University of Central Florida Libraries, Annual Report 2016-2017

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University
LIBRARIES
Annual Report
2016-2017
The 21st Century Library Project for the John C. Hitt Library got underway as Turner Construction started site preparation for Phase 1 in September 2016. A major part of Phase 1 is the construction of the Automated Retrieval Center (ARC) building. The ARC building will house an automated retrieval storage and retrieval system as well as a 4th Floor reading room. Initially there will be three rows of bins and three robotic cranes to store and retrieve materials in the ARC. With Phase 1A, two additional rows and cranes will be added. The ARC has a capacity of approximately 1.25 million volumes. Approximately 300,000 volumes will remain on open stacks within the library. A covered bridge will be constructed to provide access from the existing building until Phase 1A is completed with the construction of a building which will connect to the ARC building.

Other work underway in Phase 1 consists of the complete renovation of all existing restrooms in the 1984 half of the building. The restrooms in the 1968 side will not be done during this phase as they will be relocated during the eventual renovation in future phases. Elevators 3, 4, & 5 will be completely redone and elevators 1 & 2 will only be cosmetically redone as they were mechanically upgraded a few years ago.

Sprinklers are being installed on the 2nd through 5th Floors in compliance with fire and safety codes. As there are sprinklers on the 1st Floor, only the heads will be replaced. And all the railings in the stairwells are being brought up to code. The flooring in the stairwells is being replaced as well.

Additional electrical outlets are being installed on most floors.

A significant part of this first phase will be the renovation of much of the 5th Floor for a Quiet Study area. A glass storefront has been built near room 511 to minimize the noise from staff and meeting spaces. The furniture in the area was designed for quiet study with 170 comfortable individual seats.

As the year ended work was ongoing in all of the above areas with completion planned for October or November 2017.

Preparing for the opening of the ARC continued during the year and Circulation Services assisted with issues due to the impact of construction to collections and other areas within the Hitt Library. A survey of the amount of vacant shelf space was undertaken to get a current estimate of books in the collection. An inventory of the types of shelving by location and amount of shelving in the stacks was also completed. Some types of existing shelving will be used in the renovated building. Reference stacks and Knowledge Commons furniture were reconfigured to create an aisle needed for the ARC ingest. The Reference Collection was reduced by 75% of its former size.

Government Documents staff offices were moved from the 1st Floor to the 3rd Floor as the 1st Floor offices will be demolished during construction in Phase 1A. Substantial progress was made with the cataloging/barcoding/inventory project for government documents in preparation for the transfer for these materials into the ARC.

Circulation Services assisted with access to the collection during the spring and summer semesters as construction work took place in the library. They assisted Interlibrary Loan with managing user initiated holds for items in the stacks that were closed during sprinkler installation. They also kept building signage up-to-date on current closures and let users know the status of construction activities and disruptions in the building.

Circulation Services also had to spend much of the fall semester rebuilding four shelving ranges that collapsed on the 4th floor in September 2016. Thousands of books had to be sorted and reshelved which was very time-consuming.
Cataloging Services completed an inventory of the entire general collection of books in the John C. Hitt Library in preparation for ingestion of materials into the Automated Retrieval Center (ARC). This included cataloging items identified as either unlinked or uncataloged. The barcode scanning phase of the project involved Acquisitions & Collection Services and Interlibrary Loan/Document Delivery Services including checking for barcodes which involved handling 900,000 items. The ARC should become operational in late fall 2017 and ingestion is planned to begin at that time.

Planning continued for the library space in the Academic Building for the UCF Downtown Campus which is to open in the fall 2019. Library spaces will be on the 2nd Floor of the Academic Building and will consist of a reading room with shelving for a print collection, quiet study spaces and a service desk, open collaborative spaces and consultation rooms and group study rooms, and offices for librarians and staff.

**STARS (Showcase of Text, Archives, Research & Scholarship)**, the Libraries institutional repository, grew by 26% during its second year and reached 500,000 downloads. It is among the most popular destinations in the Digital Commons network as researchers from around the globe access its rich resources.

Implementation began for the new Integrated Library System (ILS) for the 40 state universities and colleges in the Florida Academic Library Services Cooperative (FALSC) during the fall 2016. The Innovative Interfaces Inc. Sierra Encore/Duet system implementation began with training starting in October 2016 for the Working Groups. That UCF librarians were selected to serve on most of the working groups involved meant that the Libraries had the advantage of sharing information during implementation. A “Go Live” date of July 2017 was established. In-person training began in February. Then on March 31, it was announced that “Go Live” would be delayed until July 2018. This allows Innovative Interfaces time to develop a fully functional system that addresses all the needs of FALSC libraries. Working toward this new date, planning, and training continued.

The transition to UCF IT for the Libraries IT Team began this year with discussions with UCF IT to guarantee that the proposed organizational changes will not negatively affect our model of outstanding service to students and faculty.

With positive results from the Value of Academic Libraries analysis of student interaction data from the fall 2014 through fall 2015, significant attention was devoted to streamlining the collection of student ID’s. Data collection procedures were automated as much as possible, ensuring higher quality data. A request has been submitted to Institutional Knowledge Management to analyze data for students enrolled in 142 classes that were automated as much as possible.

The Libraries and the Center for Distributed Learning Textbook Affordability working group continued to work with university administrators and other stakeholders to facilitate adoption of no- or low-cost textbook materials. Penny Beile was invited to serve on the Bookstore Contract Invitation to Negotiate (ITN) review committee and later participated on the bookstore contract negotiation committee. Other activities of the working group included discussions with OpenStax, OpenEd, and Open Textbook Network. Textbook affordability has been adopted as a goal metric by the Libraries and the Center for Distributed Learning.

Progress was made working with faculty on adoption of open text during the year. Among textbook adoption savings was a Microeconomics course that offered an open text as an option. Even though the official course text was a traditional textbook, students saved $100,000 using the open text. Through these activities, the working group contributed to the development of a campus environment more favorable to adoption of low-cost course materials to benefit students.

In its second year with a Scholarly Communications Librarian, the Office of Scholarly Communication (OSC) continued its growth and development of services and resources for the campus community, including developing internal training and education for library faculty and staff. It also developed more programming, more support for services and resources, and increased partnerships with campus constituents.

The 3rd Floor suite for OSC provided a research support center as well as space for meetings with students and faculty consulting on research needs and activities.

The Scholarly Communication Working Advisory Group, in existence since the creation of the OSC, continued engaging in the Office of Scholarly Communication activities. The dedication and commitment of this group since OSC’s founding has made it the successful organization it is today. There has been an increase in the research-related workshops and presentations for students, faculty, and staff. The “Publishing in the Academy” workshop series in partnership with the College of Graduate Studies was popular with 227 attendees at 73 sessions.

Presentations on copyright, author rights, and textbook affordability, research and scholarship have been well received in several venues including the Faculty Center for Teaching & Learning.

Ask US statistics decreased in most categories except instant messaging chat which increased slightly, as it continues to be the preferred method of virtual reference communication among UCF students, faculty, and staff. There were 6,253 total chats. Ask US hopes to implement a “proactive chat” feature in 2017/2018. This service would invite patrons to “Ask Us” if they linger on a web page for more than a minute or two. Ask US continues to double staff Instant Messaging during the peak weekday hours, 10:00 a.m. to 5:00 p.m. during fall and spring semesters.
The number of questions at the Research & Information Services Desk decreased by 10% with 18,292 interactions. Public FAQ views in LibAnswers numbered 58,324; an increase of 82%. Research Guides had 837,888 views for an increase of 39% from last year. Research and Information Services librarians conducted 622 in-depth, one-on-one Research Consultations. This service is heavily used by graduate students.

Over 85,000 patrons were served at the LibTech Desk and there were over 100,000 equipment loans during the year as its popularity continued to grow.

Face-to-face library instruction classes in the John C. Hitt Library were attended by 11,317 students, an increase of 27%, in 452 classes, an increase of 12%. There were 331 students in 21 classes in Special Collections & University Archives, and 2,289 students in 47 classes in the Universal Orlando Foundation Library at the Rosen College of Hospitality Management. There were 603 students in 25 classes in the Curriculum Materials Center, and Regional Campus Libraries taught 3,164 students in 125 classes.

The number of students completing assessments with information modules was 13,105, with 66,258 assessments completions. One in every five students was reached this year. The number of faculty creating instances was 159.

The Libraries instructional videos on YouTube and Vimeo were viewed 64,235 times (an increase of 22%) for a total of 166,982 minutes (an increase of 12%).

The Curriculum Materials Center continued their partnership and outreach with the College of Education and Human Performance. One of their most popular and well-attended workshops was the HAPPY (Having Active Participation Prepares You) Hour Workshops. They also continued their partnership with the Orlando Museum of Art, collaborating with the new Associate Curator of Education and Outreach. Outreach to the UCF Creative School continued, featuring story time and delivery service. During the fall semester a professional development workshop was presented to the teachers and assistants. Since that presentation, deliveries to the Creative School have doubled.

The Universal Orlando Foundation Library at the Rosen College of Hospitality Management completed a major stacks project, including inventorying and barcoding all bound periodicals and relocating some print holdings to the John C. Hitt Library. Removal of some of the bound periodicals enabled a shift of the collection, making more room for future growth. The Rosen general collection now contains 10,335 volumes.

Circulation of the Libraries’ collection, not including reserves was 202,765, a decrease of 9% from last year.

Use of the John C. Hitt Library decreased slightly to 1,297,542. The number of patrons using the Curriculum Materials Center decreased 2% to 60,269. Use of the Universal Orlando Foundation Library at the Rosen College of Hospitality Management decreased by 11% to 103,115.

In Interlibrary Loan/Document Delivery Services Lending was down by 5%, to 29,604; Borrowing decreased 24% to 15,846; and Document Delivery decreased 18%, to 6,897. Library users are able to locate more full-text articles in e-resources online.

As the installation of sprinklers started and half of each floor was closed due to construction, Interlibrary Loan/Document Delivery Services collaborated with the Florida Academic Library Services Cooperative (FALSC) to program a Hold/Request button in the local catalog and developed a Hold workflow with Circulation Services. This Hold button allows library users to submit a request for any item in the John C. Hitt Library general collection which will be pulled and made available at the Circulation Desk.

The Libraries added 17,018 print volumes and 1,345 electronic monographs for a total of 18,363 volumes. The collection now has 1,902,726 print volumes including government documents. Total print and electronic volumes now total 2,060,261.

The Libraries materials budget expenditures were $7,513,744, including Technology Fee funds of $432,866. The impact of inflation in e-journals and database purchases continue to have a negative impact on the Libraries’ purchasing power.
Expenditures for all electronic resources continued to increase as $5,734,994 or 76% of the library materials expenditures were for these resources.

Approval plan expenditures were $514,956 with 8,405 volumes purchased. Firm order expenditures were $565,032 with 7,848 volumes purchased.

Streaming videos have gained popularity for classroom use as they can be embedded in courseware and serve distance education. Content from platforms including Alexander Street Press, Kanopy, and Films on Demand in Humanities are being added and provide media content to coursework in many disciplines.

There were 3,043,370 searches and 2,887,481 full-text downloads of all databases for which COUNTER (Counting Online Usage of NeTworked Electronic Resources) compliant statistics are available.

Digital Services was involved in several projects including Central Florida Future, Central Florida Memory, Florida Historical Quarterly, Harrison Price Papers, Retrospective Theses & Dissertations, and University Archives for a total of 28,873 images.

Central Florida Memory had 7,677 visitors with 19,167 page views. Digital Collections had 34,563 visitors with 130,870 page views. STARS had 90,035 visitors with 218,928 page views. LibGuides had 432,166 visitors with 981,524 page views.

Special Collections & University Archives received significant donations during the year. Among them:

- The “Seminole County Public Schools Collection,” donated by Seminole County Public Schools, was originally acquired on deposit in fall 2015 and officially donated in December 2017. Previously it was located in the Sanford Student Museum, a project of the UCF Public History Program and the Seminole County School District. The vast collection documents the history of Seminole County Public Schools and the city of Sanford, Florida.
- Judith Kaplan donated additional materials for “The Judith and Warren Kaplan Collection, Women’s and Gender Studies, 1792-2016,” including her work with the National Women’s History Museum in Washington, D.C.
- Robert L. Glasser, a longtime donor to the Libraries, died in April 2017 and his widow, Doris Glasser and their children donated a collection of materials related to Glasser’s work with Walt Disney Parks and Resorts. The “Robert L. Glasser Collection, 1956-2016,” includes reports, Disney publications, promotional materials and memorabilia related to Disney World in Orlando. Mr. Glasser was a Contract Administrator and Senior Environmental Analyst and was involved in the EPCOT project.

### Student Technology Fee Awards

The Libraries received Technology Fee Awards for 2016/17 in the amount of $602,848, including $103,801 submitted by the College of Arts and Humanities for library materials, which funded the following proposals:

- **John C. Hitt Library – 5th Floor** **Quiet Study Space PCs**. Part of the 5th Floor will be re-imagined as quiet study space. This award funds 44 desktop PCs with wired access and large monitors. Total cost: $55,664 (Tech Fee: $54,664, cost share $1,000)
- **John C. Hitt Library – Laptop and iPad Refresh**. Funding to replace aging iPads and Dell Venue tablets. 80 laptops will be purchased for the John C. Hitt Library, Rosen Library, and Curriculum Materials Center. Total cost: $116,982 (Tech Fee: $114,982, cost share $2,000)
- **Sage Collections 2016**: SRM Cases, Datasets, SAGE Video, SAGE 2014 Books. Three SAGE collections. Total Cost: $150,574 (Tech Fee: $148,574, cost share $2,000)
- **Alexander Street Press 2016**. Video Streaming Collections, Nursing Education, Asian Films, Caribbean Studies. Total cost: $95,000 (Tech Fee: $94,000, cost share $1,000)
- **Web of Science Citation Connection**. Total Cost: $87,827 (Tech Fee: $86,827, cost share $1,000)
- **Africana Primary Source Collections**. Collection of five Primary Source Databases. Total Cost: $103,801 (Tech Fee: $103,801)

To date, the Libraries have received $5,559,738 in Technology Fee Funds.
Retirements

Rey Parulan retired November 30, 2016 after over 15 years of service in the library. Parulan began working in the Libraries on February 5, 2001, as the office assistant in Cataloging Services.

Awards

• Jeanne Piascik, UCF’s 2016 Excellence in Librarianship Award

Katie Kirwan, 2016 Libraries Employee of the Year

Library Service Awards

Awardees

• 5 Years
  Mary Page, Collections & Technical Services

• 15 Years
  Rebecca Hammond, Special Collections
  Jonathan Hanie, Circulation
  Richard Harrison, Research & Information Services
  Megan Humphries, Circulation
  Tatyana Leonova, Acquisitions
  Reynaldo Parulan, Cataloging
  Jorge Santiago, Cataloging
  Terrie Sypolt, Research & Information Services

• 20 Years
  Mary Lee Gladding, Circulation
  Cynthia Kisby, Regional Campus Libraries
  Joel Lavoie, Information Technology & Digital Initiatives
  Susan MacDuffee, Acquisitions
  Jeanne Piascik, Cataloging

*Missing Photos
Mary Page (5 yrs);
Jon Hanie (15 yrs);
Jorge Santiago (15 Yrs);
Terrie Sypolt (15 Yrs);
Joel Lavoie (15 Yrs);
Jeanne Piascik (15 Yrs)
June S. Stillman Memorial Scholarship

On October 21, 2016, University Libraries awarded Ms Melissa Franco the 18th June S. Stillman Memorial Endowed Scholarship. This $2,000 scholarship, offered specifically to Libraries student assistants and USPS employees, was established in memory of June Stillman, a charter librarian of our university whose life was tragically taken in 1998.

Melissa Franco is an undergraduate Health Sciences Pre-Clinical Track student with a GPA of 3.53. She began working as a library student assistant in the Acquisitions department of the John C. Hitt in January 2015. Once she achieves her Bachelor of Sciences degree, she hopes to continue in her graduate studies and earn a doctorate degree in Physical Therapy. As a Type 1 Diabetic, Franco has had to overcome great obstacles in her life. Her experience awakened a deep yearning to help others who are mentally and physically affected by unfortunate circumstances.

Franco’s love for learning and willingness to assist others are traits that June Stillman herself displayed throughout her life.

Franco volunteered hours in health care settings in both Orlando and her hometown Miami, FL. Since 2014, she has volunteered at South Miami Hospital, Cora Rehabilitation Clinic, and Select Physical Therapy Sports Medicine rehab. During the summer, she volunteered at the South Miami Child Development Center and at a pediatric outpatient therapy clinic called A+ Therapy. Franco aspires to eventually become a military physical therapist treating active duty service members and war veterans. She currently volunteers at the Orlando Veterans Affairs Medical Center helping professional physical therapists provide quality patient care to those that have served our country.

Franco’s service to the community is reflected in her many positions: 2015-2016 Vice President and the 2016-2017 President of the Type 1 Diabetes support group on the University of Central Florida campus, student organizations such as the Undergraduate Physical Therapy Association and on a UCF intramural soccer team. In the beginning of 2016, she was inducted as an official member into the National Society of Leadership and Success.

Cheryl Mahan (co-founder with Phyllis Hudson) gave her traditional update of as many of the former scholarship recipients as she could find and shared photos of some of the former recipients that had been sent to Mahan.

Director’s Conclusion

With the 21st Century Library Project now underway and completion of Phase 1 scheduled for late fall 2017, work on construction documents will begin for Phase 1A (formerly Phase 2). Phase 1A includes the construction of a building connecting the newly built ARC building and the 1984 library building. Plans include the completion of the reading room on the 4th floor of the ARC building, a new entrance on the student union side of the building, and expansion of floors one through four. And the addition of bin racks and robotic cranes for rows 4 & 5 for the automated retrieval system.

The new space will include Instruction classrooms on the 1st Floor, a large multipurpose event room and Special Collections & University Archives exhibition room on the 4th Floor. The Circulation Services Desk will move to the area right inside the new entrance adjunct to the ARC loading and retrieval area. The expansion of each floor will feature new furniture. Permanent landscaping will be completed in the space around the new construction.

Following completion of Phase 1A, planning for the renovation of the 1968 building and 1984 addition will begin. We continue to live in interesting and challenging times.
General Administrative

- The Library's Coordinator of Accounting, two Accountants, HR Sr. LTA, and Payroll Manager moved to the IT&R Business Center in Research Park as of January 13, 2017. This has redefined the Administrative Services division and is creating a number of changes to process and workflow in the Libraries.

Finance

- Guided E&G budget to successful close in June 2017 with appropriate carry forward.
- Created “cost efficiencies report” for IT&R June 2017
- Worked closely to maintain continuity in business affairs with departure of fiscal staff.
- Developed a process for securing approvals for PCards using an entirely paperless approval process.

Human Resources

- With the transfer of the Library HR Sr. LTA and Payroll Manager to the IT&R Business Center in January, the following six months were spent revising procedures to accomplish work under these new arrangements. A shared drive with electronic files is in place with the intention that paper employee files are closed as of January 2017 and all documents after that are maintained electronically.
- Facilitated five new faculty searches (Science, Business, Acquisitions, Learning & Engagement, UCF/Valencia) and finalized the Head of Acquisitions & Collection Services search.
- Organized and processed full-time personnel information, new employee sign-in, and HR benefits orientation for six hires and six separations.
- Prepared and reviewed hiring paperwork for all new OPS student and non-student employees ensuring HR policies and procedures are met; submitted 238 ePAFs, processed 64 OPS students/non-students hiring packets, 44 terminations and 99 student increases.
- Worked with Libraries Promotion Coordinating Committee and Center for Distributed Learning Promotion Committee to update guidelines and drafted an update to the library promotion criteria.

Facilities

- Continued to work with the Director of Libraries on planning for a library presence in the new downtown campus building. Consulted with Library Dean Jim Mullins at Purdue University about their Active Learning Center.
- Hosted the Active Shooter Walk Around on Friday, May 13. Distributed notes.
- Hosted an Evacuation Team meeting July 7 to discuss Active Shooter in light of forced evacuation in May 2016.
- Helped coordinate re-carpeting of the CMC.
- Troubleshoot dozens of facilities-related issues.

Highlights of the Year in Retrospect

Halloween Dragon stands guard over the Library Administration office. It was created by Library Administration staff members, especially Sue Terrill and Parri Bolinger, to celebrate this year’s Halloween theme: Game of Thrones.
Administrative Services (cont’d)

Receiving, Shipping, and Mail
• Delivered all mail and packages in a friendly and timely manner.
• Filled all supply orders in a friendly and timely manner.
• Accounted for 100% of the libraries equipment valued at $5,000.00 or more.
• Purged applicable library records from the circulation department and the administration department.
• Moved surplus through such as shelving and IT equipment.
• Built a helpful working relationship with the construction staff, for example, lending them a hand with information, getting supplies in and out of the library, lending carts, flatbeds, providing help with parking issues, etc.

Administration Front Office
• The Administration Front Office was significantly impacted by the transfer of the personnel/HR, Payroll, and fiscal employees to the new IT&R Business Center. The remainder of the year was spent on adjusting, especially to the loss of backup staffing in the Front Office. The Administration front office staff members were responsible for:
  ▪ Reporting building issues on behalf of the John C. Hitt Library and Curriculum Materials Center staff members, faculty, and patrons. See statistics below for more information and a detailed glimpse of those activities. Sue Terrill was also an unofficial contact for many of the things related to Phase 1 of the 21st Century Library Project and the 5th floor quiet study area.
  ▪ Arranging meetings, e.g., reserving space, inventorying supplies, catering, special parking, and serving as a resource for other departments planning meetings & activities, etc.
  ▪ Continuing to use Outlook to monitor, approve, and book reservations for Conference Rooms, 512G, 511, 223, and 229, as well as the for the van.
  ▪ Procuring and tracking library keys.
  ▪ Assisting with telecommunications issues (new phones, personnel changes, equipment problems, line problems, etc.)
  ▪ Beginning in January 2017 as a result of the IT&R Business Center changes, recording and processing mailed checks per Accounting.
  ▪ In addition to these “regular” duties, Terrill also initiated a search for and procured two new table drapes for Rosen and Special Collections.

Changes in Staffing
Jeff Alvarado, Deirdre Campbell, Parri Bolinger, Brianna Stack and Michael Jimenez transferred to the IT&R Business Center January 13, 2017.

Report on Departmental Goals: 2016-2017

General Administrative
✦ Continue work on ARC, 5th floor renovation, and building renovation in general. Ongoing
✦ Convene a fines and bills taskforce to ensure consistency across the four service desks. Accomplished
✦ Reassess procedures for the Evacuation Team in light of forced evacuation in May 2016. Accomplished
✦ Work closely to support new Coordinator of Accounting. Accomplished
✦ Assist with carpet installation at CMC. Accomplished
✦ Assist with ramp-up of planning and staffing for a library at the UCF downtown campus. Accomplished

Departmental Goals: 2017-2018

General Administrative
✦ Continue adapting workflows in fiscal, human resource, and front office areas.
✦ Open 5th floor quiet study area in the John C. Hitt Library.
✦ Successfully ingest the first round of materials into the ARC.
✦ Finish planning of Phase 1A “connector building.”
✦ Communicate effectively with library staff changes on renovations and changes in John C. Hitt Library as a result of 21st Century Library project construction.

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida
✦ The Personnel Librarian actively promotes Work Study opportunities in the Library to both the Work Study office, and to library department heads who make student hiring decisions. In FY 16/17 the Library employed FWS students who generated $161,854 in FWS income. This program supports students with their undergraduate success.
### Library Administration

#### Table 1

### Human Resources Selected Statistics Five Year Summary

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#### Administrative Services

**Chart 1**

**Reported Building Problem 2016-2017**

- Cleaning, 112, 27%
- Plumbing, 92, 22%
- HVAC (Temp/Leaks), 48, 12%
- Elevators, 16, 4%
- Electrical, 11, 3%
- Doors, 26, 6%
- Clocks, 1, 0%
- Keys/Locks, 4, 1%
- Insects, 7, 2%
- Install/Dismantle, 19, 5%
- Signs, 4, 1%
- Elevators, 16, 4%
- HVAC (Temp/Leaks), 48, 12%
- Lights Out, 48, 12%
- Other (Carpet, Supplies, Moving, Re-stock, Misc.), 19, 2%
- Roofers and Leaks, 8, 2%
- Recycle, 3, 1%

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**Frank R. Allen**
Senior Associate Director for Administrative Services
Circulation Services also assisted with access to materials and construction updates as work within the library took place over spring and summer semesters. Circulation Services assisted Interlibrary Loan with managing patron initiated holds for items in the stacks, particularly for items located in closed stacks during sprinkler installation. Staff assisted patrons with on-demand assistance for books in closed stacks. Staff also processed holds on evenings and weekends when ILL was closed. Circulation Services kept signage up-to-date on current closures and communicated with patrons the status of construction and disruptions to library spaces.

**Other Highlights and Projects:**
Circulation Services took on responsibility for some of the duties previously performed by the Library Finance Office. Circulation staff are now responsible for the daily deposit of all library funds, including money collected for overdue fines and replacement items, and checks from vendors.

Reclaimed responsibility for shelving and maintenance of newspapers, current periodicals, and microfilm collections.

Worked with Teaching and Engagement Librarians and Cindy Dancel to plan, promote, and support first annual Summer Knights Reading Challenge. Two hundred UCF students, faculty, and staff participated in the program to win prizes based on number of pages read. Partnered with local businesses, UCF Bookstore, and UCF Tech Product Center to offer grand prizes to top three finishers.

Participated in several outreach efforts, including: Fall Welcome Library Scavenger Hunt, Color Your Stress Away, and Yoga in the Library.

Organized 2016 InfoKiosk, answering 341 questions in first four days of fall semester.

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Circulation Services was responsible for preparing for the opening of the Automated Retrieval Center (ARC), restructuring fines and bills policies, and assisting with construction impact to library spaces and collections. The most unexpected project was rebuilding shelving and putting thousands of books back in order after four ranges collapsed on the 4th floor in fall 2016. With the help of UCF Facilities the shelving was quickly cleared and books piled along the wall to be organized. The Stacks Unit came together to efficiently rebuild shelving and get the stacks back in order.

The Stacks Unit was also busy with several projects to help prepare for the ARC. They completed an air space survey of the collection to get a current estimated projection of amount of materials in the collection. They conducted an inventory of shelving types by location and amount throughout the stacks. This information will help determine type and quantity of shelving to be used in the 21st Century Library. Storage Room 150D was also cleaned and re-organized to maximize storage space in advance of Phase 1A Connector storage needs. Stacks played a key role in a re-design of the Reference Collection shelving layout. Reference stacks and Knowledge Commons furniture were re-configured to create an aisle for the ARC Ingest. In addition to these special projects the Stacks Unit continued their work fixing shelving errors discovered during the General Collection Inventory Project.

Fines and Bills created a new policy for instituting academic blocks. Patrons who owe $50 or more, or, who have an item with status of Billed Lost now receive a block which restricts them from registering for classes, seeing grades, and obtaining transcripts. The transcript block has been effective in getting graduates to return Billed Lost materials. In addition, the fines on LibTech items were restructured to have lost item fines applied after just a few days of the item being overdue. The new fine structure and blocks have contributed to more timely return of overdue materials and an increase in fine monies paid to UCF Libraries.
Coordinated with Technical Services to update procedures for faculty requests for newly purchased course reserve materials.

Moved furniture from the 5th floor in advance of construction of Quiet Study Space.

Circulation staff adjusted their schedules for better coverage of department during operating hours. Evening employees adjusted schedules to work until close Sunday-Thursday. Day employees started Saturday work rotation. Coverage during all hours is more consistent and shifts are more equitable among staff.

Collaborated with Interlibrary Loan, Acquisitions, and Cataloging Services to review CD-ROM collection and make decisions for withdrawal. Evening employees helped to remove labels from books with withdrawn CD-ROMs.

**Changes in Staffing**

Thankfully Circulation Services was fully staffed for the entire year with no new hires or retirements!

**Report on Departmental Goals: 2016-2017**

+ **Research innovative ways to meet patron needs and work to exceed patron expectations of Circulation Services.** Implemented daily Aleph patron feed for more timely and accurate patron data. Gained permission for restricted access to UCF Employee data to verify patron status in more efficient manner. Utilized features of group study room reservation software to enforce time limit policies. Organized group study rooms by size to facilitate use of rooms by appropriate group size. Posted newly designed Reshelving signs throughout stacks. Recorded new closing announcements to better inform patrons of library closing times. Collaborated with UCF Chess Club to circulate chess sets to library patrons.

+ **Contribute to planning for Sierra Implementation.** Staff members attended in-person Sierra training with Innovative trainers, watched webinars hosted by Sierra FALSC Working Groups, and contributed to the work of reviewing course reserve records, item types, academic blocks, loan rules, etc., in preparation for re-creating Aleph in Sierra.

+ **Determine best practices for ARC.** Spent time gathering information on ARCs at other universities and completed projects in preparation for ARC. Projects included Air Space Survey, Shelving Type Inventory, Reference Collection shift, and 150D Storage Room Organization.

+ **Simplify procedures for issuing non-UCF Library Borrowers cards.** Created one card type for all non-UCF Library Borrowers and simplified instructions for issuing cards. Trained staff at CMC and Rosen to issue cards so courtesy patrons are not required to visit John C. Hitt Library to obtain a card.

+ **Develop new training and employee development tools.** Conducted student employee orientation session for all Circulation Services student employees in fall 2016. Created Webcourse for new Circulation Desk student employee training. Incorporated training topics in Circulation Services department meetings.

+ **Analyze LibAnalytics desk activity information and identify opportunities for change or improvement in services.** Identified trends in types of questions and services needed at Circulation Desk. Resulted in Library Administration approving a directional sign for Restrooms near Library Main Entrance.

+ **Conduct Mystery Shopper program.** Program delayed due to staffing constraints in UCF HR Office.

+ **Fines & Bills: Explore options for accepting credit card payment and online payment.** Changes in Library Finance Office reporting structure delayed implementation of any new procedures this FY.

+ **Fines & Bills: Develop an improved plan for collecting past due debts and facilitating the return of billed lost library materials.** Instituted a new structure for academic blocks and amount of time to “billed lost.” Re-structured LibTech fines for more timely return of materials. Updated format and text of Circulation Notices to explain policies and make payment options more clear.

+ **Stacks: Complete correcting shelving errors identified in inventory reports.** Continued to correct errors and review reports for additional areas in need of attention.

+ **Stacks: Improve Stacks office procedures and policies and integrate technology into department functions.** Use laptop in stacks to complete work more efficiently. Created student manual in OneNote, making it both easily searchable and accessible to all staff within Stacks Unit.

Security cameras captured a photo of a very special John C. Hitt Library visitor during the last day of Spring Finals.
Circulation Services (cont’d)

Departmental Goals: 2017-2018

- Research innovative ways to meet patron needs and work to exceed patron expectations of Circulation Services.
- Contribute to successful planning for Sierra Implementation.
- Develop policies and procedures for daily operation of ARC and Phase 1A Connector Ingest Project.
- Restructure policies for issuing Proxy Borrower cards.
- Fines & Bills: Explore options for accepting credit card payment and online payment.
- Reserves: Engage in Textbook Affordability discussions and brainstorm ideas for expanding course reserves to include more textbooks.
- Stacks: Complete Phase 1A Connector Ingest Project; including ingesting of displaced materials, removal of stacks, and moving/storage of furniture in designated areas.
- Stacks: Complete correcting shelving errors identified in inventory reports.

Be America’s leading partnership university

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

Performance Enhancement Recommendations

- Accept credit card or online payment for overdue fines and replacement costs.
- Sierra implementation.
- Automated Retrieval Center.
- Group Study Room Reservation Calendar/Software available on touchscreen panel at entrance to each room.

Offer the best undergraduate education available in Florida and Achieve international prominence in key programs of graduate study and research

- Continued to operate the Reserves unit to support the teaching mission of the university. Provided extended circulation privileges to graduate students and honors students to support their research needs.

Become more inclusive and diverse

- Continued the department practice of hiring minority and international students and staff.
### 2016-2017 Statistics: Circulation Services

#### Circulation Services

**Table 1**

Five-Year Comparison

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>ITEMS CIRCULATED:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-V, Music, Video, DVD</td>
<td>5,545</td>
<td>4,080</td>
<td>3,621</td>
<td>6,409</td>
<td>8,086</td>
</tr>
<tr>
<td>Browsing Collection</td>
<td>1,398</td>
<td>1,346</td>
<td>1,331</td>
<td>2,300</td>
<td>2,454</td>
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<tr>
<td>Documents</td>
<td>120</td>
<td>83</td>
<td>124</td>
<td>277</td>
<td>265</td>
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<tr>
<td>General Collection</td>
<td>195,702</td>
<td>218,415</td>
<td>281,801</td>
<td>226,996</td>
<td>252,435</td>
</tr>
<tr>
<td>Reserves**</td>
<td>114,186</td>
<td>92,272</td>
<td>56,160</td>
<td>110,930</td>
<td>99,933</td>
</tr>
<tr>
<td><strong>TOTAL ITEMS CIRCULATED</strong></td>
<td>316,951</td>
<td>316,196</td>
<td>343,037</td>
<td>346,912</td>
<td>363,164</td>
</tr>
<tr>
<td><strong>ITEMS SHELVED</strong></td>
<td>211,388</td>
<td>192,916</td>
<td>212,046</td>
<td>206,402</td>
<td>212,193</td>
</tr>
<tr>
<td><strong>PATRON COUNT</strong></td>
<td>1,297,542</td>
<td>1,311,115</td>
<td>1,258,691</td>
<td>1,283,542</td>
<td>1,337,238</td>
</tr>
</tbody>
</table>

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

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

#### Circulation Services

**Table 2**

Circulation by Patron Type: Five-Year Comparison

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PATRON TYPE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Undergraduate Students</td>
<td>211,722</td>
<td>207,699</td>
<td>221,011</td>
<td>207,983</td>
<td>248,977</td>
</tr>
<tr>
<td>Graduate Students</td>
<td>48,815</td>
<td>51,146</td>
<td>58,684</td>
<td>61,077</td>
<td>84,006</td>
</tr>
<tr>
<td>Faculty</td>
<td>25,877</td>
<td>25,624</td>
<td>26,940</td>
<td>36,433</td>
<td>29,741</td>
</tr>
<tr>
<td>Staff</td>
<td>7,693</td>
<td>7,087</td>
<td>7,833</td>
<td>10,178</td>
<td>9,570</td>
</tr>
<tr>
<td>Alumnae</td>
<td>79</td>
<td>111</td>
<td>24</td>
<td>65</td>
<td>129</td>
</tr>
<tr>
<td>Special Borrowers:</td>
<td>7,389</td>
<td>9,567</td>
<td>12,106</td>
<td>14,540</td>
<td>19,541</td>
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<tr>
<td>Affiliate</td>
<td>1,093</td>
<td>2,281</td>
<td>2,211</td>
<td>7,415</td>
<td>6,195</td>
</tr>
<tr>
<td>Courtesy</td>
<td>1,485</td>
<td>5,023</td>
<td>5,936</td>
<td>7,390</td>
<td>6,713</td>
</tr>
<tr>
<td>Associate/Subscriber</td>
<td>4,811</td>
<td>4,802</td>
<td>6,393</td>
<td>4,736</td>
<td>6,989</td>
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<tr>
<td>Library Charges:</td>
<td>15,106</td>
<td>14,962</td>
<td>16,439</td>
<td>16,636</td>
<td>17,224</td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>6,713</td>
<td>7,284</td>
<td>7,681</td>
<td>10,311</td>
<td>10,192</td>
</tr>
<tr>
<td>UBorrow*</td>
<td>3,902</td>
<td>4,992</td>
<td>4,864</td>
<td>11,905</td>
<td>6,713</td>
</tr>
<tr>
<td>Other</td>
<td>4,491</td>
<td>4,163</td>
<td>4,091</td>
<td>11,905</td>
<td>2,694</td>
</tr>
<tr>
<td><strong>TOTAL ITEMS CIRCULATED</strong></td>
<td>316,951</td>
<td>316,196</td>
<td>343,037</td>
<td>346,912</td>
<td>363,164</td>
</tr>
</tbody>
</table>

*UBorrow was implemented in 2012/2013.

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Lindsey Ritzert
Head, Circulation Services
Regional Campus Libraries

**Highlights of the Year in Retrospect**

- Created an interactive Canvas Quiz for Regional Virtual Orientation, which was later added to the UCF Online orientation.
- Coordinated housing the UCF SGA printing station in the Valencia West Campus library, which greatly extended the accessibility of free SGA printing for UCF students.
- Participated in Southern Association of Colleges and Schools, Commission on Colleges (SACSCOC) information gathering and on-site interview for Regional Campuses substantive change to add Valencia East campus.
- Implemented Tech Fee for additional lending equipment, a new scanner and a multifunction printer.
- Facilitated publication of article about Regional Librarians in UCF Today.
- Updated the library section of Regional Campus Institutional Effectiveness Plan.
- Gathered Regional input for ACRL Excellence application and Foundations of Excellence (FOE) interview article.
- Reimagined position description and began search for two faculty librarian positions at Osceola and West.
- Excerpt from an email from Dr. Jeff Jones, Vice Provost, dated June 17, 2017:
  
  Effective immediately, the division name of UCF Regional Campuses will now be “UCF Connect”, which I believe better reflects our mission and services throughout Central Florida. The division will continue to be UCF’s administrative home for our nationally recognized DirectConnect to UCF program, and will continue to operate and serve students enrolled at UCF’s 11 regional campus locations.

  This new name also reflects the division’s role in UCF Online, a partnership with the UCF colleges, Center for Distributed Learning, and Communications and Marketing. As you know, our division has launched virtual student support and “Connect Centers” that serve new online students and will continue to serve face-to-face DirectConnect students at regional campus locations.

**Changes in Staffing**

Min Tong served as Regional Campus Librarian at South Lake from June 1, 2007, until she moved to UCF West on August 8, 2013. For the period while we searched for new librarians for South Lake and Osceola, Tong served those three campuses as well as Leesburg and Ocala. That is easily a record for most geographically versatile librarian. Although she will be greatly missed for her quiet charm and many professional contributions, we are delighted that Tong has accepted the Business Librarian position in Orlando as of May 19, 2017.

Emilie Buckley began as an adjunct at UCF Osceola on January 30, 2017. She had been working at Hillsborough Community College and before that at Ashford and Argosy Universities. Buckley received her degree from Clarion University in December 2013.

Molly Newcomb is currently enrolled in the online library science program at Simmons College with an expected graduation in May 2018. She works three days a week at UCF South Lake in the Cooper Memorial Library. She started on February 13, 2017.

Lily Flick left her adjunct position at Cooper Memorial as of August 1, 2016 but continues to work for UCF Libraries in other library departments. Flick graduated with an MSLIS from FSU in May.

Tom Merchant retired again, this time leaving UCF South Lake on January 26, 2017.

Leah Kriebel left UCF on August 4, 2016.

**Report on Departmental Goals: 2016-2017**

**Investigate and develop methods to support research needs of UCF Online students.**

- Canvas information literacy quiz for UCFOnline orientation is in place. Regional librarians monitor student progress and respond accordingly.
- Regional librarians supported 1,669 students in 64 online classes, with varying degrees of embeddedness.
- Regional Campus librarians provided online-embedded library instruction duties for 51 undergraduate nursing courses from summer 2016 through spring 2017. These efforts included grading over 635 undergraduate nursing research library assignments, posting information, monitoring discussion boards, and answering course mail throughout the semester for each course.

**Adapt to changing environments and respond positively to challenges.**

- As face-to-face gives way to more online instruction, Regional Librarians sought to support online students by being embedded in new or additional classes. The Sanford/Lake Mary librarian was embedded in two psychology classes in spring 2017. Other librarians have an online presence in second language acquisition, psychology, criminal justice, political science and public administration.

- Participated in the Curriculum Retreat for the Master’s of Nonprofit Management graduate degree during fall 2016 & spring 2017 to provide input for revising the framework of the curriculum, including the online library research materials. Worked in tandem with a UCF Orlando subject librarian to cover print and online sources.

- Posted two new full-time librarian positions, one for Osceola and one for West.
Identify ways to support both library and Regional Campus strategic initiatives once they are announced.

Strengthen Regional Campus Librarians roles in supporting online and transfer students.

Offer the best undergraduate education available in Florida

- Taught 125 information literacy classes reaching 3,164 students.
- Created online canvas quiz to engage Regional and UCFOnline students.
- Participated with partner librarians to provide reference, research consultations, and online chat assistance.
- Conducted inventories for UCF library collection on the West Campus and at Sanford/Lake Mary Campus.
- Conducted collection evaluation and weeding at Palm Bay, Cocoa and Daytona.

Achieve international prominence in key programs of graduate study and research

- Participated in the College of Nursing (CON) Commission on Collegiate Nursing Education (CCNE) Accreditation visit, including gathering online instruction statistics, preparing a 44-page report, and presenting for a member of the accreditation committee.
- Provided online-embedded library instruction duties for 55 graduate nursing courses. These efforts included grading over 158 graduate library assignments, posting information, monitoring discussion boards, and answering course mail throughout the semester for each course.
- Spearheaded College of Nursing efforts to assist two new Library Tech Fee proposals. Included drafting and collecting six letters from CON faculty in support of the 2014-2019 Alexander Street Press Nursing Education in Video database update and the Sage Research Methods enhancement package.
- Coordinated efforts with the College of Medicine Library and UCF Acquisitions & Collection Services to arrange a DynaMed Training session, featuring EBSCO Trainer and Medical Client Services Manager, Kathy Jensen, MHA, RN. Assisted with venue selection, announcements, communication with the guest speaker, and customized handouts for faculty and students related to the DynaMed app.
- Worked closely with incoming head of master’s in Clinical Psychology at Sanford/Lake Mary to build a collection of relevant books.

Become more inclusive and diverse

- Participated the 82nd International Federation of Library Associations and Institutions (IFLA) General Conference.

Be America’s leading partnership university

- Served as reader for the 2017 UCF benefit for The Volusia Literacy Council as a member of the UCF Spelling Bee Team, a charity benefit for Volusia County.
- Travelled with the Daytona State partners to the Mumford Library Bookstore in Jacksonville, FL to spend a day on joint effort collection development.
- Co-presented at statewide association (FLA) with a partner college Professor of English on ways to increase librarian/classroom faculty collaboration and enhance student learning.
- Collaborated with Eastern Florida State College Writing Center Consultants to conduct two MLA/APA Citation Workshops for EFSC and UCF Students.
- Participated in the Valencia West Campus Resource Fair by staffing at the Library Services table to introduce library resources to both UCF and Valencia students.

Performance Enhancement Recommendations

- Market equity adjustment is urgently necessary to keep UCF library faculty positions attractive and competitive.
- Elimination of instructor librarian rank does not serve the best interest of students, faculty or library services.
Regional Campus (AKA UCF Connect) librarians began counting contacts with faculty and students in January 2016. Despite many discussions, revisions and attempts to clarify and normalize input, finding meaningful patterns remains a challenge.

Possible reasons for the decline in contacts by half could be:

- Some original input of online graded assignments counted each assignment per student rather than being counted as one assignment for the whole class.
- Outreach blast emails may have been counted as number of recipients rather than as one message.
- Lack of full-time librarians on various campuses reduces the number of contacts and causes inconsistent input of statistics.
- A mid-year software change from LibAnalytics to LibInsight may have caused lost data.
- Inconsistent reporting by librarians for various reasons.
- Relocation of regional teaching faculty to Orlando and reduction in face-to-face instruction at regional locations.

![Graph showing contacts by type]

![Graph showing contacts by location]
### Table #1

**Five-Year Summary Library Instruction Statistics**

<table>
<thead>
<tr>
<th></th>
<th>Classes</th>
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<th>Students</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>F2F</td>
<td>Online</td>
<td>Total</td>
<td>F2F</td>
<td>Online</td>
</tr>
<tr>
<td>2016-2017</td>
<td>61</td>
<td>64</td>
<td>125</td>
<td>1,497</td>
<td>1,667</td>
</tr>
<tr>
<td>2015-2016</td>
<td>68</td>
<td>80</td>
<td>148</td>
<td>1,550</td>
<td>2,272</td>
</tr>
<tr>
<td>2014-2015</td>
<td>111</td>
<td>80</td>
<td>191</td>
<td>2,275</td>
<td>2,474</td>
</tr>
<tr>
<td>2013-2014</td>
<td>220</td>
<td></td>
<td>220</td>
<td>5,507</td>
<td></td>
</tr>
<tr>
<td>2012-2013</td>
<td>191</td>
<td></td>
<td>191</td>
<td>4,690</td>
<td></td>
</tr>
</tbody>
</table>

Cynthia Kisby at MLIS Day 2017
The Universal Orlando Foundation Library at Rosen College, a branch of the University Libraries, serves the needs and interests of Rosen College’s students, faculty, and staff, as well as the needs of the greater UCF community. The library also serves as an information resource center for the hospitality industry in central Florida.

**Highlights of the Year in Retrospect**

It was another busy and productive year at the Universal Orlando Foundation (UOF) Library! The Library remained a popular gathering place and a center of academic activity on the Rosen College of Hospitality Management campus. Total gate count exceeded 100,000, circulation topped 11,000, and nearly 4,000 questions were answered by staff members. Additional academic support services hosted by the UOF Library this year – including writing center consultations, accounting tutoring, finance tutoring, and college algebra tutoring – collectively helped more than 500 students.

Other key highlights of the year included:

**Personnel:**

- The library remained fully staffed for the entire year, with no permanent staff vacancies. The seasoned and talented team achieved consistent and high-quality work on all fronts.

**Technology:**

- The UOF Library received new laptops in spring 2017 as part of a larger technology fee proposal submitted by the IT&DI department; supported a technology fee proposal for the SAGE Business Cases product; and began planning for possible ideas for the next technology fee cycle.
- The online study room reservation system, first implemented in the previous fiscal year, took off and has been a resounding success, with nearly 2,000 bookings made during the fiscal year.
- Improvements were made to the UOF Library’s online instructional offerings, including research guides and Canvas research modules.

**Collections:**

- The new Entertainment Management degree program was supported through the purchase of reference and circulating materials in that subject area.
- More ebooks were added to the collection this year, in many different subject areas, to better support the College’s many mixed-mode and fully-online course offerings.

- A major stacks project was completed, which included inventorying and barcoding all bound periodicals, investigating electronic periodical holdings, and relocating some print holdings to the main John C. Hitt Library or the FLARE storage facility. The removal of some print bound periodicals enabled a shift of the entire general collection, ensuring more room for future growth.
- A thorough analysis and weeding of the print reference collection was initiated.

**Exhibits offered by the UOF Library included:**

- *Summer Book Vacation*, curated by Schuyler Kerby (May-August 2016)
- *Keys to Successful LGBT Tourism*, curated by Schuyler Kerby & Shane Roopnarine (August-October 2016)
- *As Seen on TV*, curated by Schuyler Kerby (November-December 2016)
- *New Year, New You: Tips from Rosen College Counseling & Rosen College Clinic*, curated by Schuyler Kerby (January-February 2017)
- *Transfer Knights and Tau Sigma National Honor Society*, curated by student Velencia Duvra (March-April 2017)

**Changes in Staffing**

- Stephen Ford started as Sr. LTA in July 2016, filling the role that had been vacated by Katrina Phillips the previous fiscal year. Ford’s duties include interlibrary loan, periodicals, stacks management, and public service.
Josette Kubicki worked as a part-time, temporary adjunct librarian at the UOF Library over the summer of 2017. Josette helped the library maintain services in the areas of reference, instruction, LibGuides maintenance, and other public service duties while Shane Roopnarine was on parental leave.

**Report on Departmental Goals: 2016-2017**

**Goal 1: Focus on Staff Development and Growth:**

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

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

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

**Report on Goal 1:**
- **Full staff meetings were held quarterly, and additional individual or small meetings took place throughout the year.**
- **Adjunct librarian Josette Kubicki was hired for the summer months, to help with public service duties while Shane Roopnarine was on parental leave.**
- **Rosen Library staff participated in sessions on workplace diversity topics, training on the new circulation system, and the pursuit of additional educational degrees.**

**Goal 2: Focus on Technology:**

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

**Goal 3: Focus on Collection Growth and Maintenance:**

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

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

**Report on Goal 2:**
- New technology-fee-funded laptops were received in April 2017, and UOF Library staff helped troubleshoot network connectivity issues with them.
- Bottorff contributed to a successful technology fee proposal submitted by the Acquisitions department, soliciting a letter from a Rosen faculty member in support of the SAGE Business Cases product.
- It was decided that a Rosen-specific technology-fee proposal should be delayed until at least FY 2018-19, when student desktop computers will be due for replacement. However, additional technology improvements to the UOF Library may be possible in the meantime, for example as part of a larger proposal submitted by the UCF Libraries.
- Roopnarine made improvements to the coding or content of instructional Canvas modules, LibGuides, and digital signage.
mixed-mode and online-only courses at the Rosen College, a larger portion of the funds will be allocated to ebooks than in the past.

Report on Goal 3:
- UOF Library staff completed the periodicals barcoding project. This major project entailed a number of steps, including inventorying existing holdings, barcoding every bound volume, canceling some print subscriptions, researching online holdings, and arranging for delivery of some bound volumes to the John C. Hitt Library (for eventual delivery to the FLARE storage facility).
- Following the removal of some bound volumes from the collection, UOF Library staff completed a full shift of the general collection stacks, ensuring equitable shelving and room for future growth.
- Roopnarine and Bottorff cleared a backlog of donated books, selecting some for the collection and sending others to the John C. Hitt Library.
- Roopnarine began a major project to analyze the UOF Library reference collection.
- Bottorff sought and spent Year 1 of special funding for the new Entertainment Management degree program, purchasing $2,000 in reference materials and $3,000 in general collection materials. Two more years of special funding from the College are anticipated.
- In support of the new Tennis Management track, Bottorff spent approximately $500 on materials and worked with a faculty member to reach out to the United States Tennis Association for additional materials.

