

1999

Annual Report 1998-1999

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Annual Report

1998-1999

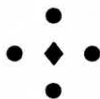
THOMAS G. CARPENTER LIBRARY
UNIVERSITY OF NORTH FLORIDA

**UNIVERSITY OF NORTH FLORIDA
Thomas G. Carpenter Library**

ANNUAL REPORT

1998 - 1999

**Andrew Farkas
Director of Libraries**



Jacksonville ♦ Florida ♦ 2000

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INTRODUCTION

SACS VISITATION

One of the dominant concerns of the last year and a half has been the University's preparation for the decennial accreditation visit of the Southern Association of Colleges and Schools (SACS). Several library staff members served on various university-wide committees and subcommittees preparing the required documentation for the visit. To facilitate our own and the visitors' work, a library group study room was remodeled and occupied initially by the University's own SACS personnel, and later served as a work space for the team members during the accreditation visit. Both the institution and the library fared well, the latter receiving only one suggestion: that of increasing the library personnel. It is hoped that the university administration will act on this suggestion.

RESOURCES BUDGET

The library resources budget is slowly advancing upwards, having reached this year \$1,496,171. The relative inadequacy of the budget is brought to the fore by the steady growth of electronic resources the library should or must have. Concurrently, both the demands for serials and their cost have been on the rise, a demand we expect to partially meet via electronic collection development and the acquisition of electronic data bases for central licensing by the Florida Center for Library Automation (FCLA).

UNIVERSITY ADMINISTRATION

The University's Interim President, Dr. E. K. Fretwell, held this temporary position from February 23 until December 18, 1998. During the calendar year the University conducted two presidential searches, and Dr. Anne Hopkins emerged as the winning candidate from a strong field of applicants. Dr. Hopkins, UNF's fourth permanent President, took charge of her office on January 19, 1999. We welcome her and wish her well. The library staff has high hopes for her presidency, not only for the campus at large but for the Library in particular. Even before arriving on campus, she initiated a Library Endowment Fund which has been growing steadily.

UNIVERSITY TRUSTEES GIFT

For the second year in a row, the University Trustees gave the library a cash gift, this time a total of \$27,000. \$10,000 of this amount was spent on the acquisition of health

sciences materials, \$10,000 on physics materials, and \$7,000 devoted to the purchase of a ceiling mounted Sharp 3500 projector for the bibliographic instruction classroom on the fourth floor.

BOOKSALE

The Library held its biennial book sale on October 27-29. The net total was close to \$3,800. The precise figure is elusive, as several payments (from dealers) came in after the sale, and we don't know the exact figure that will be deducted for sales tax. The money collected has been deposited in the UNF Foundation Library Acquisitions account. It is our intention that if the level of in-kind gift receipts allows, we will make the book sale an annual event. Bruce Latimer deserves thanks for taking over the receipt of gifts and he, along with Caryn Bush and Sandra Nojiri-Howarth, deserve special recognition for the organization and success of the book sale.

OPS BUDGET

The Library's recurring OPS budget has remained at \$79,000. At this level of funding we have been, and remain, obliged to request a midyear allocation from Academic Affairs to finish the fiscal year with an adequate level of OPS staffing. A larger OPS budget allocated at the beginning of the fiscal year would enable us to better plan the expenditures for the entire year and to fund certain housekeeping functions that we have been forced to postpone from year to year, e.g., shelf reading, label replacements, etc.

REFURBISHING

Although the carpeting in the library has been holding up far better than expected, the areas subjected to heavy traffic, the Atrium and the second floor in particular, have been showing excessive wear. Also, many pieces of library furniture, chairs in particular, have reached the end of their useful life. During the year we purchased and installed new carpeting and new furniture for the public service areas in the Atrium and second floor. Faced with the growing space shortage, we have replaced the oversized upholstered lounge furniture with new study chairs and tables. Funds permitting, we plan to initiate a systematic program of reupholstering the chairs and armchairs throughout the entire library.

SPACE SHORTAGE

However, a much greater problem is the need for more shelving and the accompanying space shortage, a subject repeatedly touched upon in the past several reports. A stop-gap solution will necessitate the drastic redeployment of furniture and equipment throughout the building. The possible elimination of some seating may turn out to be the only way to increase the general stacks area and the periodicals stacks. A funding request for a large scale shelving expansion will be incorporated in the asking budget for FY 1999/2000.

UNF CAPITAL CAMPAIGN

The University of North Florida will launch its first capital campaign in 2000. According to present plans, the Library will participate in the fund raising efforts with the optimistic target of \$1,000,000. It will be a difficult goal to attain, especially if we will not yet have planning money for the library expansion (Phase-II). The Library Advisory Committee suggested that the Director's Position Papers (1991 & 1995) on Phase-II be updated once more, however the rewriting was postponed until after the SACS accreditation visit.

FCLA EQUIPMENT & BIBLIOGRAPHIC INSTRUCTION ROOM

We have long realized that giving formal bibliographic instruction at the public terminals on the second floor is disruptive for the average library patron and counterproductive for the students. The need for a classroom specifically devoted to the purpose became of paramount concern. For some time, with the active participation of Institutional Advancement personnel, we were hoping to attract outside funding for the furnishing of the fourth floor classroom (the former Foundation Board Room, and as originally planned, the library conference room). For the last several years this was a regularly scheduled classroom in the campus inventory, but devoting it exclusively to bibliographic instruction required that it be replaced by some equivalent space. In the course of several meetings and with the cooperation of Lynda Lewis, Assistant Provost for Enrollment Services, it was agreed that the SACS workroom, upon the completion of the SACS accreditation visit, would become a campus classroom and we would get the other room for bibliographic instruction. The arrangement was a logical one, as that room had already been wired for computer connectivity, it only needed an electricity upgrade to supply power to 32 terminals.

When it became clear that we would be unable to obtain outside funding without some long and strong strings attached, we decided to divert a portion of the annual FCLA equipment budget and furnish the bibliographic instruction room. The objective was accomplished as planned and the students returning in the fall will receive instruction in a state-of-the art electronic classroom.

RECIPROCAL BORROWING

Carrying out a state initiative, all SUS and Community College presidents signed a reciprocal borrowing agreement. This creates a seamless arrangement between the university and community college libraries, enabling the registered students of the ten universities and 28 community colleges to borrow books at any of the participating libraries with a valid borrower's card issued by their parent institution. The procedures are in place; the full impact of this arrangement is yet to be seen and assessed.

BARNETT BANK ARCHIVAL COLLECTION

With the sale of Barnett Bank (a Jacksonville institution founded in 1877) to NationsBank, the historical archives of Barnett became available for institutional acquisition. Three libraries made a strong bid for this unique collection, in addition to us, the University of Florida and the State Library of Florida. Following several visits by UNF officers (Interim President E. K. Fretwell, Vice President for Institutional Advancement Pierre Allaire, Library Director Andrew Farkas, and librarians Eileen Brady and Linda Smith) to Dr. David Ginzl, then engaged in the writing of the Bank's history, a formal luncheon hosted by UNF was arranged for the Trustees of Barnett Bank for December 2, 1998. In the course of the visit and the luncheon, UNF personnel made a presentation to the visitors expressing a strong interest and commitment to the acquisition, organization and housing of the collection. Despite our efforts, the Trustees decided on February 8, 1999, to give the collection to the Florida State Archives in Tallahassee. The one factor that worked against us was the necessity to store, rather than display, the collection until the library expansion is built and occupied.

MICKLER FLORIDIANA

Because of the demise of the last surviving owner, Georgine J. Mickler, the entire stock of Mickler's Antiquarian Books became available as an estate sale. The ten SUS libraries were given first refusal, either as a block purchase or a selective acquisition. For nearly four decades, the Micklers were the most prominent specialty book dealers of material relating to the state of Florida, thus the SUS libraries were eager to participate in the sale. A methodology for selection was worked out among the institutions, and the library staff visited and selected from the collection items relevant to their region and/or collecting interests. UNF acquired 83 rare titles dating from 1856 to 1981, including monographs, pamphlets, maps, government documents, periodicals, and several folders of ephemera. These unique items in excellent condition, unattainable through conventional vendors, were cataloged for our growing Jacksonvilliana collection. The purchase was facilitated by one of several cash donations received for the purpose from Linda Smith and her mother, Mrs. Valarie Lockwood. Their on-going generosity is gratefully acknowledged.

USPS AWARDS

The Library's USPS Service Awards, initiated through the contribution of an anonymous donor last year, were made possible for a second year by the same contributor. The winners, Tracy Britton (Serials) & Alisa Craddock (Interlibrary Loan) received \$250 awards each and they are congratulated for earning this recognition.

BARCODING

A long-standing goal, the barcoding of all periodical volumes, has been completed this year. With the checkin routines in place, we are able to gather accurate user statistics for our bound periodicals volumes. The statistics will serve as usage indicators down to volume level and thus help in the planning and the assessment of well-placed — or wrong-headed — funding allocations.

1997/98 MID-YEAR ALLOCATIONS

In the previous fiscal year the Library received an exceptionally generous amount from the University's mid-year allocation in the amount of \$90,250. Some of these funds were either spent before, or certified forward at the end of the fiscal year. As a matter of record, the following is a status report of these expenditures.

- a. Library inventory project (\$25,000 allocated, actual cost: \$17,400): completed. The project is described and analyzed by its creator and overseer, John Hein, in his segment of this report.
- b. Infrastructure for rewiring a bibliographic instruction room (\$14,000): completed. The Library now has a first class state-of-the-art electronic classroom specifically devoted to bibliographic instruction and library tour type orientations.
- c. Repair and replacement of library furniture (\$20,000): completed. A variety of library furniture, most of it more than two decades old, has been in desperate need of reupholstery or replacement.
- d. Replace conference room chairs (\$8,850): completed. 26-year old chairs were finally replaced by high quality and attractive leather conference chairs.
- e. 3M bookcheck units (\$5,400): purchased and installed.
- f. Renovate group study room for SACS (\$5,000): completed.
- g. Augment OPS budget to finish out fiscal year (\$12,000): funds received and spent.

The relative affluence of the recent past — if compared to the previous decade — has continued for another year. Funding for library resources, professional development, and automation has been generous, for maintenance and day-to-day operations remained adequate. As long as the trend continues, without dips or reversals, our future seems bright.

Andrew Farkas
Director of Libraries

**Thomas G. Carpenter Library
Library Budgets 1993/94 - 1998/99**

	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
TOTAL LIBRARY BUDGET	\$2,508,755	\$2,790,010	\$2,894,876	\$2,927,685	\$3,211,460	\$3,447,206
PERSONNEL						
LINE ITEM	\$1,455,764	\$1,440,362	\$1,539,475	\$1,586,057	\$1,684,429	\$1,801,808
OPS	\$70,175	\$79,000	\$83,263	\$79,000	\$79,000 *	\$89,000
TOTAL	\$1,525,939	\$1,519,362	\$1,622,738	\$1,665,057	\$1,763,429	\$1,890,808
% OF BUDGET	60.82	54.45	56.05	56.87	54.91	54.85
OPERATING EXPENSE	\$71,540	\$57,685	\$59,745	\$52,000	\$56,250 *	\$60,308
% OF BUDGET	2.85	2.06	2.06	1.78	1.75	1.75
EQUIPMENT (OCO)	\$0	\$0	\$0	\$0	\$0 *	\$0
% OF BUDGET	0	0	0	0	0	0
BOOKS & RESOURCES	\$911,276	\$1,212,963	\$1,213,393	\$1,210,627	\$1,391,781	\$1,496,090
% OF BUDGET	36.32	43.48	41.92	41.35	43.33	43.40

* These numbers do not include mid-year, one-time allocations from Academic Affairs for furniture replacement & collection inventory OPS, \$37,000; OCO, \$6,338; OE, \$55,090.

OPS--Student fees distributed by Computing Services \$12,000 \$13,000

Library Budget as Percentage of Total University E & G Budget

	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
TOTAL LIBRARY BUDGET	\$2,508,755	\$2,790,010	\$2,894,876	\$2,927,684	\$3,211,460	\$3,447,206
UNIVERSITY E&G BUDGET	\$41,122,532	\$45,476,767	\$49,218,440	\$53,718,094	\$62,488,164	\$70,293,708
% OF E&G BUDGET REPRESENTED BY LIBRARY	6.1	6.1	5.9	5.5	5.14	4.46

Thomas G. Carpenter Library
Acquisitions Department
Materials Expenditures 1993/94-1998/99

