UCF Libraries Application for the 2018 ACRL Excellence in Academic Libraries Award

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Application for the 2018 ACRL Excellence in Academic Libraries Award
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An excellent academic library has a great responsibility to further the educational mission and goals of its institution and to help shape and champion the generations of students who pass through its doors. At UCF, we strive to harness qualities such as creativity, innovation, leadership, and relationship-building, to achieve outcomes that further UCF’s five goals.

To succeed in offering the best undergraduate education available in Florida, we have created a Subject Librarian team that supports each academic program at UCF (p11); an Engagement Librarian team that works directly with targeted populations (p12); an instruction team that teaches IL skills to students in all modalities (p17); an “Ask Us” virtual reference team that supports online and off-campus students (p18); a “Value of Libraries” assessment team that connects library services to student success (p14); a “Textbook Affordability” team that champions OERs (p15); a 100% track record of student support in winning Tech Fee awards (p19); and we’re designing a student-centered 21st Century Library renovation (p13).

To succeed in achieving international prominence in key programs of graduate study and research, we have created the position of Graduate Engagement Librarian to advance UCF Graduate programs and organize outstanding graduate workshops and Thesis/Dissertation Forums (p12). In addition, our Subject Librarians create high impact research guides that contribute to UCF’s highly ranked graduate programs (p23).

To provide international focus to our curricula and research programs, we have created an Institutional Repository that provides a high impact platform for extending the reach of UCF curricula and research throughout the world (p25). Our Library teams’ presentations, publications, and service have an impact throughout the world (p26-27, 39-42).

To succeed at becoming more inclusive and diverse, our library teams lead programs year-round that celebrate diversity and promote an inclusive environment (p28). UCF Librarians won ALA’s 2017 Carnegie-Whitney Award for creating the DiVerse Families Bibliography (p29).

To succeed at becoming America’s leading partnership university, UCF Librarians are stationed at six state college campuses as part of the “Direct Connect to UCF” program (p30). Library teams also created a “Research Lifecycle at UCF” model which connects researchers to library and university services (p31) and initiated an “Open Access Champions” faculty program to support OA at UCF (p33). Further, UCF Libraries is a partner in ASERL’s Centers of Excellence Collaborative Federal Depository Program (p32) and leverages its Patent & Trademark resources to support the Central Florida region (p32). UCF Libraries partners with local, state, and national organizations and, in fall 2019, UCF’s brand new Downtown Campus, partnering with several jurisdictions, will open with a new UCF Library (p30).

Letters of Support

Dr. John C. Hitt, President, UCF
Dr. Joel L. Hartman, Vice President & Chief Information Officer, UCF
Dr. Thomas B. Cananagh, Vice Provost, Digital Learning, UCF
Dr. Abraham Pizam, Dean, Rosen College of Hospitality Management, UCF
Dr. Maribeth Ehasz, Vice President, Student Development & Enrollment Services, UCF
Dr. J. Jeffrey Jones, Vice Provost, UCF Connect, UCF
Dr. Martin Dupuis, Interim Dean, The Burnett Honors College, UCF
Dr. Kimberly Schneider, Director, Undergraduate Research & Asst. Dean, Student Engagement, UCF
Dr. Lisa A. Dieker, Pegasus Professor, College of Education & Human Performance, UCF
Dr. Jeffrey Stout, Chair, Educational & Human Sciences, College of Education & Human Performance, UCF
Dr. Edward H. Robinson, Professor, College of Education, UCF
Dr. Jennifer Parham, Director, Graduate Financial Assistance, College of Graduate Studies, UCF
Mary Anne Hodel, Library Director, Orange County Library System
John Burger, Executive Director, Association of Southeastern Research Libraries
Lois Kuyper-Rushing, Associate Dean, Public & Collection Services, LSU
The University of Central Florida (UCF) is a public research university that serves more than 66,000 students, making it one of the largest universities in the nation. UCF is home to 13 colleges that offer over 200 majors. It offers 95 bachelor’s, 86 master’s, and 31 doctoral degree programs, and ranks first among public universities in the nation for the annual number of baccalaureate degrees awarded and for the number of overall degrees conferred.

The main UCF campus is located 13 miles east of downtown Orlando, adjacent to one of the top research parks in the nation. In addition, UCF has 11 regional campuses located throughout Central Florida. It also has a Health Sciences Campus that is home to the UCF College of Medicine and by 2020 there will be a UCF teaching hospital next door to the College of Medicine.

UCF also is building a Downtown Orlando campus which will open in Fall 2019, and will serve approximately 7,700 students, and offer degrees in digital media and communication, health information technology and administration, social work, and legal studies.

Research

On September 22, 2016, UCF was designated an “Emerging Preeminent Research University” by the Florida Board of Governors.

The Carnegie Foundation has designated UCF as a “highest research activity” institution, which is the foundation’s top ranking.

UCF professors conduct research of global significance in areas that include computer science, alternative fuels, early cancer detection, stem-cell technology, and planetary sciences.

UCF REStores is an innovative clinical research center dedicated to the study of all facets of anxiety, trauma, and post-traumatic stress disorder and is committed to helping active military personnel, veterans, and first responders. UCF’s “Limbitless Solutions” is a group of UCF engineering students that makes and provides bionic limbs to children at no cost to their families.

Academics

For the third year in a row, the average GPA of incoming freshmen at UCF was 4.05.

In fall 2017, the average SAT score for UCF’s freshman class was 1318, compared to a national average of 1060.

UCF ranked 11th among U.S. public universities for new National Merit Scholars enrolled in 2016-17.

UCF’s six-year graduation rate is 70 percent (National Public Average 59%). The retention rate (first-time, first-year undergraduate students who continue at UCF the next year) is 90%.

UCF Communications & Marketing, (October 6, 2017) UCF talking points. [Electronic news bulletin]
Twenty-two UCF programs were ranked among the top 100 in their fields by *U.S. News & World Report* in its *Best Graduate Schools 2018 Guidebook*, including all seven eligible programs in the College of Engineering and Computer Science. Of particular note is the counselor education program, ranked No. 7 nationally. Other UCF rankings were for the atomic, molecular and optical sciences programs (No. 14), nonprofit management (No. 17), healthcare management (No. 38), and industrial engineering (No. 38).

UCF was listed as the 25th most innovative university in the U.S. out of nearly 1,400 universities and colleges in the nation (*U.S. News & World Report’s Best Colleges 2018 Guidebook*).

UCF ranked No. 21 in the nation among public universities and No. 41 in the world for the number of U.S. patents it secured in 2015, according to the *National Academy of Inventors*.

The Rosen College of Hospitality & Tourism Management is ranked the No. 2 hospitality school in the world by the *CEOWorld Magazine* (Sept. 2017).

In 2017 and 2016, *U.S. News & World Report* recognized UCF’s College of Business Administration as one of the “Best Business Programs” in the country.

In 2017, the *Princeton Review* and *PC Gamer* magazine ranked UCF’s Florida Interactive Entertainment Academy graduate game design program No. 2 among 150 institutions in the U.S., Canada and abroad.

The UCF student computer programming team ranked No. 1 in the U.S. and No. 13 in the world at the World Association of Computing Machinery’s Intercollegiate Programming Contest.

In 2016, UCF was named a National Center of Academic Excellence in Cyber Defense Education by the National Security Agency and Department of Homeland Security.

*U.S. News & World Report* named UCF the No. 1 university in the U.S. in attracting transfer students.

UCF ranks No. 11 among national public universities for the number of National Merit Scholars enrolled.

UCF Communications + Marketing. (October 6, 2017). UCF talking points. [Electronic news bulletin]
UCF Mission

The University of Central Florida is a public multi-campus, metropolitan research university that stands for opportunity. The university anchors the Central Florida city-state in meeting its economic, cultural, intellectual, environmental, and societal needs by providing high-quality, broad-based education and experience-based learning; pioneering scholarship and impactful research; enriched student development and leadership growth; and highly relevant continuing education and public service initiatives that address pressing local, state, national, and international issues in support of the global community.

President John C. Hitt’s Five Goals For UCF

President Hitt established five key goals in 1992 that redefined the university’s course for the future, and those goals remain UCF’s roadmap to achievement. The five goals are:

1. Offer the best undergraduate education available in Florida
2. Achieve international prominence in key programs of graduate study and research
3. Provide international focus to our curricula and research programs
4. Become more inclusive and diverse
5. Be America’s leading partnership university

“I am convinced that if UCF achieves these goals, it will be America’s leading metropolitan university, and, even more importantly, we will be a vital force in Central Florida’s development as the nation’s most dynamic, vibrant regional economy.”

- President John C. Hitt, Inaugural Address, November 19, 1992
The University of Central Florida Libraries stands at the center of a vibrant, growing university community, located in Orlando, Florida. In 1968, when the University opened its doors, the Library supported an exciting new idea: that a great university would grow in Central Florida. Today, the UCF Libraries remains integral to the university’s success in creating a culture of access, inclusion and achievement, transforming the lives of students, faculty and community by providing excellent services and the best resources.

UCF Libraries includes the John C. Hitt Library on the main (Orlando) campus, the Curriculum Materials Center located in the College of Education and Human Performance, the Universal Orlando Foundation Library at the Rosen College of Hospitality Management, the Harriet F. Ginsburg Health Sciences Library at the College of Medicine, Lake Nona, and UCF Connect Libraries on campuses at Altamonte Springs, Cocoa, Daytona Beach, Leesburg, Ocala, Palm Bay, Sanford/Lake Mary, South Lake, Valencia Osceola, and Valencia West.

The Libraries supports teaching through strong partnerships with faculty, providing primary source material and archival material as well as current electronic resources. It supports student success by providing access to technology, by creating learning opportunities that support information literacy and critical thinking, and by giving students many choices for personalized and online assistance.

UCF Libraries’ collections include over 1.6 million print volumes, 3 million microforms, 300,000 government documents, and 59,000 media titles. In addition, the Libraries makes available over 68,000 ejournals either purchased, subscribed or open access. The Libraries also serves as a Federal Depository Library Program member and a Florida Public Documents Depository Program, as well as a member of the U.S. Patent and Trademark Centers. Special collections of note include the West Indies and Caribbean Collection, botany collections including the Michael A. Spencer collection, and the Book Arts collection. The university archives hold publications and records of UCF dating back to its founding as Florida Technological University in 1963.

UCF Libraries partners with all 40 public college and university libraries statewide in the Florida Academic Library Services Cooperative, a part of the Florida Virtual Campus, sharing a catalog and a statewide collection of online journals and e-resources.

The John C. Hitt Library, on the Orlando campus, is undergoing a transformation. UCF’s 21st Century Library is now being created to continue to match the University’s boundless growth and research aspirations, supporting the contributions of students and faculty to the intellectual and cultural life of Central Florida, and beyond. Seating for 3,264, a digital commons, an area for graduate student study and research, and an expanded special collections and exhibits area will be added. Also, an Automated Retrieval Center is currently under construction.

New facilities, as well as innovative services and resources, will continue to impact the shared aspirations of Central Florida’s students, scholars, faculty, and researchers, supporting the University’s goal of advancing people’s lives economically and socially for generations.
UCF LIBRARIES FACTS 2016 - 2017

PATRON COUNT
During 2016 - 2017, 1,460,926 people visited the UCF Libraries

LIBRARY EMPLOYEES
Librarians: 45
Full Time Staff: 70
Student Workers: 95

TEACHING
582 face-to-face instruction sessions for 14,187 students
72,145 students assisted by Library instructional efforts

BOOKS, BOOKS, BOOKS
Circulated UCF Materials 316,952
InterLibrary Loans Exchanged 34,307

PATRONS ASSISTED
Face-to-Face and Virtual Reference 31,206
LibTech Desk 85,003

UCF LIBRARY ONLINE
Library website had 2,174,567 hits
Get to know us better

Mission Statement
By providing information resources and services, facilities and technology, the University of Central Florida Libraries supports learning and teaching, research, creation of knowledge, intellectual growth, and enrichment of the academic experience.