Departmental Goals: 2017-2018

Three major areas of emphasis have been identified for the coming year:
- Manage the transition from Aleph to Sierra.
  - During summer 2018, the UCF Libraries will migrate from Aleph to a new library management system, Sierra. The change will impact UOF Library circulation, fines, reserve materials, periodical check-in, and more. Managing the transition will involve training, updating manuals and procedures, and adjusting policies and workflows.
- Plan for technology upgrades at the UOF Library.
  - In summer and spring 2017, provide support for an Information Technology & Digital Initiatives technology fee proposal which may include a high-quality scanner for the UOF Library.
  - In summer and spring 2018, consider submitting a technology fee proposal that may include UOF Library desktop computers, devices for checkout, and more.
- Improve the UOF Library collection to better support the Rosen College’s changing curricula and modes of delivery.
  - Support the new Entertainment Management degree program through the purchase of additional specialized materials in this subject area.
  - Complete the weeding and analysis of the reference collection, aiming to keep useful materials and acquire new ones to better support current programs and student needs.
  - Purchase more materials in ebook or online streaming formats, where possible. This will enable the librarians to better support mixed-mode and online course offerings, as well as to support academic programs that are cross-campus and/or interdisciplinary (such as Entertainment Management, medical nutrition, senior living, etc.).

Offer the best undergraduate education available in Florida

- Gate count at the UOF Library exceeded 103,000 in FY2016-17. In-person usage included more than 11,000 checkouts of books and media equipment, more than 3,800 questions answered, and more than 1,900 study room bookings.
- Rosen librarians taught 47 instruction classes, to more than 2,200 students. This effort resulted in reaching more than two-thirds of the College’s approximately 3,000 students. In addition, 51% of the classes were offered through the Canvas online course management system, thereby extending access to students in mixed-mode or online-only courses.
The UOF Library’s collection aims to be the best for hospitality management in the state of Florida, if not the entire United States. The collection was further strengthened this year in core areas (hotels, restaurants, and tourism) as well as in unique niche areas (events, golf, theme parks, and timeshares) of hospitality management. Several of the latter subjects are taught in very few other Florida universities. This year the UOF Library also began acquiring materials for the new degree program in Entertainment Management, another subject that is unique in the state of Florida.

Achieve international prominence in key programs of graduate study and research

- The UOF Library supports the researchers of the Dick Pope Institute for Tourism Studies, a think tank that produces reports related to domestic and international tourism.
- The UOF Library continued to collect research and statistical materials from scholarly publishers such as CABI, Routledge, the United Nations World Tourism Organization, and the U.S. Travel Association.
- The UOF Library continued to collect materials related to the scholarly writing process, research methods, statistical reports, and other areas that directly support the master’s and Ph.D. programs at the Rosen College.

Provide international focus to our curricula and research programs

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

Become more inclusive and diverse

- The UOF Library offered materials and services to Disney International program students, who take certificate classes on the Rosen campus.
- UOF Library is committed to diversity in hiring, and student assistants in recent years have come from many different countries.

Be America’s leading partnership university

- The UOF Library partnered with
  - the Rosen College’s Hospitality Operations department, in offering space for accounting tutoring and finance tutoring.
  - the University Writing Center, in offering space for writing consultations.
  - the Math department, in offering space for college algebra tutoring.
  - Rosen Life (the Rosen arm of Student Government Association), in offering scantrons to students.
  - a Rosen College registered student organization, in offering the Transfer Knights and Tau Sigma National Honor Society exhibit in March-April 2017.

Performance Enhancement Recommendations

- Furniture and woodwork at the UOF Library, all of which is original, is starting to show considerable wear-and-tear. Significant touchup, repair, and re-upholstery work should be budgeted for and planned within the next few years.
- The UCF Libraries still has strides to make in terms of supporting effective remote participation in meetings by branch and regional library staff members. While Skype for Business provides an adequate software platform for participation, the camera, microphone, and speaker setups (for example, in rooms 223 and 511) should be improved so that the experience is better for remote participants.

Public Service Statistics

2016-2017 Statistics: UOF Library @ Rosen

The Rosen College has moved aggressively into online education, dramatically increasing the number of mixed-mode and fully-online course offerings over the last several years. The result has been an increase in students taking classes through the program – but a decrease in students physically on campus at any given time.

As a result, traditional library statistics are somewhat unbalanced, and trends or takeaways are not always clear or consistent. On the one hand, study room bookings, number of students taught in instruction sessions, and directional questions increased this fiscal year, as compared to the previous fiscal year. On the other hand, total patron count, number of instruction classes, circulation of materials, and reference questions decreased over the same period.

Overall, what is clear is that the Rosen Library remains busy, and many patrons who physically visit the library are deeply engaged, for example, through prolonged computer use, study room use, individual study, or usage of tutoring or writing consultation services. Measuring the level of interaction with the online services and resources of the UOF Library – or even the UCF Libraries’ as a whole – is more challenging, and future investigation is needed in that area.
Table 1
Public Service Statistics
Last Five Years

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>USE OF THE FACILITY:</strong></td>
<td></td>
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<tr>
<td>Patron Count</td>
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<td>115,796</td>
<td>112,340</td>
<td>110,989</td>
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<tr>
<td>Total Bookings¹</td>
<td>1,984</td>
<td>902</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Hours Occupied¹</td>
<td>3,314</td>
<td>1,601</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td><strong>INSTRUCTION:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Classes Taught²</td>
<td>47</td>
<td>55</td>
<td>63</td>
<td>69</td>
<td>49</td>
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<tr>
<td>Students Taught²</td>
<td>2,289</td>
<td>2,217</td>
<td>2,948</td>
<td>2,532</td>
<td>1,573</td>
</tr>
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<td><strong>MATERIALS CIRCULATED:</strong></td>
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<tr>
<td>Reserve Circulation</td>
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<td>8,897</td>
<td>7,184</td>
<td>5,959</td>
<td>7,507</td>
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<td>General Circulation</td>
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<td>3,061</td>
<td>3,283</td>
<td>3,481</td>
<td>4,088</td>
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<tr>
<td>Total Materials Circulated</td>
<td>11,619</td>
<td>11,958</td>
<td>10,467</td>
<td>9,440</td>
<td>11,595</td>
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<td><strong>REFERENCE:</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Directional Questions</td>
<td>3,104</td>
<td>2,855</td>
<td>5,261</td>
<td>7,768</td>
<td>5,474</td>
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<td>Reference Questions</td>
<td>709</td>
<td>1062</td>
<td>1102</td>
<td>1353</td>
<td>1269</td>
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<tr>
<td>Reference Questions In Person</td>
<td>577</td>
<td>942</td>
<td>946</td>
<td>1136</td>
<td>1152</td>
</tr>
<tr>
<td>Reference Questions Via Phone</td>
<td>48</td>
<td>67</td>
<td>61</td>
<td>86</td>
<td>57</td>
</tr>
<tr>
<td>Reference Questions Via Email, Chat, or Social Media</td>
<td>45</td>
<td>34</td>
<td>41</td>
<td>112</td>
<td>53</td>
</tr>
<tr>
<td>Research Consultations</td>
<td>39</td>
<td>19</td>
<td>24</td>
<td>19</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total Questions</strong></td>
<td>3,813</td>
<td>3,917</td>
<td>6,363</td>
<td>9,121</td>
<td>6,743</td>
</tr>
</tbody>
</table>

¹ Statistics for study rooms were not available until January 2016, when the UOF Library began using the LibCal online scheduler.
² Instruction statistics include both face-to-face and online instruction.

Collection Development Statistics

Growing and improving the UOF Library collection remained a priority this year. New materials were acquired in core areas of hospitality management (e.g., lodging, restaurants, and tourism) as well as on niche areas emphasized at the Rosen College (e.g., events, golf & club management, tennis management, timeshares, and theme parks). Special funds were also used to purchase materials in support of the new Entertainment Management degree program. A backlog of gift books was cleaned up, which resulted in some new additions to the collection. Overall, more than 400 physical items were added to the collection (see chart below), along with many additional ebooks.

This year was also noteworthy for an exceptional amount of collection maintenance. A long-term bound periodicals project was completed, which included inventorying, barcoding, removing, and shifting of thousands of volumes. A major cleaning and shift of the general collection was also completed, and a thorough analysis of the reference collection was initiated. Together, these projects will help ensure that the UOF Library’s world-class hospitality collection continues to grow and improve for many years to come.
### Table 2
Print and AV Collection Growth
Last Five Years

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Rosen General</td>
<td>10,335</td>
<td>9,944</td>
<td>9,783</td>
<td>9,474</td>
<td>9,041</td>
</tr>
<tr>
<td>Rosen Reference</td>
<td>837</td>
<td>793</td>
<td>777</td>
<td>758</td>
<td>725</td>
</tr>
<tr>
<td>Rosen Media</td>
<td>572</td>
<td>563</td>
<td>560</td>
<td>550</td>
<td>542</td>
</tr>
<tr>
<td>Rosen Heritage</td>
<td>43</td>
<td>42</td>
<td>37</td>
<td>37</td>
<td>36</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,787</strong></td>
<td><strong>11,342</strong></td>
<td><strong>11,157</strong></td>
<td><strong>10,819</strong></td>
<td><strong>10,344</strong></td>
</tr>
</tbody>
</table>

Submitted by Tim Bottorff
Head, Universal Orlando Foundation Library
at the Rosen College of Hospitality Management
The Libraries expended a total of $7,513,744 in 2016-2017. The UCF Libraries continues to supplement the state allocation through the use of strategic funds from various sources including salary savings, one-time IT&R funds, and Technology Fee awards.

The UCF Libraries received four separate Technology Fee awards totaling $432,866 in 2016-2017 for the purchase of new collections.

Improved communication with the College of Graduate Studies in establishing guidelines and workflow for collection assessments for the New Degree Program, Track, and Certificate proposal processes. Through continuous training and communication, more subject librarians conducted collection analyses that were an integral part of the processes of several new academic program proposals. These processes not only provide a comprehensive analysis of the library support for the potential new academic programs, but also helps the BOG or reviewing agencies to identify financial support for the teaching and research in these new areas.

Enhanced and streamlined the user access and authentication workflow, including:

- Laid the groundwork for the transition from SFX to EBSCO’s holdings tools. The majority of the knowledgebase migration was completed; and profiles were created to test public facing link resolver and journals list pages. All these positioned the UCF Libraries to smoothly go live with the new system in July 2018.
- Created a backup failsafe database list on Google Drive that includes Friendly URL, Native, URL, and Proxied URL. Added a link to the sheet on the Find Articles page of the website.
- Collaborated with Information Technology & Digital Initiatives and Identity Management to explore options and establish procedures to respond to requests for EZProxy access. As a result, retired faculty can now use their NID for off-campus access and ILL privileges.
- Created an Open Access Search profile for EDS.

More streaming videos have gained popularity for classroom use. The videos can be embedded in courseware and serve distance education. The Libraries continues adding contents from platforms including Alexander Street Press, Kanopy, and Films on Humanities. The growing collection of educational, documentary, and criterion collections has provided media content to the coursework in many disciplines.

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

- Collaborating with Cataloging Services and LibTech staff, Acquisitions & Collection Services inventoried over 14,523 items in the DVD collection in John C. Hitt Library. Student assistants, led by staff members, worked to complete tasks such as scanning of each item to check for clear labeling; ensuring records match those in the catalog, the display, and storage cases; and repairing or replacing damaged DVDs. This was the first inventory project for the library’s growing DVD collection.
- Continuing the microfilm inventory project, barcoding and entering over 20,000 items into Aleph.
- Uniting CD-ROMs with books from behind Circulation Desk to the shelves, collaborating with Circulation and Interlibrary Loan departments.
- Continuously improving workflow on EBSCO both print and individual serials renewal in EBSCOnet.
- Quality control on periodical barcodes and applying covers to the barcode labels to improve the label’s lifespan and readability. The work continued during the renovation to expedite the process.
Purchase highlights for 2016-2017 (brief list)

- IEEE Wiley eBooks front list
- DRM-free ebooks on various publishers’ platforms that may serve as textbook alternatives for adoption for classroom use to create savings for UCF students

Funded by Tech Fees

✓ Sage Business Cases
✓ Sage Research Methods: Videos, Cases, and Data
✓ Sage Video on Psychology and Consulting
✓ Asian Films I & II and Caribbean Studies in Video by Alexander Street Press
✓ Sage Knowledge Reference and Handbooks 2014 Supplements
✓ Citation Connection on Web of Science
✓ Slavery and Anti-Slavery: A Transnational Archive on Gale
✓ Sources in U.S. History Online: Slavery in America on Gale
✓ Black Abolitionist Papers on ProQuest
✓ Slavery and the Law Digital Archive on ProQuest
✓ Black Thought & Culture by Alexander Street Press

Library Resources Expenditures:

<table>
<thead>
<tr>
<th>Five Year Comparison Total Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-2017</td>
</tr>
<tr>
<td>2015-2016</td>
</tr>
<tr>
<td>2014-2015</td>
</tr>
<tr>
<td>2013-2014</td>
</tr>
<tr>
<td>2012-2013</td>
</tr>
</tbody>
</table>

Special Funding (2016-2017)

- $432,866 was awarded to the UCF Libraries by the UCF Technology Fee Committee.
- $5,000 was funded to support the new B.A. in Entertainment Management at the Rosen College of Hospitality Management
- $5,000 was funded for the 2nd year to support the Professional Science Master (PSM) program in Nanotechnology.
- $2,000 was funded to support the new M.S. in Cognitive Neuroscience in the Department of Psychology.
- $18,667 was funded by the Regional Campuses to support the collections.

Changes in Staffing

Ying Zhang accepted the position as department head for Acquisitions & Collection Services

Sara Duff joined the department in April 2017 as the Acquisitions & Collection Assessment Librarian

Kelly Brown joined as a Sr. LTA in the Acquisitions Unit in December 2016.

Report on Departmental Goals: 2016-2017

Actively contribute to a successful statewide migration to a new integrated library system and discovery interface and striving toward highly effective staff training and system implementation. Athena Hoeppner, Tina Buck, and Ying Zhang each serve on one of the nine Florida Academic Library Services Cooperative (FALSC) Working Groups: Acquisitions, ERM, and Discovery. Each worked tirelessly on several iterations of testing, offering feedback, designing workflow and field codes, and, therefore, greatly contributed to the statewide ILS migration expected to take place in July 2018.

Fill the librarian and staff position vacancies so that the department can focus on more strategically important plans to bring the acquisitions and collection services to a higher level. Despite losing a staff position, the department was able to upgrade a Sr. LTA to Office Assistant with a focus on Electronic Resources, and hire another Sr. LTA replacement. Most excitingly, the Acquisitions & Collection Assessment Librarian position was filled towards the end of the fiscal year with an enthusiastic professional to oversee the monograph acquisitions and expand on collection assessments.

Continuously reexamine the workflow in all areas of the department and realign assignments and duties to enhance service to internal and external users. With the recent hire of Sara Duff, the four librarians in the department have each examined all the workflow holistically. The Serials Unit now reports to Tina Buck. She and Athena Hoeppnner have built more distinct responsibilities on the various resources with a good succession plan.

Proactively conduct collection assessments, usage analyses, and web analytics studies to enhance collection services and the user experience. Usage data were actively collected to facilitate discussions and decisions for UCF and for statewide budget planning, resource renewal, and addition.
Collaborate with other library departments on space planning to ensure an optimal implementation of Phase 1 of the 21st Century Project. The barcoding and item creation for all bound periodicals, and inventory of the General Collections in the John C. Hitt Library projects were completed. The microfilm collection continued to be examined for vinegar syndrome and preservation. All of these projects will prepare the collections well in anticipation of the ARC ingest in late 2017.

Departmental Goals: 2017-2018

- Actively participate in the testing, training, and feedback processes for the statewide Sierra ILS and discovery interface implementation to ensure a successful migration for UCF Acquisitions, Serials and electronic resource management (ERM).
- Explore innovative methods to assess and analyze the collections to promote the UCF collections.
- Contribute to the implementation of Phase 1 and to plan for the Phase 1a in the 21st Century Library Project.
- Collaborate with academic and administrative units on campus to strengthen the university goals of achieving high impact education experience and research preeminence for the UCF students and faculty.

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida

- To help faculty and students excel in undergraduate education, Acquisitions and Collection Services selects and acquires high-quality print and online content. Collection policies are reviewed and updated regularly to support the Southern Association of Colleges and Schools, Commission on Colleges (SACSCOC) process and to align the selection policies and allocations with UCF’s changing programmatic needs. The department has a high success rate with student Technology Fee funded acquisitions, which enables us to add higher-priced, outstanding content supporting undergraduate education.

Achieve international prominence in key programs of graduate study and research

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

Provide international focus to our curricula and research programs

- The UCF Libraries continued purchasing content that has a global focus. For example, Sage Business Case, funded by Tech Fee, collects thousands of business cases both globally and nationally to provide students the hard-to-locate cases. Librarians were invited to speak at conferences and seminars in China, India, and South America to foster international scholarly exchange.
Become more inclusive and diverse

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

Be America’s leading partnership university

Librarians in this department actively participated in regional and national groups to expand library resources (consortium purchases) and address mutual concerns (e.g., electronic archiving, resource digitalization projects). The UCF Libraries continued memberships in the Center for Research Libraries (CRL) and the Association of Southeastern Research Libraries (ASERL). These collaborations and partnerships between UCF and major publishers and library vendors result in the library being able to provide content that is in high demand with the advantage of discounted pricing.
## Table 1
### Current Five Years

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>ITEMS RECEIVED</strong></td>
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<td>Approvals</td>
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<td>Firm Orders</td>
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<td>Gifts</td>
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<td>412</td>
<td>40</td>
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<td>Standing Orders</td>
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<td>1,939</td>
<td>1,396</td>
<td>1,290</td>
<td>1,170</td>
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<td><strong>TOTAL</strong></td>
<td>18,722</td>
<td>15,565</td>
<td>17,772</td>
<td>15,223</td>
<td>19,036</td>
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<td>930</td>
<td>1,073</td>
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<td><strong>MICROFORMS</strong></td>
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<tr>
<td>Film</td>
<td>141</td>
<td>223</td>
<td>168</td>
<td>239</td>
<td>284</td>
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<tr>
<td>Fiche</td>
<td>21,785</td>
<td>18,782</td>
<td>23,166</td>
<td>32,922</td>
<td>32,887</td>
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<td><strong>TOTAL</strong></td>
<td>21,926</td>
<td>19,935</td>
<td>24,407</td>
<td>34,854</td>
<td>34,477</td>
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<td><strong>PERIODICALS/SERIALS</strong></td>
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<td>Main (Print)</td>
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<td>771</td>
<td>990</td>
<td>1,047</td>
<td>1,171</td>
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<td>CMC (Print)</td>
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<tr>
<td>Rosen (Print)</td>
<td>50</td>
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<td>Newspapers</td>
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<td>481</td>
<td>475</td>
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<td>E-Journals</td>
<td>68,194*</td>
<td>8,546*</td>
<td>52,337*</td>
<td>49,060*</td>
<td>41,677*</td>
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<tr>
<td>Print+Online</td>
<td>(225)</td>
<td>233</td>
<td>(297)</td>
<td>(306)</td>
<td>(368)</td>
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<tr>
<td>E-only</td>
<td>(38,927)</td>
<td>8,313</td>
<td>(52,040)</td>
<td>(48,754)</td>
<td>(41,309)</td>
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<tr>
<td><strong>Total Active Subscriptions</strong></td>
<td>69,418</td>
<td>9,753</td>
<td>53,901</td>
<td>50,676</td>
<td>43,309</td>
</tr>
</tbody>
</table>

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

## Table 2
### Percentage Comparison Current Five Years

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<tr>
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<tr>
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<td>8%</td>
<td>8%</td>
<td>9%</td>
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<tr>
<td>Databases</td>
<td>23%</td>
<td>28%</td>
<td>22%</td>
<td>24%</td>
<td>33%</td>
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<tr>
<td>Monographs</td>
<td>8%</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
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<tr>
<td>Preservation</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
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<tr>
<td>Online Periodicals</td>
<td>53%</td>
<td>50%</td>
<td>61%</td>
<td>58%</td>
<td>47%</td>
</tr>
<tr>
<td>Print Periodicals*</td>
<td>5%</td>
<td>6%</td>
<td>3%</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>4%</td>
<td>5%</td>
</tr>
</tbody>
</table>

*new category from 2015/16, separating the Serials into Online Periodicals and Print Periodicals
### Table 3

**Branches and Regional Campuses, 2016-2017**

<table>
<thead>
<tr>
<th>Campus</th>
<th>Monograph</th>
<th>Periodicals</th>
<th>Standing Orders</th>
<th>Databases</th>
<th>Total</th>
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<tbody>
<tr>
<td>Rosen</td>
<td>$29,277</td>
<td>$37,847</td>
<td>$376</td>
<td>$0</td>
<td>$67,500</td>
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<tr>
<td>CMC</td>
<td>$20,089</td>
<td>$1,106</td>
<td>$0</td>
<td>$0</td>
<td>$21,195</td>
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<tr>
<td>Eastern</td>
<td>$4,327</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$4,327</td>
</tr>
<tr>
<td>Southern</td>
<td>$2,743</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$2,742</td>
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<tr>
<td>Western</td>
<td>$3,351</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$3,351</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$59,786</strong></td>
<td><strong>$38,953</strong></td>
<td><strong>$376</strong></td>
<td><strong>$0</strong></td>
<td><strong>$99,115</strong></td>
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</tbody>
</table>

### Table 4

**Five-Year Expenditure History‡**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>MONOGRAPHS</strong></td>
<td>$1,093,590</td>
<td>$785,522</td>
<td>$806,654</td>
<td>$787,214</td>
<td>$863,322</td>
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<td>Approvals</td>
<td>514,956</td>
<td>521,832</td>
<td>542,344</td>
<td>495,363</td>
<td>525,053</td>
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<tr>
<td>Firm Orders</td>
<td>565,032</td>
<td>252,100</td>
<td>262,711</td>
<td>288,917</td>
<td>273,160</td>
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<td>Replacements</td>
<td>3,181</td>
<td>-</td>
<td>1,599</td>
<td>2,934</td>
<td>65,109</td>
</tr>
<tr>
<td>Regional Libraries</td>
<td>$10,421</td>
<td>$11,590**</td>
<td>$26,417</td>
<td>$23,028</td>
<td>$31,131</td>
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<tr>
<td>Eastern</td>
<td>$4,327</td>
<td>$3,369</td>
<td>$8,683</td>
<td>$6,814</td>
<td>11,348</td>
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<tr>
<td>Southern</td>
<td>$2,743</td>
<td>$5,069</td>
<td>$8,853</td>
<td>$7,982</td>
<td>11,138</td>
</tr>
<tr>
<td>Western</td>
<td>$3,351</td>
<td>$3,152</td>
<td>$8,881</td>
<td>$8,232</td>
<td>8,645</td>
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<tr>
<td><strong>SERIALS TOTAL:</strong></td>
<td>***</td>
<td>***</td>
<td>$3,663,868</td>
<td>$3,573,976</td>
<td>$3,149,923</td>
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<tr>
<td><strong>STANDING ORDERS</strong></td>
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<td>$246,502</td>
<td>$233,850</td>
<td>$259,777</td>
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<tr>
<td><strong>PRINT PERIODICALS</strong></td>
<td>$364,663</td>
<td>$422,7650</td>
<td>$435,633</td>
<td>$521,005</td>
<td>$533,579</td>
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<tr>
<td><strong>ONLINE PERIODICALS</strong></td>
<td>$4,002,688</td>
<td>$3,431,522</td>
<td>$2,994,385</td>
<td>$2,793,194</td>
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<td><strong>DATABASES</strong></td>
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<td>$1,894,795</td>
<td>$2,213,872</td>
<td>$2,059,500</td>
<td>2,016,641</td>
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<tr>
<td>Periodical Databases</td>
<td>****-</td>
<td>****-</td>
<td>$712,401</td>
<td>$474,285</td>
<td>$409,795</td>
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<tr>
<td>Subscriptions</td>
<td>$1,196,630</td>
<td>$1,780,282</td>
<td>$1,174,411</td>
<td>$1,377,030</td>
<td>$1,102,353</td>
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<tr>
<td>Back Volumes &amp; Monographs</td>
<td>$535,676</td>
<td>$114,513</td>
<td>$327,060</td>
<td>$208,185</td>
<td>$504,493</td>
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<tr>
<td><strong>PRESERVATION</strong></td>
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<td>$35,138</td>
<td>$57,294</td>
<td>$62,637</td>
<td>$57,864</td>
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<td>MICROFORMS</td>
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<td>$20,584</td>
<td>$40,673</td>
<td>$41,410</td>
<td>$42,210</td>
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<td>BINDING</td>
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<td>$14,554</td>
<td>$16,621</td>
<td>$21,227</td>
<td>$15,654</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$7,513,744</strong></td>
<td><strong>$6,816,244</strong></td>
<td><strong>$6,768,105</strong></td>
<td><strong>$6,506,356</strong></td>
<td><strong>$6,118,881</strong></td>
</tr>
</tbody>
</table>

* Included in the Firm Orders
** included in the Monographs Summary
*** Change in reporting categories
**** Reported under “Online Periodicals”

‡ In addition to the above noted funds that are used to support the teaching and research mission of UCF, the Florida Virtual Campus (FLVC) also funds and maintains a collection of databases, ebooks, and other online resources which are made available to all state universities in Florida.
Acquisitions & Collection Services
Charts 2-4
COUNTER Stats for E-Resources (Five-Year Summary)

Searches

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Searches</td>
<td>3,043,370</td>
<td>3,310,912</td>
<td>3,230,771</td>
<td>3,077,671</td>
<td>11,319,901</td>
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</table>

Results Clicks

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Clicks</td>
<td>3,534,303</td>
<td>4,029,265</td>
<td>3,642,660</td>
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</table>

Full-Text

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Text</td>
<td>2,887,481</td>
<td>2,607,468</td>
<td>2,491,867</td>
<td>2,474,747</td>
<td>2,839,147</td>
</tr>
</tbody>
</table>
# Acquisitions & Collection Services

## Selected E-Resources Annual Usage Details (COUNTER)

### 2016-2017

<table>
<thead>
<tr>
<th>Title</th>
<th>Searches</th>
<th>Full-Text*</th>
<th>Results Clicks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Databases</strong></td>
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<td></td>
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<tr>
<td>Alexander Street Press</td>
<td>4,762</td>
<td>1,813</td>
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<tr>
<td>EBSCOhost **</td>
<td>2,516,030</td>
<td>3,220,598</td>
<td>558,457</td>
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<td>Engineering Village</td>
<td>11,731</td>
<td>6,704</td>
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<tr>
<td>FirstSearch</td>
<td>21,274</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gale</td>
<td>117,787</td>
<td>31,670</td>
<td>29,131</td>
</tr>
<tr>
<td>LexisNexis Academic</td>
<td>51,054</td>
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<td></td>
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<tr>
<td>MathSciNet/AMS</td>
<td>19,087</td>
<td>7,936</td>
<td></td>
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<tr>
<td>ProQuest</td>
<td>100,982</td>
<td>139,986</td>
<td>111,351</td>
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<tr>
<td>Readex Newsbank</td>
<td>1,899</td>
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</tr>
<tr>
<td>Web of Knowledge</td>
<td>107,134</td>
<td>100,224</td>
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</tr>
<tr>
<td><strong>EBooks and Media</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Alexander Street Press Media</td>
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<tr>
<td>EBL</td>
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<td>102</td>
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<td>ebrary</td>
<td>4,618</td>
<td>116</td>
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<td>EBSCO Ebooks</td>
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<tr>
<td>Gale eBooks</td>
<td>21,070</td>
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<td></td>
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<tr>
<td>Oxford eBooks</td>
<td>19,820</td>
<td>11,170</td>
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<tr>
<td>Sage SKM, SRM</td>
<td>30,183</td>
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<tr>
<td>Springer E-Books and Protocols</td>
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<tr>
<td>Wiley eBooks</td>
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<tr>
<td>Misc. eBooks</td>
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<tr>
<td><strong>E-Journals</strong></td>
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<td>ACM Journals</td>
<td>4,611</td>
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<td>ACS Publications</td>
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<td>Cambridge University Press</td>
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<td>Elsevier ScienceDirect</td>
<td>472,595</td>
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<td>Emerald</td>
<td>1,203</td>
<td>632</td>
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<tr>
<td>IEEE</td>
<td>21,170</td>
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<td>IOP Optics InfoBase</td>
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<td>JSTOR</td>
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<td>Nature Palgrave Journals</td>
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<td>Optical Society</td>
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<td>30,654</td>
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<tr>
<td>Ovid Journals</td>
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<tr>
<td>Oxford Journals</td>
<td>31,354</td>
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<tr>
<td>Project MUSE</td>
<td>2,833</td>
<td>922</td>
<td>13,721</td>
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<tr>
<td>Royal Society Chemistry</td>
<td>2,353</td>
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<tr>
<td>Sage Journals</td>
<td>2,270</td>
<td>92,332</td>
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<td>Springer Journals</td>
<td>435</td>
<td>97,600</td>
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<tr>
<td>Taylor &amp; Francis</td>
<td>9,046</td>
<td>2,533</td>
<td>96,193</td>
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<tr>
<td>Wiley Journals</td>
<td>938</td>
<td>681</td>
<td>138,948</td>
</tr>
<tr>
<td>Misc. eJournals and Highwire</td>
<td>3,608</td>
<td>1,687</td>
<td>59,366</td>
</tr>
</tbody>
</table>

* Full-Text Reporting includes JR1, BR1, BR2, and MR1

** Reporting EBSCOhost Regular searches in PR1
Acquisitions & Collection Services

Table 7
Streaming Video Title Annual Usage by Providers (NON-COUNTER) *

<table>
<thead>
<tr>
<th>Provider</th>
<th>Video Plays/Views</th>
<th>Titles Used</th>
<th>Titles in Report</th>
</tr>
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<tbody>
<tr>
<td>ASP (Jan-Jun 2017)</td>
<td>3,174</td>
<td>1,000</td>
<td>1,000</td>
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<tr>
<td>FMG</td>
<td>6,873</td>
<td>53</td>
<td>119</td>
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<tr>
<td>Kanopy</td>
<td>13,043</td>
<td>2,832</td>
<td>2,832</td>
</tr>
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</table>

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

Acquisitions & Collection Services

Table 8
QuickSearch Usage (NON-COUNTER) 5-Year Summary

<table>
<thead>
<tr>
<th></th>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Sessions</td>
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<td>673,049</td>
<td>634,217</td>
<td>321,267</td>
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<td>Searches</td>
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<td>118,006,281</td>
<td>175,542,728</td>
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<tr>
<td>Searches (dedup)</td>
<td>1,836,797</td>
<td>1,857,715</td>
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<td>Abstract</td>
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<td>362,921</td>
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<td>Hosted Full-Text</td>
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<td>335,840</td>
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<td>669,976</td>
<td>582,855</td>
<td>293,607</td>
<td>852,709</td>
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</tbody>
</table>

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

Hamming it up at the 2016 Holiday Party: Theme: traveling. Photo Booth in Room 223. Acquisitions: Ying Zhang; Kate Malahina; Joe Bizon; Katie Kirwan; Athena Hoeppner; Kelly Brown; Sai Deng (Cataloging); Kneeling: Christie Cajina; James (Jake) Knecht; Lily Flick; Savannah Harris; Holly Rogers

Ying Zhang
Head, Acquisitions & Collection Services
A total of 37,160 print titles were added to the University Libraries in 2016-2017. Bibliographic maintenance activities enhanced 33,468 catalog records, while batch and shared bib projects corrected another 20,447.

Major activities in Cataloging this fiscal year included the inventory project (inventory of the entire general collection of books in the John C. Hitt Library) and the preparation for ingestion of materials in the Automated Retrieval Center (ARC). Cataloging Services collaborated with Acquisitions & Collection Services and Interlibrary Loan & Document Delivery Services to complete the barcode scanning phase of the inventory project, which involved handling nearly 900,000 items in the John C. Hitt Library general collection. Preparatory steps for ingesting ARC materials included cataloging items identified as either unlinked or uncataloged during the inventory project.

Sai Deng, Metadata Librarian, won two Chinese professionals, and educational workshops. Member screenings, panels with film industry experience through exclusive access to Academy Archive, as well as gaining industry networking California. This included work for the Academy Film of Motion Picture Arts and Sciences in Los Angeles, Development and Inclusion Program from the Academy for and began an internship for the GOLD Talent Sr. LTA and MLIS student Angie Villafane was selected for and began an internship for the GOLD Talent Development and Inclusion Program from the Academy of Motion Picture Arts and Sciences in Los Angeles, California. This included work for the Academy Film Archive, as well as gaining industry networking experience through exclusive access to Academy Member screenings, panels with film industry professionals, and educational workshops.

Principal Cataloger Jeanne Piascik was the recipient of the university’s 2017 Excellence in Librarianship Award.

Staffing Changes
Office Assistant Rey Parulan retired in November 2016. He is enjoying traveling and spending quality time with family and friends.

Report on Departmental Goals: 2016-2017

Assume an active role in the preparation for and implementation of the Next Gen catalog. Participate in statewide efforts related to cataloging, authority control, and bibliographic maintenance. Members of Cataloging Services have actively been participating in training for the Sierra Next Generation catalog, which is scheduled to be implemented in July 2018. Piascik is a member of the Sierra Implementation Cataloging / Authorities Working Group (CAWG), which will oversee that aspect of the statewide library system implementation. Kim Montgomery and Peter Spyers-Duran are members of CAWG Subgroups charged with sorting out various cataloging issues prior to migration. In addition, Piascik was co-chair of the Cataloging, Authorities, and Metadata Committee (CAM) in 2016 and a member of CAM and the CAM Authorities Subcommittee, and Montgomery was a member of the Bibliographic Control and Discovery Subcommittee.

Contribute records to the Name Authority Cooperative Program (NACO). Eda Correa and Spyers-Duran began contributing records to the Florida NACO Funnel Program in October 2016.

Continue to build closer working relationships with Acquisitions and Interlibrary Loan staff members and find opportunities to work with colleagues in all departments. Members of Cataloging Services collaborated with Acquisitions and Interlibrary Loan to finish the scanning phase of the inventory project. The ARC Holdings Task Force had members from Circulation, Government Documents, and Special Collections & University Archives, as well as Cataloging Services. Angie Villafane worked with Special Collections on “Throwback Thursdays [TBT]” posts, showcasing university history through various social media channels, and beginning to process the Home Movie Archive collection. Cataloging Services worked with Interlibrary Loan to complete the withdrawal of non-working and obsolete CD-ROMs.

Begin preparations for moving the majority of the John C. Hitt Library’s collections into the Automated Retrieval Center (ARC). Finish work on the inventory project. Piascik chaired the ARC Holdings Task Force, which was charged with determining location codes in Aleph and Sierra for ARC materials. Villafane was also a member of this task force. The barcode scanning phase of the inventory project is complete, and the Aleph report generation is nearly complete. The next steps are to finish running the Aleph reports and then to analyze the reports to find items that are missing or not in the Aleph system.

Continue to advance knowledge and understanding of a variety of metadata schemes within the cataloging department. Have more librarians and staff members become involved with digital projects. Develop expertise in new standards and metadata creation. Deng and Spyers-Duran continued to add linked data vocabularies to the library’s collections in the Digital Commons-based institutional repository, including Library of Congress linked data and Virtual International Authority File linked data for personal, family, and organizational names. The librarians in Cataloging Services also collaborated on working on RTDs (Retrospective Theses and Dissertations).
Continue preparations for moving the majority of the John C. Hitt Library’s collections into the Automated Retrieval Center (ARC). Analyze the results of the inventory project.

Fill existing vacant staff positions.

**Performance Enhancement Recommendations**

Filling the currently vacant Senior LTA Supervisor position would help expedite major projects such as inventory and preparation for the Automated Retrieval Center. Filling the currently vacant Office Assistant position would allow staff members who are currently covering these duties to allot more time to pre-ARC and Sierra migration projects. Access to electronic materials would be greatly facilitated if more personnel could be assigned to this area.

**Advancement Toward the President’s Five Goals**

**Offer the best undergraduate education available in Florida**

Cataloging and metadata creation give UCF students the ability to search for information needed for study and research. Extensive bibliographic maintenance keeps links current and assures accessibility of materials.

**Achieve international prominence in key programs of graduate study and research**

Cataloging Services collaborated with FLVC (Florida Virtual Campus) to provide UCF scholarly research to the worldwide community. Linda Sterchele fully described the contents of UCF electronic theses and dissertations, including 793 Graduate ETDs and 265 Honors electronic theses.

**Provide international focus to our curricula and research programs**

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

**Become more inclusive and diverse**

As we strengthen the Latin American collection, cataloging staff members routinely process materials in both English and Spanish. Our multicultural staff is skilled in a variety of languages, and we expand this aspect of our workforce whenever the opportunity arises.

**Be America’s leading partnership university**

We work with colleagues across Florida to provide and enhance access to scholarly resources. Our cooperative working relationships extend to regional campus libraries, other members of the state university libraries, and now include state college libraries as we transition to a new integrated library system and a single statewide database. Membership in OCLC benefits the UCF community with access to the international bibliographic database.
2016-2017 Statistics: Cataloging Services

Chart 1
2016 - 2017 Added Materials

<table>
<thead>
<tr>
<th>Type</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>13,709</td>
<td>2</td>
</tr>
<tr>
<td>Serials</td>
<td>6</td>
<td>559</td>
</tr>
<tr>
<td>Electronic/Digital</td>
<td>9,745</td>
<td>1,345</td>
</tr>
<tr>
<td>Objects</td>
<td></td>
<td></td>
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<tr>
<td>Gov't. Docs.</td>
<td>12,802</td>
<td>226</td>
</tr>
<tr>
<td>Special Coll./Archives</td>
<td>1,489</td>
<td>672</td>
</tr>
<tr>
<td>Media</td>
<td>1,345</td>
<td>805</td>
</tr>
</tbody>
</table>

Chart 2
2016 - 2017 Deleted Materials

<table>
<thead>
<tr>
<th>Type</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>3,629</td>
<td>1</td>
</tr>
<tr>
<td>Serials</td>
<td>1</td>
<td>344</td>
</tr>
<tr>
<td>Electronic</td>
<td>526</td>
<td>4</td>
</tr>
<tr>
<td>Gov't. Docs.</td>
<td>183</td>
<td>119</td>
</tr>
<tr>
<td>University Archives</td>
<td>-</td>
<td>25</td>
</tr>
<tr>
<td>Media</td>
<td>24</td>
<td>83</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016/17</td>
<td>37,160</td>
<td>28,542</td>
</tr>
<tr>
<td>2015/16</td>
<td>38,155</td>
<td>38,330</td>
</tr>
<tr>
<td>2014/15</td>
<td>34,419</td>
<td>35,007</td>
</tr>
<tr>
<td>2013/14</td>
<td>271,468</td>
<td>48,225</td>
</tr>
<tr>
<td>2012/13</td>
<td>49,607</td>
<td></td>
</tr>
</tbody>
</table>
### Cataloging Services

**Table 4**

#### 2014/15 – 2016/17 Comparative Highlights

<table>
<thead>
<tr>
<th>Bib Maintenance</th>
<th>2016/17</th>
<th>2015/16</th>
<th>2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barcodes (damaged, missing)</td>
<td>2,583</td>
<td>3,985</td>
<td>590</td>
</tr>
<tr>
<td>Labels (corrections, damaged, missing)</td>
<td>1,719</td>
<td>2,187</td>
<td>318</td>
</tr>
<tr>
<td>Replacements</td>
<td>834</td>
<td>352</td>
<td>401</td>
</tr>
<tr>
<td>Upgrade existing catalog record</td>
<td>14,857</td>
<td>537,275</td>
<td>49,141</td>
</tr>
<tr>
<td>Edit digital objects</td>
<td>253</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Create/edit/delete HOL record</td>
<td>5,045</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Move HOL record</td>
<td>257</td>
<td>6,317</td>
<td>97</td>
</tr>
<tr>
<td>Create/edit/delete item record</td>
<td>6,472</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Move item record</td>
<td>75</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Move order record</td>
<td>479</td>
<td>141</td>
<td>287</td>
</tr>
<tr>
<td>Location change</td>
<td>213</td>
<td>792</td>
<td>404</td>
</tr>
<tr>
<td>Transfers</td>
<td>77</td>
<td>1,368</td>
<td>19</td>
</tr>
<tr>
<td>OCLC LHR</td>
<td>47</td>
<td>7,040</td>
<td>3,234</td>
</tr>
<tr>
<td>Review of bib maintenance request</td>
<td>449</td>
<td>2,117</td>
<td>430</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>33,468</td>
<td>561,616</td>
<td>54,951</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Cataloging</th>
<th>2016/17</th>
<th>2015/16</th>
<th>2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browsing</td>
<td>369</td>
<td>244</td>
<td>227</td>
</tr>
<tr>
<td>Original cataloging</td>
<td>308</td>
<td>1,164</td>
<td>650</td>
</tr>
<tr>
<td>OCLC error reports</td>
<td>87</td>
<td>77</td>
<td>35</td>
</tr>
<tr>
<td>Priorities</td>
<td>528</td>
<td>162</td>
<td>417</td>
</tr>
<tr>
<td>Upgraded cataloging</td>
<td>4,469</td>
<td>33,035</td>
<td>10,779</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5,761</td>
<td>34,682</td>
<td>12,108</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Authorities</th>
<th>2016/17</th>
<th>2015/16</th>
<th>2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>NACO authority records</td>
<td>2</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Heading for digital object</td>
<td>75</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>77</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

#### Chart 4

**Summary Cataloging Activities 2016-2017**

- **Bib Maintenance**: 33,468, 56%
- **Cataloging**: 5,761, 10%
- **Batch and Shared Bib**: 20,447, 34%
- **Authorities**: 77, 0%

*Not Reported*
## Cataloging Services (cont’d)

### Table 5

2016-2017 Added Materials

<table>
<thead>
<tr>
<th>PRINT</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>11,098</td>
<td>11,358</td>
</tr>
<tr>
<td>Curriculum Materials Center</td>
<td>1,547</td>
<td>1,823</td>
</tr>
<tr>
<td>CCF: Ocala</td>
<td>27</td>
<td>26</td>
</tr>
<tr>
<td>DSC: Daytona</td>
<td>87</td>
<td>90</td>
</tr>
<tr>
<td>EFSC: Cocoa, Melbourne, Palm Bay</td>
<td>57</td>
<td>60</td>
</tr>
<tr>
<td>LSCC: Leesburg, Clermont, Sumter</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Rosen</td>
<td>404</td>
<td>438</td>
</tr>
<tr>
<td>SSC: Altamonte, Lake Mary, Sanford</td>
<td>82</td>
<td>88</td>
</tr>
<tr>
<td>VCC: Kissimmee, Metrowest, Osceola</td>
<td>46</td>
<td>47</td>
</tr>
<tr>
<td>Outsource (YBP)</td>
<td>356</td>
<td>387</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>13,709</strong></td>
<td><strong>14,322</strong></td>
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<table>
<thead>
<tr>
<th>ELECTRONIC</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTENTdm-Digital Objects</td>
<td>8,246</td>
<td>952</td>
</tr>
<tr>
<td>eBooks</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Integrating Resources</td>
<td>393</td>
<td>393</td>
</tr>
<tr>
<td>Monograph (ETD)</td>
<td>358</td>
<td>0</td>
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<tr>
<td>Serials</td>
<td>747</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>9,745</strong></td>
<td><strong>1,345</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SERIALS</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>6</td>
<td>533</td>
</tr>
<tr>
<td>Other Locations</td>
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</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>6</strong></td>
<td><strong>559</strong></td>
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<table>
<thead>
<tr>
<th>U.S. GOVT. DOCS.</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>12,802</strong></td>
<td><strong>10,022</strong></td>
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<table>
<thead>
<tr>
<th>SPECIAL COLLECTIONS</th>
<th>Titles</th>
<th>Volumes</th>
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<tbody>
<tr>
<td><strong>128</strong></td>
<td><strong>1,006</strong></td>
<td></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>UNIVERSITY ARCHIVES</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>98</strong></td>
<td><strong>483</strong></td>
<td></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
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<tbody>
<tr>
<td><strong>36,488</strong></td>
<td><strong>27,737</strong></td>
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<table>
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<th>MEDIA</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CDs (Music/Audio)</td>
<td>86</td>
<td>63</td>
</tr>
<tr>
<td>Microfiche</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td>DVDs</td>
<td>169</td>
<td>254</td>
</tr>
<tr>
<td>Streaming Videos</td>
<td>69</td>
<td>69</td>
</tr>
<tr>
<td>Video recording</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>324</strong></td>
<td><strong>403</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Curriculum Materials Center</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDs (Music/Audio)</td>
<td>255</td>
<td>258</td>
</tr>
<tr>
<td>DVDs</td>
<td>58</td>
<td>55</td>
</tr>
<tr>
<td>Kits</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>Realia</td>
<td>14</td>
<td>16</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>338</strong></td>
<td><strong>341</strong></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Rosen</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVDs</td>
<td>6</td>
<td>47</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>6</strong></td>
<td><strong>47</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Regional Campuses</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVDs</td>
<td>4</td>
<td>14</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>4</strong></td>
<td><strong>14</strong></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>672</strong></td>
<td><strong>805</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUMMARY</th>
<th>TITLES</th>
<th>VOLUMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>26,743</td>
<td>26,392</td>
</tr>
<tr>
<td>Electronic/Digital Objects</td>
<td>9,745</td>
<td>1,345</td>
</tr>
<tr>
<td>Media</td>
<td>672</td>
<td>805</td>
</tr>
</tbody>
</table>

| TOTAL | 37,160 | 28,542 |

---

Members of Cataloging Services (Letty Abulencia, Jeanne Piascik, Anna Dvorecky, Sai Deng, and Peter Spyers-Duran) join with others from the Libraries to cheer on our Olympic Teams during the 2016 Summer Olympics.
### Cataloging Services (cont’d)

#### Table 6

**2016-2017 Deleted Materials**

<table>
<thead>
<tr>
<th>PRINT</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>1,263</td>
<td>3,850</td>
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<tr>
<td>Curriculum Materials Center</td>
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<tr>
<td>DSC: Daytona</td>
<td>635</td>
<td>635</td>
</tr>
<tr>
<td>EFSC: Cocoa, Melbourne, Palm Bay</td>
<td>99</td>
<td>135</td>
</tr>
<tr>
<td>LSCC: Leesburg, Clermont, Sumter</td>
<td>25</td>
<td>30</td>
</tr>
<tr>
<td>Rosen</td>
<td>125</td>
<td>151</td>
</tr>
<tr>
<td>SSC: Altamonte, Lake Mary, Sanford</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>3,629</strong></td>
<td><strong>6,371</strong></td>
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<th>SERIALS</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
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<td>327</td>
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<tr>
<td>CMC</td>
<td>0</td>
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<tr>
<td>Other Locations</td>
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<td><strong>Sub-Total</strong></td>
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<table>
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<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. GÔVÈRMENT DOCS.</td>
<td>183</td>
<td>119</td>
</tr>
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<table>
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<tr>
<th>SPECIAL COLLECTIONS</th>
<th>Titles</th>
<th>Volumes</th>
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<tr>
<td>0</td>
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<th>UNIVERSITY ARCHIVES</th>
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<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
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| **TOTAL** | **4,339** | **6,863** |

<table>
<thead>
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<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>CD ROMs/DVD ROMs</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>DVDs</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Streaming Videos</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Floppy Disks</td>
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</tr>
<tr>
<td></td>
<td><strong>Sub-total</strong></td>
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</tbody>
</table>

<table>
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<tr>
<th>Curriculum Materials Center</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cassette/Audio Tapes</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>DVDs</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Kits</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Reel</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Video recordings</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>7</strong></td>
<td><strong>10</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regional Campuses</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CD ROMs/DVD ROMs</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>DVDs</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>VHS</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>5</strong></td>
<td><strong>10</strong></td>
</tr>
</tbody>
</table>

| **TOTAL** | **24** | **83** |

<table>
<thead>
<tr>
<th>SUMMARY</th>
<th>TITLES</th>
<th>VOLUMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>3,813</td>
<td>6,859</td>
</tr>
<tr>
<td>Electronic</td>
<td>526</td>
<td>4</td>
</tr>
<tr>
<td>Media</td>
<td>24</td>
<td>83</td>
</tr>
</tbody>
</table>

| **TOTAL** | **4,363** | **6,946** |

---

Angie Villafane poses with a real Oscar statuette on the first day of orientation for the Academy GOLD Program

Angie Villafane at her first day of work at the Academy Film Archive, wearing her new Oscars hat and holding her official Academy employee badge

Jeanne Piascik
Principal Cataloger
Cataloging Services
For the 3rd year in a row, Borrowing requests have declined and for the 5th year in a row, Lending requests have declined and Document Delivery requests have decreased but not as dramatically as Borrowing and Lending requests. This downward trend is being seen by many Interlibrary Loan departments throughout the country. Requests can be lumped into several different categories.