MATERIALS:	1993-1994	% of	1994-1995	% of	1995-1996	% of	1996-1997	% of	1997-1998	% of	1998-1999	% of
		Total		Total		Total		Total		Total		Total
CONTINUATIONS												
CD ROMS ¹	\$0.00	0	\$0.00	0	\$52,023.00	4.29	\$75,511.00	6.24	\$79,425.81	5.71	\$52,515.00	3.51
NEWSPAPERS	\$5,699.98	0.63	\$6,041.98	0.5	\$4,130.72	0.34	\$3,637.84	0.3	\$7,018.57	0.50	\$7,083.30	0.47
REMOTE DATABASES ²	\$34,457.77	3.78	\$27,896.00	2.3	\$27,928.00	2.3	\$28,106.00	2.32	\$40,871.25	2.94	\$33,581.00	2.24
SERVICES	\$54,950.90	6.03	\$51,842.45	4.27	\$52,462.14	4.32	\$55,226.35	4.56	\$53,377.19	3.84	\$62,767.03	4.20
STANDING ORDERS	\$52,190.44	5.73	\$49,410.18	4.07	\$53,192.58	4.38	\$59,157.66	4.89	\$61,130.32	4.39	\$65,191.76	4.36
SUBSCRIPTIONS	\$287,887.10	31.59	\$365,015.34	30.09	\$357,943.19	29.5	\$399,555.02	33	\$430,630.16	30.94	\$477,669.79	31.93
SUBS-MICROFORM	\$52,150.90	5.72	\$58,855.00	4.85	\$62,348.69	5.14	\$57,711.96	4.77	\$50,320.94	3.62	\$54,639.56	3.65
SUBTOTAL	\$487,337.09	53.48	\$559,060.95	46.09	\$610,028.32	50.27	\$678,905.83	56.08	\$722,774.24	51.93	\$753,447.44	50.36
MATERIALS:												
NON-CONTINUATIONS												
AUDIO-VISUAL	\$30,502.19	3.35	\$70,238.46	5.79	\$44,181.35	3.64	\$41,752.76	3.45	\$63,629.29	4.57	\$66,648.69	4.45
BACKFILES	\$10,409.65	1.14	\$22,887.93	1.89	\$5,997.70	0.49	\$2,410.70	0.2	\$5,143.00	0.37	\$13,440.89	0.90
BOOKS-APPROVAL	\$113,145.10	12.42	\$276,439.35	22.79	\$310,095.39	25.56	\$284,615.83	23.51	\$369,938.79	26.58	\$421,901.38	28.20
BOOKS-ORDERED	\$134,007.92	14.71	\$133,980.11	11.05	\$77,930.74	6.42	\$62,177.43	5.14	\$77,286.26	5.55	\$101,871.17	6.81
CURRICULUM	\$12,503.94	1.37	\$9,105.68	0.75	\$12,323.74	1.02	\$10,975.62	0.91	\$16,279.83	1.17	\$17,077.15	1.14
DOCUMENTS	\$3,000.00	0.33	\$2,805.00	0.23	\$2,855.05	0.24	\$2,412.00	0.2	\$194.48	0.01	\$1,300.00	0.09
MISCELLANEOUS	\$32,143.45	3.53	\$37,103.56	3.06	\$33,508.40	2.76	\$3,161.66	0.26	\$4,183.11	0.30	\$8,989.91	0.60
SOFTWARE ³	\$0.00	0	\$0.00	0	\$6,152.90	0.51	\$12,994.10	1.07	\$11,377.42	0.82	\$3,260.24	0.22
SUBTOTAL	\$335,712.25	36.84	\$552,560.09	45.55	\$493,045.27	40.63	\$420,500.10	34.73	\$548,032.18	39.38	\$634,489.43	42.41
TOTAL MATERIALS	\$823,049.34	90.32	\$1,111,621.04	91.65	\$1,103,073.59	90.91	\$1,099,405.93	90.81	\$1,270,806.42	91.31	\$1,387,936.87	92.77
PROCESSING												
BINDING-BOOKS	\$7,366.34	0.81	\$5,843.89	0.48	\$10,201.63	0.84	\$8,128.13	0.67	\$10,617.73	0.76	\$10,304.91	0.69
BINDING-JOURNALS	\$19,557.56	2.15	\$18,931.53	1.56	\$18,301.74	1.51	\$19,453.00	1.61	\$24,234.06	1.74	\$21,051.67	1.41
POSTAGE, HANDLNG	\$21,058.51	2.31	\$23,084.77	1.9	\$27,895.71	2.3	\$26,912.80	2.22	\$28,829.00	2.07	\$28,303.76	1.89
SOLINET	\$35,998.52	3.95	\$44,213.10	3.65	\$45,673.91	3.76	\$44,353.43	3.66	\$42,459.82	3.05	\$41,726.81	2.79
SUPPLIES	\$4,245.60	0.47	\$9,268.41	0.76	\$8,246.45	0.68	\$12,373.28	1.02	\$14,823.70	1.07	\$6,765.94	0.45
SUBTOTAL	\$88,226.53	9.68	\$101,341.70	8.35	\$110,319.44	9.09	\$111,220.64	9.19	\$120,964.31	8.69	\$108,153.09	7.23
GRAND TOTAL EXPENDED ON LIBRARY RESOURCES ⁴	\$911,275.87	100	\$1,212,962.74	100	\$1,213,393.03	100	\$1,210,626.57	100	\$1,391,770.73	100	\$1,496,089.96	100

¹ A new category beginning with 1996/97 (retrospectively calculated for 1995/96) earlier included in the Subscriptions category.

² Until discovered in 1996/97, this category was erroneously reported as "CD ROMS"

³ A new category beginning with 1995/96. These expenditures were formerly absorbed in the Miscellaneous category.

⁴ This sum does not include any "unexpended balances" recorded on the annual ledgers.

**Thomas G. Carpenter Library
Summary Volume/Piece Inventory
1993/94-1998/99**

	HELD 6/30/94	6/30/95	6/30/96	6/30/97	6/30/98	HELD 6/30/99
PAPER VOLUMES/PIECES						
Monographs and Serials	445,513	462,028	481,981	501,611	519,278	540,453
Music Scores	5,231	5,429	5,668	5,744	5,864	5,929
Annual Reports	13,097	13,097	13,097	13,097	13,097	13,097
College Catalogs	240	240	240	240	240	240
Government Documents	134,075	137,239	139,514	140,600	143,152	145,080
	598,156	618,033	640,500	661,292	681,631	704,799
MICROFICHE PIECES						
Monographs and Serials	87,451	96,610	106,550	115,832	124,911	132,561
Music Scores	486	486	486	486	486	486
Annual Reports	105,401	107,140	108,871	110,035	110,295	110,295
College Catalogs	7,995	9,451	10,346	10,346	10,346	10,346
ERIC & Newsbank	526,163	543,002	560,970	577,634	595,116	609,053
Government Documents	353,662	358,126	357,741	353,222	357,582	356,839
	1,081,158	1,114,815	1,144,964	1,167,555	1,198,736	1,219,580
MICROFILM REELS						
Monographs and Serials	21,294	21,637	22,149	22,981	23,709	24,176
Government Documents	11,298	17,319	19,523	22,998	1,315	1,315
	32,592	38,956	41,672	45,979	25,024	25,491
MAPS						
	4,709	4,919	5,387	5,686	5,943	6,358
COMPUTER FILES						
Magnetic (Floppies, etc.)	7	7	21	23	26	25
Laser (CD ROM)	109	314	469	554	605	596
	116	321	490	577	631	621
AUDIOVISUAL MATERIALS						
Audiocassettes	208	212	201	202	211	226
Audiocassettes:CD	2,531	2,757	3,314	3,760	4,207	4,824
Audiocassettes:LP	7,033	7,037	7,095	7,098	7,098	7,135
Cards	14	14	14	14	14	11
Charts	13	13	13	13	13	11
Film Loops	0	0	0	0	0	0
Filmstrips	448	448	448	447	418	28
Games	15	14	13	13	13	6
Kits	751	754	754	750	867	794
Motion Pictures	440	381	172	150	148	122
Pictures/Portraits	15,311	16,196	18,574	19,844	20,855	21,809
Posters	43	43	43	48	48	48
Slides, Art	20,510	20,510	20,510	20,510	20,510	20,510
Slide Sets	627	621	621	621	549	300
Tests	0	0	0	0	252	257
Transparencies	11	11	11	11	11	11
Videocassettes	2,776	3,172	3,824	4,208	4,540	4,873
Videodiscs	64	64	64	64	67	68
	50,795	52,247	55,671	57,753	59,821	61,033

TECHNICAL SERVICES DIVISION

Customarily, the Technical Services Division is represented by the reports of its constituent departments which immediately follow an introductory section by the head of the division. While the pattern is preserved again this year in so far as the departmental reports are concerned, this introduction represents a slight diversion from the normal overview of divisional highlights and comprises, instead, the current writer's summary report of the collection inventory which was carried out in the past year. This was a major and, so far, unique accomplishment for the Division and the Library, and the Annual Report seems the most appropriate vehicle for permanently preserving a report of the process and the results. Please note that the departmental reports follow the two charts which accompany, and are referred to, in the paragraphs below.

INVENTORY PROJECT OVERVIEW

Between May and September 1998, the data-collection phase was accomplished for the first systematic shelf-inventory of library resources in the University's twenty-eight year existence. From October 1998 through June 1999 — on a time-available basis — the collected data was analyzed and compared with the Library's online inventory database. The following statistics and conclusions resulting from the Library's Inventory Project are now available for consideration.

The Inventory Project was not comprehensive. Of the Library's eighteen principal collections, only six were fully inventoried with another two collections being only partially surveyed. That said, of the Library's total of 639,732 barcoded resources at the time, fully 72 percent, or 459,296, are housed in the collections or sub-collections selected for inventorying, meaning that nearly three quarters of the Library's barcoded resources were included in the project. Specifically, the collections selected for inventorying were those resources that are subjected to wide-scale borrowing or other conditions of high usage, such as those in the Reference Collection, and are, consequently, thought to be more susceptible to loss or theft. Principal among the candidates for inventorying was the Library's largest collection, the 400,356-item General Collection. While it had been considered highly desirable to inventory both the Periodicals and the Documents Collections, in the end there proved to be neither enough time nor energy to do so. They will be primary candidates for a second project if the results of the one completed seem to so warrant. Finally, it should be noted, parenthetically, that the Library's extensive collections of un-barcoded resources — including microforms, archival materials, corporate

annual reports, and thousands of printed illustrations, pictures, and art slides — played no part in the Inventory Project.

While many of the Library's collections were not systematically inventoried as part of the present project, their statistics are nonetheless reflected in the following conclusions and accompanying charts. The reason for this is that, over time, and through the normal course of library operations, many resources become identified as lost or missing and are recorded as such in the online database and as part of the statistics of the respective collection. Indeed, as will be seen below, there were far more materials already known and indicated as lost or stolen than were newly revealed as missing by the inventory process itself. For comprehensiveness, all of these figures are included across all collections in order to gain a comprehensive overview of the total losses of library resources.

INVENTORY PROJECT RESULTS AND CONCLUSIONS

Of 639,732 barcoded items in all eighteen Library collections, 6,670 were already known to be lost or stolen and had been indicated as such in the online public-access catalog and in the NOTIS inventory database.

The Inventory Project revealed an additional 4,093 items to be missing from the six library collections that were fully inventoried and the two collections that were partially inventoried.

Consequently, combining the figures from the two statements immediately above, as of December 31, 1998, there were a total of 10,763 resources known to be lost or thought to be missing from all Library collections. This represents 1.68% of the Library's total barcoded resources.

Of the Library's total of 10,763 lost or missing resources, 83.6% or 9,003 items, are from the Library's General Collection which had, at the time, an inventory base of 400,356 items. This is hardly a surprising revelation even though the General Collection represents only 62.6% of the Library's total inventory base of bar-coded materials.

During the inventory, 116 items were located that had previously been indicated in the database as being lost.

An additional benefit of the inventory was the identification of almost 4,000 items in need of attention for the following reasons: not represented in the inventory item database; incorrect or incomplete call number on the spine label or no spine label at all; in need of immediate physical repair.

INVENTORY PROJECT CHARTS

The accompanying two charts further document in greater detail the results of the Inventory Project. The first chart breaks down results by library collection and the second shows results across all collections broken down by Library of Congress call number ranges.

Many thanks are due to those individuals who helped accomplish this large-scale project in such a timely manner and with so little disruption to the regular business of the Division. Thanks are especially due to members of the Cataloging and Serials Departments who worked on — and who continue to work on — the cleanup necessitated by the project. Fortunately, most of us will not be here for the next Inventory — especially if it waits for another twenty-eight years to begin!

John Martin Hein
Head, Technical Services Division

Thomas G. Carpenter Library
Technical Services Division
Inventory Report of Lost and Missing Items as of December 31, 1998
By Classification Range

CLASS	DESCRIPTION	TOTAL ITEMS	LOST/ MISSING	% OF CLASS	% OF TOTAL
	Footnotes:	(1)	(2)	(3)	(4)
A-AZ	General Works	6,655	18	0.27%	0.17%
B-BD	Philosophy	7,778	130	1.67%	1.21%
BF	Psychology	12,905	398	3.08%	3.70%
BH-BJ	Aesthetics; Ethics; Etiquette	1,420	31	2.18%	0.29%
BL	Religion (General); Mythology; Rationalism	2,441	65	2.66%	0.60%
BM	Religion - Judaism	436	9	2.06%	0.08%
BP	Religion - Islam, Bahatism, New Religions	506	20	3.95%	0.19%
BQ	Religion - Buddhism	295	5	1.69%	0.05%
BR-BX	Religion - Christianity	5,735	50	0.87%	0.46%
C-CT	Auxiliary Sciences of History (incl. Archaeology)	2,861	34	1.19%	0.32%
D	History (General)	7,171	91	1.27%	0.85%
DA	History - Great Britain; Ireland	4,636	49	1.06%	0.46%
DB	History - Austria; Hungary, Czech.; Slovakia	474	10	2.11%	0.09%
DC	History - France	1,779	23	1.29%	0.21%
DD	History - Germany	1,279	22	1.72%	0.20%
DE	History - Greco-Roman World	192	2	1.04%	0.02%
DF	History - Greece	632	8	1.27%	0.07%
DG	History - Italy; Malta	1,073	26	2.42%	0.24%
DH-DJ	History - Belgium, Luxembourg, Netherlands	79	0	0.00%	0.00%
DJK	History - Eastern Europe	165	0	0.00%	0.00%
DK	History - Russia, Former Soviets, Poland	2,324	18	0.77%	0.17%
DL	History - Scandinavia, Northern Europe	138	5	3.62%	0.05%
DP	History - Spain, Portugal	479	5	1.04%	0.05%
DR	History - Balkan Region	453	3	0.66%	0.03%
DS	History - Asia (incl. Middle East)	8,189	84	1.03%	0.78%
DT	History - Africa	2,845	39	1.37%	0.36%
DU	History - Australia, New Zealand, Oceania	527	5	0.95%	0.05%
DX	History - Roma (Gypsies)	20	0	0.00%	0.00%
E	History - United States	19,238	295	1.53%	2.74%
F1-975	History - U.S. Regional & Local	6,020	59	0.98%	0.55%
F1001-11	History - Canada	638	3	0.47%	0.03%
F1201-13	History - Mexico	599	5	0.83%	0.05%
F1401-15	History - Latin Amer.; Central America	1,263	20	1.58%	0.19%
F1601-21	History - West Indies	669	14	2.09%	0.13%
F2201-37	History - South America	1,065	9	0.85%	0.08%
G-GB	Geography; Cartography	3,334	44	1.32%	0.41%
GC	Oceanography	500	7	1.40%	0.07%
GF	Human Ecology; Anthropogeography	440	3	0.68%	0.03%