Vision Statement
The University of Central Florida Libraries, a center for discovery and intellectual enlightenment, offers outstanding resources and services in support of a large metropolitan research university. The Libraries partners with academic, professional, and local communities in sharing and developing resources, and fostering life-long learning and information skills.
A tale told too often in libraries starts with, “the number of faculty and students at my institution dramatically increased while the number of librarians decreased.” As the following chart illustrates, UCF librarians likewise saw the number of librarian positions erode over time. From 2005 to 2015, student enrollments and faculty hires grew by over 50%, while the number of librarians who support this population actually declined.

<table>
<thead>
<tr>
<th></th>
<th>2005</th>
<th>2015</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>UG enrollments</td>
<td>35,385</td>
<td>52,121</td>
<td>+50%</td>
</tr>
<tr>
<td>Graduate enrollments</td>
<td>7,452</td>
<td>7,700</td>
<td>+3%</td>
</tr>
<tr>
<td>Faculty</td>
<td>1,186</td>
<td>1,961</td>
<td>+65%</td>
</tr>
<tr>
<td>UG programs</td>
<td>86</td>
<td>92</td>
<td>+7%</td>
</tr>
<tr>
<td>Graduate programs</td>
<td>169</td>
<td>194</td>
<td>+15%</td>
</tr>
<tr>
<td>Librarians</td>
<td>39</td>
<td>38</td>
<td>-2.5%</td>
</tr>
</tbody>
</table>

Growth of student enrollments, faculty, and programs, compared to librarians

Complementing the growth in student enrollments, faculty hires, and degreed programs offered was the increasing emphasis placed on online education and adoption of the previous Quality Enhancement Plan, Information Fluency. It was in this environment that the library responded by offering more options for online reference and instruction. Librarians started creating instructional videos, online tutorials, information literacy modules, an online library course that resides in the Learning Management System, and research guides, along with virtual reference options that include phone, chat, IM, email, and texting.

Over the corresponding ten year period, online reference and instruction statistics grew while in-person usage statistics remained relatively stable. What this told us was that while substantial growth in online service options is seen, we cannot let go of our “high touch,” legacy services. Note that the online statistics in the following chart only reflect Ask A Librarian virtual reference services, IL modules, and the Canvas course; it does not include videos, research guides, and other online instruction.

The challenge of the public services division of the library over the past decade has been how to creatively scale services while retaining quality... all while implementing new services and continuing to offer legacy ones. To meet this burgeoning need, the division consciously realigned public services and outreach goals to the President’s Five Goals and institutional priorities. Projects undertaken to further these goals include the Value of Libraries study, textbook affordability efforts, enhanced collaboration with pertinent campus units, and marketing of library services and resources. The Value of Libraries study and textbook affordability are addressed later; the remainder of this section describes how the library moved away from a reactive “walk up to the service desk” model to proactively supporting institutional priorities with a comparatively small staff.

Several years ago the Research and Information Services department implemented a Subject Librarian model, where librarians were assigned to academic programs and colleges. The Subject Librarians liaise with faculty, provide outreach and services to students, select materials to support teaching and research, and contribute information for new program reports and program reviews. This endeavor proved quite successful, and an Engagement Librarian component was quickly added. The Engagement Librarians work with relevant campus units to provide programming and outreach to high profile student groups, including first year students, transfer students, graduate students, undergraduate Honors and research students, and international students. The following example illustrates how the Engagement Librarian model works.
The institution relies heavily on state-allocated performance-based funding and metrics include GPA, persistence, and time to graduate, among others. This environment has led to close scrutiny of the efficacy of academic support and several high-level initiatives have been implemented to support student academic success. One of these initiatives is the John N. Gardner Institute’s Foundations of Excellence program, which is designed to increase success and retention of transfer students. As transfer students comprise more than 50% of the institution's enrollments and local studies indicated that transfer students do not use the library as often as those who begin their studies here, a percent of a librarian position was dedicated to work closely with transfer students and the campus units that support them. The Transfer Student Engagement Librarian has increased library programming designed to attract transfer students to the library and worked collaboratively with Transfer and Transition Services to help inform transfer students about library services.

Expanding on these campus partnerships, librarians have worked with Student Development and Enrollment Services on an initiative designed to pull together into one place all student support services. Librarians continue to collaborate with other campus units to include library information on their web portals and/or to alert other student support service providers about the library for informed referral. This proactive campus outreach builds upon an earlier success, which was partnering with the University Writing Center and Student Academic Resource Center through library-provided meeting space, distributing information about library services and resources to various units, and providing tours of the library. The library also has worked closely with Student Accessibility Services on a variety of projects, including access to information, video compliance, open textbooks, and accessible physical space.

In addition to responding to increasing student enrollments and delivery modalities, academic libraries are offering more specialized services, many of them tailored to supporting faculty research. One such service is Scholarly Communication, and the library recently repurposed an existing vacancy to hire a librarian in this area. The Scholarly Communication librarian further supports the Subject and Engagement Librarians by leading professional development opportunities and being “on call” when questions arise. The position also works directly with faculty and instructional designers from the Center for Distributed Learning, by assisting them with copyright questions related to course materials, publishing and author agreements, and compliance with research funding mandates.

A final addition to the model is the graphic design specialist, a position that was re-purposed from a staff vacancy. Surveys conducted by the library in the past have shown that many students (not just transfers) and faculty are not aware of the wealth of services and resources offered by the library. As such, the graphic designer has been instrumental in the creation of several brochures designed to promote library services and resources. One brochure is targeted to the general student population and is distributed at orientations and student events. An Education-specific brochure illustrates all of the ways the library supports the College and was used in a meeting with the new dean and also disseminated to all Education faculty. A third brochure was developed for faculty and has been sent to individual faculty by the Subject Librarians. We firmly believe in sharing our successes with university administration, faculty, and campus partners and the graphic designer ensures that our communications are professional looking and communicate our value in a very user-friendly way.

Ultimately, we have scaled services in an effort to reach a growing body of students, many of them online, shifted some services to adjuncts, and parsed existing positions to provide new services while still maintaining traditional ones. The new model has allowed the library to form relationships and partnerships with other campus units which will further broaden the support we can provide students.
UCF’s Subject Librarians work smart to support student success...Every subject, program, and course has its own Subject Librarian
By Barbara Tierney, Head, Research and Information Services

Twenty librarians, across seven campuses, cover 65 subject areas.

In 2013 UCF Libraries implemented a Subject Librarian model with the ambitious goal of every faculty member and every student having a “one stop” librarian to support all library-related facets of their teaching, learning, and research activities. The Subject Librarian serves as the liaison to the academic department and is the conduit to library collections, instruction, and research support services.

It is not unusual for main campus subject librarians to support over 3,000 FTE student enrollments (and one has over 5,000 FTE), not including faculty. Although the number of FTE student enrollments is high and the number of faculty ever increasing, this initiative has been extremely successful in maximizing the delivery of library services and resources to its constituents. Subject Librarian visibility and accessibility to UCF constituencies is a top priority.

Selected thank you notes to Subject Librarians:

“We greatly appreciate how the library supports our many endeavors. Education Librarian Terrie Sypolt is beloved by our faculty and students, and every new library colleague she has introduced us to has been helpful and knowledgeable.” (Dr. Joyce Nutta, Professor, College of Education, May 2015)

“Education Librarian Terrie Sypolt exceeded my expectations in the amount of research she was able to help me find pertaining to my Honors in the Major thesis proposal. I felt overwhelmed and she was able to find the EXACT type of articles I was looking for. The process now seems much easier.” (Honors in the Major student, June 2015)

“Social Sciences Librarian Corinne Bishop was wonderful! I feel much more prepared for my research study and found some really good sources to start with...and I learned about tools such as RefWorks that I didn’t know about. I just wish I had known about this service earlier than my last semester! Such a big help!” (Undergraduate Student, Interdisciplinary Studies, April 4, 2016).

“Engineering Librarian Ven Basco explained how to access the databases that UCF has access to. I used to just use the main search function on the UCF library homepage, but looking through specific databases has allowed me to limit my searches more effectively. The “guide” that Mr. Basco made for our class specifically was very helpful. It, included multiple databases, books, and articles that were relevant to our topic.” (Undergraduate Industrial Engineering Student, March 5, 2017)
UCF’s Engagement Librarians work directly with specific targeted populations…First time in college students, Transfer students, Online students, Global/international students, Undergraduate research and Honors students…to support their success

By Rachel Mulvihill, Head, Teaching and Engagement

In addition to the Subject Librarians, who are responsible for outreach deep into each discipline and department, the UCF Libraries has allocated percentages of librarians’ time for engagement with specific populations. The team of Engagement Librarians serve as liaisons to the campus units and departments who work directly with each targeted population, and are the “face” of library services for those groups. Targeted populations include: graduate students, undergraduate research and honors students, first time in college students, transfer students, online students, and global/international students. Engagement Librarians organize and attend events such as orientations, workshops, welcome events, and research academies. They may serve as a students’ first introduction to the library, and Engagement Librarians often refer students to their Subject Librarian for in-depth research assistance.

- The graduate student Engagement Librarian works closely with UCF’s College of Graduate Studies and Graduate Student Center. In collaboration, the Libraries and the College of Graduate Studies host a series of graduate workshops on scholarly communication topics, and graduate thesis and dissertation workshops.

- The undergraduate research and honors student Engagement Librarian is the liaison to both the Burnett Honors College and the Office of Undergraduate Research. Each summer, the Libraries hosts approximately 100 undergraduate researchers as part of their Summer Research Academy. They learn about following and entering the scholarly conversations in their disciplines. The Engagement Librarian also organizes workshops for honors students and provides every Subject Librarian with a list of honors students in their subject areas each semester.

- The first time in college (FTIC) Engagement Librarians work as a team to reach incoming freshmen as they adjust to life as college students. Orientations are coordinated by the FTIC Librarians, and they participate in planning the Fall Welcome Event which is open to all but aimed at first year students. Serving as liaisons to the First Year Experience office, these librarians also host library workshops aimed at undergraduate students.

- The transfer student Engagement Librarian works with the office of Transfer & Transition Services. A survey was recently conducted to determine how transfer students use the libraries, and how they prefer to hear about campus activities and events. While over half of our undergraduates are transfer students, the Value of Academic Libraries data has shown that they use library services less frequently than students who start at UCF. It is the goal of the transfer Engagement Librarian to promote awareness of library services and resources among this population.

- The online Engagement Librarian connects with students taking web-based or other distributed learning courses. As the libraries’ liaison with the Center for Distributed Learning, the online librarian creates content for the faculty development course that prepares professors to teach online.

- The global Engagement Librarian gives special attention to the needs of international students. With the strategic growth of Global UCF, the University is recruiting talented students from around the world, and the global Engagement Librarian assists with providing library tours, attending welcome events, and designing workshops tailored to international students.
Designing a 21st Century Library focused on student needs
By Meg Scharf, Associate Director, Communications, Assessment, & Public Relations

Student needs are at the center of the new 21st Century Library design, which promotes collaborative scholarship and individual research and creativity, supported by technology, collections, and services. Phase 1 of the 21st Century Library Project for the John C. Hitt Library is underway.

