielded by the Periodicals staff. In addition, the introduction of more sophisticated LUIS commands and search strategies to more effec-

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[1] (This portion of the report was contributed by Eileen Brady.)

tively search databases also resulted in queries at the service desk from both novice and experienced LUIS users.

Microform use continues to rise, partly due to the exponential increase in the total quantity of microform held by the library, well over a million pieces by year's end. It is also clear that as our periodicals collection multiplies and becomes more diversified, it is becoming **the** library of choice for researchers in the local community. Feedback from and return visits by non-UNF affiliated users from the local community to use our microform resources attest to this fact. The efficacy of our new and easy-to-use microform copiers has also been noted by many of our users.

The section continued to operate smoothly under the supervision of Eileen Brady and Senior Library Technical Assistant Signe Evans. Throughout the year, Ms. Brady assisted with Periodicals collection development, both print and online, and created several subject guides pertaining to electronic serials, newspapers, and teacher education journals. She also developed a Periodicals and Newspapers Home Page on the World Wide Web to facilitate electronic research for the UNF community. As in prior years, Ms. Evans was responsible for the efficient maintenance of the Periodicals stacks, and is to be commended for her supervision of the Periodicals student assistants staff. She also served at the Reference Desk on a part-time basis.

A major concern in Periodicals, as in the rest of the library, is the steadily growing need for more shelving space. As we continue to add bound periodicals volumes and new titles to our collection, we are rapidly running out of space on the third floor to adequately house them. In order to maximize what limited shelf space is available, shifts of existing stacks were imperative this year to accommodate new titles and volumes. More extensive shifts of the collection are planned for 1996-97.

SPECIAL COLLECTIONS SECTION[2]

With the university's twenty-fifth year anniversary approaching in 1997, emphasis was placed during the past year on the acquisition of materials relating to the history of the University. In the Special Collections half of her position, Eileen Brady made a systematic effort to publicize University Archives and solicit appropriate donations. Her efforts were successful, as reflected by a 35.75% increase in overall shelving statistics, compared to 1994/95. Major archival donations included historical photographs of early faculty and staff and important events on campus. We wish to thank retiring faculty members for remembering Archives with significant contributions.

In the personal papers realm of Special Collections, the highlight of the year was the development of the Eartha M. M. White home page on the World Wide Web. Created by Eileen Brady, the home page includes a biography of Miss White, an extensive bibliography, and descriptions of selected resources (including scanned images) from the White collection in Special Collections. On the Web, we anticipate it will enlighten and provide

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[2] (This part of the report was contributed by Eileen Brady.)

pertinent information concerning Jacksonville's foremost humanitarian known affectionately as the "Angel of Mercy."

In addition, the photographic preservation project of the White collection was completed this year. It entailed making a copy of each of the photographs in the collection with the aim of having a long-needed set of negatives for archival and copy purposes.

Finally, we were delighted to receive the first installment of former Jacksonville Mayor Tommy Hazouri's personal papers. Mr. Hazouri graciously donated newspaper clippings and other relevant materials from his political campaigns. This collection will aid future scholars researching local politics and Jacksonville history in the last quarter of the twentieth century. We are grateful to Mr. Hazouri for his generosity in sharing these materials with the UNF community.

LIBRARY USER INSTRUCTION

The number of tours and workshops decreased from 189 in 1994/95 to 154 in 1995/96. In response to the demand for more detailed instruction for walk-in students, Mary Davis continued the series of individual LUIS/LIRN instruction sessions at the beginning of each semester.

The first sections of LIS1000, Beginning Library and Information Systems Strategies (BLISS), the new library research skills course which was approved in June 1995, were scheduled for Fall Semester. Five sections of the class were taught by James Alderman, Assistant in Research, and Mary Davis, Library User Instruction Librarian during fall, spring, and summer semesters with a total of forty-three students attending. The class was well received and comments from students indicated the extreme usefulness of the content and presentation. Jim placed the class notes and assignments on his BLISS home page, making class information available through the Internet. According to the flyer distributed around campus the course is "a one credit course offered through the Department of Language and Literature designed to acquaint students with the latest in research technology (CD-ROM searching, online searching, Internet surfing, etc.) as well as traditional library tools, and to establish a solid research background that will make doing research papers a breeze."