CLASS	DESCRIPTION	TOTAL ITEMS	LOST/ MISSING	% OF CLASS	% OF TOTAL
	Footnotes:	(1)	(2)	(3)	(4)
GN	Anthropology	2,033	18	0.89%	0.17%
GR-GT	Folklore; Manners & Customs	996	27	2.71%	0.25%
GV	Sports; Recreation; Leisure	5,043	212	4.20%	1.97%
H	Social Sciences (General)	2,713	13	0.48%	0.12%
HA	Statistics (Soc. Sci. Data & Methods)	1,444	35	2.42%	0.33%
HB-HD	Economics	38,248	410	1.07%	3.81%
HE	Transportation; Communications	2,583	27	1.05%	0.25%
HF	Commerce; Bus. Admin. (incl. Accounting)	16,957	506	2.98%	4.70%
HG	Finance; Banking; Investing	9,445	286	3.03%	2.66%
HJ	Government Finance; Taxation	1,993	18	0.90%	0.17%
HM	Sociology (General)	5,713	88	1.54%	0.82%
HN	Social History, Problems & Reform	3,662	25	0.68%	0.23%
HQ	Family, Marriage, Sex & Gender	9,997	270	2.70%	2.51%
HS	Societies and Clubs	125	8	6.40%	0.07%
HT	Urban & Rural Sociology; Ethnicity	2,777	19	0.68%	0.18%
HV	Social Services; Welfare; Criminology	11,392	368	3.23%	3.42%
HX	Socialism; Communism; Utopias; Anarchism	2,199	23	1.05%	0.21%
J-JC	Political Science; The State	4,951	41	0.83%	0.38%
JF-JQ	Constitutional History & Administration	6,580	74	1.12%	0.69%
JS	Local & Municipal Government	758	10	1.32%	0.09%
JV	Colonization; Emigration; Immigration	485	2	0.41%	0.02%
JX,JZ	International Law & Relations	2,578	11	0.43%	0.10%
K	Law (General)	3,389	1	0.03%	0.01%
KB-KE,KG	Law - Foreign (inclu. Ancient)	720	3	0.42%	0.03%
KF	Law - United States	13,305	222	1.67%	2.06%
L	Education (General)	2,198	15	0.68%	0.14%
LA	Education - History	2,263	32	1.41%	0.30%
LB	Education - Theory and Practice	16,375	519	3.17%	4.82%
LC	Education - Special	5,704	148	2.59%	1.38%
LD-LJ	Education - Institutions & Fraternities	513	11	2.14%	0.10%
LT	Education - Textbooks (see also class Y)	4	0	0.00%	0.00%
M	Music - Scores & LPs (not CDs)	15,052	126	0.84%	1.17%
ML	Music - History & Criticism	8,765	149	1.70%	1.38%
MT	Music - Instruction & Study	1,438	53	3.69%	0.49%
N	Visual Arts (General)	6,064	95	1.57%	0.88%
NA	Architecture	1,692	23	1.36%	0.21%
NB-NE	Painting; Sculpture; Print Media	6,108	165	2.70%	1.53%
NK	Decorative & Applied Arts	1,218	24	1.97%	0.22%
NX	The Arts in General; The Humanities	1,075	15	1.40%	0.14%
P	Philology & Linguistics	2,732	26	0.95%	0.24%
PA	Classical Languages & Literature	2,315	33	1.43%	0.31%
PB1-431	Modern European Languages (General)	539	0	0.00%	0.00%
PB1001-	Celtic Languages & Literature	77	3	3.90%	0.03%
PC	Romance Languages	621	9	1.45%	0.08%

CLASS	DESCRIPTION	TOTAL ITEMS	LOST/ MISSING	% OF CLASS	% OF TOTAL
	Footnotes:	(1)	(2)	(3)	(4)
PD,PF	Germanic & Scandinavian Languages	182	5	2.75%	0.05%
PE	English Language	2,814	87	3.09%	0.81%
PG-PH	All Other European Languages & Literature	1,841	33	1.79%	0.31%
PJ-PM	African, Asian, Amer. Indian Langs. & Lit.	1,852	38	2.05%	0.35%
PN	Literary History & Collections; Journalism	17,655	297	1.68%	2.76%
PQ	Literature - Romance Languages	10,702	104	0.97%	0.97%
PR	Literature - English (all except U.S.)	24,482	439	1.79%	4.08%
PS	Literature - United States	24,436	650	2.66%	6.04%
PT	Literature - Germanic Languages	3,071	50	1.63%	0.46%
PZ	Children's Literature (see also YPZ)	48	0	0.00%	0.00%
Q	Science, General	4,175	35	0.84%	0.33%
QA1-63	Mathematics (General, incl. Tables)	5,016	37	0.74%	0.34%
QA71-99	Calculating Devices & Computer Science	6,271	251	4.00%	2.33%
QA101-	Mathematics -- All Other Topics	5,880	125	2.13%	1.16%
QB	Astronomy	951	31	3.26%	0.29%
QC	Physics	3,902	48	1.23%	0.45%
QD	Chemistry	6,540	62	0.95%	0.58%
QE	Geology (incl. Paleontology)	769	13	1.69%	0.12%
QH	Natural History; Biology; Ecology	7,534	98	1.30%	0.91%
QK	Botany	1,796	18	1.00%	0.17%
QL	Zoology	3,942	100	2.54%	0.93%
QM-QP	Physiology & Human Anatomy	5,200	60	1.15%	0.56%
QR	Microbiology	1,227	23	1.87%	0.21%
R	Medicine (General)	2,180	34	1.56%	0.32%
RA	Public Health	4,195	83	1.98%	0.77%
RB	Pathology	614	3	0.49%	0.03%
RC	Internal Medicine; Sports Medicine	10,624	269	2.53%	2.50%
RD-RL	Surgery and Medical Specializations	4,159	102	2.45%	0.95%
RM-RS	Pharmacology; Dietetics; Physical Therapy	1,529	50	3.27%	0.46%
RT	Nursing	3,651	80	2.19%	0.74%
RX-RZ	Other Systems of Medicine	52	0	0.00%	0.00%
S-SK	Agriculture; Forestry; Animal Culture	1,750	50	2.86%	0.46%
T	Technology (General)	2,459	17	0.69%	0.16%
TA	Engineering (General & Civil)	1,693	31	1.83%	0.29%
TC	Hydraulic & Ocean Engineering	111	3	2.70%	0.03%
TD	Environmental Technology (incl. Sanitary Eng.)	916	17	1.86%	0.16%
TE-TG	Highway, Railroad, Bridge Engineering	332	2	0.60%	0.02%
TH	Building Construction	940	47	5.00%	0.44%
TJ	Mechanical Engineering	869	16	1.84%	0.15%
TK	Electrical, Computer, Nuclear Engineering	3,777	132	3.49%	1.23%
TL	Motor Vehicles; Air & Space Technology	780	39	5.00%	0.36%
TN	Mining & Metallurgy	435	2	0.46%	0.02%
TP	Chemical Technology & Engineering	1,073	19	1.77%	0.18%
TR	Photography	1,986	73	3.68%	0.68%

CLASS	DESCRIPTION	TOTAL ITEMS	LOST/ MISSING	% OF CLASS	% OF TOTAL
	Footnotes:	(1)	(2)	(3)	(4)
TS	Manufacturing Technology	1,201	28	2.33%	0.26%
TT	Handicrafts; Arts & Crafts	567	51	8.99%	0.47%
TX	Home Economics; Food Sciences; Hospitality	1,225	62	5.06%	0.58%
U	Military Science	2,376	46	1.94%	0.43%
V	Naval Science	533	20	3.75%	0.19%
X	UNF Masters Theses	1,077	14	1.30%	0.13%
YA-YO,Y	Curriculum Materials	10,178	137	1.35%	1.27%
YPZ	Children's Literature	3,439	121	3.52%	1.12%
Z	Bibliography & Library Science	10,384	136	1.31%	1.26%
SuDoc	U.S. Federal Documents	64,610	224	0.35%	2.08%
FlaDoc	State of Florida Documents	11,197	37	0.33%	0.34%
All Other	Fastcat, Leisure, CDs, non-LC Media	16,442	442	2.69%	4.11%
Totals		639,732	10,763	1.68%	100.00%
	Footnotes:	(1)	(2)	(3)	(4)

(1) Total items as represented by Item Records in the UNF NOTIS database for all collections on or about 12/31/1998. Includes audio-visual resources; excludes microfilm and microfiche.

(2) Lost/Missing items from 1972 through 1998 inclusive. Lost items are those that were already so designated in the UNF NOTIS database. Missing items are those that were not accounted for during the formal inventory which took place between April and Sept. 1998. Of the total of 10,763 lost/missing items, 6,671 were already recorded as lost and 4,092 were revealed as missing through the inventory process.

(3) Percentage of missing items in the classification range in relation to the total items in the class -- i.e. missing in class divided by total items in class times 100.

(4) Percentage of missing items in the classification range in relation to the total number of missing items for all classifications -- i.e. missing in class divided by total items missing times 100.

Thomas G. Carpenter Library
Technical Services Division
Inventory Report of Lost and Missing Items as of December 31, 1998
By Library Collection

COLLECTION	TOTAL ITEMS	LOST/ MISSING	% OF COL- LECTION	% OF TOTAL
* Footnotes	(1)	(2)	(3)	(4)
Acquisitions Dept *	1	0	0.00%	0.00%
Atlas Collection *	194	2	1.03%	0.02%
Bibliography Coll *	1,499	0	0.00%	0.00%
Cataloging Dept *	1,213	1	0.08%	0.01%
Curriculum Coll:				
Children's Literature	3,439	121	3.52%	1.12%
All Other Items *	10,178	137	1.35%	1.27%
Documents Colls *	75,591	261	0.35%	2.42%
Documents Dept *	431	0	0.00%	0.00%
Fastcat	4,802	118	2.46%	1.10%
General Coll	400,356	9,003	2.25%	83.65%
Index/Abst Coll *	7,662	0	0.00%	0.00%
Leisure Reading	785	202	25.73%	1.88%
Map Collection *	1,264	0	0.00%	0.00%
Media Dept Colls:				
Audiocassette	290	17	5.86%	0.16%
Audiocd:cd*	4,863	0	0.00%	0.00%
Audiocd:LP	6,989	49	0.70%	0.46%
ComputerFile	32	14	43.75%	0.13%
FilmLoop	21	0	0.00%	0.00%
Filmstrip	80	2	2.50%	0.02%
Kit	35	0	0.00%	0.00%
MotionPicture	148	8	5.41%	0.07%
RefBooks	175	11	6.29%	0.10%
SlideSet	324	15	4.63%	0.14%
Score	8,252	88	1.07%	0.82%
TextsWithAV	797	10	1.25%	0.09%
Transparency	24	1	4.17%	0.01%
Videocassette	5,543	37	0.67%	0.34%
Videodisc	77	1	1.30%	0.01%
Oversize Coll	1,532	79	5.16%	0.73%
Periodicals Coll *	75,119	0	0.00%	0.00%
Permanent Reserve	455	19	4.18%	0.18%
Reference Coll	25,140	566	2.25%	5.26%
Serials Dept *	36	0	0.00%	0.00%
Special Colls *	2,385	1	0.04%	0.01%
Totals	639,732	10,763	1.68%	100.00%

Footnotes (1) (2) (3) (4)

* Collection not inventoried. See footnote (2).

- (1) Total items as represented by Item Records in the UNF NOTIS database on or about 12/31/1998. Includes audio-visual resources; excludes microfilm and microfiche.
- (2) Lost/Missing items from 1972 through 1998 inclusive. Lost items are those that were already so designated in the UNF NOTIS database. Missing items are those that were not accounted for during the formal inventory which took place between April and Sept. 1998. Of the total of 10,763 lost/missing items, 6,671 were already recorded as lost and 4,092 were revealed as missing through the inventory process.
- (3) Percentage of missing items in the collection in relation to the total items in the collection -- i.e. missing in collection divided by total items in collection times 100.
- (4) Percentage of missing items in the collection in relation to the total number of missing items for all collections -- i.e. missing in collection divided by total items missing times 100.

**Thomas G. Carpenter Library
Acquisitions and Serials Departments
1998/1999 Resources Budget Disbursements**

MATERIALS: CONTINUATIONS	FISCAL YEAR 1998/99	% OF TOTAL EXPENDED	% OF TOTAL EXPENDED ON MATERIALS	\$ CHANGE FROM 1997/98	% CHANGE FROM 1997/98	FISCAL YEAR 1997/98
CD ROMS	\$52,515.00	3.51%	3.78%	(\$26,910.81)	-33.88%	\$79,425.81
NEWSPAPERS	\$7,083.30	0.47%	0.51%	\$64.73	0.92%	\$7,018.57
REMOTE DATABASES	\$33,581.00	2.24%	2.42%	(\$7,290.25)	-17.84%	\$40,871.25
SERVICES	\$62,767.03	4.20%	4.52%	\$9,389.84	17.59%	\$53,377.19
STANDING ORDERS	\$65,191.76	4.36%	4.70%	\$4,061.44	6.64%	\$61,130.32
SUBSCRIPTIONS	\$477,669.79	31.93%	34.42%	\$47,039.63	10.92%	\$430,630.16
SUBS-MICROFORM	\$54,639.56	3.65%	3.94%	\$4,318.62	8.58%	\$50,320.94
SUBTOTAL	\$753,447.44	50.36%	54.29%	\$30,673.20	4.24%	\$722,774.24
MATERIALS: NON-CONTINUATIONS						
AUDIO-VISUALS	\$66,648.69	4.45%	4.80%	\$3,019.40	4.75%	\$63,629.29
BACKFILES-ALL FORMATS	\$13,440.89	0.90%	0.97%	\$8,297.89	161.34%	\$5,143.00
BOOKS-APPROVAL	\$421,901.38	28.20%	30.40%	\$51,962.59	14.05%	\$369,938.79
BOOKS-ORDERED	\$101,871.17	6.81%	7.34%	\$24,584.91	31.81%	\$77,286.26
CURRICULUM	\$17,077.15	1.14%	1.23%	\$797.32	4.90%	\$16,279.83
DOCUMENTS	\$1,300.00	0.09%	0.09%	\$1,105.52	568.45%	\$194.48
MISCELLANEOUS	\$8,989.91	0.60%	0.65%	\$4,806.80	114.91%	\$4,183.11
SOFTWARE	\$3,260.24	0.22%	0.23%	(\$8,117.18)	-71.34%	\$11,377.42
SUBTOTAL	\$634,489.43	42.41%	45.71%	\$86,457.25	15.78%	\$548,032.18
TOTAL MATERIALS	\$1,387,936.87	92.77%	100.00%	\$117,130.45	9.22%	\$1,270,806.42
PROCESSING						
BINDING-BOOKS	\$10,304.91	0.69%	NA	(\$312.82)	-2.95%	\$10,617.73
BINDING-JOURNALS	\$21,051.67	1.41%	NA	(\$3,182.39)	-13.13%	\$24,234.06
POSTAGE, HANDLING	\$28,303.76	1.89%	NA	(\$525.24)	-1.82%	\$28,829.00
SOLINET	\$41,726.81	2.79%	NA	(\$733.01)	-1.73%	\$42,459.82
SUPPLIES	\$6,765.94	0.45%	NA	(\$8,057.76)	-54.36%	\$14,823.70
SUBTOTAL	\$108,153.09	7.23%	NA	(\$12,811.22)	-10.59%	\$120,964.31
UNSPENT BALANCE	\$81.04	0.01%	NA	\$69.85	624.22%	\$11.19
TOTAL	\$1,496,171.00	100.00%	NA	\$104,389.08	7.50%	\$1,391,781.92