The first phase in the 21st Century Library project includes the construction of an Automated Retrieval Center (ARC) for library materials, conversion of the fifth floor to a new quiet study area, more electrical outlets, fire and safety improvements including renovated stairwells and sprinklers throughout the building, accessible restrooms, and upgraded elevators.

What is included in future phases of the project?

- A new main entrance, on the Student Union side of the building
- 3,000 seats in varied types for individual and group study
- Reading room atop the Automated Retrieval Center
- Digital commons
- An area for graduate students with space for individual and collaborative study, research, and writing
- Expanded special collections and exhibits area
- Open-access stacks with the capacity for 270,000 volumes

Automated Retrieval Center (ARC) will allow more room for student seating and programming

An exciting element in the first phase of the 21st-century library plan is construction of an Automated Retrieval Center, or ARC.

Construction of the four-story ARC building is taking place on the north (Student Union) side of the library building. The ARC will contain 1.25 million volumes of the library’s print collection, placed in bins three stories high, for retrieval by robotic cranes. Books can be requested with the click of a button on the computer screen. Each volume will be available for pickup at Circulation within minutes.

- Eventual capacity: 1.25 million print volumes
- 5 robotic arms will retrieve bins containing approximately 100 books
- 6,942 bins are in the first phase of implementation
- Bins will be stacked 36 high in specially made steel racks
- ARC completion is expected in early 2018
- Transferring books into the ARC will free up space for up to 1,600 additional user seats
- The building connecting the ARC to the existing building will be completed in 2019

Many libraries worldwide, including over twenty in the United States, have installed retrieval centers, including University of Chicago, North Carolina State University, University of Missouri Kansas City, and Georgia Southern University. Dematic Inc., the company which will install UCF’s Automated Retrieval Center, has created an animated video showing the operation of an ARC.
Creating a “Value of Libraries” assessment that connects student success to library services
by Dr. Penny Beile, Associate Director, Research, Education, and Engagement

A number of student success initiatives collect and analyze student data to predict academic success, yet rarely are library services considered as an engagement or interaction point. In fall 2014, librarians at the John C. Hitt Library undertook a large-scale study to connect usage data to student academic and demographic information to investigate whether use of library services correlates to academic success.

Data points were comprised of five library services at the John C. Hitt Library: face to face library instruction, online library instruction (Information Literacy modules or a library course that resides in Canvas), study room use, and in-depth research consultations. An analyst from the University’s Institutional Knowledge Management unit pulled demographic and academic information for library users. To strengthen any claims of library impact, information also was collected for non-users enrolled in the same courses.

At the end of 2015, with four semesters of student interactions, we found that 25,336 unique students (~40% of students) used one or more library services 66,860 times, for an average of 2.64 interactions per student user. Analysis further revealed that library users enjoyed an average end-of-semester GPA of 3.20 (N=273,137, SD=0.95) compared to library non-users, who averaged 3.05 (N=376,713, SD=1.05). Note that the unit of analysis moved from individual student to course grades over four semesters, hence the large N.

We also saw a trend in distribution of grades, with 48.18% of library users receiving A grades compared to 42.61% of library non-users, and non-users receiving more B, C, D, and F grades.

Due to the variety of course types offered at UCF (~38% of student credit hours are online courses), scores were further analyzed by course modality - face to face, mixed mode, or wholly online - and the same trend was found; students who used one or more library services were more likely to receive A grades than those who did not. Essentially, we found that library services support online/distance students equally as well as those who use services in person.

When looking at the results it’s possible to conclude that successful students are more likely to be engaged and knowledgeable of academic support available on campus. However, it’s exciting to see evidence of the library’s role in supporting student success and there is opportunity to ‘push’ students to the library at various points in their academic careers. To that end we have disseminated results of the study to the teaching faculty, campus administrators, and campus support partners. Specifically, we have met with a number of Vice-Provosts, including IKM and Strategic Initiatives, to discuss how the library supports student success and implications for performance-based state funding; Student Development and Enrollment Services, to identify areas of overlap in student academic support and further extend existing collaborations; Center for Distributed Learning, to advocate for a greater librarian presence on the online learning web portal; and Teaching and Learning, which earned us a place on the campus GEP redesign. Perhaps most notable was the President’s reporting of the results to the Board of Governors when advocating for increased library funding. We have demonstrated that library services play an integral role in the student academic success picture, in turn helping to reposition the library from a support role to a full academic partner.
Laws at both the federal and state level recently have been enacted to promote more affordable course materials. At the national level, Section 133 of the Higher Education Opportunity Act of 2008 contains language to ensure that “students have access to affordable course materials by decreasing costs to students and enhancing transparency and disclosure with respect to the selection, purchase, sale, and use of course materials.” In 2008, Florida passed statute 1004.085: Textbook Affordability in response to the Board of Governors charge for each institution to establish “textbook adoption procedures to minimize the cost of textbooks for students while maintaining the quality of education and academic freedom.” A recent update to this statute went into effect July 1, 2016, and included such changes as institutional reports on textbook affordability measures undertaken by each state public institution.

However, at the time, there were no institution-level initiatives or dedicated personnel to directly address these legislative mandates. In response, several librarians and instructional designers formed a unique partnership to facilitate the adoption of affordable course materials. This working group, comprised of three librarians and two instructional designers, is complemented by other librarians and instructional designers who join on an “as-warranted” basis to support program faculty in transitioning to free, library-sourced, or low cost alternatives to traditional textbooks. To our knowledge no other institution has organically grown a cross-unit collaboration like this one, which has proven to provide the leadership needed to enact campus-level change.

To date the working group has pursued three models. The first consists of running the textbook list against library holdings and swapping out course materials on a one to one basis. From the perspective of the faculty member this has been very easy to accomplish, but entailed considerable effort on the part of the working group and library acquisitions department. The course text booklist was run against library holdings last fall and we identified over 100 ebooks assigned to classes that were held by the library. If each of the 74 faculty on the list adopted the library-sourced text for their 108 sections taught, students could save up to $800,000 (based on enrollment and the cost of a new text). The second model is using existing OER, such as an OpenStax text, to swap for a traditional text. American History faculty have been the most excited about this option, and they worked closely with instructional designers who reordered chapters and embedded the readings into the Learning Management System. Students have so far realized ~$40,000 in savings. The third option consists of creating an open text. This was a very time consuming endeavor that required locating acceptable readings, reviewing copyright and requesting permissions when necessary, having faculty write portions of the text, and formatting and integrating readings into the LMS. Students have saved ~$15,000 with this approach. We are in the very early stages of our textbook affordability initiative and expect to see the number of adoptions and amount of savings increase dramatically over time.

These efforts have not gone unnoticed at the institutional level. The working group was invited to provide input into the new bookstore contract ITN and one of the working group members is sitting on the University review committee. Presentations to faculty and interest from the faculty development office have led to an invitation to sit on the GEP redesign. Further, national research indicates that students who have access to OER tend to stay in class longer, achieve better grades, and take additional credits, thus reducing their time to graduate. Working group members met with the University’s Institutional Knowledge Management unit to propose implementing a student success study, which will complement a study led by instructional designers. Textbook affordability has been put forward as an institutional effectiveness metric and is a University strategic plan goal. Finally, the working group has called several meetings with all pertinent stakeholders and continues to lead efforts to elevate textbook affordability as an institutional priority.
Transfer Student success initiatives…..

UCF Librarians participate in the national “Foundations of Excellence Transfer Initiative” to improve the transfer student experience

By Rachel Mulvihill, Head, Teaching and Engagement

U.S. News and World Report ranked UCF first among the “10 Colleges That Attract the Most Transfer Students.” With a total of over 27,000 undergraduate transfer students in Fall 2014, this is a population that outnumbers first time in college students at UCF. The University recognized the need to engage this group of students, and in 2014 launched the Foundations of Excellence Transfer Initiative to study and improve the transfer student experience on campus.

Several librarians were part of the Dimension committees established in the first year of the FoE Initiative, specifically the All Students, Learning, Transitions, and Faculty dimensions. The first year was essentially a self-study, with a list of recommendations that arose out of the Dimension committee reports. The second year of the initiative is intended for implementing recommendations and establishing a campus culture of support for transfer student success.

In response to this campus initiative, the UCF Libraries established a transfer student Engagement Librarian, and renewed efforts to support students’ successful transition to UCF. The transfer student Engagement Librarian works with the office of Transfer and Transition Services (TTS) to reach students via events and workshops. A survey was recently distributed to transfer students with the aim of improving our outreach and communication efforts. Regional campus librarians, who work with many state college students before and during their transition to UCF, developed a library awareness quiz that is embedded in the transfer student orientation pathway. Librarians also attend the in-person transfer student orientations and host a table welcoming transfer students and their families.
The UCF Libraries offers information literacy and library instruction to all students, regardless of status or modality. Face-to-face instruction is provided in the Libraries’ hands-on classrooms or in the regular classroom. In 2016-2017, 14,187 students in 582 classes had an instruction session with a librarian.

In addition to face-to-face instruction, the Libraries uses videos, learning modules, and Embedded Librarians to reach students online. A set of instructional and promotional videos hosted on Vimeo had almost 10,000 plays in 2016. The total time watched for the entire video collection in 2016-17 was 112 days, 8 hours, 17 minutes, with users watching an average of 2 minutes and 30 seconds of each video.

The Information Literacy Modules are another highly used means of providing instruction to students in face-to-face, mixed-mode, and online classes. The set of 13 modules was used by 13,105 unique students in the 2016-2017 academic year. Developed locally in response to the University’s 2006 Quality Enhancement Plan (QEP) on “Information Fluency,” the modules are one of the most visible and enduring projects to emerge from the QEP.

Created specifically for ENC1102 (Composition II) and SLS1501 (Strategies for Success), “Introduction to Library Research Strategies” is a webcourse hosted in the campus learning management system, Canvas. Developed in conjunction with the Center for Distributed Learning and the Department of Writing & Rhetoric, the course was completed by 3,325 students in 2016-2017. It features several instructional videos, including one that focuses on a former ENC1102 student and how she used library resources to successfully complete her class assignments.

Each year a number of fully online classes benefit from the services of an “Embedded Librarian” who is a part of the webcourse and available to answer student questions. The Embedded Librarian may also provide content and graded assignments.

Feedback after an Honors in the Major orientation session Spring 2017:

“I had a couple students come in afterwards and say they were not aware prior to the workshop of all the resources available to them through the library.”

Vanessa McRae, Director of Research and Civic Engagement, Burnett Honors College
Roving Mobile Librarians supports students at point-of-need throughout the library
By Barbara Tierney, Head, Research and Information Services

The Research and Information Services Department initiated a Mobile Librarian service in 2012 which is staffed by volunteers from all over the John C. Hitt Library. The Mobile Librarian walks the three floors which do not have a public service desk with an i-Pad to provide directional and research assistance to patrons Monday through Thursday afternoons during the spring and fall semesters. This is a point-of-need service designed to assist students in the stacks or in their individual study areas.

During the 2016-17 academic year, over 200 patrons were served by the Mobile Librarian service.

Writing and tutoring support services are available in the Library
By Barbara Tierney, Head, Research and Information Services

UCF Libraries provides a study room and consultation station for the University Writing Center and the Student Academic Resources Center to offer peer writing and tutoring consultations in the John C. Hitt Library with both day and evening hours. The partnership between the three departments expands services for students at UCF.
UCF Libraries won 39 Tech Fee Awards (2009-2017) to fund new technology and collections for students

The 2007 Florida Legislature amended Florida Statutes, Section 1009.24, to establish a technology fee beginning with the fall term of the 2009-2010 academic year. The revenue from this fee is earmarked to enhance instructional technology resources for students and faculty.