STACKS MAINTENANCE

The Reference Department underwent two major shifts of the collection during the year. In December, the Index/Abstract section was compressed to accommodate new LIRN workstations. The Reference Services Area was reconfigured and moved to a more central location which provided a walkway from the entrance to the administration office and closer proximity of the Reference desks to LIRN. During Spring Semester, low shelving was erected in the elevator alcove at the back of the Reference Collection, shelving was extended under the window and at the end of each range toward the Reference office. With the very able assistance of students hired by the Circulation Department and supervised by Jim Alderman, the entire collection was shifted. Top and bottom

shelves were added to each range for expansion. Gratitude is extended to all Reference staff members who participated in the planning and provided physical labor for the move.

Barbara Tuck began a project of identifying volumes in need of spine label replacement and worked with Acquisitions for several weeks to complete the project. She also replaced the call number range signs on the shelving panels after the shift. Ricky Moyer completed a weeding project in the annual report collection and began relabeling the boxes.

Total shelving was down 2.5% from 1994/95. The number of items shelved in the Reference stacks was down 11% for the year, while the number of items shelved in Periodicals stacks was down 4.1%. Microforms shelving was up 4.1% in Periodicals and up 35% in Reference. As indicated by Eileen Brady, Special Collections shelving increased 35.75% over 1994/95.

ELECTRONIC RESOURCES

• CD-ROMS ON LIRN

The Serials budget allowed for only limited new subscriptions. A CD-ROM subscription to the Bureau of National Affairs' *Tax Management Portfolios* covering *United States Income*; *Foreign Income*; and *Estates, Gifts and Trusts* was begun and the service was added to the LAN at the end of the summer. Print issues of the Portfolios were withdrawn.

The microfiche subscription to the College Guidance Foundation's set of college catalogs was replaced by a CD-ROM subscription to make the college catalogs available through LIRN. The CD-ROM format eliminated the necessity to file fiche and the possibility of missing fiche.

In preparation for the Department's migration to a Windows-based environment on the network and staff workstations, Jim Alderman scheduled several staff training sessions for the upcoming semester break in August 1996. The college catalogs and the SilverPlatter databases are now running on Windows.

• LUIS

Toward the end of the year, the Wilson Six-Pack was added to the mainframe tape in Gainesville by the Florida Center for Library Automation making six additional databases produced by the H. W. Wilson Company available through LUIS. The databases are *Biography Index* (1984 to date), *Book Review Digest* (1983 to date), *Cumulative Book Index* (1982 to date), *Education Index* (June 1983 to date), *Essay & General Literature Index* (1985 to date), and *Library Literature* (December 1984 to date.)

Advanced search techniques and enhancements made available for searching LUIS databases include proximity searching, location searching, and the capability of marking

records for e-mailing to an account. Location searching allows a user to limit a search to a specific collection, location, or groups of collections and locations.

- **INTERNET**

The Internet became an increasingly useful tool for publishing library guides, providing information on LIS1000, and in responding to requests for reference and information service.

Toward the middle of the year, the Department began accessing *Cumulative Index to Nursing and Allied Health*, one of the SilverPlatter databases originally accessed through CD-ROM, through the vendor's Electronic Resource Library (ERL) via the Internet. The access was provided through an agreement between SilverPlatter and FCLA. The initial experimentation with providing periodicals databases through the Internet will be evaluated for efficiency, ease of use, stability, and cost.

The first part of FCLA's digital library project, a database of full text articles accessible through the Internet with links from *General Academic Index* and *Business Index*, became available. The articles are accessible by UNF faculty, staff, and students with a valid Osprey card through a Web browser. The Reference Department makes the database available through Netscape with links from the Library home page. This is the first experiment with offering full text articles through LUIS.

- **FEE-BASED SEARCHES**

Requests for fee-based computer searches have dwindled dramatically over the past few years as the Library provides an increasing number of current electronic resources through LUIS and LIRN which are free to the library user. In 1994/95, 32 fee-based searches were conducted with a total of 29 databases accessed. In 1995/96, 27 searches were recorded.

- **SUBSIDIZED SEARCHES**

The Library has an account with the Scientific and Technical Network (STN) to provide subsidized online searches for faculty members and students in *Chemical Abstracts* and *Biological Abstracts* which were canceled in print in 1991. In 1995/96, there were two searches performed in the database for *Chemical Abstracts* and only one in *Biological Abstracts*. The approximate total amount spent in 1995/96, through STN's Academic Discount Program, was $54.00.

