University of Central Florida Libraries, Annual Report 2017-2018

2018

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University LIBRARIES
Annual Report 2017-2018
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The opening of the ARC building was delayed until summer 2018 and ingest of materials planned for the fall of 2017 was postponed until July 2018 due to construction delays preventing the opening and approval to occupy the building.

The next phase of construction, 1A will start during the summer 2018. Some general collection books on the 1st Floor will be removed and temporarily housed in storage outside the building until ingesting books into the ARC can begin. Book stacks for those books will be removed. The government documents that currently occupy that space will be shifted to the front of the floor vacating an area in the back of the first floor, so Turner Construction can build a waterproof barrier wall and can begin demo and construction as part of Phase 1A.

Phase 1A is the construction of the “connector” building which will connect the ARC building with the existing 1984 expansion. During this phase additional space will be added on floors one through four, including a new entrance featuring a glass curtain wall which will permit natural light to enter the building on all four floors. And the 4th Floor reading/study space on the ARC building will completed. Phase 1A should be complete in early 2020. When it is finished, all new construction to the building exterior will be complete.

After phase 1A is completed, the next phases, starting with phase 2A will consist of the complete renovation of all existing floors in the building, probably beginning with the second floor.

The ARC has a capacity of at 1.25 million volumes when all five rows are installed. It will open at the completion of Phase 1 with three rows with two additional rows scheduled for installation in a later phase.

Planning continued for the library in the Academic Building for the UCF Downtown Campus scheduled to open for classes in August 2019. Library space will be on the 2nd Floor and will consist of a reading room with shelving for 10,000 volumes and a service desk, consultation rooms and office for librarians and staff.

The new Integrated Library System (ILS) for the forty state universities and colleges in the Florida Academic Library Services Cooperative (FALSC) was in the second year of implementation when it became evident that Innovative’s Sierra could not support the needs of state universities and colleges. It was determined the we could not move forward with a Go Live Date and the contract was officially terminated in February 2018. A new Invitation to Negotiate (ITN) was revised with input from the various working groups and will be issued next fiscal year.

The Libraries had representatives on seven of the eight Sierra ILS Implementation working groups: Tina Buck, Athena Hoeppner, Joel Lavoie, Jeanne Piascik, Lindsey Ritzert, Kristine Shrauger and Ying Zhang. Selma Jaskowski served as ILS Coordinator. They submitted data for configuring the system and evaluating and testing each functional area.

Cancellation of the contract meant that the Dematic DMS software had to interface with Ex Libris Aleph software. The process took several months to complete with many meetings between the UCF Libraries, UCF IT, Dematic and FALSC before it went live, and materials could be ingested into the ARC.

**STARS** (Showcase of Text, Archives, Research & Scholarship), the Libraries institutional repository, reached one million downloads on April 13, 2018. **STARS** is one of the more popular repositories in the Digital Commons network, reaching this level in only two and a half years.

The transition to UCF IT continued for the Libraries’ IT team. Most transferred staff still reside in the John C. Hitt Library, but there have been service issues with ServiceNow tickets. Discussions are underway concerning the LibTech desk as it is an important service for students and should continue to be administered by the Libraries.

The textbook affordability program continued to grow as the working group with librarians, Rich Gause, Sarah Norris, and Penny Beile and from the Center for Distributed Learning, John Rabel and Aimee DeNoyelles continued to work with university administrators, faculty, and instructors to facilitate the adoption of no/low-cost course materials. This year there was growth to 32 unique faculty teaching 96 sections saving 5,010 students $554,375.

Three models have been used to reduce the cost of course materials: adoption of existing open educational resources (OpenStax materials), creation of new OER, and one-to-one replacement of course texts with library-sourced items. The John C. Hitt Library is also hosting a print textbook collection on Reserves.
Another significant achievement during the year was the Libraries' membership on the Student Success Investment Model committee. This was the result of the Libraries being recognized for ongoing librarian contributions in supporting the student success initiative. Vice President Joel Hartman facilitated representation for the Libraries on the committee. This model was established by the Provost as a way for units that do not have access to student enrollment generated funds to have access to funds for innovative projects that support student success. A proposal submitted by the Libraries for a student success/textbook affordability librarian was approved by the committee and the search will begin in fall 2018.

The Office of Scholarly Communication has had continued growth and provided consistent services and resources for the UCF community. There was a significant increase of almost 50% queries on scholarly communication topics from faculty, students and staff. In response, the Office of Scholarly Communication developed more robust programming, improved support for the services offered and increased partnerships with campus constituents. The Office of Scholarly Communication has become a leader in Florida and nationally. The 3rd Floor suite is now a well-established public-facing research support center and is used for consultation meetings with faculty and students. It is also used for internal workgroup sessions. There were 46 Graduate Workshops with 196 persons attending. The Scholarly Communication Working Group continued to be active during the year.

In addition to the workshops, presentations on copyright, author rights, textbook affordability, research and scholarship have been presented in a variety of venues beyond the graduate workshops as well as through Faculty Excellence, Faculty Center for Teaching and Learning, and Center for Distributed Learning.

Ask Us statistics decreased in most categories, except for telephone calls which increased by 7%. The John C. Hitt Library was closed for several days due to Hurricane Irma in September and construction in the building in late December which probably had an impact on statistics.

The number of questions at the Research & Information Services Desk decreased by 10% with 16,521 interactions. In 2017/2018 the Research Guides had 1,084,817 views which is a 29% increase from last year. The number of questions at the Research & Information Services Desk decreased by 10% with 16,521 interactions. In 2017/2018 the Research Guides had 1,084,817 views which is a 29% increase from last year. The video with the most views is the wildly popular “How to Search for Patents” video on YouTube which is widely circulated within the patent community.

The Libraries’ streaming videos on Vimeo and YouTube were viewed 67,149 times. The video with the most views is the wildly popular “How to Search for Patents” video on YouTube which is widely circulated within the patent community.

The Curriculum Materials Center welcomed a new department head, Amy Dovydaitis, in January. She has over 25 years of library experience and was a Seminole County Public Schools elementary school media specialist. During the absence of a department head for about six months, Pam Jaggernauth, LTA Supervisor, was in charge.

The CMC focused on increasing its visibility on campus. It was not on the UCF online interactive map, the UCF paper map or signage within the Education Complex. Due to efforts of Ms. Dovydaitis the CMC is now on the online campus map and the paper map brochure and signage was added to wall over the hallway leading to the CMC.

The CMC continued the partnership with UCF’s Creative School by providing storytime visits and book circulation for summer camp participants.

Outreach efforts were extended to area pubic school districts, which are experiencing the loss of certified Media Specialists and library collection funding. The CMC started an information campaign to Orange, Seminole, and Osceola school districts which included a CMC brochure and information on how to receive a Special Borrower’s card.

The Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management continues to be a popular gathering place and a center of academic activity. The library’s circulation was 9,199 and the book
collection grew to 12,134. This year a KIC scanner was purchased for the library.

Additional academic support services were hosted by the UOF Library including Writing Center consultations, accounting tutoring, and finance tutoring for over 300 students.

Regional Campus Libraries changed its name to UCF Connect Libraries, recognizing the influence of a growing online constituency and declining face-to-face enrollment. UCF Library support was phased out at the UCF/South Lake Campus Cooper Library.

Circulation of the Libraries’ collection, not including reserves, was 173,236, a decrease of 14% from last year.

Use of the John C. Hitt Library decreased slightly to 1,254,700. The number of patrons using the Curriculum Materials Center decreased 4% to 57,357. Use of the Universal Orlando Foundation Library at the Rosen College of Hospitality Management decreased 17% to 85,629.

In Interlibrary Loan/Document Delivery Services, Lending was up slightly to 30,014; Borrowing decreased 6% to 14,874; and Document Delivery increased 31% to 9,060. This overall downward trend is a continuing trend across the country. Library users are locating more full-text articles online.

Document Delivery requests increased as more patrons became aware of the UBorrow Button in the catalog. Patrons request that books be pulled from the shelves, checked out to them, and held at the Circulation Desk or routed to their campus or home.

The Libraries added 23,712 print volumes and 15,616 electronic monographs for a total of 39,328 volumes. The collection now has 1,928,187 print volumes including government documents. Total print and electronic volumes now total 2,109,677.

The Libraries materials budget expenditures were $7,513,744 including Technology Fee funds of $233,303. The impact of inflation in e-journals and database purchases is unavoidable and is having a negative impact on the Libraries’ ability to provide needed materials in support of instruction and research.

Expenditures for all electronic resources continued to increase as $6,009,425 or 80% of the Libraries’ materials expenditures were for these resources.

Approval plan expenditures were $402,465 with 8,076 volumes purchased. Firm order expenditures were $505,736 with 6,465 volumes purchased.

Streaming videos have increased in popularity as they can be embedded into courseware and serve online classes. The Libraries continue to add content from platforms including Alexander Street Press, Kanopy and InfoBase. A growing collection has been created and media content for coursework has been provided in many disciplines. According to usage statistics, 4,602 titles were watched 45,460 times this year.

The migration from SFX to EBSCO’s holdings management tool was completed. And the knowledgebase was expanded by searching and discovering additional open access content.

Cataloging Services conducted several collection maintenance projects including preparation for the ingestion of materials into the Automated Retrieval Center (ARC) and report generation for the inventory project.

There were 3,353,447 searches and 3,432,989 full-text downloads of all databases for which COUNTER (Counting Online Usage of Networked Electronic Resources) compliant statistics are available.

Digital Services was involved in several projects including Central Florida Memory, Central Florida Future, Harrison Price Papers, and Retrospective Theses and Dissertations, and Special Collections for a total of 35,584 images.

Central Florida Memory had 6,263 visitors with 15,322 page views. Digital Collections had 20,593 visitors for 85,170 page views. STARS had 156,181 visitors for 340,654 page views. LibGuides had 513,090 visitors for 1,090,094-page views.

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

Thomas E. Azzari, Emmy Award winning production designer and art director, donated materials related to his work on several theme parks in Florida, Texas, and California. Included in the collection are drawings, photographs, manuscript materials, construction plans, and memorabilia done for clients such as Sea World, Silver Springs, and Weeki Wachee.

Dora Casanova de Toro donated 81 volumes of the Spanish language newspaper, La Prensa. This newspaper was founded by Dora Casanova de Toro and her late husband, Manual Toro in 1981, was the first...
Spanish Language newspaper in Central Florida, and was prominent in the Hispanic community.

Grant Groves donated additional materials to the “Grant Groves Collection on Mulford B. Foster Collection, circa 1929’s -1978.” The donation included a sketchbook for botanical drawings and sketches for paintings by Foster, a painting by Foster and other items.

New USPS Staff Members
- Thomas Dicks, Sr. LTA, Information Technology & Digital Initiatives, December 2017
- Rebecca Hawk, Sr. LTA, Circulation Services, April 2018
- Ashley Carhart, Sr. LTA, Cataloging Services, April 2018
- Jessica Langone, Sr. LTA, Cataloging Services, April 2018

Image of the front page of La Prensa the first Spanish language newspaper published in Central Florida – from the de Toro donation. This issue is Volume 1, Number 1, August 21-27, 1981

“Sketchbook with botanical drawings, 1939” – from the Grant Groves Collection on Mullford B. Foster Collections, circa 1929’s-1978”

Student Technology Fee Awards
The Libraries received Technology Fee Awards for 2017/18 in the amount of $268,672, which funded the following proposals:

- **Africana Primary Source Collections II.** Additional Primary Source Databases. Total Cost: $134,468 (Tech Fee: $134,468.)
- **American Chemical Society (ACS) Legacy Archives:** Total Cost: $101,835 (Tech Fee: $98,835, cost share $3,000)
- **LibTech Equipment Upgrades/Replacement/Expansion:** Increase number of available items for students to checkout and replace some of the older, failing items. Total Cost: $67,238.29 (Tech Fee: $32,369.19; cost share: $34,869.10)

To date, the Libraries have received $5,840,910 in Technology Funds.
Director’s Overview (cont’d)

Retirements

Leticia (Letty) Abulencia retired October 31, 2017 after over 23 years of service in the library. Abulencia began working in the Libraries on May 20, 1994, as an LTA in Serials. In March 1999, she was promoted to Sr. LTA and began working in Cataloging Services.

Awards

✓ Sarah Norris, UCF’s 2017 Excellence in Librarianship Award

✓ Dr. Corinne Bishop, 2018 IT&R Outstanding Partnership Award

✓ Martha Cloutier, University Libraries 2017 Employee of the Year

✓ Kate Brinister, IT&R Outstanding Service Award

✓ Dawn Tripp, April 2018 UCF Employee of the Month
**Library Service Awards**

### Awardees

#### 5 Years
- Robert Ciullo, Information Technology & Digital Media
- Michael Furlong, UCF Connect Libraries
- Andrew Hackler, Circulation
- Peggy Nuhn, UCF Connect Libraries

#### 10 Years
- Martha Cloutier, Circulation
- Yvonne Rivera, Cataloging
- Susan Terrill, Administration
- Min Tong, Research & Information Services
- John Venecek, Research & Information Services

#### 15 Years
- Cynthia Dancel, Research, Education & Engagement
- Rachel Mulvihill, Teaching & Engagement

#### 20 Years
- Barry Baker, Administration
- Peter Spyers-Duran, Cataloging
- Ying Zhang, Acquisitions

#### 30 Years
- Joanie Reynolds, Interlibrary Loan & Document Delivery Services

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**June S. Stillman Memorial Endowed Scholarship**

On December 13, 2017, University Libraries awarded **Mr. Cody J. Brayton** the 19th June S. Stillman Memorial Endowed Scholarship. This $2,000 scholarship, offered specifically to Libraries student assistants and USPS employees, was established in memory of June Stillman, a charter librarian of our university who tragically lost her life in 1998.

Cody J. Brayton, an undergraduate Health Services Administration (HAS) student began working as a library student assistant in Circulation Services of the John C. Hitt Library in July 2015 and is now Student Supervisor. He also works as a Resident Assistant for campus housing and volunteers with the Alzheimer’s and Dementia Resource Center. He plans to pursue a Masters in HAS.

From the age of 15 Brayton has dreamed of being an administrator of a nursing/long-term care facility. Based on his experiences as a volunteer at the Santa Rosa Health and Rehabilitation Center where he began noticing what he calls “discrepancies in elderly patient care,” he was determined to help. Once he discovered the role of administrator, he knew that was his path and has focused on that ever since. He chose the University of Central Florida for its excellent Health Services Administration program.

Brayton is a first generation college student. Despite working two jobs, taking a full complement of classes, volunteering, and leading his fellow students and residents, Brayton is...
determined to graduate magna cum laude in December 2017. In her letter of recommendation, Meredith Robertson, professor, Community Health and Managed Care, wrote, “Cody has an eagerness to learn, an enthusiasm for academics and new experiences, and has the maturity to take his work seriously.” These are all traits that June Stillman would have applauded.

Part of this year’s program included a tribute to Phyllis Janecke Hudson, co-founder of the scholarship, who passed away on April 20, 2017. Rich Gause, Government Document Librarian, was good enough to speak about his experience with Hudson, not only in the library, but in her capacity as a women’s right activist and United Faculty of Florida (UFF) representative for many years. Meg Scharf, Associate Director, Communications, Assessment, and Public Relations, also provided some information. We were honored to have in attendance one of Phyllis Hudson’s daughters, Nancy Hudson, and granddaughter Janecke, with us.

Cheryl Mahan, co-founder, gave the traditional update of as many of the former scholarship recipients as she could find and shared photos that she received from some of the former recipients. Before the presentation of the scholarship, June Stillman’s brother-in-law Ken Clanton said a few words about the June Stillman he knew from a friend and family point of view. Mahan spoke about this year’s recipient Cody J. Brayton, and then made the presentation of the scholarship.

As is always the case when they are able to attend, we welcomed our special guests, members of June Stillman’s family (daughter Lynne and her husband Larry Martiny, niece Judy Williamson, brother-in-law Ken Clanton).

Cody J. Brayton, 2017 Recipient of the June S. Stillman Memorial Endowed Scholarship for Libraries Student Assistants and USPS Employees, with (left) Larry & Lynne Martiny [Stillman’s daughter & son-in-law]; (center) Barry B. Baker [Director of Libraries]; and (right) Nancy Hudson [daughter of Phyllis Hudson, co-founder of the scholarship]

Nancy Hudson flew down from Virginia especially to be at this event. Photographs, snippets of time, of Phyllis Hudson were displayed for everyone to reminisce. She will be sorely missed.

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Cheryl Mahan, co-founder of the June S. Stillman Scholarship, as she introduces Cody Brayton, 2017 recipient

Director’s Conclusion

Exciting times lie ahead for the 21st Century Library Project as the next phases will begin after the completion of Phase 1A and will start the complete renovation of the existing building floor by floor, including new mechanical, plumbing, and electrical systems, which are badly needed. A totally new 21st Century Library will emerge when the project is finished.

The opening in 2019 of the new library in the Academic Building on the UCF Downtown Campus will expand the existing successful partnership with Valencia State College, serving the instruction and research needs of Valencia and UCF students and faculty.
General Administrative

• Worked with Valencia College Library leadership, the downtown UCF team, library faculty, and architects on space design, service delivery, budget, and staff hiring timeline for the new downtown library.

• Worked closely with Turner Construction to finish five (5) interior library projects: elevator rehabilitations; new restrooms in 1984 addition; sprinkler work; stairwell renovations; and installation of new outlets in public study areas. This involved extensive communication with Turner, UCF Facilities, and library staff; communication with students on closures, punch lists, and follow up, notably with the restroom and outlet projects.

• Chaired a revival of the Faculty Salary market equity committee. Revised the market equity proposal for a second submission to IT&R in May 2018.

• Helped create director’s presentation for the “Provost Retreat,” April 2018.

• Participated in 24/5 hours discussions with UCF Student Government Association, March 7 and April 16. Prepared cost budget.


Finance

• Finalized budget allocation August 9, 2017.