**Textbooks.** At the beginning of each semester, there is a flurry of requests for textbooks. While Interlibrary Loan/Document Delivery Services (ILL/DDS) will attempt to fill requests, we will only go to free locations for textbooks. Textbooks via ILL/DDS are only available for a small portion of the class, and students (and faculty) tend to keep the books long overdue. The other trend concerning textbooks is that students request textbooks and not realize that it takes 10-15 days to acquire. By then, they have purchased the book and the textbook that we have borrowed will be returned to the owning institution without being used.

**Obscure or grey literature materials.** Requests for obscure conference proceedings, presentations at conferences, and unpublished theses or dissertations can be lumped into a category. These materials tend to be hard to find and take time to verify the citation and to research where the item can be obtained.

**Straight forward requests.** This category is the normal ILL/DDS flow of requests for articles and books to support the research needs of our undergraduates, graduates, and faculty.

**Expansion of the Document Delivery Services to undergraduates.** The installation of sprinklers necessitated closing the front or back half of a floor at a time. To provide access to the materials in the closed off areas ILL/DDS worked with Florida Academic Library Services Cooperative (FALSC) to put a Hold/Request button into our local catalog. We also worked with Circulation Services to design the Hold workflow and processes to create a seamless system. This Hold button allows all patrons to submit requests for any item housed in the UCF John C. Hitt Library. The implementation of this service was not advertised, but the number of requests for books has increased steadily between April and July of this year. ILL/DDS will continue to provide undergraduate document delivery services once the sprinkler system has been completed.

**Local Holding Record (LHR) Project Completed.** Over the course of the past five years, ILL/DDS spearheaded work with Cataloging Services on the Local Holding Record (LHR) and the CD-ROM projects. This year brought an end to our two-year-long completion of the LHR project. The LHR project involved adding holding statements to the OCLC records so that other ILL departments around the world would know exactly what print and microform serial holdings were owned by UCF Libraries. For example, in our local catalog, the records shows that UCF owns the Journal of Addictive Diseases. We only own volumes 10-15. The OCLC catalog only showed that we own the title. Libraries would submit requests for us, not knowing what volumes we owned so we were receiving requests for volumes 1-. Now that the LHR project is completed, the Lending Department is receiving requests for items that UCF actually owns. This has improved the fill rate and cut down on staff time. This project was completed mainly by federal work-study students with some guidance from Peter Spyers-Duran and overseen by Pat Tiberii.

The other project that is still a work in progress is the CD-ROM project. We are slowly working our way through 7,800 CD-ROMs. Each CD-ROM has been evaluated to see if it is compatible with today’s technology. If the CD-ROM is compatible, Acquisitions & Collection Services is inserting it into the back of the book and updating the record accordingly. This project should be finalized by the summer 2018.

This year the ILL/DDS department took on the challenge of designing and coordinating the Holiday Party. The theme of the party was traveling to see family over the holidays. Staff members, including students
designed airplanes out of Lifesavers, Wrigley gum and Smarties. Suitcases were made out of boxes for tabledecorations. Old atlases were taken apart and some tables were covered in maps. The ceilings were adorned with paper chains making the Staff Lounge and Room 223 look festive.

Kristine Shrauger received a couple of grants and fellows to study children’s books showing diversity within the family. She, along with several Federal Work Study students and with input from Corinne Souto, Joanie Reynolds, and Pat Tiberii, have read close to 800 children’s books to incorporate into a database.

Changes in Staffing
Corinne Souto resigned her position in May to move to Seattle, Washington. She was a key asset to our department and she will be missed.

Report on Departmental Goals: 2016-2017

✦ Update ILLiad to 8.7. Successfully upgraded ILLiad to 8.7.
✦ Continue to find ways to integrate into Technical Services. Continued to work with Technical Service folks to keep the lines of communication open and to resolve issues that cropped up over the past year.
✦ Join/participate in Occam’s Reader. Joined Occam’s Reader but have not had much success in filling requests through the service.
✦ On the Borrowing side, test out various ways to follow ALA RUSA’s new rule of not using removable book labels on other libraries’ books. Purchased plastic Velcro book bands on the Borrowing side in lieu of placing removable book labels directly on books. We are finding it a bit more time consuming and labor intensive.

Departmental Goals: 2017-2018

- The ILL/DDS department will focus on preparing to migrate to cloud-based Tipasa sometime in the next couple of years as OCLC has made an announcement that ILLiad will no longer be supported.
- Coordinate with Circulation and others when the ARC is implemented as to how ILL will requests will be handled.

Advancement Toward the President’s Five Goals

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

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

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

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

Performance Enhancement Recommendations

Continue to become more integrated with Technical Services.
### Table 1

**Most Requested Journals**

<table>
<thead>
<tr>
<th>Title</th>
<th>Department</th>
<th>Number of requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation Research Record</td>
<td>Engineering</td>
<td>49</td>
</tr>
<tr>
<td>Archaeologia Baltica</td>
<td>Anthropology</td>
<td>26</td>
</tr>
<tr>
<td>Journal of The First-Year Experience &amp; Students in Transition</td>
<td>Education</td>
<td>22</td>
</tr>
<tr>
<td>Journal of Nursing Regulation</td>
<td>Nursing</td>
<td>13</td>
</tr>
<tr>
<td>Amazoniana</td>
<td>Biology</td>
<td>11</td>
</tr>
<tr>
<td>Journal of Nursing Measurement</td>
<td>Nursing</td>
<td>11</td>
</tr>
</tbody>
</table>

### Table 2

**Top Reasons Borrowing Requests Were Cancelled**

<table>
<thead>
<tr>
<th>Reason For Cancellation</th>
<th>Number Cancelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>We have exhausted all possible sources.</td>
<td>430</td>
</tr>
<tr>
<td>Foreign Language. We could not locate the item in English. It was only available in... (see notes).</td>
<td>178</td>
</tr>
<tr>
<td>This is a duplicate request.</td>
<td>149</td>
</tr>
<tr>
<td>Available at the UCF Main Campus Library.</td>
<td>114</td>
</tr>
<tr>
<td>Other:</td>
<td>107</td>
</tr>
<tr>
<td>This item is non-circulating.</td>
<td>103</td>
</tr>
<tr>
<td>Canceled by Customer</td>
<td>70</td>
</tr>
<tr>
<td>Too new for an interlibrary loan.</td>
<td>61</td>
</tr>
<tr>
<td>Checked out at Lending Institution.</td>
<td>59</td>
</tr>
<tr>
<td>Unable to verify your request as cited.</td>
<td>55</td>
</tr>
<tr>
<td>Textbook</td>
<td>54</td>
</tr>
</tbody>
</table>

### Table 3

**Top 15 Institutions We Lend Materials to**

<table>
<thead>
<tr>
<th>Library Name</th>
<th>Requests Filled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rollins College</td>
<td>538</td>
</tr>
<tr>
<td>University of Florida</td>
<td>439</td>
</tr>
<tr>
<td>Tampa - USF</td>
<td>423</td>
</tr>
<tr>
<td>Alachua County Library Dist HQ</td>
<td>383</td>
</tr>
<tr>
<td>Stetson University</td>
<td>382</td>
</tr>
<tr>
<td>Florida Institute of Technology</td>
<td>341</td>
</tr>
<tr>
<td>Syracuse University</td>
<td>302</td>
</tr>
<tr>
<td>Broward County Main Library</td>
<td>282</td>
</tr>
<tr>
<td>University of St Augustine for Health SC</td>
<td>275</td>
</tr>
<tr>
<td>Florida Atlantic University</td>
<td>222</td>
</tr>
<tr>
<td>Flagler College</td>
<td>212</td>
</tr>
<tr>
<td>University of West Florida</td>
<td>188</td>
</tr>
<tr>
<td>Eckerd College</td>
<td>162</td>
</tr>
<tr>
<td>Embry-Riddle Aeronautical University</td>
<td>161</td>
</tr>
<tr>
<td>George Washington University</td>
<td>152</td>
</tr>
</tbody>
</table>

### Table 4

**Top Reasons Lending Requests Are Not Filled**

<table>
<thead>
<tr>
<th>Reason For Cancellation</th>
<th>Number Cancelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checked Out</td>
<td>1,554</td>
</tr>
<tr>
<td>E-Book/Electronic Journal access only</td>
<td>765</td>
</tr>
<tr>
<td>Not on shelf</td>
<td>618</td>
</tr>
<tr>
<td>Lack volume/issue</td>
<td>543</td>
</tr>
<tr>
<td>Holdings END BEFORE this volume</td>
<td>542</td>
</tr>
<tr>
<td>Regional campus</td>
<td>379</td>
</tr>
<tr>
<td>Holdings BEGIN AFTER this volume</td>
<td>364</td>
</tr>
<tr>
<td>Non-Circulating - Curriculum Materials Collection</td>
<td>359</td>
</tr>
<tr>
<td>Lost</td>
<td>325</td>
</tr>
<tr>
<td>Exceeds max cost</td>
<td>222</td>
</tr>
<tr>
<td>Title not owned</td>
<td>221</td>
</tr>
<tr>
<td>Issue not yet received</td>
<td>183</td>
</tr>
<tr>
<td>other</td>
<td>115</td>
</tr>
<tr>
<td>Non-circulating - from Special Collections.</td>
<td>113</td>
</tr>
<tr>
<td>Non-Circulation - Reference Item</td>
<td>109</td>
</tr>
</tbody>
</table>
### Table 5
**Most Filled Journals - Document Delivery**

<table>
<thead>
<tr>
<th>Journal Title</th>
<th>Number of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advances in nursing science</td>
<td>199</td>
</tr>
<tr>
<td>Nursing Outlook</td>
<td>135</td>
</tr>
<tr>
<td>ProQuest LLC / Dissertations</td>
<td>118</td>
</tr>
<tr>
<td>American journal of physical anthropology</td>
<td>54</td>
</tr>
<tr>
<td>Acta Metallurgica</td>
<td>36</td>
</tr>
<tr>
<td>Image: the journal of nursing scholarship</td>
<td>36</td>
</tr>
<tr>
<td>Criminology</td>
<td>33</td>
</tr>
<tr>
<td>Nature</td>
<td>25</td>
</tr>
<tr>
<td>Journal of College Student Development</td>
<td>23</td>
</tr>
<tr>
<td>Journal of applied physiology</td>
<td>22</td>
</tr>
<tr>
<td>Journal of Guidance, Control, and Dynamics</td>
<td>22</td>
</tr>
<tr>
<td>Nursing research</td>
<td>22</td>
</tr>
</tbody>
</table>

### Table 6
**Journal Titles Most Requested – Lending**

<table>
<thead>
<tr>
<th>Journal Title</th>
<th>Number of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>International journal of sports physiology and performance : IJSPP</td>
<td>46</td>
</tr>
<tr>
<td>Recruitment and retention in higher education</td>
<td>46</td>
</tr>
<tr>
<td>Strategic HR review</td>
<td>40</td>
</tr>
<tr>
<td>Phosphorus, sulfur, and silicon and the related elements</td>
<td>36</td>
</tr>
<tr>
<td>International encyclopedia of the social &amp; behavioral sciences</td>
<td>34</td>
</tr>
<tr>
<td>Journal of nanoscience and nanotechnology</td>
<td>28</td>
</tr>
<tr>
<td>American journal of sexuality education</td>
<td>27</td>
</tr>
<tr>
<td>International encyclopedia of the social &amp; behavioral sciences</td>
<td>26</td>
</tr>
<tr>
<td>Academic leader</td>
<td>25</td>
</tr>
<tr>
<td>Annals of internal medicine</td>
<td>25</td>
</tr>
<tr>
<td>Journal of emergency management</td>
<td>24</td>
</tr>
<tr>
<td>Journal of gang research</td>
<td>22</td>
</tr>
</tbody>
</table>
Interlibrary Loan/Document Delivery Services (cont’d)

Chart 1
ILL Activity
Ten-Year Summary

<table>
<thead>
<tr>
<th>Year</th>
<th>Borrowing</th>
<th>Document Delivery</th>
<th>Lending</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>20,710</td>
<td>32,588</td>
<td>289</td>
</tr>
<tr>
<td>2008-2009</td>
<td>20,695</td>
<td>33,033</td>
<td>303</td>
</tr>
<tr>
<td>2009-2010</td>
<td>18,478</td>
<td>41,712</td>
<td>7,551</td>
</tr>
<tr>
<td>2010-2011</td>
<td>20,404</td>
<td>38,911</td>
<td>8,342</td>
</tr>
<tr>
<td>2011-2012</td>
<td>22,010</td>
<td>42,112</td>
<td>9,645</td>
</tr>
<tr>
<td>2012-2013</td>
<td>24,018</td>
<td>46,229</td>
<td>11,138</td>
</tr>
<tr>
<td>2013-2014</td>
<td>23,465</td>
<td>41,179</td>
<td>10,048</td>
</tr>
<tr>
<td>2014-2015</td>
<td>25,841</td>
<td>37,993</td>
<td>8,375</td>
</tr>
<tr>
<td>2015-2016</td>
<td>20,825</td>
<td>31,152</td>
<td>6,897</td>
</tr>
<tr>
<td>2016/2017</td>
<td>15,846</td>
<td>29,604</td>
<td>6,987</td>
</tr>
</tbody>
</table>

Pictured: Corinne Souto, Gabi Kamson, Krystal Hossack, Joanie Reynolds, Devi Mody, Raile Kasimova, Pat Tiberii and Kristine Shrauger

Kristine J. Shrauger
Head, Interlibrary Loan/Document Delivery Services
Communication, Assessment, & Public Relations

**Communication**
- Maintained contact with UCF Marketing, and with UCF News & Information, continuing service on the University Marketing Council, and committees on Collaborative Marketing and Mass Email.
- Publications: Oversaw editing of *InSTALLments*, the monthly “bathroom” newsletter for students, compiled and edited by Renee Montgomery. Prepared an annual publication for staff, with graphic design by Megan Haught, *UCF Library Facts*. Answered requests for information from the media. Posted items to the Library News/Blog, sent out press releases and “tweets.” Posted and reviewed items appearing on the Libraries Facebook page and Reddit. Handled requests from photographers and videographers for balcony space for Spirit Splash.
- Coordinated photos taken from library balcony of rainbow-illuminated Millican Hall; coordinated afternoon-long *Today Show* interview of Amber Mariano, a UCF senior recently elected to Florida’s State House, December 2, 2016. Worked with students who undertook video and photography projects in the library building, explaining policy, vetting scripts and locations.
- Continued to work with the Communications Committee to communicate information about the 21st Century Library project. Members are Bobby Ciullo, Cindy Dancel, Carrie Moran, Lindsey Ritzert, and Susan Terrill. The Committee created a web page; wrote and updated the information on the website about the plans. With help from the Sign Committee, selected and ordered freestanding sign frames in preparation for the dissemination of facilities information throughout the building. Assisted by the Committee and Susan Terrill, selected and ordered sign frames for each elevator; wrote updates about plans for the building and building conditions for the elevator signs.
- Produced promotional items: post-it notepads, with Raynette Kibbee; flashlight pens for STARS with Cindy Dancel, and 6” x 9” promotional postcards with Cindy Dancel.

**Assessment**
- Participated in the University Assessment process for the Libraries, filing a report listing measures and results (taken from Annual Report and qualitative measures) which are reviewed by Library Administrative Council.
- Recruited members and hosted two regular Libraries’ Student Advisory Board meetings. A dynamic group of students discussed ideas, suggestions, and issues relating to library services, resources, and facilities. This group is an important vehicle for communication with students and a way to listen to their needs. Some members of the group advocate for the Libraries on campus.
• With Kristine Shrauger, worked on development of new ways to examine the effectiveness and success in Interlibrary Loan/Document Delivery Services.

Public Relations
• Responded to concerns brought to the attention of the University Ombuds officer. Responded to patrons with concerns and issues referred by library staff. Continued to contact patrons and answer questions in response to the library suggestion boxes. Interacted with patrons who have exceptional concerns: helicopter parents, fines complaints, study room issues, etc.
• Responded to over 50 requests (or complaints) for use of the John C. Hitt Library and the surrounding area to distribute literature, collect donations, hang posters, hold meetings, etc.
• Coordinated monthly exhibits. Exhibits included Hidden Artists of UCF, UCF Diversity Initiatives, Zora Neal Hurston, artist Melinda Nickerson, and Undergraduate Research Award-Winning Poster Sessions.

Changes in Staffing
None

Report on Departmental Goals: 2016-2017

• Improve communication with users by every means possible.
  • Initiate Reflections, a newsletter for the community-at-large.
  • Continue to support coverage of the library and its events by the press (both student and professional.)
    Not Accomplished: An “External” newsletter was not produced.

• Continue implementation of an effective plan for communication on the 21st Century Library project. With the support and feedback of an excellent committee, keep library users and stakeholders informed on the progress of the 21st Century Library project.
  Accomplished: With committee members Bobby Ciullo, Cindy Dancel, Carrie Moran, Lindsey Ritzert, and Susan Terrill, produced signs, releases, and posts for the university community.

Departmental Goals: 2017-2018

• To continue to strengthen student input, feedback, and responsiveness.
  • Continue to coordinate Libraries’ Student Advisory Board meetings. This group is an important vehicle for communication with students and a way to listen to their needs.
  • Provide suggestion boxes, electronic and virtual, and answer all who provide contact information.
  • Conduct an assessment of the new 5th Floor Quiet Zone, when it opens.

• To improve communication with users by every means possible. Produce additional releases, promotional products and publications on the Libraries, its services, and the 21st Century Library.

• To continue implementation of an effective plan for communication on the 21st Century Library project. With the support and feedback of an excellent committee, keep library users and stakeholders informed on the progress of the 21st Century Library project.

Meg K. Scharf
Associate Director
Communication, Assessment & Public Relations
As the division moved into the second year of its 2015-2020 strategic plan, each reporting unit and department made substantial progress on their goals to support faculty and student teaching and learning, high profile campus initiatives, the President’s Five Goals, and institutional priorities as defined by the Collective Impact Strategic Plan. Those reports can be found under sections authored by the heads of the Curriculum Materials Center, Research and Information Services, Scholarly Communication, and Teaching and Engagement units.

The Research, Education, and Engagement (REE) division likewise supported strategic goals and made significant progress toward their implementation. The two most visible projects directed at the division level included the Value of Academic Libraries study and textbook affordability efforts. Of course, without disseminating information about our services, programs, workshops, and resources the significance of these efforts would remain unknown. Therefore, marketing is a critical component of the work of the division and the Art Specialist’s report, prepared by Cindy Dancel, is included below.

**Value of Academic Libraries**: Analysis of student interaction data from fall 2014 through fall 2015 was reported in last year’s annual report (3.20 end of semester average course grade of students who used one or more of five library services compared to 3.05 average course grade for students who did not interact with identified library services). Given the positive results, the division head sought to “institutionalize” the study. On the front end, significant attention was devoted to streamlining the collection of student IDs. Data collection procedures were automated as much as possible, thus taking the burden off of frontline librarians to collect student IDs and, therefore, ensuring higher quality data.

2016 data were incomplete or missing in many cases. Substantial time was spent locating and entering data. The division head and Teaching & Engagement (T&E)/Research Information Services (RIS) office manager (Megan Haught) were awarded access to the RDS system (a dynamic database of student information), however spring 2016 was accessible only by Institutional Knowledge Management (IKM) analysts. At the time of this report, a request has been submitted to IKM for students enrolled in 142 classes that received library instruction in spring 2016. When that data has been received, analysis of 2016-2017 data will commence.

Spring and summer 2017 data have been collected and the division head has been in contact with IKM to negotiate creating on-going reports for the library. On a related note, other library units are interested in being part of the study and there are plans to expand interaction points to include ILL transactions and EZproxy and PC logins, with the potential for circulation and card swipe data to be added in the future. This expanded view will more fully capture student use of services, space, and resources and provide for a more robust understanding of how library use correlates to student success.

While seeking to make data collection simpler and more efficient an opportunity to work with Jenna Nobili and staff from the UCF Education Advisory Board’s Student Success Collaborative (SSC) presented itself. After careful discussion and input from the T&E department head (Rachel Mulvihill) and T&E/RIS office manager, card readers were obtained to scan student IDs directly into the SSC database. The office manager is now populating the database with library instruction and workshop attendees with the goal of having Institutional Effectiveness analyze library interactions in relation to student success metrics. Results of the library/student success study have been reported in the T&E Newsletter, via Subject Librarian newsletters, to teaching faculty and campus administrators, and mentioned by President Hitt in an address to the Board of Governors. Results also were included in a library report to campus leaders of the John Gardner Foundations of Excellence initiative, which seeks to improve transfer students’ academic success, and have been presented at professional venues.

**Textbook Affordability**: Moving into its second year of existence, the textbook affordability working group (comprised of Rich Gause and Sarah Norris from the Libraries and Aimee deNoyelles and John Raible from the Center for Distributed Learning) continued to work with university administrators and stakeholders to facilitate adoptions of no/low-cost course materials. Following a meeting with consultants who were crafting the new bookstore contract ITN (Invitation To Negotiate), the division head was invited to serve on the ITN review committee, and subsequently, the bookstore negotiation committee. From input into the draft ITN through selection of the contract awardee the working group contributed to a campus environment more favorable to adoption of low cost course materials.

Other activities of the working group included discussions with OpenStax, OpenEd, and Open Textbook Network representatives regarding institutional memberships and benefits; meeting with the Boston Consulting Group, which has been contracted by UCF to create a case study of a successful online course; presenting, at invitation, to administrators, faculty, librarians, and instructional professionals; and have been presented at professional venues.
designers at Florida Atlantic University; and advocating that textbook affordability be considered a best practice for the General Education Program (GEP) redesign. The division head also met with IKM to start a quantitative study of impact of affordable textbooks on student outcomes and presented findings of other research and work to date to Paige Borden (Associate Provost, Academic Program Quality [APQ] and Associate Vice President, IKM) and Linda Sullivan (Assistant Vice President, IKM and Institutional Data Administrator). Textbook affordability has been adopted as a goal metric by the Center for Distributed Learning (CDL) and the Libraries.

The division head continued to facilitate meetings, track adoption savings and report to stakeholders, and serve as project manager for several initiatives. Last year’s report included an estimate that students would save approximately $40,000 over the course of the year, and there was potential to save $700,000 should an open text replace the primary text in a Microeconomics course. Unfortunately, although the professor in that course still offers the open text as an option, the official course text remains a traditional textbook. Still, from fall 2016 through summer 2017, students saved approximately $100,000.

In addition to the OpenStax History textbook adoption and the creation of an open text in medieval literature (a collaboration among librarians, instructional designers, and the faculty member), a third type of adoption emerged. This project required coordination across various library and CDL units and involved running the textbook list against library holdings. After the division head secured the fall 2016 booklist through a Higher Education Authorization Act request, instructional designers and Acquisitions librarians parsed the list by ISBN, and Acquisitions ran it against library holdings. Results were further narrowed by criteria that stipulated the text should be online, allow for unlimited users, and be Digital Rights Management (DRM)-free. Each faculty member who assigned one of the library-sourced texts was alerted via email that the course book was available through the library. Adoptions were estimated to result in a savings of $33,500 fall semester 2017. Ostensibly, the project was designed to identify library-sourced equivalents of assigned texts, but the overwhelmingly positive reaction by several departments has outstripped the library’s capacity to meet requests to further transition program textbooks to more affordable options.

As such, the working group is looking to further scale these successes by requesting support for initiatives like a public-facing website, a statement of support from the Provost’s Office, faculty incentives, and funding for a print textbook reserve collection. The division head also is coordinating a project to survey faculty who did not use a course text to further identify how faculty are responding to the textbook environment. The success of these initiatives is surpassed only by the increasing importance of textbook affordability at the state and institutional level; a dedicated position is needed to take this work to the next step.

As mentioned earlier, gaps in the visibility of library services were met with targeted marketing and outreach. Building on the success of the UCF Libraries Services for Students brochure (which was further customized for undergraduate researchers, at request), a library brochure was created for faculty. The UCF Libraries Services for Faculty brochure includes a wide range of library resources and services that illustrates how they can be used to support teaching and scholarship. Initiatives also were disseminated via Subject Librarian newsletters, the FCTL Newsletter, and the IT&R Newsletter, as well as through social media, digital signs, and posters. Also, the division head met with leaders from student success, faculty center, institutional effectiveness, and other campus units to discuss library metrics and how library initiatives support their efforts. Between that and the work of the Engagement Librarians, the library is beginning to be seen as a very visible partner in supporting the academic and research endeavors of the institution.

Moving beyond the campus audience, the head of Research and Information Services Barbara Tierney agreed to lead the effort to submit an application to the ACRL Excellence in Libraries Award. Not only will the report generated by this team be used for consideration for the award, but it can be used as a marketing tool to recruit faculty, as a basis for budget requests, and (of course) to further illustrate the Libraries’ contributions to the institution.

**Art Specialist Report, Cindy Dancel**

Cindy Dancel, the Libraries’ Art Specialist, is available to all library faculty and staff in need of graphic design services. Over the course of the reporting year, Dancel created graphics for people from at least ten library areas and also contributed marketing materials for initiatives external to the library. Some of her contributions this year include:

- Circulation (Summer Knights Reading Challenge and Color your Stress Away; IT&DIT (Selected Works marketing); Acquisitions’ Tatyana Leonova for various exhibits); Administration (new library construction, the Pardon our Duck campaign, and Illuminations newsletter); Interlibrary Loan and Curriculum Materials Center digital signs; Research & Information Services (Ask a Librarian).
and workshop announcements); Teaching & Engagement (Discover your Superpowers shirts and other program marketing); Scholarly Communication (Open Access Week and website input); and Engagement Librarians (The 8 Habits of Student Researchers).

At the division head’s request, Dancel provided all graphics design and layout for a faculty brochure and an Open Educational Resources (OER) poster. External to the library, Dancel created marketing materials for the UCF Study Abroad Program, Woman Fest, and the Women’s Hospitality Leadership Forum.

This list is by no means comprehensive; it is provided mainly to illustrate that Cindy Dancel is available to serve all library departments, units, and personnel... and campus units that partner with the UCF Libraries.

**Changes in Staffing**

Division units include the Curriculum Materials Center, Research & Information Services, Scholarly Communication, and Teaching & Engagement (as well as the Art Specialist position). Cindy Dancel continued as Art Specialist, Rachel Mulvihill as head of Teaching & Engagement, Barbara Tierney as head of Research & Information Services, and Sarah Norris as the Scholarly Communication Office. Dr. Yolanda Hood, head of the Curriculum Materials Center, submitted her resignation at the end of the reporting year. A search to replace Dr. Hood is planned. The Associate Director was awarded Professional Development Leave for fall 2017-spring 2018.

![Cindy Dancel](Art Specialist)

**Report on Departmental Goals: 2016-2017**

Five goals were identified for 2016-2017. Goals and accomplishments are reported here, but division goals are often carried out at the department, workgroup, or individual level, and so may be mentioned elsewhere in the Annual Report.

Continue to lead library public services involvement in a Value of Libraries assessment project that involves data collection within the library; serve as liaison with Statistician; seek support to expand and/or continue project on an on-going basis. Disseminate results to pertinent audiences and stakeholders to provide evidence of how the library impacts student success and roll library services into the University’s student success initiatives. Completed and on-going: Data were analyzed and a positive correlation found. 2016 data were collected and are being cleaned prior to analysis; 2017 data collection continues. At the time of this report, the division head has been in touch with internal units to discuss expanding interaction points and planning a meeting with IKM to discuss “institutionalizing” the study.

Continue to collaborate with librarians, instructional designers, and program faculty to adopt affordable alternatives to publisher textbooks, in turn reducing the cost of education and supporting student retention efforts. Communicate at the university administration level to involve all stakeholders, with the goals of creating a public-facing web presence that illustrates student savings, becoming part of the compliance reporting process, and acquiring the booklist to run against library holdings. Completed and on-going: Significant progress was made in the number and types of projects undertaken, each requiring substantial time and project management. The number of adoptions and savings to date have continued to grow. Resources dedicated to supporting textbook affordability have been outstripped, and several potential projects are currently languishing.

Based on faculty requests for productivity measures related to institutional awards and promotion and tenure applications, accreditation and program reviews, and grants proposals, as well as interest from Faculty Excellence, work with administrators and vendors to pilot a platform that provides a variety of metrics that serve faculty from various disciplines equally well. This goal was subsumed by Faculty Excellence, which contracted with Academic Analytics to provide metrics for the institution. However, librarians are teaching workshops on how to increase discovery of their scholarship, how to measure and interpret impact, etc. in support of the new platform, and have been invited to continue this programming in partnership with Faculty Excellence.

Related to the above three goals, seek to present results of pilot projects to university administration and advocate for financial support, incentives, and/or positions. Completed, but to date have not been successful in gaining any additional support or positions.

Review strategic plan and outreach program to high priority student groups and campus units; refine based upon institutional priorities, on-going library projects, and staffing levels. Completed, but this will be on-going. As more librarians are hired the percent of assignment dedicated to student engagement or the number of student groups reached will grow.
President’s Goal #1: Offer the best undergraduate education available in Florida.

Supporting Goal 1.1: Lead efforts and work with pertinent librarians, instructional designers, and program faculty to adopt affordable alternatives to publisher textbooks, in turn reducing the cost of education and supporting student retention efforts. Over the course of 2017-2018, the textbook affordability working group will market textbook affordability options and services to faculty and work with them to transition to affordable course materials; continue to communicate with university administration and stakeholders on an on-going basis; submit a white paper to university administration requesting support for a public-facing website, faculty incentives, and funding for other projects; present to the Faculty Senate and seek a resolution in support of affordable textbooks; survey faculty who indicated they did not adopt a traditional textbook for their course to see what they are using; and monitor and report adoptions and student savings.

Supporting Goal 1.2: Assess services for students and act on data to provide library resources and services that are more used, better attuned to user needs, and that strengthen the educational impact of library services for students at all levels. Over the course of 2017-2018, the division head will continue to lead library involvement in a large scale Value of Academic Libraries assessment project; work to establish processes by which the initiative becomes an established practice (institutionalized) by developing and implementing workflows with IKM analysts and library personnel; expand the number of student interaction points; input, clean, and submit 2016 data for analysis; and continue to disseminate results to pertinent audiences and stakeholders to provide evidence of how the library positively correlates with student success.

Departmental Goals: 2017-2018

- Offer the best undergraduate education available in Florida

- Substantial effort once again was devoted to textbook affordability projects. Since librarians and instructional designers began collaborating with faculty to reduce the cost of a college education through more affordable course materials (beginning summer 2016), UCF students have saved ~$100,000. Large scale national studies have found that students who do not have to purchase expensive textbooks tend to have higher course grades, take more classes, and persist at higher rates than students who purchase traditional textbooks. Students have increased access to course materials, which in turn supports student success.

- The Value of Academic Libraries study is another initiative being led from the division head’s office. Last year’s analyses indicated that students who used one or more of five library service points had better end-of-semester course grades and GPAs than students who did not use library services. The study is continuing, and is being used as a basis for increased collaboration and programming with relevant campus units, and to help faculty create assignments that require student use of the library.

- Additional librarians are needed to support library initiatives related to student success and textbook affordability. Currently, three academic departments (Nicholson School of Communication, Biology, and Public Administration) have requested assistance with transitioning their course texts to more affordable options, yet the library is unable to respond in a substantive way due to staffing levels. While the number of faculty and students have increased significantly over the years, the number of librarians has actually declined. UCF continues to lag behind other institutions of similar size regarding the number of librarians assigned to work directly with faculty and students.
In the 2016-2017 academic year the CMC is running smoothly as we continue to carry out our mission:

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

We continue to observe that students are pleased with the technology upgrades that were provided through the Student Technology Fee Award that was awarded in 2014-2015. The point and shoot cameras have been very popular and are checked out with enough regularity that we are considering purchasing more. We now have laptops, bought with a main library Student Technology Fee awarded in 2015-2016. Those are for one week check-outs and are consistently checked out from the CMC.

The CMC has continued to use the gaming model for orientations to the CMC. The Where’s Waldo Scavenger Hunt has been successful. Students retain more information about the CMC when learning hands-on rather than sitting for a lecture/tour.

We continued our outreach and partnership efforts with the College of Education and Human Performance (CEDHP). We coordinated and hosted seven well-attended Happy Hour Workshops. We continued our partnership with the Orlando Museum of Art (OMA) and specifically began collaborating with the new Associate Curator of Education and Outreach, David Mateson. David presented on the OMA’s traveling trunks and the many curriculum uses for them for all ages in the Fall Semester. He also updated some of the materials that are checked out from the CMC that belong to OMA. We continued our outreach to the Creative School, providing them with story time and delivery service. During the Fall Semester we presented to the teachers and assistants in a professional development shop. Since that presentation, our deliveries to the Creative School have more than doubled. Even though the Dean of CEDHP has decided not to continue the UCF Book Festival, the CMC has continued to coordinate Book To Life events on a mini scale. This AY we provided three Harry Potter Books to Life events for four Orange and Seminole County Schools. We also participated in the Welcome Expo and Campus Connexions.

**Staffing Changes**

None during the reporting year, but the head of the unit submitted her resignation effective at the end of the year.

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**Report on Departmental Goals: 2016-2017**

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

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**Departmental Goals: 2017-2018**

- Increase the social media presence of the CMC in order to build awareness of the services and resources.
- Provide outreach to UCF students enrolled at DirectConnect institutions.
- Update the standardized test collection.
- Move select fiction materials to the ARC to provide room in the fiction collection to provide more space.

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**Advancement Toward the President’s Five Goals**

**Offer the best undergraduate education available in Florida**

- The CMC provided services and resources for over 60,269 patrons during the 2016-2017 academic year. The CMC has continued to promote the newly re-instated face-to-face library instructions and orientations in order to better serve our students.
- We provided 25 library instructions and orientations, reaching 603 students.

**Achieve international prominence in key programs of graduate study and research**

- Provided consultations and instruction sessions for graduate students and faculty in CEDHP

**Become more inclusive and diverse**

- The CMC reviews and selects materials that are diverse and inclusive on a regular basis.
- The CMC creates displays of materials that are diverse and inclusive to help keep students, faculty, and staff aware of our collections.
Curriculum Materials Center (cont’d)

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

2016-2017 Statistics: Curriculum Materials Center

Curriculum Materials Center

Table 1
Five-Year Comparison

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<tr>
<td>Foot Count</td>
<td>60,269</td>
<td>61,813</td>
<td>56,873</td>
<td>63,062</td>
<td>64,378</td>
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<tr>
<td>Number of Classes Taught</td>
<td>25</td>
<td>26</td>
<td>30</td>
<td>21</td>
<td>13</td>
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<tr>
<td>Number of Students Taught</td>
<td>603</td>
<td>691</td>
<td>1,031</td>
<td>488</td>
<td>350</td>
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<td>Reference Questions Answered</td>
<td>842</td>
<td>1,211**</td>
<td>8,913**</td>
<td>3,413*</td>
<td>0</td>
</tr>
<tr>
<td>Consultations</td>
<td>3</td>
<td>4</td>
<td>9</td>
<td>5</td>
<td>0</td>
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</table>

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

Book to Life Events: Harry Potter

- Harry Potter Mini Game (Spring 2017) in the courtyard of the Education Building
- Kids watching the mixing of potions (Fall 2017)
- Our version of Quidditch game (Fall 2017)
- Train Platform 9-3/4 (Fall 2017)
- Yolanda Hood, Ph.D. Head, Curriculum Materials Center with input from Pamela Jaggernauth Library Technical Assistant Supervisor
In its fifth year, the Office of Scholarly Communication (OSC) continued to solidify itself as a distinct unit within the UCF Libraries. Key to this has been continued growth and consistent services and resources for the campus community, including developing internal training and education opportunities for library faculty and staff. All of this has provided a solid foundation for the OSC to develop more robust programming, improve support for various services and resources, and increase partnerships internally with library units and externally with campus constituents, as well as establish the OSC as a leader in Scholarly Communication activities in the state of Florida and nationally. In addition, the third floor office suite is now seen as a well-established public-facing research support center and is used for internal workgroup and consultation meetings, as well as meetings with students and faculty consulting on a variety of projects and initiatives or for specific research needs. Virtually, the OSC continued to improve its online presence with an updated public-facing website to be launched in fall 2017. The OSC and the Scholarly Communication Working Advisory Group members continue to be engaged in external and campus Scholarly Communication activities, participating as invited and guest speakers, and participating in various conferences and listserv activities.

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

Though staffing changes have remained relatively flat, the OSC continues to expand and refine its services and resources, while providing increased outreach – all of which have led to additional opportunities and recognition both on and off campus. There continues to be an increase in research-related workshops and presentations for students, faculty, and staff. In particular, the Graduate Workshops (formerly known as the “Publishing in the Academy” workshop series) offered in conjunction with the College of Graduate Studies continued to be a successful series of workshops with 227 attendees at 73 sessions on an average of 7 distinct Scholarly Communication topics. New to this series was a workshop on “Useful Apps All Graduate Students Should Love and Use” led by Sandra Avila, which has been well-received. Presentations on copyright and author rights in relation to textbook affordability, research, and scholarship have been presented in a variety of venues beyond the Graduate Workshops, including for specific courses, as well as the UCF Curating Across the Curriculum program and Faculty Center for Teaching & Learning (FCTL) Course Innovation Project on Open Educational Resources. As a part of further expanding and refining Scholarly Communication Services, the Scholarly Communication Librarian is additionally conducting a research study on Scholarly Communication units and librarians in Southeastern Libraries to ascertain core areas of service and support which will assist in determining the best and most critical suite of services to offer to faculty, students, and staff.

The OSC also continued to develop and refine the Scholarly Communication Brown Bag series, now titled, “Stay Savvy with Scholarly Communication,” which provides training and workshop opportunities for library faculty and staff members in a relaxed and informal environment. Led primarily by the Scholarly Communication Adjunct, Lily Flick, the series evolved from the traditional Scholarly Communication Brown Bag Lunch series, which offered three sessions in the latter half of summer 2016 to the “Stay Savvy with Scholarly Communication” series, which offered six additional sessions on topics that ranged from examining ORCID IDs to partnering with the Office of Technology Transfer to discuss World Intellectual Property Day. Each of these sessions included short informational articles and discussion, and attendees had the opportunity to attend both in person and virtually.

The OSC continues to work collaboratively with Digital Initiatives and the Scholarly Communication Working Advisory Group members to promote and populate STARS, UCF’s institutional repository. Each of these constituents continues to present and engage faculty on the topic, as well as work to facilitate the use of STARS for specific projects and initiatives. Subject Librarians, for example, are instrumental in connecting faculty to STARS through their newsletters, personal communications with faculty,
and attendance in departmental meetings. Of note, Richard Harrison and John Veneczek worked with the Digital Initiatives Librarian, Scholarly Communication Librarian (and, in some cases, the Head of Special Collections & University Archives) to set up meetings and/or facilitate projects for faculty in Judaic Studies and Texts and Technology, among others. Additionally, the Rosen College of Hospitality Management continues to be highly engaged in adding faculty research, as well as creating conferences and event pages in STARS, as facilitated by Tim Bottorff and Kerri Bottorff.

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

- “Developing a Campus-Wide Research Lifecycle: Perspectives from the University of Central Florida Libraries,” with Lee Dotson, Association of Southeastern Research Libraries (ASERL), July 2016
- “A Tale of Two Campuses: Open Educational Resources in Florida and California Academic Institutions,” with Julia Hess (University of San Diego), Alejandra Nann (University of San Diego), John Raible (CDL), Charleston Conference, November 2016

The OSC continues to participate and collaborate with the broader unit of Research, Education, and Engagement on efforts pertaining to textbook affordability. Collaborating with colleagues from the Center for Distributed Learning, efforts saw a marked effect on students’ ability to receive a quality and affordable education. In particular, a small working group composed of Penny Beile, Aimee Denoyelles (Center for Distributed Learning), Rich Gause, Sarah Norris, and John Raible (Center for Distributed Learning), engaged in a variety of efforts that range from working with subject librarians and faculty to vet and create open educational resource content for online and face-to-face courses to organizing meetings with key campus constituents and participating in discussions for the updated bookstore contract. The OSC provides assistance and information in regard to copyright for open educational resources and library licensed content. In one such instance, the OSC assisted in the creation of an open educational resource for an instructor’s summer 2016 English literature course – a resource which saved students an estimated $18,500 to date over five semesters. The OSC continues to facilitate the copyright with regard to this particular resource with the Office of General Counsel to ensure that the content is able to be placed in STARS for use by anyone worldwide. In addition to UCF efforts, this group’s reputation as leaders in textbook affordability in Florida led to a poster session at Association of College & Research Libraries (ACRL) conference, which was honored with the People’s Choice Award for Best Poster Session, as well as invited speakers at Florida State University System institutions, such as Florida Atlantic University.

In addition to specific scholarly communication areas, the unit continues to receive questions from faculty, students, staff, and other institutions about issues related to Open Access publishing, identifying credible publishers, and retention of author rights. The OSC collaborated with Digital Initiatives and other UCF Libraries units to coordinate consistent efforts with regard to institutional resources for copyright and consistency in copyright-related UCF Libraries policies. These collaborations led to a future project to develop a unified research guide in 2017-2018 with copyright information, including UCF regulations and policies, collocated in one place. With these efforts in mind, the OSC maintained continued collaboration with the Office of General Counsel in an effort to provide current and accurate information for faculty and students with regard to copyright, in particular. The OSC acts as the UCF Libraries liaison to the Office of General Counsel for copyright and intellectual property related topics and communicates with them on a regular basis for policy changes and development, as well as mediating copyright questions and scenarios for UCF faculty.

With so many activities, projects, and initiatives, the OSC looks to its working group members, library administration, and UCF teaching faculty to guide and shape current and future endeavors. The Scholarly Communication Faculty Advisory Board, currently composed of 11 UCF teaching faculty members from various disciplines on campus, continues to meet twice...
yearly – in the fall and spring semesters, respectively. Meetings have included a webinar with Open Science Framework, facilitated by Scholarly Communication Faculty Advisory Board member, Steve Fiore, as well as general meetings where the group explored topics such as STARS and open educational resources. In addition, the group remains active via email where they participate in discussions related to open access publishing and other timely Scholarly Communication topics and issues. Projects and initiatives that develop from the Scholarly Communication Faculty Advisory Board are based on faculty interest and feedback, in conjunction with current and forthcoming activities from the OSC.

The Office of Scholarly Communication continues to look to long-term goals, both internally at UCF Libraries and broadly at UCF, related to the ways in which we disseminate research and measure its value at the institution. With UCF’s goal to achieve preeminent status in the next five years, there is no doubt that the OSC, its services, and resources, can and will play a vital role throughout this process for both faculty and students. As we look to 2017-2018, the Office of Scholarly Communication aims to solidify its reputation on campus and beyond by providing excellent services and resources on Scholarly Communication topics for students, faculty, and staff. If the activities of 2016-2017 are any indication, the forthcoming year will prove equally productive and exciting.

**Changes in Staffing**

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

- The current number of people on the Scholarly Communication distribution list and/or actively participating by attending meetings or serving on workgroups includes 24 library members. Patti McCall, former Science Librarian, left the institution; new members included Sandra Avila and Christina Wray. On-going members include: Ven Basco, Penny Belle, David Benjamin, Corinne Bishop, Kerri Bottorff, Tim Bottorff, Cindy Dancel, Sai Deng, Lee Dotson, Lily Flick, Michael Furlong, Rich Gause, Richard Harrison, Athena Hoeppner, Selma Jaskowski, Renee Montgomery, Carrie Moran, Rachel Mulvihill, Mary Rubin, Barbara Tierney, Andy Todd, and John Venecek. This list, though, is certainly not comprehensive and does not necessarily reflect some of the broader participation and interest from other faculty and staff on an ad-hoc basis and is worth noting.

- The Office of Scholarly Communication unit currently includes full-time Scholarly Communication Librarian, Sarah Norris, and Scholarly Communication Adjunct, Lily Flick.

**Report on Departmental Goals: 2016-2017**

- **Virtual Space:** Assess existing Scholarly Communication website and explore opportunities for expansion, including informational and instructional videos, LibGuides on specifics topics (e.g., Copyright), blog posts, and other appropriate tools that promote researching and scholarly publishing services in the library. Ongoing: The OSC website redesign project was perhaps one of the largest projects undertaken in 2016-2017. Led by Scholarly Communication Adjunct, Lily Flick, this project involved a small working group composed of Lily Flick, Carrie Moran, Bobby Ciullo, and Sarah Norris and focused on redesigning the OSC website based on user feedback from a previous card sort done in 2015-2016 to assess usability. Further usability studies have been undertaken with feedback from subject librarians, students, faculty, and staff on the efficacy and ease of use of the new website design. The new website is slated to go live in fall 2017. Though the video working group’s activities have been merged into the Teaching & Engagement department’s video series currently in production, the OSC did release a video on the Research Lifecycle, which currently has 269 views since its launch in February 2017. The OSC continues to write blog posts and has currently contributed eight blog posts on Scholarly Communication topics and events, primarily written by Lily Flick. In addition to the website, the OSC will begin an assessment and de-duplication project of Scholarly Communication content in UCF Libraries’ LibGuides, as well as beginning to develop a centralized copyright guide and resource. The Scholarly Communication Librarian also worked with the Graduate Outreach Librarian to begin developing online content for select graduate workshops that can be used for a variety of purposes. Currently, they are exploring alternative venues for online content, including live-streaming, LibGuides, and Canvas. In addition to all of these opportunities and projects, the OSC is also exploring the creation of an open text version of the Research Lifecycle to allow for broader expansion of the creation, its purpose, and uses at UCF and beyond that will be hosted and maintained in STARS.
Office of Scholarly Communication (cont’d)

- **Internal training:** Continue to identify training resources and opportunities across the UCF Libraries for subject librarians. **Ongoing:** The OSC consistently shares blog posts, journal articles, and other scholarly resources related to Scholarly Communication. In addition, the OSC routinely shares webinar opportunities, as well as offers a centralized viewing place for such webinars (allowing for feedback and discussion). As in previous years, the OSC continues to offer robust Scholarly Communication training sessions. During 2016-2017, the Scholarly Communication Brown Bag sessions evolved into a series titled, “Stay Savvy with Scholarly Communication,” and included topics such as ORCID IDs, Fair Use, and other pertinent topics. The OSC regularly works with Research & Information Services to provide updated Scholarly Communication information along with training resources and other related opportunities; the OSC regularly reports at the monthly Research & Information Services meeting and provides Scholarly Communication summaries on topics of interest, services, and resources for subject libraries to use in their subject librarian newsletters.

- **Workshops for targeted audiences:** Assess Graduate Workshops delivered at the Graduate Student Center and evaluate program. Explore opportunities to create a series of workshops for faculty and students beyond the Graduate Workshops series. **Ongoing:** The OSC worked with Corinne Bishop (Graduate Outreach Librarian) to begin exploring more formalized assessment options for the Graduate Workshops (formerly called, “Publishing in the Academy”). With this in mind, Corinne Bishop and Sarah Norris began working on creating online versions of two graduate workshops (“Literature Reviews” and “Author Rights”) and are looking at assessment options for these online versions. In fall 2016, two sessions of the “Where to Publish & Author Rights” workshop were offered to undergraduate students. These workshops were coordinated with the Office of Undergraduate Research and Honors in the Major, as facilitated by Richard Harrison. Attendance for both sessions included seven attendees in total, with four Honors in the Major students attending sessions. This pilot project has resulted in increased interest from Honors in the Major to have such sessions offered to students on a more regular basis. A working group may be formed in 2017-2018 to continue to explore and formalize such sessions.

- **Outreach:** Host programming for Open Access Week. Assess faculty bibliography project to determine most effective way to develop a comprehensive and useful tool to disseminate UCF research. Work to cultivate strategic alliances across the university community by partnering and collaborating with various campus constituents. **Ongoing:** The OSC is deeply engaged in Open Access activities and participates yearly in Open Access Week, which has proved to be a successful event each year. Open Access Week 2016, led by workgroup members Cindy Dancel, Lily Flick, Athena Hoeppner, Carrie Moran, Rachel Mulvihill, and numerous other library faculty and staff who volunteered during the event, had a pirate theme used to promote open access to students in an informative, yet fun and approachable way. A student-centric event included several games, an information booth, and a quiz. The quiz resulted in more than 250 students participating, an increase in participants from the previous year. A working group composed of Cindy Dancel, Lily Flick, Carrie Moran, Rachel Mulvihill, and Christina Wray is currently working on Open Access Week 2017, with a full week of activities for both students and faculty. Though the Open Access Week working group is a group in its own right, the OSC has created a new working group – Events, Marketing, and Outreach (EMO) to address broader outreach and coordination of events. This working group is currently composed of Cindy Dancel, Lily Flick, Carrie Moran, Rachel Mulvihill, and Christina Wray. The group devised a mission and marketing plan and will assess events, marketing, and outreach throughout the year to provide coordinated and consistent outreach efforts for the unit. A working group composed of Kerri Bottoff, Sai Deng,
Office of Scholarly Communication (cont’d)

Lee Dotson, Lily Flick, Athena Hoeppner, and Sarah Norris began working to assess the faculty bibliography projected managed and maintained previously by Penny Beile and various Scholarly Communication Adjuncts. With nearly 20,000 bibliographic records in an MS Access database culled from the Web of Science, the working group determined that this content was a high candidate for STARS. Currently, the working group began loading records into STARS, with over 800 bibliographic records currently in the repository. The group continues to assess discoverability (including the use of Open URLs and DOI links), as well as standardizing metadata. Partnerships and collaborations are key in the success of Scholarly Communication efforts at UCF. The OSC has leveraged existing partnerships and is working to expand these partnerships and collaborations while exploring opportunities for new collaborations and partnerships, as well. Key partners include: Center for Distributed Learning, Office of Graduate Studies, Office of General Counsel, Office of Research & Commercialization, Office of Technology Transfer, and Office of Undergraduate Research. The OSC also partnered extensively with Texts & Technology, as well as the Center for Humanities & Digital Research. One current project in particular that exemplifies new collaborations is the creation of a faculty persona based on a faculty member from Texts & Technology that highlights their research process, using the Research Lifecycle as the basis. This project, facilitated by John Venecek, has the potential to yield unique and ongoing projects for the OSC with Texts & Technology.