Since the creation of the Technology Fee, UCF Libraries has submitted, and been awarded funding for, 39 technology based projects totaling $5,559,738. These projects range from acquiring new digital collections and resources for student use, to new technology for student checkout, and even the renovation and creation of the Knowledge Commons on the second floor of the John C. Hitt Library. Due to enthusiastic student support, 100% of the Libraries’ proposals were approved. Selected awards listed below:

**New Collections and Software**
- Africana Primary Source Collections - $103,801
- Alexander Street Press 2016 - $338,000
- Sage Collections 2016 - $148,574
- Web of Science Citation Connection - $86,827
- British Periodicals & C19 Index - $101,064
- Executive Branch Documents + - $194,381
- Mango Language Learning - $137,500
- Women & Social Movements - $32,000
- Dictionary of American Regional English - $5,000
- Early American Imprints - $105,648
- Cambridge Books Online - $253,263
- Africana Primary Source Collections - $103,801
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- Mango Language Learning - $137,500
- Women & Social Movements - $32,000
- Dictionary of American Regional English - $5,000
- Early American Imprints - $105,648
- Cambridge Books Online - $253,263
- Gale Indigenous Peoples: North America - $12,085
- Readex Primary Source Databases - $84,597
- Taylor & Francis Archive Collections - $208,040
- ECCO & NatGeo - $119,800
- Sage Research Methods & Sage Knowledge - $203,185
- Cambridge E-Books - $22,061
- Ebso Discovery Tool - $77,140
- Sage Deep Backfile Collection - $124,450
- EndNote - $35,000
- Springer eBook Collection 2005-2009 - $150,299
- Oxford Online Handbooks - $203,356
- Laptop and iPad Refresh for John C. Hitt Library - $433,628
- Digital Studio created at John C. Hitt Library - $76,995
- Curriculum Materials Center enhancement - $110,405
- Institutional Repository created - $240,077
- Study Rooms Technology added at John C. Hitt Library - $38,045
- Collaborative Technology created at John C. Hitt Library - $124,835
- Library Instruction Laptops added at John C. Hitt Library - $89,650
- Technology added to Regional Libraries - $21,598
- 5th floor Quiet Study Space PCs - $54,664

**Enhanced Technology and Facilities**
- Laptop and iPad Refresh for John C. Hitt Library - $433,628
- Digital Studio created at John C. Hitt Library - $76,995
- Curriculum Materials Center enhancement - $110,405
- Institutional Repository created - $240,077
- Study Rooms Technology added at John C. Hitt Library - $38,045
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- Library Instruction Laptops added at John C. Hitt Library - $89,650
- Technology added to Regional Libraries - $21,598
- 5th floor Quiet Study Space PCs - $54,664
Knowledge Commons provides a learning and technology collaborative environment for students [funded by Tech fee]
By Barbara Tierney, Head, Research and Information Services

The second floor of the main library was renovated in 2010 to create a 24,800 square foot learning and technology environment for students. Located on the main floor of the Orlando campus library, the KC features seating and workstations for 479 persons. The KC includes a librarian-staffed Research and Information Desk, enclosed Research Consultation cubicles, six collaborative work areas with large screen displays and connectors for multiple devices, 100+ computers, four scanners, three print stations, and a print reference collection.

The Lib Tech Desk loans laptops, iPads, digital cameras, chargers, & other A-V equipment to students [funded by Tech fee]

The Lib Tech Desk has over 800 items for loan to students, faculty, and staff, including laptops, iPads, cameras, calculators, chargers, mics, and other A-V equipment. Lib Tech also assists students with logging into the Library’s wireless network, and gives advice and training on using all equipment.

By visiting the LibTech webpage, staff and patrons can view all the technology items the library lends as well as the loan periods and item availability. The site is also searchable by library building, tech type, loan period, and eligible user.

“I wish to acknowledge and thank the entire interlibrary loan staff at the University of Central Florida library for tracking down dozens and dozens of articles for me and getting them to me so speedily. My research would have been impossible without all their hard work.”

The UCF Libraries’ website features a user-centered design that is constantly undergoing a cycle of testing and improvement, resulting in a web presence that meets the needs of UCF students, staff, faculty, and visitors – wherever they are – on whatever device they are on – both today and into the future.

The UCF Libraries undertook a major web redesign project in 2014-2015, under the direction of an internal Web Redesign and Policies Taskforce (WRAPT) that included membership from many different departments in the Libraries. What’s unique about the UCF Libraries’ web redesign project is that it did not stop with the rollout of a new site. Rather than allowing the new site to undergo a gradual period of neglect and decline, resulting in the need for a major redesign in a few years, the idea was to create a culture of ongoing, thoughtful, sustainable, and incremental design. In addition, the goal was for all facets of the Libraries’ web presence to work together and to remain current, consistent, and user-centered.

This process has continued, with remarkable progress and results. After the site debuted in 2015, the web team has systematically taken on additional projects to improve the entire web presence, including: improving the database listings, overhauling the Libraries’ public-facing videos, establishing a social media taskforce, integrating library tools into the Canvas course management system, and revamping the research guides. This iterative process of maintenance, testing, and improvement continues today, and our ongoing goal continues to be to offer a user-centered website that meets the needs of all the users of the UCF Libraries!

Special Collections and University Archives (SCUA) teaches UCF students how to incorporate rare books and archival materials into their research

By David Benjamin, Head, Special Collections, UCF Libraries

Special Collections and University Archives (SCUA) works with faculty and Subject Librarians to teach students how to incorporate rare and unique books and archival materials into their research. In spring 2017 students from courses such as ‘History and Historians’, ‘Women, Race & Struggle’, and ‘Book Binding’ worked with the SCUA team.

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User-centered Web Redesign project in 2014–2015
By Tim Bottorff, Head, Rosen Library and Chair, Web Redesign and Policies Taskforce

![UCF Libraries logo](image)

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Goal 2: Achieve international prominence in key programs of graduate study and research

Subject Librarians assisting UCF in achieving international prominence in graduate study and research

UCF Libraries’ staff teach research skills to Education Graduate Students from Mexico

Argentine Education Graduate Students working with UCF Libraries’ staff

Pakistani ESL Graduate Students learn research skills at UCF Libraries

Saudi Arabian Graduate Students

“Perhaps my fondest memory of working with [Education Librarian] Terrie Sypolt is when we hosted visiting scholars from around the world. Terrie was by my side when Tom Owens and I brought nearly 60 Mexican scholars to UCF for a month long study program. She shared our many research resources with our guests in seminars and one-on-one assistance, and our visitors appreciated her expertise and attention so much that they invited her to Mexico! I still hear from them that the time they spent with her opened their eyes to a world of resources they didn’t know existed.”

- Dr. Joyce Nutta, UCF College of Education and Human Performance
UCF Librarians create online research guides for graduate programs dealing with international issues and cross-cultural settings

Global, International & Comparative Education supports the Global, International and Comparative Education M.Ed. and the graduate certification but 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.

International Health Care is used by graduate students across all disciplines

Counselor Education Graduate Program, ranked 7th in the nation by US News & World Report

Exercise Science Ph.D., ranked 6th by the National Academy of Kinesiology

Industrial Engineering ranked 38th by US News & World Report

Nonprofit Management Graduate Program, ranked 17th by US News & World Report

Optics & Photonics, ranked 14th by US News & World Report

Special Education Graduate Program, ranked 20th by US News & World Report

Health Services Administration, ranked 38th
UCF Libraries proactively supports graduate student success

Graduate workshops teach graduate students where to publish, how to find data sources, conduct literature reviews, create an online presence, and more

Examples of workshops include Library Research and Literature Review Strategies, Show Me the Money: Identifying and Applying for Graduate Research Fellowships, and EndNote and RefWorks: Citing Made Easy.

Thesis and Dissertation Forum targets doctoral and master’s students

UCF Libraries and the UCF College of Graduate Studies sponsor Thesis & Dissertation Forum half-day sessions that offer an opportunity for doctoral and master’s students to learn about strategies, resources, and services that can help them move their research forward. Presentations by the Graduate Outreach Librarian, the Department of Writing & Rhetoric, the Office of Scholarly Research, and SAGE Publishing were included.

Special Collections and University Archives (SCUA) works one-on-one with graduate students

SCUA connects UCF graduate students with primary resources that enhance their research topics. In 2016-2017, SCUA worked one-on-one with 33 UCF graduate students.

Graduate and Faculty study rooms at John C. Hitt Library

Faculty and graduate students can book specially reserved study rooms for up to 4 hours a day, up to 7 days in advance. Each room seats up to 8 and has white boards and computers.

UCF Libraries’ Interlibrary Loan unit provides document delivery service for UCF graduate students

“I am grateful for the services of the UCF Interlibrary Loan staff for providing me with every reference I requested no matter how obscure.”


“Also thanks to the UCF Interlibrary Loan Department for their consistently magnificent ability to track down and retrieve elusive resources.”


“I owe a debt to Joanie Reynolds and all those at the University of Central Florida’s Interlibrary Loan Department, who were able to provide documents essential to this work.”

Goal 3: Provide international focus to our curricula and research programs

UCF Libraries' Institutional Repository (STARS) provides a platform for international focus on UCF curricula and research programs

UCF’s Showcase of Text, Archives, Research & Scholarship (STARS) 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 is available to host and promote research, creative activity, and institutional outputs from faculty, students, departments, and UCF affiliates.

In 2014, the UCF Libraries applied for and received Technology Fee funding to purchase a 3 year license for Digital Commons, a digital repository platform for UCF-produced digital scholarship, for the amount of $240,077.

STARS began accepting submissions during the summer of 2015. STARS currently hosts journals, events, theses & dissertations, images, podcasts, books, bibliographies, articles, presentations, documents, patents, digital stories, videos, and columns.

Number of institutions accessing content: 24,212
Number of countries downloading content: 225
Metadata page hits: 134,008
Total downloads: 621,728
Number of works posted: 27,026

Top 10 downloaded works:

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<td>John C. Hitt Library, Fall 2017 Schedule</td>
<td>6142</td>
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<tr>
<td>Research Lifecycle</td>
<td>3959</td>
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<tr>
<td>A Comparison Of Aluminum And Iron-based Coagulants For Treatment Of Surface Water In Sarasota County, Florida</td>
<td>3110</td>
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<td>Women's rights in iran during the years of the shah, ayatollah khomeini, and khamenei</td>
<td>2539</td>
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<td>CREIDL building</td>
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<tr>
<td>Perception of Mental Illness Based Upon Its Portrayal in Film</td>
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<td>Rosen Research Guides, Annotated Bibliographies</td>
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<td>Methods and Techniques Used for Job Shop Scheduling</td>
<td>2131</td>
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<tr>
<td>The Effects of Resistance Training Frequency On Muscle Hypertrophy And Strength In Healthy Trained individuals: Literature Review</td>
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</tbody>
</table>
UCF Librarians travel the world to make presentations

Canada:

Chile:

China:


Colombia:

Hoeppner, Athena; Gallardo, Dr. Adolfo Rodriguez; Grajales, Sonia Valencia. (March, 2015). *La biblioteca y el profesional de la informacion del siglo XXI*. II Seminario Bibliotecas Universitarias del siglo XXI, Bogota, Columbia.

United Kingdom:


India:

Japan:
UCF Librarians present and publish worldwide...
(please see page 26 for the international presentation list)

...as well as across the United States
(please see page 39 for the U.S. presentation list)
Goal 4: Become more inclusive and diverse

UCF Libraries celebrates Diversity Week each October.