• Participated in interviews for IT&R Accounting Coordinator, January 2018.

• Prepared “Budget Dissection” document for IT&R office, February 16.

• Assisted the IT&R Coordinator, Accounting with fiscal year closeout.

Human Resources

• Facilitated six faculty searches: two UCF Connect positions at Valencia, Head of Curriculum Materials Center, Science Librarian, Instruction & Engagement Librarian, Head of Cataloging, and preliminary discussions for Head UCF Downtown.

• Assisted administration and department heads with: stipends, combining Tech Services and ITDI, possible shared staff support, Office of Institutional Equity transactions, EAP, evaluations; parental, medical and non-medical leave arrangements; SPI and reclassifications.

• Monitored faculty PDL and assisted IT&R Business Center (BC) with input to Faculty Activity report.

• Handled inquiries and attended web meeting regarding ASERL Ithaka survey.

• Maintained the vacancy report, faculty salaries, and organization chart.

• Attempted to stay abreast of requirements for Sibson class and compensation survey. Began analysis of library position descriptions.

• Scanned all faculty evaluation documents (AAR, AAPD, evaluation) for shared drive.

• Submitted College & University Personnel Association (CUPA) information to UCF HR.

• Contributed to faculty discussion of the new Annual Evaluation and Standards Procedures (AESP) & evaluation form.

• Verified salary increase, evaluation and market equity information. Supported market equity committee.

• Began using IT&R BC version of ServiceNow. Articulated need to IT&R BC for additional training and documentation in order to jointly manage necessary tasks.

• Served as Ex Officio to the Promotion Coordinating Committee. Met with Center for Distributed Learning (CDL) regarding division-wide promotion committee and new proposed regulation, assisted with promotion candidate discussion and outside reviewers, assisted with summary report for one Cumulative Progress Evaluation (CPE) candidate. Multiple meetings with Administration and United Faculty of Florida (UFF) regarding proposed promotion regulation for librarians. Facilitated a workshop for promotion candidates to ask questions about the process.

Facilities

• Coordinated 23 Building Planning Committee (BPC) meetings between June 2017 and April 2018. For each meeting, established agenda, guided meeting discussion, took notes, and distributed post meeting follow ups.

Library Administration bi-annual luncheon: CW from lower left: Frank Allen, Barry Baker, Deirdre Campbell, Tim Ryan, Meg Scharf, and Raynette Kibbee
• Engaged Mary Anderson, librarian at University of Missouri Kansas City for a consulting visit on ARC readiness, John C. Hitt Library, September 18-19. Involved several preplanning calls, development of agenda, guidance of discussion, and travel and logistical coordination.

• Opened 5th Floor Quiet Zone April 16. This followed 24+ months of extensive planning including furniture selection and coordinating design with architect, furniture vendor and UCF Facilities. Coordinated meetings with Library committee, UCF Facilities, and Empire Furniture. Coordinated delivery logistics, soft opening, punch list, signage, location of waste receptacles, food & drink policy.

• Worked with UCF Facilities to repair/replace alarm mechanisms on the five (5) emergency exit doors in the John C. Hitt Library. This project has spanned one year plus, involving over a dozen conversations and face-to-face meetings with electricians. Work continues as of May 8.

• Secured quotes from movers in November for interior move on 1st Floor. Identified scope of work, received and evaluated bids. Re-engaged movers in April to rebid under the oversight of UCF Facilities Office.

• Revised and resubmitted ARC MOU, February 2018. Hosted discussion with UCF Facilities Maintenance March 15.

• Coordinated re-activation of front door alarm system; helped develop new closing policy.

• Moved significant surplus through including assisting Barbra Alderman with the surplus at the Cocoa branch.

**Administration Front Office**

The Administration front office staff members continued to manage the smooth operation of the Libraries and Administration, including:

• Reporting building issues on behalf of the John C. Hitt Library and Curriculum Materials Center staff members, faculty, and patrons. The count of recorded requests was 464; this does not include the multitudinous phone calls and in-person interactions. See statistics below for more information and a detailed glimpse of those activities.

• Arranging meetings and events, e.g., reserving space, inventorying supplies, catering, special parking, and serving as a resource for other departments planning meetings & activities, etc.

• Continuing to use Outlook to monitor, approve, and book reservations for Conference Rooms, 512G, 511, 223, and 229, as well as the for the van.

• Procuring and tracking library keys.

• Assisting with telecommunications issues (new phones, personnel changes, equipment problems, line problems, etc.)

• Responsible for recording and processing mailed checks per Accounting.

• Maintaining office policies and procedures.

Updated and implemented new systems and procedures for various UCF Department changes, such as Telecommunication’s two new online service systems split between UCF IT and the Telecommunications Request Form (TRF) system and Facilities Operation’s Key Manager/Security Access Representative (KM/SAR) program.

The Administration Office has spent the year trying to increase awareness of and compliance with the new branding standards, working with the Print Shop, vendors, in-house forms, etc.

The challenge to maintain constant coverage of the front office (phones, greeting, etc.) especially with obstacles like leave, training/workshops, and service on committees, etc., was somewhat abated with the hiring of the new Cataloging Services office assistant part of whose position description includes acting as backup for the administration front office staff.

**Report on Departmental Goals: 2017-2018**

• Continue adapting workflows in fiscal, human resource, and front office areas to cope with the transfer of the five
Changes in Staffing

None

Departmental Goals: 2018-2019

General Administrative

- Conclude first phase of ingest into ARC to enable Phase 1A construction.
- Secure successful salary market equity adjustments for in-unit faculty.
- Finalize furniture and fixture layout for Phase 1A for maximum student benefit. Adjust where necessary.
- Support efforts for IT&R Business Center to improve OPS hiring and separation process.
- Support the launch of the library presence at Downtown Academic Center

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida

UCF Libraries actively participates in Federal Work Study hiring, which supports the undergraduate student population.
2017-2018 Statistics: Administrative Services

Library Administration

Table 1

Human Resources Selected Statistics Five Year Summary

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2017-2018 Statistics: Administrative Services,
Frank R. Allen,
Senior Associate Director, Administrative Services

Administrative Services

Chart 1
Reported Building Problems
2017-2018

Plumbing, 97, 21%
Cleaning, 85, 18%
Elevators, 33, 7%
HVAC (Temp/Leaks), 40, 9%
Lights Out, 58, 13%
Electrical, 26, 6%
Doors, 22, 5%
Other (Carpet, Supplies, Moving, Restock, Misc.), 22, 5%
Insects, 3, 1%
Clocks, 3, 1%
Keys/Locks, 13, 3%
Recycle, 6, 1%
Roofers and Leaks, 15, 3%
Install/Dismantle, 34, 7%
Install/Dismantle, 34, 7%
Circulation Services accomplished many projects and advancements during 2017-2018. Each of the separate units within the department, Circulation Services/Desk, Fines & Bills, Reserves, and Stacks achieved successes and helped to enhance library services for UCF students, faculty, and staff. One noticeable change was the reorganization of the Circulation Desk. The cash registers were moved, a fourth patron-facing service point was added, and individual login to PCs is now required for increased IT compliance and improved tracking of circulation activity in Aleph. The new set-up provides better flow for performing cash register transactions, monitoring the main entrance, and providing an approachable service point for library patrons. One enhancement to patron services was the transition from proxy borrowers to Authorized Users in ILLiad. Working with Interlibrary Loan this new service was implemented at Circulation, CMC, Rosen, and LibTech. Circulation Services was also responsible for supporting the group study room reservation system to best meet the needs of our library patrons, while coordinating moving rooms offline as they were impacted by the sprinkler installation and 1st Floor construction, and adding two additional rooms as offices on 1st Floor were cleared.

Fines and Bills implemented acceptance of credit card payment in collaboration with Library Administration, IT&R Business Center, and UCF Finance and Accounting. Collection of fines owed has increased significantly with the new payment method option and patron satisfaction has improved. The policy for shutting down cash registers one hour before closing was also changed. Cash registers are now open until close each night so patrons do not have to settle fine payments one hour in advance of the library closing.

Reserves experienced major growth in collection size and impact on student success. Working with the Anatomy Department the collection of anatomy models was expanded to include more models requested by the students, as well as to replace older models with missing parts. The new arrangement of the Circulation Desk allowed for a better display of the anatomy models that is easily browsable by library patrons. Reserves also played a major role in starting up the Textbook Lending program. Working with Library Administration, Acquisitions & Collection Services, and Cataloging Services, the Course Reserves Textbook collection grew to include textbook donations from university partners, new purchases from Library funds, and previously-owned library materials identified as course materials. The reserve collection is now more relevant to student needs and is helping to contribute to textbook affordability initiatives.

Stacks had significant responsibility for planning and preparing for the ARC Ingest. A key preliminary project was to coordinate an assessment of existing stacks by type and quantity, and project long-term needs for shelving use, storage, and removal. Work also included: identifying supply needs, workflows, staff responsibilities; identifying call number ranges impacted by the initial ingest; assessing safety guidelines and creating safety training materials; creating a staffing plan to achieve ingest goals agreed upon by UCF and Turner Construction, and more. Part of ARC planning included a reorganization of the existing Stacks office. Shelving was removed and rearranged, and sorting areas were redefined to accommodate new workflows necessitated by the eventual opening of the ARC. One of the more hands-on tasks (years of accumulated gum was found under study tables) was to assist in preparation for the 1st Floor construction. Stacks staff and student employees disassembled and organized pieces parts for several tables to move to storage. All of these components combined into a colossal project and the entire Stacks unit made significant contributions to planning for the opening of the ARC.

OTHER HIGHLIGHTS AND PROJECTS:

✦ Responsible for posting signage in conjunction with 21st Century Library Communication Task Force: Posted signage throughout the John C. Hitt Library to inform library patrons of ongoing noise and construction in the library during sprinkler installation, restroom renovations, and 1st Floor closure.

✦ Participated in planning for Sierra implementation: Reviewed Aleph functionality in comparison to Sierra functionality and provided feedback to UCF and FALSC on strengths and weaknesses of Sierra.


Handing out popcorn during National Library Week. L to R David Benjamin, aka Mr. Poppy, Lindsey Ritzert, and Megan Haught (April 2018)
Helped plan, promote, and support 2nd Annual Summer Knights Reading Challenge: 148 participants read a total of 512,009 pages. Received donations from campus and local businesses to award prize packs, weekly prize drawings, and three top prize awards.

Organized 2017 InfoKiosk: Answered 528 questions in first four days of the fall semester.

Coordinated plan for interruption to Circulation Services during library closure December 16, 2017 to January 1, 2018: This included plans for patron communication, bookdrop retrieval, online information, and signage in library.

Participated in several outreach efforts, including: Fall Welcome Event, LibHacks, Dia de los Muertos, Halloween Horror Writing Contest, Color Your Stress Away, National Poetry Month Contest, and National Library Week.

Circulation Services staff member, Martha Cloutier was named UCF Libraries Employee of the Year 2017. Stacks Student Supervisor, Cody Brayton was awarded 2017-2018 June S. Stillman Memorial Endowed Scholarship.

Changes in Staffing

- Lisa Perez left her role as Sr. LTA in Daytime Circulation for a position at the Volusia County Public Library, December 2017
- Rebecca Hawk was hired as Sr. LTA in Daytime Circulation, March 2018

Research innovative ways to meet patron needs and work to exceed patron expectations of Circulation Services. Reorganized Circulation Desk layout, implemented credit card payment, increased visibility of anatomy models, and improved group study room reservation procedure.

Stacks:

- Complete Phase 1A Connector Ingest Project; including ingesting of displaced materials, removal of stacks, and moving/storage of furniture in designated areas. ARC opening was delayed until July 2018. In preparation for the Ingest project developed: safety guidelines, ingest plan by floor, disassembled 1st Floor tables, and conducted analysis of shelving inventory and future shelving needs.
- Complete correcting shelving errors identified in inventory reports. Continued to correct errors and review reports for additional areas in need of attention.

Circulation Services:

- Contribute to successful planning for Sierra Implementation. Implementation canceled. Prior to cancellation participated on various implementation groups, performed testing in Sierra, and provided feedback on requirements of a different ILS.
- Develop policies and procedures for daily operation of the ARC and Phase 1A Connector Ingest Project. ARC opening was delayed until July 2018. In preparation for the Ingest project the department developed: staffing schedules, hiring strategy, setup Aleph workstations to process ARC materials, and developed policies for New Books in the ARC.
- Restructure policies for issuing Proxy Borrower cards. Worked with Interlibrary Loan / Document Delivery Services to transition Proxy Borrowers to Authorized Users.

Fines & Bills:

- Explore options for accepting credit card payment and online payment. Implemented credit card payment. Sierra will not be
implemented for online payment; working with UCF IT to explore alternative options for online payment.

- **Reserves:**
  - Engage in Textbook Affordability discussions and brainstorm ideas for expanding course reserves to include more textbooks. Assisted in inaugural Textbook Lending program. Processed newly acquired course reserve textbooks and expanded anatomy model reserves collection.

### Departmental Goals: 2018-2019

- Research innovative ways to meet patron needs and work to exceed patron expectations of Circulation Services.
- **Circulation Services:** Contribute to future planning for an integrated library system. Develop procedures and policies to maximize the effectiveness of Aleph.
- **Fines & Bills:** Review Collection Agency policies and procedures. Investigate online payment options.
- **Reserves:** Support Textbook Affordability Program and contribute to future initiatives.
- **Stacks:** Complete Phase 1A Connector Ingest Project, including ingesting of displaced materials, removal of stacks, and moving/storing furniture in designated areas.
- **Circulation Services/Stacks:** Develop best practices and procedures for daily operation of ARC.
- **Stacks:** Work with Cataloging Services, Acquisitions & Collection Services, and Interlibrary Loan/Document Delivery Services to determine new workflows for the collection as items are processed into the ARC.
- **Reserves:**
  - Assisted in inaugural Textbook Lending program. Processed newly acquired course reserve textbooks and expanded anatomy model reserves collection.

### Advancement Toward the President’s Five Goals

- **Offer the best undergraduate education available in Florida**
  - Continued to operate the Reserves unit to support the teaching mission of the university.
  - Contributed to Textbook Affordability by supporting operation of course textbook reserve collection.
- **Achieve international prominence in key programs of graduate study and research**
  - Provided extended circulation privileges to graduate and honors students to support their research needs.
- **Become more inclusive and diverse**
  - Continued the department practice of hiring a diverse group of students and staff.
- **Be America’s leading partnership university**
  - Provided circulation privileges to:
    - SUS, State/Community Colleges, and public school students and educators from throughout Florida
    - Lifetime members of the UCF Alumni Association
    - State, national, and international researchers visiting UCF and visiting or employed at Research Park (fee required for some)
    - Community patrons (fee required)

### Performance Enhancement Recommendations

- **Point of Sale register system that incorporates credit card, cash, and Knight Card transaction on single terminal.**
- **Accept online payment for overdue fines and replacement costs.**
- **Group Study Room Reservation Calendar/Software available on touchscreen panel at entrance to each room.**
- **New Integrated Library System**
Circulation Services (cont’d)

2017-2018 Statistics: Circulation Services

Table 1
Five-Year Comparison

<table>
<thead>
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</thead>
<tbody>
<tr>
<td>A-V, Music, Video, DVD</td>
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<td>5,545</td>
<td>4,080</td>
<td>3,621</td>
<td>6,409</td>
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<td>Browsing Collection</td>
<td>1,979</td>
<td>1,398</td>
<td>1,346</td>
<td>1,331</td>
<td>2,300</td>
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<td>Documents</td>
<td>106</td>
<td>120</td>
<td>83</td>
<td>124</td>
<td>277</td>
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<td>General Collection</td>
<td>166,887</td>
<td>195,702</td>
<td>218,415</td>
<td>281,801</td>
<td>226,996</td>
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<td>Reserves**</td>
<td>124,443</td>
<td>114,186</td>
<td>92,272</td>
<td>56,160</td>
<td>110,930</td>
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<td>TOTAL ITEMS CIRCULATED</td>
<td>297,679</td>
<td>316,951</td>
<td>316,196</td>
<td>343,037</td>
<td>346,912</td>
</tr>
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<td>ITEMS SHELVED</td>
<td>198,358</td>
<td>211,388</td>
<td>192,916</td>
<td>212,046</td>
<td>206,402</td>
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<td>PATRON COUNT</td>
<td>1,254,700</td>
<td>1,297,542</td>
<td>1,311,115</td>
<td>1,258,691</td>
<td>1,283,542</td>
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</tbody>
</table>

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

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

Circulation Services

Table 2
Circulation by Patron Type: Five-Year Comparison

<table>
<thead>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
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<td>Undergraduate Students</td>
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<td>211,722</td>
<td>207,699</td>
<td>221,011</td>
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<td>Graduate Students</td>
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<td>48,815</td>
<td>51,146</td>
<td>58,684</td>
<td>61,077</td>
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<td>Faculty</td>
<td>25,746</td>
<td>25,877</td>
<td>25,624</td>
<td>26,940</td>
<td>36,433</td>
</tr>
<tr>
<td>Staff</td>
<td>6,892</td>
<td>7,693</td>
<td>7,087</td>
<td>7,833</td>
<td>10,178</td>
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<tr>
<td>Alumnae</td>
<td>75</td>
<td>79</td>
<td>111</td>
<td>24</td>
<td>65</td>
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<tr>
<td>Special Borrowers:</td>
<td>6,399</td>
<td>7,389</td>
<td>9,567</td>
<td>12,106</td>
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<td>Affiliate</td>
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<td>2,211</td>
<td>7,415</td>
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<td>Courtesy</td>
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<td>5,936</td>
<td>7,390</td>
<td>6,713</td>
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<td>Associate/Subscriber</td>
<td>4,289</td>
<td>4,802</td>
<td>6,393</td>
<td>4,736</td>
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<td>Library Charges:</td>
<td>14,330</td>
<td>15,106</td>
<td>14,962</td>
<td>16,439</td>
<td>16,636</td>
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<td>Interlibrary Loan</td>
<td>6,469</td>
<td>7,284</td>
<td>7,681</td>
<td>10,311</td>
<td>10,192</td>
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<tr>
<td>UBorrow*</td>
<td>3,696</td>
<td>4,992</td>
<td>4,864</td>
<td>11,905</td>
<td>2,694</td>
</tr>
<tr>
<td>Other</td>
<td>4,165</td>
<td>4,163</td>
<td>4,091</td>
<td>11,905</td>
<td>2,694</td>
</tr>
<tr>
<td>TOTAL ITEMS CIRCULATED</td>
<td>297,679</td>
<td>316,951</td>
<td>316,196</td>
<td>343,037</td>
<td>346,912</td>
</tr>
</tbody>
</table>

*UBorrow was implemented in 2012/2013.