* Comprised of \$1,480,421 State allocation and \$15,750 recovered from patrons for lost and damaged materials. This total does not include special acquisitions made through University Foundation-monitored funds (Institute of Police Technology & Management and the Library Acquisitions Gift Fund)

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

Thomas G. Carpenter Library
VOLUME/PIECE Inventory by Type of Material
1998/1999

	HELD 7/1/98	ADD	WITHDRAW	HELD 6/30/99
PAPER VOLUMES/PIECES				
Monographs and Serials	519,278	21,952	777	540,453
Music Scores	5,864	67	2	5,929
Annual Reports	13,097	2,000	2,000	13,097
College Catalogs	240	0	0	240
Government Documents	143,152	7,437	5,509	145,080
	681,631	31,456	8,288	704,799
MICROFICHE PIECES				
Monographs and Serials	124,911	7,650	0	132,561
Music Scores	486	0	0	486
Annual Reports	110,295	0	0	110,295
College Catalogs	10,346	0	0	10,346
ERIC & Newsbank	595,116	13,937	0	609,053
Government Documents	357,582	3,161	3,904	356,839
	1,198,736	24,748	3,904	1,219,580
MICROFILM REELS				
Monographs and Serials	23,709	467	0	24,176
Government Documents	1,315	0	0	1,315
	25,024	467	0	25,491
MAPS (Cataloged & Uncataloged)	5,943	519	104	6,358
COMPUTER FILES				
Magnetic (Floppies, etc.)	26	1	2	25
Laser (CD ROM)	605	152	161	596
	631	153	163	621
AUDIOVISUAL MATERIALS				
Audiocassettes	211	33	18	226
Audi discs: CD	4,207	619	2	4,824
Audi discs: LP	7,098	37	0	7,135
Cards	14	0	3	11
Charts	13	0	2	11
Film Loops	0	0	0	0
Filmstrips	418	0	390	28
Games	13	0	7	6
Kits	867	5	78	794
Motion Pictures	148	0	26	122
Pictures/Portraits	20,855	954	0	21,809
Posters	48	0	0	48
Slides, Art	20,510	0	0	20,510
Slide Sets	549	5	254	300
Tests	252	5	0	257
Transparencies	11	0	0	11
Videocassettes	4,540	647	314	4,873
Videodiscs	67	1	0	68
	59,821	2,306	1,094	61,033

Thomas G. Carpenter Library
TITLE Inventory by Type of Material
1998/1999

	HELD 7/1/98	ADD	WITHDRAW	HELD 6/30/99
PAPER VOLUMES/PIECES				
Monographs and Serials	382,924	15,866	248	398,542
Music Scores	3,614	56	2	3,668
Annual Reports*	0	0	0	0
College Catalogs*	0	0	0	0
Government Documents*	0	0	0	0
	386,538	15,922	250	402,210
 MICROFICHE PIECES				
Monographs and Serials+	47	1	0	48
Music Scores	3	0	0	3
Annual Reports*	0	0	0	0
College Catalogs*	0	0	0	0
ERIC & Newsbank*	0	0	0	0
Government Documents*	0	0	0	0
	50	1	0	51
 MICROFILM REELS				
Monographs and Serials+	229	1	0	230
Government Documents*	0	0	0	0
	229	1	0	230
 MAPS (Cataloged Only)				
	483	65	0	548
 COMPUTER FILES				
Magnetic (Floppies, etc.)	26	1	2	25
Laser (CD ROM)	147	14	3	158
	173	15	5	183
 AUDIOVISUAL MATERIALS				
Audiocassettes	219	35	13	241
Audiocassettes: CD	3,851	554	2	4,403
Audiocassettes: LP	6,809	26	0	6,835
Cards	14	0	3	11
Charts	4	0	1	3
Film Loops	0	0	0	0
Filmstrips	389	0	305	84
Games	12	0	8	4
Kits	246	3	43	206
Motion Pictures	147	0	21	126
Pictures/Portraits*	0	0	0	0
Posters	17	0	0	17
Slides, Art*	0	0	0	0
Slide Sets	341	5	119	227
Tests	143	5	0	148
Transparencies	11	0	0	11
Videocassettes	1,965	451	188	2,228
Videodiscs	65	1	0	66
	14,233	1,080	703	14,610

* Title counts are not currently maintained for these categories.

+ Microform serials are usually recorded as hard-copy titles.

Thomas G. Carpenter Library
VOLUME/PIECE Inventory by Library Collection
1998/1999

	HELD 7/1/98	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1998/99	WITHDRW 1998/99	HELD 6/30/99
ANNUAL REPORTS						
PAPER	13,097	0	13,097	2,000	2,000	13,097
MICROFICHE	110,295	0	110,295	0	0	110,295
ATLAS COLLECTION	192	1	193	14	0	207
BIBLIOGRPHY COLL	1,399	0	1,399	0	2	1,397
CATALOGING DEPT						
PAPER	1,210	-15	1,195	14	3	1,206
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
PAPER	240	0	240	0	0	240
MICROFICHE	10,346	0	10,346	0	0	10,346
CURRICULUM COLL						
AUDIOCASSETTE	50	0	50	8	11	47
CARD	14	0	14	0	3	11
CHART	12	0	12	0	2	10
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	176	0	176	0	162	14
GAME	13	0	13	0	7	6
KIT	841	0	841	1	78	764
POSTER	48	0	48	0	0	48
REALIA	0	0	0	0	0	0
RECORD	178	0	178	30	0	208
SLIDE SET	4	0	4	0	4	0
TEST	252	0	252	5	0	257
PAPER	12,296	31	12,327	716	33	13,010
VIDEOCASSETTE	6	0	6	0	1	5
DOCUMENTS COLL						
FLORIDA DOCS	18,220	0	18,220	1,084	453	18,851
FEDERAL DOCS:						
PAPER	124,932	0	124,932	6,353	5,056	126,229
CDROM	343	0	343	12	0	355
MICROFICHE	357,582	0	357,582	3,161	3,904	356,839
MICROFILM	1,315	0	1,315	0	0	1,315
DOCUMENTS DEPT						
PAPER	781	0	781	21	2	800
CDROM	3	0	3	0	0	3
MICROFICHE	33	0	33	0	0	33
MICROFILM	924	0	924	0	0	924
ERIC FICHE	547,439	0	547,439	13,203	0	560,642
FASTCAT	4,136	-331	3,805	1,364	2	5,167
GENERAL COLL						
PAPER	392,522	921	393,443	14,055	189	407,309
MICROFICHE	11,630	0	11,630	16	0	11,646
MICROFILM	1,236	0	1,236	80	0	1,316

	HELD 7/1/98	NET TRNSFRS	ADJUSTED TOTAL	ADDED 1998/99	WITHDRW 1998/99	HELD 6/30/99
INDEX/ABST COLL						
PAPER	7,714	0	7,714	66	0	7,780
MICROFICHE	3,470	0	3,470	0	0	3,470
MICROFILM	70	0	70	0	0	70
LEISURE READING	811	-256	555	300	0	855
MAP COLLECTION						
CATALOGED	677	0	677	75	0	752
UNCATALOGED	5,266	0	5,266	444	104	5,606
MEDIA DEPT COLLS						
AUDIOCASSETTE	161	0	161	25	7	179
AUDIODISC:CD	4,207	-1	4,206	619	1	4,824
AUDIODISC:LP	6,920	0	6,920	7	0	6,927
CHART	1	0	1	0	0	1
COMPUTER FILE	26	-2	24	1	0	25
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	242	0	242	0	228	14
GAME	0	0	0	0	0	0
KIT	26	0	26	4	0	30
MOTION PICTURE	148	0	148	0	26	122
PICTURE, FLAT	20,855	0	20,855	954	0	21,809
POSTER	0	0	0	0	0	0
REF BOOKS	59	-30	29	4	4	29
SLIDE, ART	20,510	0	20,510	0	0	20,510
SLIDE SET	545	0	545	5	250	300
SCORE	5,115	-2	5,113	67	0	5,180
SCORE, MINI	749	0	749	0	0	749
SCORE, MFICHE	486	0	486	0	0	486
TEXT WITH AV	415	0	415	2	3	414
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	4,534	0	4,534	647	313	4,868
VIDEODISC	67	0	67	1	0	68
NEWSBANK FICHE	47,677	0	47,677	734	0	48,411
OVERSIZE COLL	1,419	6	1,425	38	3	1,460
PERIODICLS COLL						
PAPER	69,240	2	69,242	2,296	55	71,483
PAPER, TEMPBND	1,055	0	1,055	86	36	1,105
MICROFICHE	105,178	0	105,178	7,354	0	112,532
MICROFILM	21,276	0	21,276	387	0	21,663
PERMANNT RESERVE	329	0	329	30	1	358
REFERENCE COLL						
PAPER	23,610	-342	23,268	2,676	442	25,502
CDROM	259	2	261	138	161	238
MICROFICHE	4,598	0	4,598	280	0	4,878
MICROFILM	203	0	203	0	0	203
SERIALS DEPT	35	0	35	3	0	38
SPECIAL COLLS						
RARE BOOKS	1,377	-1	1,376	241	1	1,616
THESES & BOXED	678	18	696	22	1	717

Thomas G. Carpenter Library
TITLE Inventory by Library Collection
1998/1999

	HELD 7/1/98	NET TRANSFERS	ADJUSTED TOTAL	ADDED 1998/99	WITHDRW 1998/99	HELD 6/30/99
ANNUAL REPORTS						
PAPER*						
MICROFICHE*						
ATLAS COLLECTION	192	1	193	12	0	205
BIBLIOGRPHY COLL	67	0	67	0	0	67
CATALOGING DEPT						
PAPER	188	-15	173	9	1	181
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
PAPER*						
MICROFICHE*						
CURRICULUM COLL						
AUDIOCASSETTE	37	0	37	8	8	37
CARD	14	0	14	0	3	11
CHART	3	0	3	0	1	2
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	151	0	151	0	142	9
GAME	12	0	12	0	8	4
KIT	229	0	229	1	43	187
POSTER	17	0	17	0	0	17
REALIA	0	0	0	0	0	0
RECORD	144	0	144	25	0	169
SLIDE SET	2	0	2	0	2	0
TEST	143	0	143	5	0	148
PAPER	7,150	9	7,159	702	6	7,855
VIDEOCASSETTE	5	0	5	0	1	4
DOCUMENTS COLL						
FLORIDA DOCS*						
FEDERAL DOCS:						
PAPER*						
CDROM	120	0	120	9	0	129
MICROFICHE*						
MICROFILM*						
DOCUMENTS DEPT						
PAPER	119	0	119	10	0	129
CDROM	2	0	2	0	0	2
MICROFICHE	1	0	1	0	0	1
MICROFILM	68	0	68	0	0	68
ERIC FICHE*						
FASTCAT*						
GENERAL COLL						
PAPER	359,335	106	359,441	14,187	126	373,502
MICROFICHE	24	0	24	1	0	25
MICROFILM	137	0	137	1	0	138

	HELD 7/1/98	NET TRNSFRS	ADJUSTED TOTAL	ADDED 1998/99	WITHDRW 1998/99	HELD 6/30/99
INDEX/ABST COLL						
PAPER	272	0	272	1	0	273
MICROFICHE	1	0	1	0	0	1
MICROFILM	3	0	3	0	0	3
LEISURE READING*						
MAP COLLECTION						
CATALOGED	483	0	483	65	0	548
UNCATALOGED*						
MEDIA DEPT COLLS						
AUDIOCASSETTE	182	0	182	27	5	204
AUDIODISC:CD	3,851	-1	3,850	554	1	4,403
AUDIODISC:LP	6,665	0	6,665	1	0	6,666
CHART	1	0	1	0	0	1
COMPUTER FILE	26	-2	24	1	0	25
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	238	0	238	0	163	75
GAME	0	0	0	0	0	0
KIT	17	0	17	2	0	19
MOTION PICTURE PICTURE, FLAT*	147	0	147	0	21	126
POSTER	0	0	0	0	0	0
REF BOOK	32	-9	23	0	1	22
SLIDE, ART*						
SLIDE SET	339	0	339	5	117	227
SCORE	3,508	-2	3,506	56	0	3,562
SCORE, MINI	106	0	106	0	0	106
SCORE, MFICHE	3	0	3	0	0	3
TEXT WITH AV	393	0	393	2	2	393
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	1,960	0	1,960	451	187	2,224
VIDEODISC	65	0	65	1	0	66
NEWSBANK FICHE*						
OVERSIZE COLL	1,333	0	1,333	43	3	1,373
PERIODICLS COLL						
PAPER	4,093	-1	4,092	102	11	4,183
PAPER, TEMPBND	0	0	0	0	0	0
MICROFICHE	8	0	8	0	0	8
MICROFILM	19	0	19	0	0	19
PERMANNT RESERVE	110	0	110	2	0	112
REFERENCE COLL						
PAPER	8,803	-97	8,706	700	98	9,308
CDROM	25	2	27	3	3	27
MICROFICHE	11	0	11	0	0	11
MICROFILM	2	0	2	0	0	2
SERIALS DEPT	24	0	24	2	0	26
SPECIAL COLLS						
RARE BOOKS	654	0	654	88	0	742
THESES & BOXED	159	11	170	1	0	171

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

ACQUISITIONS DEPARTMENT

Fiscal year 1998/99 brought our second largest resources budget ever. From last year's \$1,391,782 we climbed to \$1,496,171, an increase of 7.5%. This included the regular Book OCO budget of \$1,467,014, a special trustees' allocation of \$13,407 solely for books in physics and health administration, and \$15,750 from billings for lost and damaged materials. While it didn't allow us to purchase everything the faculty would like, it certainly helped to enhance our collection and contribute to overflowing shelves.