UCF celebrates Diversity Week university-wide every October. The Libraries forms a committee comprised of staff members from various departments that schedules special lectures, workshops, and interactive displays in the main library.

The 2016 Library Diversity Week events included two movies shown each day in the café area, six workshops (including three on learning a language, a guided creative expression on diversity, starting genealogical research, and a weaving demonstration), and an interactive “Who Inspires You” wall which collected 774 notes over the course of the week.

The 2017 Library Diversity Week events included a Zine workshop, how to start genealogical research, a weaving and fabric art demonstration, movies, a map activity called “We Come From All Over”, and an activity asking patrons how they inspire inclusion at UCF.

UCF Libraries hosts open mic events

During the spring and fall semesters, the John C. Hitt Library hosts a monthly open mic event. Students, faculty and staff can play music, perform short skits and read original poetry. It is a popular event and has also been livestreamed to Facebook for those who cannot attend in person.

Women's History Month in March is a popular time for special events in the library.

Women's and Gender Studies Subject Librarian, Carrie Moran, added a brand new annual event for March, WomanFest. The 2017 event began with a panel discussion with local American Association of University Women representatives. It continued with an open mic session which was livestreamed to Facebook, and ended with a Zine workshop.

UCF Libraries Tumblr initiative

The UCF Libraries Tumblr blog collects book suggestions from library faculty and staff based on the theme of the month. Up to 20 books are included in a post along with a description and link to the UCF catalog. Each suggestion post is paired with an image comprised of the book covers. Some of the monthly themes are Black History, Women’s History, Poetry, Asian Pacific American Heritage, LGBTQIA Pride, Hispanic Heritage, and Native American Heritage.

The Tumblr blog also has a daily post related to the monthly theme. Content has ranged from information on how to be an ally, and important figures in the featured community, to remembrance of historic events and little known trivia.

Special Collections & University Archives also has a Tumblr blog which posts #throwbackthursday posts on UCF history and items from the collections.
UCF Librarians win ALA’s 2017 Carnegie-Whitney Award for creating the DIVerse Families Bibliography

The Carnegie-Whitney Award has been established to provide grants for the preparation and publication of popular or scholarly reading lists, indexes and other guides to library resources that will be useful to users of all types of libraries. UCF Librarians Dr. Yolanda Hood and Kristine Shrauger won ALA’s 2017 Carnegie-Whitney Award for creation of the DIVerse Families: Growth in Family Diversity A Comprehensive Bibliography PK-12.

Dr. Yolanda Hood also co-authored the 2016 article Multicultural inclusion of lesbian and gay literature themes in elementary classrooms, with Logan, Stephanie R., Watson, Dwight C., Lasswell, Terri A. in Equity & Excellence in Education. 49(3), 380-393.
Goal 5: Be America’s leading partnership university

“Direct Connect to UCF” provides six nearby state colleges with UCF Regional Librarians

UCF’s “Direct Connect to UCF” guarantees admission to UCF (consistent with university policy) for students with an associate degree from one of UCF’s partner colleges. UCF Libraries provides personalized service to these six institutions (College of Central Florida, Daytona State College, Eastern Florida State College, Lake-Sumter State College, Seminole State College, and Valencia College) through a variety of outreach and instruction activities. A full-time Regional Librarian is assigned to six of the regional campuses: Sanford/Lake Mary, Cocoa, Palm Bay, West, Osceola, and Daytona Beach. Adjuncts and Regional Librarians provide virtual services and visit other campuses by appointment.

UCF’s Downtown campus (including a new Downtown Library) will open in Fall 2019

Approximately 5,400 UCF students and 2,300 Valencia College students are projected to attend classes at UCF Downtown when the campus opens in Fall 2019. With approximately 7,700 students, UCF Downtown will bring a vibrant campus to the heart of downtown Orlando.

UCF and Valencia College share a long history of partnering together to advance educational opportunities and access across Central Florida through programs like DirectConnect to UCF. The institutions will share academic space (including a shared library) on the new campus and will partner together on academic program offerings and student support services. UCF and Valencia also will work with Orange County Public Schools on a new K–8 school in the Parramore neighborhood and other community initiatives.

UCF Downtown will offer degrees in digital media and communication, health information technology and administration, and community-facing programs like social work and legal studies – connecting highly skilled talent with industry needs, neighborhood synergies, and new opportunities.
UCF Libraries’ Office of Scholarly Communication created a “Research Lifecycle at UCF” model which connects researchers to library and university services

Interested people from across the library created a graphic called the Research Lifecycle (RLC) at UCF that illustrates the research process from inception to completion and indicates the various campus services available to researchers. This unique model was developed in collaboration with the Office of Research and Commercialization, the Faculty Center for Teaching and Learning, the Institute for Simulation and Training, Computer Services and Telecommunications, and the Vice-Provost for Information Technologies and Resources.

Since its inception, the RLC has had a broad impact. Libraries and researchers from institutions such as University of Tennessee - Knoxville, Ohio State University Medical Libraries, and the University of Queensland in Australia have used the graphic.

The RLC connects researchers to available resources as they work through a research project at UCF.

The University of Queensland (UQ), is one of the leading research intensive academic institutions in Australia. The Library plays a significant role in providing programs and services which will support researchers in their endeavours and contribute to high quality research outcomes. The Library’s Information and Digital Literacy (IDL) team is currently developing a new online learning resource to ensure that new higher degree students develop the skills which are critical for their research studies, specifically in terms of their access to, engagement with and creation of data and information. In undertaking an environmental scan to explore how other academic libraries were delivering research support services, the IDL team were interested to discover the University of Central Florida’s Research Lifecycle resource.

At UQ, the IDL team works closely with the Scholarly Communication and Research Services unit which has also adopted the research lifecycle as an organisational resource for the UQ research community. We were interested in introducing a simplified graphical interface as the portal for our new training module, when a team member discovered the four-step model designed by UCF. As this innovative work has been generously created using a Creative Commons licence, we have the excellent opportunity to use and adapt the design. I commend the UCF Libraries team for their leading approach to promote the importance of connecting academic researchers with the suite of services designed to meet their information needs.

Dr Gillian Hallam
Manager, Information and Digital Literacy
University of Queensland Library, Brisbane, Australia
UCF Libraries is a partner in ASERL's Centers of Excellence, Collaborative Federal Depository Program (CFDP)

UCF Libraries is a partner in ASERL's (Assoc. of Southeastern Research Libraries) Centers of Excellence program. UCF Libraries is proactively building comprehensive collections of documents issued by the U.S. Energy Dept., the Atomic Energy Commission, the Nuclear Regulatory Commission, and the National Aeronautics & Space Administration and marketing these collections to the community.

ASERL is striving to create comprehensive collections of U.S. government information from each Federal government agency. ASERL envisions at least two centers of excellence for each agency to ensure an appropriate level of redundancy within the Southeast for both quick delivery and preservation. Each Center of Excellence partner:

• actively replaces damaged or lost pieces,
• seeks to fill holes in their collections, as necessary, via Needs and Offers lists,
• provides active preservation for the collection,
• catalogs the pieces that they own on OCLC and identifies them as the archival copy,
• participates in GPO’s program to set holdings on OCLC for Regionals free of charge, if eligible,
• participates in the ASERL union catalog (Kudzu) and ILL/Document Delivery agreements.

UCF Libraries leverages its Patent & Trademark service and resources to support the Central Florida region

UCF Libraries leverages its Patent & Trademark service and resources to support student and faculty entrepreneurial projects and promote these services and resources to the Central Florida community and area libraries.

UCF Libraries is a Patent & Trademark Resource Center (PTRC), part of a nationwide network of public, state and academic libraries that is designated to disseminate patent and trademark information and to support the diverse intellectual property needs of the public.

On November 7, 2017, UCF Libraries hosted the program, “Trademark Basics: what every small business should know now, not later,” which was presented by Craig Morris, Managing Attorney for Trademark Educational Outreach at the U.S. Patent and Trademark Office.
UCF Libraries’ Office of Scholarly Communication creates an “Open Access Champions” faculty program to support OA at UCF

During planning for “Open Access Week 2013,” the UCF Scholarly Communication Office pondered how best to get academic faculty involved and asked the following questions: What if UCF Libraries had a distinguished group of academic faculty who would publicly support Open Access on the UCF Libraries website? Would public endorsement of Open Access by a few academic faculty colleagues get the attention of other academic faculty across campus and increase support for Open Access on campus?

Once the UCF Scholarly Communication Office decided to go forward with its “Open Access Champions” idea, the next question was “What would be the best way to identify academic faculty willing to serve as Open Access Champions?” The answer, why not ask UCF’s new Subject Librarians to get involved.

Subject Librarians profiling their assigned academic faculty and departments identified faculty who were involved with Open Access journals; Subject Librarians then reached out to these likely faculty and invited them to become UCF “Open Access Champions.” Junior faculty seemed especially interested in supporting Open Access and liked having their photos and Open Access statements displayed on the UCF Libraries website and on large color posters displayed in the John C. Hitt Library main foyer and in the UCF Honors College lobby. These “Open Access Champions” were then invited to make presentations relating to their Open Access activities at Open Access Week programs sponsored by UCF Libraries.

“Open access lets faculty and students explore and innovate in ways that weren’t possible even ten years ago.”

Dr. Peter Larson, Chair
Department of History
UCF Libraries’ units partner with local, state, and national organizations

Digital Initiatives...

- the University of Florida to contribute materials to the Digital Library of the Caribbean
- Central Florida Memory (partners include Bethune-Cookman Univ., Museum of Seminole County History, Orange County Library System, Orange County Regional History Center, Rollins College, Stetson University, St. Luke’s Lutheran Church and School, and Orlando Health Foundation.)
- Florida Atlantic University for PRISM: Political Rights Issues & Social Movements
- The UCF Community Veterans History 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 onto the server and converting any files not in appropriate formats.
- Florida Virtual Campus (FLVC) and various Florida public universities and colleges on the development and implementation of the open source digital library platform (FL-Islandora)

Special Collections and University Archives (SCUA) participates in university-wide events promoting the use of SCUA holdings...

- collaborated with the Orange County Regional History Center (and other local historical agencies) to document the aftermath of the June 12, 2016 Pulse Nightclub shooting by collecting and processing materials and artifacts from numerous campus memorials for the victims of this tragedy.
- worked with the Women’s & Gender Studies program on presentations for Veterans’ Day and Women’s History Month….highlighted departmental holdings about women and women’s history
- worked with the UCF Nursing Alumni Reunion to encourage alumni to donate materials about their experiences at UCF

Curriculum Materials Center (CMC)...

- the Orlando Museum of Art to share resources at the CMC
- the Orange County (FL) Public Library and Sisters Across America African American Read-In Planning Committee
- schools in Orange and Seminole Counties (FL)
Florida Academic Library Services Cooperative

Florida Academic Library Services Cooperative (FALSC), part of the Florida Virtual Campus (FLVC), is the consortium body for all libraries of the 40 public universities and colleges in the state of Florida. UCF Libraries partners with the Florida Academic Library Services Cooperative on a statewide collection of online journals, e-books, and other valuable e-resources. These collections are purchased by FALSC, resulting in tremendous savings for the UCF Libraries and providing additional resources that would have been otherwise unaffordable. FALSC also provides the Integrated Library System (ILS) for all public universities and colleges.