- **FIRSTSEARCH**

In January, the Northeast Florida Library and Information Network in coordination with the State Library provided access for Florida libraries to FirstSearch, OCLC's online reference service of over 50 databases. For the first two months of the year, every database, including those with fulltext articles, could be accessed and used for free by any

library in Florida with an account. On March 1, 1996, the access was limited to nine of the databases with the option of buying access to additional databases. Sarah Philips attended training provided by SOLINET at Florida State University. The nine databases which can be searched for free until March 1997 include *WorldCat*, *Article1st*, *Contents1st*, *FastDoc*, *ERIC*, *GPO*, *MEDLINE*, *PapersFirst*, and *ProceedingsFirst*.

The Reference Department continued to use and depleted the searches available through the group of tickets that were purchased from SOLINET last year. SelectPhone, a residential and business phone directory, was one of the most often used databases, indicating the Library's need for an electronic phone directory.

PERSONNEL

In August 1995, the Library welcomed Mark Yannie to the position of Assistant Librarian. Mark received his Master of Library Science degree from the University of South Florida in December 1993. He has two degrees in music from the University of Akron. Mark's duties include providing reference and information service, indexing the *Florida Times-Union*, and participating in collection development and library instruction.

Barbara Tuck received a promotion from Assistant Librarian to Associate Librarian. Congratulations to Barbara!

The entire staff is to be commended, once again, for the cooperative spirit and flexibility demonstrated during a year filled with changes in staffing and technology. The Department seems to thrive on the challenges presented by electronic resources which require constant training in order to meet the ever increasing need for library user instruction.

Sarah M. Philips
Head, Reference Department

MEDIA RESOURCES DEPARTMENT

This report summarizes operations for fiscal year 1995/96 in the Media Resources Department. These operations include personnel, resources, and service.

PERSONNEL

The staff of Media consists of the Department Head, three Senior Library Technical Assistants, Carol Coughlin, Winona Davis (.5 FTE), and Cynthia Valentine, who was nominated for the Outstanding Academic Affairs USPS Employee Award this year. Donald Rhoades completes the staff as he continues in the dual appointment with Public Services and the Florida Engineering Education Delivery System (FEEDS) program. The FEEDS program funds Media's Saturday hours. In addition to its permanent staff, this year, Media also had three student assistants.

On June 7, 1996, long-time library volunteer Ruth Hackenson died in an automobile accident. A UNF graduate, Mrs. Hackenson logged 785 hours of volunteer service in the Media Resources Department from 1987 to 1995. Her primary activities were maintaining the picture file and checking the contents of curriculum kits. Her passing is a tragic loss to her family, and we miss her as a friend and a helper.

RESOURCES

Collection development in Media is determined by the Department's share of the Library's resources budget, in addition to the gifts the Department receives. In the banner year of FY 95/96, Media spent $65,000 on audiovisual and curriculum materials. The following chart puts the year's budget in context:

MEDIA BUDGET 1985-95

Year	Budget
FY 85/86	27,400
FY 86/87	55,000
FY 87/88	63,000
FY 88/89	80,000
FY 89/90	108,600
FY 90/91	44,700
FY 91/92	6,645
FY 92/93	18,500
FY 93/94	24,000
FY 94/95	82,000
FY 95/96	65,000

Three areas accounted for significant proportions of the budget: the Curriculum Collection, music, and VHS replacement prints of 16mm film and 3/4 inch video titles. The Department also received a few gifts, chiefly videos and compact discs from members of the UNF community.

SERVICES

Services include desk services, manual borrowing, and departmental use by two external programs, FEEDS and BAR/BRI. During the year, service figures fluctuated in each area. In desk service, Media saw a 42% increase in the use of equipment with a 22% decline in instruction in the use of the equipment. The decline in instruction is a positive development, and consistent with the proliferation and standardization of video and CD players. Information questions declined only slightly.

Manual borrowing was also mixed. Loan of slides declined 29% while loan of pictures increased 56%. External programs followed the same pattern. FEED students viewed 13% fewer programs; however, there were 64% more BAR/BRI students. BAR/BRI is the Florida Bar Review Professional Testing Center which prepares law students for the Florida Bar Examination. BAR/BRI contributes to the Friends of Thomas G. Carpenter Library in compensation for functions rendered in the Media Resources Department.