BUDGET

Our resources were spent in the following manner: subscriptions, \$753,447; binding, \$31,357; serial backfiles, \$13,441; monographs, \$523,773; curriculum, \$17,077; A/V, \$66,649; documents, \$1,300; maps, \$1925; on-line computer services, \$1200; document delivery, \$5434; cataloging expenses, \$41,727; staff software, \$3,260; supplies, \$6,766; and postage, freight, & serial service charges, \$28,304. Limited funds were also spent on miscellaneous needs such as desk copies.

PURCHASING

As usual, we purchased most of our new monographs through Blackwell's Book Services Approval Program. Profile enhancements helped reduce this year's return rate from 5% to 2%. Form selection titles represented nearly half of the program, as we purchased many of our medical, scientific, technical, and reference books through this process.

Most of our firm order monographs were bought from Ingram and in special publishers' sales. We also used The Book House for children's books, our special allocation for physics and health administration, and hard-to-get titles. This year's firm order cost increase of nearly \$9.00 per volume is due to the increased number of science, health, and reference titles purchases.

<u>Approval</u>	<u>Volumes</u>	<u>Returns</u>	<u>Kept</u>	<u>Cost</u>	<u>Cost/vol.</u>
Regular	7,501	239	7,262	\$218,556	\$30.09
Forms	<u>5,804</u>	<u>31</u>	<u>5,773</u>	<u>\$203,346</u>	<u>\$35.22</u>
Subtotal	13,305	270	13,035	\$421,902	\$32.37
<u>Firm orders</u>	3,558	031	3,527	\$101,871	\$28.88
Totals	16,863	301	16,562	\$523,773	\$31.62

Our average per volume cost increases each year, but still compares favorably with the average cost of North American academic books, \$51.00, as cited in the 1999 *Bowker Annual*.

GIFTS

Much of the first quarter was spent eliminating the gift backlog in preparation for the book sale in October. Since we hadn't had one in several years, it was a sizable event. Sandra Nojiri-Howarth from Acquisitions and Caryn Bush from Reference agreed to co-chair the event. After it was over, and our shelves were cleared, Bruce Latimer volunteered to take over the receipt and gift review functions in the Documents Department. Since it requires a considerable amount of staff time in order to search and review each gift, we were very grateful to be able to transfer this function to Documents. Acquisitions will continue to handle the final stages of preparation for those volumes chosen for the collection.

We received over 2,000 gifts this year and kept nearly 50%. This was because a number of them were specially selected items from a collection offered by the University of Florida, which was undertaking a major weeding project. Philosophy was one of the targeted areas, and collection development selector Angela Randtke selected several hundred volumes in that field. Other notable donors included the Florida Publishing Company and Professor Emeritus Bill Roach. We are also grateful to Linda Smith and Mrs. Valarie Lockwood for their continued support of Special Collections needs in local and Florida history.

PROCESSING

For several years now, processing in acquisitions has primarily consisted of affixing spine labels to most books, full processing for reference materials, and certain customized routines for other collections. The property stamping, tattletape stripping, and date due application functions for the General Collection books were moved to the Circulation Department some time ago. In May 1998 however, when Circulation was so completely swamped with book returns, we took back all processing functions. It worked fairly well until this past May 1999, when student turnover and scheduling problems resulted in a 4-6 weeks arrearage. We have been reluctant to send these tasks back to Circulation in light of their two staff vacancies, including the student supervisor, but we may be forced to reconsider in the future when things are more stable. In the meantime, we cope by providing special rush service when necessary.

PERSONNEL

Career service staffing remained stable this year, with no turnover in our two positions. Eddie Jones completed two years of service this March and Sandra Nojiri-Howarth completed a year and a half in May. The major problems we experienced were with the

student assistant position, which handles the physical processing of books for the shelves. After we lost our long-time student, Thuan Phan, following her graduation from UNF, we have had several new students who left after relatively short terms of employment. We need to offer more competitive salaries and either employ more students or consider moving some of the processing functions back to the Circulation Department.

Sheila Mangum

Head, Acquisitions Department

SERIALS DEPARTMENT

The Serials Department spent a productive year acquiring new print and electronic resources, migrating to a Windows environment, and starting holdings and digitization projects. This was due in large part to a stable and very skilled staff, and to excellent technical support.

ACQUISITIONS

The Serials Selection Committee authorized \$34,000 for new serials acquisitions this year, the largest amount budgeted in the last two decades. We ordered \$11,000 of new print journals, supporting new ventures in the Colleges of Health and Education. We upgraded many of our CD-ROM databases to Web access, providing more timely access and completeness of data to our patrons. We acquired several major titles, including *Newsbank Expanded Reference Service*, and *Moody's Manuals on Microfiche*, a complete run of five Moody's titles dating back to the early 1900s. The health professions were supported with the *UMI Proquest Medical Database*, providing fulltext articles to over 90 journals. We ordered several business databases, including *BNA's Policy and Practice Series* and upgraded the *National Trade Data Bank* to Web access. We have seen a decrease in the number of business and legal updates that we are receiving in paper, with the concurrent rise in database use.

John Hein continued to upgrade the department's computer tools. He migrated our check-in procedures to a Windows environment, and developed several time saving macros to make check-in and new record creation much easier and quicker. Tracey Britton updated all posting procedures as we filled a vacancy in the department. We improved procedures for posting our Faxon invoice on NOTIS, and now have timely access to financial information in the Library OPAC.

CATALOGING

Cataloging efforts centered on barcoding projects, current cataloging, and inventory cleanup. Lien Phan completed an item record creation project in the Reference Department. She barcoded several large legal sets, and edited files for item record creation. This completed a long term project to barcode all serials volumes in the Reference Collection. The project was completed in time for a general library inventory. Bob Farnsworth continued to keep all serials cataloging up to date, and absorbed a large amount of documents cataloging. We noticed an increase in title changes as companies merged and

products were repackaged. This was particularly evident with the business and legal services. Cataloging efforts increased as well as time spent contacting appropriate vendors and publishers.

The library inventory project and compilation of a large gift occupied the staff. When inventoried items were reported missing, holdings records were changed, lacking lists updated, and appropriate searches initiated. We also started to create holdings statements for a large gift of journal backfiles. We examined journal runs and compiled summary holdings. It is planned that these will be compiled in a spreadsheet, then offered to our sister institutions and other libraries.

PRESERVATION

Preservation efforts centered on binding, environmental concerns, and a nascent digitization project. After much discussion, we decided to move our binding work from Mid Atlantic Bindery to Southeast Bindery. Both are owned by the ICI Binderies, but Southeast is closer, and we anticipate a higher quality of work.

We cleaned up some small disasters, including a roof leak that "showed up" in the Periodicals Collection on the third floor. The results of an air quality study revealed problem areas with our heating and air conditioning system. Ducts were vacuumed, filters cleaned, and registers opened and/or restored to operating conditions. The result was a much cleaner building, and more stable temperature and humidity.

We continued preservation outreach to the community. Vicki Stanton was selected by Solinet for a "Train the Trainer" workshop on disaster preparedness. The public continued to have preservation questions, and we suggested techniques and sources for problems with mold, mildew, and book repair. We participated in development of the Florida Heritage Project, a cooperative digitization project with the participation of all ten SUS libraries. The Florida Heritage Project will offer access to books and print materials devoted to the State of Florida. We look forward to viewing a prototype of the Web site, then providing access to Florida citizens.

Vicki T. Stanton
Head, Serials Department

**Thomas G. Carpenter Library
Serials Department
1998/1999**

Serials Orders Placed and Received

	Held 6/30/98	Net Change 1998/1999	Held 6/30/99
Subscriptions			
Newspapers	17	1	18
Periodicals	2,278	64	2,342
Business & Legal Services	75	-1	74
Microfilm	124	0	124
Free/Gift	147	-2	145
Standing Orders	340	1	341
Total	2,981	63	3,044

Check-In Workload: Number Of Items

	1997/98	Change	1998/99
Periodicals and Serials			
Current issues	22,575	-1,197	21,378
Back issues	43	-26	17
Backfile vols (incl micro)	52	9,108	9160
Microfilm reels	414	-41	373
Microfiches	33,048	-11,334	21,714
Gifts received	2,708	-380	2,328
Gifts retained	1,072	-863	209
CD-ROMS	104	65	169
Standing Orders	2,015	445	2,460
Claims	2,160	-328	1,832
Total	64,191	-4,551	59,640

Bindery Statistics

	1997/98	Change	1998/99
New Books	375	-30	345
Rebound Books	1,070	373	1,443
Periodicals	2,935	-364	2,571
Theses	159	-2	157
Total	4,539	-23	4,516

Preservation Statistics
Number of Items by Type of Repair

	1997/98	Change	1998/99
Boxes Made	5	0	5
Covers Repaired	99	52	151
Enclosures Made	14	0	14
Folders Made	20	1	21
Hinges Repaired	97	99	196
Jewel Cases Processed	95	13	108
New Cases Made	95	-53	42
Pages Tipped In	246	25	271
Pamphlet Binding	387	-93	294
Pockets Made	30	-9	21
Replace End Papers	60	17	77
Recasings	95	37	132
Spines Repaired	134	5	139
Torn Pages Mended	156	0	156
Trimmed Pages	19	19	38
Other Types of Repairs	71	12	83
Total	1,623	125	1,748

Replacement of Missing Pages, 1998/1999*

Monographs Titles(Pages)	Class	Periodicals Titles(Pages)
-	A	2 (4)
3 (10)	B & C	8 (74)
1 (12)	D	1 (8)
1 (4)	E	-
-	F	-
1 (2)	G	3 (22)
3 (6)	H	12 (166)
1 (4)	J	-
-	K	-
1 (4)	L	2 (26)
-	M	1 (4)
5 (55)	N	-
9 (60)	P	-
2 (8)	Q	2 (6)
1 (10)	R	10 (76)
4 (17)	T	-
-	Z	-
1 (4)	DOCS	1 (6)
Totals		42 (392)

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

CATALOGING DEPARTMENT

The Cataloging Department's major accomplishment for this year was the progress of a collections inventory project in which the general collection and other large sub-collections, such as Reference, were reviewed volume by volume and the item number (barcode) captured and dated as being "on shelf." From the perspective of the Cataloging Department, the inventory is a very rewarding process which significantly adds to the quality of the bibliographic database.

The role of the Cataloging Department is to deal with books which are not found in the database, books mislabeled, those with mysterious call numbers or which fall into any of the myriad "problem" categories such a project generates. While amazingly tedious, the project is most satisfying as we discover and correct mistakes. We have found that, despite collection growth and age, there were not that many errors. The first review of the collection ended in September 1998, and we began the second phase almost immediately. This phase will continue into next year as it involves more complicated situations such as investigating titles with no barcodes attached and resolving and concluding work on titles which are missing and lost. While everyone in the Department contributes to the project, its primary workers continue to be Librarian Angela Randtke, and LTA Supervisor Martha Solomon.

Other significant changes in the workflow this year included redefining "new" book cataloging to incorporate titles published since 1985 (rather than a floating scale of the five previous years). This change was made in recognition of the increasing number of books found to have Library of Congress cataloging, based on AACR2 cataloging rules. As AACR2 was published in 1978, many books cataloged in the period from the early 1980s no longer require the same close review necessary to adjust older, pre-AACR2 cataloging copy. This change has made the new book workflow larger, and we hope will result in the faster and more efficient handling of a larger number of titles.

The Department also completed a major media withdrawal project this year, work done primarily by Martha Solomon and the Media Department staff. Media staff also assisted with the review and preliminary organization of an expanded gift of LP recordings. These older recordings are being arranged in a recording label name sequence (e.g., RCA Victor, London, etc.) for housing in Technical Services. Margaret Kaus, music cataloger, organized this work and is cataloging first the large collection of CDs which came from the same donor as the LPs. Margaret and John Hein, Head of Technical Services, continue to refine the process of creating temporary acquisition records for the CDs. Temporary

records allow expenditures for recordings to be more accurately tracked and give a clear idea of what is on order prior to full cataloging. Brief acquisitions records were also done for video recordings on a trial basis.

This year we also began a review of titles in the General and Reference collections which had been "tickled" (tagged for later review), given brief cataloging but full call numbers. These titles are parts of large sets or serials, the call number of which is known, but no complete cataloging is available at the time of receipt. Angela Randtke and Martha Solomon again form the team for this project and they are also routinely pulling and cataloging titles from the "Fastcat" collection, the Department's circulating backlog. Angela and Martha also completed the first phase of a project to fully classify law titles which had been temporarily assigned partial call numbers in the appropriate areas of the Library of Congress law classification schedules which were not complete at the time of first receipt.

Many projects continue such as a map "tickler" review (Doug Walton, Senior LTA), recataloging photocopies to reflect their true reprint status (Doris Barie, Senior LTA), reviewing new call numbers entering the collections (Linda Smith), and fully cataloging video recordings from the Media "Fastcat" collection (Librarian Verna Urbanski and Shelley Anderson, Senior LTA). Shelley and Verna also cataloged the bulk of a collection of Spanish titles. It should be emphasized that, despite the tendency to describe project work in annual reports, all staff mentioned here continue their normal duties — all contributing, in ways too numerous to detail here, to the movement of material through the Department and into the collections.

As usual, the small staff moved prodigious numbers of titles through the Department. 18,066 new titles were cataloged of which 14,145 were cataloged with Library of Congress (LC) copy, 1,837 with modified LC or good OCLC member copy, and 2,084 with poor OCLC member or no copy available. 4,471 titles received brief cataloging and 346 titles were recataloged — a grand total of 22,883 titles handled. To support that bibliographic addition to the database, we also derived or created an average of 1,587 new authority records in the database each month, 96 of which were locally established headings. Verna should be recognized for keeping this entire complicated workflow of copy cataloging going in an orderly manner, in addition to coordinating and maintaining all name authority activity. Angela continued her outstanding work in subject authority maintenance and completed several major changes with the assistance of Doug. For example, the subdivision Biography was removed from headings for literary authors, bringing the headings on biographical works about literary authors into consistency with the headings for all other personal names.