Partnership with Council of State University Libraries

The Council of State University Libraries (CSUL), a collaborative organization of the 12 State University Libraries, has the mission to provide access to collections and services that directly support the teaching, research, and service missions of Florida’s state universities and the communities they serve. The UCF Libraries, as a member of CSUL, has played an instrumental role in building an alliance to negotiate and expand electronic content, to implement the “UBorrow” system to facilitate resource-sharing, to actively contribute to the Florida Digital Archive, and to contribute print materials to FLARE, the Florida Libraries Academic Repository. The partnership benefits UCF as well as all the participating peers in saving costs, delivering content in a more timely fashion, and sharing resources more effectively.

UCF Libraries hosts visiting Librarian from Kobe (Japan) University

UCF Libraries hosted Yuka Taniguchi at the John C. Hitt Library as a Short-Term Scholar, Sept. 18-29, 2017. Ms. Taniguchi visited UCF Libraries to study its Subject Librarian service model.

Visiting librarian in Acquisitions

Ms. Jing Xu (pictured left), Subject Librarian from Tongji University in Shanghai, China, was a visiting librarian with the UCF Cataloging and Acquisitions & Collection Service Departments in 2015.

Día de los Muertos alter as part of cultural activities
Who we are...library departmental teams

Acquisitions & Collections

Acquisitions & Collections Services actively develops the collection of library resources to support and enrich the academic programs at UCF by coordinating the selection, purchase, licensing, and processing of content. The department acquires material and content in all formats and facilitates the discovery and delivery of these resources to library users.

Cataloging

Cataloging is responsible for providing bibliographic access to the collections of UCF Libraries and to other information resources. It is organized into units according to type of materials. These units include Electronic Resources, Metadata, Monographs, Serials, and Special Formats. Major activities that year included an inventory project and preparation for the ingestion of materials into the Automated Retrieval Center.

Circulation

Circulation Services provides access to print and reserve materials, group study rooms, and other library resources. Circulation oversees borrowing privileges, library cards and accounts, fines and bills, and book renewals.

Curriculum Materials Center

The Curriculum Material Center provides representative preK-12th grade materials for preview, analysis, and circulation to College of Education and Human Performance students, faculty, and staff and the Florida community at large. The Curriculum Materials Center has a Production Lab that includes opaque and overhead projectors, Ellison block die cuts and a die cut machine, smart and Promethean boards, a laminating machine, and a 3-D printer and scanner.
Who We Are

Research & Information Services

The Research & Information Services Department helps students, faculty, and community members use library services and resources to find high-quality information. The RIS Department oversees the Research & Information Services Desk located in the Knowledge Commons, the “Ask Us” virtual reference service, research consultation services, Patent and Trademark services, and the U.S. and Florida government document collections. Subject librarians assist students at all levels with curriculum and research assignments. They also assist faculty by providing instructional sessions for their courses, serving as embedded librarians in online courses, creating course-specific online research guides, and assisting with collection development for academic programs.

Regional Campuses Libraries

The UCF Regional Campus system is a partnership-driven organization with the mission of extending UCF’s reach to the communities of Central Florida. Full-time UCF Regional Campus Librarians are integrated in college libraries on six campuses: Cocoa, Daytona, Osceola, Palm Bay, Sanford/Lake Mary, and West.

Through programs such as DirectConnect to UCF, UCF helps students start preparing early for the transition to UCF. Via partnerships with state college libraries, UCF Connect librarians connect all library users (Orlando, regional, and online) with the information and help they need to succeed in learning, teaching, & research.

Information Technology & Digital Initiatives

The Information Technology unit delivers a wide assortment of services and support to UCF Libraries and its users. Examples of recent IT projects include: the redesign of the Libraries’ website on a new platform; implementation of a new network printing system; implementation of the STARS institutional repository; and overseeing the day-to-day operations of the John C. Hitt Library LibTech Desk.

The Digital Initiatives unit provides services and consultations for many aspects of digital projects including digitization, open access hosting, content management solutions, digital scholarship, data management, and digital preservation. The unit supports a variety of digital collections.

InterLibrary Loan & Document Delivery

Interlibrary Loan & Document Delivery Services processes requests for books, articles, and other materials which are not available at the UCF Libraries, and lends materials from the John C. Hitt Library collection to other institutions. Document Delivery Services lets users request books to be pulled and articles to be scanned from the John C. Hitt Library and Rosen Library.

Regional Campuses Libraries

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Who We Are

Scholarly Communication

The Office of Scholarly Communication provides the university with information and assistance on all aspects of scholarly publishing. This includes collaborating with other campus units to provide a suite of campus-wide services that supports all aspects of research and scholarly publishing, advocating for funds and services that further support research and scholarly publishing, and educating and facilitating discussions about the changing scholarly communication environment at the University.

Rosen Library

The Rosen Library serves the research needs of the Rosen College of Hospitality Management’s students, staff, and faculty and acts as an information resource center for the hospitality industry in central Florida. Its collections are focused on the entire hospitality industry, with particular strengths in the areas of event management, lodging management, restaurant management, theme park management, and tourism management. It also serves as a United Nations World Tourism Organization (UNWTO) depository library, a distinction held by only seven libraries in the United States.

On display in March and April at the Rosen Library was an exhibit featuring two student organizations—Transfer Knights and Tau Sigma National Honor Society. Exhibit was curated by Velencia Duvra with assistance by Schuyler Kerby.

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 University of Central Florida as well as research by 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 (African Americana, Books Arts & Typography, Caribbean West Indies, Floridiana, and Travel & Tourism). 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 of Central Florida, formerly Florida Technological University, from its founding in 1963 to the present.

Teaching & Engagement

The Teaching & Engagement Department plans, coordinates, and implements instruction and outreach for UCF Libraries. Teaching is accomplished through in-person and online information literacy instruction including information literacy modules, the Canvas webcourse “Introduction to Library Research Strategies,” and streaming videos. The department’s engagement efforts aim to integrate information literacy and library outreach into the student experience by targeting specific student populations on campus.
Selected Publications 2015 - 2017


Selected Library Presentations 2015 - 2017


**Gottschall, Terri, Beile, Penny M., and Mulvihill, Rachel.** (2017, June). 25,000 students can’t be wrong: Correlating use of library services with student grade point average. Presented at the American Library Association Annual Conference, Chicago, IL.

**Benjamin, David.** (2016, Fall), Guiding the Course of History: Archival Outreach and Advocacy. Panelist at the Florida Conference of Historians Annual Meeting, University of Central Florida, Orlando, FL.


**Deng, Sai.** (2016, Jan.) Preparing for linked data in digital repositories. Presented at the ACRL Technical Services Interest Group Meeting, American Library Association Midwinter Conference, Boston, MA.

**Gause, Rich & Williams, B.** (2017, April). 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? Presentation at the virtual Federal Depository Library Conference, Arlington, VA.

**Hoeppner, Athena & Zhang, Ying.** (2017, April). Saving students money on textbooks. Presentation at the Electronic Resources & Libraries Conference, Austin, TX.

**Blakiston, Rebecca, Hoeppner, Athena and Frierson, Eric.** (2015, Oct.) User experience in the discovery ecosystem. Presentation at the Internet Librarian Conference, Monterey, CA.

**Ivory, Chemera & Murphey (Missy), Rebecca.** (2016, Oct.) You can do it, we can help: The librarian’s new role as course content curators. Presentation at the Conference for Entrepreneurial Librarians, Greensboro, NC.

**Mulvihill, Rachel, Bishop, Corinne, and Moran, Carrie.** (2015, Sept.). The impact of an online library skills course on a face-to-face instruction program. Presented at the Georgia International Conference on Information Literacy, Savannah, GA.
Mulvihill, Rachel and Beile, Penny M. (2017, May). Correlating use of library services with student success, and what we learned along the way. Presented at the Annual LOEX Conference, Lexington, KY.


Nuhn, Peggy & Tong, Min. (2016). Do you know what they don’t know? How students conduct research. Presentation at the Georgia International Conference on Information Literacy, Savannah, GA.


Tong, Min. (2016, February). Transfer students are lagging behind native counterparts in information literacy proficiency – myth or truth? Poster session presented at the 14th Annual Conference of the National Institute for the Study of Transfer Students, Atlanta, GA.

Wray, Christina and Burghardt, Beatrix. (2017, March). Improving IEP learners’ literacy outcomes through faculty and librarian collaboration. Presentation at the Teaching English to Speakers of Other Languages (TESOL) International Convention, Seattle, WA.

Student performer from an Open Heart Open Mic event
Selected Librarian Service 2015 - 2017

Frank Allen co-chairs the ACRL/LLAMA Interdivisional Committee on Library Building Resources. This joint committee oversees a website on library design entitled “Academic Library Building Design: Resources for Planning.”

Barry Baker is the editor for the “Technical Services Report” in Technical Services Quarterly. He also serves as the chair for the ACURIL (Association of Caribbean University, Research and Institutional Libraries) Academic Libraries Special Interest Group. In addition, he serves on the Digital Library of the Caribbean (dLOC) Executive Committee and is a member of the EBSCO Publishing Academic Advisory Board.

Buenaventura “Ven” Basco serves as the Executive Director of the Asian/Pacific American Librarians Association (APALA), an affiliate of the American Library Association, 2012-2018.


Min Tong served on the Board of Directors for the Chinese American Librarians Association (CALA) 2014-2017.

Rich Gause served on the Depository Library Council (DLC) for the U.S. Government Publishing Office (2014-17) and hosted the pre-conference “Making Sense of Data through Visualization” (June 2016) at UCF Libraries for the American Library Association, Government Documents Round Table.


Terrie Sypolt serves on the Florida Association of Teacher Educators (FATE) Board of Directors and also served as the FATE College & University At Large Director (October 2007-October 2015) and Program Planner (2015-2016).

Ying Zhang serves as the Vice President/ President-Elect of the Chinese American Librarians Association (CALA) (2018-2019).

Selected Librarian Awards 2015 – 2017

Buenaventura Basco was the recipient of the International Federation of Library Associations & Institutions (IFLA) 2016 National Committee Fellowship Grant.

Dr. Penny M. Beile was 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. She also was selected as a 2017-2018 OER Research Fellow by the Open Education Project and received $5,000 funding.

John Venecek (PI) with Dr. Barry Mauer (Co-PI), Dr. Keri Watson (Co-PI), and Dr. Connie Lester (Co-PI), was awarded a $25,000 grant from the Institute of Museum and Library Services (IMLS) in 2016. This grant funded the Central Florida Citizen Curator Project, which created citizen-curated exhibits to commemorate the first anniversary of the Pulse (Orlando, FL) nightclub attack.
The UCF Libraries system is integral to the university’s success in creating a culture of access, inclusion, and achievement. The Libraries transforms the lives of students and faculty alike by providing excellent support and resources.

At UCF, we encounter the greatest risks when we dream too small rather than when we dream too big. At UCF’s opening in 1968, the library supported the big dream of a great university’s growth and development in Central Florida. In 2017, the UCF Libraries system has evolved to support scholars and researchers through excellent services and a wealth of resources. It supports students by providing access to technology, by creating learning opportunities that support information literacy and critical thinking, and by giving students many choices for personalized and online assistance. It supports teaching through strong partnerships with faculty, enriching instruction with primary sources and archival materials as well as current electronic resources.

Perhaps the 21st Century Library project is the greatest illustration of the commitment of the UCF Libraries to meeting UCF’s five key goals: international prominence in graduate programs and research, the best undergraduate education in Florida, providing an international focus to research and teaching, becoming more diverse and inclusive, and becoming America’s leading partnership university. The traditional campus library is becoming sufficiently flexible to house future changes in technology and collections, to promote collaborative scholarship and individual research, and to provide immediate access to diverse and global library resources in all forms. Also being designed are new services to guide researchers, scholars, and students. In a library environment rich in resources, the convergence of technology and collaboration with scholars and librarians nurture the emergence of new ideas and the creation of new knowledge. UCF’s 21st Century Library will impact the Central Florida community and beyond.