Diane W. Kazlauskas
Head, Media Resources Department

GOVERNMENT DOCUMENTS & MAPS COLLECTION

By the turn of the century, the Depository Library Program of the Government Printing Office will cease to exist in its present form. Congress and the Executive Branch will resolve their dispute over who is in control of the printing press and who owns access to electronic publication. This will be accomplished by the revision of Chapter 19, Title 44 of the *United States Code*, the purpose of which is to re-establish distribution procedures for government information. It will also greatly reduce the need for, or the desirability of, paper and microfiche production.

The effect on depository libraries has not been fully discussed at the conferences, nor in the literature. The reality is that people can now access many of the formerly print-only materials online, without our assistance. Finding the Library of Congress' THOMAS site on the World Wide Web is not harder than finding any other Website. Interpretation of information and data is another matter, and there library staff have no equal nor a substitute. The Web only presents; we instruct and explain. The public services staff will more than ever be teachers of students and faculty, and also brokers of information to the scores of technological "have nots" who will contact us in ever greater numbers as databases multiply, and access to information because of its exponential growth will become more elitist.

The other significant consideration, vital to the discussion in the rush to the information superhighway is conservation of material. Librarians are very concerned about this issue and are not encouraged by the prospects of having temporary access for the period in which information has current commercial value only to see those data or reports disappear after their commercial value is used up.

The documents list server, GOVDOC-L, carries weekly messages from librarians who are seeking guidance about the advisability of combining documents collections into reference departments or to move titles into their general collections. While we have discussed the matter here, it is premature to consider anything so drastic primarily for space considerations: the Department has no place to move. The library is so crowded now that there is simply no space to relocate a collection that requires 3,800 square feet for the collection, plus staff offices.

Our needs will be best met by increasing the number of network terminals in the present documents area because this will attract general library users who will discover government documents. The task will be to trim the collection carefully and not acquire or maintain paper resources of transitory value or those that are available on the Internet.

Meanwhile, back at Documents/Maps we had a busy and productive year. Our statistics are about level from a year ago but our collection development shows a decline because we are in the midst of a continual weeding project.

This project had its genesis back in the mid-1980s when the Government Documents Department was the first unit in the library to close its card catalog in favor of the online version. To facilitate the move to online, the Department Head boxed up the shelf list and sent it to SOLINET. There each entry was matched against the OCLC database and to every "hit" the UNF holdings were attached. Now that fifteen years have passed many of the publications cataloged this way have become obsolete and are now candidates for discard according to the regulations set forth by the GPO Depository Library Administration.

Procedurally, there are no shortcuts to this laborious project. Each cataloging record has a field that reads "doctickleryymmdd." We receive lists of these from Cataloging beginning with the oldest and going forward to the latest date in the file. Documents personnel pull the paper or microfiche documents that are then examined by the librarian for continued suitability for the collection. Those that are kept are routed to the catalogers who review the records to be sure they reflect current standards, subject headings, etc. Publications which are deemed obsolete bypass the catalogers and are instead removed from the catalog by documents personnel. These employees then type discard lists of these titles which are sent to the other depository libraries in Florida. After a waiting period, publications not sent elsewhere are discarded.

The Department will confront major personnel changes next year when every employee, except the Department Head, will move on. Janice Trissel-Cahill will leave because she will have finished her Master's degree in Library Science and Denelle Knowles will graduate with her Bachelor's. Joan Pickett will retire after 13 years of faithful service. She will be the hardest to replace; indeed, another person will be hired but Joan cannot be replaced. I am not able fully to measure her contribution to the success of this department. Her ability to handle all the difficult cataloging tasks that were returned from match catalog, all the serials titles and the numerous title and call number changes she routinely took care of say much about her technical abilities. She moved into this hi-tech age with grace and skill, then went on to learn all the generations and iterations of computers and software that we have had around here. She has served as an informal teacher and advisor to a librarian at one of our sister institutions who called on her frequently for the "nitty-gritty" answers to technical questions when they were automating. Personally, she is a friend as well as a colleague, and I shall miss her.

Bruce T. Latimer
Head, Government Documents

LIBRARY ADVISORY COMMITTEE

The Library Advisory Committee convened semi-annually, as before, with unchanged membership. The proceedings of both meetings, by now routine, followed the long-standing pattern, beginning with the Director's state-of-the-library presentation, recent accomplishments and short term plans, goals, and expectations. Informal discussion among the membership brought the meetings to a close.

