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The year 1984-85 was a time of challenge and accomplishment for the Library. This Annual Report highlights events, notes progress, and identifies goals. It is based on detailed Annual Reports prepared by Department Heads. Their reports include extensive records of individual achievements. Anyone needing production statistics or other details should consult the Departmental Reports, as well as the HEGIS Report prepared by Associate Director Lynn LaBrake.

SUMMARY

This year the Library moved into its new building and it made a concentrated effort to establish its presence in the University and the wider community. UCF responded with enthusiasm and generosity to all the Library's programs. The President confirmed that Library enhancement will be a major outcome of the Capital Development Fund Drive. A notable achievement was the opening of a Catalog Assistance Desk as a response to expressed faculty concern. The new Desk provides a place where clients receive personal assistance with the terminals, and with interpretation of the screen displays. Another significant event was the establishment of FCLA, the new Florida Center for Library Automation. Like any advance, this came fully equipped with advantages and limitations. FCLA was discussed at length in the January 9, 1985 issue of the UCF Report.

Goals for 1985-86 include establishment of a viable Friends-of-the-Library group. Hopes (and urgent requests) will center on an increase in staff. This will mean trying to obtain new lines from the Board of Regents (through application of the Washington Formula). It must also include...
strategies to make the Library a top priority when internal allocations are made here on campus. In the new year, a long-term plan will be designed to build a true research library collection of one million volumes. A first attainable step is membership in the Southeastern Association of Research Libraries. This goal can be met within the next two or three year time span with only slight increases in funding.

Several notable gifts were received in 1984-1985; all the measures of service and production increased significantly; efficiencies were introduced; and a small re-organization was planned to better serve the diversified needs of an increasingly sophisticated university. An incredibly dedicated staff overextended itself this year and did it with good will. However, it may not be reasonable to expect them to continue to assume increasing burdens indefinitely. Next year will be a time to make some difficult decisions, perhaps identifying services to be eliminated or downscaled.

The promise of the new building is close to becoming a reality. Any "defects" are superficial, and they can be remedied. The structure and layout are superb, and they offer an unlimited opportunity for quality library service. It is safe to say there are no problems that cannot be solved by dollars. The collection, the physical setting, and the staff (attitude and qualifications) are outstanding. All in all, the year was a great success.

HIGHLIGHTS

In August of 1984, the entire Library staff helped with a massive moving project that involved almost every book and piece of furniture. After settling in, staff became keenly aware that seating capacity had almost doubled. The new expanded facility provided 19 private group study rooms for students and faculty. Together, the 19 rooms circulated over 1,000 times each week. General circulation totals doubled over those of the past year. Accounts receivable (fines and lost book bills) grew from
approximately $17,000 in 1983-1984 to over $37,600 in 1984-1985, although rates did not increase. With all this, the number of personnel remained the same.

On February 10, after months of planning, the Library held an open house and dedication. Almost everyone on the staff contributed to the success of the event. It had two goals. The first was to bring a figure of national renown here to speak on an academic subject. Our speaker was Dr. Robert Middlekauff, now Director of the Huntington Library in California, formerly a Berkeley Provost. The second aim (dependent on the first) was to make the University and the wider community more aware of the Library as a critical core unit of UCF.

A new department, Access Services, was created this year. A new unit, called LINE (Library Information Network and Exchange) was established to serve clients not directly affiliated as faculty or students, satisfying their needs on a cost-recovery basis. An outstanding University Library Advisory Committee was appointed, and it was active from fall through spring. The number of hours when two librarians were scheduled at the Reference Desk was increased. This was made possible by using some excellent adjuncts.

The year's statistics on computerized searches of the on-line reference databases show that this service increased by 29 percent. Another service that grew was the program of lectures prepared specifically for classes needing instruction in effective use of the Library. The increase was almost 17 percent. The library instruction team who taught these classes also gave orientation programs for students, faculty, and staff. About 3,000 patrons were introduced to our systems and services though these programs, and many more took advantage of tours and hands-on demonstrations of the computerized catalog.

Implementation of the new Collection Development policy and its new allocation formula, as well as increased librarian involvement in materials selection, were goals of the Collection Development program. These goals were reached. Several of the liaison librarians began evaluations of their
subject collections, and analyses of the collections' use. Data gathered in these studies provided a rationale for decisions on placing additional funds in discipline areas that experienced heavy use.