Circulation Services
Chart 1
Circulation Transactions by Patron Type, 2017/2018

Lindsey Ritzert
Head, Circulation Services
The unit, formerly known as Regional Campus Libraries, embraces its new name, UCF Connect Libraries, despite the occasional lapses when we refer to ourselves geographically. The name change reflects the fact that Vice Provost Jeff Jones and the UCF Connect division recognized the strategic influence of the growing online constituency and on some campuses, the declining face-to-face enrollment. These trends have impacted some library services in the unit by reinforcing the need to focus on virtual resources and services. Staffing reductions in Clermont and Palm Bay mirror changes in both UCF and partner enrollment.

As a unit dispersed across many campuses, our group accomplishments materialize in a variety of unique efforts towards our common goals. Regardless of the trending terminology over the years, our goals consistently involve enhancing services to students and faculty in any way that we have control.

### Highlights of the Year in Retrospect

The two most recently hired Connect librarians (Judy Kuhns and Lily Flick) spend at least one day per week in the John C. Hitt Library working on various team projects, or covering the Research & Information Desk (RAID) or UCF Libraries Ask A Librarian. Kuhns covered the ILL/DD department for Kristine Shrauger while she was at a conference during spring break.

Lily Flick developed an online “library tour” video to introduce online students to the library website and help them understand how to find general resources. The video is embedded into the UCF Online Students research guide, distributed to Valencia librarians, and will be included in a Valencia Libraries newsletter.

Andy Todd collaborated with Dr. Angie Ritten and UCF Digital Initiatives librarian Lee Dotson to create the Community Resources for Medically Underserved Populations interactive tool1 that now resides in STARS.

Todd also coordinated library activities in preparation for the UCF College of Nursing seven-year review.

Michael Furlong evaluated photography books that were held in the local Daytona State College (DSC) Photography Museum Library for transfer to the UCF@DSC library.

Daytona State College’s library is preparing to move to a new building in early 2019. The new library building will only have half the current library’s space for the print collection. Because of this, Furlong put forth an earnest attempt to weed and reduce the size of the library’s collection and to collect only books that will be a particularly good fit during this transitional period.

Peggy Nuhn coordinated the transfer of approximately 800 music CDs from the Seminole State College (SSC) library to the UCF Libraries collection. This acquisition represents a significant addition to the UCF Libraries music collection.

Nuhn also began offering “Research Assistance” on the second floor of the Seminole State Library which is intended to allow students to have as much uninterrupted time as is needed in an area which is more conducive to student learning.

Cynthia Kisby gathered information and a recommendation letter to support the UCF Libraries application for the ACRL Excellence in Libraries Award.

Barbara Alderman inventoried, created a spreadsheet, and organized removal to surplus outdated hardware, materials, and shelving stored in Cocoa Eastern Florida State College (EFSC) Library.

### Changes in Staffing

Kisby managed staff transitions at UCF Osceola and West. She hired and oriented two full-time librarians. Judy Kuhns started at Osceola on August 8, 2017 and Lily Flick, previously an adjunct, accepted a regular faculty position at West on September 8, 2017.

UCF/South Lake enrollment is down and Molly Newcomb, Connect adjunct librarian for South Lake, accepted a full-time position with Lake County in the Cooper Library. UCF Connect negotiated with partner librarians to phase out UCF library support at the Cooper Memorial Library reference desk.

### Report on Departmental Goals: 2017-2018

1. **Identify ways to support both library and Regional Campus strategic initiatives once they are announced.**
   - In January 2018, Dr. Jones accepted responsibility for UCF Global. Cynthia Kisby participated in division-wide integration...
meetings and later arranged introductions between Dr. Rahouti and Min Tong to ensure full library liaison integration. Min Tong is liaison to Global UCF (international students enrolled in UCF), UCF Global (the parent organization), and the English Language Institute.

- Peggy Nuhn created LibGuides for the Clinical Psychology M.A. program and for the Cognitive Psychology course.
- No new expectations for Valencia East library services have been articulated through UCF Connect. A Valencia East librarian contacted Christina Wray.

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

- UCF Connect librarians met with Center for Distributed Learning (CDL) staff who created a “sandbox” for practice work in Canvas.
- Todd used Adobe Connect and Canvas conferences to provide virtual reference service to UCF students.
- Nuhn and her SSC partner Karen Kaufmann embarked on a multi-year research project to assess, compare, and enhance literacy skills and instruction in the college to university transition.

Kuhns offered online office hours for two hours per week using the Canvas Conferences feature for the Psychology Research Methods class.

Flick was accepted into the Faculty Center for Teaching & Learning’s Course Innovation Project: Enhancing Active Learning Using Webcourses@UCF. She created a Canvas module including Materia games, video tour, scavenger hunt quiz, and reflective survey to promote active learning and help introduce students (predominantly online students) to the library website and services.

- Flick, working with Rosie Flowers, successfully completed production of an Online Library Tour video.

UCF Libraries Online Tour

The Online Engagement Working Group (Peggy Nuhn, Lily Flick, Judy Kuhns, and Christina Wray) developed the “Getting the Most out of UCF Libraries: Online Resources’ LibGuide.”

- Kuhns took over monitoring two Online orientations, one for UCF Online and one for Direct Connect students (called Distance).
- Kisby learned the ins and outs of Canvas and the nursing library modules in order to serve as embedded librarian in four online Nursing 3165 classes.
- Alderman collaborated with Corinne Bishop to review and accommodate library research skills for Online and face-to-face (F2F) students in the curriculum meetings for the Master in Nonprofit Management program’s Network of Schools of Public Policy, Affairs, and Administration (NASPAA) accreditation. It is the first standalone nonprofit program to be accredited by them and was a two-year process.

Departmental Goals: 2018-2019

- Pursue opportunities for formal, evidence-based assessment within campus guidelines. Look for and act on any unmet needs that are within the scope of our individual operations.
- Expend effort to ensure that students know what is already available. Strengthen collaboration with UCF librarians, UCF Connect Coaches, CDL, and relevant campus departments, especially in terms of transfer and online students.

1 https://guides.ucf.edu/c.php?g=732351
Offer the best undergraduate education available in Florida

- Taught 134 information literacy classes reaching 3,639 students
- Updated interactive Canvas Quiz for UCF Connect and UCF Online orientations
- Met with UCF Global faculty
- Met with UCF Connect Online coaches
- Supported UCF Digital Rights Management (DRM)-free Textbook initiative
- Created new LibGuides
- Kuhns worked with Valencia IT staff to get printing working for UCF/Osceola students. Computers in the library have been updated to print from UCF logins. This has been a problem for years.
- Todd coordinated embedded instructions efforts for the undergraduate nursing research courses.

Achieve international prominence in key programs of graduate study and research

- Todd conducted an online synchronous instruction session for the NGR7805-17Summer CW61 Doctoral Scholarship course on May 17, 2017.
- Todd collaborated with the UCF College of Nursing and UCF Center for Distributed Learning to create four search strategy videos for a graduate Research Methods course.
- Flick became the instructor for graduate studies Pathways to Success Presentation Skills Workshop.
- Alderman participated in the Nonprofit Management program review and in the three-day Nonprofit Management Curriculum Retreat.

Be America’s leading partnership university

- Provided additional input for Valencia East SACS prospectus
- Collaborated as a library member of the Nursing Research Team
- Attended The Volusia County’s Chamber of Commerce 27th Annual Crystal Apple Awards with UCF Daytona Associate Vice President (AVP) as a way of supporting local community educators and the UCF campus
- Peggy Nuhn built a strong working relationship with the new Seminole State Library Director Morgan Tracy who started on March 27, 2017.
- As part of her ongoing research, Peggy Nuhn developed a survey of UCF partner college librarians to learn which elements of information literacy are typically covered in college library instruction, which will inform UCF Libraries in the development of new information literacy modules.
- Supervised and trained a Federal Work Study (FWS) student for 2017-2018 Seminole State
- Flick tabled for Valencia West librarians at the Writing Center Spring Connection event and the Well-O-Ween event in the fall, introducing herself to students as the UCF librarian and inviting them to visit the library.
- Kuhns presented at a Valencia Skillshop, “UCF: Making the Transition,” promoting the UCF library to graduating Valencia students.
- Both Flick and Kuhns attended classroom visits with UCF Valencia staff at the beginning of the semesters.

Performance Enhancement Recommendations

N/A
### UCF Connect Libraries

#### Table #1
Contacts by Type

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<td>Library information (directional)</td>
<td>902</td>
<td>947</td>
<td>418</td>
</tr>
<tr>
<td>Reference</td>
<td>1115</td>
<td>1290</td>
<td>643</td>
</tr>
<tr>
<td>Outreach</td>
<td>52</td>
<td>15</td>
<td>6</td>
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<tr>
<td>Group e-mail</td>
<td>41</td>
<td>33</td>
<td>3</td>
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<tr>
<td>Graded assignments</td>
<td>659</td>
<td>590</td>
<td>193</td>
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<tr>
<td>LibGuides</td>
<td>5</td>
<td>3</td>
<td>0</td>
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<td>Canvas Discussion Post</td>
<td>43</td>
<td>141</td>
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<td>Print publications</td>
<td>13</td>
<td>10</td>
<td>2</td>
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<td><strong>Totals</strong></td>
<td><strong>2,830</strong></td>
<td><strong>3,029</strong></td>
<td><strong>1,304</strong></td>
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#### Table #2
Contacts by Location

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<td>Altamonte</td>
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<td>Cocoa</td>
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<td>460</td>
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<td>Daytona</td>
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<td>Ocala</td>
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<td>0</td>
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<td>Orlando</td>
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<td>Online</td>
<td>623</td>
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<td>Palm Bay</td>
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<td>Sanford</td>
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<td>South Lake</td>
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<td>Osceola</td>
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<td>West</td>
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<td>431</td>
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<tr>
<td>Leesburg</td>
<td>0</td>
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<td>0</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>2,654</strong></td>
<td><strong>2,829</strong></td>
<td><strong>1,219</strong></td>
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#### Table #3
Five-Year Summary Library Instruction Statistics

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<th>Classes</th>
<th>F2F</th>
<th>Online</th>
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<td>2017-2018</td>
<td>70</td>
<td>64</td>
<td>134</td>
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<tr>
<td>2016-2017</td>
<td>61</td>
<td>64</td>
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<td>2015-2016</td>
<td>68</td>
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<td>2014-2015</td>
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<td>2013-2014</td>
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<table>
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<th>Students</th>
<th>F2F</th>
<th>Online</th>
<th>Total</th>
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<td>2017-2018</td>
<td>1,620</td>
<td>2,019</td>
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<td>2016-2017</td>
<td>1,497</td>
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<td>2015-2016</td>
<td>1,550</td>
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<td>2014-2015</td>
<td>2,275</td>
<td>2,474</td>
<td>4,749</td>
</tr>
<tr>
<td>2013-2014</td>
<td>5,507</td>
<td></td>
<td>5,507</td>
</tr>
</tbody>
</table>

Cynthia Kisby
Head, UCF Connect Libraries

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

**Highlights of the Year in Retrospect**

In fiscal year 2017-18, the Universal Orlando Foundation (UOF) Library remained a popular gathering place and a center of academic activity on the Rosen College of Hospitality Management campus. The library’s total gate count exceeded 85,000, circulation topped 9,000, and more than 4,000 questions were answered by staff. Plus, additional academic support services hosted by the UOF Library this year – including writing center consultations, accounting tutoring, and finance tutoring – collectively helped more than 300 students.

Other key highlights of the year included:

**Personnel:**
- The library remained fully staffed for the second consecutive year, with no permanent staff vacancies! The seasoned and talented team again achieved consistent and high-quality work on all fronts.

**Collections:**
- The new Entertainment Management degree program was supported through the purchase of additional reference and circulating materials in that subject area.
- More ebooks were added to the collection this year, in many different subject areas, to better support the college’s many mixed-mode and fully-online course offerings.
- A project to analyze and weed the print reference collection remains ongoing.
- Bottorff completed a library holdings comparison report for a graduate certificate program, as well as analysis reports for four 7-year program reviews for Rosen College academic departments.

**Technology:**
- The UOF Library supported a technology fee proposal; worked with Library Administration to add a KIC scanner to the UOF Library; and began planning for possible ideas for the next technology fee cycle.
- Additional improvements were made to the UOF Library’s online instructional offerings, including research guides and Canvas research modules.

**Exhibits offered by the UOF Library this year included:**
- *Campus Tour in a Box*, curated by Schuyler Kerby & Gerald Dillon (August-October 2017)
- *Warm up with a Blockbuster this Winter*, curated by Schuyler Kerby (November-December 2017)
- *Food Stars: Celebrity Chefs and the Food They Make*, curated by Schuyler Kerby (May-July 2018)
Changes in Staffing

- There were no changes in staffing among full-time team members!
- Josette Kubicki worked as a part-time, temporary adjunct librarian at the UOF Library over summer 2017 (May-July). Kubicki helped the library maintain services in the areas of reference, instruction, LibGuides maintenance, and other public service duties while Shane Roopnarine was on parental leave.

Goal 1: Manage the transition from Aleph to Sierra.

During summer 2018, the UCF Libraries will migrate from Aleph to a new library management system, Sierra. The change will impact UOF Library circulation, fines, reserve materials, periodical check-in, and more. Managing the transition will involve training, updating manuals and procedures, and adjusting policies and workflows.

Report on Goal 1:

- UOF Library staff worked with IT staff to have Sierra desktop clients installed on computers in fall 2017. UOF Library staff members Dillon and Kerby also attended training sessions and began planning internal training in fall 2017.
- However, in spring 2018, it was announced that the college and state universities were no longer planning to implement Sierra and that Aleph would continue to be the library management system for some time to come. Therefore, no further work was done on this goal.

Goal 2: Plan for technology upgrades at the UOF Library.

- In summer and spring 2017, provide support for an IT&DI technology fee proposal which may include a high-quality scanner for the UOF Library.
- In summer and spring 2018, consider submitting a technology fee proposal that may include UOF Library desktop computers, devices for checkout, and more.

Report on Goal 2:

- A Technology Fee proposal was submitted by the UCF Libraries that included a KIC scanner for the Rosen Library. This proposal was not approved.
- However, Bottorff followed up with Library Administration regarding the need for a KIC scanner at the Rosen Library. Library Administration agreed to fund the scanner, in the interest of having comparable services at the branch libraries, and the device was received and installed in early summer 2018.
- In spring and summer 2018, Bottorff also began working with Frank Allen and Selma Jaskowski to plan for the next Technology Fee cycle. Currently under consideration are desktop computers and additional small devices for checkout.

Goal 3: Improve the UOF Library collection to better support the Rosen College’s changing curricula and modes of delivery.

- Support the new Entertainment Management degree program through the purchase of additional specialized materials in this subject area.
Complete the weeding and analysis of the reference collection, aiming to keep useful materials and acquire new ones to better support current programs and student needs.

Purchase more materials in ebook or online streaming formats, where possible. This will enable the librarians to better support mixed-mode and online course offerings, as well as to support academic programs that are cross-campus and/or interdisciplinary (such as Entertainment Management, medical nutrition, senior living, etc.).

Report on Goal 3:

- Bottorff spent the second year (of three years) of special funds to support the new Entertainment Management bachelor’s degree. A combination of general collection and reference materials were ordered, totaling $5,000.
- Roopnarine continued working on the weeding and analysis of the reference collection, but the project remains in progress.
- Bottorff increased the purchase of ebooks this year. Notably, approximately 52% of the Entertainment Management funds were expended on ebooks. Ebooks were also ordered in other hospitality subject areas when available and when the item was likely to be used by students on other campuses or in online courses.
- Bottorff wrote an extensive library report in support of the Rosen College’s proposal to add a Graduate Certificate in Hospitality & Tourism Technologies.
- Bottorff completed extensive library reports for four 7-year program reviews for the Rosen College: Dean’s Office (PhD program); Foodservice & Lodging Management department; Hospitality Services department; and Tourism, Events, and Attractions department.

Departmental Goals: 2018-2019

For the coming year the department’s goals are centered around People, Technology, and Collections, which are three traditional areas of emphasis at the UOF Library:

**People:**

- Participate in Rosen College strategic planning.
  - The Rosen College is undergoing a change in leadership, and strategic planning is taking place throughout the college. In order to maintain good relationships with the various departments in the college, and to maintain the UOF Library’s place as a focal point of the campus, aim to participate in relevant strategic planning meetings, committees, and taskforces whenever possible.

**Technology:**

- Pursue Technology Fee funding opportunities.
  - Suggest and support Technology Fee proposals from the UCF Libraries that could include elements for the Rosen Library.

Promote staff professional development.

- Continue to encourage and support staff members who wish to pursue training sessions, professional development opportunities, and additional coursework towards degrees.

**Collections:**

- Improve collections in new areas of the curriculum.
  - Support the new Entertainment Management degree program through the purchase of additional specialized materials in this subject area. This coming year will be the third and final year of special funds provided for this purpose.

- Continue supporting all existing subject areas.
  - Continue to wisely spend funds allocated to the Rosen collections fund, in support of all subjects taught at the Rosen College.