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida

Knowledge of ownership and rights associated with intellectual outputs is key to understanding the limitations and affordances of materials created by the student as well as how they can use items created by others for academic, professional, and personal needs. Three projects and/or workgroups directly align to this goal: First is the undergraduate workshops (including a session on Where to Publish & Author Rights); the second is programming for the planned 2017 Open Access Week, specific days of which are targeted to undergraduate students; and the third is the Events, Marketing, and Outreach working group which is tailoring specific Scholarly Communication resources and events to undergraduate students, including adding events to LINK Loot, engaging in Housing & Residence Life, and coordinating additional workshops and events with Honors in the Major and the Office of Undergraduate Research.

Achieve international prominence in key programs of graduate study and research

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

Departmental Goals: 2017-2018

- Virtual Space: Continue to assess existing Scholarly Communication website and explore opportunities for expansion, including informational and instructional videos, LibGuides on specific topics (e.g., Copyright), blog posts, and other appropriate tools that promote researching and scholarly publishing services in the library. Focus on LibGuide development project, including creating a centralized copyright LibGuide resource.
- Internal training: Continue to identify training resources and opportunities across the UCF Libraries for subject librarians.
- Workshops for targeted audiences: Explore opportunities to create a series of workshops for faculty and students beyond the currently offered Graduate Workshops.
- Outreach: Host programming for Open Access Week. Promote and facilitate discussions of open access across campus community. Develop a robust series of events, marketing, and outreach efforts. Continue to assess faculty bibliography project to determine most effective way to develop a comprehensive and useful tool to disseminate UCF research. Work to cultivate strategic alliances across the university community by partnering and collaborating with various campus constituents.

Performance Enhancement Recommendations

This year saw the OSC solidify itself as an established unit in the UCF Libraries – actively engaging and facilitating projects, events, and training opportunities both internally in the library and more broadly on campus. As noted in last year’s annual report, the need for mobile technology has been an important component for the OSC as the unit works with faculty and students beyond the library and the third floor suite. Faculty laptops issued in 2017 have already offered a huge boost in portability and mobility when meeting with faculty and students on campus. Throughout the year, the OSC saw an increase in faculty, student, and even departmental and/or college support on a variety of projects. With this in mind, sustainability is certainly of particular concern, as demand for projects and project
support increases. In particular, textbook affordability and open educational resources are areas of increased growth, and the OSC expects that the need for faculty position(s) to address this area may be a particular staffing need in the future. Of course, as the unit and its services continue to grow, so too will the need for additional staff for all areas related to the OSC (adjuncts and/or permanent staff), and the unit will need to continue to closely assess the needs in the new several years.

2016-2017 Statistics: Scholarly Communication

Scholarly Communication

Chart 1
UCF Libraries Graduate Workshop Statistics

![UCF Libraries Graduate Workshops Fall 2014-Summer 2017](chart1.png)
Research & Information Services

Research and Information Services (RIS) manages the John C. Hitt Library Research & Information Desk (RAID), the “Ask Us” virtual reference service, the Research Consultation service, the Mobile Librarian service, the RIS Subject Librarian program, and the Government Documents collection. RIS is staffed by eleven full-time librarians, seven part-time librarians, and four full-time staff members.

RIS has successfully completed the fourth year of its new Subject Librarian service model and Research & Information Desk model.

Our evolving service desk model emphasizes the expanded use of adjunct librarians to staff the RAID. This allows our Subject Librarians more time for proactive outreach to their assigned academic programs, research consultations, instruction, collection development, and detailed collection analysis to support new academic programs and seven-year academic program reviews. We continued to hire, train, and schedule outstanding part-time adjunct librarians for evening, weekend, and weekday afternoon staffing of RAID.

RIS conducted reflective self-assessment of the Subject Librarian program
In 2016-2017, RIS asked each Subject Librarian to answer reflective questions that focused on his/her experiences as a Subject Librarian. The Subject Librarians’ responses were discussed at RIS monthly meetings and used to plan 2017-2018 outreach activities.

RIS librarians and staff members worked to support UCF Libraries’ 21st Century Library renovation plan
In 2016-2017 RIS:
- Made substantial progress with the government documents cataloging/barcoding/inventory project, in preparation for transferring these resources to the Automated Retrieval Center (ARC).
- Created and implemented a detailed plan to relocate 1st Floor documents and equipment.
- Moved Government Documents staff offices from 1st Floor to 3rd Floor.
- Moved half of the 2nd Floor print Reference Collection to accommodate Phase 1 renovations.
- Weeded the print Reference Collection to 25% of its former size.

RIS compiled student and faculty headcounts and other data to inform Subject Librarian academic program assignments and metrics
In 2016-2017, RIS created detailed spreadsheets that list each of the UCF academic programs, the headcount of undergraduate and graduate students enrolled in each, the number of faculty serving each, and the Subject Librarians assigned to each. The spreadsheets also include each academic program’s college, department, degree track, coordinator, year that the program began, date of the last review, date of the upcoming program review, and accreditation status. These spreadsheets serve as tools for measuring and comparing Subject Librarian academic program assignments and for creating more precise Annual Assignment/Position Descriptions (AAPDs).

RIS librarians worked to support UCF’s goal of attaining “Preeminent Research University” status by 2021
- In 2017, RIS librarians helped faculty to increase their research impact by providing “where to publish” and “citation metric” information, etc., and assisted graduate and undergraduate students to achieve success by providing instruction, research consultations, graduate student workshops, Thesis and Dissertation Forums, etc.
- Also, RIS contributed content to UCF Libraries’ portion of UCF’s “Collective Impact Strategic Plan” and “Impact of Cluster Hires.”

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Business Librarian Min Tong staffing Research & Information Desk

Highlights of the Year in Retrospect

Numbers, numbers, numbers... in 2016-2017 RIS handled:

- 18,292 Research & Information Desk interactions
- 8,228 “Ask Us” virtual reference interactions
- 622 one-on-one research consultations
- 198 Mobile Librarian interactions

Research Guides had 837,888 views (a 39% increase from 2015-2016’s count of 601,905)

Public FAQ views in LibAnswers numbered 58,324 (an 82% increase from the 2015-2016 count of 32,070)
RIS worked to fill the vacant Science and Business Librarian positions

RIS nominated RIS Librarians and staff members for awards and promotion
This year RIS nominated Dr. Corinne Bishop, Graduate Outreach Librarian, for both the “Excellence in Librarianship Award” and the “IT&R Outstanding Service Award.” RIS also nominated Meredith Semones, Ask A Librarian Coordinator, for the “IT&R Outstanding Change Agent Award,” Megan Haught, RIS and T&E Office Manager, for the UCF Libraries “Employee of the Year Award,” and Dawn Tripp, Sr. LTA, Ask A Librarian, for the UCF “Employee of the Month” Award, and supported Rich Gause, Government Documents Librarian, in his successful promotion to the rank of University Librarian.

What Are They Saying About …
Dr. Corinne Bishop [Subject Librarian for Criminal Justice, Interdisciplinary Studies, Political Science, and Public Administration]
"Exceeded my expectations. Ms. Bishop was amazing! I was so lucky that I was able to meet with her for consultation on my final paper for my senior Capstone class. …She provided me with many new searching tools and techniques that I was not aware of until now. …She was kind, patient, and very professional. …She even did some research on my topic ahead of time and provided me with a handout of various academic journals that I may find useful as well as ideas for using different terminology in order to find articles on my topic. My research consultation with Ms. Bishop was wonderful and most definitely helpful to me in directing my thought process for my research. My Professor recommended Ms. Bishop because I was having trouble finding relevant articles on my topic of advantages and disadvantages of treatment using medical marijuana using an interdisciplinary point of view. I would recommend that it should be a requirement for all students to have at least one appointment a semester or whenever they have a class that involves research during their time at UCF because there is a lot to learn when it comes to research. …"
[Cristina Figueroa, Undergraduate Student Interdisciplinary Studies, June 2016]

RIS supported Subject Librarian development and training
Monthly RIS meetings with "internal training" elements:
- Most monthly meetings hosted guest speakers who gave presentations to library staff about important resources, services, and news relating to Scholarly Communication, Information Technology & Digital Initiatives, STARS, University Archives, Special Collections, Circulation Services, LibTech services, etc.
- Our own RIS staff members gave talks focusing on their scholarly presentations, publications, or events in which they were involved. At all times, RIS concentrated on being as inclusive as possible, inviting librarians from all library units to participate in RIS development activities.

Annual RIS Retreat (May 5, 2017):
- The 2017 RIS Retreat focused on issues and recommendations discussed in David Lewis’ 2016 book Reimaging Academic Libraries, as presented by Dr. Jonathan Miller, Library Director, Olin Library, Rollins College. With the John C. Hitt Library’s renovation in full swing, the topics highlighted in Lewis’ book seemed especially relevant to the changes our librarians are experiencing firsthand.
- The RIS Retreat also focused on Dr. Michelle Miller’s 2014 book Minds Online: Teaching Effectively with Technology, as presented by the author herself. With the growth of UCF’s online degree programs, Dr. Miller’s tips and techniques for successful online teaching seemed relevant to the Subject Librarians’ growing online constituencies.

RIS staff members are coordinating the UCF Libraries’ 2017 award submission package to compete for the Association of College & Research Libraries (ACRL) Excellence in Academic Libraries Award

RIS staff members coordinated and assisted “librarians-in-training” by:
- Serving as Field Coordinator for University of South Florida LIS Intern Josette Kubicki during fall semester 2016.
- Beginning the process to sponsor Yuka Taniguchi’s (University of Kobe Librarian) internship at the John C. Hitt Library in fall 2017.

Value of Libraries
RIS Librarians and staff members collected and reported IDs from student clients of research consultation and instruction classes to assist with the “Value of Libraries” initiative.

Springshare’s “LibApps LTI (Learning Tools Interoperability) Tool”
RIS Librarians worked with this Springshare tool to embed appropriate LibGuides into individual Webcourses.

Honors in the Major
Subject Librarians proactively reached out to the Burnett Honors College Honors in the Major (HIM) program to offer orientations, workshops, and one-on-one research consultations for students involved with writing theses. Subject Librarians contacted HIM students, program coordinators, and thesis advisors to send them information about library resources and services and to provide research consultations.
Subject Librarians expanding and marketing library services to students and faculty

Examples of individual Subject Librarian partnerships with academic faculty and programs:

- **Interim Science Librarian Sandy Avila**: participated in UCF Science Café and Biology seminar programs and volunteered to be a science presenter at the UCF Libraries Graduate Workshop series.

- **Engineering Librarian Ven Basco**: offered to serve as the “Personal Librarian” for students enrolled in UCF’s first international dual bachelor’s degree program. Universidad San Ignacio de Loyola (USIL) and UCF, under a joint academic agreement, now offer UCF’s Bachelor of Science Industrial Engineering (BSIE) program at USIL’s Center for Global Education (CGE) in Lima, Peru. Faculty members from the Department of Industrial Engineering & Management Systems began delivering courses via distance learning and on the USIL campus in Lima.

- **Social Sciences Librarian Dr. Corinne Bishop**: was an invited participant in UCF’s Public Administration’s “Nonprofit Curriculum Retreats” led by Dr. Mary Feldheim (Director, Nonprofit Management program). Bishop also worked closely with the Office of Graduate Studies on the Graduate Student Workshop series and the Thesis & Dissertation Forums.


- **Humanities Librarian Richard Harrison**: worked closely with the Burnett Honors College and Honors in the Major program, as well as with the Office of Undergraduate Research, to coordinate library services and resources to support their programs.

- **Patents Librarian Missy Murphey**: worked closely with the UCF Blackstone Launchpad program to provide patent and trademark training and consultations to staff and students. She also worked closely with the UCF Office of Student Accessibility (OSA) to inform OSA staff members about accessibility facilities and resources that are part of the John C. Hitt Library building renovations. In addition, Murphey coordinated a USPTO Trademark workshop at the John C. Hitt Library to be held in November 2017.

- **Education Librarian Terrie Sypolt**: partnered with College of Education & Human Performance academic faculty on the UCF-sponsored “3rd International Conference on Doctoral Education: Organisational Leadership & Impact” (March 22, 2017). Sypolt’s presentation at this conference was entitled “Faculty-Librarian-Student Collaboration for Doctoral Student Success” and participants attending her presentation included scholars from Switzerland, Ireland, and Great Britain. Sypolt is an invited speaker for the March 2018 4th International Conference on Doctoral Education in London.

- **Business Librarian Min Tong and Interim Business Librarian Rich Gause**: worked closely with the UCF Executive Development Center (in downtown Orlando) to promote UCF Libraries’ services and resources.

What Are They Saying About...

**Richard Harrison (Humanities Subject Librarian)**

“Exceeded my expectations. Mr. Harrison really put together in a very short period a myriad of resources on the topic I am researching. I was unsure of the newspapers available to us from the UK and he was able to give them to me quickly and help me to identify what I will need to do to get access to them.”

(Graduate History student, February 3, 2017)

**Terrie Sypolt (Education Librarian)**

“Exceeded my expectations. This information helped to set the focus for my dissertation work and served me well to be efficient with my time and resources. Terrie is a research Queen!! My professor recommended Terrie. I will be back!”

(Kathryn Anderson, Education Graduate Student, June 29, 2016)
Humanities Librarian John Venecek ... partnered with Dr. Barry Mauer (Department of English) and others on his “Citizen Curator Grant Project.” In fall 2016, a $25,000 grant from the Institute of Museum and Library Services (IMLS) was awarded to John Venecek, Principal Investigator (PI), Dr. Barry Mauer (Co-PI), Dr. Keri Watson (Co-PI), and Dr. Connie Lester (Co-PI). This grant funded the Central Florida Citizen Curator Project, which created citizen-curated exhibits to commemorate the first anniversary of the Pulse nightclub attack. The exhibits opened on June 8, 2017 in the UCF Art Gallery, the John C. Hitt Library, and online. The exhibits then moved to secondary locations in the Orlando area throughout the remainder of 2017.coordinated a QEP Project entitled “Curating Across the Curriculum: A QEP-sponsored series of workshops” which took place throughout spring 2017. Participants included faculty from a variety of disciplines (art, psychology, biology, education, and history) who were interested in creating a class project based on curating. The workshops focused on areas of Open Access, fair use, the lifespan of a project based on curating. The workshops focused on areas of Open Access, fair use, the lifespan of a digital project, and engaging students with the community.

Strengthening the Research & Information Desk (RAID) service model During 2016-2017, Research & Information Services (RIS) hired and trained three additional part-time adjunct librarians (Josette Kubicki, Hal Mendelsohn, and Brian Calhoun) to assist at the Research & Information Desk (RAID). Staffing RAID with highly trained adjunct librarians allows Subject Librarians more time off the desk for outreach, research consultations, instruction, and collection development.

Government Documents: Association of Southeastern Research Libraries (ASERL) Centers for Excellence continued to expand

- As a member of the Federal Depository Library Program, UCF Libraries receives documents in nearly every subject area and makes a concerted effort to make this information accessible to the public.
- Many of Government Documents’ activities this year continued to revolve around UCF’s designation as an ASERL Center of Excellence for resources from the U.S. Department of Energy (DOE), Atomic Energy Commission (AEC), Nuclear Regulatory Commission (NRC), and the National Aeronautics & Space Administration (NASA). Government Documents Librarian Rich Gause and his well-trained staff continue to review discard lists from other depository libraries throughout the U.S. in order to add important documents to our DOE, AEC, NRC and NASA Centers of Excellence.
- Gause and his staff continued to work diligently to coordinate and complete the Government Documents inventory/barcoding/cataloging project in a timely manner so that selected documents may be moved to the automated retrieval center (ARC) upon its completion. One of the major hurdles he was trying to overcome is how to process “bound with” items to make them accessible when stored in the ARC. Recently Gause verified that the Innovative LMS Sierra we will be migrating to in 2018 provides the functionality to handle “bound with” volumes. With that assurance, Gause’s team has processed almost all of the “bound with” volumes, allowing them to be ingested into the ARC and later retrieved for full processing, once we have migrated to Innovative LMS Sierra.
- Along with preparing documents for ARC ingestion, Gause also developed a work plan for moving Government Documents offices from the 1st Floor to the 3rd Floor (321 office suite) and for moving the Government Documents collections. With the 1st Floor construction line identified for 2018, Gause verified that sufficient space exists in the non-construction area of the 1st Floor to accommodate the various cabinets and the 20% portion of the government documents books which are not being ingested into the ARC.

What Are They Saying About ...
Rich Gause (Government Documents Librarian)
“Exceeded my expectations. The information was for one of our professors in Public Administration and we didn’t have any of the materials that he needed on conventions (we were looking for statistics on # of attendees, sq. footage, etc.). When I found the publications in OCLC, they could all be found at UCF but most of them were reference materials, so the chance of doing ILL requests was not an option. The information that Rich scanned for the professor was extremely helpful and helped us to decide what materials we might have to purchase to help the professor with the rest of his research. Rich is so thorough and he found other materials that we hadn’t come across yet. He went out of his way to help me and the professor. Rich gave us excellent service but I knew that he would.”

(Sherry Mosley, University of Southern California Librarian, July 25, 2016).
Changes in Staffing

• Working to fill the vacant Science and Business Librarian positions in 2016-17:
  • On October 14, 2016, RIS Science Librarian Patti McCall resigned her position with UCF Libraries to accept a position at Rollins College’s Olin Library. Although Library Administration was not able to allow RIS to begin an immediate search for a new full-time Science Librarian, RIS was given permission and funding to hire a part-time Science Librarian until a full-time Science Librarian was approved. RIS hired part-time librarian Sandy Avila, who began work on November 7, 2016, and has been very successful with her science assignments. In June 2017, RIS received approval to conduct a national search for a full-time Science Librarian.
  • On February 17, 2017, RIS Business Librarian CJ Ivory resigned her position with UCF Libraries to accept a position at Western Georgia University. RIS filled this position with Min Tong through a lateral transfer from Regional Campus Libraries. On March 7, 2017, Tong began working one day per week in RIS and on May 5 she began her full-time RIS schedule.

Report on Departmental Goals: 2016-2017

• Subject Librarians will collaborate with Teaching & Engagement (T&E), Center for Distributed Learning (CDL), and other departments to develop online tools (such as subject-oriented videos, research guides, etc.) to support research and instruction in their assigned academic programs. In 2016-2017, RIS Librarians worked with Teaching & Engagement as follows:
  • Business Librarian CJ Ivory partnered with T&E adjunct Karli Mair to create five business research videos that are posted on: https://vimeo.com/channels/ucflibrariesbusiness/videos
    ▪ How to Research a Career
    ▪ How to Research an Employer
    ▪ How to Analyze an Industry
    ▪ How to Find Industry Codes
    ▪ Public Companies and their Competitors

• Subject Librarians will collaborate with faculty to help identify Open Educational Resources (OERs) and electronic content owned by UCF Libraries that could serve as alternatives to traditional textbooks in their assigned academic programs. In 2016-2017, several Subject Librarians (including Sandy Avila, Ven Basco, Corinne Bishop, Rich Gause, CJ Ivory, Missy Murphey, Min Tong, and John Venecek) contacted their assigned faculty members to assist with “Textbook Alternatives” and “OERs” for their courses.

AWARDS AND HONORS 2016-20017

• Ven Basco was the recipient of the IFLA 2016 National Committee Fellowship Grant.
• Dr. Corinne Bishop was nominated for both the Excellence in Librarianship Award and the IT&R Service Award during this year.
• Rich Gause was promoted to the rank of University Librarian.
• Richard Harrison was selected (in March 2017) as one of UCF’s Center for Success of Women Faculty “unsung heroes” for his work on the UCF Senate in co-authoring a paid parental leave policy. Harrison was featured in the UCF campus news: https://today.ucf.edu/ucf-employees-honored-inclusivity-womens-history-month/
• Meredith Semones was nominated as RIS’s candidate for the 2017 “IT&R Outstanding Change Agent Award” this year.
• John Venecek (Principal Investigator) successfully landed a $25,000 Institute of Museum & Library Services Grant to implement his “Central Florida Citizen Curator Project” with co-Principal Investigators Dr. Barry Mauer (English), Dr. Keri Watson (SVAD), and Dr. Connie Lester (History). Venecek and his team used their grant to commemorate the first anniversary of the June 12, 2016 Pulse nightclub attack. The culmination of their work was a June 8 Pulse nightclub themed exhibit at the UCF Art Gallery, along with several smaller exhibits at the John C. Hitt Library and online.
Subject Librarians will collaborate with faculty and departments such as CDL and Student Academic Resource Center (SARC) about relevant outreach strategies to support student success in their assigned academic programs. Several RIS Subject Librarians consulted with their faculty (and CDL) about embedding themselves in their faculty’s Canvas courseware to support student success in online academic programs. Also, RIS Subject Librarians updated and revised their online Research Guides to prepare for the Springshare LTI ingestion of Research Guides into the Canvas courseware system.

RIS will continue to assess the experiences of clients of RIS services (such as Subject Librarian research consultations, Research Guides, etc.) via assessment feedback completed by the client and other means, to measure the effectiveness and value of these services and strive for their improvement. In 2016-2017, RIS created a new online survey that is sent to Ask-A-Librarian chat clients to get feedback regarding their user experience. Also, RIS continues to solicit online feedback for each Research Consultation and RIS online Research Guides are designed with a client feedback option.

Subject Librarians will assist in marketing UCF’s STARS Institutional Repository to UCF faculty in order to enhance the impact of UCF-created knowledge and scholarship. RIS Librarians worked closely with the Digital Initiatives Librarian to assist with outreach and marketing on behalf of the STARS Institutional Repository.

Subject Librarians will create specialized instruction strategies and online tools to support academic programs that have international or diversity issues. In 2016-2017, RIS Librarians continued to create online research guides for graduate programs dealing with international issues and cross-cultural settings. For example, Education Librarian Terrie Sypolt created the “Global, International & Comparative Education” online research guide that supports the Global, International and Comparative Education M.Ed. and the graduate certification program. This guide is used by all graduate students in the College of Education and Human Performance to expand their knowledge and skill in international and cross-cultural settings.

Subject Librarians will work with the Scholarly Communication (SC) Librarian to enhance their education and training regarding Scholarly Communication issues. RIS invited the Scholarly Communication Librarian to make SC presentations for the Subject Librarians at several 2016-2017 monthly RIS meetings. RIS also encouraged the Subject Librarians to attend the 2016-2017 “Savvy About Scholarly Communication” brown bag workshops. In addition, RIS encouraged the Subject Librarians to attend 2016-2017 SC webinars arranged by the Scholarly Communication Librarian.

What Are They Saying About ...
Terrie Sypolt (Education Librarian)
“Exceeded my expectations. Working with Terrie took from a complete dead end to a beginning point. She is amazing and is not allowed to retire for three more years at least!! My professor recommended Terrie.
(Arianna Finnane, Early Childhood Development and Education Graduate Student, Dec. 9, 2016)

What Are They Saying About ...
Dawn Tripp (Senior Library Technical Assistant for Ask A Librarian service)
[After successfully finding an ASHE (Association for Study of Higher Education) report for an AAL client] ...“You’re my hero. Thank you so much! Please tell your boss that I am so grateful for the chat system!”

Subject Librarians will work with the Scholarly Communication (SC) Librarian to enhance their success in online academic programs. Several RIS Subject Librarians consulted with their faculty (and CDL) about embedding themselves in their faculty’s Canvas courseware to support student success in online academic programs. Also, RIS Subject Librarians updated and revised their online Research Guides to prepare for the Springshare LTI ingestion of Research Guides into the Canvas courseware system.

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Dawn Tripp (Senior Library Technical Assistant for Ask A Librarian service)
[After successfully finding an ASHE (Association for Study of Higher Education) report for an AAL client] ...“You’re my hero. Thank you so much! Please tell your boss that I am so grateful for the chat system!”

Departmental Goals: 2017-2018

Work closely with Library Administration to coordinate RIS activities with the 21st Century Library renovation process. Monitor impact of renovation on RIS services and collections and Knowledge Commons space; ensure that preparations are on track and plan for continuation of services, as warranted.

RIS will support the section of IT&R “Challenge 2020” that focuses on Subject Librarians. Establish a Subject Librarian model to proactively involve librarians in academic departments, in turn, increasing student use of library services and resources.

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida

The UCF Libraries’ Subject Librarian program provided positive impacts on undergraduate student learning.
The John C. Hitt Library Research & Information Services Desk was open seven days a week to provide drop-in, face-to-face research and reference assistance for students. Students requested one-on-one research consultations with Subject Librarians assigned to their academic programs via an online request form. Students had 24/7 access to online Research Guides customized to either a particular course or a particular academic program. Faculty requested customized library research instruction classes (either face-to-face or through library research online modules embedded in Canvas) for their students. The Ask A Librarian service was available seven days a week to respond to student research and reference questions via chat, email, texting, and telephone. The “Mobile Librarian” service acted as a point-of-need outreach service at the John C. Hitt Library. It involves roving library staff members (with “Do You Need Help” signs & iPads) walking through each library floor on a regular basis during weekday hours. The LibAnswers Knowledge Base offered students FAQ information. RIS utilized its monthly meetings and annual retreat as venues for the education and training of RIS staff and others. RIS continued updating and revising its training tools (such as its “Excellence in Research Services” training manual) as resources for supporting staff excellence. Subject Librarians consulted with their faculty about relevant outreach strategies (such as embedding themselves in courseware, etc.) to support student success in their assigned academic programs. Subject Librarians worked to map the curriculum of their assigned academic programs (as well as consult with relevant faculty) in order to identify courses that have research components which would benefit from the creation and implementation of “information literacy/library instruction strategies.” Subject Librarians collaborated with Teaching & Engagement (T&E), Center for Distributed Learning (CDL), and other departments to develop online tools (such as subject-oriented videos, research guides, etc.) to support research and instruction in their assigned academic programs. Subject Librarians worked with their faculty to help identify OERs (Open Educational Resources) and electronic content owned by UCF Libraries that could serve as alternatives to traditional textbooks. RIS continued to explore the use of various software to support student learning. Subject Librarians worked to improve the user experience by assisting with the creation or enhancement of online portals that target particular student populations and lead them to library services, programs and resources that will support their success. Subject Librarians worked to identify gaps in needed library services and resources (through department/faculty profiling, environmental scanning, and other means) for their assigned academic departments and worked to create and market library solutions to address these gaps. Achieve international prominence in key programs of graduate study and research Subject Librarians worked to market UCF’s STARS Institutional Repository (and other relevant programs) to their faculty in order to enhance the impact of UCF-created knowledge and scholarship. Subject Librarians worked with the Scholarly Communication Librarian to enhance their education and training regarding Scholarly Communication issues. Subject Librarians worked with their assigned faculty and students, as appropriate, to facilitate their discovery and use of relevant resources to support courses that have an international focus. Subject Librarians created specialized instruction strategies and Research Guides, as appropriate, to support academic programs that have international or diversity issues. RIS Librarians conducted 622 in-depth, one-on-one Research Consultations during this review period. These Research Consultations are available to all students, but are heavily used by graduate students. RIS Librarians created a wide range of online Research Guides to support graduate courses. RIS Librarians provided a wide range of library research workshops in all disciplines for graduate students during this review period.
Provide international focus to our curricula and research programs.

- RIS Librarians marketed STARS (UCF’s Institutional Repository), OERs (Open Educational Resources) and Digital Humanities initiatives to their academic faculty.
- Richard Harrison served as a Co-Principal Investigator (with Lee Dotson and Kerri Bottorff) on a successful $3,500 QEP Enhancement Award for STARS “SelectedWorks for Undergraduate Students: Creating Professional and Scholarly Online Identities and Portfolios.”
- Barbara Tierney worked with UCF Global to bring Japanese Librarian Yuka Taniguchi (Kobe University, Japan) to UCF Libraries for a fall 2017 Subject Librarian internship with Research & Information Services.

Become more inclusive and diverse.

- The RIS Liaison to Accessibility Services worked closely with that office and Library Administration to monitor library facilities, resources, and services to support the needs of UCF Accessibility Students, especially during the current John C. Hitt Library restroom renovations. Also, patrons with print disabilities who require an electronic version of a book or journal owned by UCF, may request it via Hathitrust.
- Megan Haught (the RIS/T&E shared Office Manager) worked closely with library staff in several departments to advance several diversity programs including: LGBTQ+ 101 training and a LGBTQIA booklist for Pride Month.

Be America’s leading partnership university

- UCF Libraries is an ASERL Center of Excellence for resources created by the U.S. Department of Energy, the Atomic Energy Commission, the Nuclear Regulatory Commission, and the National Aeronautics & Space Administration. RIS continued to build collections in these areas and market these resources to the community.
- RIS continued leveraging its Patents & Trademarks service and resources, as appropriate, in order to support UCF student and faculty entrepreneurial projects; RIS also worked to promote these services and resources to the Central Florida community and area libraries.
- RIS Librarians worked with the UCF Center for Entrepreneurial Research (College of Business Administration) to provide library research workshops showcasing patents & trademarks, government documents, and marketing resources for UCF’s Blackstone Launchpad unit.
- RIS’s Ask-A-Librarian virtual reference service (which belongs to the 135-member Tampa Bay Library Consortium) collaborated to provide statewide chat service.

Performance Enhancement Recommendations

Over the past several years Research & Information Services reported the need to fill vacant positions to maintain current levels of service. With the October 2016 departure of Science Librarian Patti McCall and the March 2017 departure of Business Librarian C.J. Ivory, RIS recommended immediate replacement for both of these positions. Library Administration approved a national search for the Science Librarian position in June 2017 and a lateral transfer between departments in March 2017 for the Business Librarian position.

2016-2017 Statistics: Research & Information Services

Research and Information Services usage statistics serve as an important measure of departmental performance. The department offers a variety of ways to assist patrons with their information needs including the Research & Information Desk (RAID), the “Ask Us” virtual reference service, one-on-one Research Consultations, and the Mobile Librarian service. The following tables summarize the number of people and hours devoted to each service and the total interactions for the 2016-2017 reporting period.

| 2016-2017 Statistics: Research & Information Services |

Research & Information Services

Table 1

Selected Statistics for Research and Information Services: 2016/2017

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<th>Service</th>
<th># of People</th>
<th># of Hours</th>
<th># of Interactions</th>
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<tbody>
<tr>
<td>Research &amp; Info Desk (RAID)</td>
<td>30</td>
<td>4,439</td>
<td>18,292</td>
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<tr>
<td>Ask A Librarian</td>
<td>13</td>
<td>3,543</td>
<td>8,228</td>
</tr>
<tr>
<td>Research Consultations</td>
<td>15</td>
<td>1,244</td>
<td>622</td>
</tr>
<tr>
<td>Mobile Questions</td>
<td>13</td>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>9,426</strong></td>
<td><strong>27,342</strong></td>
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</tbody>
</table>

★ The People column is not totaled as each person generally staffs multiple service points.

†Hours for Research Consultations were estimated at one hour to prep and schedule a session and one hour spent with the patron.
Research & Information Services (cont’d)

Table 2

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

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<td>Research &amp; Info Desk (RAID)</td>
<td>18,292</td>
<td>20,393</td>
<td>22,584</td>
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<td>Research Consultations</td>
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<td>Mobile Questions</td>
<td>200*</td>
<td>242</td>
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<td>324</td>
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Of the 18,292 interactions at RAID, 67% were library information transactions and 33% were reference transactions. Selected Library Information transactions:

- 30% (4,087) – directions – library (restroom, study room, exit, elevators, lost & found, checkout, etc.)
- 29% (3,954) – printer/copier/scanner/UCF card
- 15% (2,057) – supplies (stapler, scissors, charger, hole punch, etc.)
- 8% (1,110) – referral to LibTech Desk
- 5% (692) – finding a book in stacks

Sections of the 4th floor were closed during the spring semester for a sprinkler system install limiting mobile librarian area.
Selected Reference transactions:
- 34% (2,325) – look up book/article (with provided citation or title)
- 18% (1,273) – catalog search (not specific citation)
- 16% (1,080) – look up textbook
- 10% (698) – database search (not specific citation)

To complement the staffed service points noted above, the library also offers Research Guides and a LibAnswers Knowledge Base which provide asynchronous access to answers from UCF librarians.

In 2016/17 the Research Guides had 837,888 views which is a 39% increase from the 2015/16 count of 601,905.

In 2016/17 the Total Public FAQ views in LibAnswers was 58,324 which is an 82% increase from the total 2015/16 count of 32,070.

182,620 views – All other non-database guides – 545 guides (22%)

**Ask Us 2016-2017**

Thirteen staff members (including librarians not in RIS, Adjunct librarians, and OPS staff) contributed a total of 3,543 hours staffing Ask Us virtual reference service this past fiscal year. Ask Us staff answered 6,253 chat questions which included 5,265 IMs (Instant messaging chats answered using LibraryH3lp software); 407 Florida AAL chats (chats answered for other Florida academic libraries using Springshare chat software); and 581 UCF local chats (chats answered for UCF students, faculty, and staff using the Springshare chat software). In addition, Ask Us staff answered 1,596 phone calls, 338 emails, and 41 text messages, for a total of 8,228 total interactions.
Although Instant Messaging (IM) chat only increased slightly from last year, IM continues to be the preferred method of virtual reference communication among UCF students, faculty, and staff. Ask Us hopes to implement a “proactive chat” feature in 2017-2018. This service is included in the LibraryH3lp software and would invite patrons to “Ask Us” if they linger on a webpage for more than a minute or two. Ask Us will continue to double staff Instant Messaging during the peak weekday hours (10 a.m.-5 p.m.) during the spring and fall semesters.

### Table 2

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

**Government Documents**

As a member of the Federal Depository Library Program, UCF Libraries receives documents in nearly every subject area and makes a concerted effort to make this information accessible to the public. This year, 3,372 print volumes, 6,467 microfiche, and 34 electronic products were added to the collection and guides to many of the subject areas were created or updated. Government Documents also continued participating in the ASERL Centers of Excellence initiative.
### Government Documents Activity, Five-Year Summary

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<td>19.04</td>
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 Highlights of the Year in Retrospect

The Teaching & Engagement department continues to focus on library instruction (both face-to-face, blended, and online), information literacy, and providing engagement opportunities for targeted populations of students. Through these activities, the department aims to increase use of library services and resources, and create a reputation for the UCF Libraries as an approachable, caring, and helpful entity. While traditional instruction and engagement efforts continued and statistics increased on trend, this year was also one of experimentation, new activities, and fresh approaches. Relationships were built and strengthened, “new traditions” were established, and as is always the case, less successful events were seen as an occasion for learning and making improvements.

LIBRARY INSTRUCTION AND INFORMATION LITERACY

The total number of face-to-face library instruction sessions at the main campus increased 12%, to 452. These sessions reached 11,317 students, which is above the average of the past five years, and an increase of 27% over 2015-2016. Instruction statistics (including face-to-face classes, Information Literacy Modules, and Introduction to Library Research Strategies) are still collected monthly for the Value of Academic Libraries assessment project under the leadership of Associate Director, Penny Beile.

A new instruction initiative this year is a collaboration with the Office of Student Conduct. We were approached about offering individual consultations for students with academic dishonesty and misconduct issues in the areas of plagiarism and citing sources. Rather than providing one-on-one meetings, we proposed offering drop-in workshops several times each semester on Plagiarism & Citations. The Office of Student Conduct refers students to attend the workshops as needed. They also require some students to complete appropriate Information Literacy Modules.

This was the fourth year that the Introduction to Library Research Strategies Webcourse has been used in both ENC1102 (English Composition) and SLS1501 (Strategies for Success). A total of 3,325 assessments were completed, which is just 100 fewer students (3%) than last year. The course itself is challenging to run each semester, due to Canvas limitations. Alternative means of delivering the content are being investigated.

In 2016-2017, 13,105 unique students completed one or more of the Information Literacy Modules. This is an increase of 576 students over the previous year, and represents 20% of UCF’s approximately 64,000 students. This means we reached one of every five UCF students this year. The total number of assessments completed is 66,258, a notable increase of 17% over the 2015-2016 year. Instructors (159) created 1,714 new instances of the modules this year. It is remarkable that the use of the modules continues to grow each year, although their age is showing in some cases. This year, precipitated by the release of the 8th edition of the MLA Handbook, four modules were selected for updating. Work began in fall 2016 on Avoiding Plagiarism Using APA Style, Avoiding Plagiarism Using MLA Style, Citing Sources Using APA Style, and Citing Sources Using MLA Style. The project was still ongoing at the end of this academic year.

Several meetings took place with the Learning Systems & Technology (LS&T) staff from the Center for Distributed Learning (CDL). These are the developers of Obojobo, the learning object repository that houses the Information Literacy Modules. For years, the LS&T team has been investigating commercialization or open distribution of the Obojobo platform. Previously, they have not included any content when sharing the software. Several institutions have inquired about including one or more Info Lit Modules within Obojobo as proof of concept, and added value. Through several meetings, it was decided that we are agreeable to sharing (via Creative Commons License CC BY-SA 4.0) four specific modules, and we plan to limit that initial sharing to the six DirectConnect to UCF institutions. Obojobo is already shared with Seminole State College, so they will be the first partner college to have access to the four Information Literacy Modules, beginning sometime in 2017.

In 2016-2017 the suite of instructional and promotional videos on YouTube and Vimeo were viewed 64,235 times, for a total of 166,982 minutes watched. This is up 22% (total views) and 12% (minutes watched) over last year. The average view duration was 2 minutes 29 seconds. We are very pleased with this increase, especially following our transition to Vimeo in 2016. Our prediction in the 2015-2016 Annual Report that videos views would be “drastically down next year” did not come to pass. This is due in large part to our effort to redirect viewers to the Vimeo page. A link was placed in the defunct videos on YouTube, and in the descriptive text for each video, which led viewers to the UCF Libraries web page. Bobby Ciullo, Web Applications Developer Assistant, worked with T&E staff members to develop the best way to display videos on the Libraries web page (http://library.ucf.edu/videos), and also assisted with including videos at the point of need on the website. The Video Advisory Team continues to review and update videos as necessary.

Adjudant librarian Karli Mair embarked on a project with Business Subject Librarian CJ Ivory to develop a series of videos for a specific program. Even after Ivory left for another position, Mair worked with regional librarians and Min Tong, the newly appointed Business Librarian, to expand the videos. The project ultimately produced six videos, and a Business Channel on the UCF Libraries Vimeo site. The videos have gotten praise from Business instructors and UCF’s Career Services staff. The six videos had a total of 3,244 views during the year. This project served as an example of the kind of relationship that librarians in T&E with instructional design and video production skills can build with subject librarians to support their teaching.
OUTREACH AND ENGAGEMENT

Building on several successful programs last year, Teaching & Engagement offered increased library programming tied to several other departments and programs on campus. We continued offering coloring and puzzles as stress relievers during exam periods. For the first time, we held a student poetry contest during National Poetry Month. Staff “lured” students into the John C. Hitt during a “Lure at the Library” Pokémon Go! event in July, had a Zen Day in the library featuring mediation classes provided by Wellness & Health Promotion Services, and wrapped up the first annual Summer Knights Reading Challenge in collaboration with Circulation Services.

Carrie Moran helped organize and host WomanFest 2017 alongside the Women’s & Gender Studies (WGS) department. Moran and WGS also hosted a talk by Mean Little Deaf Queer author Terry Galloway, and a series of “Open Heart, Open Mic” events. On social media, office manager Megan Haught continued her monthly UCF Libraries Bookshelf series on Tumblr (see Hispanic Heritage bookshelf as an example: https://ucflibrary.tumblr.com/image/164865309594).

Our signature event for the year was the “Discover Your Superpowers” welcome event at the beginning of the fall 2016 semester. During the second week of fall classes, students were invited to complete a scavenger-hunt-style adventure on their mobile devices. Fifty students completed the mission and earned their superpowers, along with a snack and a chance to win prizes. The department was able to order 60 UCF Libraries Superpowers t-shirts (designed by Art Specialist Cindy Dancel) to use as prizes for this event and other events throughout the year. The shirts have proven to be a very popular giveaway, and have been spotted on students around campus!

The Graduate Workshop series (formerly referred to as “Publishing in the Academy”) continued this year, coordinated by Graduate Engagement Librarian Corinne Bishop. Bishop, along with Richard Harrison, also co-chaired planning for two half-day Thesis & Dissertation Forums.

Hoping to build on the success of the Graduate Workshops, several undergraduate drop-in workshops on Plagiarism & Citations were held, in collaboration with the Office of Student Conduct. Christina Wray, in her role as First Year Experience Engagement (FYE) Librarian, established a connection with the LINK (Learning and Interacting with New Knights) Program, and now first-year students can earn LINK Points for attending any LINK-associated event at the John C. Hitt Library. This is a powerful marketing tool that has already helped increase attendance at events.

Librarians with an engagement assignment include Richard Harrison (Honors and Undergraduate Research), Corinne Bishop (Graduate students), Carrie Moran (Transfer students), Min Tong (UCF Global), Renee Montgomery (FYE and Other), and Christina Wray (FYE and Online students). These librarians do a fantastic job of building relationships with appropriate departments and staffs, and being the “face” of the Libraries for a targeted population on campus. Engagement librarians host or attend hundreds of events each year such as orientations, welcome events, visits from local high school students, workshops, and parties.

A promotional banner featuring Vinnie the Vulture, the Citronaut, and Knightro. This banner was used to advertise for the “Discover Your Superpowers” event held at the beginning of the Fall semester in August 2016.
Perhaps the most promising new project this year was the LibGuides LTI (Learning Tool Interoperability) in Canvas. T&E librarians Carrie Moran and Rachel Mulvihill, along with Rich Gause (LibGuides Administrator) and Bobby Cuillo (Web Applications), worked with staff members from the Center for Distributed Learning (notably Francisca Yonekura, Brent Shaw, and Shea Silverman) to implement this LibGuides integration into the campus courseware, Canvas. It was a project that spanned over 18 months, but the bulk of the work was done this year. Moran worked to establish the metadata that would connect the Research Guides to the courses using Florida’s Statewide Course Numbering System. The LTI creates a tab in the left menu of all UCF Webcourses that reads “Research Guide” and uses metadata to link to the most appropriate LibGuide, be it a course-specific guide or a general guide for the discipline. While the LTI was initialized during this academic year, it was only used in beta and was not publicized heavily. Initial reports suggest that faculty in the beta testing were impressed with the easy access to library resources for their students. We will share more information on the promotion and success of the LTI in the coming year.

Changes in Staffing

Christina Wray joined Teaching & Engagement as the Digital Learning & Engagement Librarian in March 2017.

Expanding suite of services for FYE and Transfer students, making contacts in appropriate departments and developing outreach materials and instruction for these targeted populations. Completed – New programming was offered in collaboration with the Office of Student Conduct and LINK. Transfer students were surveyed and individual interviews were conducted in an effort to better serve their needs.

Develop plan for the future of the Information Literacy Modules, including updates, maintenance, and sharing or licensing in the context of continued commercialization of Obojobo by the Center for Distributed Learning. Ongoing – Work was initiated on updating four modules with the intent to share with DirectConnect institutions, beginning with Seminole State College. The modules will be offered under a Creative Commons (CC BY-SA 4.0) License.

Debut new video series “Shortcuts” and work to incorporate instructional videos into Libraries’ website at point-of-need. Complete – The Shortcuts videos were released throughout the year, and incorporated into the web page as appropriate (blog and John C. Hitt Library web page: http://library.ucf.edu/about/libraries/john-c-hitt-library/, etc.)

Continue to host informative and engaging events in the library and around campus, beginning with the Fall Welcome Event in August 2016. Complete – the first fall welcome event was held in August during the 2nd week of classes. Lessons were learned and planning is underway for the fall 2017 event. Open Mic events, WomanFest 2017, National Poetry Month Contest, and other events were also held during the 2016-2017 year.

Maintain operations during year of construction by being prepared for classroom disruptions and being flexible with instruction scheduling. Ongoing. Initial phases of the 21st Century Library Project meant limited disruptions in the classrooms, and no interruptions in service. Input was provided for Phase 1A of construction, which will include two new classrooms in the “connector building” set to break ground in 2018.

Develop a plan for the future of the Information Literacy Modules, including updates, maintenance, and alignment with ACRL’s Framework for Information Literacy for Higher Education. Gather usage statistics in order to prioritize module updates, and work with the Center for Distributed Learning to get more detailed data to assist with developing effective assessment questions. Update InfoLit web page.
Establish a series of undergraduate workshops, collaborating with appropriate campus partners to promote them. Partners may include LINK, Transfer & Transition Services, Undergraduate Research, etc.

Investigate and pilot offering selected workshops online, to meet the needs of online students.

Form an Online Engagement Work Group including UCF Connect (formerly Regional campus) librarians to coordinate support of online students.

Offer the best undergraduate education available in Florida

The majority of our library instruction, both in person and online is for undergraduate students. 78% of Information Literacy Module instances were created for undergraduate classes. The *Introduction to Library Research Strategies* Webcourse is exclusively for undergraduates, and the bulk of course-specific instruction is for undergraduate classes. We have several engagement librarians with a percentage of their time assigned to serving specific populations of undergraduates, including First Year Experience, Honors and Undergraduate Research, and Transfer students. We began hosting a welcome event for new students in the fall semester, and this year 86% of those who participated were undergraduate students.

Achieve international prominence in key programs of graduate study and research

We also provide special programming and engagement for graduate students. 17% of Information Literacy Module instances were created for graduate level classes. Our Graduate Engagement Librarian has established a strong working relationship with the College of Graduate Studies and is part of the Pathways to Success program. The Graduate Engagement Librarian also organized two Dissertation & Thesis Forum events this year.

Provide international focus to our curricula and research programs.

Librarians serve students in all academic programs, including those with an international focus. Library instruction was provided for international students in the Intensive English Program and English for Academic Purposes program.

Become more inclusive and diverse

Megan Haught, Teaching & Engagement Office Manager, serves on the Libraries’ Diversity Week Committee and the IT&R Diversity Taskforce. She actively works towards her Diversity Certificate, and creates a UCF Bookshelf on Tumblr each month with a diversity theme. Events hosted in the library fostering diversity include WomanFest 2017, LGBTQ+ 101 training, and several film screenings and lectures during UCF’s Diversity Week.

Be America’s leading partnership university

This year Teaching & Engagement staff members worked with Francisca Yonekura (CDL), John Miner (OTT), and Joni Miller of Seminole State College’s (SSC) eLearning department to share four highly-used lower-level Information Literacy modules via CC BY-SA 4.0 license with SSC. Librarian Renee Montgomery partnered with six Central Florida high schools to provide library instruction and an introduction to doing college-level research.

While still highly used on campus, the Information Literacy Modules are becoming outdated. A goal for the next few years is to reimagine the modules, particularly in light of ACRL’s Framework for Information Literacy for Higher Education. This will be a challenge without additional staff and funding that the project initially had as part of the 2006 Quality Enhancement Plan.

An additional challenge in the coming year will be utilization of classroom space during the next phase of construction, as seating in the building becomes limited.

Rachel Mulvihill, Carrie Moran, and Rosalie Flowers presenting at the Georgia International Conference on Information Literacy
Table 1

Five Year Summary: Information Literacy Modules

<table>
<thead>
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<td>56,310</td>
<td>55,078</td>
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<td>Faculty Members</td>
<td>159</td>
<td>167</td>
<td>184</td>
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<tr>
<td>Instances Created</td>
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<td>1,863</td>
<td>1,750</td>
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<tr>
<td>Number of Modules</td>
<td>13</td>
<td>13*</td>
<td>15</td>
<td>15</td>
<td>14</td>
</tr>
<tr>
<td>Average Score</td>
<td>84.25%</td>
<td>83.41%</td>
<td>83.07%</td>
<td>82.64%</td>
<td>85.71%</td>
</tr>
</tbody>
</table>

* Two modules were retired in August 2015.
Teaching & Engagement
Charts 2 & 3
Five Year Summary: Traditional Library Instruction

Library Instruction Sessions 2016-2017
Undergraduates, 313, 69%
Graduates, 104, 23%
Other/Mixed, 35, 8%

Library Instructions Students 2016-2017
Undergraduates, 8,731, 77%
Graduates, 1,774, 16%
Other/Mixed, 812, 7%

Teaching & Engagement
Charts 4 & 5
Five Year Summary: Library Instruction

No. of Classes

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<thead>
<tr>
<th>Year</th>
<th>Classes</th>
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</thead>
<tbody>
<tr>
<td>2012-2013</td>
<td>384</td>
</tr>
<tr>
<td>2013-2014</td>
<td>373</td>
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<tr>
<td>2014-2015</td>
<td>275</td>
</tr>
<tr>
<td>2015-2016</td>
<td>404</td>
</tr>
<tr>
<td>2016-2017</td>
<td>452</td>
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No. of Students

<table>
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<th>Year</th>
<th>Students</th>
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<td>2013-2014</td>
<td>10,541</td>
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<tr>
<td>2014-2015</td>
<td>11,298</td>
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<tr>
<td>2015-2016</td>
<td>8,912</td>
</tr>
<tr>
<td>2016-2017</td>
<td>11,317</td>
</tr>
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</table>

Rachel Mulvihill
Head, Teaching & Engagement
The year was dominated by projects! The ARC construction and system infrastructure design, Sierra implementation, 5th floor quiet study area, migration from CONTENTdm to Islandora, STARS, transition to UCF IT, Windows 10 deployment, and finalizing the App Catalog for staff, and thin image to all PCs were added to ongoing projects. Tech fee funded projects, “Equipment for Checkout” and “Laptop and iPad Refresh” were completed while the “Digital Studio” still waited for the installation of electrical and completion of the network wiring. The new one-touch recording studio (previously known as the presentation practice room) was completed, though blocked from use by the installation of sprinklers in that area of the 3rd floor. There were new websites added, some revised, and a library branded short link made available (UCFLIB.FYI).