PROGRESS

Many economies were introduced. Shelving had formerly been managed in three different units, but this year it was combined under one stacks supervisor. Work flow in Technical Services (interaction between Cataloging and Acquisitions) was streamlined, resulting in greater efficiency. Since February, labels have been printed directly from the screen display, making use of the OCLC terminal to replace a manual typing job. The Cataloging staff redesigned some of their routines, which resulted in a measurable reduction in the backlog.

The collection was intershelved, so that bound periodicals and monographs on a given topic stand side by side. Serial records are being converted to OCLC/MARC format, and work is underway to permit receiving and claiming to be processed by machine. The Systems Librarian and the Systems Assistant formally moved into the Cataloging Department, and set up operations there to begin the orderly transition to the new state-wide automated catalog system. Several staff were cross-trained, and departments "traded" personnel. There was a special exchange to help with a massive purchasing project towards the end of the year. Laurie Linsley received a much-deserved promotion to the rank of University Librarian.

Librarians held an essay contest during National Library Week. Professors served as judges, and a reception was held for faculty departmental library representatives, library staff, and the winners. The first place essay was published in the Emphasis. This occasion immediately followed the Southern Association Self-Study Accreditation Review. The Library passed that review "with flying colors." Components that accreditation visitors always scrutinize are: a strong and active Library
Advisory Committee, a formal planning and communication structure within the library organization, and a sound Collection Development policy. These were in excellent working order, and they contributed to the Library's successful review.

A new contingent of student workers called the "Library Patrol" has been established to monitor building problems, and to work with patrons who forget or ignore regulations on eating, drinking, and smoking. Some endangered species (popular or highly-used journals) have been placed on reserve. In a sense, this makes them more difficult to access, but troublesome loss and mutilation problems with these items seem to be resolved. The effort was made to communicate with patrons through the UCF Report, the Emphasis, and other media was well rewarded.

LANDMARKS

Parts of the William J. Bryant collection of West Indies art works and publications had been in the library since 1972. Due to crowded conditions prior to 1984, the collection had not always received the recognition it deserved. Opening the new building made it possible to change that. Two exhibits were mounted this year, and the collection was featured in library publicity releases. Next year, the Friends of the Library will hold its first official event, centering on the West Indies Collection. The Bryant materials are a resource to students in political science, sociology, history, economics, and geography, as well as in art and art history. They should serve, too, as a magnet in attracting outside recognition.

The Library received some significant gifts this year. In January and February, gifts from the Canadian government were acquired through the good offices of Dr. Henry Kennedy. Complete holdings of McLeans magazine since 1905 are now available for UCF researchers. Through the Canadian Consulate in Atlanta and the Embassy in Washington, the Library has been promised
gifts of additional backruns of the *Toronto Globe and Mail* (about 5,000 each year) until the file is complete, back to 1849. Mr. William Bryant added several new Haitian primitive paintings to his collection. Special Collections received a three volume set of reproductions of the anatomical drawings of Leonardo de Vinci. This was a gift of Harcourt Brace Jovanovich.

Dan Friend, a graduate who holds three UCF bachelor's degrees from the FTU era, donated a significant collection of memorabilia and books on American history. The Orlando Chapter, Daughters of the American Revolution, recognized the opening of the new building with the gift of a beautiful American flag in a moving ceremony in Special Collections. This area was a center of activity in 1984-1985. It was a favorite destination for visitors, and a highlight of most tours. In this same unit, a goal for the new year will be enhanced maintenance and planned growth of the archival program.

A micro-enhancer IBM unit was added to the OCLC terminal in the Interlibrary Loan office, through a grant from the State Library of Florida. A microcomputer is being used to format schedules for the Catalog Assistance and Reference Desks. Acquisitions is using Visicalc for allocation formulas, Applewriter for reports, and Visifile for its exchange list. The IRR (Information Resource Request) to justify purchase of the expanded CLSI hardware and software was processed through the IRC (Information Resource Council), thanks to the support and counsel of Bill Branch, Director of the Computer Center.

The Photocopy Service improved this year. A new photocopy room is now available on the first floor. Its staff has taken over Interlibrary Loan photocopying, a welcome relief. Library employees no longer have to change paper or be burdened with the unwelcome role of "chief operator." Ed Hindle is due a sincere "thank you." The book sale continued, in a more appealing location. Returns are up, and the enthusiasm and interest that the sale
generates is invaluable. The Library owes a vote of appreciation to its wonderful volunteer, Dorothy Wagenhurst, for her tireless efforts in making the booksale a success.