The challenge of learning, the thrill of discovery, and the creation of knowledge are at the heart of UCF’s big dreams. The UCF Libraries will continue to be central to our success. I wholeheartedly recommend the application by the University of Central Florida Libraries for this well-deserved award.

Cordially yours,

[Signature]

John C. Hitt
President

University of Central Florida
"The UCF Library takes a personal approach to its services, with subject matter librarians that work with individual academic departments, and information literacy librarians who deliver information literacy sessions for students and conduct individual research consultations with faculty and students."

Dr. Joel L. Hartman, Vice President and Chief Information Officer

Dear Award Committee Members:

The University of Central Florida’s main library building was the first structure to appear on the campus as the new institution began offering its first classes in 1968 to fewer than 2,000 students. Today, UCF serves more than 66,000 students and the library is again a construction zone as the “21st Century Library” renovation and expansion project is underway. Both highlight the importance of the UCF Library as the academic heart of the institution. Over the past half century, the UCF Libraries have accomplished much worthy of recognition.

The UCF Libraries are structured within the Division of Information Technologies and Resources, which strategically places library services within the institution’s information services sphere. The library’s role is thereby enhanced, enabling it to take a leadership position on the delivery of academic and research information services. Examples include information fluency, textbook affordability, the STARS digital repository, digital theses and dissertations, and frontline support of the research lifecycle—from concept to publications. The libraries have also been very aggressive in adopting and supporting online databases, journals, e-books, and online services, including the availability of hundreds of information access computers and loaner tablets and laptops.

The UCF Library takes a personal approach to its services, with subject matter librarians that work with individual academic departments, and information literacy librarians who deliver information literacy sessions for students and conduct individual research consultations with faculty and students. Librarians serve on campus committees and the Faculty Senate. And librarians are “embedded” in online courses to ensure students throughout the country have access to the resources they need.

I meet with every academic dean in a series of “quality assurance” meetings, during which I solicit constructive feedback on ways our division’s services and support might be improved. Over a period of more than two decades, I have received only positive comments about the library, its services, and its personnel.

Sincerely,

Joel L. Hartman, Ed.D.
Vice President and Chief Information Officer
October 2, 2017

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 East Huron Street
Chicago, IL 60611

Dear Award Committee Members:

I am pleased to write this letter of support for the application of the University of Central Florida Libraries for the ACRL Excellence in Academic Libraries Award. During the nearly nine years I have been at UCF, I have enjoyed a strong, productive partnership working with the UCF Libraries.

Having access to high-quality education, no matter where a student is located, can make big dreams become a reality. UCF currently offers approximately eighty online degrees and certificates taught by the same faculty as UCF’s on-campus courses, as well as individual online course offerings in most disciplines, and mixed mode classes (blended). UCF’s degree programs and courses combine an outstanding learning experience with personalized convenience, supported by the Libraries. The UCF Libraries is committed to guiding our online students and helping them thrive throughout their online experience. The Libraries strive to make everything needed for learning at the student’s fingertips, through services designed for all students, regardless of location.

Librarians collaborated with instructional designers from Center for Distributed Learning to create Information Literacy modules that faculty can easily select for inclusion in classes. The format of the modules, content-practice-assessment, makes them a seamless addition to courses. The content of the modules addresses topics such as “Avoiding Plagiarism” and “Literature Reviews” that are vital to student success, yet not always part of a syllabus. Faculty can be assured that students have received the content and understand it, allowing them to focus on delivering the course content. Subject librarians have developed discipline-specific and course-specific Research Guides which can easily be included in online courses. Key resources such as databases and journals important to the course are included in the Guides, and present the students with resources that are only a click away.

Librarians have not forgotten about traditional tools and personalized services for online students. Interlibrary Loan sends books from the UCF collection as well as materials borrowed from other libraries to distance students. And the Libraries’ Ask Us services will respond to student queries in a variety of ways: telephone, instant messaging, chat, and email.

UCF Libraries has offered embedded librarians in a number of online courses, with great success. The librarians spend time online with the classes delivering instruction, recommending resources, and answering questions. They answer email from students as well. Enrolled students in those courses have a “personal librarian.”

The UCF Libraries has been an important part of the success of UCF Online programs, as well as individual online and blended courses. Library contributions have been a distinctive element in UCF’s online offerings. I am happy to heartily recommend the UCF Libraries for this prestigious award.

If you have any questions or if I can provide any additional information, please don’t hesitate to contact me.

Best regards,

Thomas B. Cavanagh, Ph.D.
Vice Provost for Digital Learning

“UCF Libraries has been an important part of the success of UCF Online programs, as well as individual online and blended courses. Library contributions have been a distinctive element in UCF’s online offerings.”

Dr. Thomas B. Cavanagh,
Vice Provost for Digital Learning
Dr. Abraham Pizam,  
Dean  
Rosen College of Hospitality Management

"The Rosen Library is one of the few hospitality-specific libraries in existence, and as such, it helps our college maintain its ranking as one of the top hospitality programs in the world."

Aside from having a top-notch collection, our library features a talented and service-minded staff that frequently goes "the extra mile" to assist our students and faculty. For example, the Rosen Library hosts a number of academic support services, including University Writing Center consultations, and accounting and finance tutoring sessions. They also provide instructional services in courses of all types (face-to-face, mixed-mode, and fully online), ensuring that all of our students graduate with the knowledge of how to conduct research properly.

The Rosen Library frequently provides information or services to hospitality industry professionals, as well as to members of the general public. This helps support our mission to collaborate with industry professionals, and to be a leader in the field of hospitality education.

Of course, we do not rely solely upon the facility and staff of the Rosen Library. We are fortunate to have access to the full array of UCF Libraries' collections and services. Indeed, many Rosen faculty and students use the library only virtually, be it downloading journal articles through a library database subscription, accessing an electronic book, or utilizing a library research guide or video. There are many ways to "use the library" these days, and we are grateful both for the online options and for the local facility, staff, and collections.

In summary, I believe the UCF Libraries is fully deserving of this award, and I hope my words have helped provide a useful perspective. Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,

Abraham Pizam  
Dean
"The UCF Libraries has been a valuable partner to Student Development and Enrollment Services (SDES). Library services, resources, and facilities both support and complement the work of SDES."

Dr. Maribeth Ehasz,  
Vice President for Student Development and Enrollment Services
“As Vice Provost for UCF Connect (formerly UCF Regional Campuses) I have first-hand knowledge about how thoroughly integrated UCF librarians are with the Direct Connect to UCF partner librarians, UCF administrators, faculty, and student support specialists on our campuses. These relationships are strong and collegial, and designed to put students’ needs first. Since the majority of new undergraduates come to UCF as transfer students, it is extremely helpful for them to have an established relationship with a UCF librarian.”

Dr. J. Jeffrey Jones
Vice Provost
UCF Connect
“Each semester, UCF Subject Librarians proactively reach out to the Burnett Honors College’s Honors in the Major (HIM) program to offer orientations, workshops, and one-on-one research consultations for students who are writing honors-in-the-major theses. Subject Librarians not only contact HIM students but also reach out to program coordinators and thesis advisors to provide information about library resources and services.”
Kimberly Schneider, PhD
Director, Undergraduate Research
Assistant Dean, Student Engagement

“...the UCF Library staff regularly volunteer their time to serve on our various development and planning committees (such as the Undergraduate Research Council and the Undergraduate Research Florida Statewide Symposium planning committee), judge at our annual poster showcase, and host site visits for groups of students participating in our Summer Research Academy, a pre-research course. This is on top of having an undergraduate research librarian with FTE hours dedicated specifically to supporting students and Undergraduate Research initiatives.”
“The support that COEHP has received from The Libraries has resulted in our program being recognized and ranked as nationally and internationally prominent. Education Librarian Terrie Sypolt is a treasure beyond words to our collective work. The collection she has developed with her library team to support COEHP is one of the best education collections in the country and around the globe.”

Dr. Lisa A. Dieker
Pegasus Professor
Lockheed Martin Eminent Scholar Chair
College of Education and Human Performance

October 17, 2017

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 E. Huron Street
Chicago, IL 60611

Dear Members of the Award Committee:

It is my pleasure to write this letter in support of University of Central Florida's application for the ACRL Excellence in Academic Libraries Award. As an endowed professor in UCF's College of Education and Human Performance (COEHP), I cannot provide enough accolades to begin to support the outstanding collaboration that The UCF Libraries provide to my college and the academic programs I have the privilege of leading. I have worked at three other universities and I believe that the services provided by UCF Libraries exceeds all my expectations.

The library staff that support Education, led by Terrie Sypolt, are tireless in ensuring that we have a world class collection and that our students, from the undergraduate to the doctoral level, have the resources (both materials and people) to ensure their success. I lead a doctoral program that has had more than 17 students graduate who have had disclosed disabilities, including students who are blind, deaf, or suffer from traumatic brain injury, multiple sclerosis, or an array of other learning disabilities. If your committee members were to interview these disabled scholars, along with the other 68 Ph.D. students I have supported, each of them would credit their graduation and success in their present faculty leadership roles around the globe, to the support that they received from library staff at UCF.

The support that COEHP has received from The Libraries has resulted in our program being recognized and ranked as nationally and internationally prominent. Education Librarian Terrie Sypolt is a treasure beyond words to our collective work. She provides personalized and ongoing research consultations with our master's and doctoral students. She continuously holds group and individualized instruction sessions for graduate classes and cohorts. The collection she has developed with her library team to support COEHP is one of the best education collections in the country and around the globe. Her selection of materials to support our graduate programs reflects the best of library support. She has even gone so far as to create a research guide for each of the COEHP programs [http://guides.ucf.edu/club.pdf](http://guides.ucf.edu/club.pdf) which, in my opinion, is a model for libraries around the country.

I hope the committee will acknowledge the hard work and dedication of The UCF Libraries support for the COEHP. Please feel free to contact me at 407-823-8885 or via e-mail at lisa.dieker@ucf.edu if you need any further information.

Sincerely,

Lisa A. Dieker, Ph.D.
Pegasus Professor
Lockheed Martin Eminent Scholar Chair

College of Education and Human Performance

P.O. Box 161250 • Orlando, FL 32816-1250 • (407) 823-2401 • FAX (407) 823-3859

College of Education

P.O. Box 161250 • Orlando, FL 32816-1250 • (407) 823-2401 • FAX (407) 823-3859
“No other university library system and staff have ever been so helpful and critical to the success of our program as I have experienced at UCF.”

October 20, 2017
Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 E. Huron Street
Chicago, IL 60611

Dear Members of the Award Committee:

It is my pleasure to write this letter in support of University of Central Florida’s application for the ACRL Excellence in Academic Libraries Award. Over the past 25 years, I have worked at three other major universities. No other university library system and staff have ever been so helpful and critical to the success of our program as I have experienced at UCF.

I first met the UCF Education Librarian Terrie Sypolt 6 years ago. She came into my office and asked me “what do you need from the library to be successful?” I told her that our faculty and students in the Exercise Physiology Ph.D. program needed access to many journals that we currently didn’t have. Our goal was to be a top 20 Ph.D. program in the USA, as ranked by the National Academy of Kinesiology. Terrie and the rest of the library staff provided access to those journals and more. As a result, our Ph.D. program is now ranked 6th in the country, tied with Ohio State University.

I know the College of Education and Human Performance, and especially the Sport and Exercise Science program, would be proud to have UCF Libraries receive the ACRL award honoring academic libraries and their staff for working together as a team to further the educational mission of UCF.