There were some other delays. Sierra implementation was pushed back to July 2018 so communication with the ARC will have to be through Aleph. The 5th floor quiet study area furniture purchase was delayed, though the PCs, funded through tech fee, were purchased and are stored in 137. The transition to UCF IT is moving much more slowly than anticipated.

STARS had a banner year! The collection is growing and downloads hit the half a million mark! It made headlines at bepress (the company that created Digital Commons, the digital repository system on which STARS runs), being recognized in several disciplines for UCF being in the top number of downloads (see the list of recognized disciplines in the Digital Initiatives section of this report). The efforts of the team, which includes Digital Initiatives, Scholarly Communication, Cataloging, and Subject Librarians, continues to get the word out about STARS and helps users submit materials. Originally funded for three years by tech fee, STARS will need $94,000 in February 2018 in order to continue licensing the use of Digital Commons. While the cost seems high, it should be noted that to support a repository like STARS locally would cost UCF triple or quadruple the cost of Digital Commons.

A lot of time has been devoted this year to the transition to UCF IT. As part of Cohort 2, the current Library IT team has attended numerous organizational meetings in their individual functional areas establishing a process. Unfortunately, not many organizational changes have been agreed upon, and the ideas put forth have made it clear to the Libraries that any changes to our current structure will affect our service model dramatically, and not in a good way. The Library IT team works together to support the IT needs of the Libraries in all of its forms. They are able to work together from their individual functional areas to deliver solutions to problems with an efficiency that cannot be duplicated in UCF IT. For that reason, we are pursuing discussions with Mike Sink, Associate Vice President and IT Chief Operating Officer, to preserve Library IT in its current form. There may be compromises that will be required of us, but it is imperative to maintain the service model we believe in and our users expect.

### Digital Initiatives

#### Content Management Systems

- Islandora: Lee Dotson continued to serve on the Islandora subgroup of the Digital Initiatives and Services Committee that is working with the Florida Virtual Campus to enhance FL-Islandora.
- CONTENTdm: Began migrating collections from this platform to STARS (Digital Commons) and FL-Islandora.

#### Digital Collections

- Focused on current uploads to both the digital collections and the Florida Digital Archive.

#### Central Florida Memory

- The UCF team continued to provide ongoing training and support to St. Luke’s Lutheran Church for their contributions to Central Florida Memory and collaborate with Rollins College to increase the availability of the Sandspur student newspaper issues.
- Added over 470 items this year.

#### Florida Historical Quarterly:

- The UCF team added 37 issues (volume 86, issue 01 through volume 95 issue 01) of the FHQ to the digital collection in FL-Islandora. The most recent three years have been included with embargoes using the Islandora Scholar Embargo. These issues will automatically release on dates specified per our agreement with the Florida Historical Quarterly editor.

#### Theses and Dissertations

- Continued to provide support for graduate electronic theses & dissertations and electronic honors theses by liaising with the College of Graduate Studies, Honors College, Florida Virtual Campus, and Cataloging.
- Maintained a guide at that pulls together information and access to resources available to assist students with the ETD process to also focus on searching for and finding all formats of theses and dissertations: http://guides.ucf.edu/thesesanddissertations
- Retrospective Theses and Dissertations
  - Maintained a guide that focuses on how to find UCF theses and dissertations: http://guides.ucf.edu/finding_theses.

UCF Libraries Annual Report 2016-2017
Page 76
Continued to identify theses and dissertations in the public domain as well as seek copyright permissions from authors.

- **Retrospective theses and dissertations (RTD)** were migrated into STARS where the records and PDFs can be easily searched along with Honors theses and graduate theses and dissertations. A total of 5,105 records are currently available. There are 1,093 records with corresponding PDFs while 4,010 are print only records with messages indicating that the items are only available in print in the UCF Libraries. Authors can help us make the works available online for use by researchers around the world by following the instructions on the distribution consent form at [http://bit.ly/digitizationconsent](http://bit.ly/digitizationconsent).

- **Honors in the Major Theses**
  - Students submitted 147 final versions directly to STARS.
  - Digitized retrospective works as students submitted copyright permissions.

- **College/departmental sub-collections** were created to highlight student work for:
  - **Arts and Humanities Graduate Theses and Dissertations**
  - **Arts and Humanities Honors in the Majors Theses**
  - **Biology Honors in the Majors Theses**
  - **Biology Graduate Theses and Dissertations**
  - **History Graduate Theses and Dissertations**
  - **History Honors in the Majors Theses**
  - **Nursing Graduate Theses and Dissertations**
  - **Nursing Honors in the Majors Theses**
  - **Rosen Graduate Theses and Dissertations**
  - **Sciences Graduate Theses and Dissertations**
  - **Sciences Honors in the Majors Theses**
  - **Visual Arts and Design Student Graduate Theses and Dissertations**
  - **Visual Arts and Design Student Honors in the Majors Theses**

**UCF Community Veterans History Project**

- This project is a collaborative effort between the UCF Libraries and the RICHES (Regional Initiative for Collecting the History Experiences and Stories) of Central Florida program. The oral histories are conducted by the History Department as assignments through classes or community outreach projects of the RICHES program. Files are submitted on media (CD or DVD) to UCF Libraries’ Special Collections & University Archives at the end of each semester. Digital Services is responsible for copying files to the server and converting any files not in appropriate formats.

- We continued to use STARS for the primary interface with the streaming media on YouTube and customized metadata records in CONTENTdm. This involved generating a basic record, uploading the original audio or video file to make it available for download, providing the embed information for the YouTube video, and linking the STARS and CONTENTdm records together for the 67 works posted this year.

- We began investigating implications for moving all of the metadata records from CONTENTdm to STARS.

**University Archives Digital Collection**

- This year’s focus for the University Archives digital collection was on digitizing issues for the [Central Florida Future](http://centralfloridafuture.ucf.edu/) and processing the archived versions of the **In Development** newsletter. Over 460 of those works were made available in STARS.

**STARS (Showcase of Text, Archives, Research & Scholarship)**

This was the second year of our technology fee funded three-year license to use Digital Commons as a digital repository platform for UCF. STARS, UCF’s Showcase of Text, Archives, Research & Scholarship, exists to publicize, disseminate, and provide ready access to works by, for, and about the University of Central Florida. Administered by the UCF Libraries, STARS hosts and promotes research, creative activity, and institutional outputs; ensures persistent access to works; increases discovery of UCF scholarship and creative endeavors; fosters scholarly collaborations with colleagues; documents UCF’s history and progress; highlights open access materials and projects created by UCF authors; and allows authors to share their work while retaining their copyright. For all of the collections listed below, we met with the stakeholders, worked with Digital Commons on specific set up customizations and requirements, created documentation and procedures, and populated the collections.

**NEW PROJECTS:**

- **4th International Conference on Events (ICE) 2017**
• Career Fair Fall 2016

• In Development Newsletter
  • McNair Scholars

• DIVerse Families
  • By topic – 31 subcollections

• MLIS Information Day
• National Poetry Month
• Pineapple Ball 2016
• RAMP Scholars
• Rosen College Photographs
  • Career Fair Fall 2016
  • Pineapple Ball 2016
  • Women’s Hospitality Leadership Forum 2017 Photos

• Faculty Bibliography
• FHQ Podcast Project
  • FHQ Podcasts
  • FHQ in the Classroom

• Illuminations

• Scholarly Communication Brown Bag Series
• Special Collections and University Archives Exhibit Photographs
• **TAPESTRY**

![Image](image.png)

• **The Accelerator**
• **The Innovator**
• Theses and Dissertations By College/Department
  - Honors in the Major
  - Graduate
• **UCF Cocoa & Palm Bay Newsletter**
• **UCF Research and Mentoring Program (RAMP)**
  - RAMP Documents
  - RAMP Scholars
  - RAMP Scholars 2015-2016
  - RAMP Scholars 2016-2017
• Welcome to the FLETD Group!
• **Women’s Hospitality Leadership Forum**

**ITEMS OF NOTE:**

- **STARS** was featured on UCF Today – Library’s New Digital Repository Stores All Things UCF.
- Digital Commons Network News:
  - In November 2016, the University of Central Florida was among the most popular institutions in the Medicine and Health Sciences Commons, the Arts and Humanities Commons, and the Social and Behavioral Sciences Commons.
  - Medicine and Health Sciences - works from STARS ranked highly in 6 out of 257 disciplines: Molecular and Cellular Neuroscience, Social and Behavioral Sciences - works from STARS ranked highly in 3 out of 180 disciplines: Archaeological Anthropology, Forensic Science and Technology, Domestic and Intimate Partner Violence.
  - In December 2016, the University of Central Florida was among the most popular institutions in the Arts and Humanities Commons and the Medicine and Health Sciences Commons.
  - Arts and Humanities - works from STARS ranked highly in 4 out of 257 disciplines: Technical and Professional Writing.
  - Medicine and Health Sciences - works from STARS ranked highly in 4 out of 257 disciplines: Critical Care Nursing, Geriatric Nursing, Nursing Administration, Other Nursing, Pediatric Nursing, Perioperative, Operating Room and Surgical Nursing, Psychiatric and Mental Health Nursing, Public Health and Community Nursing.
  - Social and Behavioral Sciences - works from STARS ranked highly in 3 out of 208 disciplines: Archaeological Anthropology, Domestic and Intimate Partner Violence.

- **QEP Enhancement Funded Award** (with Richard Harrison) – SelectedWorks for Undergraduate Students: Creating Professional and Scholarly Online Identities and Portfolio – This project provided funding for staffing and outreach to assist students with creating and populating...
online profiles using SelectedWorks. An adjunct librarian worked with a student assistant to provide consultations and group training sessions for creating and maintaining SelectedWorks profiles. The adjunct librarian and student also created a webcourse as well as how-to handouts and on-demand tutorials to support student use of SelectedWorks. The Enhancement Award provided $3,500 for one year.

For detailed statistics covering July 2016-June 2017:
- Access the STARS Dashboard to explore readership and view usage reports: guest link
- Readership Distribution map for all STARS collections for July 1, 2016-June 30, 2017:

Digital Preservation:
- Coordinated Florida Digital Archive efforts for the following digital collections:
  - Harrison “Buzz” Price
  - Central Florida Memory
  - Digital Open Stacks
  - Florida Historical Quarterly
  - Retrospective Theses and Dissertations
  - Special Collections
  - UCF Community Veterans History Project (Veterans Oral Histories)
  - University Archives

Digital Scholarship:
- Notable accomplishments included:
  - Provided UCF editors with support for the Open Journal System hosted at FLVC and Digital Commons.

  - Data Management:
    - Collaborated with the Office of Research and Commercialization to provide the researchers assistance and workshop presentations with understanding the requirements of the plans.

- Acted as the contact point for UCF’s information for the DMPTool at https://dmptool.org/
- Provided online support via a campus guide on data management plans at http://guides.ucf.edu/data.

INFORMATION TECHNOLOGY

Infrastructure
- SQL server upgrade to 2014R2
- Windows 10 deployed
  - All public machine images and policies had to be reworked for Windows 10
  - Deployment on staff machines is still in progress
- Encryption enabled between web servers and SQL servers
- Standardized all SCCM deployments to a “thin” image
- Automated backend tasks so technicians can manage imaging themselves
• Deployed App Catalog for additional software that staff can download
• Design for ARC infrastructure finalized

**Technical Support**

• The tech team continued to support the computing needs of staff, students, and faculty who use the Libraries’ desktops, mobile devices, printers, and assorted scanners.
• Continued implementation of Library technology fee project “Digital Studio”
• Completed implementation of Library technology fee project “Equipment for Checkout”
• Completed implementation of Library technology fee project “Laptop and iPad refresh”
• Began deployment of new staff machines (70 desktops, 20 laptops)
• Replaced all Dell Venue Tablets with much more reliable Dell Latitude E7470 laptops
• Added new iPads with integrated keyboard cases to replace outdated iPad 2 tablets
• Expanded LibTech Student Assistant desk coverage (3 during 9-5pm) in spring 2017 due to increased number of patrons served
• Completed new One-Touch Recording Studio (Room 306)
• Added docking stations for the Dell laptops near LibTech desk
• Inventory project completed.
  - All major technology items were tagged and logged inside SnipeIT

**Information Technology & Digital Initiatives**

**Chart 1**

**Total Patrons Served at LibTech Desk**

2016-2017

<table>
<thead>
<tr>
<th></th>
<th>Fall</th>
<th>Spring</th>
<th>Spring</th>
<th>Summer (through 06/30)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>35,131</td>
<td>40,289</td>
<td>485</td>
<td>9,098</td>
</tr>
</tbody>
</table>
| 11%    | 38,188 | 31,675 | 1%     | 10,114
| 41%    | 27,292 | 10,114 | 268    | 5,935
| 47%    | 5,000  | 10,000 | 303    | 15,000
|        | 20,000 | 25,000 | 20,000 | 30,000
|        | 35,000 | 40,000 | 45,000 | 50,000

**LibTech Desk**

**Information Technology & Digital Initiatives**

**Chart 2**

**LibTech Year-to-Year Comparison**

2014/15 – 2016/17

**Web Services & Design**

• Library Web:
  - Created Library branded short links with URL “UCFLIB.FYI”
    - Allows us to capture statistics for specific links / campaigns
  - Major website revisions
    - Technology lending
    - [https://library.ucf.edu/technology-lending/](https://library.ucf.edu/technology-lending/)
  - MLIS Day
    - [https://library.ucf.edu/mlis-day/](https://library.ucf.edu/mlis-day/)
  - New applications created and moved to production
    - New application landing page [https://apps.library.ucf.edu](https://apps.library.ucf.edu)
  - Extensive planning and design of digital projects management system

**Changes in Staffing**

Joel Lavoie now reports to UCF IT but remains in the John C. Hitt Library, working on library IT projects.

**Departmental Goals: 2016-2017**

+ Migrate from the Ex Libris Aleph ILS to the Innovative Interfaces Sierra ILS system along with the 39 other colleges and universities in Florida. The GoLive date for Sierra was moved to July 2018. The UCF ILS Implementation committee, made up of the
Information Technology & Digital Initiatives (cont’d)

seven Working Group members and ILS Coordinator from UCF continues to meet bi-weekly to discuss issues and exchange information.

- Implement the interfaces between Sierra, the new ARC, and campus network that will make the ARC operational. Work is ongoing and monthly meetings with the parties involved and organized by Library IT&DI have helped work progress in a timely manner. Because the implementation of Sierra has been delayed, the interfaces will be between Aleph, the new ARC, and the campus network. Testing will begin in September.

- Continue to build STARS, working with librarians, faculty, staff, and students to increase its size, advertise its use, and demonstrate its value to the UCF community. STARS has continued to grow quickly and reached a half a million downloads this year! See the Digital Initiatives report for more detailed information. In 2018, funding for STARS will be UCF’s responsibility and $94,000 will be needed.

- Continue participation on committees and in activities related to the development of research computing, data storage, date curation, and repository services on campus. The creation of UCF IT has changed the environment for the development of these needed services (except for repository services like STARS). IT&DI continues to be involved in whatever way it can to promote support for these services.

- Explore developing technologies, consult with appropriate faculty and staff on their interests and needs, and visit sites using new innovations; consider opportunities afforded by building expansion and renovation. IT&DI continues to develop and pursue projects that employ innovative technologies to serve the mission of UCF Libraries.

- Develop a technology fee proposal for equipment to expand the digital media/visualization space in the LibTech Desk area. Awarded $114,981.65 for the Technology Fee Project, “John C. Hitt Library Lending Laptop iPad Refresh.” A proposal that would have added desktop computers and new furniture to the area was not funded.

- Develop a technology fee proposal for PCs for the 5th floor renovation project. Awarded $54,664.40 for the Technology Fee Project, “John C. Hitt Library 5th Floor Quiet Study Space PCs.”

- Pursue partnerships with other campus IT units on projects of mutual interest that might include shared software licensing, hardware purchases, and service collaboration. The move to UCF IT may provide a natural migration to campuswide collaboration on technology development and services. UCF IT is developing a system of providing shared purchasing and licensing. The Libraries already participates in joint licensing for our Microsoft agreement, Adobe, SPSS, Four Winds (digital signage), and WordPress.

Departmental Goals: 2017/2018

Complete the implementation of Sierra.
Complete the implementation of the ARC system interfacing with Aleph (then Sierra) and UCF IT.
Secure funding for STARS.
Write a technology fee proposal for a public PC replacement project.
Write a technology fee proposal for additional/replacement/enhancement equipment for the LibTech area.
Investigate AV options for Room 511.

Advancement Toward the President’s Five Goals

Be America’s leading partnership university

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

Performance Enhancement Recommendations

- Our tech fee funded digital repository, STARS, has grown and been a top destination for researchers around the globe to find scholarly material they need. STARS reached the 500,000 download mark this year and was among the most popular destinations in the Digital Commons network. STARS was also featured in UCF Today and the Digital Commons Network News. In order for work to continue to expand STARS, providing ready access to works by, for, and about the University of Central Florida, funding will be needed by February 2018 in the amount of $94,000.
- Watching the transition of Cohort 1 to UCF IT and participating in the continuing transition of Cohort 2, it has become clear that centralizing Library IT operations will not work for the Libraries’ service
It is already evident that response time has lengthened for issues that are already funneled through UCF IT and library operations cannot wait days for a response. Library IT responds promptly, is on-site and on-call so problems are resolved with a minimum of interruption of service. The ongoing projects reported here, day-to-day tasks and responsibilities, and the anticipated projects next year demonstrate the need for having an IT team residing in-house. Library IT needs to remain in the John C. Hitt Library.

The LibTech desk, which manages tech lending for the Libraries should remain under library management as well. The scope of the services it offers is much larger than any other operation on campus. LibTech lends more equipment, is open longer, and provides services more efficiently because of 20 years of experience lending equipment. The use of the Libraries' integrated library system, which is managed by FALSC (Florida Academic Library Services Cooperative) for the colleges and universities of Florida, creates an inventory of equipment for check out that can be organized and tracked by patron, location, and service unit, and keeps statistics that can be analyzed on a variety of levels.


**Table 1**

Digital Services Statistics: Four-Year Summary

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<th></th>
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<tbody>
<tr>
<td>Administration</td>
<td>-</td>
<td>1,082</td>
<td>-</td>
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<tr>
<td>Berman Negatives and Contact Sheets</td>
<td>-</td>
<td>85</td>
<td>-</td>
<td>-</td>
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<td>African American Legacy: The Carol Mundy Collection</td>
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<td>-</td>
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<td>Commencement</td>
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<td>51</td>
<td>-</td>
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<td>Dick Pope Sr. Institute for Tourism Studies</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>654</td>
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<td>Digital Library of the Caribbean(dLOC)</td>
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<td>FDA Only</td>
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<td>Florida Historical Quarterly</td>
<td>3,340</td>
<td>-</td>
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<td>Harrison Price Papers</td>
<td>148</td>
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<td>Special Collections</td>
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<td>UCF Arboretum Collection</td>
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<td>The UCF Report</td>
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<tbody>
<tr>
<td>H. Trevor Colbourn Oral History Collection</td>
<td>-</td>
</tr>
<tr>
<td>UCF Catalogs</td>
<td>-</td>
</tr>
<tr>
<td>UCF Community Veterans History Project</td>
<td>134</td>
</tr>
<tr>
<td>Total Audio/Video</td>
<td>331</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Total Images</th>
<th>28,873</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Digital</td>
<td>29,007</td>
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</table>

May 4, 2017: May the Fourth Be with You. It&K Staff Recognition and Social, Pegasus Ballroom: DJ Matthew DeSalvo interviews Darth Vader.
Information Technology & Digital Initiatives (cont’d)

Information Technology & Digital Initiatives

Table 2

STARS Statistics
2015-2017

<table>
<thead>
<tr>
<th>Printer</th>
<th>2016/2017</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Works posted</td>
<td>5,204</td>
<td>20,162</td>
</tr>
<tr>
<td>Metadata Page Hits</td>
<td>83,066</td>
<td>20,661</td>
</tr>
<tr>
<td>Total downloads</td>
<td>410,511</td>
<td>82,347</td>
</tr>
</tbody>
</table>

Top 10 collections by download:

- Retrospective Theses and Dissertations: 26,668 (2015/2017), 4,601 (2015/16)
- UCF Catalogs: 6,628 (2015/2017), 1,891 (2015/16)
- On Sport and Society: 6,494 (2015/2017), 1,596 (2015/16)
- Central Florida Future: 15,663 (2015/2017), 1,596 (2015/16)

Information Technology & Digital Initiatives

Table 3


<table>
<thead>
<tr>
<th>Project</th>
<th>No. of pkgs</th>
<th>No. of files</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harrison &quot;Buzz&quot; Price</td>
<td>6</td>
<td>207</td>
<td>8.78GB</td>
</tr>
<tr>
<td>Central Florida Memory</td>
<td>764</td>
<td>5,811</td>
<td>379.94GB</td>
</tr>
<tr>
<td>Digital Open Stacks</td>
<td>3</td>
<td>82</td>
<td>2.29GB</td>
</tr>
<tr>
<td>University Archives</td>
<td>1,631</td>
<td>23,438</td>
<td>1.64 TB</td>
</tr>
<tr>
<td>Florida Historical Quarterly</td>
<td>32</td>
<td>5,540</td>
<td>134.51GB</td>
</tr>
<tr>
<td>University Archives</td>
<td>479</td>
<td>13,006</td>
<td>1.44TB</td>
</tr>
<tr>
<td>Retrospective Theses &amp; Dissertations</td>
<td>137</td>
<td>13,252</td>
<td>448.39GB</td>
</tr>
<tr>
<td>Special Collections</td>
<td>32</td>
<td>137</td>
<td>5.37GB</td>
</tr>
<tr>
<td>Veterans Oral Histories</td>
<td>79</td>
<td>242</td>
<td>38.76GB</td>
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</table>

Digital Initiatives staff members Lee Dotson, Kerri Bottorff, and student Ariel Ramjass-Chotoo clowning it up at the Holiday Photo Booth
Information Technology & Digital Initiatives

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

<table>
<thead>
<tr>
<th>Printer</th>
<th>2016/17</th>
<th>2015/16</th>
<th>2014/15</th>
<th>2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd Floor Main - BW1</td>
<td>39,851</td>
<td>37,388</td>
<td>25,495</td>
<td>28,043</td>
</tr>
<tr>
<td>2nd Floor Main - BW2</td>
<td>109,439</td>
<td>26,902</td>
<td>42,555</td>
<td>43,152</td>
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<tr>
<td>2nd Floor Main - BW3</td>
<td>92,959</td>
<td>207,324</td>
<td>126,618</td>
<td>132,030</td>
</tr>
<tr>
<td>2nd Floor Main - BW4</td>
<td>132,359</td>
<td>117,768</td>
<td>172,325</td>
<td>190,250</td>
</tr>
<tr>
<td>3rd Floor Main - BW5</td>
<td>67,411</td>
<td>51,056</td>
<td>31,143</td>
<td>23,212</td>
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<tr>
<td>Lobby</td>
<td>109,697</td>
<td>97,329</td>
<td>76,420</td>
<td>70,040</td>
</tr>
<tr>
<td>Main (Color)</td>
<td>29,094</td>
<td>25,311</td>
<td>23,122</td>
<td>10,958</td>
</tr>
<tr>
<td>CMC (BW)</td>
<td>80,036</td>
<td>81,888</td>
<td>83,623</td>
<td>86,096</td>
</tr>
<tr>
<td>CMC (Color)</td>
<td>7,202</td>
<td>8,125</td>
<td>7,420</td>
<td>4,945</td>
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<tr>
<td>Rosen 1</td>
<td>69,724</td>
<td>67,958</td>
<td>44,309</td>
<td>45,604</td>
</tr>
<tr>
<td>Rosen 2</td>
<td>8,961</td>
<td>8,261</td>
<td>39,356</td>
<td>39,625</td>
</tr>
<tr>
<td>Total</td>
<td>746,733</td>
<td>729,310</td>
<td>672,386</td>
<td>673,955</td>
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</table>

*(b&w 2013-2015, color 2015-2016)*

Logon Statistics: Three-Year Summary

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<tr>
<td>Total Logons</td>
<td>369,578</td>
<td>396,259</td>
<td>338,368</td>
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<tr>
<td>Average per day</td>
<td>1,297</td>
<td>1,390</td>
<td>1,187</td>
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<tr>
<td>Average time logged in (minutes)</td>
<td>111</td>
<td>84</td>
<td>96</td>
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</table>

Technical Support Statistics (Main, CMC, Rosen): Four-Year Summary

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<th></th>
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<td>Work Orders</td>
<td>1,551</td>
<td>1,889</td>
<td>1,917</td>
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<td>Completed (by techs)</td>
<td>787</td>
<td>866</td>
<td>1,032</td>
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<td>PCs</td>
<td>457</td>
<td>656</td>
<td>559</td>
<td>592</td>
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<tr>
<td>Public</td>
<td>435</td>
<td>399</td>
<td>402</td>
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<tr>
<td>Main</td>
<td>347</td>
<td>325</td>
<td>293</td>
<td>299</td>
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<tr>
<td>CMC</td>
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<td>28</td>
<td>26</td>
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<tr>
<td>Rosen</td>
<td>40</td>
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<td>36</td>
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<td>Classrooms</td>
<td>42</td>
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<td>41</td>
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<tr>
<td>Service</td>
<td>24</td>
<td>55</td>
<td></td>
<td></td>
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<tr>
<td>Staff</td>
<td>160</td>
<td>166</td>
<td>160</td>
<td>190</td>
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<tr>
<td>Laptops</td>
<td>214</td>
<td>167</td>
<td>161</td>
<td>37</td>
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<tr>
<td>Public</td>
<td>183</td>
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<tr>
<td>Staff</td>
<td>31</td>
<td>24</td>
<td>24</td>
<td>22</td>
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<tr>
<td>Printers</td>
<td>30</td>
<td>43</td>
<td>46</td>
<td>48</td>
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<tr>
<td>Public</td>
<td>12</td>
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<td>Staff</td>
<td>18</td>
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<td>Tablets</td>
<td>117</td>
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<td>124</td>
</tr>
<tr>
<td>Public iPad</td>
<td>105</td>
<td>103</td>
<td>93</td>
<td>109</td>
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<tr>
<td>Staff Tablets</td>
<td>12</td>
<td>23</td>
<td>18</td>
<td>15</td>
</tr>
<tr>
<td>Servers</td>
<td></td>
<td></td>
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<tr>
<td>Windows</td>
<td>11</td>
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<td>Virtual</td>
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<td>10</td>
<td>10</td>
<td>10</td>
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<tr>
<td>Physical</td>
<td>1</td>
<td>1</td>
<td>1</td>
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</tr>
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</table>
### Libraries’ Web Page Statistics (using Google Analytics)

<table>
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<tr>
<th></th>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Page Views</strong></td>
<td>2,174,567</td>
<td>2,347,620</td>
<td>3,460,714</td>
<td>4,390,796</td>
</tr>
<tr>
<td>Average Page Views per Visit</td>
<td>1.46</td>
<td>1.52</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Visitors</td>
<td>1,490,323</td>
<td>1,495,240</td>
<td>2,698,135</td>
<td>2,013,722</td>
</tr>
<tr>
<td>Visitors from non-UCF Network</td>
<td>675,131</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Unique IPs</td>
<td>695,448</td>
<td>738,611</td>
<td>926,041</td>
<td>1,439,786</td>
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<tr>
<td>Mobile Devices</td>
<td>146,419</td>
<td>145,583</td>
<td>144,589</td>
<td>81,923</td>
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<tr>
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<td>21,447</td>
<td>28,567</td>
<td>41,473</td>
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<tr>
<td>Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)</td>
<td>4,796</td>
<td>2,619</td>
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<td>1,701</td>
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<td>Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)</td>
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<td>559,399</td>
<td>659,029</td>
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</tr>
<tr>
<td>Visits from Organic Search (Google, Bing, Yahoo, etc.)</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
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#### Stats for CFM

<table>
<thead>
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<th>19,167</th>
<th>27,563</th>
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<tbody>
<tr>
<td>Average Page Views per Visit</td>
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<td>Unique IPs</td>
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<td>8,433</td>
<td>9,817</td>
<td>10,986</td>
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<tr>
<td>Mobile Devices</td>
<td>1,340</td>
<td>1,592</td>
<td>1,665</td>
<td>1,495</td>
</tr>
<tr>
<td>Tablets</td>
<td>606</td>
<td>850</td>
<td>1,039</td>
<td>1,215</td>
</tr>
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<td>Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)</td>
<td>192</td>
<td>84</td>
<td>126</td>
<td>570</td>
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</table>

#### Stats for Digital Collections

<table>
<thead>
<tr>
<th></th>
<th>130,870</th>
<th>172,010</th>
<th>158,940</th>
<th>102,099</th>
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<tbody>
<tr>
<td>Average Page Views per Visit</td>
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<td>3.56</td>
<td>4</td>
<td>3.87</td>
</tr>
<tr>
<td>Visitors</td>
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<td>48,282</td>
<td>40,320</td>
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<td>Unique IPs</td>
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<td>38,227</td>
<td>30,893</td>
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<td>Mobile Devices</td>
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<td>7,121</td>
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<td>Tablets</td>
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<td>2,488</td>
<td>2,102</td>
<td>1,462</td>
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<td>Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)</td>
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<td>725</td>
<td>560</td>
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</table>

#### Stats for LibGuides

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<tr>
<th></th>
<th>981,524</th>
<th>849,768</th>
<th>268,440</th>
<th>549,412</th>
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<tbody>
<tr>
<td>Average Page Views per Visit</td>
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<td>2.58</td>
<td>4</td>
<td>2.83</td>
</tr>
<tr>
<td>Visitors</td>
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<td>328,758</td>
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<tr>
<td>Unique IPs</td>
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<td>145,089</td>
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<td>Mobile Devices</td>
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<td>16,925</td>
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<td>Tablets</td>
<td>10,213</td>
<td>8,124</td>
<td>4,211</td>
<td>9,294</td>
</tr>
<tr>
<td>Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)</td>
<td>928</td>
<td>369</td>
<td>238</td>
<td>382</td>
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</table>

#### Stats for STARS

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</tr>
<tr>
<td>Unique IPs</td>
<td>69,840</td>
<td>15,151</td>
</tr>
<tr>
<td>Mobile Devices</td>
<td>12,072</td>
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</tr>
<tr>
<td>Tablets</td>
<td>2,698</td>
<td>820</td>
</tr>
<tr>
<td>Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)</td>
<td>1,638</td>
<td>400</td>
</tr>
</tbody>
</table>

---

Selma K. Jaskowski
Assistant Director, Information Technology & Digital Initiatives
Special Collections & University Archives

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

Fiscal year 2016-2017 was extremely busy and productive in Special Collections & University Archives. Staff focused on numerous activities and goals throughout the fiscal year. Below is a summary of some of those efforts. For more on the department’s goals, see REPORT ON DEPARTMENTAL GOALS for 2016-2017.

**Highlights of the Year in Retrospect**

Fiscal year 2016-2017 was extremely busy and productive in Special Collections & University Archives. Staff focused on numerous activities and goals throughout the fiscal year. Below is a summary of some of those efforts. For more on the department’s goals, see REPORT ON DEPARTMENTAL GOALS for 2016-2017.

### SPECIAL COLLECTIONS

Special Collections’ holdings increased to over 15,000 titles of unique and rare books ranging in date from thirteenth century to the present and more than 90 manuscript collections including personal papers and business records. Materials were added to all five of Special Collections’ main collecting areas – African Americana, Book Arts & Typography, Caribbean West Indies, Floridiana, and Travel & Tourism – as well as acquiring materials for several specific subjects including artist’s papers and politics/political papers.

### Acquisitions: Donations and Gifts

**The Children’s Home Society of Florida**, a foster and adoptive placement agency founded in 1902, donated 1.0 linear feet of materials and 35 volumes of *Child Welfare* (1946-1985) to the “Children’s Home Society of Florida Collection, 1862-2012.” Additions this year included organizational files, annual reports, minutes, news clippings, and photographs documenting the organization and its work in foster care and adoptive services. (CFM2017_05)

**The Democratic Women’s Club of Florida** added additional materials documenting their work in local, state, and national politics to the “Democratic Women’s Club of Florida, Inc. Collection, 1945-2017.” This donation included materials from multiple regions throughout the state, newsletters, quarterly reports, scrapbooks, and memorabilia including a banner and a gavel. (CFM2017_03)

In December 2016, the **Seminole County Public Schools** officially donated the “Seminole County Public Schools Collection” to the department. This collection, initially acquired on deposit in fall 2015, documents Seminole County Public Schools and the Sanford Student Museum, a joint project of the UCF’s Public History program and the Seminole County School District. The collection documents the history of Seminole County schools, the city of Sanford, Florida, and the efforts of UCF faculty and students to create a teaching museum. (CFM2017_02)

The **UCF Community Veterans History Project**, a joint project of the UCF Department of History, UCF Libraries’ Special Collections & University Archives, and the Library of Congress, added 47 new oral histories and 0.25 linear feet of manuscript materials to the collection, bringing the total number of oral histories to over 450 interviews. (CFM2016_09, CFM2017_06, and CFM2017_09)

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“Thank you (and everyone) for helping to make my visit productive. Everyone was very helpful.”

**Jeffrey Melton**, Associate Professor and Undergraduate Director, The University of Alabama, January 2017

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Sr. Archivist Burak Ogreten in the collection processing room with materials from the “Seminole County Public Schools Collection” during transit to Special Collections & University Archives

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UCF Libraries Annual Report 2016-2017
Page 87
Working with faculty and students from the UCF Women’s and Gender Studies Program and the UCF School of Visual Arts & Design, staff acquired 31 student zines. Classes creating zines included Dr. Maria Cristina Santana’s “Honors Women, Race & Gender” and Professor Larry Cooper’s “The Printed Book” (0.75 linear feet of material)

H. Douglas Wesson, frequent donor to the department, gave 0.25 linear feet of materials for the “Joy Postle Papers, 1910-2015” including photographs of Joy Postle and Robert Blackstone and their home in Florida, a copy of Postle’s business card, and postage stamps collected by Postle. (CM2017_04)

John W. Senders donated 0.25 linear feet of material to the “John W. Senders Working Collection, 1880-2014” consisting of a contract report, correspondence, and materials regarding the publication “Eye Movements and Psychological Processes.” (CM 2017_08)

UCF alumnus Michael Berman donated color transparencies from the Bartram Trail Canoe Expedition and photographic prints documenting the Florida Women’s Conference held in Orlando in 1977. (CM2016_03 and CM2016_13)

UCF Libraries’ Director Barry Baker and Janette Baker donated two paintings by Haitian artist Cupidon Rogrique. (CM2016_14)

Judith Kaplan donated 1.0 linear feet of materials for “The Judith and Warren Kaplan Collection, Women’s and Gender Studies, 1792-2016” collection including materials related to her work with the National Women’s History Museum in Washington, D.C. (CM2017_01)

Dr. Lanlan Kuang, professor in the UCF Philosophy Department, donated a copy of her book Dunhuang bi hud yue wu. Dr. Kuang’s book was added to the UCF Authors Collection.

Book artist Maryann Riker donated two zines: Deadly Makeup: A zine on the History of Makeup (JUSTARIP Press, [2016]) and Smokin’ Women: A zine on the History of Women and Smoking, (JUSTARIP Press, [2016]). Both items were added to the Book Arts & Typography Collection.

Notable Milestone for Fiscal Year 2016-2017

Special Collections staff finished processing “The Judith and Warren Kaplan Collection, Women’s and Gender Studies, 1792-2016” (33 archival boxes and 1 flat file). The guide for the collection,* also known as a finding aid, is available online for UCF students, faculty, and researchers around the world to browse this unique collection. A well-known feminist activist in the United States, Judith Kaplan’s work significantly impacted the women’s rights movement. The Kaplan collection contains artifacts and research materials documenting women’s history and suffrage from 1792 to 2016 as well as Kaplan’s own papers, research files, postal collection, artworks for first day covers, and memorabilia. This important collection supports the UCF Women’s and Gender Studies Program.

* [http:purl.flvc.org/UCF/EAD/CFM2015_01](http:purl.flvc.org/UCF/EAD/CFM2015_01)

Burak Ogreten, Senior Archivist for Special Collections
UCF alumna Yvonne Amey donated a copy of her book *Because You Are Beautiful and Dead* (Yvonne Amey, 2016) which was added to the Book Arts & Typography Collection.

The UCF Colombian Student Association donated a copy of the book *La Prensa Nacional en la Época de Santander*, a facsimile of newspaper coverage of events from significant periods in Columbian history, to the Libraries.

It was with much sadness that staff members in Special Collections & University Archives learned of the passing of long-time donor Robert L. Glasser in April 2017. Mr. Glasser’s widow, Doris Glasser, and their children donated a collection of materials related to Glasser’s work as a Contract Administrator and Senior Environmental Analyst for the Walt Disney Parks and Resorts. The “Robert L. Glasser Collection, 1956-2016” includes reports, Disney publications, promotional materials, and memorabilia related to Disney World in Orlando, Florida. Much of the material is about the Experimental Prototype Community of Tomorrow (EPCOT). The collection also contains a small amount of material related to Glasser’s work as a director for the Buildings and Grounds Division for the Office of Florida’s Secretary of State. (CFM2017_07)

**Acquisitions: Purchases**

**African Americana Collection**

[Black man on horse drawn cart loaded with chairs], St. Augustine, Florida, 18??. Photographer: W. A. Cox.

**Book Arts & Typography Collection**

Ten new artist books by photographer, professor, book artist, and Florida native Bea Nettles were purchased in FY2016-2017: 14 Mysteries (unnumbered, open addition, signed by the artist), *The Fig Leaf* (number 2 out of an edition of 6), *Small Discoveries* (unique copy), *Fate Being and Necessity* (unique copy), *Paradiso* (unique copy), and *Ft. Clinch* (unique copy). Several of Nettles’ Florida-related ABC artist books were added to the collection including *Atlantic Coast ABC* (number 2 out of an edition of 2), *Gulf Coast ABC* (number 2 out of an edition of 2), and *North Florida ABC* (number 2 out of an edition of 2). Also added this year was Nettle’s book, *Dante Enters Hell* (number 3 out of an edition of 9, signed by the author), from her Gravestone Projects series.

*Favorite New Item Added in Fiscal Year 2016-2017*

Robert “Bob” Lewis Glasser worked for The Walt Disney World Company as a Contract Administrator and Senior Environmental Analyst. His collection includes a rare hard hat worn during the construction of EPCOT in Orlando, Florida. On the front of the hard hat is a label reading “Walt Disney World EPCOT Center 00015 Buena Vista Construction Company (BVCC) ©1979 Walt Disney Productions.”

Burak Ogreten, Senior Archivist for Special Collections

Dante Enters Hell by Book Artist Bea Nettles. An “Adaptation of Dante’s Inferno, printed with photographs of names on tombstones,” the book is a combination and repurposing of a three-dimensional item, tombstones, a form of sculpture, with late medieval literature, poetry, a two-dimensional format.

Rebecca Hammond, Senior Library Technical Assistant
Tatana Kellner and Ann Kalmbach from the Women’s Studio Workshop (WSW) brought a selection of the Workshop’s books to the department. This year Special Collections acquired five new titles from WSW:

- **On the Other Side**, by Patty Smith and Claire Fouquet, addresses issue of emigration and is from an idea originated from talk about building fences on the United States borders and the French government’s policies on immigration. The book is a two-sided accordion structure and utilizes cutout windows to entice readers to engage with the piece. The Libraries’ copy is number 19 out of an edition of 50.

- **Eavesdrop**, by Jess Atkinson, is based on fragments of conversations overheard in public places around New York City. Atkinson represents the conversations as typographic illustrations created by photographing Plasticine sculptures and then printing digital silhouettes of each image. The Libraries’ copy is number 32 out of an edition of 50.

- **Shoot to Kill**, by Tatana Kellner, paired images of police firing range targets with words questioning, critiquing, or documenting gun use in modern society. The Libraries’ copy is unnumbered: the print run was an edition of 50.

- **The Moon Has No Weather**, by Sara Peter, features “a short text by the artist drawing from scientific research on lunar geology to poetically explore the idea of the Moon as a book.”\(^1\) Illustrations for the book are from engineering diagrams. The book includes a cotton casting referred to by the artist as a “moon card.” The book uses silkscreen, letterpress, and handmade paper in its printing and construction. The Libraries’ copy is number 20 out of an edition of 50.

- **Wrongly Bodied Two**, by Clarrisa Sligh, documents Jake, a white male transitioning from female to male, at the same time relating his story with that of Ellen Craft, a 19th century black woman who passed as a white man to escape slavery. Sligh beautifully related these stories with her own fears of crossing boundaries including race, class, and gender. The book uses screen printing and digital images. The Libraries’ copy is number 37 out of an edition of 46.

The department purchased several books from **Vamp & Tramp, Booksellers, LLC**, during their visit to the department in 2017:

- **Bitter Chocolate**, by Julie Chen, is “an exploration of chocolate through the lenses of fact, fiction, and culture.”\(^1\) The book is printed using letterpress from photopolymer plates onto both handmade and commercial paper. The books’ unique structure uses a Jacob’s ladder construction allowing the viewer to see multiple content at the same time. The Libraries’ copy is number 31 out of an edition of 50.

- In addition to Julie Chen’s artist book, **Bitter Chocolate**, the department also purchased a copy of **Reading the Object: Three Decades of Books by Julie Chen**, a catalogue raisonné of Chen’s work published by Flying Fish Press. The book was published in 2016 with an edition size of 750.

- The department acquired several books by book artist Benjamin Rhinehardt, who teaches at Lawrence University in Appleton, Wisconsin, from his series **Boys & Bubs**. This series explores issues of gender and sexuality as well as his life with his husband and their children. Books from the **Boys & Bubs** series acquired this year were **Boys & Bubs: Daddy and Papa** (number 3 out an edition of 7), **Boys & Bubs: Seasons of Change** (number 4 out of an edition of 7), **Boys & Bubs: Color is for Everyone** (number 3 out an edition of 7), and **Boys & Bubs: Toys = Fun** (number 3 out of an edition of 7).

- The department purchased two titles from **Scripps College Press**:
  - **Message Received**, by Devin Powell, is an imagined conversation between author and reader about communication. The book is a letterpress printed accordion book with linoleum cut prints and watercolor images. The Libraries’ copy is number 11 out an edition of 15.

- The department purchased the broadside publication **Settled**, by Tia Blassingame, from Booklyn. This 2015 letterpress publication contains three broadside prints from Blassingame’s book **Settled: African American Sediment or Constant Middle Passage** with original and concrete poetry about the deaths of Trayvon Martin, Eric Garner, and Relisha Rudd. The Libraries’ copy is number 1 out of an edition of 4.

- **Familiar**, by Jessica McRory, was the 2016 winning entry in the UCF Student Book Arts Competition. From the book’s colophon: “This work was inspired by my own personal experience with anxiety. Each animal is a representation of thoughtful and introspective ways to cope with such anxieties. Animals have always offered a sense of safety and peace for me, and I hope they will offer that to you as well.”\(^2\) Materials used in the construction of the book include laser printing of original illustrations, watercolor and gauche paints, clear and gold

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\(^2\) Familiar, by Jessica McRory (Jessica McRory, 2016), Colophon.
vellum, ink, cardstock, and decorative paper. The Libraries’ copy is unique.

Caribbean & West Indies Collection

- Book of the Dead, by Lasana M. Sekou (House of Nehesi Publishers, 2016)
- Devine Horseman: The Living Gods of Haiti, by Maya Deren (Thames and Hudson, 1953), inscribed by the author
- Letters from the Virgin Islands Illustrating Life and Manners in the West Indies (John von Voorst, 1853)
- Souvenir of the Island of Cuba: Containing 45 Views of Cuba Showing the Customs of the Island, (C.F. Furness, 1893)
- [Cuba and the Cuban Railroad], (The Cuba Railroad, 1912) [ephemera]
- [Information Map and Data of the City of Havana], (Army Printing Press, 1928) [ephemera]

Floridiana Collection

- Signed copies of two books by Orlando author and journalist Bob Kealing:
- Several books by author Tim Hollis:
  - Remembering Florida Springs (Seaside Publishing, 2016)
  - Glass Bottom Boats & Mermaid Tails: Florida’s Tourist Springs (Stackpole Books, 2006)
  - Wish You Were Here: Classic Florida Motel and Restaurant Advertising (University Press of Florida, 2011)

From Broadway with Love: A Benefit Concert for Orlando (Broadway Records, [2016]) [DVD]

Panoramic Photograph of the 3rd Company, 4th Regiment WAAC at Daytona Beach, Florida, 1943. Panoramic photograph by Carl Halpern of 153 uniformed Women’s Army Auxiliary Corps (WAAC) in the Daytona Beach Training Center [photograph]

Old Spanish Slave Market, Augustine, FL, circa 1870s [stereograph]

[Florida Homesteader Photographs,,] circa 1908 [photographs]

Travel and Tourism Collection

Jaybangs: How Jay Stein, MCA, & Universal Invented the Modern Theme Park and Beat Disney at Its Own Game, by Sam Gennawey with Bob McLain and Robert A. Finkelstein (Theme Park Press, 2016)

Unofficial Guide to Walt Disney World 2017, by Bob Sehlinger and Len Testa (Unofficial Guides, 2016)


Favorite New Collection Added in Fiscal Year 2016-2017

The [Florida Homesteader Photographs] is a collection of 75 gelatin silver photographs probably made between 1900 and 1910. The bulk of the images are of families standing in front of residential structures. Many of the homes shown reflect the Florida cracker style of architecture, a house style used in Florida mainly in the 19th and early 20th centuries. The style and composition of the images are evocative of photographs produced by itinerant photographers working throughout the United States during this time period. The images are thought to be from Lakeland, Florida, and the surrounding area. A number of the images have a photographer’s stamp, “Duplicates of this photo, by Edwin A. Brush, Lakeland, Fla., phone no. 216-Two R.” In addition to images of families and homes, the collection includes photographs of people working in fields, orange groves, and livestock. These photographs are an amazing resource documenting everything from living conditions to the natural environment in Florida around the turn of the 20th century.

David Benjamin, Department Head

Images from the Florida Homesteader Photographs, circa 1900-1910
**Reference Collection**


**Floridiana Collection / Travel and Tourism Collection**

- *Florida, Virginia, South Carolina: Photograph Album, 1890s*. A photograph album from a well-to-do American family on their trip to the South in the 1890s containing images of stops in Virginia, South Carolina, and Florida. The Florida images include views of Tallahassee, Silver Springs, Jacksonville, San Pablo Beach, and St. Augustine.

**African Americana Collection / Floridiana Collection / Travel and Tourism Collection**

- *Hotel Staff: Grand Atlantic Hotel*, Daytona, Florida, 1905 [photograph]

**ACQUISITIONS: UNIVERSITY ARCHIVES**

University Archives is the official repository of materials documenting all aspects of life at UCF. University Archives’ holdings include over 1,000 linear feet of records consisting of university publications and records of university offices and organizations. Additional University Archives’ publications are cataloged and accessible through the Libraries’ online catalog. Archivists also work with alumni collecting manuscript materials about their time at UCF.

In Fiscal Year 2016-2017, University Archives added 42.6 linear feet of archival material and 256 GB of digital materials. Additions this fiscal year included:

- **University Administration**
  - Office of the Vice President of University Relations, 1968-1992 (0.50 linear feet)

- **University Office Records**
  - Judaic Studies Program: Distinguished Lecture Series Records, 1985-2004 (1.0 linear feet)
  - Marketing Office Collection, 1967-2009 (0.25 linear feet)
  - Theater Program Collection, 1969-2009 (0.25 linear feet)

- **University Organizations Records**
  - Alumni Association Records, 1964-2000 (0.25 linear feet)

- **University Sports**
  - Athletics Collection, 1968-2009 (0.50 linear feet)

- **Unprocessed Collections**
  - Division of Academic Affairs (0.50 linear feet)
  - Division of Administration and Finance (1.0 linear feet)
  - College of Arts and Humanities (2.75 linear feet)
  - Bicentennial Collection (1.0 linear feet)
  - Center for Distributed Learning (1.0 linear feet)
  - Cocoa Campus (2.0 linear feet)
  - Office of Constituent Relations (5.0 linear feet)
  - Counseling and Psychological Services (2.0 linear feet)
  - Office of Diversity and Inclusion (0.50 Linear feet)
  - Department of Electrical and Computer Engineering (0.75 linear feet)
  - Elliot Vittes, Vice Provost and Dean of Undergraduate Studies (0.50 linear feet)
  - Department of First Year Experience (5.0 linear feet)
  - Office of General Counsel (1.0 linear feet)
  - Department of Housing and Residence Life (1.0 linear feet)
  - Office of Instructional Resources (1.0 linear feet)
  - Pulse Collection (1.0 linear feet)
  - Office of Quality Enhancement Plan (3.0 linear feet)
  - Office of Research and Commercialization (4.25 linear feet)
  - Orlando-UCF Shakespeare Festival (0.10 linear feet)
  - Department of Sociology (1.0 linear feet)
  - Office of Student Involvement (Homecoming) (0.50 linear feet)
  - University Writing Center (0.10 linear feet)

- **Digital Materials**
  - Alumni Association Records (120.81 GB)
  - Center for Distributed Learning (5.68 GB)
  - Cocoa Campus (5.66 GB)
  - Constituent Relations (115GB)
  - Counseling and Psychological Services (784 GB)
  - Department of Electrical and Computer Engineering (1.07 GB)
  - Department of First Year Experience (24.4 GB)
  - Office of Quality Enhancement Plan (321.05 GB)
  - Office of Research and Commercialization (430 MB)
  - UCF Foundation, Inc. (728 MB)

Several University Archives’ collections were processed during FY 2016-2017. Finding aids for these collections are available on the department’s web page.