LIBRARY ADVISORY COMMITTEE MEMBERS

Dr. Bruce A. Gutknecht, **Chair**	Professor	Curriculum & Instruction
Dr. Ronald J. Adams	Associate Professor	Management, Marketing & Logistics
Mr. John H. Anderson	Investigator	Campus Police
Dr. Sally A. Coltrin	Professor	Business Administration
Mr. Andrew Farkas	Director of Libraries	Library (ex officio)
Dr. Mary L. Grimes	Associate Professor	Curriculum & Instruction
Dr. Kenneth M. Jennings	Professor	Business Administration
Dr. Satya S. Pachori	Professor	Language & Literature
Dr. Christine E. Rasche	Associate Professor	Sociology & Criminal Justice
Dr. Behrooz Seyed-Abbasi	Assistant Professor	Computer and Information Sciences
————	(2) Students	SGA representatives

LIBRARY STAFF
as of June 30, 1996

LIBRARY FACULTY PERSONNEL

EMPLOYEE	DATE OF HIRE	POSITION
James E. Alderman	11/01/74	Assistant in Libraries
Eileen D. Brady	09/20/74	Periodicals/Special Collections Librarian
Kathleen F. Cohen	10/02/73	Assistant Director of Libraries
Geraldine A. Collins	07/01/88	Head, Circulation Department
Mary L. Davis	09/01/71	Reference Librarian
Andrew Farkas	05/04/70	Director of Libraries
John M. Hein	06/01/71	Head, Technical Services Division
Robert P. Jones	01/14/72	Head, Public Services Division
Margaret A. Kaus	03/22/91	Cataloger
Diane W. Kazlauskas	01/03/83	Head, Media Resources Department
Bruce T. Latimer	05/01/73	Head, Documents Department
Sheila A. Mangum	11/01/74	Head, Acquisitions Department
Sarah M. Philips	01/12/90	Head, Reference Department
Angela Randtke	07/01/77	Cataloger
Linda L. Smith	05/08/72	Head, Cataloging Department
Victoria Thomas-Stanton	09/17/76	Head, Serials Department
Barbara A. Tuck	03/15/92	Reference Librarian
Verna P. Urbanski	09/30/77	Head Cataloger
Mark J. Yannie	08/14/95	Reference Librarian

UNIVERSITY SUPPORT PERSONNEL SYSTEM EMPLOYEES

Shelley L. Anderson	01/18/85	Senior Library Technical Assistant
Doris A. Barie	08/31/79	Senior Library Technical Assistant
Julia M. Behler	05/11/84	Senior Library Technical Assistant
Olga T. Brannon	09/26/94	Administrative Assistant
Tracey L. Britton	06/12/92	Senior Library Technical Assistant
Reginald Caldwell	08/25/87	Senior Library Technical Assistant
Sheril L. Chaffee	01/28/94	Senior Library Technical Assistant
Carol J. Coughlin	01/31/89	Senior Library Technical Assistant
Alisa L. Craddock	10/23/89	Senior Library Technical Assistant
Veronica A. Davis	04/29/96	Senior Library Technical Assistant
Winona Davis (.5)	02/25/85	Senior Library Technical Assistant
Signe Evans	06/03/86	Senior Library Technical Assistant
Robert Farnsworth	06/08/87	Senior Library Technical Assistant
David Green	11/01/74	Senior Library Technical Assistant
Judy M. Greuter	06/13/94	Executive Secretary
Paul M. Mosley	09/01/87	Senior Library Technical Assistant
Ricky L. Moyer (.5)	10/25/88	Senior Library Technical Assistant

EMPLOYEE	DATE OF HIRE	POSITION
Lien T. Phan	05/05/95	Library Technical Assistant
Joan A. Pickett	10/24/83	Senior Library Technical Assistant
Anita K. Pitkin	11/05/93	Senior Library Technical Assistant
Martha S. Smith	03/20/95	Senior Library Technical Assistant
Martha A. Solomon	09/13/71	Library Technical Assistant Supervisor
John M. Touchton	01/03/89	Senior Library Technical Assistant
Janice Trissel-Cahill	03/30/95	Senior Library Technical Assistant
Cynthia L. Valentine	02/13/77	Senior Library Technical Assistant
Ralph D. Walton, Jr.	05/09/94	Senior Library Technical Assistant
Yun Wang	05/20/96	Senior Library Technical Assistant
Sally M. West	08/10/84	Senior Library Technical Assistant
Felicia L. Williams	02/14/95	Senior Library Technical Assistant

RESIGNATIONS

Reginald Caldwell	01/25/97	Senior Library Technical Assistant
Martha S. Smith	03/20/95	Senior Library Technical Assistant