In addition to the above local accomplishments, I am pleased to report that Verna Urbanski applied for and was accepted in the prestigious NACO (Name Authority Co-operative) Program directed through the Library of Congress. Verna joins Margaret, a Music NACO participant, in the role of contributing to the national file of authority

records for established name and title headings. Verna also served on a national level American Library Association task force reviewing one of the underlying principles of AACR2. She also attended several in-state cataloging workshops. Margaret Kaus developed and gave two presentations of a two-hour training workshop on cataloging sound recordings at the Online Audiovisual Catalogers' Biennial Conference. Linda Smith served on several state level task forces for bibliographic authority control and to make recommendations on cataloging and access guidelines for electronic resources. She also began work on the cataloging portion of the Library's participation in the Florida Heritage Project, an SUS cooperative Web-based collection of materials related to Florida history, which will involve creating cataloging records for those materials selected to be digitized. Angela attended a local serials cataloging workshop as serials of all kinds, particularly documents, are becoming a larger part of the workflow.

Sally West began a maternity leave this year and she is very much missed. During the past year, in addition to her regular cataloging duties, she worked with Margaret doing jazz and popular music CDs and with Verna cataloging juvenile fiction. Under Verna's supervision she also began cataloging feature film video recordings. Katie Gillio, a very promising cataloging LTA, resigned to return to graduate school.

Due primarily to the above absences, we begin the new fiscal year with a reduced work force but with the determination to keep up with all functions as possible. Turnover and absences in personnel have reawakened an awareness of the need for cross-training and flexibility in workflow and we can hopefully work with these in mind as we return to full staffing. In the coming year, we will finish the cataloging portion of the inventory project, continue the effort to stabilize the documents workflow, and make inroads into the large music gifts. We may also be able to incorporate some cataloging of electronic resources — beyond the immediate needs of the Florida Heritage Project — if time permits. We look forward to the next year with all the challenges and new opportunities it will bring.

Linda L. Smith
Head, Cataloging Department

PUBLIC SERVICES DIVISION

The Public Services Division has had several important accomplishments this year. First among these was the enhancement of the Library's distance learning services by SUS efforts and by the State's funding of the Distance Learning Library Initiative (DLLI). This included \$1.8 million funding for electronic databases, and the very successful interlibrary courier document delivery service. While still viable, the Distance Learning Reference and Referral Center had to seek additional outside funding to continue.

Following the approval by the SUS Library Directors and the Council of Academic Vice Presidents (CAVP), the Board of Regents and Presidents of the ten SUS Institutions and the 28 Community Colleges signed an agreement to provide reciprocal borrowing privileges and support home/host library networks in support of distance learning. The Florida Center for Library Automation (FCLA) and the College Center for Library Automation (CCLA) provided electronic accesses so that all current students, faculty, and staff could be accurately verified and authorized for eligibility. Our apprehension that the Carpenter Library would be flooded with FCCJ users did not materialize, probably because the distance learning administration, the intended beneficiaries, exercised judgment in the distribution of the information.

The SUS libraries, through their committee structures as approved by the Library Directors, provided additional SUS-specific agreements:

1. Introduce SUS inter-institutional reciprocal borrowing, to be followed by system facilitating enhancements.
2. Provide interlibrary loan services to other SUS affiliates through the home/host network.
3. Make interlibrary loan lending policies less restrictive among the SUS libraries.
4. Provide course reserve services to SUS faculty and students of other SUS institutions through the SUS home/host library network.

After extensive multi-level discussions, consultation, committee work, and investigation, the SUS Library Directors made the decision to request that the State purchase a replacement library management system (LMS) for the SUS which would replace the 14-year old NOTIS/LUIS system. The fruits of this request, if any, will not be known until future years as the request is forwarded through the State structures.

With the University, the Library underwent the scrutiny of, and acted as a resource for, a SACS (Southern Association of Colleges and Schools) accreditation visit. Because the library building was the central headquarters for the SACS team and appearances are important, the SACS staff initiated long-needed repairs and a cosmetic facelift to the building. As beneficiaries of the outcome, we are grateful for their efforts.

The Library offers over 130 electronic research catalogs and subscription databases and services, with many providing fulltext. Most databases are available remotely from the user's home or office. The Library has 147 public workstations, using 4 servers.

In early 1999, the Library opened its 32-seat (plus 1 instructor station) Library Instructional Resources Center (LIRC) to provide students, faculty, and staff general and specific instruction and training on library electronic resources and services. The class setting offsets some of the strain of one-on-one instruction.

To facilitate remote user access to research databases, FCLA installed an SUS Proxy Server which authenticates valid users against the library user database permitting authorized users to access many of the licensed subscription services and databases from their home or office.

WebLUIIS, the World Wide Web's (WWW) front-end to LUIS, underwent many functional enhancements, making it among the most feature-rich in the country. Among these are an integrated interlibrary loan request system, and an online interactive user renewal system. Unfortunately, FCLA and the Northeast Regional Data Center (NERDC) experienced problems in keeping the disparate Web server and library management system servers reliable during the entire business day. This is but one contributing factor in the decision to request a new library system. FCLA has purchased its own Web server hardware in an attempt to stabilize the system until a new system can be implemented in 3-5 years.

The Library has trained over 3900 students in its User Education Program, teaching via tours, class sessions, and in LIRC (Library Instructional Resources Center). By teaching in groups, the library staff can devote more individual service time to assisting students with actual research rather than teaching basic computer and search skills.

In August 1998, the Library accepted Xerox as its new pay-per-copy contractor for photocopies, microform services, and computer network printing. Using a State Contract for consulting services, we were able to bypass the regular RFP process. By spring of 1999, we were able to expand this contract to most of the computer labs on campus.

We are most appreciative that the following projects were funded from other than UNF regular E&G budgets:

10 to 100 mbps Library network upgrade:	\$25,600
Book funding (UNF Foundation Trustee award)	
For Physics & Health Administration:	\$20,000
Projector for Library Instructional Resources	
Center (UNF Foundation Trustee award)	\$7,000
OPS additional funding:	\$10,000
Student Assistants for public workstations	
via UTC and 7% tuition increase funds)	\$13,200
New workstations and equipment for FCLA access:	
(FCLA allocation)	\$90,995

CONCERNS

We have had a difficult year with personnel turnover, particularly in Public Services. This has dramatically affected the level and continuity of patron services. The bureaucracy and time it takes to replace personnel further impacts the time we can spend with our users. Additionally, OPS under-funding coupled with too few applicants caused seasonal backups of shelving lasting months at a time. This, of course, prevents users from finding the materials they need on the shelves, when they need it.

Support for the very expensive electronic databases currently funded by DLLI must be given a stable, recurring funding base. For this year, library electronic resources were funded:

- \$1.7 million DLLI funding for 61 separate FirstSearch databases and Britannica Online for the SUS and Community Colleges. If this funding ceased, UNF would be unable to replace these services from local funds.
- \$1.6 million SUS/FCLA funding of databases that would otherwise have cost UNF about \$51,000.
- \$117,981 The remainder of the resources were purchased from our local library resources budget.

Without the outside funding, UNF would be able to support only a small percentage of the vast quantity of electronic resources we now enjoy. Should we have to retreat to prior funding levels, we may have fewer resources, fewer and more restrictive licenses, prescribing in-building use of databases without WWW access.

Because electronic resources are licensed rather than purchased, non-renewal of licenses for whatever reason immediately ceases access to the data — even for data reflected during the licensed time period. It is also imperative that the issue of archiving electronic data be resolved in the near future.

The distance learning agreements will effectively make on-site services to the Florida public community colleges part of UNF's mission. There is no associated funding for supporting these agreements.

Postage and shipping costs are increasing as a result of distance learning agreements. There is no additional or outside funding for these local costs either. Additionally, several concerns voiced in previous years still remain unresolved:

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

Funding needs to be identified and allocated to support the burgeoning costs — both in quantity and per-unit postal charges — for postage and other costs for mailing notices, shipping interlibrary loans, meeting contractual obligations.

The bottom line is that no library service unit is adequately staffed at any level. Training opportunities for updated library skills are minimal, many needed skills are often self-taught, in a quasi on-the-job training mode. It affects the quality of service and endangers the public's long-standing endorsement of our service orientation.

The Division have several specific goals for the coming fiscal year.

We hope to add more electronic databases, using subject relevance, availability of full-text content, and remote accessibility as primary criteria.

We will expand our very successful User Instruction Program efforts, both the formal for-credit courses and the customized orientation sessions.

We will replace public access workstations cyclically, using FCLA funding specifically allocated for this purpose. In the absence of FCLA funding, the University Technology Committee has been alerted of the need to provide currency funding for this need.

Our long-term goals include maintaining functionality and currency with information resources and technologies.

As we move closer to our building expansion, our goals will be to provide currency and foresight in that planning, and to provide the ability to combine collections so that staffing can be combined and maximized.

Robert P. Jones
Head, Public Services Division

**THOMAS G. CARPENTER LIBRARY
PUBLIC SERVICES DIVISION
CUMULATIVE ANNUAL STATISTICS**

	FISCAL YEAR		% CHANGE
	1997/1998	1998/1999	
CIRCULATION/RESERVES			
Desk Services			
Charges/Renewals - Circ	101821	98364	-3.40%
Charges/Renewals - Rsv	23943	21210	-11.41%
Online Renewals (CZ)	0	675	
Patron Applications	3801	708	-81.37%
ILL - borrowing	4855	5606	15.47%
ILL - lending	10393	10786	3.78%
AR - Manual Posting	1133	925	-18.36%
NOTIS Bills	0	3936	
Reserve Requests	4119	3023	-26.61%
TOTAL:	150065	145233	-3.22%
Stack Services			
Automated - Circ checkins	87010	83699	-3.81%
Automated - In Lib Use	54068	57784	6.87%
Automated - Rsv checkins	23969	21250	-11.34%
Automated - Rsv In Lib	1240	1116	-10.00%
TOTAL:	166287	163849	-1.47%
DOCUMENTS			
Desk Services			
Charges/Renewals-automated	2744	1676	-38.92%
Charges/Renewals-manual	44	30	-31.82%
Direction	716	482	-32.68%
Information	3964	3029	-23.59%
Instruction	325	386	18.77%
Reference	2562	1998	-22.01%
CD-Rom Services	298	34	-88.59%
Map Inquiry	285	92	-67.72%
Microform Inquiry	339	131	-61.36%
TOTAL:	11277	7858	-30.32%
Stack Services			
Automated - checkins	1845	730	-60.43%
Automated - In lib use	8442	6100	-27.74%
In-house pickups	102	0	-100.00%
Maps	310	339	9.35%
Microformat	440	324	-26.36%
TOTAL:	11139	7493	-32.73%
MEDIA RESOURCES			
Desk Services			
Charges/Renewals	19601	18469	-5.78%
Manual circulation	5404	3455	-36.07%
Information	12075	12594	4.30%
Equipment support	23547	23212	-1.42%
Instruction	4404	4070	-7.58%
TOTAL:	65031	61800	-4.97%
Stack Services			
Automated - checkins	17505	16516	-5.65%
Automated - In lib use	29942	31665	5.75%
Manual returns/pickups	5122	3301	-35.55%
TOTAL:	52569	51482	-2.07%

	FISCAL YEAR		% CHANGE
	1997/1998	1998/1999	
PERIODICALS			
Desk Services			
Charges/Renewals	159	231	45.28%
Direction	1894	2748	45.09%
Information	10977	11963	8.98%
Instruction	12462	7436	-40.33%
Microform pull requests	7996	4493	-43.81%
Binder service	4542	3205	-29.44%
TOTAL:	38030	30076	-20.92%
Stack Services			
Automated - checkins	35775	104	-99.71%
Automated - In lib use	0	28975	
Manual returns/pickups	75462	55542	-26.40%
Microforms	43843	36837	-15.98%
TOTAL:	155080	121458	-21.68%
REFERENCE			
Desk Services			
Charges/Renewals	22	23	4.55%
Direction	2536	1767	-30.32%
Information	14256	10836	-23.99%
Instruction	11654	10847	-6.92%
Reference	8546	8039	-5.93%
Tours/Workshops	153	193	26.14%
Computer Searches	42	19	-54.76%
Equipment support	3641	1511	-58.50%
TOTAL:	40850	33235	-18.64%
Stack Services			
Automated - checkins	355	12	-96.62%
Automated - In lib use	0	308	
Manual returns/pickups	19703	16736	-15.06%
Microforms	3186	2478	-22.22%
TOTAL:	23244	19534	-15.96%
SPECIAL COLLECTIONS			
Desk Services			
Direction	44	39	-11.36%
Information	156	131	-16.03%
Instruction	2	6	200.00%
Reference	262	239	-8.78%
TOTAL:	464	415	-10.56%
Stack Services			
Shelving	9770	7963	-18.50%
DOOR/GATE COUNT	547124	566750	3.59%
Desk Services, Library Wide	305717	280460	-8.26%
Stack Services, Library Wide	418089	376534	-9.94%
Mutilated books reported/Value	11	\$562.65	
Mutilated serials reported/Value	14	\$178.50	
ISSUES:			
	REF: 193 Tours: 3897 Participants		

LIBRARY SYSTEMS

The Thomas G. Carpenter Library currently supports:

- 147 public workstations (including 3 e-mail QuikCheck stations)
- 18 Service Desk workstations
- 54 staff workstations
- 2 Novell servers
- 1 Unix server (Domain Name Server)
- 1 Microsoft NT server
- 1 SNA gateway
- 1 Cisco router

and attendant network switches, hubs, and cables.

Through our Cisco router, we maintain separate connections to NERDC (for WebLUIIS and SUS services) and the UNF campus for local applications and the gateway to the open Internet.

Osprey QuikCheck e-mail stations, which have been popular, are being prototyped to include access to student records Web services. When complete, these will be promulgated throughout the campus.

From the Florida Center for Library Automation (FCLA) allocation we were able to add new public workstations, replace some older equipment, and fully equip a 32 seat library instruction center.

All SNA (coax technology 3270 devices and controllers) equipment have been retired and removed. 3270 connectivity has been transferred to Internet Protocol and Telnet networks. The funds provided by FCLA for SNA maintenance have been supporting the maintenance of newer technologies.