“Thank you for your wonderful efforts in augmenting my research into the Pearl Egon Home!”

Jackie Feldman,
Independent Researcher, March 10, 2017
“Michael Berman Negatives and Contact Sheets, circa 1970s” (3.75 linear feet). In the 1970s, Michael Berman was taking photographs for the Theatre Department of the Florida Technological University (now the University of Central Florida) and the campus newspaper, the Central Florida Future. Taken while attending and then working at the university, the collection contains black and white and color negatives that depict moments of the everyday life at the university, theatrical acts, various events both on and outside of campus, portraits, as well as nature scenes. (CFU2015_46)

“Mary Monroe Theater Collection, 1973-2016” (0.9 linear feet). Mary Monroe was a theatre student at FTU in the 1970s. Her collection of photographs, news clippings, and programs document the theatre performances during that time. (CFM2005_18)

“Brown, Black & White Collection, 1940-2006” (1.0 linear feet). The “Brown, Black & White Collection” documents the creation, planning, and execution of commemorative events in Central Florida which reflected on the 50th anniversary of the Supreme Court’s decision on Brown v. Board of Education. Materials in this collection include correspondence, event planning notes, flyers, programs, articles, newspaper clippings, and DVDs. (CFU2014_32)

“Sociology Department: Dr. James Wright Papers, 1949-2015” (4.0 linear feet). Since his arrival at UCF in 2001, Dr. James Wright worked on several publications, was directly involved in community organizations, and worked on the development of the UCF Sociology department. This collection of his papers contains documents related to these subjects. (CFU2015_29)

“Black Faculty and Staff Association Records, 1964-2000” (1.0 linear feet). Since its establishment in 1994, the Black Faculty and Staff Association works to provide mentoring and opportunities for students at UCF. This collection of records contains documents related to these subjects. (CFU2011_17, CFU2013_28, and CFU2015_10)

OUTREACH

In Fiscal Year 2016-2017, Special Collections & University Archives staff balanced increasing workloads with expanding outreach activities, providing research assistance and classroom teaching to a growing number of UCF faculty and students. Working with other librarians and faculty, staff worked with students on incorporating rare and unique books and archival materials in their research.
Successful collaborative efforts this year included:

- Dr. Rosalind Beiler’s section of History and Historians, a required class for students in the UCF Department of History, based their entire semester’s work on materials from University Archives. Looking at several aspects of campus history – including Homecoming, Fraternity & Sorority Life, the theatre program, and the Black Student Union – students created online exhibits and wrote research papers around these subject areas. The class met several times in Special Collections & University Archives and worked with the department staff discovering primary source materials for class projects.

- Dr. Maria Cristina Santana’s honors class, Women, Race & Struggle, worked with staff using zines from the department’s collection as a resource and inspiration in creating their own zines as part of their class work. The zines created by the class were added to Special Collections’ “Zines Collection” inspiring future students to express themselves through the power of the medium.

- Students in Larry Cooper’s Book Binding class met with Special Collections staff on several occasions to look at artist books from the department’s Book Arts & Typography Collection. Students researched and presented on various types of book bindings, using the department’s collection as a basis for their projects.

- Staff members were involved with numerous projects within the department, the Libraries, the UCF community, and with local and regional partners in Central Florida. The department partnered with staff at the Orange County Regional History Center continuing to acquire materials documenting the University’s reaction to and remembrance of the June 2016 Pulse nightclub shooting. Archivists collected materials surrounding events marking the one-year anniversary of the tragedy in June 2017.

- Special Collections & University Archives again sponsored the UCF Student Book Arts Competition with the winner receiving a cash prize and their work added to the department’s Book Arts & Typography Collection. The winner was selected based on creativity, craftsmanship, content, and design from a panel of judges. This year’s judges were book artists Peter and Donna Thomas and UCF Libraries Special Collections & University Archives Department Head David Benjamin.
Special Collections & University Archives (cont’d)

**Exhibits**

Special Collections & University Archives staff members curated four exhibits this past year in the department’s exhibit area.

“I just wanted to send my sincere thanks for the warm welcome and gracious hospitality I received from your staff last Friday, when I visited the special collections department archives.”

Richard Nehrling, Ponte Verda Beach, Florida

“Kennedy Space Center: Through the Years of Space Exploration,” June – September 2017. This exhibit of materials featured items from the NASA Photograph Collection, NASA Ephemera Collection, Wagar Space Collection, Scott H. Simpkinson Papers, and University Archives. The exhibit emphasized the importance of learning from the past and documented the local history of the space agency, Kennedy Space Center (KSC), and its missions from the 1950s to present day. Co-curated by Burak Ogreten, Senior Archivist for Special Collections and Mary Rubin, Senior Archivist for University Archives.

“\ä-`är-kiv\`: noun: a place in which public records or historical documents are preserved; also: the material preserved – often used in plural and verb: to collect and store materials (such as recordings, documents, or computer files) so that they can be found and used when they are needed,” October 2016 – January 2017. Curated to celebrate American Archives Month, staff members in Special Collections & University Archives curated an exhibit looking at the types of materials collected by the department, how those materials are preserved and made available, and challenges facing archivists today. Included in the exhibit was memorabilia found in University Archives; examples of analog and digital materials and the challenges facing preserving and making these materials available for research; and various types of ephemeral material found within the department. Cases in the exhibit also highlighted conservation work done by departmental staff members and various tasks archivists undertake when processing archival collections. Co-curated by Rebecca Hammond, Sr. LTA; Burak Ogreten, Senior Archivist for Special Collections; Mary Rubin, Senior Archivist for University Archives; Christopher Saclolo, Book Conservator; and David Benjamin, Department Head.

**Most Notable Project/Activity in Fiscal Year 2016-2017**

Dr. Rosalind Beiler and I worked collaboratively on her HIS4150 History and Historians class this past spring. The class was required to do research in the archive, which resulted in digital exhibits and papers. The undergraduate students gained firsthand experience in an archive researching topics that were new to them – topics related to the history of UCF. Working with a class so closely over a semester was enjoyable but atypical for me so I think it was an important project that illustrates the potential of other collaborations with professors and their classes. I also learned more about UCF through their research so it was definitely a win-win for all of us involved!

Mary Rubin, Senior Archivist for University Archives
“UCF Student Book Arts Competition,” February 2017. Each year since 2005, Special Collections & University Archives invites UCF students to submit one of a kind books, called artist books, to the UCF Student Books Arts Competition. Unlike traditional books, artist books are handmade reflecting the personal artistic visions of their creators ranging from narrative storytelling through writing, drawing, painting, printmaking, and/or photography. This exhibit showcased all competition entries created during the 2016 academic calendar year plus a selection of past competition winners. Curated by Christopher Saclolo, Book Conservator.


Public Programming

This year Special Collections & University Archives sponsored or co-sponsored several events designed to engage the UCF community with department holdings:

On November 3, 2016, Special Collections & University Archives hosted a lecture by UCF faculty member Dr. Maria Cristina Santana in honor of Veterans Day. Professor Santana, Program Director for the Women’s and Gender Studies Program at UCF, talked about women in World War II. Using materials from “The Judith and Warren Kaplan Collection, Women’s and Gender Studies, 1792-2016,” Dr. Santana spoke about the history of women and the vital role they played in the war effort.

Book artist and fine art photographer Bea Nettles talked about her work to students, faculty, and staff of the UCF, January 24, 2017. Nettles, a Florida native, is Professor Emerita at the University of Illinois, Urbana-Champaign. Nettles also taught at The Rochester Institute of Technology and the Tyler School of Art. Much of Nettles’ work has an autobiographical foundation as exemplified in one of her best known photographic books, Life Lessons: A Mother’s Journal. In this long-term project, which she started after the birth of her first child in 1978, Nettles reflects unsentimentally on the experience of motherhood through black and white photographs and textual elements. In the mid-1990s, when Nettles was in her late forties, she began a series titled Turning 50, which she eventually published as a small-sized book. UCF Libraries’ Special Collections & University Archives has over 40 of her books in the collection. This event, sponsored by the UCF Libraries Special Collections & University Archives and the UCF School of Visual Art & Design, was held in the UCF Art Gallery.
Special Collections & University Archives and the UCF Philosophy Department co-sponsored a talk on archival research by Dr. Portia Maultsby, the Laura Boulton Professor Emerita of Ethnomusicology at Indiana University and David Benjamin, Special Collections & University Archives Department Head on February 23, 2017. Dr. Maultsby, founding director of the Archives of African American Music and Culture at Indiana University, shared her research on African American music in Scandinavian countries. David Benjamin talked about using archives, what to expect, and some of the challenges researchers face working in archival settings.

In celebration of Women’s History Month, Special Collections & University Archives, the Women’s and Gender Studies Program, and the Libraries Teaching and Engagement department co-sponsored a “Woman Fest” on March 8, 2017, in the John C. Hitt Library. Staff in Special Collections & University Archives worked with students creating zines celebrating women’s history.

Social Media

Staff continued posting to social media venues including the department’s Facebook, Twitter, and Tumblr accounts and the Libraries’ Instagram account. Mary Rubin, Christopher Saclo, and David Benjamin researched, wrote, and created posts for Throw Back Thursdays (#TBT) and posts featuring artist books from the Book Arts & Typography Collection. Rebecca Hammond helped with topic selection and research for #TBT posts. Mary Rubin oversaw the department’s social media activities. This year, staff posted 43 #TBT posts and 22 posts about the department’s book arts collection.

Favorite Event in Fiscal Year 2016-2017

This year I am most proud of having book artist Bea Nettles give a public artist talk at the Visual Arts Gallery. Her talk was a collaborative event between Special Collections & University Archives and the UCF School of Visual Art & Design. It was a privilege to listen to and ask questions of Bea about her own work, which Special Collections has to collected throughout the years. This event brought together the students, library staff, and visual arts department to learn about the practice of a book artist.

Christopher Saclo, Book Conservator
Special Collections & University Archives (cont’d)

Volunteers and Interns

Special Collections & University Archives is fortunate to have a number of volunteers helping with projects in the department. Joe Bizon, from the Libraries’ Acquisitions and Collection Services department, worked on the “Seminole County Public Schools Collection.” Angie Villafane, from the Libraries Cataloging Services department, worked on the “Home Movie Archive.”

Special Collections & University Archives partnered with the UCF Department of History supervising student interns working with archival collections. This year three students from the Department of History interned in the department: Jay Aguilar (Spring 2017), Jason Bernstein (Spring 2017), and Samuel Ortiz (Summer 2017).

The department also hosted Simmons College School of Library and Information Science graduate student, Molly Newcomb, for a semester-long internship. During her semester in the department, Newcomb processed the “Brown, Black & White Collection, 1940-2006.”

Changes in Staffing

In December 2016, Christopher Saclolo was hired to fill the newly created Book Conservator position in Special Collections & University Archives. Saclolo, who began working in the department in December 2014 as a conservator, brings a great deal of experience to this new position. He has a B.A. in Studio Art from UCF and a MFA in Interdisciplinary Book and Paper Arts from Columbia College Chicago. In addition to his conservation work, Saclolo has been involved with several exhibits this past year, worked with the department head in selecting new materials for the Book Arts & Typography Collection, and worked with faculty and classes using materials in the collection. Saclolo is a real asset to the Special Collections & University Archives.

Report on Departmental Goals: 2016-2017

Ongoing:

✦ Strengthen collections through new acquisitions and augmenting existing holdings: Accomplished and ongoing
  • Acquired new print materials for the Book Arts & Typography, Floridiana, Caribbean West Indies, and Travel and Tourism collecting areas.
  • Acquired new visual and moving image materials for the Floridiana and Travel and Tourism collecting areas.
  • Acquired and added materials to existing manuscript collections.
  • Acquired and added materials to existing university records series.

✦ Broaden and enhance access to print collection, manuscripts, and University Archives: Accomplished and ongoing
  • Processed new collections; created and published findings aids on the department’s and Libraries’ websites.
  • Cataloged new print materials into national database and Libraries’ online catalog.

Significant Event in FY 2016-2017

The ongoing digitalization of materials, especially archives publications and ongoing creation of online finding aids, has helped make research and reference work more efficient and easier for everyone, most especially library patrons as they can search multiple collections at the same time. In addition, digitalization increases off-site access to collections.

Rebecca Hammond, Senior Library Technical Assistant

✦ Broaden and enhance access to digital collections: Accomplished and ongoing
  • Facilitated the addition of UCF Community Veterans History Project oral histories to UCF Digital Collections Veterans History website.
  • Continued adding materials from archival and manuscript collections to the department’s Digital Collections page.
  • Facilitated transfer of a 1,972 reel-to-reel audio recording of a Disney Company press conference on the development of the Lake Buena Vista area providing access to the recording by patrons outside of Florida.

✦ Partner/collaborate with university units and external organizations: Accomplished and ongoing
  • Worked with staff in the UCF Women’s and Gender Studies Program on several student events in the Libraries including a zines making fest.

“Wow, you’re awesome, and this definitely works for me! I really appreciate that you have the digital archives for the Buzz Price Collection.”

• Partnered with the UCF Department of History on the UCF Community Veterans History Project facilitating the cataloging of veteran’s oral histories into the Libraries’ online catalog and contributing materials to the Veterans History Project at the Library of Congress.

• Partnered with the Orange County Regional History Center and other local historical agencies to document the aftermath of the Pulse nightclub shooting. University Archives’ staff and students gathered and processed manuscript materials and artifacts from numerous campus memorials for the victims of the tragedy and from events commemorating the one year anniversary of the killings.

• Hosted several student internships with students from the UCF Department of History.

Continue to increase public service outreach: Accomplished and ongoing

• Special Collections & University Archives again sponsored the UCF Student Book Arts Competition with the winner receiving a cash prize and their work added to the department’s Book Arts & Typography Collection. Staff members spoke with classes across campus publicizing the competition and encouraging students to apply.

• Participated in the Libraries’ Teaching and Engagement department’s activities welcoming students back to campus and helping them learn about the Libraries and its resources.

New:

Explore new ways to engage the UCF community with department holdings/resources: Accomplished and ongoing

• Hosted Dr. Yolanda Hood’s Young Adult Fiction class in the department, talking about using artist books in lesson plans.

• Displayed items from University Archives about the UCF nursing program and talked about collection archival materials at the annual UCF College of Nursing reunion.

• Worked with students in Dr. Rosalind Beiler’s History and Historians class creating digital exhibits based around University Archives’ holdings.

• Hosted Geneva High School Art Students learning about and working with artist books.

Plan for collections move in Phase 1 of 21st Century Library Project: Accomplished and ongoing

• Participated in planning committee working on the library renovation project.

• Participated in several committees working on changes to the Libraries catalog to facilitate better communications between the catalog software and the new Dematic software.

• Began planning on efficient ways to load manuscript/archival collections in ARC bins.

Review policies and procedures for registering departmental patrons: Accomplished

• Looked at current policies for how often patrons must register when using the department’s holdings.

• Changed registrations from three times a calendar year (based on fall, spring, and summer school terms) to registering patrons once per fiscal year. This better reflects the department’s annual statistics.

Departmental Goals: 2017-2018

Ongoing:

■ Strengthen collections through new acquisitions and augmenting existing holdings.

■ Broaden and enhance access to print collections, manuscripts, and University Archives.

■ Broaden and enhance access to digital collections.

■ Partner/collaborate with University units and external organizations.

■ Continue to increase public service outreach.

New:

■ Plan and implement move of archival/manuscript collections to new Automated Retrieval Center.

■ Review forms for patron registration.

■ Revise/update departmental web page.

■ Research best practices for exhibition policies.

■ Review emergency preparedness procedures.
Offer the best undergraduate education available in Florida

- Special Collections & University Archives staff provided instruction, at the request of UCF faculty, for 21 classes in FY 2016-2017, reaching a total of 331 students helping to integrate historical, rare, and unique print, manuscript, and archival resources into UCF classes. Over 1,000 undergraduate students used Special Collections & University Archives’ resources seeking information and embarking on research projects. Staff also worked with faculty who teach online courses to encourage students to use primary source materials in their research.
- The department again sponsored the annual UCF Student Book Arts Competition for student-produced artist books with the winning entry receiving a cash prize and their book added to the department’s Book Arts & Typography Collection. This year’s competition included eight entries from UCF students.

Advancement Toward the President’s Five Goals

- Worked with faculty who teach online courses to encourage students to use primary source materials in their research.
- Contributed resources and collection descriptions/finding aids to Libraries’ online resources encouraging and enabling online (remote) access to Special Collections & University Archives’ collections and materials.
- Participated in university events promoting departmental holdings and encouraging use of Special Collections & University Archives in class assignments.
- Supervised several UCF Department of History student interns working with archival collections.

Provide international focus to our curricula and research

- Special Collections & University Archives’ staff works with UCF and non-UCF researchers using departmental collections with international focus including the Van Sickle Leftist Pamphlet Collection and the Caribbean West Indies Collection.

Achieve international prominence in key programs of graduate study and research

- Provided research help with and facilitated access to collections, both on- and off-site for graduate students working on a wide variety of research projects.
- Special Collections & University Archives’ staff worked one-on-one with 65 graduate students researching various topics including Floridiana, the Space Program, and African Americana as well as numerous University Archives’ collections.

“Thank you so much for clarifying, and for providing the information. It’s extremely helpful and now I’ll be able to complete my assignment.”

Christine Eveker,
UCF Student, October 13, 2016
Become more inclusive and diverse

- University Archives’ staff collects, preserves, and makes available for researchers records documenting UCF’s continuing dedication to diversity, international curricula, and research including materials from the Office of Diversity and Inclusion.

Be America’s leading partnership university

- Special Collections & University Archives’ staff organizes, sponsors and/or participates in universitywide events promoting and encouraging use of departmental holdings including:
  - Bringing to campus renowned book artist Bea Nettles who spoke about her career as a fine art photographer and book artist.
  - Working with faculty in the UCF Women’s & Gender Studies Program on presentations for Veterans Day and Women’s History Month highlighting departmental holdings about women and women’s history.
  - Working with visiting faculty in the UCF Philosophy Department encouraging students to use archival resources in their research.
  - Partnering with the Orange County Regional History Center and other local historical agencies documenting the aftermath of the Pulse nightclub shooting.
  - Working with the UCF Department of History and Library of Congress Veterans History Project facilitating the sharing of oral histories for Florida veterans both locally and nationally.
  - Hosting a Simmons College graduate student internship.

Performance Enhancement Recommendations

Special Collections & University Archives staff continues to do a remarkable job keeping up with workloads as materials are added to the department. However, efforts to collect vital and important university records are hindered by the vacant University Archivist position. As more senior UCF faculty and administrators approach retirement, collecting university files and materials documenting their work will be hindered by current staffing levels. Electronic records also bring about challenges. As more and more materials are either born digital or converted to digital (both before and after they are accessioned into the department), efforts to collect and preserve electronic records requires additional resources in staffing and software to manage this material. Future staffing patterns should include the addition of an electronic records archivists in Special Collections & University Archives.

2016-2017 Statistics: Special Collections & University Archives

This year the gate count was 1,627. There were 21 classes scheduled with 331 students attending. In Special Collections, the most heavily used collecting area was the Book Arts & Typography Collection (486 items), which includes Susan King, Malkoff, and Donnelley materials. Most were used for the seven book arts classes, the UCF Book Arts Competition, and accompanying exhibition.

The Travel and Tourism Collection had the second largest count due to the acquisition and cataloging of Disney company serial publications.

For University Archives, the most heavily used collection was university publications, mainly serials, due to the acquisition and ongoing archives cataloging project. Archives also had the most reference and research requests, with 113 requests. Forty-five of these were from university staff members.
Table 1

Volumes in the Catalog, Listed by Individual Collections

<table>
<thead>
<tr>
<th></th>
<th>2015/16 TOTAL</th>
<th>2016/17 Adds</th>
<th>2016/17 TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manuscripts/cataloged</td>
<td>86</td>
<td>9</td>
<td>95</td>
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<tr>
<td>Reference Collection</td>
<td>172</td>
<td>3</td>
<td>175</td>
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<tr>
<td>General Collection + Oversize</td>
<td>18,681</td>
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<td>University Archives – Print</td>
<td>10,463</td>
<td>557</td>
<td>11,020</td>
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<tr>
<td>University Archives – Records</td>
<td>68</td>
<td>5</td>
<td>73</td>
</tr>
<tr>
<td><strong>TOTAL VOLUME</strong></td>
<td><strong>29,470</strong></td>
<td><strong>1,526</strong></td>
<td><strong>30,996</strong></td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>2016/17 TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL CATALOGED MATERIALS 15/16</td>
<td>29,470</td>
</tr>
<tr>
<td>MATERIALS ADDED</td>
<td>1,526</td>
</tr>
<tr>
<td>MANUSCRIPTS ADDED</td>
<td>14</td>
</tr>
<tr>
<td>TOTAL CATALOGED MATERIALS 16/17</td>
<td>30,996</td>
</tr>
</tbody>
</table>

Special Collections & University Archives

Chart 2

Conservation Statistics, FY 2016-2017

Total Conservation Work = 303

- Clamshell boxes (custom enclosures): 205, 68%
- Mylar/Dust Jackets: 39, 13%
- Repair/Rebinding: 26, 8%
- Paper mending: 33, 11%

"Throw the bad man out!" Special Collections & University Archives' participation in the Libraries 2016 Halloween “Game of Thrones” themed celebration.
Special Collections & University Archives

Table 2

Special Collections 2016-2017 Processing Statistics

<table>
<thead>
<tr>
<th>Processed Linear Feet</th>
<th>Botany</th>
<th>Linear Feet</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ 3.00</td>
<td>The Bromeliad Society International (BSI) Archive, 1942-2012</td>
<td>7.00</td>
</tr>
<tr>
<td>NEW</td>
<td>Grant Groves Collection on Mulford B. Foster Collection, Circa 1920's-1978</td>
<td>2.50</td>
</tr>
</tbody>
</table>

Florida History Collections

| +1.50   | Children’s Home Society of Florida Collection, 1862-2012 | 63.25 |
| NEW     | James E. Shepherd Jr. Papers, 1965-2015 | 1.75 |
| NEW     | Susan M. Pittman Collection, 1923-1988 | 3.25 |
| +1.00   | UCF Community Veterans History Project, 2011-2017 | 6.25 |
| NEW     | United Faculty of Florida Collection, 1971-2007 | 31.75 |

Literary Collections

| NEW         | Finney, Harry A. Collection, 1913-1958 | 1.50 |
| +2 Folders  | John W. Senders Working Collection, 1880-2014 | 25.25 |

Political Papers

| +6.50 | Democratic Women's Club of Florida Inc. Collection, 1945-2015 | 34.00 |
| NEW    | John Young Gooch Collection [Photocopy], 1868-1916 | 1.00 |
| NEW    | Judith and Warren Kaplan Collection, Women's and Gender Studies, 1792-2016 | 25.10 |

Space Program Collections

| NEW | NASA Information for the Press, 1990-2002 | 0.60 |
| +2.50 | NASA Photographs Collection, 1964-2001 | 25.00 |
| NEW | Share Your Mercury Memories Time Capsule Collection, 1960-2003 | 4.00 |

Travel & Tourism

| +7.25 | Harrison "Buzz" Price Papers, 1952-2006 | 143.50 |

Unprocessed Collections

| NEW | Michael Berman Bartram Trail Canoe Expedition Color Transparencies | 6.75 |
| NEW | Michael Berman Florida Women's Conference Photographs | 0.25 |
| NEW | Seminole County Public Schools Collection | 98.00 |
| NEW | Robert L. Glasser Collection | 4.00 |

Note: The table below does not list all manuscript collections housed in Special Collections but only lists collections where the linear foot count of the collection has changed since the previous fiscal year.

*Not all holdings in linear footage count are listed here. Linear footage count only reflects manuscript collections.
Unprocessed additions to collections received this fiscal year are listed in parentheses, next to the total of unprocessed additions for each collection. Once publications are processed and catalogued they are no longer included in the linear footage of the collections.

Total Collections = 1053.29 linear feet
Processed Collections = 481.90 linear feet
Unprocessed Collections (400.27) + Unprocessed Additions to Processed Collections (171.12) = 571.39 linear feet
Accessions this Fiscal Year = 42.25 linear feet and 256 GB of Digital Materials
Unprocessed Digital Collections = 3.42 TB

<table>
<thead>
<tr>
<th>University Administration</th>
<th>Processed</th>
<th>Unprocessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the Vice President of University Relations, 1968-1992</td>
<td>6.00</td>
<td>0.50 (0.50)</td>
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</table>

<table>
<thead>
<tr>
<th>Photographs, Audio, and Visual Materials</th>
<th>Processed</th>
<th>Unprocessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael Berman Negatives and Contact Sheets, circa 1970s</td>
<td>NEW! 3.75</td>
<td>0.00</td>
</tr>
<tr>
<td>Mary Monroe Theatre Collection, 1973-2016</td>
<td>NEW! 0.90</td>
<td>0.00</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>University Office Records</th>
<th>Processed</th>
<th>Unprocessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brown, Black &amp; White Collection, 1940-2006</td>
<td>NEW! 1.0</td>
<td>0.00</td>
</tr>
<tr>
<td>Judaic Studies Program: Distinguished Lecturers Series Records, 1985-2004</td>
<td>1.0</td>
<td>1.00 (1.00)</td>
</tr>
<tr>
<td>Marketing Office Collection, 1967-2009</td>
<td>7.0</td>
<td>8.40 (0.25)</td>
</tr>
<tr>
<td>Sociology Department: Dr. James Wright Papers, 1949-2015</td>
<td>NEW! 4.0</td>
<td>0.00</td>
</tr>
<tr>
<td>Theatre Program Collection, 1969-2009</td>
<td>5.0</td>
<td>2.10 (0.25)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>University Organizations Records</th>
<th>Processed</th>
<th>Unprocessed</th>
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</thead>
<tbody>
<tr>
<td>Alumni Association Records, 1964-2000</td>
<td>2.30</td>
<td>26.75 (4.00)</td>
</tr>
<tr>
<td>Black Faculty and Staff Association Records, 1978-2014</td>
<td>NEW! 1.0</td>
<td>0.00</td>
</tr>
<tr>
<td>UCF Foundation, Inc. Records, 1968-2002</td>
<td>2.20</td>
<td>1.25 (1.25)</td>
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</table>

<table>
<thead>
<tr>
<th>University Sports</th>
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<th>Unprocessed</th>
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<tr>
<td>Athletics Collection, 1968-2009</td>
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<td>14.76 (0.50)</td>
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</table>

<table>
<thead>
<tr>
<th>Digital Material – Unprocessed</th>
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<th>Unprocessed</th>
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<tr>
<td>Alumni Association Records</td>
<td>126.73 GB (120.81 GB)</td>
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</tr>
<tr>
<td>Center for Distributed Learning</td>
<td>453.04 GB (5.68 GB)</td>
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<tr>
<td>Cocoa Campus</td>
<td>5.66 GB (5.66 GB)</td>
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</tr>
<tr>
<td>Office of Constituent Relations</td>
<td>210.30 GB (115.00 GB)</td>
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</tr>
<tr>
<td>Counseling and Psychological Services</td>
<td>NEW! 784.00 MB (784.00 MB)</td>
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</tr>
<tr>
<td>Department of Electrical and Computer Engineering</td>
<td>NEW! 1.07 GB (1.07 GB)</td>
<td></td>
</tr>
<tr>
<td>Department of First Year Experience</td>
<td>NEW! 24.40 MB (24.40 MB)</td>
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</tr>
<tr>
<td>Office of Quality Enhancement Plan</td>
<td>NEW! 321.05 MB (321.05 MB)</td>
<td></td>
</tr>
<tr>
<td>Office of Research and Commercialization</td>
<td>NEW! 430.00 MB (430.00 MB)</td>
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</tr>
<tr>
<td>UCF Foundation, Inc.</td>
<td>NEW! 728.00 MB (728.00 MB)</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Unprocessed Records</th>
<th>Processed</th>
<th>Unprocessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division of Academic Affairs</td>
<td>43.00 (0.50)</td>
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<tr>
<td>Division of Administration and Finance</td>
<td>5.50 (1.00)</td>
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</tr>
<tr>
<td>College of Arts and Humanities</td>
<td>3.50 (2.75)</td>
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</tr>
<tr>
<td>Bicentennial Collection</td>
<td>NEW! 1.00 (1.00)</td>
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</tr>
<tr>
<td>Center for Distributed Learning</td>
<td>13.50 (1.00)</td>
<td></td>
</tr>
<tr>
<td>Cocoa Campus</td>
<td>3.00 (2.00)</td>
<td></td>
</tr>
<tr>
<td>Office of Constituent Relations</td>
<td>15.50 (5.00)</td>
<td></td>
</tr>
<tr>
<td>Counseling and Psychological Services</td>
<td>NEW! 2.00 (2.00)</td>
<td></td>
</tr>
<tr>
<td>Office of Diversity and Inclusion</td>
<td>3.30 (0.05)</td>
<td></td>
</tr>
<tr>
<td>Department of Electrical and Computer Engineering</td>
<td>NEW! 0.75 (0.75)</td>
<td></td>
</tr>
<tr>
<td>Elliot Vittes, Vice Provost and Dean of Undergraduate Studies</td>
<td>NEW! 0.50 (0.50)</td>
<td></td>
</tr>
<tr>
<td>Department of First Year Experience</td>
<td>NEW! 5.00 (5.00)</td>
<td></td>
</tr>
<tr>
<td>Office of General Counsel</td>
<td>3.00 (1.00)</td>
<td></td>
</tr>
<tr>
<td>Department of Housing and Residence Life</td>
<td>10.00 (1.00)</td>
<td></td>
</tr>
<tr>
<td>Office of Instructional Resources, Office of</td>
<td>NEW! 1.00 (1.00)</td>
<td></td>
</tr>
<tr>
<td>Pulse Collection</td>
<td>2.00 (1.00)</td>
<td></td>
</tr>
<tr>
<td>Office of Quality Enhancement Plan</td>
<td>NEW! 3.00 (3.00)</td>
<td></td>
</tr>
<tr>
<td>Office of Research and Commercialization</td>
<td>5.25 (4.25)</td>
<td></td>
</tr>
<tr>
<td>Orlando-UCF Shakespeare Festival</td>
<td>0.10 (0.10)</td>
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</tr>
<tr>
<td>Department of Sociology</td>
<td>1.25 (1.00)</td>
<td></td>
</tr>
<tr>
<td>Office of Student Involvement (Homecoming)</td>
<td>5.75 (0.50)</td>
<td></td>
</tr>
<tr>
<td>University Writing Center</td>
<td>NEW! 0.10 (0.10)</td>
<td></td>
</tr>
</tbody>
</table>

David Benjamin
Head, Special Collections & University Archives

UCF Libraries Annual Report 2016-2017
Page 106
### Volumes Held

<table>
<thead>
<tr>
<th>Location</th>
<th>OWN 6/30/16</th>
<th>ADDED</th>
<th>DELETED</th>
<th>OWN 6/30/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>John C. Hitt Library</td>
<td>1,305,992</td>
<td>14,441</td>
<td>4,219</td>
<td>1,316,214</td>
</tr>
<tr>
<td>Eastern Florida (formerly Brevard)</td>
<td>21,098</td>
<td>60</td>
<td>-</td>
<td>21,158</td>
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<tr>
<td>Daytona</td>
<td>36,647</td>
<td>90</td>
<td>-</td>
<td>36,737</td>
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<tr>
<td>South Lake, Leesburg, Sumter</td>
<td>2,094</td>
<td>5</td>
<td>-</td>
<td>2,099</td>
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<tr>
<td>Universal Orlando Foundation Library at Rosen</td>
<td>10,923</td>
<td>438</td>
<td>-</td>
<td>11,361</td>
</tr>
<tr>
<td>Curriculum Materials Center (CMC)</td>
<td>38,941</td>
<td>1,823</td>
<td>-</td>
<td>40,764</td>
</tr>
<tr>
<td>Orlando West, Osceola</td>
<td>1,011</td>
<td>47</td>
<td>-</td>
<td>1,058</td>
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<tr>
<td>Ocala</td>
<td>489</td>
<td>26</td>
<td>-</td>
<td>515</td>
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<tr>
<td>Sanford, Lake Mary, Altamonte</td>
<td>955</td>
<td>88</td>
<td>-</td>
<td>1,043</td>
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<tr>
<td>Offsite Storage</td>
<td>120,088</td>
<td>-</td>
<td>-</td>
<td>120,088</td>
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<tr>
<td><strong>Subtotal print volumes</strong></td>
<td>1,538,238</td>
<td>17,018</td>
<td>4,219</td>
<td>1,551,037</td>
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<tr>
<td>Electronic books</td>
<td>156,190</td>
<td>1,345</td>
<td>-</td>
<td>157,535</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>1,694,428</td>
<td>18,363</td>
<td>4,219</td>
<td>1,708,572</td>
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### Cataloged Titles All Locations & Formats

<table>
<thead>
<tr>
<th>Format</th>
<th>All Locations</th>
<th>E-Books</th>
<th>Gov't Docs</th>
<th>E-Books incl. Gov Docs &amp; E-Books</th>
<th>Total Holdings</th>
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</thead>
<tbody>
<tr>
<td>Print</td>
<td>1,671,450</td>
<td>37,160</td>
<td>1,694,428</td>
<td>1,708,572</td>
<td>2,042,990</td>
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<tr>
<td>Non-Print</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>348,662</td>
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<tr>
<td>U.S. Electronic (CD-ROM, DVD, floppy)</td>
<td>5,399</td>
<td>34</td>
<td>-</td>
<td>5,433</td>
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<tr>
<td>Florida Electronic (CD-ROM, DVD, floppy)</td>
<td>83</td>
<td>1</td>
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<td>84</td>
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<tr>
<td>U.S. Patents (CD-ROM, DVD)</td>
<td>2,035</td>
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<tr>
<td>Maps</td>
<td>3,957</td>
<td>7</td>
<td></td>
<td>3,964</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>360,036</td>
<td>3,470</td>
<td>301</td>
<td>363,205</td>
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### Serials Subscriptions

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<td>Print Journals</td>
<td>838</td>
<td>101</td>
<td>737</td>
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<tr>
<td>E-Journals (Dual format + e-only)</td>
<td>52,337</td>
<td>15,857</td>
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<tr>
<td>Newspapers</td>
<td>4</td>
<td>2</td>
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<td>6</td>
<td></td>
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<td>E-Databases</td>
<td>365</td>
<td>116</td>
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<td>481</td>
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<td><strong>TOTAL ACTIVE SERIAL SUBSCRIPTIONS</strong></td>
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<td>15,975</td>
<td>101</td>
<td>69,418</td>
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### Media Volumes

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>John C. Hitt Library</td>
<td>42,173</td>
<td>403</td>
<td>63</td>
<td>42,513</td>
<td></td>
</tr>
<tr>
<td>Curriculum Materials Center</td>
<td>5,559</td>
<td>341</td>
<td>10</td>
<td>5,890</td>
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<tr>
<td>Regional Campuses and Rosen</td>
<td>1,851</td>
<td>61</td>
<td></td>
<td>1,912</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>49,583</td>
<td>805</td>
<td>73</td>
<td>50,315</td>
<td></td>
</tr>
</tbody>
</table>

---

1 E-books include a) electronic theses and dissertations; b) firm orders purchased with perpetual ownership; c) DDA purchase (UCF and SUS); d) standing orders and package orders from digital platforms.

2 Beginning numbers restated from last year.
## Media Volumes

### MEDIA VOLUMES

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<thead>
<tr>
<th>Source</th>
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<th>Deleted</th>
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<td><strong>Main</strong></td>
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<tr>
<td>Cassettes/AudioTapes</td>
<td>963</td>
<td>-</td>
<td>-</td>
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<tr>
<td>CD/ROMs</td>
<td>2,460</td>
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<td>11</td>
<td>2,449</td>
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<tr>
<td>Compact Discs (music)</td>
<td>5,434</td>
<td>63</td>
<td>-</td>
<td>5,487</td>
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<tr>
<td>Compact Discs (other)</td>
<td>14</td>
<td>-</td>
<td>-</td>
<td>14</td>
</tr>
<tr>
<td>E-sound Recordings</td>
<td>2,930</td>
<td>-</td>
<td>-</td>
<td>2,930</td>
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<tr>
<td>DVDs</td>
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<td>47</td>
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<td>Filmstrips</td>
<td>500</td>
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<td>-</td>
<td>500</td>
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<tr>
<td>Laser Discs12&quot;</td>
<td>203</td>
<td>-</td>
<td>-</td>
<td>203</td>
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<tr>
<td>Other</td>
<td>2</td>
<td>17</td>
<td>5</td>
<td>14</td>
</tr>
<tr>
<td>Phonograph Records</td>
<td>2,326</td>
<td>-</td>
<td>-</td>
<td>2,326</td>
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<tr>
<td>Pictures</td>
<td>11</td>
<td>-</td>
<td>-</td>
<td>11</td>
</tr>
<tr>
<td>Video Recordings/ Streaming Videos</td>
<td>20,065</td>
<td>69</td>
<td>63</td>
<td>20,143</td>
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<tr>
<td><strong>Total Main</strong></td>
<td>42,173</td>
<td>403</td>
<td>63</td>
<td>42,513</td>
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<tr>
<td><strong>Curriculum Materials Center</strong></td>
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<td></td>
<td></td>
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<tr>
<td>Cassettes/Audiotapes</td>
<td>355</td>
<td>-</td>
<td>1</td>
<td>354</td>
</tr>
<tr>
<td>CD/ROMs</td>
<td>343</td>
<td>-</td>
<td>-</td>
<td>343</td>
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<tr>
<td>Compact Discs</td>
<td>423</td>
<td>258</td>
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<td>681</td>
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<tr>
<td>DVD</td>
<td>483</td>
<td>55</td>
<td>1</td>
<td>537</td>
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<tr>
<td>Filmstrips</td>
<td>398</td>
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<tr>
<td>Games</td>
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<tr>
<td>Kits</td>
<td>503</td>
<td>12</td>
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<td>Laser Discs12&quot;</td>
<td>60</td>
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<td>-</td>
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<tr>
<td>Maps</td>
<td>16</td>
<td>-</td>
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<tr>
<td>Media Kits</td>
<td>41</td>
<td>-</td>
<td>-</td>
<td>41</td>
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<tr>
<td>Models</td>
<td>61</td>
<td>-</td>
<td>-</td>
<td>61</td>
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<tr>
<td>Pictures</td>
<td>215</td>
<td>-</td>
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<td>215</td>
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<tr>
<td>Multi-media</td>
<td>156</td>
<td>-</td>
<td>-</td>
<td>156</td>
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<tr>
<td>Other</td>
<td>130</td>
<td>11</td>
<td>-</td>
<td>130</td>
</tr>
<tr>
<td>Phonograph Records</td>
<td>961</td>
<td>-</td>
<td>-</td>
<td>961</td>
</tr>
<tr>
<td>Realia</td>
<td>173</td>
<td>16</td>
<td>4</td>
<td>185</td>
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<tr>
<td>Software</td>
<td>724</td>
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<td>Transparencies</td>
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<td>Video Recordings</td>
<td>250</td>
<td>-</td>
<td>1</td>
<td>249</td>
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<tr>
<td><strong>Total-CMC</strong></td>
<td>5,559</td>
<td>341</td>
<td>10</td>
<td>5,890</td>
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<td><strong>Regional Campuses and Rosen</strong></td>
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<tr>
<td>Compact Discs (music)</td>
<td>97</td>
<td>-</td>
<td>-</td>
<td>97</td>
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<td>Cassettes/Audiotapes</td>
<td>17</td>
<td>-</td>
<td>-</td>
<td>17</td>
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<td>CD/DVD</td>
<td>1,280</td>
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<td>-</td>
<td>1,341</td>
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<td>CD-ROMS</td>
<td>148</td>
<td>-</td>
<td>-</td>
<td>148</td>
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<tr>
<td>Other</td>
<td>39</td>
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<tr>
<td>Video Recordings</td>
<td>270</td>
<td>-</td>
<td>-</td>
<td>270</td>
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<tr>
<td><strong>Total-Branches</strong></td>
<td>1,851</td>
<td>61</td>
<td>-</td>
<td>1,912</td>
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<tr>
<td><strong>TOTAL MEDIA VOLUMES</strong></td>
<td>49,583</td>
<td>805</td>
<td>73</td>
<td>50,315</td>
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</tbody>
</table>
### Financial Profile (Expenditures)

<table>
<thead>
<tr>
<th></th>
<th>Salaries - Full-time (1)</th>
<th>Part-time Personnel (2)</th>
<th>Operating Expense (3)</th>
<th>Capitalized Furniture and Equipment (4)</th>
<th>Library Materials (5)</th>
<th>Library Total Expenditures (E&amp;G)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-2017</td>
<td>$6,523,557</td>
<td>638,528</td>
<td>909,509</td>
<td>169,646</td>
<td>7,513,744</td>
<td>15,754,984</td>
</tr>
<tr>
<td>2015-2016</td>
<td>$6,566,565</td>
<td>604,602</td>
<td>831,781</td>
<td>59,925</td>
<td>6,917,395</td>
<td>14,980,268</td>
</tr>
<tr>
<td>2014-2015</td>
<td>6,152,803</td>
<td>556,908</td>
<td>924,567</td>
<td>-</td>
<td>6,750,605</td>
<td>14,384,883</td>
</tr>
<tr>
<td>2013-2014</td>
<td>5,974,882</td>
<td>607,747</td>
<td>701,267</td>
<td>169,341</td>
<td>6,515,608</td>
<td>13,968,845</td>
</tr>
<tr>
<td>2012-2013</td>
<td>5,368,929</td>
<td>523,346</td>
<td>598,373</td>
<td>464,591</td>
<td>6,161,328</td>
<td>13,116,567</td>
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<tr>
<td>2011-2012</td>
<td>5,295,212</td>
<td>544,902</td>
<td>519,007</td>
<td>-</td>
<td>6,451,724</td>
<td>12,810,845</td>
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<tr>
<td>2010-2011 (6)</td>
<td>5,741,719</td>
<td>504,038</td>
<td>673,498</td>
<td>501,657</td>
<td>6,040,179</td>
<td>13,461,091</td>
</tr>
<tr>
<td>2009-2010</td>
<td>5,297,513</td>
<td>517,565</td>
<td>466,140</td>
<td>632,672</td>
<td>5,482,546</td>
<td>12,396,436</td>
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<tr>
<td>2008-2009</td>
<td>5,474,755</td>
<td>458,727</td>
<td>408,650</td>
<td>308,758</td>
<td>5,912,347</td>
<td>12,563,237</td>
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<tr>
<td>2007-2008</td>
<td>5,615,037</td>
<td>537,698</td>
<td>641,580</td>
<td>346,366</td>
<td>5,550,139</td>
<td>12,690,820</td>
</tr>
<tr>
<td>2006-2007</td>
<td>5,757,430</td>
<td>615,997</td>
<td>912,573</td>
<td>326,322</td>
<td>6,156,952</td>
<td>13,769,274</td>
</tr>
<tr>
<td>2005-2006</td>
<td>$5,384,859</td>
<td>579,478</td>
<td>643,044</td>
<td>309,754</td>
<td>5,959,938</td>
<td>12,877,073</td>
</tr>
</tbody>
</table>

(1) Includes fringe benefits.
(2) Includes students and part-time staff and faculty wages. Includes Federal Work Study wages.
(3) Includes small equipment, document delivery, bibliographic utilities, alterations & improvements, general expenses.
(4) Includes furniture, computer hardware and software > $1,000. Includes equipment purchases funded through Tech Fee.
(5) Includes Tech Fee funded purchases.
(6) Higher salary totals reflect one-time bonuses and retroactive pay.

All figures include encumbrances as of fiscal year end.
## Sources & Uses of Materials Budget

<table>
<thead>
<tr>
<th>Year</th>
<th>(1) Base E&amp;G Recurring Funding</th>
<th>(2) Funds from Other Sources (see Notes following)</th>
<th>(3) Total Materials Budget (1 + 2)</th>
<th>(4) Disbursed for Serials (a) (Print &amp; Electronic)</th>
<th>(5) Disbursed for Monographs (c) (Print Electronic) &amp; Other Library Materials (Microfilms, A/V, other)</th>
<th>(6) Electronic Resources (b) (Databases)</th>
<th>(7) Other Library Materials Budget (8) Contract Binding</th>
<th>(9) Total Expenses (4+5+6+7+8)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-2017</td>
<td>6,867,620</td>
<td>646,124</td>
<td>7,513,744</td>
<td>4,590,938</td>
<td>1,629,266</td>
<td>1,196,630</td>
<td>75,120</td>
<td>21,790</td>
</tr>
<tr>
<td>2015/2016</td>
<td>5,166,786</td>
<td>1,750,609</td>
<td>6,917,395</td>
<td>4,104,079</td>
<td>809,821</td>
<td>1,968,357</td>
<td>20,584</td>
<td>14,554</td>
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<tr>
<td>2014-2015</td>
<td>5,077,621</td>
<td>1,672,984</td>
<td>6,750,605</td>
<td>3,433,328</td>
<td>833,071</td>
<td>2,426,912</td>
<td>40,673</td>
<td>16,621</td>
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<tr>
<td>2013/2014</td>
<td>4,842,286</td>
<td>1,673,322</td>
<td>6,515,608</td>
<td>3,583,229</td>
<td>1,018,427</td>
<td>1,851,315</td>
<td>41,410</td>
<td>21,227</td>
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<tr>
<td>2012/2013</td>
<td>5,037,244</td>
<td>1,124,084</td>
<td>6,161,328</td>
<td>3,149,923</td>
<td>1,189,146</td>
<td>1,764,395</td>
<td>42,210</td>
<td>15,654</td>
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<tr>
<td>2011/2012</td>
<td>5,079,778</td>
<td>1,371,946</td>
<td>6,451,724</td>
<td>3,204,601</td>
<td>1,775,875</td>
<td>1,390,162</td>
<td>50,867</td>
<td>30,219</td>
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<tr>
<td>2010/2011</td>
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<td>1,052,579</td>
<td>6,040,179</td>
<td>3,465,881</td>
<td>1,631,746</td>
<td>858,670</td>
<td>47,557</td>
<td>36,325</td>
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<tr>
<td>2007/2008</td>
<td>5,156,000</td>
<td>394,139</td>
<td>5,550,139</td>
<td>2,042,154</td>
<td>795,648</td>
<td>2,552,731</td>
<td>69,482</td>
<td>90,124</td>
</tr>
<tr>
<td>2006/2007</td>
<td>5,117,519</td>
<td>1,039,433</td>
<td>6,156,952</td>
<td>1,656,816</td>
<td>1,638,870</td>
<td>2,545,859</td>
<td>183,630</td>
<td>131,777</td>
</tr>
<tr>
<td>2005/2006</td>
<td>5,221,715</td>
<td>738,223</td>
<td>5,959,938</td>
<td>1,546,789</td>
<td>1,817,561</td>
<td>2,267,460</td>
<td>188,986</td>
<td>139,142</td>
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<tr>
<td>2004/2005</td>
<td>5,119,744</td>
<td>504,241</td>
<td>5,623,985</td>
<td>1,755,693</td>
<td>1,771,959</td>
<td>1,902,793</td>
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<tr>
<td>2003/2004</td>
<td>4,657,717</td>
<td>381,111</td>
<td>5,038,828</td>
<td>2,198,148</td>
<td>1,481,547</td>
<td>1,057,110</td>
<td>113,018</td>
<td>189,005</td>
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<td>2002/2003</td>
<td>4,414,238</td>
<td>1,079,868</td>
<td>5,494,106</td>
<td>2,385,428</td>
<td>1,960,508</td>
<td>820,920</td>
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<td>174,213</td>
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<td>2001/2002</td>
<td>5,070,877</td>
<td>233,038</td>
<td>5,303,915</td>
<td>2,494,547</td>
<td>1,853,618</td>
<td>581,560</td>
<td>154,986</td>
<td>219,204</td>
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</table>

Note (a): Effective 2008/09 “Serials” includes print and electronic formats. Prior to 2008/09 serials was defined as “print serials.”

Note (b): Effective 2008/09 “Electronic resources” excludes serials. Prior to 2008/09 e-resources includes e-serials.