- Update reference materials.
  - Complete the weeding and analysis of the reference collection, aiming to keep useful materials and acquire new ones to better support current programs and student needs.

- Ensure room for future growth.
  - Survey the general collection, aiming to identify items that no longer need to be located on the UOF Library shelves. Some items may be relocated to the ARC or deaccessioned.

- Support proposed degrees.
  - Complete library reports for new degrees proposed by the Rosen College. At least two undergraduate degrees and two master’s degrees are being developed by Rosen faculty, and each will require an extensive library holdings comparison report.
Improve technology for tutoring and groups in the library.  
• Investigate options for upgrading or replacing the projector and other technology in the UOF Library’s meeting room.

Offer the best undergraduate education available in Florida  
• Gate count at the UOF Library exceeded 85,000 in FY2017-18. In-person usage included more than 9,100 checkouts of books and media equipment, more than 4,100 questions answered, and more than 1,600 study room bookings.
• Rosen librarians taught 57 instruction classes, to more than 2,200 students. This effort resulted in reaching nearly two-thirds of the College’s approximately 3,500 students. In addition, 65% of the classes were offered through the Canvas online course management system, thereby extending access to students in mixed-mode or online-only courses.
• The UOF Library’s collection aims to be the best for hospitality management in the state of Florida, if not the entire United States. The collection was further strengthened this year in core areas (hotels, restaurants, and tourism) as well as in unique niche areas (events, golf, theme parks, and timeshares) of hospitality management. Several of the latter subjects are taught in very few other Florida universities. This year the UOF Library also continued acquiring materials for the new degree program in Entertainment Management, another subject that is unique in the state of Florida.

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

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

Become more inclusive and diverse  
• The UOF Library offered materials and services to Disney International program students and to visiting students from Kyung Hee University, who take certificate classes on the Rosen campus.
• UOF Library is committed to diversity in hiring, and student assistants in recent years have come from many different countries.

Be America’s leading partnership university  
• The UOF Library partnered with the Rosen College’s Hospitality Operations department, in offering space for accounting tutoring and finance tutoring.
• The UOF Library partnered with the University Writing Center, in offering space for writing consultations.
• The UOF Library partnered with Rosen Life (the Rosen arm of Student Government Association), in offering scantrons to students.
• The UOF Library partnered with several Rosen College departments in offering the Campus Tour in a Box exhibit in August-October 2017.
• The UOF Library partnered with the Sazerac Company in offering the America’s Native Spirit: The History of Bourbon exhibit in January-May 2018.

Performance Enhancement Recommendations  
• Furniture and woodwork at the UOF Library, all of which is original, is starting to show considerable wear-and-tear since its opening in January 2004. Significant touchup, repair, and re-upholstery work should be budgeted for and planned within the next few years.
The UCF Libraries still has strides to make in terms of supporting effective remote participation in meetings by branch and regional library staff. While Skype for Business provides an adequate software platform for participation, the camera, microphone, and speaker setups (for example, in rooms 223 and 511) should be improved so that the experience is better for remote participants.

**Public Service Statistics**

The library’s public service statistics continue to show mixed trends and indicators. Some traditional measures of library use (such as gate count, circulation counts, and study room bookings) declined compared to last fiscal year. This trend may be due, in part, to the fact that the Rosen College has continued to transition more classes into mixed-mode or online delivery, resulting in a greater number of student credit hours – but a decrease in students physically on campus at any given time.

On the other hand, some measures strongly associated with academic achievement and research (such as instruction classes, reference questions, and directional questions) rose compared to last fiscal year. This trend may be due, in part, to a larger overall number of students pursuing coursework at Rosen, as well as a greater emphasis on graduate programs at Rosen.

As noted in last year’s report, overall the Rosen Library facility remains busy, and many patrons who physically visit the library are deeply engaged, for example, through prolonged computer use, study room use, individual study, or usage of tutoring or writing consultation services. Measuring the level of interaction with the online services and resources of the UOF Library – or even the UCF Libraries’ as a whole – is more challenging, and future investigation is needed in that area.

### Universal Orlando Foundation Library

**Table 1**

<table>
<thead>
<tr>
<th>Public Service Statistics</th>
<th>Last Five Years</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>USE OF THE FACILITY:</strong></td>
<td></td>
</tr>
<tr>
<td>Patron Count</td>
<td>85,629</td>
</tr>
<tr>
<td><strong>STUDY ROOMS:</strong></td>
<td></td>
</tr>
<tr>
<td>Total Checkouts</td>
<td>1,622</td>
</tr>
<tr>
<td>Hours Occupied</td>
<td>2,733</td>
</tr>
<tr>
<td><strong>INSTRUCTION:</strong></td>
<td></td>
</tr>
<tr>
<td>Classes Taught</td>
<td>57</td>
</tr>
<tr>
<td>Students Taught</td>
<td>2,290</td>
</tr>
<tr>
<td><strong>MATERIALS CIRCULATED:</strong></td>
<td></td>
</tr>
<tr>
<td>Reserve Circulation</td>
<td>6,810</td>
</tr>
<tr>
<td>General Circulation</td>
<td>2,389</td>
</tr>
<tr>
<td>Total Materials Circulated</td>
<td>9,199</td>
</tr>
<tr>
<td><strong>REFERENCE:</strong></td>
<td></td>
</tr>
<tr>
<td>Directional Questions</td>
<td>3,302</td>
</tr>
<tr>
<td>Reference Questions</td>
<td>822</td>
</tr>
<tr>
<td>Reference Questions In Person</td>
<td>660</td>
</tr>
<tr>
<td>Reference Questions Via Phone</td>
<td>88</td>
</tr>
<tr>
<td>Reference Questions Via Email, Chat, or Social Media</td>
<td>47</td>
</tr>
<tr>
<td>Research Consultations</td>
<td>27</td>
</tr>
<tr>
<td><strong>Total Questions</strong></td>
<td>4,124</td>
</tr>
</tbody>
</table>

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

Growing and improving the UOF Library collection remained a priority again this year. New materials were acquired in core areas of hospitality management (e.g., lodging, restaurants, travel, and tourism) as well as in niche areas emphasized at the Rosen College (e.g., events, golf & club management, tennis management, timeshares, and theme parks). Special funds were also used to purchase more materials in support of the new Entertainment Management degree program. Some additional gift books were added in a variety of areas.

Overall, more than 340 physical items were added to the collection (see table below), along with many additional ebooks.

This year Bottorff also completed in-depth library reports as part of the 7-year program reviews for all four Rosen College academic departments. Bottorff also completed a library holdings comparison report in support of the College’s proposal to add a Graduate Certificate in Hospitality & Tourism Technologies. These types of reports are difficult and time-consuming to produce, but they are vital to the continuation of existing academic programs or to the development of new ones.

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**Table 2**

*Print and AV Collection Growth Last Five Years*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Rosen General</td>
<td>10,665</td>
<td>10,335</td>
<td>9,944</td>
<td>9,783</td>
<td>9,474</td>
</tr>
<tr>
<td>Rosen Reference</td>
<td>852</td>
<td>837</td>
<td>793</td>
<td>777</td>
<td>758</td>
</tr>
<tr>
<td>Rosen Media</td>
<td>574</td>
<td>572</td>
<td>563</td>
<td>560</td>
<td>550</td>
</tr>
<tr>
<td>Rosen Heritage</td>
<td>43</td>
<td>43</td>
<td>42</td>
<td>37</td>
<td>37</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>12,134</strong></td>
<td><strong>11,787</strong></td>
<td><strong>11,342</strong></td>
<td><strong>11,157</strong></td>
<td><strong>10,819</strong></td>
</tr>
</tbody>
</table>
Technology Services & Resource Management

Highlights of the Year in Retrospect

In September 2017, Acquisitions and Collection Services, Cataloging Services, Interlibrary Loan, and Information Technology & Digital Initiatives became part of a new division, Technology Services & Resource Management. Their missions to acquire and provide access to resources to support faculty and student research and their natural collaboration on projects made being part of the same division a logical evolution.

The division was well represented during the ill-fated Sierra ILS implementation with UCF Libraries’ staff members serving on six out of seven working groups. Tina Buck (ERM WG), Athena Hoeppner (Discovery WG), Joel Lavoie (Systems WG), Jeanne Piascik (Cataloging/Authorities WG), Kristine Shrauger (Joint Use WG), and Ying Zhang (Acquisitions/Serials WG) joined ILS Coordinator, Selma Jaskowski, and Lindsey Ritzert (Circulation/Resource Sharing WG) submitting data for configuring the system and evaluating and testing each functional area. Through their expertise and the hard work of all the working groups, it was revealed that Sierra could not adequately support the needs of the state universities and colleges of Florida and the implementation was dropped.

The following production highlights, taken from each area’s larger reports, show the volume of work accomplished this year.

**Acquisitions and Collection Services:** The Libraries expended a total of $7,539,210 in 2017-2018. The UCF Libraries continues to supplement the state allocation through the use of strategic funds from various sources including salary savings, one-time IT&R funds, and Technology Fee awards.

**Cataloging Services:** A total of 21,264 print titles, 1,336 media titles, and 16,126 electronic titles were added to the University Libraries in 2017-2018. Bibliographic maintenance activities enhanced 28,244 catalog records, while batch and shared bib projects loaded or corrected another 37,014.

**Digital Initiatives:** STARS recorded its one millionth download on April 13, 2018! Historically it takes Digital Commons institutions five years to reach a million, but STARS got there in 2½ years. The initial download of 19,000 records to the Faculty Bibliography was completed. Lee Dotson was appointed to the bepress Library Advisory Board.

**Interlibrary Loan & Document Delivery Services:** Borrowing requests fell to 14,874 requests while Document Delivery increased by 2,163 requests for a total of 9,060. Lending saw a slight increase of 500 requests for a total of 30,014 requests processed. This continued downward trend in Borrowing is not unique to UCF as it is seen in ILL units across the country.

**Information Technology:** Windows 10 1709 was deployed on all PCs. The Automated Retrieval Center (ARC) server was provisioned and configured. All testing between the ARC, UCF IT, and Aleph was successfully completed. All Library PST files (for Outlook archiving) were converted and uploaded to Office 365. A new credit card system was implemented for Circulation.

**LibTech Desk:** LibTech served 119,507 patrons this year. The total number of items checked out was 102,314.

More detailed information is available in the individual reports that follow.

Selma K. Jaskowski
Associate Director
Technology Services & Resource Management

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The Libraries expended a total of $7,539,210 in 2017-2018. The UCF Libraries continues to supplement the state allocation through the use of strategic funds from various sources including salary savings, one-time IT&R funds, and Technology Fee awards.

The UCF Libraries received two separate Technology Fee awards in 2017-2018 for the purchase of new collections totaling $233,303.

Working with several academic departments and colleges, subject librarians conducted seven collection analyses that were an integral part of the processes of the seven-year program reviews for departments, such as Psychology, Political Science, and Rosen College, and eight proposals for new degree programs, tracks or certificates, e.g., Ph.D. in Aerospace Engineering, Master’s in System Engineering, Bachelor’s in Emergency Management, and graduate certificate for Hospitality & Tourism Technologies. These processes provided comprehensive analyses to the library support for the existing and proposed new academic programs. Also help any new programs to identify additional library resources essential for the teaching and research in these new curricula.

Completed the migration from SFX to EBSCO’s holdings management tool. Expanded the knowledgebase by searching and discovering additional open access content.

More streaming videos have gained popularity for classroom use. The videos can be embedded in courseware and serve distance education. The Libraries continues adding contents from platforms including Alexander Street Press, Kanopy, and InfoBase. The growing collection of educational, documentary, and criterion collections, have provided media content to the coursework in many disciplines. 4,602 titles were played at least 45,460 times in a year according to the usage.

A series of collection maintenance projects were conducted throughout the year in preparation for the Automated Retrieval Center (ARC) ingest. Serials Unit Supervisor Joe Bizon, as well as all staff members in the department, trained and directed a group of talented student workers in these projects:

- Freeing up space from Circulation by removing the compact discs with monographs, testing for system compatibility, and reuniting them with the books.
- Quality control on non-periodical serials to ensure accuracy and consistency for the cataloging records. The work continued during the renovation to expedite the process.

### Purchase highlights for 2017-2018 (brief list)

- American Chemical Society Legacy Archives*
- Adam Matthew Race Relations*
- Black Freedom archives from ProQuest*
- ACM and Synthesis eBooks current collections
- $8,400 on 57 DRM-free ebooks on various publishers’ platforms that may serve as textbook alternative or adoption for classroom use. These purchases have contributed to the potential $657,000 overall savings for UCF students in 2017-18.

*Funded by Tech Fees

#### Library Resources Expenditures:

<table>
<thead>
<tr>
<th>Five Year Comparison</th>
<th>Total Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-2018</td>
<td>$7,539,210</td>
</tr>
<tr>
<td>2016-2017</td>
<td>$7,513,744</td>
</tr>
<tr>
<td>2015-2016</td>
<td>$6,816,244</td>
</tr>
<tr>
<td>2014-2015</td>
<td>$6,768,105</td>
</tr>
<tr>
<td>2013-2014</td>
<td>$6,506,336</td>
</tr>
</tbody>
</table>

### Special Funding (2017-2018)

- $233,303 was awarded to the UCF Libraries from the UCF Technology Fee Committee.
- $5,000 was funded to support the new B.A. in Entertainment Management at the Rosen College of Hospitality & Tourism
- $5,000 was funded for the 3rd year to support the Professional Science Master (PSM) program in Nanotechnology.
- $19,261 was funded by the UCF Connect (formerly Regional Campuses) to support the collections.

### Report on Departmental Goals: 2017-2018

- Actively participate in the testing, training, and feedback processes on the statewide Sierra Integrated Library System (ILS) and discovery interface implementation to ensure a successful migration for UCF Acquisitions, Serials and ERM. Athena, Tina and Ying each serve on one of the nine FALSC Working Groups: Acquisitions, ERM and Discovery. Each worked tirelessly on several iterations of testing, offering feedback, designing workflow and field codes, test populating the ERM knowledgebase
Explore innovative methods to assess and analyze the collections to promote the UCF collections. Blogposts are used to promote new and existing collections. Usage statistics are more actively and regularly collected and analyzed to adjust some collection offers and to share with the subject librarians for communications to the users.

Contribute to the implementation of Phase 1 and to plan for the Phase 1A in the ARC Project. The Serials LTA Supervisor led student workers completing the project of barcoding and item creation for all bound periodicals and examining and correcting discrepancies between the catalog and labels in the John C. Hitt Library. The workflow will increase efficiency and reduce errors for the ARC ingest in summer 2018.

Collaborate with academic and administrative units on campus to strengthen the university goals of achieving high impact education experience and research preeminence for the UCF students and faculty. Start investigating funding models at peer libraries on how the research grant funds may be used to cover some library resources. Follow-up interviews are planned to confirm some facts. The results will be included in a report to the Library Administration.

Departmental Goals: 2018-2019

- Ensure a successful upgrade to Aleph version 23 for UCF Acquisitions and Serials.
- Investigate options to consolidate and more effectively organize key electronic resources information and share with library staff and public users, including starting implementing an ERMS using Coral by SirsiDynix.
- Contribute to the implementation of Phase 1 and to plan for the Phase 1A of the ARC Project.
- Build collection services for the new UCF Downtown Library.

2017-2018 Statistics: Acquisitions & Collection Services

Acquisitions & Collection Services

Chart 1

Total Expenditures: 2017-2018

<table>
<thead>
<tr>
<th>Category</th>
<th>Expenditures</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Databases</td>
<td>1,556,250</td>
<td>21%</td>
</tr>
<tr>
<td>Online Periodicals</td>
<td>4,453,176</td>
<td>59%</td>
</tr>
<tr>
<td>Print Periodicals*</td>
<td>337,363</td>
<td>4%</td>
</tr>
<tr>
<td>Monographs</td>
<td>518,007</td>
<td>7%</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>210,773</td>
<td>3%</td>
</tr>
<tr>
<td>Preservation</td>
<td>61,176</td>
<td>1%</td>
</tr>
<tr>
<td>Approval</td>
<td>402,466</td>
<td>5%</td>
</tr>
</tbody>
</table>

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

Celebrating the holidays! Athena Hoeppner, Jamie LaMoreaux, and Letty Abulencia at the Halloween Party (Star Wars theme).