From FCLA funding and a special UNF allocation of \$25,600 network connectivity for all library workstations has been upgraded from 10 to 100 mbps. This was done by upgrading many hubs to intelligent switches, replacing hubs, and upgrading the Cisco router with an ATM card and a 100 mbps card. By doing this, the library's subnetwork was able to connect directly to the campus network without using a compensating Power-Hub, which caused many problems.

The C-tech support model has worked well for us. Phillip Ponchot has advanced us beyond any vision or expectations we would be able to implement alone. He has been an invaluable addition to the Library's support staff and deserves our collective thanks.

Some of the problems that persist are campus network anomalies which cause server down time. It affects the Library's ability to reach services at NERDC and the open Internet, neither of which is experiencing problems. However, we anticipate having workstation currency issues with staff computers during the next year as productivity applications are loaded on local computers rather than on servers.

Our short term goal is to maintain electronic library services through the Library's web page. Our long term goal is to maintain currency of both hardware and software.

From the University carry-forward funds we received \$25,600 for hubs, switches, and associated hardware to upgrade the Library's LAN communication speed from 10 to 100 mbps.

The Carpenter Library received from FCLA this year:

- \$90,995.80 to buy 48 public workstations, 2 network switches, hubs, etc., and (including \$8775) for Cisco router ATM/Fast Ethernet upgrades
- \$13,196.68 for computer furniture and maintenance support for FCLA equipment and infrastructure.

We received a UNF Foundation Trustee award of \$7,000 to purchase a digital projector to use in our Library Instructional Resources Center room.

The Library technical support manager has written several programs which help the productivity of the librarians and provide data access security on public workstations.

Robert P. Jones
Library Systems Coordinator

CIRCULATION DEPARTMENT

CIRCULATION SERVICES

The accomplishments of the Circulation Department are more than ever tied to the technology available to us to improve library services for all our users. We can provide customers with more electronically generated library information, resources, and patron initiated transactions. We have also benefitted from, and have been instrumental in bringing about, improved access to library materials and services through the organized cooperative efforts of the SUS Libraries. The UNF library staff has worked all year in bringing about these enhancements through participation in statewide committees designing needed online functions, creating new access services, and improving established ones.

The library served nearly 615,000 customers in person and thousands more via visits to our Internet site. This year we developed Web pages for circulation services from which patrons can connect to valuable information on circulation policies, eligibility for library privileges, overdue fine policy, loan periods, and other essential information designed to facilitate access to materials and services. We also have an interlibrary loan page with similar policy information and links to ILL request forms. A Course Reserve information page for faculty has been recently mounted at the library guides Web site. Work on a similar page for students and the faculty course reserve request form are in progress. These pages make library and department information readily available.

The department processed over 148,000 circulation transactions during the year.

One of the most requested and long awaited services is the new Online Renewal System. This enhancement provides a means for our patrons to renew library materials without bringing the books back to the Circulation desk. This is a most welcome improvement in services for our staff as well as our customers. In fact, we have two methods of remote renewal. Our locally created online renewal request form serves as an effective back-up to the Web-based interactive online renewal system developed by FCLA.

This is the first year that we have extended library borrowing privileges to Florida Community College students, staff, and faculty. This represents a significant change in policy and philosophy for the UNF Library, however, we are prepared to make this service to a wider community succeed. CCLA and FCLA worked on the technology to allow seamless authentication and validation of all CC and SUS affiliates requesting circulation

services. As yet the impact of the new borrowers has not been significant. Statistics on the use of UNF collections by the CC students will be made available through NOTIS and will be included in the Department's annual report.

COURSE RESERVES

At the end of the fiscal year, the SUS Library Directors approved guidelines for providing course reserve services in support of SUS distance learning programs. This means that a professor from one SUS institution may place items on reserve at another SUS library in support of the course he/she is teaching. The guidelines will assist all participating SUS libraries in providing cooperative and comparable library services to participants in distance learning courses offered by all SUS institutions.

The Course Reserve Collection continues to be the most active area of circulation within the department. This year 3,023 items and lists were processed and made available for the use of UNF students.

STAFFING

The Department again experienced turnover in full-time staff this year. Senior Library Technical Assistants Daniel Kibler and Josh Greben left the Department in June. Kibler accepted a position in the Government Documents Department, and Greben returned to his home community in south Florida. Daniel Kibler handled the daily influx of interlibrary loan requests from other libraries and Greben served as the student staff coordinator and evening/weekend supervisor. These two vital areas of responsibility, which also included circulation desk services, had to be absorbed by the remaining staff.

The loss of two staffers at the same time has been a great hardship on all concerned. Whenever there is even one absence of any duration, it strains the delicate balance between available staff, services to be provided, and operating hours. In order to ensure adequate staffing all hours that the library is open, staff had to be recruited or assigned longer shifts or additional hours. While most staff accepted these demanding changes graciously and were cooperative, the extended period of extra desk duty, added tasks, and shifts in scheduling, have not helped morale. This schedule will continue until the vacant positions are filled.

HIGH SCHOOL PROGRAMS

We continue to support the International Baccalaureate Program of Stanton College Preparatory High School. This year we are also supporting the IB program of Paxon High School. Each year, over 300 high school juniors and seniors are invited to apply for borrowing privileges at the Carpenter Library. The staff of Enrollment Services continues to provide valuable assistance in monitoring the participation of Stanton students and following up on delinquent accounts and overdue materials.

STACK MAINTENANCE

Stack maintenance continues to be problematic due to decreasing shelving space and inconstant staffing. Currently, new shelving is desperately needed. If and when new shelving is added, a major shift and reading of the collection will be necessary. At current levels of OPS staffing, such a project will not only be time consuming, but will take away man hours from the daily needs of the department.

As the collection grows and new shelving is added, we must devise plans for the future housing of library materials. Choices must be made as to how space will be utilized. Seating in study areas may have to give way to expanded shelving. Short and long-term plans for accommodating study areas for students and providing shelving space for the collections must soon be addressed.

ACCOUNTS RECEIVABLE

There was little change in the number of manual postings for accounts receivable. We input 925 transactions this year. Student demands for immediate resolution of long-standing bills at the time of registration is also unchanged.

INTERLIBRARY LOANS

We now have as many as three methods for users to submit ILL requests for materials not owned by the Carpenter Library. This year, work on a new ILL Client by FCLA marks the beginning of a new era in ILL services for all SUS libraries. The new ILL Client will allow online patron-initiated requesting, interaction with OCLC for ordering, and a data management system for tracking requests and maintaining statistics. The ILL Client, called SILC ("silk"), is currently in its first production version.

The SUS Interlibrary Loan Guidelines, which were approved at the end of last fiscal year by the SUS Library Directors, went into effect this year. These guidelines will assist all the SUS libraries in expediting services and improving resource sharing to the direct benefit of all SUS library users. A significant feature of these guidelines is the agreement to make available on a reciprocal basis library materials from non-circulating collections and material in varied formats whenever possible.

The SUS Reciprocal Direct ILL Services for SUS Students, Faculty and Staff agreement which also became effective this year, will provide in-person access to ILL services by SUS affiliates at any other participating SUS Library. This is particularly beneficial to SUS graduate students and others who may be enrolled in classes sponsored by SUS institutions but held at UNF or within our service area. The libraries also have agreed to provide ILL Services to the affiliates of other SUS institutions, under certain specified conditions. This is an aid to all libraries providing services in support of SUS distance learning programs.

This year, ILL borrowing and lending requests increased. Nearly 5,000 borrowing requests were filled for UNF faculty, staff and students, while we supplied materials in response to more than ten thousand requests from other institutions.

During the latter part of the fiscal year, the office was short-handed and had to rely on the diligence of Alisa Craddock, the ILL Borrowing Manager to keep both sides of the operation going. It is appropriate that she receive recognition for doing her part in maintaining service levels during the staffing shortage.

Geraldine Collins
Head, Circulation Services

ILL STATISTICS SUMMARY

1998/99

UNF as BORROWER:

All Transactions:

	<u>Filled</u>	<u>Unfilled</u>	<u>Total</u>
Books	1472	216	1688
Copies	<u>3398</u>	<u>432</u>	<u>3830</u>
Totals	4870	648	5518

Florida Transactions (Filled):

SUS	3181
FLIN	4011
NEFLIN	1612
Other FL	<u>27</u>
Total FL	8831

Out of State (Filled): 813

Document Delivery Services: not available



UNF as LENDER:

All Transactions:

	<u>Filled</u>	<u>Unfilled</u>	<u>Total</u>
Books	4596	2338	6934
Copies	<u>2415</u>	<u>1377</u>	<u>3792</u>
Totals	7011	3715	10,726

Florida Transactions (Filled):

SUS	2530
FLIN	6023
NEFLIN	1788
Other FL	<u>125</u>
Total FL	10,466

Out of State (Filled) 946

REFERENCE DEPARTMENT

REFERENCE DESK SERVICES

Electronic resources and change in technology continued to have a tremendous impact on service throughout the Department. New subscriptions to electronic databases were added, more fulltext became available, subscriptions to CD-ROM services were converted to Web access, remote access to subscription services increased, and Internet sites continued to proliferate.

In spite of the activity in all areas, desk statistics for 1998/99 when compared to 1997/98 were down. Library literature and listservs indicate that transaction statistics are down in library reference departments nationwide. A need to change the recording of statistics to reflect time required for specific types of reference service was recognized. Decrease in statistics has been attributed to the need for more intensive instruction in electronic resources along with greater use of remote access and fulltext by students. Individual reference questions and requests for instruction are often more complex, requiring more of a librarian's time than in previous years. Library users have a choice of a growing, and sometimes overwhelming, number of research resources. With greater access to research options online, users expect to find almost everything via a computer and in fulltext while librarians face the challenge of determining the accuracy of Web content, evaluating online services, dealing with various search engines and interfaces, and instructing students to use online services effectively.

Total second floor desk statistics decreased by almost 18% for the year. Eileen Brady reported that Periodicals desk statistics were down a little over 21%. Total shelving, including Periodicals and Reference print and microform decreased by 22%. There was a 6% decrease in Special Collections desk services while shelving statistics in the section were down 18%.

Remote access, problems with online connections, and trouble-shooting referral required reference librarians to develop a new set of skills and knowledge. Telephone requests from remote users were received from users needing assistance in setting up their computers to reach specific databases offered by the library. Libhelp, the Department's electronic reference service through e-mail, began to be used more. Staff adjusted to remembering to monitor e-mail and to managing reference interviews remotely.

PERIODICALS SECTION

(Submitted by Eileen Brady, Periodicals Section Head)

Total annual Periodicals Desk statistics, when compared with 1997/98, showed a decrease of 21.19%. A further breakdown of these statistics reveals an increase in directional questions (45.08%) and general questions (8.98%), with a decrease of 40.33% for instructional statistics. The decline in total Periodicals statistics can be attributed to the heavy use of Web resources and fulltext electronic databases, such as those now available through the Library's access to WebLUIIS and FirstSearch databases.

The increase in directional and general queries (and commensurate decrease in instructional type questions) reflects a change in computer operations in the Periodicals section. Because the service desk in Periodicals is staffed, for the most part, by student assistants under the supervision of a Senior Library Technical Assistant, the more sophisticated Periodicals questions involving online indexes, fulltext databases, and Web searching are now being referred to the Reference Desk on the second floor where the professional staff is armed with a full complement of computer network and online databases.

A significant development occurred this year with the first time compilation and analysis of automated use statistics of bound volumes in the Periodicals section. Until recently we had scanned statistics but without an automated method for compiling or calculating the collected data. John Hein wrote a special program to eliminate this deficiency and Eileen Brady worked with Excel spreadsheets to compile the data. The results have proven to be as beneficial as anticipated and, overall, the availability of use statistics has given us a firm foundation for assessing our holdings and to establish whether a title is being used, should be retained, or the subscription canceled.

This year also saw the introduction of a number of Web-based periodicals subject guides. These useful aids list the journals held by the Library, provide call numbers and holdings, and information about applicable online indexes and abstracts. They have proven to be "one step" sources that facilitate research for both students and faculty. Also, title and subject lists of electronic journals and newspapers were maintained as a means of providing links to these frequently used online resources.

The Section experienced an unusually high rate of student assistant turnover which directly impacted the workload of all employees. This necessitated the frequent orientation and training of new students, ably performed under the adroit supervision of Senior Library Technical Assistant Signe Evans.

As in previous years, collection shifts continued on a steady basis as a result of the addition of new serials titles, i.e., new subscriptions, and the growth of bound periodicals titles. Even with the increasing availability of electronically accessible articles, the need for a print periodicals collection continues along with a corresponding need for space to house them.

SPECIAL COLLECTIONS

(Submitted by Eileen Brady, Special Collections Librarian)

Annual Special Collections desk statistics decreased 6.25% with shelving statistics showing a more dramatic decrease of 18.50%. The decreases are the result of the previous year's activities. In 1997 the University celebrated its 25th anniversary, and the planned events and publications required a great deal of archival work and general research into a wide variety of historical documents and photographs. Thus in the 1997/98 period, Special Collections fielded an unprecedented amount and variety of University Archives queries. Requests for information would range from the simple "Why was the Osprey chosen as the school's mascot?" to the more complex "What are the groundbreaking and dedication dates for all campus buildings?" or "Can you give us some important events that took place on campus?" Illustrations were requested for administrators, faculty, milestone events, and buildings, from university presidents to city officials, from groundbreaking to the first Boathouse (which, incidentally, burned down).

Overall, this past year has seen a return to more normal archival use. One highlight of the year was the gift of over a thousand warmly welcomed campus photographs donated to our nascent University Photographic Archives. We also gratefully acknowledge that Campus Photographer Tom Cain has initiated a systematic deposit of photographs, slides, and negatives of campus events and scenes from the last decade. It is a significant step toward the preservation of the photographic history of our University and one we look forward to organizing and maintaining in the future.

An unplanned highlight of the year was the Library's participation in the SUS Libraries Florida Heritage Project, a three-year project aimed at identifying and scanning unique items from the ten SUS libraries with images ultimately available on WebLUIIS. For the first year, each library was allocated 3,000 pages to be scanned and our staff selected thirty-nine titles from our rare local history materials. Included were early twentieth century Jacksonville area tourist brochures, Jacksonville Board of Trade reports circa 1887-1904, unique items from the Eartha M. M. White Collection, accounts of the Great Fire in 1901 and the Yellow Fever Epidemic in 1888, and other primary materials detailing life in the area. If the project is funded in its entirety, we expect to add substantially to these initial selections in the next two years.