Note (c): Effective 2009/10 “Disbursed for monographs includes print and electronic monographs. For previous years this included print only.”
### Funds from Other Sources – 10 Year Synopsis

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2016/17</td>
<td>$646,124</td>
<td>Biomedical, Research and Contracts, Medical College - Wiley and Natural Medicines, Regionals, ITR mid year non recurring funding, Tech Fee Awards</td>
</tr>
<tr>
<td>FY 2015/16</td>
<td>$1,750,609</td>
<td>Biomedical, Research and Contracts, Medical College - Wiley and Endnote, Regionals, ITR mid year non-recurring funding, Tech Fee Awards</td>
</tr>
<tr>
<td>FY 2014/15</td>
<td>$1,672,984</td>
<td>Biomedical, Research and Contracts, Writing &amp; Rhetoric, Nanotechnology, Psychology and College of Sciences, Medical College - Wiley and Endnote, Regionals, ITR mid year non-recurring funding, Tech Fee Awards, Pay down EBSCO Credit</td>
</tr>
<tr>
<td>FY 2013/14</td>
<td>$1,673,322</td>
<td>Tech Fee Awards, Latin American Studies, Political Science, Biomedical, Research and Contracts, College of Nursing, Pay down EBSCO Credit, ITR mid year rescue funding, Replacements, Regionals, Medical College - Wiley and Endnote</td>
</tr>
<tr>
<td>FY 2012/13</td>
<td>$1,124,084</td>
<td>Tech Fee Awards, Latin American Studies, Biomedical, Research and Contracts, College of Nursing, Transfer from Operations, Replacements, Regionals, Medical College - Wiley and Endnote, Hospitality Management</td>
</tr>
</tbody>
</table>
### Funds from Other Sources – 10 Year Synopsis (cont’d)

<table>
<thead>
<tr>
<th>FY 2011/12</th>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,371,946</td>
<td>Total</td>
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<td></td>
<td></td>
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<tr>
<td>FY 2010/11</td>
<td>$1,052,579</td>
<td>Total</td>
</tr>
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<td></td>
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<tr>
<td>FY 2009/10</td>
<td>$494,949</td>
<td>Total</td>
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<tr>
<td>FY 2008/09</td>
<td>$924,750</td>
<td>Total</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY 2007/08</td>
<td>$394,139</td>
<td>Total</td>
</tr>
</tbody>
</table>

#### FY 2011/12:
- 455,263 Tech Fee Awards: Cambridge Books Online, Sage Deep Backfile, EBSCO’s Discovery Service
- 57,040 Biomolecular funds
- 10,000 Research and Contracts
- 558,586 Transfer from Operations
- 100,000 Transfer from ITR - Advance against next year
- 30,000 Latin American Studies
- 87,975 Planning Monies
- 11,494 UCF Foundation – Hospitality Management
- 18,436 EBSCO Credit Liquidated
- 20,000 Regional Campuses
- 14,152 Replacements
- 9,000 Medical College Endnote

#### FY 2010/11:
- 10,000 Research and Contracts
- 370,000 Transfer from Operations
- 57,024 Biomolecular funds
- 28,900 ITR Planning Money
- 123,338 Knowledge Commons Owner Savings
- 3,600 College of Education - Bib of Asian Studies database
- 20,000 Regional Campuses
- 10,993 Book replacements
- 4,234 Thesis and dissertation

#### FY 2009/10:
- 71,000 Strategic Purchase Award
- 34,066 Planning money
- 92,024 Operations conversion
- 10,000 Research and Contracts
- 62,000 Biomolecular
- 20,000 Regionals money
- 2,910 Rosen Horowitz gift
- 150,299 Springer Tech Fee Award
- 18,181 Thesis and book replacements
- 34,469 Miscellaneous

#### FY 2008/09:
- 10,000 Research and Contracts
- 160,000 Planning money conversion
- 62,000 Biomolecular
- 21,561 Internal revenue
- 80,310 Fines Money for Mundy and King Collections
- 125,414 Internal conversions
- 445,465 Carry forward from 08
- 20,000 Regional Campuses

#### FY 2007/08:
- 3,000 History Department
- 18,000 Film Department
- 10,000 Research and Contracts
- 160,000 Planning money conversion
- 30,000 Music Department
- 62,000 Biomolecular
- 111,139 Internal conversions

UCF Libraries Annual Report 2016-2017
Page 112
Faculty & Staff Accomplishments

**Leticia “Letty” Abulencia**  
Sr. LTA  
Cataloging Services

- **Training/Professional Development:**
  - **Webinars:**
    - “LC Classification and Introduction,” September 2016
    - “LC Classification, Intermediate,” September 2016
    - “FAST Headings,” September 2016
    - “How to Get Here to BIBFRAME,” November 2016
    - “From MARC to BIBFRAME,” November 2016
  - AED Training, Environmental Health & Safety, September 2016
  - Preliminary Sierra Training, February 2017
  - 403(b) Plan Enhancements, UCF, February 2017

**John Aedo**  
Applications Systems Analyst/Programmer  
Information Technology & Digital Initiatives

- **Service:**
  - **State:**
    - Florida Virtual Campus: Data Warehouse Users’ Group
  - **University:**
    - UCF Campus Development Group
  - **Libraries:**
    - Web Working Group
    - Web Working Group Steering Committee

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

- **Service:**
  - ARL EBSS ERIC Committee, June 2015 - June 2017

**Frank Allen**  
Senior Associate Director  
Administrative Services

- **Creative Works:**
  - Manuscript reviewer:
    - College & Research Libraries
    - Journal of Academic Librarianship
  - **Service:**
    - **National:**
      - Co-Chair, ACRL/LLAMA Interdivisional Committee on Library Building Resources.

**Jeff Alvarado**  
Accountant (July 1, 2016-January 13, 2017)  
Administrative Services

- Successfully transitioned to the newly established IT&R Business Center

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

- **Creative Works:**
  - Panel Presentations

- **Service:**
  - **National:**
    - Choice - CC Advisor Database Reviewer (PRISMA Database), April 2017 - present
    - Doody Core Titles – Reviewer for Health Information Management, Epidemiology, Clinical Genetics, Medical Assisting, and Medical Education and Informatics core title sections, April 2017
    - New Member Roundtable Resume Reviewer, American Library Association Midwinter Meeting, Atlanta, GA, January 2017
  - **State:** Florida Library Association, Career Development Committee, 2017 – present
• Libraries
  • Scholarly Communication Working Group
  • Textbook Affordability OER Initiatives

Attended:
• ThatCamp! February 2017
• ACRL Annual Conference, January 2017
• FLA Annual Conference, May 2017
• NEFLIN Conference, June 2017

Dr. Joseph Ayoub
Sr. LTA
Circulation Services

Service:
• Libraries:
  • Information Kiosk
  • Circulation student orientation
  • Research & Information Desk, weekly
  • Participated in Reference meetings and activities

Training/Professional Development:
• University:
  • UCF Travel Guidelines
  • Potential Conflicts
  • Travel Guidelines Workshop
• Libraries: Outlook Calendar Training

Barry Baker
Director of Libraries
Library Administration

Creative Works:
• Editor, “Technical Services Report" in Technical Services Quarterly

Service:
• International:
  • ACURIL:
    • Academic Libraries Special Interest Group, chair
    • Finance committee, chair
  • Digital Library of the Caribbean (dLOC) Executive Committee, chair
• National:
  • American Library Association: Library Leadership & Management Association: Building and Equipment Section: Interior Design Award Committee, 2013-
  • EBSCO Publishing Academic Advisory Board
• State:
  • Florida Academic Library Services Cooperative (FALSC), Library Services Members Council
  • Council of State University Libraries
  • Florida State Library Council
  • University of West Florida/Florida Virtual Campus IT Strategic Planning Working Group, 2015
  • Library Services & Technology Act (LSTA) Review Panel

Debbie Barnes
Facilities Specialist
Library Administration

Service: Libraries:
• Evacuation Team
• Maintains the Libraries birthday board in the Staff Lounge

Buenaventura (Ven) Basco
Engineering Librarian
Research & Information Services

Creative Works:
• Presentation:
  • “Optimizing Your Online Presence: Citation Metrics & Measuring Impact,” part of the Library Graduate Workshops, July 2016, September 2016, October 2016, January 2017, February 2017, and March 2017

Service:
• National:
  • American Library Association
    • International Relations Round Table (IRRT)
  • American Society for Engineering Education (ASEE)
    • Awards Committee, Engineering Libraries Division, This committee selects the winner of the Homer I. Bernhardt Distinguished Service Award.
  • Asian/Pacific American Librarians Association (APALA), an affiliate of the American Library Association:
    • Executive Director
    • Asian/Pacific American Award for Literature, co-chair, 2012- present
    • Strategic Planning Task Force
  • American Society for Engineering Education (ASEE)
    • Awards Committee, Engineering Libraries Division, This committee selects the winner of the Homer I. Bernhardt Distinguished Service Award.
• University:
  • Faculty Senate Parking Advisory Committee, ex officio
  • Filipino Student Association, a UCF student organization, advisor
• Libraries:
  • Furniture reset in the Knowledge Commons at the end of each semester, coordinator
  • Employee of the Year Committee
  • Library Diversity Team
  • Scholarly Communication Group
  • Student Orientation at the Student Union Participated in the Knights Academic Resource Services (KARS) Welcome Back Week event, Volunteer, August 2016
  • SARC Learning Fair, September 2016
  • Info Kiosk, Volunteer, August 2016
  • Transfer Orientation, December 2016
  • First Time in College (FTIC) Orientation, participant, January 2017

Dr. Penny Beile
Associate Director
Research, Education & Engagement

■ Awards/Kudos:
• Nominated by the ACRL Leadership, Recruitment, and Nomination Committee as one of two candidates for the position of 2017-2018 ACRL Vice-President/President-elect.
• Selected as a 2017-2018 OER Research Fellow by the Open Education Project. This competitive fellowship is funded in the amount of $5,000 by the Gates Foundation and Hewlett, among others.
• Received Professional Development Research Award in the amount of $2,000 to support statistician for analysis of Value of Libraries data.
• Poster Session, "Poking the bear: Promoting textbook affordability in the face of a restrictive institutional environment," received People’s Choice award at the ACRL Biennial Conference, Baltimore, March 2017

■ Creative Works:
• Book Chapter:
  • "Disrupting the Model: Fostering Cultural Change through Academic Partnerships," with Aimee deNoyelles [UCF Center for Distributed Learning], John Raible [UCF Center for Distributed Learning], and Sarah Norris (2017). In C. Diaz (Ed.), Affordable course materials: Electronic textbooks and open educational resources, Chicago: ALA Editions, an imprint of the American Library Association
• Articles:

■ Presentations:
• "Correlating Use of Library Services with Student Success, and What We Learned Along the Way (pptx)," with Rachel Mulvihill, Annual LOEX Conference, Lexington, KY, May 2017

■ Poster Sessions:
• “25,000 Students Can’t be Wrong: Correlating Use of Library Services with Student Grade Point Average,” with Terrie Gottschall (Scholarly Communication Librarian, Harriett F. Ginsburg Health Sciences Library, College of Medicine) and Rachel Mulvihill, American Library Association Annual Conference, Chicago, IL, June 2017
• “Poking the bear: Promoting textbook affordability in the face of a restrictive institutional environment,” with Aimee deNoyelles [UCF Center for Distributed Learning], Rich Gause, Sarah Norris, and John Raible [UCF Center for Distributed Learning], Association of College & Research Libraries Biennial Conference, Baltimore, MD, March 2017. People’s Choice Award

■ Service:
• National:
  • American Library Association, ACRL division:
    ▪ Research and Scholarly Environment Committee, 2017-2020
    ▪ Leadership Council, 2013-2017
    ▪ University Libraries Section
    ▪ Education & Behavioral Sciences Section
  • Library Research Round Table
  • Editorial Board, College & Research Libraries, 2014-2017
Faculty & Staff Accomplishments (cont’d)

- **University:**
  - College of Education and Human Performance Lifelong Learning Program, Advisory Board
  - UCF Reimagining the First Year, Faculty/Student Committee
  - QEP Advisory Board
  - Foundations of Success, Academic Success team
  - Faculty Senate, Research Council
  - Business Services, Bookstore Contract ITN and Negotiation Committee
- **Libraries:**
  - Library Renovation Committee
  - 2016 MLIS Information Day, provided closing remarks
- **Other:**
  - Invited external reviewer, Promotion/Tenure candidate, Amanda Hess (Oakland University)

**David Benjamin**

Department Head

Special Collections & University Archives

- **Creative Works**
  - **Presentations:**
    - “Culture of Reading” event, QEP Program, Seminole State Collection, January 2017
    - “Visiting a Library, a Museum or a Cultural Institution in Your City,” invited speaker, Chinese American Librarians Association (CALA) Southeast Chapter
    - “Archival Research 101,” Archival Research Program, UCF Department of Philosophy and UCF Libraries’ Special Collections & University Archives, February 2017
  - **Exhibits**
    - “\"är-kīv\,” UCF Libraries, with Mary Rubin, Rebecca Hammond, Suphi Ogreten, and Christopher Saclolo, October 2016 – January 2017

- **Service**
  - **Local/Regional:**
    - GLBTQ History Museum of Central Florida, Board Member and Director of Historical Interpretation and Archives
  - **University:**
    - Public Art Master Plan Oversight Committee, 2015-2017
    - Stories Group, 2015-2017
    - Faculty and Staff Campaign, 2016-2017
  - **Pride Faculty and Staff Association, vice-president, 2016-2017**
  - **Libraries:**
    - USPS & A&P Employee of the Year Committee, chair, 2016-2017
    - Scholarly Communication Team, 2016-2017
    - Faculty Annual Evaluation and Standards Procedures (AESP) Committee, 2017
    - “Citizen Curation Project,” Grant Advisory Committee, UCF Museum of America grant

**Training and Professional Development:**

- **Training:**
  - “The ABCs of Diversity,” UCF, spring 2017
  - Active Shooter Program presentation, UCF Libraries and UCF Police Department, May 2016
  - Diversity Training, UCF, June 2016
- **Class:** “Organization and Management of Collections,” University of Wisconsin-Madison School of Library and Information Services continuing education class, spring 2017
- **Workshops**
  - “Building Collections: Acquiring Materials and Working with Antiquarian Book Trade,” Rare Book and Manuscript Conference, June 2016
  - “Digital Storytelling,” UCF QEP workshop led Lisa Peterson, Associate Instructor, School of Visual Art & Design.
- **Webinars:** American Institute for Conservation of Historic and Artistic Works
  - “Caring for Artifacts in Archives Collections”
  - “Caring for Frames”
  - “Caring for Maps and Architectural Drawings”

- **Memberships**
  - American Library Association
  - Association of College & Research Libraries
    - Rare Books and Manuscript Section

To encourage Libraries faculty and staff to surpass the 51% participation in 2016, Libraries Believe Team chair David Benjamin, promised to “go blonde.” The Libraries had a 59% participation in 2017.
Faculty & Staff Accomplishments (cont’d)

- Association of Moving Image Archivists
- Society of American Archivists
- Society of Florida Archivists
- College Book Arts Association

**Attended:**
- Society of American Archivists Annual Meeting, August 2016
- Society of Florida Archivists Joint Annual Meeting with the Society of Georgia Archivists, October 2016
- Association of Southeastern Research Libraries (ASERL) Fall Membership Meeting, December 2016
- College Book Arts Association Annual Meeting, January 2017

**Other:** Facilitated the transfer of a 1972 reel-to-reel audio recording of a Disney Company press conference on the development of Lake Buena Vista area. Researched local vendors to determine which ones had the equipment and knowledge to work with historical audio recordings and was capable of performing conservation work on the recording to mitigate possible sticky shed syndrome.

**Elena Beredo**
Sr. LTA
Acquisitions & Collection Services

**Training and Professional Development:** Attended the FALSC training on Sierra, February 2017

**Creative Works:** Presentation: “A 21st Century Inventory for a 21st Century Library,” with Jeanne Piascik, Lindsey Ritzert, Kristine Shrauger, and Peter Spyers-Duran, 2016 UCF Faculty Showcase

**Service:**
- **Libraries:**
  - “Databases Impacting Students in their Career, Graduate School, and Civic Engagement Preparation,” 2016-2017 QEP Enhancement grant project, and helped develop the Career & Graduate School Resources guide

**Joe Bizon**
LTA Supervisor
Acquisitions & Collection Services

**Creative Works:**
- Presentation: “A 21st Century Inventory for a 21st Century Library,” with Jeanne Piascik, Lindsey Ritzert, Kristine Shrauger, and Peter Spyers-Duran, 2016 UCF Faculty Showcase

**Training and Professional Development:**
- FALSC training on Sierra, February 2017
- Taking MLIS classes

**Service:**
- **Libraries:**
  - Search Committees:
    - Acquisitions Office Assistant
    - Acquisitions Sr. LTA
  - **Attended:** MLIS Day

**Parri Bolinger**
Accountant (July 1, 2016-January 13, 2017)
Library Administration

**Service:**
- **National:**
  - American Scrabble Players Association (NASPA), Dictionary Committee
  - Manager, Hospitality-Lib listserv
  - Library Grant Selection Committee, Society for American Baseball Research (SABR)

**State:**
- Florida Library Association Membership Committee, vice chair

**Local:**
- 2017 Orlando Sentinel District Spelling Bee, judge

**University:**
- 2017 Graduate Research Forum, faculty judge

**Libraries:**
- Annual Evaluation Standards & Procedures (AESP)
- Web Working Group (WWG)
Faculty & Staff Accomplishments  (cont’d)

- **Training and Professional Development:**
  - **Webinars:** “Organizing the Work of the Research Library,” September 2016

- **Memberships:**
  - **American Library Association (ALA):**
    - Association of College & Research Libraries (ACRL)
    - Library Administration & Management Association (LAMA)
    - Reference & User Services Association (RUSA)
  - **Florida Library Association (FLA):**
    - Academic Libraries section

- **Attended:** Florida Library Association Annual Conference, May 2017

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**Kelly Brown**
**Sr. LTA**

**Acquisitions & Collection Services**

- **Service:** Libraries: Pi Day Committee
- **Training and Professional Development:**
  - FALSC training on Sierra, February 2017

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**Tina Herman Buck**
**Electronic Resources Librarian**

**Acquisitions & Collection Services**

- **Creative Works:**
  - **Publications:**
  - **Presentations:**
    - "Change It Up: Growing Your Career in a Wildly Different Organization,” with Betsy Appleton (St. Edward’s University) and Carol Seiler (EBSCO Information Services). (2016) Charleston Conference, Charleston SC.
  - **Poster Session:** "Two Barcodes, Many Headaches,” with Jeanne Piascik, Kristine Shrauger, Lindsey Ritzert, and Ying Zhang, Innovative Users’ Group (IUG) Conference, National Harbor, MD, April 2017

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**Martha Cloutier**
**LTA Specialist**

**Circulation Services**

- **Service:**
  - Information Kiosk
  - DAG fundraiser: Chili Spudtacular, September 2016
  - Mobile Librarian, spring 2017
  - Summer Knights Reading Challenge
  - Circulation student orientation

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- **State:**
  - Electronic Resource Management (ERM) Working Group, chair
  - Local and FALSC Implementation Teams as part of the Sierr/Encore Duet migration. Highlights include: define fields and field labels for the ERM module, training on the functionality, making considerations for statewide implementation, and creating UCF data sets for test loads.
- **University:**
  - Faculty Senate and the Senate’s Budget & Administrative Committee, 2016-2018
- **Libraries:**
  - MLIS Day Planning Committee. MLIS Day had over 80 participants for this one-day event
Eda Correa  
Monographs Librarian  
Cataloging Services  
Service:  
- Indexer, *Hispanic American Periodical Index*  
- Florida Funnel Project for NACO authorities, contributor  
- Director's Advisory Group  

Training / Professional Development:  
- Non-Latin Script Cataloging in Connexion Client, OCLC Tutorial, February 2017  
- BIBFRAME & Linked Data 101, ASERL, April 2017  

Webinars:  
- “Developing a Campus-wide Research Lifecycle. Perspectives from the University of Central Florida,” Lee Dotson, Sarah Norris, July 2016  

- “Putting the Link in Linked Data,” October 2016  
- “Sierra/Encore Duet Training Plan,” November 2016 and January 2017  

Memberships:  
- American Library Association  
- Association for Library Collections and Technical Services.  
  - International relations  

Attended:  
- Lecture by book artist Bea Nettles, event sponsored by Special Collections & University Archives at the School of Visual Art & Design, January 2017  

Page Curry  
Digital Imaging Technician  
Information Technology & Digital Initiatives  
Service:  
- Libraries:  
  - Digital Collections Interest Group  
- Digital Services Support  
  - Central Florida Memory  
  - STARS  
  - Rollins Sandspur  

Cindy Dancel  
Art Specialist  
Research, Education & Engagement  
Service:  
- University:  
  - UCF Social Media Managers Council  
  - UCF Communications Council  

Libraries:  
- Scholarly Communication Advisory Group  
  - Video Working Group, co-chair  
  - OA Week Working Group, co-chair  
  - Research Lifecycle, co-chair  
- Mobile Librarian  
- Holiday Party Committee  
- Discover your Superpowers @ the Library Event  
- Open Mic Event  
- Pokémon Go Event  
- 21st Century Library Communications  
- WomanFest 2017 Event  
- Public Services Group  
- Color Your Stress Away event  
- Summer Knights Reading Challenge  
- Wonder Woman Film Event  
- STARS Institutional Repository Communications  

Sai Deng  
Metadata Librarian  
Cataloging Services  
Awards:  
- 2017 CALA Chapter President Conference Travel Grant. $500. The Chinese American Librarians Association (CALA), 2017.  
- 2017 CALA President’s Recognition Award (CALA Newsletter Team; acted as the Co-Editor of the CALA Newsletter)  
- 2017 CALA President’s Recognition Award (CALA Social Media Group; acted as the Chair of the CALA Social Media Group)  

Creative Works:  
- Book Chapter:  

Publications:  
- “Bridging the gap between library services in academic libraries worldwide: a visiting librarian model,” with Jing Xu (Tongji University, Shanghai, China) and Ying Zhang. (2016). *International Information & Library Review*, 48(4) 2016  
- Presentations:  
  - “Diving into the university knowledge community: Navigating the expanded role of the Metadata Librarian,” The Chinese American Librarians Association Southeast Chapter conference, Atlanta, January 2017
Faculty & Staff Accomplishments (cont’d)

• “A southern Chinese city through the eyes of a British missionary: Preliminary analysis of the text of a historical travelogue,” The Chinese American Librarians Association Southeast Chapter conference, Orlando, September 2016

• “Overcoming the challenges of implementing standardized metadata practices in a digital repository,” Metadata Interest Group Meeting, American Library Association (ALA) Midwinter Conference, Atlanta, January 2017

• “Chinese American Librarians Association: Embracing diversity and outreaching to the global community,” with Ying Zhang, Diversity Fair, American Library Association (ALA) Annual Conference, Chicago, June 2017

• Poster Sessions:
  • “Improving the CALA’s social media experience: the first CALA social media survey,” with Melody Leung [Whatcom County Library System], Anlin Yang [University of Iowa], and Chenwei Zhao [University of Connecticut], The Chinese American Librarians Association (CALA) Annual Meeting, American Librarian Association (ALA) Annual Conference, Chicago, June 2017

• Translation Work:

• Contributions to professional association blogs, newsletters and conference discussions:
  • Handout for the ALCTS TSMAL Interest Group Meeting, American Library Association (ALA) ALCTS Technical Services Managers in Academic Libraries Interest Group meeting, ALA Annual Conference, Chicago, June 2017

• “Overcoming the challenges of implementing standardized metadata practices in a digital repository,” Metadata Blog of the ALA ALCTS Metadata Interest Group

• CALA Newsletter
  • “Sharing your professional expertise and your library’s collections; visiting a library, a museum or a cultural institution in Atlanta,” [pdf] 2017 CALA Southeast Chapter Spring Program, No. 116, spring 2017, p. 50-51

• “Putting the ‘social’ in social media: CALA’s social media channels,” [pdf] No. 115, fall 2016, p. 27-29

• “Seeking inspiration within digital and other realms: the works of Sai Deng,” [pdf] No. 115, fall 2016, p. 35

• “Visiting a library, a museum or a cultural institution in your city; discovering Chinese images, representations and heritage,” 2016 CALA Southeast Chapter Fall Program, No. 115, fall 2016, p. 59-60

• Involvements in National and State Digital Library and Metadata Related Initiatives
  • CALA Academic Resources and Repository System (CALASYS) Development
  • Provided feedback on behalf of CALA to “Principles for Evaluating Metadata Standards” (ALCTS/LITA Metadata Standards Committee)
  • Programming for the ALA ALCTS Cataloging Norms Interest Group
  • FALSC’s Islandora-based IR Development
  • IR Admin Discussion Group

■ Service:
  ■ National:
    • American Library Association:
      ▪ Century Scholarship Jury
      ▪ ALCTS Cataloging Norms Interest Group, co-chair
    • Chinese American Librarians Association (CALA):
      ▪ Board of Directors
      ▪ Academic Resources and Repository System (CALASYS) Task Force
      ▪ Southeast Chapter President
      ▪ Publications Committee
      ▪ CALA Newsletter, co-editor
      ▪ CALA Social Media Group, chair
  ■ Libraries:
    • Digital Collections Interest Group
    • Scholarly Communication Group
    • Faculty Bibliography Project

■ Training/Professional Development:
  • Sierra Training and other departmental cataloging training. UCF Libraries Cataloging Services
  • FL-Islandora Institutional Repository Camp (virtual attendance), July 2016
  • ALCTS Webinars:
    • “Embedded URI in MARC: An essential for linked data,” October 2016
    • “Putting the link in linked data,” October 2016
    • “Library of Congress BIBFRAME development,” October 2016
    • “Using FAST for faster workflows and discovery,” September 2016
    • “Library of Congress Classification (LCC),” September 2016
Memberships:
• American Library Association
• Chinese American Librarians Association

Attended:
• American Library Association (ALA) Annual Conference 2017, Chicago, June 2017
• American Library Association (ALA) Midwinter Meeting 2017, Atlanta, January 2017
• The Chinese American Librarians Association (CALA) Southeast Chapter 2017 Spring Conference, Georgia State University Library, Atlanta, January 2017
• The Chinese American Librarians Association (CALA) Southeast Chapter 2016 Fall Conference, Rollins College, Orlando, September 2016

Matt DeSalvo
End-User Computer Specialist
Information Technology & Digital Initiatives

Service:
• University:
  ▪ Classrooms and Labs Standards Committee
  ▪ Support Center
    ▪ Functional Team
    ▪ Knowledge Management
    ▪ Client Experience
  ▪ Peripherals subgroup
  ▪ Ultimate Support Zone
  ▪ Labs and Learning
• Libraries:
  ▪ Web Working Group
  ▪ Public Services Group

Lee Dotson
Digital Services Librarian
Information Technology & Digital Initiatives

Promotions/Awards/Kudos:
• Promotion to Associate University Librarian (effective August 2017)

Creative Works:
• Presentations:
  ▪ Webinar:
    ▪ “Developing a Campus-Wide Research Lifecycle: Perspectives from the University of Central Florida Libraries,” with Sarah A. Norris, Association of Southeastern Research Libraries Scholarly Communication Interest Group, July 2016
• Other:
  ▪ “Digital Project Lifecycle,” Curating Across the Curriculum workshop, Orlando, FL, March 2017
  ▪ “Shining a light on your scholarship: STARS and SelectedWorks,” College of Nursing Faculty Development Meeting, February 2017

Service:
• FLVC Committee Assignments:
  ▪ Digital Initiatives Subcommittee (DISC)
  ▪ DISC Islandora subgroup
  ▪ FLIIRT: FL-Islandora Institutional Repository functionality Timeline group
• Other Committee Assignments:
  ▪ Association of Southeastern Research Libraries Information Technology/Digital Initiatives Interest Group
  ▪ Florida DPLA State Hub discussion group
  ▪ IR Admins discussion group
  ▪ Library Publishing Coalition Advisory Committee
• Libraries:
  ▪ Annual Evaluation Standards and Procedures Library Committee
  ▪ Central Florida Memory, Digital Services Support
  ▪ Digital Collections Interest Group
  ▪ Technology Advisory Group
  ▪ Professional Development and Research Award Committee, chair
  ▪ Scholarly Communication Advisory Group
  ▪ Scholarly Communication Advisory Group – Outreach and Marketing work group

Gerald Dillon
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management

Service:
• University:
  ▪ B.L.A.C.K. (Building Leaders and Connecting Knights) Institute
  ▪ M.A.S.S. (Multicultural Academic & Support Services)
• College:
  ▪ Campus Locator volunteer
  ▪ Rosen Housing Move-in volunteer
• Libraries: Represented the Rosen Library at Rosen College summer orientation tables

Training/Professional Development
• Pursuing a Finance degree at Valencia College
• QPR suicide training
• Sierra training
  ▪ Circulation 1 & 2
  ▪ Reports

Attended:
• Joseph C. Andrews Mentoring Breakfast, February 2017
• John T. Washington Luncheon, February 2017
Faculty & Staff Accomplishments (cont’d)

- **Digital Project Management:**
  - Central Florida Memory
  - Dick Pope Sr. Institute for Tourism Studies
  - Digital Library of the Caribbean (dLOC)
  - Electronic Theses and Dissertations
  - Florida Heritage
  - Florida Historical Quarterly
  - Library Image and Document Repository
  - PRISM: Political & Rights Issues & Social Movements
  - Institute for Simulation & Training
  - Retrospective conversion of print theses and dissertations
  - UCF Community Veterans Oral Histories
  - University Archives
  - STARS

- **Attended:**
  - Conferences/Workshops:
    - SHARE Community Meeting, Charlottesville, VA, July 2016
    - FL-Islandora IR Camp (FLIIRT), Gainesville, FL, July 2016
    - Charleston Conference, Charleston, SC, November 2016

- **Sara Duff**
  - Acquisitions & Collection Assessment Librarian
  - Acquisitions & Collection Services

- **Service:** National: RUSA’s Dartmouth Medal Committee
- **Training/Professional Development:**
  - Completed ALCTS Fundamentals of Collection Assessment course

- **Anna Dvorecky**
  - LTA Specialist
  - Cataloging Services

- **Service:** Libraries:
  - Evacuation Team
  - Mobile Librarian
  - IT&R Diversity Task Force, Events Subcommittee
- **Training/Professional Development:**
  - Webinars:
    - LC Classification (3), September 2016
    - ALCTS:
      - “How to Get From Here to BIBFRAME,” November 2016
    - Using Sierra Desktop Applications, December 2016
    - ABC’s of Diversity Training, UCF ODI, June 2017
    - Automated External Defibrillators (AED), UCF EHS, September 2016

- **Seth Dwyer**
  - LTA Supervisor
  - Circulation Services

- **Service:**
  - University: Pride Faculty and Staff Association
  - Libraries:
    - Web Working Group
    - WomanFest 2017 Volunteer
    - Circulation student orientation
    - Fall Welcome Event Planning
    - KRAM for the Exam
- **Training/Professional Development:**
  - SR FERPA Training – Web
  - Essentials of Webcourses@UCF
  - Sierra Training

- **Stephen Ford**
  - Sr. LTA
  - Universal Orlando Foundation Library at the Rosen College of Hospitality Management

- **Training/Professional Development:**
  - Pursuing an MLIS degree at USF
  - Training:
    - “ABCs of Diversity,” UCF
    - SAFE Zone, UCF

- **Michael Furlong**
  - Regional Campus Librarian
  - Daytona State

- **Promotions/Awards:** Second Rounder Award.
- **Creative Works:**
  - Presentation: “Can they count on you? What does a depository librarian need to know about statistical data and data sets to provide basic service to users?” with Beth Williams (Stanford Law School), spring 2017 Depository Library Council Virtual Meeting, April 2017

- **Rich Gause**
  - Government Documents Librarian
  - Research & Information Services

- **Awards/Kudos:** Promoted to the rank of University Librarian
- **Creative Works:**
  - Presentations: “Can they count on you? What does a depository librarian need to know about statistical data and data sets to provide basic service to users?” with Beth Williams (Stanford Law School), spring 2017 Depository Library Council Virtual Meeting, April 2017
• **Poster Session:** “Poking the bear: Promoting textbook affordability in the face of a restrictive institutional environment,” with Aimee deNoyelles (UCF Center for Distributed Learning), Penny Beile, Sarah Norris, and John Raible (UCF Center for Distributed Learning), Association of College & Research Libraries Biennial Conference, Baltimore, MD, March 2017. People’s Choice Award

• **Online Guide:** “A Shared Obsession with Congress: Libraries, Archives, and the ‘Y’ of it All,” with Cass Hartnett (University of Washington), planned and organized conference program about Congressional papers presented by Danielle Emerling (West Virginia University), Jay Wyatt (Shepherd University), and Gwen Sinclair (University of Hawai’i at Manoa Library), 2016 Depository Library Council Meeting and Federal Depository Library Conference

### Service:

#### National:
- U.S. Government Publishing Office (GPO), Depository Library Council (DLC), 2014-2017
- American Library Association
  - Government Documents Round Table (GODORT)
  - State & Local Documents Task Force
  - Government Information for Children Committee
  - Program Committee
  - Conference Committee
  - LexisNexis Academic Content Advisory Committee

#### State:
- One of three primary points of contact for government documents librarians in Florida needing assistance

#### Local:
- Greater Orlando Area Law Librarians (GOALL), charter member

#### University:
- Faculty Senate
  - Graduate Council
  - Graduate Program Review Committee.
- In 2016-2017 Rich and others reviewed the CVs of 266 graduate faculty and graduate faculty scholars from Biology, Chemistry, Mathematics, Physics, Statistics, Communication Sciences & Disorders, Health Management, Public Affairs, and Social Work. Rich also reviewed three new programs (PhD in Integrative Anthropological Sciences, PhD in Big Data Analytics, and Athletics Training MAT). Rich reviewed and voted on the nomination packages for all of the graduate excellence awards: Outstanding Dissertation, Outstanding Thesis, Excellence by a Graduate Teaching Assistant, and Excellence in Graduate Student Teaching (faculty award).

#### Libraries:
- Joint University Libraries/Center for Distributed Learning task force to explore textbook affordability options.
- 21st Century Library Planning Group
- LibGuides CMS: One of Rich’s continuing projects is maintaining our LibGuides site and assisting colleagues with their guides. Efforts to switch our LibGuides to side navigation have been a major focus throughout most of this year.

### Memberships:

- American Library Association:
  - Association of College & Research Libraries (ACRL)
  - Reference & User Services Association (RUSA)
  - Government Documents Round Table (GODORT)

### Presentation:

- Knight Ed Talk: Books and Bagels: Best Books of 2016 with Yolanda Hood

### Service

- Coordinated three CMC interactive events: Harry Potter mini-book to life, Viral interactive game for Dr. Yolanda Hood’s LAE Class, and scavenger hunt to introduce High School kids to the CMC.
- Director’s Advisory Group

### Training/Professional Development:

- LibGuides Training for the new format

### Attended:

- Campus Connections

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**Emma Gisclair**

*Sr. LTA*

**Curriculum Materials Center**

### Presentation:

- Knight Ed Talk: Books and Bagels: Best Books of 2016 with Yolanda Hood

### Service

- Coordinated three CMC interactive events: Harry Potter mini-book to life, Viral interactive game for Dr. Yolanda Hood’s LAE Class, and scavenger hunt to introduce High School kids to the CMC.
- Director’s Advisory Group

### Training/Professional Development:

- LibGuides Training for the new format

### Attended:

- Campus Connections

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**Mary Lee Gladding**

*Sr. LTA*

**Circulation Services**

### Awards/Kudos:

- Recognized for 20 Years Service to the Libraries

### Service:

- Information Kiosk
- Evacuation Team
- Pi Day Fundraiser
- University New Student Orientation

### Andrew Hackler

*LTA Supervisor*

**Circulation Services**

### Service:

- **State:** FLA Career Development Committee
- **Libraries**
  - Information Kiosk
  - Sign Committee
  - Director’s Advisory Group
  - Information Kiosk
  - Mobile Librarian
Faculty & Staff Accomplishments (cont’d)

Patrick Hadlock
Sr. LTA
Cataloging Services

- Training/Professional Development
  - Sierra Training
  - Took grad-level education classes in English LCT MA program
- Memberships:
  - Florida Library Association
  - American Library Association

Patricia Hall
Sr. LTA
Research & Information Services

- Promotions/Awards:
  - Advocate Leadership Award certificate – Honorable Mention -- for excellence, creativity, initiative, and exemplary service during the 2015 United Way Campaign at the University of Central Florida; received the award in 2016
- Creative Works:
  - Exhibits: Government Documents:
    - “National Park Services Celebrating 100th Anniversary,” August 2016 – October 2016
- Service: Libraries
  - Photographer tracking progress of the 21st Century Library Project (photos located in the Collaboration (Q) folder) and John C. Hitt Library events
  - Evacuation Team
  - Summer Orientation
  - Fall Information Kiosk
  - SARC Learning Fair
  - Welcome Back Expo
  - Open Access Carnival
  - Backup for Campus Connections
  - Libraries’ Live United
- Training/Professional Development
  - Library of Congress Classification webinars (2), September 2016
  - Linked Data Cataloging Workflows, November 2016

Rebecca M. Hammond
Senior Library Technical Assistant
Special Collections & University Archives

- Awards/Kudos: Recognized for 15 Years Service to the Libraries
- Creative Works:
  - Exhibit: “\är-kīv\,” provided materials from Florida Ephemera Collection, September 2016
  - Contributed captions and photographs from the University Archives Collections for the department’s Facebook website “Throw Back Thursday” Pages. February 2017- ongoing

Jonathan Hanie
Sr. LTA
Circulation Services

- Awards/Kudos: Recognized for 15 Years Service to the Libraries
- Service: Libraries
  - Research & Information Desk, weekly
- Training/Professional Development
  - Microsoft Outlook training
  - AED Training

Richard Harrison II
Humanities Subject Librarian
Research & Information Services

- Awards/Kudos:
  - Inaugural Honoree, “Unsung Heroes,” UCF Center for Success of Women Faculty, March 2017 for his work on the UCF Senate in co-authoring a paid parental leave policy; featured in the UCF Today and The Orlando Sentinel
  - 58th Annual Orlando Sentinel Spelling Bee, judge, March 22, 2017
  - Co-Author of successful proposal with Kimberly Schneider (Director, Office of Undergraduate Research) and Vanessa McRae (Director, Research and Community Engagement, Burnett Honors College) for UCF to host Council on Undergraduate Research (CUR) Institute, “Initiating and Sustaining Undergraduate Research Programs,” to be held January 2018
  - Recognized for 15 Years Service to the Libraries
Faculty & Staff Accomplishments (cont’d)

Creative Works
- Presentation

Service
- State
  Planning Committee, Florida Statewide Symposium: Engagement in Undergraduate Research, 2007-present, Charter Member
  Local Planning Committee, Council on Undergraduate Research (CUR) Institute, “Initiating and Sustaining Undergraduate Research Programs,” December 2016-present

- University
  Planning Committee, and Concurrent Session Moderator, 9th Annual Florida Statewide Symposium: Engagement in Undergraduate Research, UCF, October 21-22, 2016
  UCF Employee of the Month and Gabor Award Committee, 2011 –
  Faculty Senate, 2013-present
  - Steering Committee, 2014-present
  - Personnel Committee, 2011-present
  - University Honors Committee, 2015-present
  - University Master Planning Committee, 2015-present
  - Undergraduate Research Council, 2003-present
  - Showcase of Undergraduate Research Excellence, General Factotum, April 2017
  - Search Committee, Assistant Director, Office of Undergraduate Research, November-December 2016
  - Information Technology & Resources (IT&R) Employee Awards Committee, 2015-2017

- Libraries
  Search Committee, Head, Acquisitions and Collection Management, February-August 2016
  Planning Committee, MLIS Information Day 2017, October 2016-May 2017

Megan Haught
Office Manager

Research & Information Services
Teaching & Engagement
- University:
  - LGBTQ+ 101, Facilitator
  - Diversity
    - IT&R Task Force
    - IT&R Events Committee, Co-Chair
    - Planned events occurring in FY2016-17
      - ABCs of Diversity
- Libraries
  - Tumblr page administrator
  - Instagram administrator
  - Facebook contributor
  - Web Working Group
    - Image committee
  - Campus Connections coordinator
  - Mobile Librarian coordinator
  - Value of Libraries Team
  - Research & Information Desk
  - Employee of the Year Selection Committee, two-year term
  - 2016 Library Diversity Week Committee, chair
  - Search committee, Digital Engagement & Instruction Librarian
  - ACRL Excellence in Academic Librarianship award submission committee
  - 2017 RIS Retreat Planning Committee
  - Fall Welcome Back Event Planning Committee
  - Events worked:
    - Pokémon Go “Lure at the Library” event, July 2016
    - Summer 2016 Coloring Table
    - Fall 2016 Information Kiosk
    - 2016 Fall Welcome Back event
    - National Novel Writing Month Even coordinator
      - Facilitated Open Writing Sessions (4)
      - Organize Author Rights Workshop (by Sarah Norris)
    - Fall 2016 & spring 2017 Coloring & Puzzle Table
    - Collected donations for Knights Pantry fall & spring
    - National Poetry Month
      - Erasure Poetry Table, April 2017
      - Haiku judge
    - Film Screening: Out in the Open, May 2017
    - Transfer and First Time in College Orientation sessions
    - Poster with Cindy Dancel for Pulse Memorial Blood Drive
    - June Instagram 30 days of #riotgrams posts

Office Manager
Research & Information Services
Teaching & Engagement
Training / Professional Development
- SR FERPA, September 2016
- CPR Recertification, December 2016
- Minority Religions 101, April 2017
- The Power of “Hidden” Biases, April 2017

Attended
- National Archives #ArchiveJuly4 Transcribe-athon
- Scholarly Communication Brown Bag: “Online Faculty Profiles”
- 2016 Diversity Week Breakfast, October 2016
- 2017 John T Washington Service Awards Luncheon, February 2017
- WomanFest 2017, March 2017
- Mean Little Deaf Queer author talk, March 2017
- Remembering Pulse memorial events, June 2017

David Healy
Sr. LTA
Cataloging Services

Training / Professional Development
- Linked Data Cataloging Workflows, November 2016

Athena Hoeppner
Electronic Resources Librarian
Acquisitions & Collection Services

Creative Works:
- Presentations: National and International
  - “Discovery Duo: Examining EDS and Encore Duet Discovery Options,” Innovative Users Group (IUG) Meeting, National Harbor, MD, March 2017
  - “Saving Student Money: Hidden Textbooks in eBook Collections,” with Ying Zhang, Electronic Resources & Libraries (ER&L), Austin, TX, April 2017

Service
- State
  - FALSC
    - Discovery Configuration Work Group, 2015-present
    - User Interface Standing Committee, 2014-2016
    - Electronic Resources Licensing Standing Committee, 2013-present
    - Electronic Resources Subcommittee, FCLA and CSUL, 1998-present- Chair 2015-present
- University:
  - IT&R Advisory Committee, 2011-present
  - Libraries
    - Library Web Committees, 1998-present
    - Search Committee, Acquisitions Librarian, 2016

Yolanda Hood
Department Head
Curriculum Materials Center

Awards

Creative Works
- Presentations
  - “Let’s Talk About Diversity within the Family,” with Kristine Shrauger, 24th Annual National Foster Care Conference, Daytona Beach, Florida, May 2017

Grants
- Learning Institute for Elders, University of Central Florida, Grant, $1,000
Faculty & Staff Accomplishments (cont’d)

- 2016 American Library Association Carnegie Whitney Grant, with Kristine Shrauger, $5,000
- 2017 American Library Association Carnegie Whitney Grant, with Kristine Shrauger, $4,000
- 2016 University of Central Florida Libraries Professional Development and Research Award, with Kristine Shrauger, $2,000

**Service**
- **National/International**
  - EBSS Distinguished Librarian Award Selection Committee, ACRL, 2015-2017
  - African American Read In 2017 Program Planning Committee (a National Council of Teachers of English program collaboration between Orange County Public Library and Sisters Across America)
  - Guest Reviewer, *Literacy Research and Instruction* (peer-reviewed literacy education journal)
  - YALSA/ALA Amazing Audiobooks for Young Adults Awards List Committee (charged with listening to and selecting the best audiobooks for teens in 2017)
- **University**
  - Honors College Thesis committees, member-David Foresman and Jessica Van Westering
  - Lifelong Learning in Education Advisory Board
  - Instructional Resources Committee, CEDHP, 2013-Present
  - Knight Ed Talks (formerly Happy Hour Workshop) Committee, CEDHP, 2014-Present

**Selma K. Jaskowski**
**Assistant Director**

**Information Technology & Digital Initiatives**

- **Creative Works: Grants:**
  - Awarded $114,981.65 for the Technology Fee Project, John C. Hitt Library Lending Laptop iPad Refresh
  - Awarded $54,664.40 for the Technology Fee Project, John C. Hitt Library 5th Floor Quiet Study Space PCs

- **Service:**
  - **National:**
    - Association of Research Libraries SHared Access Research Ecosystem (SHARE) Joint Working Group
  - Coalition for Networked Information
  - **State:**
    - Florida Academic Library Services Cooperative (FALSC) / Florida Virtual Campus Committee Assignments:
      - Local ILS Implementation coordinator for the Next Gen ILS
    - UCF Libraries, Florida Digital Archive, Florida Heritage Project, and ETDs, project manager
  - **University:**
    - Data Storage & Management Group
    - Downtown Campus Planning Group
  - **Libraries:**
    - 21st Century Library Planning Group
    - Digital Collections Interest Group
    - Library Advisory Committee
    - Student Advisory Committee
    - **Central Florida Memory**
      - Operations Committee
      - Digital Services and Server Support
    - Web Working Group, chair
    - Steering Committee, chair
  - **Other:**
    - Hosted:
      - Visit and tour for faculty from University of Cambridge, UK, Knowledge Commons, October 2016
      - Visit and tour for the Bill & Melinda Gates Foundation, Knowledge Commons, October 2016
    - Digital Project Development:
      - Institutional Repository
      - Data Management and Storage

**Davina Hovanec**
**Computer Analyst**

**Information Technology & Digital Initiatives:**

- **Service:**
  - UCF Committee Assignments:
    - Gender Spectrum Support Group, moderator
    - IT&R Social Committee, photographer

**Megan Humphries**
**Sr. LTA**

**Circulation Services**

- **Awards/Kudos:** Recognized for 15 Years Service to the Libraries
- **Service: Libraries: Information Kiosk Organizing**

**Pamela Jaggernauth**
**LTA Supervisor**

**Curriculum Materials Center**

- **Training/Professional Development**
  - Interactive Smartboards: Introduction to Promethean and SmartBoard
  - Sierra Training

- **Attended:**
  - Coalition of Networked Information Spring Meeting, Albuquerque, NM, April 2017
  - Coalition of Networked Information Fall Meeting, Washington, DC, December 2016
  - MCLS Meeting, Conference Call (sitting in for Barry Baker), September 2016
Faculty & Staff Accomplishments (cont’d)

Mike Jimenez
Payroll Manager
(July 1, 2016 – January 13, 2017)
Library Administration
- Successfully transitioned to the newly established IT&R Business Center

Jacqui Johnson
Sr. LTA
Cataloging Services
- Awards/Promotions: 20 Years Service to UCF
- Creative works
  - UCF Hidden Artists Exhibit, August 2016
- Training/Professional Development
  - UCF Library Web Orientation, August 2016
  - Automated External Defibrillator (AED) Training, September 2016
  - Library of Congress Classification webinar, September 2016
  - “Using FAST for Faster Workflows and Discovery,” September 2016
  - “Putting the Link in Data Links,” October 2016
  - “How to Get From Here to BIBFRAME,” November 2016
  - Sierra Cataloging Training, February 2017

Schuyler Kerby
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
- Creative Works: Exhibits, Rosen Library:
  - “On the Road in California’s Wine Country,” co-curator with lead curator Shane Roopnarine, May-August 2017
  - “Keys to Successful LGBT Tourism,” lead curator with Shane Roopnarine, August-October 2016
  - “As Seen on TV,” November – December 2016
  - “New Year, New You,” January-February 2017
  - “Summer Book Vacation,” May-August 2016
- Service: Libraries: Director’s Advisory Group
- Training/Professional Development:
  - Pursuing an MS in Management degree, Human Resources Track, at UCF
  - Sierra training – Circulation 1 & 2

Raynette Kibbee
Sr. Administrative Assistant
Library Administration
- Service: Libraries:
  - Web Working Group: Web Editor for Library Administration
  - Director’s Advisory Group (ex-officio)
  - Prepared retrospective Library, CMC, & Rosen library schedules for induction into STARS
- Training/Professional Development:
  - LibGuides Update, Carrie Moran, John C. Hitt Library, November 2017
  - Adobe Bridge, Lynda.com, self-paced
  - “Gifts & Honoraria,” UCF Training & Development, fall 2016, self-paced, completed

Katie Kirwan
Office Assistant
Acquisitions & Collection Services
- Awards: Library Employee of the Year
- Training/Professional Development:
  - FALSC training on Sierra

Cynthia Kisby
Department Head
Regional Campus Libraries
- Awards/Kudos: Recognized for 20 Years Service to the Libraries
- Creative Works:

Jamie LaMoreaux
LTA Specialist
Acquisitions & Collection Services
- Service:
  - Local:
    - Orlando Curling Team, vice president
    - Library Heart Walk Team, captain
    - Weavers of Orlando, hospitality chair
  - University:
    - Staff Council Representative, chair
      - Charter Committee
      - Election Committee
      - Scholarship Committee
    - UCF Traffic and Parking Committee, co-chair
    - UCF Benefits Committee
  - Libraries:
    - Assisted in circulation head count
    - Evacuation Team, co-chair
    - Mobile Librarian
    - Information Kiosk, Student Orientation
    - Library Diversity committee
    - Annual UCF Libraries Awards, co-chair

Aaron Keyser
Systems Administrator
Information Technology & Digital Initiatives
- Service:
  - University:
    - Classrooms and Labs Standards Committee
    - NET Domain Committee
    - System Center Configuration Manager (SCCM) User Group
    - Systems Administrators Subcommittee
  - Libraries: Evacuation Team
Joel Lavoie  
Library IT Manager  
Information Technology & Digital Initiatives

- **Awards/Kudos:** Recognized for 20 Years Service to the Libraries
- **Service:**
  - University:
    - Digital Signage Committee
      - Digital Signage Governance Subcommittee
    - Information Technology & Resources (IT&R) Coordinating Council
    - IT&R Shared Services Group
    - System Center Configuration Manager Users Group
    - UCF Departmental Security coordinator
    - NET Domain Committee
    - Pay for Print User Group
    - College/Division IT Managers Group
    - UCF Departmental Security coordinator
    - IT Professionals Committee
    - UCF IT Transition Team
    - Labs and Learning
  - Libraries:
    - Technology Advisory Group, chair
    - Web Working Group
    - Central Florida Memory Web Design and Server Support Committee
    - Sierra Encore Duet Systems Working Group

Tatyana Leonova  
Sr. LTA  
Acquisitions & Collection Services

- **Awards/Kudos:** Recognized for 15 Years Service to the Libraries
- **Creative Works:**
  - Exhibits: July – August 2017
    - “200 Years Since Death of Jane Austen,” two big displays
    - “130 Years Since First Publication of Sherlock Holmes stories,” set of five displays
- **Service:** Libraries: Employee of the Year Committee
- **Training/Professional Development:**
  - FALSC training for Sierra

Susan MacDuffee  
Sr. LTA  
Acquisitions & Collection Services

- **Awards/Kudos:** Recognized for 20 Years Service to the Libraries
- **Service:** Libraries:
  - eResources Access Team
  - FLARE Project Team
  - Mobile Librarian, spring 2017
  - UCF “I Believe” Faculty/Staff Campaign
  - Director's Advisory Group
- **Training/Professional Development:**
  - FALSC training on Sierra

Kate Malahina  
LTA Supervisor  
Acquisitions & Collection Services

- **Creative Works:**
  - Presentations: Assisted Dr. Alla Kourova, Associate Professor in Modern Languages with her StarTalk summer program, July 2016; introduced to the students library resources such as Mango Languages and Kanopy videos in Russian languages
- **Service:** Libraries
  - Search Committees:
    - Sr. LTA, chair
    - Acquisitions & Collection Assessment Librarian
  - Office Assistant
- **Training/Professional Development:**
  - FALSC training on Sierra Implementation in February 2017

Edmund McClam  
Sr. LTA  
Circulation Services

- **Training/Professional Development:**
  - AED Training
  - Microsoft Outlook Training

Rebecca Meadows  
Sr. LTA  
Curriculum Materials Center

- **Creative Works:**
  - Presentations:
    - Orlando Museum of Art: Introduction to the Museum and what UCF student can check out
    - Harry Potter Mini Book Brought to Life Event, presented to visiting students from different public and private schools
    - Viral Mini Book Event for Language Arts Education (LAE) Class Instruction for Dr. Yolanda Hood
    - Visit to Creative School for Read in
- **Service:**
  - FERPA Class

Kimberly Montgomery  
Librarian  
Cataloging Services

- **Service:**
  - State: Bibliographic Control and Discovery (BCD) Subcommittee, continuing member; Obtained approval from the Cataloging, Authorities, and Metadata Committee for one new section and two section revisions of the State University Libraries of Florida: Guidelines and Procedures for the Shared Bibliographic Catalog. These
guidelines deal with the appropriate use and protection of institution-specific and proprietary data.