ACCOMPLISHMENTS

Despite staffing problems and an increased work load, ILL (Interlibrary Loan) staff managed to improve the fill rate considerably during the year. ("Fill rate" is the percentage of borrowing and lending requests that were satisfied.) This year, the lending fill rate increased from 52 percent to 64 percent, while the borrowing rate increased from 84 percent to 97 percent. In 1984-1985, materials were sent to and received from Great Britain, Australia, Denmark, India, France, Japan, and USSR. ILL personnel also assumed responsibility for intra-campus borrowing, and they made measurable improvements in service to the regional campuses.

The Library was able to initiate over 400 new journal subscriptions, and to purchase their companion retrospective files. Most of these back runs were obtained in hard copy, although a few were available only in microformat. It was possible to order the new subscriptions because of an increase in materials OCO funds received from the Board of Regents, through application of the New Washington Formula. It is interesting to note that only 27 of the new 400 titles were reinstatements of items that had been cancelled during recent years of inadequate funding. This is an impressive comment on the skill and dedication of the faculty and librarians who had made decisions on which titles to eliminate.

Two librarians collaborated with Dr. Mary Joyce of the College of Business to organize a series of Focus Groups. This is a market research technique in which clients meet to discuss a product or service (in this case the Library). The process has never been used in a library, at least as evident from the published literature. This fall, the Library hopes to
undertake a similar Focus Groups project, with faculty members as participants.

In the interest of brevity, the contributions of individual staff members discussed in the departmental reports are not repeated. Once a report like this begins to enumerate personal accomplishments, there is no end. Nevertheless, two librarians deserve special mention. They are: June Stillman and Lynn LaBrake. Ms. Stillman helped colleagues establish the new Access Services Department, and she provided professional and personal support to the new department head. The one indispensable person who deserves credit for the successful operation of the Library is Lynn LaBrake. The other SUS libraries (with the exception of one smaller institution) employ two to five personnel as assistant and/or Associate Directors, and Ms. LaBrake carries the responsibility alone.

LOOKING AHEAD

To solve problems caused by an inadequate ratio of staff capacity to demand this year, the Library recommended to University Administration that the free "reciprocal" service to Rollins be ended or modified. In Spring, Library personnel were pleased when Vice President Trefonas promised the Library will be reimbursed for its losses in managing the NTEC contract next year. In 1984-1985, this contract of $121,000 generated $39,000 in overhead for the university, but provided no return to the Library. Yet it cost approximately $15,000 in Library salaries and expense items. This contract has been a source of concern since its inception, and it is heartening to realize the problem will be solved next year. It is important to realize that in 1985-1986, measures such as closing one day each week, or perhaps cutting hours must be seriously considered. UCF already is open fewer hours than all but two very small SUS libraries.
Perhaps the most striking aspect of the year's work was the exceptional performance of Career Service staff. Salary surveys made by the Personnel Department indicate that UCF Career Service people are paid at levels 20 to 40 percent below those of other workers with similar responsibilities in the Orlando area. This general situation is regrettable, but in the Library it is aggravated since many Library employees are classified at lower levels than their counterparts in other SUS libraries. A major event in 1985-86 will be the long-delayed Cyclical Audit of all Career Service Library positions. The audit has been scheduled for early August and is expected to provide welcome relief in all departments.

Department heads hope to be able to increase the total OPS allocation, in order to provide for adequate numbers of student assistants to support the activities described earlier in this report. Department Heads also hope to be able to offer a better model for student assistants' salary increases. All the student assistants begin at minimum wage, and they receive a five or ten cent increment after each year's service. This has been the case for many years. There are two funding needs: (1) for additional student positions, and (2) for a more equitable salary increase for these valuable workers. One of the needs should not be satisfied at the expense of the other. The two problems should be addressed separately, and accomplishing this is an objective for 1985-1986.

In the new year, efforts will focus on achievement of the goals described in the SUMMARY section in the first pages of this report. It will be important to continue to alert the university, the community, and the Legislature to the needs and unique contribution of the UCF Library and its staff. It might be worthwhile to mount a joint effort with other urban universities. With the affirmation of the New Washington Formula, and the promise of continued OCO support for materials, the Legislature no doubt feels it has met its obligations to university libraries. The task facing all friends (as well as Friends) of the UCF Library is to somehow make its needs known, while emphasizing the excellence that is here.