Susan MacDuffee, Kate Brinister, Kelly Brown, Joe Bizon, and Acquisitions student assistants (Jake Knecht, Kendahl Krause, Holly Rogers, Savannah Harris, and Lori Schultz) celebrate at the photobooth at the Ugly Sweater Holiday party.
## Acquisitions & Collection Services

### Table 1

**Current Five Years**

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ITEMS RECEIVED</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approvals</td>
<td>8,076</td>
<td>8405</td>
<td>8,847</td>
<td>7,913</td>
<td>8,684</td>
</tr>
<tr>
<td>Firm Orders</td>
<td>6,465</td>
<td>7848</td>
<td>3,686</td>
<td>8,051</td>
<td>5,209</td>
</tr>
<tr>
<td>Gifts</td>
<td>918</td>
<td>491</td>
<td>1,093</td>
<td>412</td>
<td>40</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>1,494</td>
<td>1978</td>
<td>1,939</td>
<td>1,396</td>
<td>1,290</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>16,953</td>
<td>18,722</td>
<td>15,565</td>
<td>17,772</td>
<td>15,223</td>
</tr>
<tr>
<td><strong>BOUND PERIODICALS</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>869</td>
<td>674</td>
<td>930</td>
<td>1,073</td>
<td>1,693</td>
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<tr>
<td><strong>MICROFORMS</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Film</td>
<td>187</td>
<td>141</td>
<td>223</td>
<td>168</td>
<td>239</td>
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<tr>
<td>Fiche</td>
<td>18,739</td>
<td>21,785</td>
<td>18,782</td>
<td>23,166</td>
<td>32,922</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>18,926</td>
<td>21,926</td>
<td>19,935</td>
<td>24,407</td>
<td>34,854</td>
</tr>
<tr>
<td><strong>PERIODICALS/SERIALS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main (Print)</td>
<td>673</td>
<td>673</td>
<td>771</td>
<td>990</td>
<td>1,047</td>
</tr>
<tr>
<td>CMC (Print)</td>
<td>14</td>
<td>14</td>
<td>12</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Rosen (Print)</td>
<td>28</td>
<td>50</td>
<td>55</td>
<td>77</td>
<td>77</td>
</tr>
<tr>
<td>Newspapers</td>
<td>5</td>
<td>6</td>
<td>4</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>E-Databases</td>
<td>481</td>
<td>481</td>
<td>481</td>
<td>481</td>
<td>475</td>
</tr>
<tr>
<td>E-Journals</td>
<td>68,194*</td>
<td>68,194*</td>
<td>8,546‡</td>
<td>52,337*</td>
<td>49,060*</td>
</tr>
<tr>
<td>Print+Online</td>
<td>(209)</td>
<td>(225)</td>
<td>233</td>
<td>(297)</td>
<td>(306)</td>
</tr>
<tr>
<td>E-only</td>
<td>(38,985)</td>
<td>(38,927)</td>
<td>8,313</td>
<td>(52,040)</td>
<td>(48,754)</td>
</tr>
<tr>
<td><strong>Total Active Subscriptions</strong></td>
<td>69,395</td>
<td>69,418</td>
<td>9,753</td>
<td>53,901</td>
<td>50,676</td>
</tr>
</tbody>
</table>

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

## Acquisitions & Collection Services

### Table 2

**Percentage Comparison Current Five Years**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval</td>
<td>5%</td>
<td>7%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Databases</td>
<td>21%</td>
<td>23%</td>
<td>28%</td>
<td>22%</td>
<td>24%</td>
</tr>
<tr>
<td>Monographs</td>
<td>7%</td>
<td>8%</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Preservation</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Online Periodicals</td>
<td>59%</td>
<td>53%</td>
<td>50%</td>
<td>61%</td>
<td>58%</td>
</tr>
<tr>
<td>Print Periodicals*</td>
<td>4%</td>
<td>5%</td>
<td>6%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>4%</td>
</tr>
</tbody>
</table>

*new category from 2015/16, separating the Serials into Online Periodicals and Print Periodicals
### Acquisitions & Collection Services

#### Table 3

**Branches and Regional Campuses**

<table>
<thead>
<tr>
<th>Campus</th>
<th>Monograph</th>
<th>Periodicals</th>
<th>Standing Orders</th>
<th>Databases</th>
<th>Sum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rosen</td>
<td>$29,865</td>
<td>$34,694</td>
<td>$967</td>
<td>$7,837</td>
<td>$73,363</td>
</tr>
<tr>
<td>CMC</td>
<td>$16,813</td>
<td>$998</td>
<td>0</td>
<td>0</td>
<td>$17,811</td>
</tr>
<tr>
<td>Eastern</td>
<td>$6,501</td>
<td>0</td>
<td>0</td>
<td>2,330</td>
<td>$8,831</td>
</tr>
<tr>
<td>Southern</td>
<td>$855</td>
<td>0</td>
<td>0</td>
<td>2,330</td>
<td>$3,185</td>
</tr>
<tr>
<td>Western</td>
<td>$4,915</td>
<td>0</td>
<td>0</td>
<td>2,330</td>
<td>$7,245</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$58,948</strong></td>
<td><strong>$35,692</strong></td>
<td><strong>$967</strong></td>
<td><strong>$14,827</strong></td>
<td><strong>$110,434</strong></td>
</tr>
</tbody>
</table>

---

### Acquisitions & Collection Services

#### Table 4

**Five-Year Expenditure History**

<table>
<thead>
<tr>
<th>Year</th>
<th>Monographs</th>
<th>Approvals</th>
<th>Firm Orders</th>
<th>Replacements</th>
<th>Regional Libraries</th>
<th>Eastern</th>
<th>Southern</th>
<th>Western</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013/2014</td>
<td>$787,214</td>
<td>$787,214</td>
<td>$787,214</td>
<td>$787,214</td>
<td>$787,214</td>
<td>$6,814</td>
<td>$7,982</td>
<td>$8,232</td>
<td>$7,539,210</td>
</tr>
<tr>
<td>2016/2017</td>
<td>$1,093,590</td>
<td>$787,214</td>
<td>$787,214</td>
<td>$787,214</td>
<td>$787,214</td>
<td>$8,232</td>
<td>$7,982</td>
<td>$8,232</td>
<td>$7,539,210</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$5,001,312</strong></td>
<td><strong>$787,214</strong></td>
<td><strong>$787,214</strong></td>
<td><strong>$787,214</strong></td>
<td><strong>$787,214</strong></td>
<td><strong>$8,232</strong></td>
<td><strong>$7,982</strong></td>
<td><strong>$8,232</strong></td>
<td><strong>$7,539,210</strong></td>
</tr>
</tbody>
</table>

---

* Included in the Firm Orders
** Included in the Monographs Summary
*** Change in reporting categories
**** Reported under "Online Periodicals"

† In addition to the above noted funds that are used to support the teaching and research mission of UCF, the Florida Virtual Campus (FLVC) also funds 3,440,736.47 and maintains a collection of databases, e-books, and other online resources which are made available to all state universities in Florida.
Acquisitions & Collection Services (cont’d)

Charts 2-4
COUNTER Stats for E-Resources (Five-Year Summary)

**Searches**
- 2016/2017: 3,043,370
- 2015/2016: 3,310,912
- 2014/2015: 3,230,771
- 2013/2014: 3,077,671

**Results Clicks**
- 2017/2018: 3,618,035
- 2016/2017: 3,534,303
- 2015/2016: 4,029,265
- 2014/2015: 3,642,660
- 2013/2014: 0

**Full-Text**
- 2017/2018: 3,432,989
- 2016/2017: 2,887,481
- 2015/2016: 2,607,468
- 2014/2015: 2,491,867
- 2013/2014: 2,474,747

*new since 2014/15*
### Acquisitions & Collection Services (cont’d)

#### Table 6

**Selected E-Resources Annual Usage Details (COUNTER) 2017-2018**

<table>
<thead>
<tr>
<th>Title</th>
<th>Searches</th>
<th>Full Text</th>
<th>Results Clicks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Databases</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alexander Street Press</td>
<td>42,970</td>
<td>860</td>
<td></td>
</tr>
<tr>
<td>EBSCOhost</td>
<td>2,584,457</td>
<td>3,249,105</td>
<td>535,671</td>
</tr>
<tr>
<td>Engineering Village</td>
<td>14,782</td>
<td>8,749</td>
<td></td>
</tr>
<tr>
<td>FirstSearch</td>
<td>15,834</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gale</td>
<td>111,790</td>
<td>33,985</td>
<td>21,981</td>
</tr>
<tr>
<td>LexisNexis Academic</td>
<td>33,480</td>
<td></td>
<td>56,627**</td>
</tr>
<tr>
<td>MathSciNet/AMS</td>
<td>19,864</td>
<td>8,153</td>
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</tr>
<tr>
<td>ProQuest</td>
<td>105,493</td>
<td>56,530</td>
<td>123,069</td>
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<tr>
<td>Readex Newsbank</td>
<td>2,041</td>
<td>6,518</td>
<td>6,518</td>
</tr>
<tr>
<td>Web of Science</td>
<td>117,771</td>
<td>95,427</td>
<td></td>
</tr>
<tr>
<td><strong>E-Books and Media</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Cambridge E-Books Online</td>
<td></td>
<td></td>
<td>10,182</td>
</tr>
<tr>
<td>ProQuest Ebook (formerly EBL)</td>
<td></td>
<td>14,693</td>
<td>245,131</td>
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<tr>
<td>ProQuest Ebook (formerly ebrary)</td>
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<td>90</td>
<td>45,199</td>
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<td>EBSCO Ebooks</td>
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<tr>
<td>Elsevier eBooks</td>
<td></td>
<td></td>
<td>2,714</td>
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<tr>
<td>Gale eBooks</td>
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<td></td>
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<tr>
<td>IEEE Ebooks</td>
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<tr>
<td>Misc. eBooks</td>
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<tr>
<td>Morgan &amp; Claypool</td>
<td></td>
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<td>331</td>
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<tr>
<td>Oxford eBooks</td>
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<td>32,388</td>
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<tr>
<td>SAGE SKM, SRM, Video</td>
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<td></td>
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<tr>
<td>Springer E-Books and Protocols</td>
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<td>405,355</td>
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<tr>
<td>Taylor &amp; Francis eBooks</td>
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<td>4,093</td>
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<td>Wiley eBooks</td>
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<tr>
<td><strong>E-Journals</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>ACM Journals</td>
<td>4,188</td>
<td></td>
<td>29,918</td>
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<tr>
<td>ACS Publications</td>
<td>27,702</td>
<td>2,690</td>
<td>61,501</td>
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<td>AIP Scitation</td>
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<td>American Math. Society</td>
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<td></td>
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<tr>
<td>American Physical Society</td>
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<tr>
<td>Annual Reviews</td>
<td>1,063</td>
<td>393</td>
<td>5,881</td>
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<td>ASME Digital Library</td>
<td>1,076</td>
<td>595</td>
<td>4,871</td>
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<tr>
<td>Cambridge University Press</td>
<td>1,410</td>
<td>1,170</td>
<td>11,027</td>
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<tr>
<td>Elsevier ScienceDirect</td>
<td>14,782</td>
<td>8,749</td>
<td>564,473</td>
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<td>Emerald</td>
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<td>270</td>
<td>22,994</td>
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<td>Highwire and Misc. eJournals</td>
<td>6,203</td>
<td>687</td>
<td>67,064</td>
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<td>IEEE</td>
<td>30,488</td>
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<tr>
<td>IOP Optics InfoBase</td>
<td></td>
<td></td>
<td>23,768</td>
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<td>JSTOR</td>
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<td>95,184</td>
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<td></td>
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<td>Optical Society</td>
<td>1,567</td>
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<td>31,899</td>
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<td>Ovid Journals</td>
<td>35,639</td>
<td>675</td>
<td>45,193</td>
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<td>Oxford Journals</td>
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<td>26</td>
<td>23,764</td>
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<tr>
<td>Sage Journals</td>
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<td>Science</td>
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<td></td>
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</tr>
<tr>
<td>Springer Journals</td>
<td>572</td>
<td>731</td>
<td>117,064</td>
</tr>
<tr>
<td>Taylor &amp; Francis</td>
<td>21,984</td>
<td>2,250</td>
<td>123,373</td>
</tr>
<tr>
<td>Wiley Journals</td>
<td>902</td>
<td>661</td>
<td>165,919</td>
</tr>
<tr>
<td><strong>Media</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Alexander Street Press Media</td>
<td></td>
<td></td>
<td>14,653</td>
</tr>
<tr>
<td>Films on Demand</td>
<td>964</td>
<td>11,699</td>
<td>10,735</td>
</tr>
<tr>
<td>SAGE Video</td>
<td></td>
<td></td>
<td>3,464</td>
</tr>
</tbody>
</table>

* Full-Text Reporting includes JR1, BR1, BR2, and MR1
** Reporting EBSCOhost Regular searches in PR1
*** Non COUNTER compliant data.
Acquisitions & Collection Services

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

<table>
<thead>
<tr>
<th>Provider</th>
<th>Video Plays/Views</th>
<th>Titles Used</th>
<th>Titles in Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASP</td>
<td>7,045</td>
<td>1,000</td>
<td>1,000</td>
</tr>
<tr>
<td>FMG</td>
<td>10,737</td>
<td>682</td>
<td>695</td>
</tr>
<tr>
<td>Kanopy</td>
<td>27,678</td>
<td>2,920</td>
<td>5,264</td>
</tr>
</tbody>
</table>

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

Acquisitions & Collection Services

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sessions</td>
<td>791,368</td>
<td>821,993</td>
<td>673,049</td>
<td>634,217</td>
<td>321,267</td>
</tr>
<tr>
<td>Searches</td>
<td>285,199,609</td>
<td>279,421,695</td>
<td>282,268,454</td>
<td>246,617,542</td>
<td>118,006,281</td>
</tr>
<tr>
<td>Searches (uniq.)</td>
<td>1,771,758</td>
<td>1,836,797</td>
<td>1,857,715</td>
<td></td>
<td></td>
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<tr>
<td>Abstract</td>
<td>1,107,327</td>
<td>1,183,646</td>
<td>1,232,486</td>
<td>1,077,719</td>
<td>553,037</td>
</tr>
<tr>
<td>Hosted Full-Text</td>
<td>385,339</td>
<td>399,196</td>
<td>397,380</td>
<td>368,482</td>
<td>187,632</td>
</tr>
<tr>
<td>Link to FTF</td>
<td>628,824</td>
<td>645,318</td>
<td>669,976</td>
<td>582,855</td>
<td>293,607</td>
</tr>
</tbody>
</table>

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

Ying Zhang with other speakers and librarians from India, Sweden, Hong Kong, Canada and U.S. for the Emerging Trends and Technologies in Libraries and Information Services (ETTLIS) Conference in Greater Nodia, India, February 2018
A total of 21,264 print titles, 1,336 media titles, and 16,126 electronic titles were added to the University Libraries in 2017-2018. Bibliographic maintenance activities enhanced 28,244 catalog records, while batch and shared bib projects loaded or corrected another 37,014.

Major activities in Cataloging this fiscal year included report generation for the inventory project, preparation for ingestion of materials into the Automated Retrieval Center (ARC), and contributing metadata for various digital projects. Cataloging Services completed the report generation phase of the inventory project, which involved nearly 900,000 items in the John C. Hitt Library general collection. Preparatory steps for ingesting ARC materials included cataloging items identified as either unlinked or uncataloged, and determining catalog locations and displays. Digital projects included contributing metadata to various collections in the Showcase of Text, Archives, Research & Scholarship (STARS), UCF’s institutional repository.

Sr. LTA and MLIS student Angie Villafañe completed an internship for the GOLD Talent Development and Inclusion Program from the Academy of Motion Picture Arts and Sciences in Los Angeles, California. This included work for the Academy Film Archive, as well as gaining industry networking experience through exclusive access to Academy Member screenings, panels with film industry professionals, and educational workshops.

Sai Deng, Metadata Librarian, won a 2018 Chinese American Librarians Association (CALA) President’s Recognition Award.

Changes in Staffing

After a very long period of stability, Cataloging Services experienced major staff changes in 2017-2018.

- Yvonne Rivera passed away unexpectedly in July 2017. She was a wonderful colleague and a great friend, and we all miss her.
- Principal Cataloger Jeanne Piascik became Interim Head in July 2017.
- Letty Abulencia retired in October 2017. She is enjoying traveling, visiting relatives, and tending to her many plants.
- Angie Villafañe accepted a position with Amblin Partners in Los Angeles, California, as a coordinator in their archives department in November 2017. She will be working on processing and cataloging Steven Spielberg’s personal collection. Congratulations, Angie!
- Mike Jimenez (formerly of Library Administration) started work as the Office Assistant for Cataloging and Acquisitions in December 2017. Welcome, Mike!
- In April 2018, Cataloging Services welcomed two new Sr. LTAs, Ashley Carhart & Jessica Langone. Carhart was previously employed by the Osceola Library System and the Monmouth County (New Jersey) Library, and Langone is an online MLS student at Rutgers University. Welcome, Ashley & Jessica!

Assume an active role in the preparation for and implementation of the Sierra Next Generation catalog. Participate in statewide efforts related to cataloging, authority control, and bibliographic maintenance. Members of Cataloging Services actively participated in training for the Sierra Next Generation catalog until migration efforts were suspended in December 2017. Piascik was a member of the Sierra Implementation Cataloging/Authorities Working Group (CAWG), and participated in the major revision of the statewide Invitation to Negotiate (ITN), which is expected to be issued later in 2018. In addition, Piascik is a member of the Cataloging, Authorities, and Metadata Committee (CAM) and a member of the CAM Authorities Subcommittee, and Kim Montgomery is a member of the CAM Bibliographic Control and Discovery Subcommittee.

Begin preparations for moving the majority of the John C. Hitt Library’s collections into the Automated Retrieval Center (ARC). Finish work on the inventory project. As of June 30, 2018, preparations for ARC ingest, including finalization of catalog locations and OPAC displays, were nearly complete. Report generation in Aleph was completed for the inventory project, and analysis of the results continues.

Fill existing vacant staff positions. Existing Office Assistant position was filled. Two new vacancies of Sr. LTA positions were also filled.

Participate in preparation for Aleph system upgrade (scheduled for December 2018) and selection of a new Integrated Library System (ILS).

Participate in statewide efforts related to cataloging, authority control, and bibliographic maintenance.

Continue catalog-related preparations for moving the majority of the John C. Hitt Library’s collections into the Automated Retrieval Center (ARC).

Analyze the results of the inventory project.

Fill existing vacant staff positions.
Offer the best undergraduate education available in Florida
Cataloging and metadata creation give UCF students the ability to search for information needed for study and research. Extensive bibliographic maintenance keeps links current and assures accessibility of materials.

Achieve international prominence in key programs of graduate study and research
Cataloging Services collaborated with FLVC (Florida Virtual Campus) to provide UCF scholarly research to the worldwide community. In 2017-2018, 547 UCF electronic theses and dissertations were added.

Provide international focus to our curricula and research programs
We have actively worked with faculty in the Latin American Studies program to build a collection that supports the program. Eda Correa and Jorge Santiago have the responsibility for making Spanish language materials accessible.

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

Be America’s leading partnership university
We work with colleagues across Florida to provide and enhance access to scholarly resources. Our cooperative working relationships extend to regional libraries, other members of the state university system libraries, and now include state college libraries as we transition to a new integrated library system and a single statewide database. Membership in OCLC benefits the UCF community with access to the international bibliographic database.