- **Libraries:** Search Committee, Acquisitions and Collections Assessment Librarian

### Training/Professional Development:

- **Webinars, ALCTS:**
  - “Using FAST for Faster Workflows and Discovery,” September 2016
  - From MARC to BIBFRAME
    - “How to Get from Here to BIBFRAME,” November 2016

- **Sierra**
  - Innovative Product Roadmap Quarterly Update - Americas, for Product Plan of Record (PPOR) as of August 2016 (rescheduled), August 2016
  - Cataloging/Authorities Working Group Orientation, viewed recording August 2016
  - Overview of Sierra and Encore Duett for Working Groups, originally presented July 2016; viewed recording January 2017
  - Sierra Cataloging, originally presented July 2016; viewed recording January 2017

- **Libraries**
  - Cataloging. February 2017, all day.
  - Reports. February 2017, all day.

- **Other:** Automated External Defibrillator (AED) training, September 2016

### Attended:

- American Library Association 2016 Annual Meeting
  - Interest Group Meetings:
    - LITA/ALCTS CaMMS Authority Interest Group.
    - Technical Services Workflow Efficiency Interest Group.
    - Linked Library Data Interest Group

### Membership:

- **American Library Association**

**Renee Montgomery**

### Outreach Librarian

#### Teaching & Engagement

- **Awards & Kudos:** 2017 Women’s History Month awardee, “31 Wonderful UCF Women Who Have Helped Chart the Course of UCF’s Past, Present, and Future,” UCF Center for Success of Women Faculty

#### Service:

- **State:**
  - FLA Leadership & Development Committee, 2016-2018
  - External reviewer for promotion application, University of South Florida Librarian seeking promotion from Instructor Librarian to Assistant Librarian

- **University:**
  - Common Reader Committee, 2014 – present
  - Student Accounts Fee Appeal Committee

#### Libraries:

- Search Committee, Regional Librarians (2017)
- Scholarly Communication Advisory Group (2012 – present)

**Carrie Moran**

### User Engagement Librarian

#### Teaching & Engagement

#### Creative Works:

- **Publication:** “Finding the balance in online instruction: Sustainable and personal,” with Rachel Mulvihill, *Journal of Library & Information Services in Distance Learning*, 11(1-2), 13-24

- **Presentations:**
  - “Information Literacy and the Interface,” Georgia International Conference on Information Literacy, Savannah, GA, September 2016
  - “Making the UCF Libraries Part of Your Course,” plenary presentation, with Sarah Norris and Barbara Tierney, UCF IDL Faculty Showcase, Orlando, FL, November 2016
  - “Managing Without the Title: How to talk UX to get buy in from your library,” Designing for Digital Conference, Austin, TX, April 4, 2017.

#### Panel Discussion:

- “Behind the Scenes with Instructional Videos,” with Rachel Mulvihill, Rosalie Flowers, and Karl Mair, Georgia International Conference on Information Literacy, Savannah, GA, September 2016

### Service:

- **National:**
  - ACRL
    - 2017 Innovations Committee, 2013 - , team leader
    - EBSS Social Work Committee
    - IS Communication Committee
    - ULS Communications Committee
    - ULS Executive Committee Member-at-Large
    - WGSS Conference Program Planning Committee

- **University:**
  - UCF Pride Faculty and Staff Association
    - President
  - Alliance Mentoring Program mentor
  - Social Media Managers Group
  - UCF Diversity & Inclusion Working Group
  - UCF Diversity and Inclusion Community Engagement Council
  - UCF Women’s History Month Planning Committee
Faculty & Staff Accomplishments (cont’d)

• Women’s & Gender Studies Program
  • Advisory Board
  • Scholarship Committee
• Libraries:
  • 21st Century Library Communications Committee
  • Illuminations, editor
  • Scholarly Communications Work Group
  • Social Media Administrator for the UCF Libraries
  • Video Advisory Team Leader
  • Web Working Group Steering Committee

Rachel Mulvihill
Department Head

Teaching & Engagement

Creative Works:

• Publications:
  • “Finding the balance in online instruction: Sustainable and personal,” with Carrie Moran, Journal of Library & Information Services in Distance Learning, 11 (1-2), 13-24
  • “LIRT Top Twenty Articles 2016,” with Eveline Houtman (University of Toronto), Steve Brantley (Eastern Illinois University), Laureen Patricia Cantwell (University of Memphis), AnneMarie Smeraldi (Cleveland State University), Diane M. Zabel (PennState, Smeal College of Business), and Paula Johnson (New Mexico State University), Library Instruction Round Table News, 39(4), June 2017


Service:

• National: American Library Association
  • Library Instruction Round Table Top 20 Committee
• University:
  • Common Program Oversight Committee
  • 2017 Knights Write Showcase, Student Poster judge
• Libraries:
  • Scholarly Communication Advisory Group
  • Open Access Week planning group, 2016, 2017

Rebecca “Missy” Murphey
Reference/Instruction Librarian

Research & Information Services

Creative Works:

• Presentation: “You can do it, we can help: The librarian’s new role as course content curators,” with Chemera “CJ” Ivory, Imagine the NEXT!: The 2016 Conference for Entrepreneurial Librarians, Greensboro, NC, October 2016
• Exhibit: Knowledge Commons bookshelf exhibits

Service:

• National: PTRCA (Patent Trademark Resource Center Association), 2015-
• University:
  • Library Advisory Committee, AY 2015-present
  • Social Sciences Advisory Board, 2017-present
• Libraries:
  • Evacuation Team
  • FAC (Faculty Affairs Committee): chair, 2016; ex-officio, 2017
  • Student Accessibility Services, library liaison
  • New Book Display coordinator

Training/Professional Development:

• ANG 5852, GIS Methods in Anthropology
• ANG 5853, Advanced GIS Methods in Anthropology
• Completed “Take your innovation to market—Utilizing Evidence Based Entrepreneurship” I-Corps workshop, Winter Springs, FL: August 2016

Adriana Neese
LTA Supervisor

Circulation Services

Service:

• Libraries:
  • Evacuation Team
  • Circulation Student Orientation

Training/Professional Development:

• AED Training
• UBorrow in Sierra Training
• Microsoft Outlook Training

Sarah Norris
Scholarly Communication Librarian

Research, Education & Engagement

Award: ACRL Conference – People’s Choice Award for Poster Sessions, 2017
Faculty & Staff Accomplishments (cont’d)

Creative Works:
- **Publication:** "Disrupting the Model: Fostering Cultural Change through Academic Partnerships," with Aimee deNoyelles (UCF Center for Distributed Learning), John Raible (UCF Center for Distributed Learning), and Penny Beile (2017). In C. Diaz (Ed.), Affordable course materials: Electronic textbooks and open educational resources, Chicago: ALA Editions, an imprint of the American Library Association
- "Freedom of Information and the Scholarly Endeavor," UCF Faculty Focus Newsletter, Spring 2017
- **Blog Posts:** Featured on the Harriet F. Ginsburg Health Sciences Library Blog, UCF College of Medicine, September 2016
- **Open Access Week:** October 24-30, 2016
- **Copyright Conundrums:** Author Rights
- **Invited Speaker:** "Copyright Considerations for Curating Across the Curriculum," UCF Curating Across the Curriculum workshop, March 2017
- "Copyright Considerations for Open Educational Resources,"[pptx] FCTL Course Innovation Project: Open Educational Resources, February 2017
- **Guest lecturer:** “Scholarly Communication: An Overview,” LIS 5937: Scholarly Communication, University of South Florida – Tampa, September 21, 2016
- **Presentations:**
  - “A Tale of Two Campuses: Open Educational Resources in Florida and California Academic Institutions,” with Julia Hess (University of San Diego), Alejandra Nann (University of San Diego), and John Raible (CDL), Charleston Conference, November 2016
  - **Webinar:** “Developing a Campus-Wide Research Lifecycle: Perspectives from the University of Central Florida Libraries,” with Lee Dotson, Association of Southeastern Research Libraries Scholarly Communication Interest Group, July 2016
  - **Poster Session:** “Poking the bear: Promoting textbook affordability in the face of a restrictive institutional environment,” with Aimee deNoyelles (UCF Center for Distributed Learning), Rich Gause, Penny Beile, and John Raible (UCF Center for Distributed Learning), Association of College & Research Libraries Biennial Conference, Baltimore, MD, March 2017. People’s Choice Award

Service:
- **National:**
  - Humanities, Arts, Science, and Technology Alliance and Collaboratory (HASTAC) 2017
    - Planning Committee
    - Marketing Committee, co-chair
- **State:**
  - Florida Scholarly Communication Interest Group
  - Florida Digital Humanities Consortium, communications Administrator
- **University:**
  - Historical Agricultural News, Grant Advisory Board
  - Planning Committee, THATCamp Florida
- **Libraries:**
  - Director’s Advisory Group
  - Faculty Advisory Group
  - Mentoring Coordinator
  - Illuminations Editorial Board
  - Search Committee: Business Librarian Search
  - Web Working Group

 Peggy Nuhn
Regional Campus Librarian
Sanford/Lake Mary

Creative Works:
- **Presentation:** "Do you know what they don’t know? How students conduct research," with Min Tong, 2016 Georgia International Conference on Information Literacy, Savannah, GA, September 2016
- "Academic or public librarian? Similarities, differences and finding your best fit,” with Tina Buck, UCF MLIS Day, May 19, 2017
- "Classroom faculty and librarians: Communication + collaboration = essential 2 education," with Carissa Baker (Professor of English, Seminole State College), Florida Library Association Annual Conference, May, 2017
- **Publications:** Illuminations, Newsletter for UCF Faculty
  - “Happiness in giving and receiving,” November 2016
  - “An interview with Brian Fisak,” April 2017

Service:
- **State:** Florida Library Association, secretary, May 2015 - May 2017
- **University:** Summer Faculty Showcase, July 2016, coordinator
- **Libraries:** Faculty Affairs Committee, Mentoring Coordinator, 2016; Vice-Chair, 2017
Burak Ogreten  
Senior Archivist  
Special Collections & University Archives  

Creative Works:  
- Exhibits/Events:  
  - Exhibit: “ār-kīv,” provided materials from the Archival Collection of Dr. Henry H. Nehrling, September 2016  
  - “Veterans History Month – Women Veterans” by Prof. Maria Cristina Santana (14 attendees), November 2016  
  - Artist Talk: Bea Nettles, displayed items from special collections at the School of Visual Art & Design Gallery, January 2017  

Service:  
- University: UCF Community Veterans History Project, 2012 -  
- Libraries:  
  - Digital Collections Interest Group, 2013 -  
  - Web Working Group, 2015 -  
  - Technology Advisory Group  
  - Information Kiosk desk, August 2016  
  - Open Access Week 2016 Event, October 2016  
  - UCF Welcome Expo, August 2016  
  - Search Committee: Business Librarian, February-March 2017  
  - Automated Retrieval Center (ARC) Holdings Task Force, April-June 2017  

Training/Professional Development:  
- Webinars:  
  - “Caring for Maps and Architectural Drawings,” March 16, 2017  
  - “Digitizing the Leffingwell Scrapbooks: A Study in Complex and Fragile Materials,” Ohio State University Libraries, April 2017  
  - “Implementing EAD3: Search and Exploration,” Society of American Archivists (SAA), April 2017  

Sierra  
- “New Cataloging System,” Jeanne Piascik, August 2016  
- FALSC and the Sierra Implementation Training Working Group, February 2017  
  - “Encore Duet Training Plan and Activities”  
  - “Sierra – Cataloging”  
  - “Sierra – Report”  
- “Encore Duet Training Plan and Activities,” FALSC and the Sierra Implementation Training Working Group, November 2016  
- Library of Congress Classification (LCC): Introduction, by Bobby Bothmann, Minnesota State University, September 2016  

Attended:  
- USPS Staff Council Meeting, July 2016
• President John C. Hitt’s State of the University Address, September 2016
• General Staff USPS Staff Council Assembly, April 2017
• Joseph C. Andrew BFSA Mentoring Celebration, January 2017
• “25th Anniversary Celebration: A Tribute to UCF President John C. Hitt,” March 2017
• Founders Day Honors Convocation for Jeanne Piascik, Excellence Librarianship Award, April 2017

Lisa Perez
Sr. LTA

Circulation Services

■ Service:
  • Circulation Student Orientation
  • Created Webcourse for Student Assistant Training
  • Service Design Research Group (SDRG)

■ Training/Professional Development:
  • Essentials of Webcourses@UCF
  • LGBTQ+ 101 training
  • Bachelor level education classes in Management & Supervision program at Florida State College at Jacksonville

Jeanne Piascik
Principal Cataloger Librarian

Cataloging Services

■ Awards/Promotions:
  • Excellence in Librarianship Award, 2017
  • Recognized for 20 Years Service to the Libraries

■ Creative Works:
  • Poster Session: “Two Barcodes, Many Headaches,” with Kristine Shrauger, Lindsey Ritzert, Tina Buck, and Ying Zhang. Innovative User Group (IUG) 2017 Conference, National Harbor, Maryland, April 2017

■ Service:
  • National: Association for Library Collections and Technical Services (ALCTS) Cataloging and Metadata Management Section (CaMMS)
    ▪ Subject Analysis Committee (2016-2018)
    ▪ Program Committee, Intern (2016-2017)
  • State:
    ▪ Council of State University Libraries (CSUL)
      ▪ Cataloging, Authorities and Metadata Committee (CAM), 2016, co-chair, 2017
      ▪ Authorities Subcommittee
    ▪ Cataloging/Authorities Working Group for the Sierra and Encore Duet Implementation
    ▪ Training Working Group for the Sierra and Encore Duet Implementation, liaison
  • Sierra Migration Cleanup Clearinghouse, hosted by the Technical Services Standing Committee of the FLVC Members Council on Library Services, volunteer coordinator (2017)

■ Libraries:
  • ARC Holdings Task Force (2017), chair
  • ARC Materials Committee
  • Reference Deselection Task Force
  • Web Working Group, Cataloging Services representative

■ Training/Professional Development: Webinars:
  • Association for Library Collections and Technical Services (ALCTS)
    ▪ “How to Get From Here to BIBFRAME,” November 2016
    ▪ “Embedded URI in MARC: an Essential For Linked Data,” October 2016
    ▪ “Using FAST for Faster Workflows and Discovery,” September 2016
    ▪ “ALCTS Leaders Orientation,” September 2016
  • Overview of Yewno Semantic-Analysis Engine, ASERL, August 2016

■ Memberships:
  • American Library Association (ALA)
  • Association for Library Collections and Technical Services (ALCTS)
    ▪ Cataloging and Metadata Management Section (CMMS)
  • Florida Library Association (FLA)
  • Online Audiovisual Catalogers (OLAC)

■ Attended:
  • American Library Association Midwinter Meeting, January 2017
  • Innovative User Group 2017 Conference, April 2017
  • American Library Association Annual Conference, June 2017

Jeanne Piascik Costume contest, 2017 IT&R Staff Recognition & Social, Star Wars theme.
Faculty & Staff Accomplishments (cont’d)

Joanie Reynolds  
Sr. LTA  
Interlibrary Loan/Document Delivery Services

- **Service:**
  - **Community:** Antiques Roadshow, Volunteer, Orange County Convention Center
  - **University:**
    - 2016 United Way Campaign
    - Day of Caring event at Second Harvest Food Bank
    - 2016 Faculty and Staff Campaign
    - 2016 Greater Orlando Heart Walk, raised money and walked
  - **Libraries:**
    - 2016 Employee of the Year Award Selection Committee, chair
    - 2016 Holiday Party Planning Committee
    - Diversity Team for Diversity Week 2016
- **Training/Professional Development:** CPR – Adult (LIF001) training:

Yvonne Rivera  
Sr. LTA  
Cataloging Services

- **Training/Professional Development:**
  - Library of Congress Classification webinar, September 2016
  - “Using FAST for Faster Workflows and Discovery,” September 2016
  - “How to Get From Here to BIBFRAME,” November 2016

Lindsey Ritzert  
Department Head  
Circulation Services

- **Creative Works:**
  - **Poster Session:** “Two Barcodes, Many Headaches,” with Kristine Shrauger, Jeanne Piascik, Tina Buck, and Ying Zhang. Innovative User Group (IUG) Conference, National Harbor, Maryland, April 2017
- **Service:**
  - **National:** Access Services Conference Planning Committee
  - **State:** Sierra Implementation FALSC Circulation Working Group
  - FALSC Resource Sharing Standing Committee
  - **University:** Commencement, Convocation, and Recognitions Committee
  - University Master Planning Committee
  - **Libraries:**
    - 21st Century Library Project
    - Communications Committee
    - Planning Committee
    - Personal Development Research Award Committee
    - Public Services Group
    - Search Committee: Digital Learning and Engagement Librarian
  - **Summer Knights Reading Challenge**
  - **UCF Libraries Awards Planning Committee**
  - **UCF Sierra Implementation Group**
- **Training/Development:**
  - AED Training
  - Sierra Training

Yvonne Rivera  
Sr. LTA  
Cataloging Services

Shane Roopnarine  
Public Services Librarian  
Universal Orlando Foundation Library at the Rosen College of Hospitality Management

- **Awards/Kudos:** “Excellence in the College of Education and Human Performance Scholarship,” 14th Annual Service-Learning Student Showcase, UCF, April 2017
- **Creative Works:**
  - “One Book One State” program, panel, with Marvin Hobson (expert, Indian River State College), Elana Karshmer (panelist, Saint Leo University), and Renaine Julian (moderator, Florida State University). Florida Library Association Annual Conference, May 2017
  - **Poster session:** “NPS Instructional Designers,” with Ashley Smith (UCF College of Education and Human Performance), 14th Annual Service-Learning Student Showcase, UCF, April 2017
  - **Exhibits at the Rosen Library:**
    - “Keys to Successful LGBT Tourism,” co-curator with lead curator Schuyler Kerby, August-October 2016
    - “On the Road in California’s Wine Country,” lead curator with Schuyler Kerby, May-August 2017
- **Service:**
  - **National:** John Phillip Immroth Memorial Award Committee, Intellectual Freedom Round Table, American Library Association
  - **State:** Florida Library Association
  - “Advocacy Boot Camp” preconference program, co-organizer, Annual Conference, May 2017
  - **University:** Intellectual Freedom Committee, chair
Mary Rubin  
Senior Archivist, University Archives  
Special Collections & University Archives

Creative Works:
- **Presentations:**
  - “Third Time’s The Charm?: The Journey of I&A’s Advocacy Toolkit,” with Wendy Hagenmaier (Georgia Institute of Technology), Research Forum, Society of American Archivists 2016 Annual Conference, August 2016

- **Exhibits:**
  - “Kennedy Space Center: Through the Years of Space Exploration,” with Suphi Ogreten, June 2016 – September 2016
  - “\ar-kiv\” with David Benjamin, Rebecca Hammond, Suphi Ogreten, & Christopher Saclolo, October 2016 – January 2017

Service:
- **National:**
  - Society of American Archivists, 2014 – present
  - Regional Archival Associations Consortium, 2015 – present
    - Advocacy Subcommittee, chair, 2016 – present
  - Steering Committee, 2016 – present
  - American Library Association, 2016 – present

- **State:**
  - Society of Florida Archivists, 2014 – present
    - Director, 2015 – 2017
    - Membership Committee, 2015 – present
    - Audit Committee, chair, 2016 & 2017
  - Florida Library Association, 2015 – present

- **University:**
  - Social Media Managers Group, 2015 – present
  - Pride Faculty & Staff, 2016 – present
  - Records Management Advisory Council, 2017 – present

- **Libraries:**
  - Digital Collections Interest Group, 2014 – present
  - Director’s Advisory Group (DAG), 2014-2016
  - Web Working Group, 2015 – present
  - “Lure at the Library,” Pokémon Go event, event leader, July 2016

- **Training/Professional Development:**
  - **Certificates:**
    - Diversity Certificate Series, Office of Diversity and Inclusion, UCF, July 2016
    - CPR & First Aid Certificates, Environmental Health and Safety, UCF, December 2016

  - **Webinars:**
    - “Archive-It Informational,” July 2016
    - “Sierra/Encore Duet Training Plans and Activities,” November 2016
    - “Caring for Maps & Architectural Drawings,” March 2017
    - “EAD3 Study Group,” April 2017

- **Attended:**
  - Society of Florida Archivists, October 2016
  - Archival Research Talk, UCF Philosophy Department, February 2017
  - Society of Florida Archivists, May 2017
Christopher Saclolo
Book Conservator
Special Collections & University Archives

Creative Works:
- Presentations:
  - Hosted class visits
    - Information about Special Collection resources
    - Artist's books collection
    - Examples of bookbinding structures and corresponding subject matter for each class needs
  - Examples of artist's books to Geneva High School Art Students
- Exhibits: John C. Hitt Library:
  - "UCF Student Book Arts Competition," curated and installed, 5th Floor
  - "äär-kiv," curated and installed with David Benjamin, Mary Rubin, Rebecca Hammond, Suphi Ogreten, 5th Floor
  - "The Art of Collecting: Artwork in UCF Special Collections & University Archives," curated book arts section, 2nd Floor, John C. Hitt Library
- Projects:
  - Conservation on Special Collections & University Archives books/ pamphlets/ ephemera
  - Collection Survey
  - Assisted with controlled “barrier” of the Spanish Antiphonary
  - Created:
    - “Special Collections & University Archives Conservations and Collection Survey”
  - Liaison to UCF Beginning Bookbinding class, Advanced Issues in Contemporary Book Arts, Intermediate Photography, and 2-D Design Fundamentals
  - Social Media (Facebook, Twitter, Instagram, and Tumblr pages) for Book Arts and Typography collection
  - Organized Student Book Arts Competition
    - Maintained STARS Digital Repository for UCF Student Book Arts Competition
    - Uploaded Student Book Arts Gallery 2011-2015 with assistance of Lee Dotson
  - Art Inventory Condition Report:
    - Worked with Kelly Young and Nadeen Kiwan (OPS, Special Collections & University Archives) to establish condition reports for artwork in the collection
    - Co-created artwork condition forms
- Training/Professional Development: Automated External Defibrillators (AED), UCF EHS, September 2016

Jorge Santiago
Sr. LTA
Cataloging Services

Awards/Kudos: Recognized for 15 Years Service to the Libraries

Service: University & Libraries: 2017 “I Believe” Faculty & Staff Campaign

Training/Professional Development:
- Library of Congress Classification webinars, September 2016
- “Using FAST for Faster Workflows and Discovery,” September 2016

Meg Scharf
Associate Director
Communications, Assessment, & Public Relations

Creative Works:
- Publication:
  - “The Role of Student Advisory Boards in Assessment,” with Ameet Doshi (Georgia Tech) and Robert Fox (University of Louisville), Evidence Based Library and Information Practice, Summer 2016; appeared in a special issue, ACRL Students Lead the Library, edited by Martha Kyrillidou, who invited our submission
  - Columns for the UCF Forum, published in UCF Today:
    - Checking Out Things at the Library – Including These Myths, September 2016
    - Do We Need to Use (and Discard) So Many Plastic Bags Each Year?, November 2016
    - My New Goal: Follow Ben Franklin’s Rule to Set Aside 1 Hour a Day to Learn, January 2017
    - With a Little Help From My Friends..., March 2017
- Presentation:
Faculty & Staff Accomplishments (cont’d)


  - **Service**:
    - **National**:
      - ALA LLAMA-MAES Section – LLAMA (Library Leadership, Management & Administration Association) MAES (Measurement, Assessment, and Evaluation Section); MAES Communications Committee.
      - *Journal of Academic Librarianship*, peer reviewer.
    - **State**: Sunshine State Leadership Institute, mentor to Shalu Gillum, public services librarian for UCF’s College of Medicine Library
    - **University**:
      - Graduate Appeals Committee
      - Graduate Policy Committee
      - Faculty Center for Teaching and Learning
        - Advisory Board
      - University Teaching Excellence awards, reviewer
      - Learning spaces discussion group
      - Communications and Marketing Group
      - Campus Social Media Group
      - Mass Email Task Force
      - Collaborative Marketing Task Force
      - Collective Impact Plan, Thematic Team 4: “Creating Community Impact Through Partnerships,” chair, Cultural and Arts Community Engagement Subcommittee
      - Quality Enhancement Plan Advisory Committee
    - **Libraries**:
      - Web Working Group

  - **Attended**:
    - American Library Association Midwinter Conference, Atlanta, GA, January, 2017

**Kristine J. Shrauger**
Department Head
Interlibrary Loan/Document Delivery Services

- **Awards/Kudos**:
  - **DIVerse Families**: Growth in Family Diversity. A Comprehensive Bibliography PK-12: A Continuation, grant, with Yolanda Hood
  - Carnegie Whitney Award Application Cover Sheet, $4,000
  - University of Central Florida Libraries Professional Development and Research Award, with Kristine Shrauger, $2,000
  - *Abuela, Abuelo, can you read me a good night story, por favor?* UCF LIFE Grant, $1,000
  - Book talks: *let’s talk about Diversity and DIVerse Families*, UCF Center for Success of Women Faculty, Spring 2017 Fellow

- **Creative Works**:
  - **Publication**:
  - **Presentation**:
    - “Let’s Talk About Diversity within the Family” with Yolanda Hood
      - 24th Annual National Foster Care Conference, Daytona Beach, Florida, May 2017
      - Center for Success of Women Faculty, hosted by the Curriculum Material Center, April 2017
      - UCF FCTL Summer Conference, May 2017
    - **Poster Session**: “Two Barcodes, Many Headaches,” with Jeanne Piascik, Tina Buck, Lindsey Ritzert, and Ying Zhang, Innovative Users’ Group (IUG) Conference, National Harbor, MD, April 2017

- **Service**:
  - **State**:
    - Technical Services Standing Committee
    - CSUL Resource Sharing Standing Committee, chair
  - **University**:
    - UCF Strategic Planning Committee
Corinne Souto  
Sr. LTA  
Interlibrary Loan/Document Delivery Services

**Service:** Libraries:
- Web Redesign and Policy Task Force
- Web Working Group
- Holiday party

Peter Spyers-Duran  
Serials Coordinator Librarian  
Cataloging Services

**Creative Works:**
- Presentations/Roundtables:
  - ACRL Technical Services Managers in Academic Libraries Interest Group
    - “What Organizational Structure is Optimal for Technical Services Units of Larger Academic Libraries,” ALA Annual Conference, Chicago, June 2017
    - “Evidence Based Acquisition Programs: Are They Really a Viable Alternative to DDA and Traditional Collection Development?,” ALA Midwinter Meeting, Atlanta, January 2017
- Webinars:
  - “Multimedia Storytelling: Breaking Through the Noise Without Breaking Your Budget,” APALA, April 2017
  - “Exploring Data Visualization Approaches to Enhance Student Engagement,” ACRL-Choice, March 2017
  - “Using FAST for Faster Workflows and Discovery,” ALCTS, Sponsored by the Faceted Subject Access Interest Group, September 2016
- Sierra:
  - Report Training, February 2017
  - Preliminary Training, February 2017
- Memberships:
  - American Library Association, 1994 -
    - Association of College & Research Libraries (ACRL), 1998-2008, 2012-
      - Science and Technology Section, 1999-2008, 2012-
    - Association for Library Collections & Technical Services (ALCTS), 2009-2011, 2013-
    - Asian Pacific American Librarian Association (APALA), 2014- (lifetime membership holder)
  - Attended:
    - ALA Midwinter Meeting, Atlanta, January 2017
    - ALA Annual Conference, Chicago, June 2017
  - Training/Professional Development:
    - Workshops:
      - “Faculty-Librarian Collaboration for Doctoral Student Success,” round table, invited speaker, 3rd International Conference on Doctoral Education, Orlando, March 2017
      - “Redefining the function of lesson plans: A study of teacher candidates’ knowledge of lesson plan as genre,” with Cynthia Hutchinson (School of Teaching, Learning, & Leadership), Vicky Zygiouris-Coe (School of Teaching, Learning, & Leadership), Elsie Olan (School of Teaching, Learning, & Leadership), Janet Andreasen, and Taylar Wenzel, and Landon Berry (graduate student, UCF Texts & Technology), Association of Teacher Educators, Orlando, February 2017
  - Service:
    - Regional: SELA (Southeastern Library Association), secretary
    - State: Florida Association of Teacher Educators (FATE), completed an updated contact list of college and university teacher educators for the Board of Directors

Terrie Sypolt  
Librarian  
Research & Information Services

**Awards/Kudos:** Recognized for 15 Years Service to the Libraries

**Creative Works:**
- Presentations:
  - “Multimedia Storytelling: Breaking Through the Noise Without Breaking Your Budget,” APALA, April 2017
  - “Evidence Based Acquisition Programs: Are They Really a Viable Alternative to DDA and Traditional Collection Development?,” ALA Midwinter Meeting, Atlanta, January 2017
  - “Redefining the function of lesson plans: A study of teacher candidates’ knowledge of lesson plan as genre,” with Cynthia Hutchinson (School of Teaching, Learning, & Leadership), Vicky Zygiouris-Coe (School of Teaching, Learning, & Leadership), Elsie Olan (School of Teaching, Learning, & Leadership), Janet Andreasen, and Taylar Wenzel, and Landon Berry (graduate student, UCF Texts & Technology), Association of Teacher Educators, Orlando, February 2017

**Service:**
- Regional: SELA (Southeastern Library Association), secretary
- State: Florida Association of Teacher Educators (FATE), completed an updated contact list of college and university teacher educators for the Board of Directors
Faculty & Staff Accomplishments (cont’d)

- University:
  - University Graduate Curriculum Committee, Libraries representative
  - Graduate Research Forum, judge, April 2017
- Libraries:
  - Reference Deselection Committee with Rich Gause, Jeannine Piasek, Lindsey Ritzert and Richard Harrison
  - Search Committee: Acquisitions Librarian

Susan Terrill
Office Assistant
Library Administration

- Creative Works: Pre-Designed the program for the 2016 June Stillman Scholarship Ceremony
- Service: Libraries:
  - Orchestrated Administration Department participation in Halloween, “Game of Thrones” decorations
  - “Pi Day,” DAG fundraiser, judge
- Training/Professional Development:
  - Automated External Defibrillator (AED) Training for the new AED units installed in the library, Environment Health & Safety, September 2016
  - “Actions to Prevent and Correct Discrimination Webcourse,” UCF Training & Development, completed this online course, March 2017

Patricia Tiberii
Sr. LTA
Interlibrary Loan/Document Delivery Services

- Service: Libraries:
  - Holiday party
  - Evacuation Team
  - Supported and oversaw Student Assistants in the Local Holdings Records (LHR) project

Barbara Tierney
Department Head
Research & Information Services

- Creative Works:
  - Publications:
    - “A tale of two liaison programs: University of Central Florida Libraries and Louisiana State University Libraries partnering for subject librarian excellence,” with Lois J. Kuyper-Rushing (Associate Dean for Public Services, Louisiana State University Libraries), Proceedings of the 2016 Charleston Conference
- “Making the UCF Libraries Part of Your Course,” with Sarah Norris and Carrie Moran, Center for Distributed Learning’s IDL Showcase, November 2016
- Service:
  - University:
    - UCF Faculty Center for Teaching & Learning Advisory Board, Library representative, fall 2014 – Reviewed and scored 25 “Excellence in Teaching Award” submission packages
    - “Transfer Student Orientations,” volunteer, summer 2016
  - Libraries:
    - ACRL Excellence in Academic Libraries Award, coordinator of UCF Libraries 2017 award submission package
    - Serving a three- year assignment (January 2015-December 2017) on the UCF Libraries’ Faculty Advisory Committee (FAC). Served as the monthly meeting planner and coordinator for the Library Faculty meetings.
    - Scholarly Communication
      - Advisory Group
      - Advisory Board
      - “Scholarly Communication Open Access Carnival,” volunteer, October 2016
- Other: UCF Field Coordinator for Josette Kubicki (University of South Florida LIS Intern) during fall semester 2016

Andy Todd
Regional Campus Librarian
Cocoa

- Awards: Received Annual UCF Libraries Award for 10 years of service to the Libraries
Min Tong
Business Librarian
Research & Information Services

Creative Works:
• "How Best To Develop And Sustain Emergency Risk Communication Staff Capacity For Preparedness And Response," with Timothy Sellnow, Ann Neville Miller, Lindsay Neuberger, and Rebecca Freihaut, Executive Summary presented at World Health Organization Guideline Development Group’s preparatory meeting on February 14-15, 2017 at WHO Headquarters in Geneva Switzerland.

Service:
• State:
  - Florida Library Association:
    ▪ Scholarship Committee,
      ▪ Payment Processing Subcommittee Chair
  - Florida Statewide Ask-A-Librarian Service Quality Assurance Workgroup Committee, co-chair, October 2006 –
• Libraries:
  - Promotion Coordinating Committee Chair, July 2016-December 2016
  - Secretary, January 2017-June 2017

Creative Works:
• Presentation: "Do you know what they don’t know? How students conduct research," with Peggy Nuhn, 2016 Georgia International Conference on Information Literacy, Savannah, GA, September 2016

National:
- Chinese American Librarians Association (CALA)
  - Board of Directors, 2014-2017
  - Local Arrangement Committee, co-chair, 2016 Awards Banquet
  - Finance Committee, co-chair, 2016-2017
- "Evidence Synthesis to Support the WHO Guidelines on Emergency Risk Communication: How Best to Develop and Sustain Emergency Risk Communication Staff Capacity for Preparedness and Response," Supporting Research Team member, searched and synthesized the research literature in Chinese for the WHO prepared by the Nicholson School of Communication, UCF
• Libraries: Web Working Group, 2008 –

Dawn Tripp
Sr. LTA
Research & Information Services/Ask A Librarian

Service
• State: AskALibrarian.org Planning Committee
• Libraries:
  - Information Kiosk
  - Mobile Librarian

Training/Professional Development:
• Webinars:
  - Florida Library
    ▪ “Best Online Reference Sites,” July 2016
    ▪ “Art of the Email,” May 2017
    ▪ “Emotional Intelligence and Virtual Reference,” May 2017
    ▪ “Strategies for Responding to Difficult Questions,” June 2017
  - “EBSCO Full Text Finder pt. 1,” EBSCOhost, June 2017
  - “Florida Ask A Librarian Coordinator Training,” Tampa Bay Library Consortium (TBLC), June 2017
• Outlook Calendar, July 2016
• FERPA, September 2016
• Card reader training with SDES/Office of Student Success, September 2016

John Venecek
Librarian
Research & Information Services

Awards/Kudos:
• Wrote a successful tech fee proposal for a package of African American primary source databases, including Black Abolitionist Papers (ProQuest), Black Thought and Culture (Alexander Street), Slavery & Anti-slavery : A Transnational Archive (Gale), and Slavery and the Law (ProQuest)

Creative Works:
• Exhibits: “Citizen Curator of Central Florida” $25K Institute of Museum & Library Services (IMLS) grant that culminated with an exhibit commemorating the Pulse nightclub attack. The main portion of the exhibit was hosted by the UCF Art Gallery with portions on the RICHES website and at the Hitt Library.
• Grant: “Citizen Curator Project,” successful $25,000 Institute of Museum & Library Services Grant, co-principal investigator with Dr. Barry Mauer (English), Dr. Keri Watson (SVAD), and Dr. Connie Lester (History). Grant used to commemorate the first anniversary of the June 12, 2016 Pulse Nightclub attack. The culmination of their work was a June 8 Pulse Nightclub themed exhibit at the UCF Art Gallery, along with several smaller exhibits at the John C. Hitt Library and online
Faculty & Staff Accomplishments (cont’d)

- Presentations: “Curating across the Curriculum,”
  - With Barry Mauer (English) and Keri Watson (SVAD), Spring Faculty Development Institute, May 2017
  - QEP-sponsored series of workshops held throughout the spring 2017. The workshops were attended by ten faculty from departments such as Art, history, biology, psychology, education, and nursing.

**Service:**
- **National:** Peer reviewer, *Alliance of Digital Humanities Organizations* 2016 annual conference.
- **University:**
  - Undergraduate Course Review Committee, fall 2011 – present
  - Undergraduate Research Council, Fall 2008 – present
  - Showcase of Undergraduate Research Excellence (SURE), Humanities judge, Spring 2016
- **Libraries:** Promotion Coordination Committee, vice chair and chair

**Agniemarie Villafane**
*Sr. LTA*

**Acquisitions & Collection Services**

- **Awards/Kudos:** Selected and began an internship for the GOLD Talent Development and Inclusion Program from the Academy of Motion Picture Arts and Sciences in Los Angeles, California. This included work for the Academy Film Archive, as well as gaining industry networking experience through exclusive access to Academy Member screenings, panels with film industry professionals, and educational workshops, June 2017
- **Service:** Libraries:
  - Pokémon Go library event: “Lure at the Library,” July 2016
  - Home Movie Archive Collection, November 2016
  - ARC Holdings Task Force, April 2017 – June 2017
- **Training/Professional Development:**
  - Library of Congress Classification (LCC), ALCTS:
    - “Introduction,” September 2016
  - Automated External Defibrillator (AED) Training, Environmental Health and Safety Office, September 2016
  - “Putting the Link in Linked Data,” October 2016
- **“Awards/Kudos:** Selected and began an internship for the GOLD Talent Development and Inclusion Program from the Academy of Motion Picture Arts and Sciences in Los Angeles, California. This included work for the Academy Film Archive, as well as gaining industry networking experience through exclusive access to Academy Member screenings, panels with film industry professionals, and educational workshops, June 2017
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  - Pokémon Go library event: “Lure at the Library,” July 2016
  - Home Movie Archive Collection, November 2016
  - ARC Holdings Task Force, April 2017 – June 2017
- **Training/Professional Development:**
  - Library of Congress Classification (LCC), ALCTS:
    - “Introduction,” September 2016
  - Automated External Defibrillator (AED) Training, Environmental Health and Safety Office, September 2016
  - “Putting the Link in Linked Data,” October 2016
- **“How to Get from Here to BIBFRAME,”** November 2016
- **Sierra:**
  - “Using Sierra Desktop Application,” December 2016
  - “Sierra/Encore Duet Overview for Working Groups,” February 2017
  - “Implementing EAD3: Search and Exploration – SAA Encoded Archival Standards Section,” EAD3 Study Group Initiative, April 2017
- Completed four courses towards MLIS degree from San José State University:
  - Managing Photographic Archives
  - Characteristics and Curation of New Digital Media
  - Seminar in Archives and Records: EAD
  - Seminar in Contemporary Issues: Metadata
- **Attended:**
  - Archival Research Talk – David Benjamin and Portia Maulitsby, February 2017
  - President Hitt’s 25th Anniversary Celebration, March 2017
  - Ripley’s Believe it or Not presentation by archivist Edward Meyer (and Angela Johnson) for MLIS Day, May 2017

**Christina Wray**
*Digital learning & Engagement Librarian*

**Teaching & Engagement**

- **Creative Works:** Presentation:
  - “Improving IEP Learners’ Literacy Outcomes Through Faculty and Librarian Collaboration,” with Beatrix Burghardt, 2017 TESOL International Convention, Seattle, WA, March 2017
- **Service:** National
  - Edited and published the Spring 2017 Issue of *Interface*, the Association of Specialized and Cooperative Library Agencies newsletter

**Ying Zhang**
*Interim Department Head*

**Acquisitions & Collection Services**

- **Creative Works:**
  - **Publications:**
• Presentations:
  • “Saving Student Money: Hidden Textbooks in eBook Collections,” with Athena Hoeppner, *Electronic Resources & Libraries (ER&L)*, Austin, TX, April 2017
  • “Slimming Down: why not feed your need to weed,” Valerie Boulos (Florida International University), Judy Born (State College of Florida, Manatee-Sarasota), and Alicia Long (State College of Florida, Manatee-Sarasota), Panhandle Library Access Network (PLAN) Mini Conference, Panama City Beach, FL, September 2016
  • Poster Session: “Two Barcodes, Many Headaches,” with Jeanne Piascik, Kristine Shrauger, Lindsey Ritzert, and Tina Buck, Innovative Users’ Group (IUG) Conference, National Harbor, MD, April 2017

• Service:
  • National:
    • Chinese American Librarians Association (CALA), one of the largest ethnic caucuses in the library science profession
      ▪ Board Member at Large
      ▪ Vice President/President Elect

• State:
  • CSUL Collection Advisory Committee (CAC), UCF representative
  • Acquisitions Working Group, one of the nine implementation working groups for the implementation and migration of the library integrated system (ILS) to Sierra, appointed member
  • University: UCF Faculty Senate’s Bookstore Advisory Committee
  • Libraries: Search Committee: Acquisitions & Collection Assessment Librarian
Other Staff Accomplishments

Kerri Bottorff
Adjunct
Information Technology & Digital Initiatives

Creative Works:
- Presentations:
  - Honors in the Major Formatting Workshops, Summer 2016, Fall 2016, Spring 2017
  - Rosen Faculty Scholarship and Creative Works: A How-to Guide, January 2017
  - SelectedWorks Profiles Workshop, presented to McNairs Scholars with Genesys Santana, March 2017
- Project Management:
  - Graduate These and Dissertations
  - Honors in the Major Theses
  - Dick Pope Sr. Institute for Tourism Studies
  - Rosen College Faculty Scholarship and Creative Works
  - Began migration of University Photographs to STARS
  - Conferences/Workshops for Rosen College
  - Women’s Hospitality Leadership Forum
  - 2nd USA-China Tourism Research Summit
  - 4th International Conference on Events (ICE) 2017
- McNair Scholars/RAMP
- Hired a student to begin inputting records into Faculty Bibliography

Larry Cooperman
Adjunct Librarian
Research & Information Services

Creative Works:
- Publication: The Art of Online Teaching (Elsevier), 2017

Lily Flick
Adjunct Scholarly Communication

Projects:
- Continued website update project through usability tests, structural and content redesigns, and collaboration with web development team.
- Investigated journals in which UCF faculty have published and compiled self-archiving information for journals using SHERPA/ROMEO as a part of a several faculty bibliography projects for STARS. Started project to automate this process using macros and other tools through Google Docs.
- Researched and located legally accessible and free sources of online content for two UCF course readings lists for an open educational resource project for a literature course.
- Wrote blog posts for UCF Libraries blog, Scholarly Communication content for subject librarian newsletters, and contributed Scholarly Communication content for Faculty Brochure.
- Collaborated with Digital Initiatives to create and streamline a copyright-checking process for accepting works into STARS.

Linda Sterchele
OPS
Cataloging Services

Training/Professional Development:
- Webinars:
  - LCC Webinar Part I
  - Working Group Update
  - Cataloging 1 Working Group Training
  - Cataloging 2 Working Group Training
- Sierra:
  - Using the Sierra Desktop Application
  - Sierra Encore Duet Implementation Training
  - Introduction to Sierra and Encore Duet Documentation
The Library Advisory Committee is a Reporting Committee of the UCF Faculty Senate.

<table>
<thead>
<tr>
<th>Colleges</th>
<th>Libraries</th>
</tr>
</thead>
</table>
| Buchoff, Rita  
**Education**/Teaching & Learning Principles  
Term: 16/17-18/19 | **Baker**, Barry  
Director of Libraries  
Term: Ex Officio |
| Falen, Thomas  
**Health & Public Affairs/Health Professions**/Physical Therapy  
Term: 15/16-17/18 | **Allen**, Frank  
Associate Director  
Administrative Services  
Term: Ex Officio |
| Han, Kyu Young  
**CREOL**/Optics and Photonics  
Term: 16/17-18/19 | **Bele**, Penny  
Associate Director  
Information Services & Scholarly Communication  
Term: Ex Officio |
| Jentsch, Florian  
**Sciences**/Psychology  
Term: 14/15-16/17 | **Jaskowski**, Selma  
Assistant Director  
Information Technology & Digital Initiatives  
Term: Ex Officio |
| Warfield, Scott  
**Arts & Humanities**/Music  
Term: 14/15-16/17 | **Page**, Mary  
Associate Director  
Collections & Technical Services  
Term: Ex Officio |
| Kim, Yoon Seong  
**Medicine**/Biomedical Sciences  
Term: 14/15-16/17 | **Scharf**, Meg  
Associate Director  
Communications, Assessment & Public Relations  
Term: Ex Officio |
| Milman, Ady  
**Rosen College of Hospitality Management**/Hospitality Management  
Term: 14/15-16/17 | **Faculty Senator** |
| Quelly, Susan  
**Nursing**/Nursing  
Term: 14/15-16/17 | **Murphey**, Missy  
Library Representative  
Term: 15/16-17/18 |
| Bennett, Rebecca (Becky)  
**Business Administration**/Management  
Term: 16/17-18/19 | **Administrators** |
| Vaidyanathan, Raj  
**Engineering & Computer Sciences**/Advanced Materials Processing & Analysis Center (AMPAC)  
Term: 16/17-18/19 | **Hamann**, Kerstin  
Political Science  
Department Chair  
Term: 16/17-18/19 |
| | **Wang**, Alvin  
**College Dean**  
Burnett Honors College  
Term: 16/17 |
| | **Student Representative(s)** |
| | **Ong**, Andre*  
**Undergraduate** Student  
Student Government  
Term: 16/17 |
| | **Graduate** Student  
N/A |
as of June 30, 2017
## UCF Libraries Staff (as of June 30, 2017)

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Department</th>
<th>Hire Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humphries, Megan</td>
<td>Circulation Services</td>
<td>06/01</td>
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<tr>
<td>Deng, Sai</td>
<td>Cataloging Services</td>
<td>08/12</td>
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<tr>
<td>Basco, Ven</td>
<td>Research &amp; Info Services</td>
<td>06/98</td>
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<tr>
<td>Beile, Penny</td>
<td>Research, Education, &amp; Engagement</td>
<td>06/98</td>
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**NOTE:** Date in parentheses is the library date of hire.