Special Collections was also the focus of several other exciting prospects and developments. We actively pursued significant local history collections, with partial commitments from two of them. While our efforts to acquire the full Barnett Banks archival collection was not successful, the Trustees' have donated a substantial quantity of historical materials, including photographs, newsletters, speeches, and reports. All the materials have been organized into a subject collection, with a finding aid and Internet homepage. We hope that this important local history collection will continue to grow in the years to come.

Through the generous contributions of donors, we were able to purchase and add a number of items to our local history holdings that would otherwise not have been possible. Many of these rare resources were found regionally, some through visits to Florida book dealers and antiquarian book fairs. An especially substantial collection came from the estate sale of the Mickler Floridiana collection. Our library purchased all the material relating to Jacksonville, which has enriched our local history collection by a large number of unique documents and photographs. Several of the Mickler items and other resources from our local history collection were featured in three Special Collections exhibits assembled during the year: Barnett Banks; UNF Women: A Celebration; and Welcome to Anne Hopkins, UNF President.

Finally, in an attempt to publicize our holdings, Special Collections Librarian Eileen Brady created Web-based guides to our personal papers and University Archives collections. These efforts made information about our collections available to researchers via the Internet. Coupled with the images from the Florida Heritage project, we feel we are making significant progress in our quest to share and make widely accessible our unique resources.

LIBRARY USER INSTRUCTION

The Library Instructional Resources Center (LIRC) on the fourth floor of the Library was equipped with thirty-two workstations and opened for class instruction sessions in May. The Center provides a better learning and teaching environment away from the noise and distraction of the second floor and ends the necessity of reserving workstations on LIRN for class instruction. During summer semester, all faculty scheduled classes and LIS1000 were taught in LIRC. A ceiling mounted projector will be installed in the room before the beginning of fall semester.

A total of seven sections of LIS1000 were taught by reference librarians Mary Davis and Jim Alderman. Fifty-two students attended the class. A plan to promote awareness of the course and increase enrollment is being developed by Jim Alderman.

During 1997/98, the number of tours and class instruction sessions requested by faculty members totaled 145 with 3,638 participants attending. In 1998/99, 3,879 participants attended a total of 177 sessions. Average class size decreased from 25 to 22 while the total number of sessions increased by 22%.

LIBRARY USER SURVEYS

The annual Customer Satisfaction Survey was conducted in April. Copies of the survey were sent via campus mail to faculty members and distributed to all Public Services desks for library users to complete. The Report of Results was distributed to the Library administration and staff, President Hopkins, Provost Kline, vice presidents, and deans.

The survey was designed not only to provide comments and feedback on customer satisfaction with library services, but also to inform library users of the types of services available through the Library.

Following are the percentages of replies for four major categories of satisfaction with the facility, services, and staff, and importance of the Library compared to the responses from the 1998 survey. After each percentage for 1999, the 1998 percentage is given in parentheses. Approximately 93% (90%) responded that the Library is extremely or very important to them. Fifty percent (50%) are extremely or very satisfied with the collection and materials, 67% (58%) are extremely or very satisfied with the facility, 71% (69%) are extremely or very satisfied with the services, and 82% (77%) find the staff extremely or very helpful. All four categories showed a slight increase in satisfaction or importance.

Question 12 asked, "Are there other materials/services you would like the Library to offer?" Top responses were: more periodicals (41%), more books (31%), more fulltext databases (31%), longer hours (30%), more study space (29%), and more audio-visual materials/services (21%).

The third library user survey, designed specifically for students of the College of Education's Educational Leadership Program, was conducted through the Director of the program, Dr. Charles Galloway. Responses indicated that most library users who completed the survey were pleased with the quality of service and resources that the Library provides.

ELECTRONIC SERVICES

The Department evaluated numerous electronic databases through free trials. Subscriptions that the Library added to the electronic collection for the year include: *CCH Internet Tax Research*, *CCH Health and Human Resources*, *Global Newsbank*, and *Philosopher's Index*. Subscriptions added by the FCLA include: *African American Biographical Database*, *ATLA Religion Database*, *Chemical Abstracts Student Edition*, *Congressional Universe*, *Contemporary Women's Issues*, *GenderWatch*, *Statistical Universe*, and *Ulrich's International Periodicals*.

As part of a solution to meeting the need for instruction, the Department, with Barbara Tuck as coordinator, began to focus more intensively on developing library guides both in print and via the Web. Reference librarians who are members of the Library Web Team created Internet bibliographies covering 60 subject areas. The main page has been accessed over 14,800 times. The Reference Department's Guide to Internet Search Engines has been accessed over 100,000 times in the last two years.

The Department began to evaluate Web access to database subscriptions currently on CD-ROM. All the SilverPlatter subscriptions, including *EconLit*, *ERIC*, *CINAHL*, *MLA*,

and *Sociological Abstracts* were changed over to Web access, eliminating the need to maintain and install the CD-ROMs on the LAN while opening space for other CD-ROMs.

REFERENCE COLLECTION ACQUISITION

The Library purchased the *Moody's Manuals on Microfiche* which includes every manual published since 1909: *Transportation Manual* 1909-1997; *Public Utility Manual* 1914-1997; *Municipal & Government Manual* 1918-1997; *Industrial Manual* 1920-1997; *Bank & Finance Manual* 1928-1997; *OTC Industrial Manual* 1970-1997; *International Manual* 1981-1997; and *Unlisted Manual* 1986. The manuals provide financial information and history of corporations. The purchase will allow weeding of brittle and deteriorating print volumes while preserving vital information used by business students. Included with the purchase was a Canon MP Printer 50 reader/printer. Because of the machine's questionable durability for public use, the reader/printer is being used by the Interlibrary Loan Department.

STAFF

Jim Alderman and Paul Mosley continued to take courses through Florida State University's School of Library and Information Studies and anticipate receiving their Master in Information Studies degrees in August 1999.

Mary Davis was granted professional development leave for 1999/2000 which she will pursue in spring semester 2000.

Caryn Bush, Assistant Librarian, resigned in December 1998. The search to fill the vacant position was unsuccessful. Mark Yannie, Assistant Librarian, resigned in June 1999. A search committee charged to conduct a double search for both positions was formed in June. Projected time for the positions to be filled is the end of December. Some salary savings from the two positions were allowed to be used to hire part-time temporary adjunct librarians to provide desk coverage and participate in other projects until the positions are filled.

Staff included Librarians Jim Alderman, Eileen Brady, Caryn Bush, Mary Davis, Sarah Philips, Barbara Tuck, and Mark Yannie; Adjunct Librarians Howard Closs and Philip Slocum; Senior Library Technical Assistants Signe Evans, Paul Mosley, and Ricky Moyer; and a crew of student assistants who provided public desk service in Periodicals and Reference.

Sarah M. Philips
Head, Reference Department

MEDIA RESOURCES DEPARTMENT

For MEDIA, the year 1998/99 was a year of change and progress. The Department received a facelift, a long-standing policy tumbled, new equipment arrived, and video performance rights received high priority. Also, the result of last year's inventory came to fruition, although inventory efforts continue. Amid change, service statistics and budget remained the same. Finally, the Department received fabulous gifts.

First of all, the public service desk area was enlarged, redesigned, and refurbished. The redesigned space provided a cordoned off area with several advantages. It separated the book return area from the main public service desk alleviating discharge errors and lightened the bookkeeping associated with those errors. It provided an area for closed stacks. It afforded a more professional look in Media. Most important, the redesigned public service area facilitated the policy change that now allows students to borrow most videos. This major policy change signals a paradigm shift in Media.

In addition to redesigning the public services area, Media received new equipment. The new equipment consisted of two new TV/VCR units and a DVD player, both purchased from the operating expense budget. The addition of the DVD player, as well as a handful of videos in DVD format, reflects the development and marketing of what librarians hope will be the medium of the millennium.

Media also focused attention on performance rights of videos. The Department Head investigated individual performance rights for each of the nearly 400 videos purchased this year and arranged with Cataloging to publish these rights in the 540 field of the NOTIS records. Vendors indicate that UNF is a pacesetter in determining and publishing performance rights information.

The library inventory project, begun in FY 97/98, is now complete for most of the collections housed in Media. Losses, especially in the major collections, were minimal: 2.5% loss in the Curriculum Collection, 1% loss in scores, and less than 1% losses in LPS and videocassettes. The CD collection is being inventoried in FY 99/00.

This year, Media had the same budget as in FY 97/98, \$85,000.00. Spending this amount, however, was more efficient for two reasons. First, Media switched from a DOS based file program to LOTUS, which resulted in better record keeping. Also, Media's recently completed Collection Development Policy (January 1998), provided precise guidelines for decision-making. With these two tools, spending was simplified. As a result, the Department's backlog of about 400 requests was eliminated in FY 98/99.

In the course of the year, Media received the usual variety of thoughtful gifts from UNF students, staff, and faculty. An exceptionally large and valuable gift deserving to be

singled out came from the Library's long-time friend and supporter, Dr. Wallace A. McAlpine. His current gift exceeded all his many previous acts of generosity: Media received a donation of 6100 long playing records, 701 compact discs, 75 laser discs, and 12 videos. The UNF Foundation's *Annual Report 1997-1998* featured Dr. McAlpine and this unprecedented gift.

Amid this change, personnel, budgets, and service statistics remained the same. The staff of Media was stable with the department head and four other permanent employees: Carol Coughlin (since 1989), Winona Davis (half time USPS since 1985, OPS 1980-85), Cynthia Valentine (since 1977) and Donald Rhoades in dual OPS lines (Public Services and FEEDS since 1985). This year, Media had several delightful student workers including Melissa Conger (4 semesters), Derek Ashford, and David Daniel.

The fiscal year ended with no pressing problems. Goals for next year are to inventory the compact discs and continue to monitor the marketing of DVD. 1998/99 will be a difficult year to top with its portentous changes and wonderful gifts; still, Media looks forward to a good millennial year.

Diane W. Kazlauskas
Head, Media Resources Department

GOVERNMENT DOCUMENTS DEPARTMENT & MAPS COLLECTION

Over the years the Documents Collection has gotten the cluttered look of an attic in an old New England farmhouse: full of good "stuff" but in need of cleaning out a lot of not-so-good stuff. A review of the records indicated that we had not done any weeding in several years. It showed, and the time has arrived to do something about it. The qualified, hard-working staff was ready to rise to the challenge to inspect every one of the 493,822 paper and microfiche pieces (1997 figures) and decide which should be retained or discarded. This daunting task will take several years to complete. The Department Head will do the inspecting and the staff will perform the clerical work. In addition to attending to the regular daily workload of serving the public, we presently examine an average of 150 items per day. Depending on the archival value of each piece, approximately one-half are kept. Withdrawal of an item is a slow process as well; removing books and microfiche from the catalog is similar to adding them in that the same process takes place, only in reverse. To date, over 5,000 pieces have been discarded.

Each year during the months of June and July, our major supplier, the Depository Library Program of the Government Printing Office permits libraries to change their selection of categories of publications, called items, that they would like to receive in the coming year. Although the instructions always urge depositories to zero-base their selections, it is rarely practical to do so because there are 6,431 items from which to choose. Notwithstanding the difficulty, this year we did a zero-based re-selection. It took from May until July 29, but we succeeded in dropping 403 and adding 212 while reviewing everything we were going to continue to receive. Our total selections are now approximately 36% which is well within the guidelines for a medium size academic library.

The larger purpose of these two undertakings is to be able to determine in the future if and how the Documents Department and the Maps collection can or should be relocated to increase efficiency of staff and resources. Our users statistics are somewhat down, and it is important that we maximize staff use, i.e., being certain that having staff at the documents service desk only is the best use of their time.

There were more personnel changes this year as we bid farewell to John Lorio and Mark Yannie. Mark will be replaced in the Reference Department. I am pleased to welcome Daniel Kibler as our new Senior Library Technical Assistant.

Bruce T. Latimer
Head, Government Documents

LIBRARY ADVISORY COMMITTEE

The Library Advisory Committee, which normally meets at least once in each semester, held only one meeting this school year, on February 11, 1999. The meeting scheduled for November 30, 1998, was canceled for lack of a quorum. The meeting of the spring semester followed the established pattern; it began with the Director's state-of-the-library presentation of organizational and individual activities and accomplishments, problems and issues, and a discussion of short term plans, goals, and expectations. The meeting ended with the customary informal question-answer segment.

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, 1999**

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 M. 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 L. Tuck	03/15/91	Reference Librarian
Verna P. Urbanski	09/30/77	Head Cataloger

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
Tracey L. Britton	06/12/92	Senior Library Technical Assistant
Carol J. Coughlin	01/31/89	Senior Library Technical Assistant
Alisa L. Craddock	10/23/89	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
Kathleen O. Gillio	12/07/98	Senior Library Technical Assistant
David Green	11/01/74	Senior Library Technical Assistant
Judy M. Greuter	06/13/94	Executive Secretary
Eddie D. Jones	03/10/97	Senior Library Technical Assistant
Daniel N. Kibler	02/07/97	Senior Library Technical Assistant
Paul M. Mosley	09/01/87	Senior Library Technical Assistant
Ricky L. Moyer (.5)	10/25/88	Senior Library Technical Assistant
Sandra C. Nojiri-Howarth	11/17/97	Senior Library Technical Assistant
Martha A. Solomon	09/13/71	Library Technical Assistant Supervisor
Angela N. Spradley	04/19/99	Library Technical Assistant

John M. Touchton	01/03/89	Senior Library Technical Assistant
Cynthia L. Valentine	02/13/77	Senior Library Technical Assistant
Troy M. Vidal (.5)	01/16/98	Senior Library Technical Assistant
Ralph D. Walton, Jr.	05/09/94	Senior Library Technical Assistant
Sally M. West	08/10/84	Senior Library Technical Assistant

RESIGNATIONS

Olga T. Brannon	09/26/94—04/16/99	Administrative Assistant
Caryn Bush-Baird	10/15/97—12/31/98	Reference Librarian
Joshua K. Greben	01/23/98—06/01/99	Senior Library Technical Assistant
John F. Lorio, Jr.	02/24/97—04/16/99	Senior Library Technical Assistant
Lien T. Phan	05/05/95—03/05/99	Library Technical Assistant
Anita K. Pitkin	11/05/93—06/24/99	Senior Library Technical Assistant
Angela N. Spradley	04/19/99—06/10/99	Library Technical Assistant