Performance Enhancement Recommendations
Filling the currently vacant Senior LTA Supervisor position would help expedite major projects such as inventory analysis and assistance with preparation of materials for the Automated Retrieval Center. Filling the currently vacant Special Formats Sr. LTA position would allow staff members who are currently covering these duties to allot more time to ARC and ILS migration projects. Access to electronic materials would be greatly facilitated if more personnel could be assigned to this area and if more expeditious processes for loading records could be developed in coordination with FALSC.
Cataloging Services (cont’d)

Chris Saclolo, Jorge Santiago, Peter Spyers-Duran, David Healy, and Sai Deng (back row) celebrate Angie Villafañe’s (front row) new job at her going-away party in November, 2017

Cataloging Services Chart 2
2017 - 2018 Deleted Materials

Titles & Volumes Cataloged All Locations

UCF Libraries Annual Report 2017-2018
Page 36
### Cataloging Services (cont’d)

**Table 4**

#### 2015/16 – 2017/18 Comparative Highlights

<table>
<thead>
<tr>
<th>Section</th>
<th>2017/18</th>
<th>2016/17</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bib Maintenance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barcodes (damaged, missing)</td>
<td>543</td>
<td>2,583</td>
<td>3,985</td>
</tr>
<tr>
<td>Labels (corrections, damaged, missing)</td>
<td>1,378</td>
<td>1,719</td>
<td>2,187</td>
</tr>
<tr>
<td>Rebinds</td>
<td>234</td>
<td>834</td>
<td>352</td>
</tr>
<tr>
<td>Replacements</td>
<td>137</td>
<td>108</td>
<td>42</td>
</tr>
<tr>
<td>Upgrade existing catalog record</td>
<td>7,932</td>
<td>14,857</td>
<td>537,275</td>
</tr>
<tr>
<td>Edit digital objects</td>
<td>299</td>
<td>253</td>
<td>*</td>
</tr>
<tr>
<td>Create/edit/delete HOL record</td>
<td>4,964</td>
<td>5,045</td>
<td>*</td>
</tr>
<tr>
<td>Move HOL record</td>
<td>63</td>
<td>257</td>
<td>6,317</td>
</tr>
<tr>
<td>Create/edit/delete item record</td>
<td>3,014</td>
<td>6,472</td>
<td>*</td>
</tr>
<tr>
<td>Move item record</td>
<td>4,032</td>
<td>75</td>
<td>*</td>
</tr>
<tr>
<td>Move order record</td>
<td>4,345</td>
<td>479</td>
<td>141</td>
</tr>
<tr>
<td>Location change</td>
<td>191</td>
<td>213</td>
<td>792</td>
</tr>
<tr>
<td>Transfers</td>
<td>212</td>
<td>77</td>
<td>1,368</td>
</tr>
<tr>
<td>OCLC LHR</td>
<td>133</td>
<td>47</td>
<td>7,040</td>
</tr>
<tr>
<td>Review of bib maintenance request</td>
<td>767</td>
<td>449</td>
<td>2,117</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>28,244</td>
<td>33,468</td>
<td>561,616</td>
</tr>
</tbody>
</table>

| **Cataloging**               |         |         |         |
| Browsing                     | 535     | 369     | 244     |
| Original cataloging          | 474     | 308     | 1,164   |
| OCLC error reports           | 142     | 87      | 77      |
| Priorities                   | 218     | 528     | 162     |
| Upgraded cataloging          | 2,606   | 4,469   | 33,035  |
| **Total**                    | 3,975   | 5,761   | 34,682  |

| **Authorities**              |         |         |         |
| NACO authority records       | *       | 2       | *       |
| Heading for digital object   | 1,603   | 75      | *       |
| **Total**                    | 1,603   | 77      | *       |

| **Summary**                  |         |         |         |
| Bib Maintenance              | 28,244  | 33,468  | 561,616 |
| Cataloging                   | 3,975   | 5,761   | 34,682  |
| Authorities                  | 1,603   | 77      | *       |
| Batch and Shared Bib         | 37,014  | 20,447  | *       |
| **Total**                    | 70,839  | 59,753  | *       |

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

#### Cataloging Services

**Table 5**

**2017-2018 Added Materials**

<table>
<thead>
<tr>
<th>PRINT</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>19,835</td>
<td>20,333</td>
</tr>
<tr>
<td>Curriculum Materials Center</td>
<td>993</td>
<td>1,072</td>
</tr>
<tr>
<td>CCF: Ocala</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>DSC: Daytona</td>
<td>49</td>
<td>49</td>
</tr>
<tr>
<td>EFSC: Cocoa, Melbourne, Palm Bay</td>
<td>68</td>
<td>132</td>
</tr>
<tr>
<td>LSCC: Leesburg, Clermont, Sumter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rosen</td>
<td>228</td>
<td>239</td>
</tr>
<tr>
<td>SSC: Altamonte, Lake Mary, Sanford</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>VCC: Kissimmee, MetroWest, Osceola</td>
<td>55</td>
<td>55</td>
</tr>
<tr>
<td>Outsource (YBP)</td>
<td>13</td>
<td>17</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td>21,264</td>
<td>21,921</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ELECTRONIC</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTENTdm-Digital Objects</td>
<td>631</td>
<td>0</td>
</tr>
<tr>
<td>eBooks</td>
<td>11,295</td>
<td>0</td>
</tr>
<tr>
<td>Monograph (ETD)</td>
<td>547</td>
<td>507</td>
</tr>
<tr>
<td>Serials</td>
<td>510</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>3,143</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td>16,126</td>
<td>507</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SERIALS</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>50</td>
<td>281</td>
</tr>
<tr>
<td>Other Locations</td>
<td>6</td>
<td>18</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td>56</td>
<td>299</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>US GOVT DOCS</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Campuses</td>
<td>12,542</td>
<td>11,414</td>
</tr>
<tr>
<td>SPECIAL COLLECTIONS</td>
<td>266</td>
<td>448</td>
</tr>
<tr>
<td>UNIVERSITY ARCHIVES</td>
<td>50</td>
<td>193</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>50,304</td>
<td>34,782</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUMMARY:</th>
<th>Title</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>27,001</td>
<td>29,505</td>
</tr>
<tr>
<td>Electronic/Digital Objects</td>
<td>10,060</td>
<td>7,706</td>
</tr>
<tr>
<td>Media</td>
<td>1,094</td>
<td>1,119</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>38,155</td>
<td>38,330</td>
</tr>
</tbody>
</table>

Table 5: Added Materials: Titles/Volumes (Rev. 09.15.18)

---

**Table 5: Added Materials: Titles/Volumes (Rev. 09.15.18)**

<table>
<thead>
<tr>
<th>MEDIA</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audiobooks</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CDs (Music/Audio)</td>
<td>145</td>
<td>216</td>
</tr>
<tr>
<td>CD ROMs/DVD ROMs</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>DVDs</td>
<td>139</td>
<td>162</td>
</tr>
<tr>
<td>Streaming Videos</td>
<td>937</td>
<td>0</td>
</tr>
<tr>
<td>Videorecording</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td>1,222</td>
<td>380</td>
</tr>
</tbody>
</table>

**Curriculum Materials Center**

| Activity Cards | 0 | 0 |
| CDs (Music/Audio) | 60 | 61 |
| CD ROMs/DVD ROMs | 0 | 0 |
| DVDs           | 14 | 14 |
| Games          | 8  | 9  |
| Kits           | 8  | 10 |
| Models         | 9  | 9  |
| Posters        | 1  | 1  |
| Realia         | 11 | 11 |
| **Sub-total**  | 111 | 115 |

**Rosen**

| DVDs           | 2  | 2  |
| **Sub-total**  | 2  | 2  |

**Regional Campuses**

| DVDs           | 1  | 2  |
| **Sub-total**  | 1  | 2  |

**Total**

<table>
<thead>
<tr>
<th></th>
<th>Title</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>27,001</td>
<td>29,505</td>
</tr>
<tr>
<td>Media</td>
<td>1,094</td>
<td>1,119</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>38,155</td>
<td>38,330</td>
</tr>
</tbody>
</table>

---

Kim Montgomery with her 30 year service award
### Cataloging Services

#### Table 6

#### 2017 - 2018 Deleted Materials

<table>
<thead>
<tr>
<th>PRINT</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>827</td>
<td>545</td>
</tr>
<tr>
<td>Curriculum Materials Center</td>
<td>35</td>
<td>19</td>
</tr>
<tr>
<td>DSC: Daytona</td>
<td>491</td>
<td>508</td>
</tr>
<tr>
<td>EFSC: Cocoa, Melbourne, Palm Bay</td>
<td>50</td>
<td>51</td>
</tr>
<tr>
<td>LSCC: Leesburg, Clermont, Sumter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rosen</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>1,403</strong></td>
<td><strong>1,123</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SERIALS</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>407</td>
<td>145</td>
</tr>
<tr>
<td>Other locations</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>412</strong></td>
<td><strong>160</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ELECTRONIC</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>407</td>
<td>145</td>
</tr>
<tr>
<td>Other locations</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>412</strong></td>
<td><strong>160</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>U.S. GOVERNMENT DOCS.</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>107</td>
<td>69</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>11</strong></td>
<td><strong>11</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SPEC COLL &amp; UNIV ARCHIVES</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,574</td>
<td>1,352</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUMMARY</th>
<th>TITLE S</th>
<th>VOLUMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print, Serials, Docs.</td>
<td>1,922</td>
<td>1,378</td>
</tr>
<tr>
<td>Electronic</td>
<td>652</td>
<td>0</td>
</tr>
<tr>
<td>Media</td>
<td>21</td>
<td>20</td>
</tr>
</tbody>
</table>

| TOTAL | 2,595 | 1,398 |

<table>
<thead>
<tr>
<th>MEDIA</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>CD-ROMs/DVD-ROMs</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>DVDs</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Streaming Video</td>
<td>1</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>10</strong></td>
<td><strong>9</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Curriculum Materials Center</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cassettes/Audio Tapes</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CD Music/Audio</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CD-ROMs/DVD-ROMs</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>DVDs</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Games</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Realia</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Videorecordings</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>11</strong></td>
<td><strong>11</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regional Campuses</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CD-ROMs/DVD-ROMs</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DVDs</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Floppy discs</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

| TOTAL | 21 | 20 |

---

**Jacqui Johnson, Angie Villafaña, and Sai Deng celebrate Halloween 2017 in a Galaxy Far, Far Away.**

**Jeanne Plascik**
Interim Head, Cataloging Services

---

**Cataloging Services’ contribution to the “ugly sweater”-themed Holiday Party.**
The Interlibrary Loan / Document Delivery Services department spent the last year assessing workflow, staffing, and needs. The decision was made to delay posting Corinne Girr Souto’s position, and to identify how the ARC would impact ILL/DDS services.

Borrowing requests continued to decline, dropping to an all-time low of 14,874 requests, while Document Delivery increased by 2,163 requests for a total of 9,060. Lending saw a slight increase of 500 requests for a total of 30,014 requests processed. This downward trend is not unique to UCF; it is a continuing trend across the country.

Document Delivery requests rose as more patrons became aware of the UBorrow Request Button in the catalog. Patrons can easily request that a book be pulled from the shelves, checked out to them, and held at the circulation desk (or routed to their campus or home).

If one were to review ILLiad records (excluding UBorrow transactions), staff touched 88,632 Borrowing records, 75,614 Lending records, and 43,439 Document Delivery requests. Records would be touched at least one time, if not more, depending on the type and the fulfillment of the request.

A couple of new service ideas were formulated, such as texting and a Bike Delivery service. Texting will be implemented later in fall 2018, while the Bike Delivery Service is on hold until the ARC is functioning and the department can gage the impact of the ARC on its workflow.

Changes in Staffing
After a year-long vacancy, the ILL/DDS department began the search for a new Sr. LTA in April. There were over 66 applications, and interviews took place in May. Human Resources is reviewing the selected applicant. We hope to have someone in place before the new academic year begins in August.

Implement texting within ILLiad
Investigate an on-campus office delivery service to faculty
Find out how ILL/DDS will interface with the ARC

Offer the best undergraduate education available in Florida
Interlibrary Loan/Document Delivery Services supports undergraduates by providing interlibrary loan and document delivery of books, articles, and other materials.

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

Become more inclusive and diverse
The DIVerse Families Project now has over 1,300 books in its database. The project has employed more than ten students over the past four years and has become student driven.

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

New printers will be requested in the coming year as the current printers are starting to breakdown more often from usage. The Bookeye scanner that is used most heavily is at least 12 years old, and is no longer under warranty. At some point, this Bookeye scanner will breakdown and we will need to investigate acquiring a new scanner.

Stronger communication and transparency is needed between the newly created IT&R Business Center and the not so new IT&R IT unit. While the units were formed to consolidate the work and to create efficiencies, it has slowed down processes, become more dependent on managers, and created more workflows between units. The services need to be evaluated to see if the output is worth the input.
**Interlibrary Loan / Document Delivery Services**

**Table 1**

<table>
<thead>
<tr>
<th>Title</th>
<th>Department</th>
<th>Number of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Palm Beach Post</td>
<td>Computer Forensics</td>
<td>25</td>
</tr>
<tr>
<td>Transportation Research Record</td>
<td>Engineering</td>
<td>18</td>
</tr>
<tr>
<td>International Ophthalmology Clinics</td>
<td>Health Sciences – Generalist Track</td>
<td>15</td>
</tr>
<tr>
<td>Journal of Refractive Surgery</td>
<td>Health Sciences – Generalist Track</td>
<td>12</td>
</tr>
<tr>
<td>Eye &amp; Contact Lens</td>
<td>Health Sciences – Generalist Track</td>
<td>10</td>
</tr>
<tr>
<td>Research and Theory for Nursing Practice</td>
<td>Nursing</td>
<td>10</td>
</tr>
</tbody>
</table>

**Table 2**

<table>
<thead>
<tr>
<th>Reason for Cancellation</th>
<th>Number Cancelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>We have exhausted all possible sources</td>
<td>332</td>
</tr>
<tr>
<td>This is a duplicate request</td>
<td>183</td>
</tr>
<tr>
<td>Other</td>
<td>175</td>
</tr>
<tr>
<td>Cancelled by customer</td>
<td>156</td>
</tr>
<tr>
<td>We have a hold placed on this book for you</td>
<td>96</td>
</tr>
<tr>
<td>This item is non-circulating</td>
<td>92</td>
</tr>
<tr>
<td>Checked out at the Lending Institution</td>
<td>90</td>
</tr>
<tr>
<td>Unable to verify your citation</td>
<td>70</td>
</tr>
<tr>
<td>Too new for an interlibrary loan</td>
<td>68</td>
</tr>
</tbody>
</table>

**Table 3**

<table>
<thead>
<tr>
<th>Library Name</th>
<th>Requests Filled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rollins College</td>
<td>555</td>
</tr>
<tr>
<td>Stetson University</td>
<td>411</td>
</tr>
<tr>
<td>Alachua County Library District</td>
<td>361</td>
</tr>
<tr>
<td>Syracuse University</td>
<td>359</td>
</tr>
<tr>
<td>Tampa – USF</td>
<td>355</td>
</tr>
<tr>
<td>Florida Institute of Technology</td>
<td>320</td>
</tr>
<tr>
<td>University of St. Augustine for Health</td>
<td>309</td>
</tr>
<tr>
<td>University of Florida</td>
<td>271</td>
</tr>
<tr>
<td>Broward County Main Library</td>
<td>230</td>
</tr>
<tr>
<td>University of West Florida</td>
<td>196</td>
</tr>
<tr>
<td>Florida Atlantic University</td>
<td>181</td>
</tr>
<tr>
<td>University of North Carolina Wilmington</td>
<td>178</td>
</tr>
<tr>
<td>George Washington University</td>
<td>173</td>
</tr>
<tr>
<td>Florida State University</td>
<td>147</td>
</tr>
</tbody>
</table>

**Table 4**

<table>
<thead>
<tr>
<th>Reason For Cancellation</th>
<th>No. Cancelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Book/Electronic Journal Access – years requested not owned</td>
<td>2,292</td>
</tr>
<tr>
<td>Checked out</td>
<td>1,532</td>
</tr>
<tr>
<td>Lack volume/issue</td>
<td>630</td>
</tr>
<tr>
<td>Holdings END BEFORE this volume</td>
<td>562</td>
</tr>
<tr>
<td>Not on Shelf</td>
<td>547</td>
</tr>
<tr>
<td>Holdings BEGIN AFTER this volume</td>
<td>396</td>
</tr>
<tr>
<td>Non-Circulation – Curriculum Materials Collection</td>
<td>357</td>
</tr>
<tr>
<td>Title not owned</td>
<td>356</td>
</tr>
<tr>
<td>Lost</td>
<td>260</td>
</tr>
<tr>
<td>Issue not yet received</td>
<td>198</td>
</tr>
</tbody>
</table>

ILL/DDS student assistants: Candace Rutledge, Krystal Hossack, Megan Coffie, Brenda Qualls, Devi Mody, and Gabrielle Kamson
Table 5
Journal Titles Most Requested - Lending

<table>
<thead>
<tr>
<th>Journal Title</th>
<th>Number of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Encyclopedia of the Social &amp; Behavioral Sciences</td>
<td>57</td>
</tr>
<tr>
<td>International Journal of Sports Physiology and Performance</td>
<td>43</td>
</tr>
<tr>
<td>Academic Leader</td>
<td>35</td>
</tr>
<tr>
<td>Strategic HR Review</td>
<td>33</td>
</tr>
<tr>
<td>Phosphorus, Sulfur, and Silicon and the Related Elements</td>
<td>27</td>
</tr>
<tr>
<td>Journal of Sustainable Tourism</td>
<td>25</td>
</tr>
<tr>
<td>The New Yorker</td>
<td>24</td>
</tr>
<tr>
<td>Radiology Management</td>
<td>24</td>
</tr>
<tr>
<td>American Journal of Sexuality Education</td>
<td>22</td>
</tr>
</tbody>
</table>

Chart 1
ILL Activity
Ten-Year Summary

<table>
<thead>
<tr>
<th>Year</th>
<th>Borrowing</th>
<th>Document Delivery</th>
<th>Lending</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008-2009</td>
<td>20,695</td>
<td>33,033</td>
<td>6,503</td>
</tr>
<tr>
<td>2009-2010</td>
<td>18,478</td>
<td>41,712</td>
<td>7,501</td>
</tr>
<tr>
<td>2010-2011</td>
<td>20,404</td>
<td>38,911</td>
<td>8,342</td>
</tr>
<tr>
<td>2011-2012</td>
<td>24,018</td>
<td>20,112</td>
<td>9,645</td>
</tr>
<tr>
<td>2012-2013</td>
<td>46,229</td>
<td>25,841</td>
<td>11,358</td>
</tr>
<tr>
<td>2013-2014</td>
<td>41,179</td>
<td>37,993</td>
<td>10,048</td>
</tr>
<tr>
<td>2014-2015</td>
<td>20,825</td>
<td>31,152</td>
<td>9,603</td>
</tr>
<tr>
<td>2015-2016</td>
<td>29,604</td>
<td>30,014</td>
<td>8,375</td>
</tr>
<tr>
<td>2016/2017</td>
<td>30,014</td>
<td>30,014</td>
<td>6,897</td>
</tr>
<tr>
<td>2017-2018</td>
<td>30,014</td>
<td>30,014</td>
<td>9,060</td>
</tr>
</tbody>
</table>
Communication, Assessment & Public Relations

Communication

- Maintained contact with UCF Marketing, and with UCF News & Information, continuing service on the University Marketing Council, and committee on Collaborative Marketing.
- Publications: Oversaw editing of *InSTALLments*, the monthly “bathroom” newsletter for students, compiled and edited by Renee Montgomery. Answered requests for information from the media. Posted items to the Library News/Blog, sent out press releases and “tweets.” Posted and reviewed items appearing on the Libraries Facebook page and Reddit. Handled requests from photographers and videographers for balcony space for Spirit Splash.
- Worked with students who undertook video and photography projects in the library building, explaining policy, vetting scripts, and locations.
- Continued to work with the Communications Committee to communicate information about the 21st Century Library project. Members are Bobby Ciullo, Cindy Dancel, Lindsey Ritzert, and Susan Terrill. The Committee updated a Web page; wrote and updated the information on the website about the plans. Produced signs for freestanding sign frames; suggested and created digital signs.