Sincerely,

Dr. Jeffrey Stout
Chair, Educational and Human Sciences
Professor, Sport and Exercise Science
College of Education and Human Performance

[Signature]

Jeffrey R. Stout, Ph.D., FNCSA, FACSM
Chair, Educational, and Human Sciences
Professor, Sport and Exercise Science
University of Central Florida
Education Complex & Gym
12494 University Blvd
Orlando, FL 32816
407-823-0211
jeffrey.stout@ucf.edu
October 30, 2017

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 E. Huron Street
Chicago, IL 60611

Dear Members of the Award Committee:

It is my pleasure to write this letter in support of University of Central Florida’s application for the ACRL Excellence in Academic Libraries Award. The College of Education and Human Performance would be proud to have UCF Libraries receive the ACRL award honoring academic libraries and their staff for working together as a team to further the educational mission of UCF.

As Director of Doctoral Programs for 15 years at UCF, I have worked very closely with the Library staff and Terrie Sypolt in particular, and can attest to the fact that the staff are an essential part of our success. The staff have been proactive in meeting with faculty to see how they can improve student outcomes and assist the faculty in utilizing the best learning resources in their work with teaching and research. One look at the 82 resource guides developed by Terrie and the staff shows how involved the library staff is with the academic programs. These have been essential in our work with students, recruiting, and with accreditation.

Terrie works hand in hand with the faculty providing untold hours of lectures and demonstrations in classes so that students are able to get the most out of their research, utilizing the academic resources available through the University Library. Our Doctoral graduates consistently rate Terrie and the staff as being key to their success in the program. No small part of that is the individual consultation provided to the students as they work on their dissertations. Literally the hundreds of hours over the past years have provided our students with the tools to be successful researchers.

When I think about the success we have had it is important to note that over the last decade our programs in the college have improved greatly in no small part due to our collaboration with the Library staff. Our college is ranked in the top 100 by US News and World Report. Exceptional Education is ranked in the top 20, and Counselor Education is ranked #7 and is the highest ranked program in the University.

Let me speak directly to the latter program, being my area of expertise. I truly believe that the success of that program is directly tied to the collaborative work with Terrie and the library staff. Terrie is always available to work with our master’s classes to orient them to the resources of the Library and to build the necessary knowledge and skill to access information. She does hours of individual consultation with doctoral students and faculty.

The payoff has been an international program reputation. Over the past five years all of our graduates have been employed as faculty in higher education. Graduates are now faculty at institutions such as Penn State, LSU, William and Mary, USC, Vanderbilt, SMU, UF, and George Washington.

Our faculty and students have presented at conferences and programs in South Africa, Kenya, Korea, Japan, Thailand, Hungary, Germany, Italy, Switzerland, The Netherlands, Scotland, and England, and to such professional associations as European Conference on Educational Research, World Educational Research Association, European Branch of the American Counseling Association, British Association for Counselling and Psychotherapy, and the Kenyan Counselors Association. They have published in international journals such as the Journal of Counseling and Psychotherapy Research and Journal of Asia Pacific Counseling. Six of our faculty and 22 of our doctoral students have presented research papers at the British Association for Counselling and Psychotherapy Research Conference. This is all possible only when you have good students, good faculty and great support from key resources like “Our Library”.

Thank you for the opportunity to support our Library. They have certainly been a great support for our programs!

Respectfully,

Edward H. Robinson, III Ph.D.
Professor, College of Education
American Counseling Association Fellow

“Terrie works hand in hand with the faculty providing untold hours of lectures and demonstrations in classes so that students are able to get the most out of their research, utilizing the academic resources available through the University Library. Our Doctoral graduates consistently rate Terrie and the staff as being key to their success in the program. No small part of that is the individual consultation provided to the students as they work on their dissertation. Literally the hundreds of hours over the past years have provided our students with the tools to be successful researchers.”
“In addition to supporting the UCF community as a whole, the UCF Libraries team runs specific programming for graduate students and postdoctoral scholars. Through the College of Graduate Studies’ Pathways to Success program, the Library offers a series of workshops to help guide graduate students and postdoctoral scholars who are engaging in research. Furthermore, members of the Libraries team coordinate a bi-annual Thesis and Dissertation Forum for interested students.”

Dr. Jennifer Parham
Director
Graduate Financial Assistance
College of Graduate Studies

October 31, 2017

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 E. Huron Street
Chicago, IL 60611

Dear Members of the Award Committee:

It is my pleasure to write this letter in support of University of Central Florida’s application for the ACRL Excellence in Academic Libraries Award. The UCF College of Graduate Studies would be proud to have our university’s Libraries receive the ACRL award honoring academic libraries and their staff for working together as a team to further the educational mission of UCF.

The University of Central Florida has a goal of achieving international prominence in key programs of graduate study and research. Members of the UCF Libraries team demonstrate a strong commitment to this goal through the ongoing services that they provide to all members of the UCF community. The library portal for graduate students, for example, includes research support, guides, and additional services such as literary modules that provide detailed information on citing to avoid plagiarism, identifying subject databases, and applying library research strategies. Additionally, the UCF Libraries team of subject librarians are available for consultations with faculty, students, and staff. By providing these on-demand research consultations, UCF librarians provide extensive, in-depth research assistance and support students and faculty with their research goals.

In addition to their personalized services, UCF’s Libraries have outstanding collections that include special collections and archives, as well as the Showcase of Text, Archives, Research & Scholarship (STARS) digital institutional repository. STARS hosts UCF-related works and promotes research, creative activity, and institutional outputs. This repository helps disseminate and publicize works by UCF students, faculty, and staff to a worldwide audience, thereby helping the institution realize its goal of achieving international prominence in research by ensuring that others have easy access to information in an accessible, online format.

U.S. News ranked UCF among the nation’s most innovative universities in the Best Colleges of 2018 guide. The UCF Libraries continuously support this innovation by ensuring that the UCF community has access to information through extensive databases, as well as technology within the various library locations. As part of this effort, the Libraries team regularly submits proposals for funded projects that will benefit the UCF community. Since the introduction of the Technology Fee by the Florida Legislature (effective Fall 2009), the UCF Libraries have been awarded funding for several proposals they submitted related to technology based projects at the institution. Such projects include acquiring new collections (e.g., African Primary Source Collections, Women and Social Movements, Executive Branch Documents, Gate Indigenous Peoples North America, Web of Science Citation Connection, Sage Collection, and others), as well as purchasing new PCs, laptops, and iPads that are available for use within the UCF Libraries. Furthermore, projects have been carried out that have improved the overall environment of the UCF Libraries and allowed for greater collaboration within the facilities. Areas such as the Knowledge Commons, the LB Tech Desk, and group study rooms provide spaces for individuals to collaborate and share knowledge.

In addition to supporting the UCF community as a whole, the UCF Libraries team runs specific programming for graduate students and postdoctoral scholars. Through the College of Graduate Studies’ Pathways to Success program, the Library offers a series of workshops to help guide graduate students and postdoctoral scholars who are engaging in research. Recent workshop topics include library research and literature review strategies, where to publish and author rights, and optimizing your online presence. Furthermore, members of the Libraries team coordinate a bi-annual Thesis and Dissertation Forum for interested students. This one-day event offered by the UCF Libraries and the UCF College of Graduate Studies provides an opportunity for knowledge sharing and guest participants information about resources and services for doctoral students related to their research.

As a large institution with over 66,000 students, UCF has a motto emphasizing the need to amplify excellence through scale, thereby having a greater impact on the community we serve. The UCF Libraries consistently make a positive, long-lasting impact on our students, staff, and faculty by offering exceptional service and resources that are accessible by our entire community. For this and all of the reasons mentioned above, I strongly support the UCF Libraries application for the ACRL Excellence in Academic Libraries Award and hope that you will consider them for the honor.

Sincerely,

[Signature]

Graduate Funding, Professional Development, and Scholarship
College of Graduate Studies

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Dear Award Committee Members:

I am delighted to write this letter of support for the application of the University of Central Florida Libraries for the ACRL Excellence in Academic Libraries Award. During the sixteen years I have worked at the Orange County Public Library System, I have enjoyed a strong, productive partnership working with the UCF Libraries.

The single best example of our partnership efforts is Central Florida Memory, http://www.cflmemory.org/, a collaborative project which began in 2002 with three institutions: the Orange County Library System, the Orange County Regional History Center, and the UCF Libraries. Partners now include ten regional institutions, and local contributors as well. Central Florida Memory provides an online platform and focal point for gathering, preserving, and disseminating the documents, artifacts, and stories of the history of Central Florida. Our interest is in much more than just providing access to or heightening awareness of this history. This project provides educational resources and tools to enhance the delivery of instruction of history at all levels, especially fourth grade students and teachers learning Florida history through ready-made classroom materials. OCLS librarians created a learning environment in Second Life, and a group of librarians and teachers created exercises for students. Working closely together was a great learning experience for all of us.

The collection now includes over 80,000 images of historic materials. Diaries and letters describe the region and how people survived day-by-day in this extreme and rugged environment. Maps, photographs, and postcards illustrate how the region looked in the early years and how it changed over time. Voters’ registration and funeral records and city directories provide demographic information that makes the picture of the Central Florida settler come into focus.

Over the years two grants, a National Leadership Grant from the Institute for Museum and Library Services (IMLS) and a Library Services and Technology Act grant from IMLS, funded the addition of materials. Together, we have held programs at conferences and for the public in our region, introducing them to Central Florida Memory.

Historical material continues to be added to Central Florida Memory. UCF has continued to build its own digital collections as has OCLS with its Orlando Memory, a digital archive designed to capture and preserve the stories, images and memories of the Orlando community. Orlando Memory is the story of Orlando, as told by its people.

I am enthusiastic in recommending our academic neighbor, the UCF Libraries, based on our ongoing cooperative experiences. We here at OCLS look forward to working even closer with UCF Libraries as they expand to their downtown campus. Their capacity for cooperation, collaboration, and consideration of mutual interests is so refreshing in this era. We feel so lucky to have them as neighbors and as partners.

Most sincerely,

Mary Anne Hodel
Director / Chief Executive Officer

Orange County Library System
407-836-7323
Fax: 407-836-7649
website: www.ocls.info

October 27, 2017

Mary Anne Hodel
Director
Orange County Library System
Orlando, FL

“We here at OCLS look forward to working even closer with UCF Libraries as they expand to their downtown campus. Their capacity for cooperation, collaboration, and consideration of mutual interests is so refreshing in this era. We feel so lucky to have them as neighbors and as partners.”
“Your leadership with creating and sharing an innovative model for scholarly communications resources is particularly noteworthy. And since 2011, UCF has played an important role in fostering greater collaboration across ASERL with developing better FDLP collections and services as part of our Collaborative Federal Depository Library Program.”

John Burger
Executive Director
Association of Southeastern Research Libraries
Atlanta, GA
The second of these [award criteria], “Leadership in developing and implementing exemplary programs that other libraries can emulate” describes perfectly the role UCF Libraries has had with other libraries, specifically the library at LSU. Through visits to each other’s libraries and mentorship provided by UCF librarians as LSU developed its liaison program, UCF shared its successful liaison program with us.

Thank you for giving me this chance to support the UCF Libraries in its application for the 2019 ACRL Excellence in Academic Libraries Award. My letter of support highlights one of many ways that the UCF Libraries demonstrates excellence in Academic Librarianship.

Should you have questions concerning what I’ve written, please contact me by phone or email, as described below.

Sincerely,

Lois Kuyper-Rushing
Associate Dean for Public & Collection Services
Louisiana State University
Baton Rouge, LA 70803
225-578-4622
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