Assessment

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

Public Relations

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

Report on Departmental Goals: 2017-2018

✦ To continue to strengthen student input, feedback and responsiveness.
  • Continue to coordinate Libraries’ Student Advisory Board meetings. This group is an important vehicle for communication with students and a way to listen to their needs. Accomplished.
  • Provide suggestion boxes, electronic and virtual, and answer all who provide contact information. Accomplished.
  • To conduct an assessment of the new 5th Floor Quiet Zone. Will be completed in 2018 – 2019.

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

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

October 2017: Dr. Maribeth Ehasz, Vice President, Student Development And Enrollment Services (SDES) and SGA Vice President Nick Larkin met with ESPN reporter about the tradition of the duckies and Spirit Splash and about the archived collection of duckies shown here.

November 2017: Harriett Elam-Thomas, former ambassador to Senegal and Director of UCF’s International & Global Studies Diplomacy Program, speaks at the library.

January 23, 2018: Harriett Elam-Thomas, former ambassador to Senegal and Director of UCF’s International & Global Studies Diplomacy Program, speaks at the library.

March 2018: Giving the Leonardo Nierman Flame of Hope a good cleaning.

September 2017: Associate Director, Meg Scharf, ran into school mascot Knightrro and took advantage of a photo moment in the Student Union.

Meg K. Scharf
Associate Director
Communications, Assessment & Public Relations
Research, Education, & Engagement

A quick read of any number of articles that describe successful program implementations commonly include the following team characteristics: they know what they are supposed to be doing, are on the same page regarding outcomes and timelines, and demonstrate a sense of urgency and take ownership. Additionally, team members generally feel a sense of excitement and need to feel part of the process, be appreciated for their contributions, and have the latitude to pursue objectives on their own terms. Various touchstones throughout the reporting year suggest that division librarians and staff generally possess these characteristics in relation to the goal of realigning the division service model to more closely support institutional goals.

Moving beyond team characteristics are two criteria that focus on relationships with external stakeholders; the first is mutual respect between team members and their constituencies, and the second is that they are trusted by those external partners to deliver on project outcomes. If increased requests for programming and workshops, a growing number of collaboration opportunities with campus partners, and consistently positive feedback from faculty and students are any indication, then our services and interactions are credible, of high quality, and meet campus needs. These criteria also stand as hallmarks of a mature and successful initiative. How units met these goals can be found in reports authored by the heads of the Curriculum Materials Center, Research and Information Services, Scholarly Communication, and Teaching & Engagement, but involve most library units.

Table 1
Textbook Affordability Activity by Course Level
May 2016 – May 2018

<table>
<thead>
<tr>
<th>Course Level</th>
<th>Unique faculty</th>
<th>Sections</th>
<th>Students</th>
<th>Potential savings*</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>10</td>
<td>39</td>
<td>3,157</td>
<td>$359,361</td>
</tr>
<tr>
<td>3000</td>
<td>6</td>
<td>7</td>
<td>421</td>
<td>28,050</td>
</tr>
<tr>
<td>4000</td>
<td>5</td>
<td>19</td>
<td>815</td>
<td>88,171</td>
</tr>
<tr>
<td>5000</td>
<td>3</td>
<td>6</td>
<td>80</td>
<td>5,950</td>
</tr>
<tr>
<td>6000</td>
<td>8</td>
<td>25</td>
<td>537</td>
<td>72,843</td>
</tr>
<tr>
<td>Total</td>
<td>32</td>
<td>96</td>
<td>5,010</td>
<td>$554,375</td>
</tr>
</tbody>
</table>

*Potential savings calculated as number of student enrollments multiplied by cost of a new textbook

Over the reporting year, the group was invited to facilitate a session at an FCCTL-led General Education Program “Refresh” workshop (in collaboration with Anna Turner, FCCTL) and at two conferences and Teaching and Learning Day. Gause and Beile presented at a Health Management and Information Department meeting, by request, and presented at a Faculty Senate Steering and full senate meeting (with much assistance from library faculty senator, Kristine Shrauger) with the outcome that textbook affordability may be sent to committee in fall 2018. A proposal submitted to a state-level grant for Open Educational Resources (OER) creation was submitted and funded for $43,500. Instructional designers Aimee deNoyelles and John Raible are PIs on the grant, but librarians have been very involved with the project through the form of faculty support.
With Acquisitions and Subject Librarians, some group members worked on a library project to identify holdings being assigned in classrooms, which led to a number of adoptions and initial savings of $44,000. In an effort to promote TA and services, group members contributed to a four-page brochure and a half sheet (with Art Specialist, Cindy Dancel), and two members (Norris and Raible) were appointed to statewide OER committees. The division head wrote two submissions for the IT&R Newsletter on her OpenEd OER fellowship and textbook affordability efforts, and presented to the Faculty Senate Library Advisory Committee and the Student Advisory Board on service models and textbook affordability. Additionally, the division head facilitated meetings, tracked adoption savings and supplied data to IKM in support of performance funding metrics and Business Services for a report to the Florida Board of Governors, fielded questions and provided support to frontline librarians, and served as project manager for several of the above initiatives. She also worked with Business Services to secure access to the course textbook booklist.

To date, three models have been pursued to reduce the cost of course materials: adoption of existing open educational resources (like OpenStax materials), creation of new OER (like the Beck Anthology), and one-to-one replacement of course texts with library-sourced items. Over the past year a fourth initiative emerged: hosting a print textbook collection on Reserves. This project involved people from Circulation Services (Seth Dwyer and Lindsey Ritzert), Acquisitions & Collection Services (Sara Duff and Ying Zhang), Teaching & Engagement (Renee Montgomery and Christina Wray), REE adjunct (Ciara Hensley), Research & Information Services (Dawn Tripp and Nola Pettit), external partner (John Raible, CDL), Art Specialist (Cindy Dancel), Information Technology & Digital Initiatives (Bobby Ciullo), and the division head. Informed by an environmental scan of other SUS and DirectConnect libraries, the initiative ultimately was comprised of four collections: a donation facilitated by Montgomery from SDES’ Supplemental Instruction; monies set aside for Physical Therapy books; selected textbooks assigned by the 25 high DFW [Percentage of grades of D, F or W] GEP courses (with $10,000 in seed funding provided by Barry Baker); and textbooks found in the collection (which required running the booklist against library holdings, confirming ISBN and locating call number, and retrieving and processing items). A subgroup planned successful marketing and promotion of the Reserves collection, which resulted in a number of advisors attending the opening, a request for more information from the vice president for Student Development and Enrollment Services, and a request for a presentation to the Student Government Association by the SGA President.

Perhaps most noteworthy of all is the library’s membership on the Student Success Investment Model (SSIM) committee. Through presentation of librarian contributions to support student success (compiled by frontline librarians and department heads and with substantial input and facilitation by Barry Baker), Vice President Joel Hartman secured library representation on the Student Success Investment Model. This model was formed by the Provost as a way for units that do not have access to student enrollment-generated funds to present proposals and have access to funds for innovative projects that support student success. Some participating units include Student Development and Enrollment Services, the College of Graduate Studies, Division of Teaching and Learning, UCF Online and UCF Global, and the Burnett Honors College. From this membership, the library presented documentation and evidence of the need for a student success/textbook affordability librarian and the proposal was supported by the SSIM members. As this reporting year comes to a close a committee is being formed to host the search for this Provost-funded position.

Perhaps a final hallmark of successful programs should be noted here, and that is flexibility. As we open the next reporting year, 2018-2019, several large-scale initiatives and changes are already on the horizon. The library is moving into the second phase of the building renovation project, we are assuming responsibility for the new downtown campus library, textbook affordability is becoming an institutional priority, and we are celebrating a new president and other members of senior leadership. Each of these has implications for our services, and provides an opportunity to revisit the service model, and realign to new strategic goals. Although there may be some changes, one thing is certain, we will remain dedicated to providing the highest quality services in a collaborative environment that meet the needs of our constituents and aligns with university goals and the president’s vision.

**ART SPECIALIST REPORT, CINDY DANCEL**

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

- Circulation (Summer Knights Reading Challenge and various ARC projects)
- IT&DI (One Million Celebration)
- Acquisitions (KnightReads, course reserves, and Tatyana Leonova for various exhibits)
- Administration (certificates for President Hitt)
- Curriculum Materials Center (National Library Week)
- Research & Information Services (UCF Faculty Author Series and workshop announcements)
Teaching & Engagement (Info Authority Week)

Scholarly Communication (Open Access Week and brochures), and Engagement Librarians (Coffee with a Librarian).

External to the library, Dancel created

- Marketing materials for the Literary Heroes Summer Camp Workshop with the Seminole County Public School System and UCF Education
- Trademark workshops for the USPTO and UCF Business Incubator
- Dia de los Muertos (Day of the Dead) events with Department of Anthropology
- Pegasus Palooza with various departments, and
- IT&R Social.

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

Additionally, Dancel monitors several of the UCF Libraries social media channels. This year, Dancel began tracking Facebook and Twitter interactions, noting what viewers find most interesting or useful and at what times of the semester they are most engaged. Media posts that received the most engagement over the reporting year include the promotional ducks, opening of the 5th Floor Quiet Zone, and programming that included weavers in the library. Assuming that these engagement statistics are indicative of student interest, analysis of media likes, re-tweets, and other indicators are being used to drive programming. See the Social Media Summary included in this section of the report.
Changes in Staffing

Division units include the Curriculum Materials Center, Research & Information Services, Scholarly Communication, and Teaching & Engagement (as well as the Art Specialist position). Cindy Dancel continued as Art Specialist, Rachel Mulvihill as head of Teaching & Engagement, Barbara Tierney as head of Research & Information Services, and Sarah Norris as the Scholarly Communication Officer. Dr. Yolanda Hood, head of the Curriculum Materials Center, submitted her resignation and her last day was July 6, 2017. A successful search, chaired by Rachel Mulvihill, was held to fill the position. We are delighted to report that Amy Dovydaïtis joined the Libraries in January 2018 as the new head of the Curriculum Materials Center. Dovydaïtis brings a wealth of experience from her years in the public school system. As this reporting year drew to a close, the division assumed responsibility for the Downtown Campus library, which is slated to open in fall 2019. This expansion creates an opportunity for searches for several additional positions.

Report on Departmental Goals: 2017-2018

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

Supporting Goal 1.2: Assess services for students and act on data to provide library resources and services that are more used, better attuned to user needs, and that strengthen the educational impact of library services for students at all levels. Over the course of 2017-2018, the division head will continue to lead library involvement in a large scale Value of Academic Libraries assessment project; work to establish processes by which the initiative becomes an established practice (institutionalized) by developing and implementing workflows with IKM analysts and library personnel; expand the number of student interaction points; input, clean, and submit 2016 data for analysis; and continue to disseminate results to pertinent audiences and stakeholders to provide evidence of how the library positively correlates with student success. Goals were pursued, but vacancies in IKM and other institutional priorities stalled progress this year. The goal will be picked up again, once textbook affordability is self-sustaining.

Departmental Goals: 2018-2019

With the new UCF President comes a new vision and goals. At this time institutional goals are only now being released, but the understanding is that they are directly aligned to the University’s Collective Impact Strategic Plan, the Florida Board of Governors’ Performance Funding metrics, and our bid for pre-eminence. As such, the division is revisiting its 2015-2020 strategic goals, which were based on President Hitt’s Five Goals, and re-aligning to the new institutional goals and metrics. Additionally, the Libraries has forwarded five goals that are being vetted by Joel Hartman, Vice President for Information Technologies & Resources. These goals, and how the Research, Education, & Engagement division supports them, are listed below.

- Continue transformation of John C. Hitt library as a learning support center, with increased physical space for research, instruction, collaboration, quiet study, technology innovation, and academic success support.

REE will continue to attend building renovation meetings with an eye to minimizing impact of renovation on student library users, maintaining communication with faculty impacted by access to collections, and maximizing building plans in support of student academic success and collaboration with campus academic support partners.

- Continue efforts to lower the cost of a college education and increase student success by providing affordable textbook options, working closely with faculty and campus partners (CDL, FCTL, T&Ts, SARC, etc.).

REE will continue to lead library efforts in this cross-collaborative effort by facilitating faculty adoptions of free/low cost course materials, tracking and reporting student savings, and liaising with stakeholders both internal and external to the library. REE will facilitate replacement of course texts with library-sourced ebooks and the newly implemented course textbook reserve collection. REE also will seek to gain broader buy-in from faculty and students through appropriate channels, including participating in the FCTL GEP “Refresh” program.

- Participate in the FCTL GEP “Refresh” program.
and CDL’s involvement with affordable course materials.

- Assess services for students and act on data to provide library resources and services that are more used, better attuned to user needs and strengthen the educational impact of library services for students at all levels.

REE will lead meetings with division leadership and frontline librarians and staff to determine how to expand and promote library services that support student success, and with the new Student Success librarian position, will work closely with campus partners to mine EAB student data and create programming developed to support at risk students.

- Continue to provide guidance and lead efforts to make university research more openly accessible and widely disseminated with an emphasis on fostering national and international exposure to the work of UCF researchers (STARS).

No division-specific goals here; see the Office of Scholarly Communication section.

- Expand and promote services and tools that support the publishing and research needs of faculty, graduate students, and selected undergraduate student groups.

As an emerging area of interest from the office of funded research and the College of Graduate Studies, REE will investigate how the library can contribute to institutional efforts to create a more transparent and ethical research environment, perhaps through the creation of tutorials or other informational tools.

**Performance Enhancement Recommendations**

Even with the funding of a textbook affordability / student success position the division struggles to maintain services while continuing to assume new roles and responsibilities. While the number of faculty members and students has increased significantly over the years, the number of librarians has actually declined. Surveys of librarians in the division indicated that they are fully engaged and satisfied with the service model, but are anxious about the number of constituents each serves, which prohibits the deep engagement required by the model. UCF continues to lag behind other institutions of similar size regarding the number of librarians assigned to work directly with faculty and students. Further, to successfully and fully support programs for faculty and students moving to the downtown campus, it is essential that staffing for the downtown campus library be at the required level.

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

Substantial effort was once again devoted to textbook affordability projects. Since librarians and instructional designers began collaborating with faculty to reduce the cost of a college education through more affordable course materials (beginning summer 2016), 32 unique faculty teaching 96 course sections have saved over 5,000 UCF students over half a million dollars. Large scale studies report that students who do not have to purchase expensive textbooks tend to have higher course grades, take more classes, and persist at higher rates than students who purchase traditional textbooks. Local research has found that students and parents are more likely to pay for textbooks (while scholarships and financial aid tend to cover tuition), and over 80% of students surveyed indicated that they had delayed purchasing a textbook due to cost. Students who enroll in courses that offer free/low cost course materials have increased access to those materials from day one, which in turn supports student success.

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

Penny M. Beile (with input from Cindy Dancel)  
Associate Director  
Research, Education, & Engagement
The Curriculum Materials Center (CMC) welcomed through its doors almost 60,000 patrons from July 2017 through June 2018, as it continued its mission without a department head for six months. Despite this absence, the operation and services of the CMC continued strong under the support of Pamela Jaggernauth, LTA Supervisor, and our two Senior LTAs, Emma Gisclair and Rebecca Meadows. Special recognition is due to Mrs. Jaggernauth and her 17 years of experience and service to the CMC.

This year, while the CMC continued to carry out its mission, the staff also focused on increasing its visibility through outreach and campus signage. The presence of the CMC has long been absent on the UCF paper campus map, the online interactive map, and physical signage. This has led to the CMC often being referred to as the “hidden gem.” Efforts across many fronts were successful this year in obtaining recognition of the CMC’s location. First, acquired was physical interior signage to label our hallway location within the Education Complex. Our ultimate visibility goal was attained when the CMC appeared on both the updated UCF campus map paper brochure and the online interactive map. In addition, through collaboration with Vincent Huff, from the College of Education Undergraduate Affairs office, we secured that the CMC, its mission and services will be covered in the student orientation process. Also during the orientation, students will receive a copy of the newly updated CMC brochure.

Outreach opportunities also strengthened the CMC’s collaborative relationships with many UCF and outside organizations. To help bolster our social network presence the CMC boosted our Facebook usage and initiated a new Twitter account. Within the College of Education and Human Performance (CEDHP) our staff participated in this year’s CEDHP annual Literacy Symposium by presenting sessions on both diverse books and current trends in young adult literature. Our staff also created the photo booth and props for the Symposium attendees. We continued our partnership with UCF’s Creative School by providing story time visits and a destination and book checkout for their summer camp participants. Outside of the UCF Campus, the CMC staff hosted two fun-filled Harry Potter themed camps. We welcomed to our library students from Central Florida Academy, and the Seminole County Public Schools gifted students summer camp program. Each program was tailored to the level of those students in attendance.

Outreach efforts were also extended to our area public school districts. Local districts are experiencing the loss of certified Media Specialists and library collection funding. To help fill these voids, the CMC launched an informational campaign to Orange, Seminole, and Osceola school districts. Efforts included a letter enclosing a CMC brochure, information explaining how to become a UCF Special Borrower (privileges are available to all Florida pre-K through 12th grade teachers), and a cordial invitation to visit the CMC.

This year we also evaluated ease of access issues within our collection. To help our patrons more readily find topical materials, we combined the Professional and General Collection items. This resulted in the heavily-used manipulatives and professional items being shelved in Dewey order with their nonfiction monograph counterparts. Now patrons need only find a nonfiction call number in one location instead of two. We also flipped the numerical ordering of our General so that all rows read from left to right – from lower to higher Dewey Decimal number.
Changes in Staffing
The CMC welcomed the new department head Amy Dovydaitis to the team in January. She brings with her over 25 years of library experience. Prior to joining UCF, she was a Seminole County Public Schools elementary school media specialist for 16 years. Prior to that, she served as a public library children's librarian, a medical librarian, and a science teacher.

Report on Departmental Goals: 2017-2018
The CMC's 2016-2017 Annual Report listed the following goals for 2017-2018:

- **Increase the social media presence of the CMC in order to build awareness of the services and resources.** Completed and ongoing. This goal was met by increasing the number of weekly posts on Facebook and introducing our social presence on Twitter. We will continue these efforts and attempt to increase our following.

- **Provide outreach to UCF students enrolled at DirectConnect institutions.** Postponed. Due to lack of a department head for six months, this goal was unattainable due to staffing shortages.

- **Update the standardized test collection.** Completed. The Reserves Standardized Test Collection was evaluated with help from the CEDHP faculty and Dr. Oliver Edwards, UCF School of Psychology. Due to lack of utilization based upon circulation statistics, age of publication, and faculty feedback, a substantial portion of the Reserves Standardized Test Collection was weeded and disposed of based upon standardized test guidelines. The checkout policy for the collection was also evaluated and updated.

- **Move selected fiction materials to the ARC to provide room in the fiction collection.** Postponed. At this time we have halted selecting materials for addition to the ARC as the John C. Hitt collection is still being ingested. ARC selection will resume once a more definitive date is given by library administration.

Departmental Goals: 2018-2019
- Revise layout and content of the CMC website. Include CMC content specific LibGuides.

UCF Libraries Annual Report 2017-2018
Page 51
A partnership was developed with Kristine Shrauger, founder of UCF’s DiVerse Families STARS bibliographical database, to continue efforts in identifying and purchasing relevant titles to include and develop the CMC’s collection.

CMC staff and student workers have been trained to evaluate and add titles to the DiVerse Families database. This should help expedite the database’s growth.

Kristine Shrauger and Amy Dovydaitis participated at the 2018 UCF Literacy Symposium showing area central Florida educators how to identify diverse books in the DiVerse Families database.

Be America’s leading partnership university

- The CMC collaborated this summer with the Creative School to hold story time for their students and checkout for their summer camp participants.
- CMC staff participated with UCF Academic Discoveries and Adventures for Gifted Enrichment (ADAGE) to provide programming and a host site for their summer ADAGE 2018 Gifted Camp held at UCF. The CMC hosted a Harry Potter themed event for 30 Seminole County Public School students.
- The CMC sent out information about our library and the Special Borrowers card privileges, to Osceola, Orange, and Seminole County Public School Districts, hoping to form partnerships with area educators and schools.
- In April CMC librarian Amy Dovydaitis, and John C. Hitt librarian Terrie Sypolt, participated in the UCF Positive Schools Climate Forum in collaboration with the CEDHP and leaders from Central Florida school districts. Both libraries provided materials for review and related topical bibliographies for participants to take.

Performance Enhancement Recommendations

- Furniture utilized by both patrons and staff at the CMC is starting to show considerable wear and tear. The pedestal foundation of the student tables has broken many of the electrical cables that allow the tables to plug into the floor outlets. New seating, chairs and tables, are needed for our patrons.
- The CMC circulation desk has many structural features that make it ergonomically impossible to sit at the desk for an extended period of time. Staff workers and students are unable to place their legs under the desk, forcing them to work at the terminal in a hunched over position.
- The CMC showcase needs a physical backdrop wall built. This wall must be constructed in several pieces that can be removed when access is needed to decorate the area.

Students from the SCPS ADAGE Summer Camp wave their wands and cast a spell.

Sr. LTA, Emma Gisclair, gives her annual “Books and Bagels” event. Over 50 students and faculty attended.

UCF Education Librarian Terrie Sypolt and CMC Librarian Amy Dovydaitis, participate at the UCF Positive Schools Climate Forum with a book display and related literature bibliographies.
### 2017-2018 Statistics: Curriculum Materials Center

**Curriculum Materials Center**

*Table 1*

Five Year Comparison Statistics

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<thead>
<tr>
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<tbody>
<tr>
<td><strong>Materials Circulated:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Collection</td>
<td>21,413</td>
<td>24,544</td>
<td>27,282</td>
<td>31,674</td>
<td>36,768</td>
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<tr>
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<td>7,983</td>
<td>7,107</td>
<td>7,430</td>
<td>5,394</td>
<td>5,520</td>
</tr>
<tr>
<td><strong>Total Materials Circulated</strong></td>
<td><strong>29,396</strong></td>
<td><strong>31,651</strong></td>
<td><strong>34,712</strong></td>
<td><strong>37,068</strong></td>
<td><strong>42,288</strong></td>
</tr>
<tr>
<td><strong>Patron count</strong></td>
<td>57,357</td>
<td>60,269</td>
<td>61,813</td>
<td>56,873</td>
<td>63,062</td>
</tr>
<tr>
<td><strong>Number of Classes Taught</strong></td>
<td><strong>19</strong></td>
<td><strong>25</strong></td>
<td><strong>26</strong></td>
<td><strong>30</strong></td>
<td><strong>21</strong></td>
</tr>
<tr>
<td><strong>Number of Students Taught</strong></td>
<td><strong>418</strong></td>
<td><strong>603</strong></td>
<td><strong>691</strong></td>
<td><strong>1,031</strong></td>
<td><strong>488</strong></td>
</tr>
</tbody>
</table>

The CMC participated in National Library Week Activities, concluding with the first ever UCF Libraries Bookmobile. The spring themed bookmobile was decorated by Hitt Library’s Senior Art Specialist, Cynthia Dancel. The bookmobile was manned by Cynthia Dancel (Hitt Library), Emma Gisclair and Amy Dovydaitis (CMC). Emma Gisclair displayed her “Book Whisperer” expertise. Gisclair’s love for YA Fiction shined as she effortlessly match readers with books. The book mobile was open for business from 11:00 a.m. until 2:00 p.m. and checked out 69 items.

**National Library Week**

April 8-14, 2018

Happy students that checked out books from the National Library Week Bookmobile

National Library Week UCF Libraries Bookmobile. Spruced up and ready to checkout books!

Amy Dovydaitis
Head, Curriculum Materials Center
In its sixth year, the Office of Scholarly Communication (OSC) has transitioned from a fledgling unit to a fully distinct one within UCF Libraries. Key to this has been continued growth and consistent services and resources for the campus community. In particular, 2017-2018 saw a dramatic increase in growth, with a nearly 50% increase in queries on Scholarly Communication topics from faculty, staff, and students. In addition, workshops, guest lectures, and invited speaker opportunities also increased exponentially. All of this has provided a solid foundation for the OSC to continue to develop more robust programming, improve support for various services and resources, and increase partnerships internally with library units and externally with campus constituents, as well as establish the OSC as a leader in Scholarly Communication activities in the state of Florida and nationally. The 3rd Floor office suite is now seen as a well-established public-facing research support center and is used for internal workgroup and consultation meetings, as well as meetings with students and faculty consulting on a variety of projects and initiatives or for specific research needs. Virtually, the OSC continued to improve its online presence with an updated public-facing website launched in fall 2017. The OSC and the Scholarly Communication Working Advisory Group members continue to be engaged in external and campus Scholarly Communication activities, participating as invited and guest speakers and participating in various conferences and listserv activities.

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

Staffing in the OSC remains relatively flat; however, this has not deterred the unit from continued expansion and development of services and resources. In particular, there continues to be an increase in research-related workshops and presentations for students, faculty, and staff. In particular, the Graduate Workshops (formerly known as the “Publishing in the Academy” workshop series) offered in conjunction with the College of Graduate Studies has continued to be a successful series of workshops with 196 attendees at 46 sessions on an average of six distinct Scholarly Communication topics. Presentations in this workshop series have ranged from citation management tools to sessions on publishing and author rights. New in fall 2017 was the Graduate Research Essentials Workshop series (GRE), coordinated by Corinne Bishop, that was developed as an extension to the general graduate workshops offered. GRE workshops incorporate various Scholarly Communication topics into discipline-specific workshops facilitated by subject librarians and coordinated with the College of Graduate Studies. Eleven sessions were held in fall 2017 and spring 2018, attended by twenty students, and covering nine disciplines, including Business, Criminal Justice, Engineering, Psychology, Public Administration Science, and Sociology. In addition to these workshops series, presentations on copyright and author rights in relation to textbook affordability, research, and scholarship have been presented in a variety of venues beyond the Graduate Workshops, including for specific courses, as well as through Faculty Excellence, FCTL, and Center for Distributed Learning. With a cadre of workshops, presentations, and professional development opportunities, the OSC continues to refine and define services offered. With this in mind, the Scholarly Communication Librarian has undertaken a research study on Scholarly Communication units and librarians in southeastern libraries to ascertain core areas of service and support in an effort to determine the best and most critical suite of services to offer to faculty, students, and staff. This survey received responses from 40 librarians at various institutions; follow-up interviews with librarians are currently being conducted for additional information for the research study.

The OSC continued to offer internal training and workshop opportunities through the Scholarly Communication Brown Bag series held in the summer. Now in its third year, this series provides a relaxed and informal environment for library faculty and staff to learn about and discuss topics related to Scholarly Communication. Sessions have been led by the Scholarly Communication Librarian, Scholarly Communication Adjunct, librarians for other departments, and campus partners such as the Office of Technology Transfer. Topics have included copyright, linked data, library big package journal deals, and
Office of Scholarly Communication (cont’d)

publishing agreements. Each of the sessions included short informational articles and/or a brief presentation and group discussion. All sessions gave attendees the opportunity to attend both in-person and virtually. During 2017-2018, the OSC offered six sessions that were attended by an average of six librarians and library staff per session.

STARS, UCF’s institutional repository, launched in 2015 and provides an open access venue for scholarship produced by students and faculty. The OSC works collaboratively with Digital Initiatives and the Scholarly Communication Working Advisory Group members to promote and populate STARS. Each of these constituents presents and engages faculty on the topic, as well as facilitates the use of STARS for specific projects and initiatives. Subject librarians, for example, are instrumental in connecting faculty to STARS through their newsletters, personal communications with faculty, and attendance in departmental meetings. These strong outreach and marketing efforts have led to an important milestone for STARS – reaching one million downloads in April 2018. This achievement illustrates not only the successful use of the repository by faculty and students at UCF, but also indicates the worldwide interest in the scholarship produced at UCF.

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

- “Sound the Alarm: What the Library Community Needs to Know about Predatory Publishing,” Sandy Avila and Ven Basco, IFLA General Conference and Assembly, August 2018
- “To Catch a Predatory Publisher: A Study of STEM Faculty at the University of Central Florida,” Sandy Avila and Ven Basco, ACRL/STS Section Poster Session, June 2018
- “Rethinking Tech Services: Playing a Role in Scholarly Communication,” Sai Deng, ALA Annual Conference, ALCTS Technical Services Managers in Academic Libraries Interest Group Meeting, June 2018
- “Rebellions are Built on Hope: Joining Forces to Support OER in a Restrictive Institutional Environment,” Penny Beile, Aimee deNoyelles (CDL), Rich Gause, Sarah Norris, John Raible (CDL), OpenEd Conference, October 2017
- “Open Humanities: Strategies for Creating Open Access Course Materials,” Christian Beck (English Department), Lily Flick, Sarah Norris, John Raible (CDL), OpenEd Conference, October 2017
- “The Challenges to Learning in a Digital Age: Exploring Issues of Access and Equity,” Sandy Avila and Sarah Norris, HASTAC Conference, November 2017

Textbook affordability continues to be a priority at UCF. The OSC continues to participate and collaborate on such efforts with the broader unit of Research, Education, and Engagement as well as collaborate with other campus units, including Center for Distributed Learning and Faculty Center for Teaching & Learning. Collaborations have seen marked effect on students’ ability to receive a quality and affordable education. In particular, a small working group composed of Penny Beile, Aimee Denoyelles (Center for Distributed Learning), Rich Gause, Sarah Norris, and John Raible (Center for Distributed Learning), have been engaged in a variety of efforts that range from working with subject librarians and faculty to vet and create open educational resource content for online and face-to-face courses to organizing meetings with key campus constituents and participating in discussions for the updated bookstore contract.

The OSC provides assistance and information in regards to copyright for open educational resources and library-licensed content. Last year it was noted that the OSC assisted in the creation of an open educational resource for a instructor’s summer 2016 English literature course – a resource that has now saved students an estimated $31,780 to date over nine semesters. However, this is merely one example of the estimated cost savings to students who are enrolled in courses that utilize open educational resources and library-licensed materials. The small working group has been tracking such adoptions and has noted a current estimated cost savings, as of summer 2018, to be $675,000 for materials adopted by 45 unique faculty in 115 sections and reaching over 6,000 students. In addition to UCF efforts, this group’s reputation as leaders in textbook affordability in Florida and nationally continues to grow.

1 http://stars.library.ucf.edu/ucfscholar/660/
2 http://stars.library.ucf.edu/ucfscholar/641/
3 http://stars.library.ucf.edu/ucfscholar/613/
4 http://stars.library.ucf.edu/ucfscholar/612/
5 http://stars.library.ucf.edu/ucfscholar/617/
Meetings have included topics, such as consistency in copyright-related UCF Libraries policies. In addition to specific Scholarly Communication areas, the unit continues to receive questions from faculty, students, staff, and other institutions about issues related to Open Access publishing, identifying credible publishers, and retention of author rights. The OSC has collaborated with Digital Initiatives and other UCF Libraries units to coordinate consistent efforts with regards to institutional resources for copyright and Libraries units to coordinate consistent efforts with regards to institutional resources for copyright and consistency in copyright-related UCF Libraries policies. These collaborations have led to a future project to develop a unified research guide in 2018-2019 with copyright information, including UCF regulations and policies, collocated in one place. With these efforts in mind, the OSC has maintained continued collaboration with the Office of General Counsel in an effort to provide current and accurate information for faculty and students with regards to copyright, in particular. The OSC acts as the UCF Libraries liaison to the Office of General Counsel for copyright and intellectual property related topics and communicates with them on a regular basis for policy changes and development, as well as mediating copyright questions and scenarios for UCF faculty.

With so many activities, projects, and initiatives, the OSC looks to its working group members, library administration, and UCF teaching faculty to guide and shape current and future endeavors. The Scholarly Communication Faculty Advisory Board, currently composed of 12 UCF teaching faculty members from various disciplines on campus, continues to meet twice yearly – in the fall and spring semesters, respectively. Meetings have included topics, such as STARS, open educational resources, and article processing charges for open access publishing. In addition, the group remains active via email where they participate in discussions related to open access publishing and other timely Scholarly Communication topics and issues. Projects and initiatives that develop from the Scholarly Communication Faculty Advisory Board are based on faculty interest and feedback, in conjunction with current and forthcoming activities from the OSC. In particular, the group is interested in exploring how other Florida institutions support faculty publishing in open access journals, particularly looking at how article processing charges are supported and/or facilitated by these respective institutions.

The Office of Scholarly Communication continues to look to long-term goals, both internally at UCF Libraries and broadly at UCF, related to the ways in which we disseminate research and measure its value at the institution. With UCF's goal to achieve preeminent status in the next five years, there is no doubt that the OSC, its services, and resources, can and will play a vital role throughout this process for both faculty and students. As we look to 2018-2019, the Office of Scholarly Communication aims to solidify its reputation on campus and beyond by providing excellent services and resources on Scholarly Communication topics for students, faculty, and staff. If the activities of 2017-2018 are any indication, the forthcoming year will prove equally productive and exciting.

Changes in Staffing

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

- The current number of people on the Scholarly Communication distribution list and/or actively participating by attending meetings or serving on workgroups includes 26 library members. Carrie Moran, former User Engagement Librarian, left the institution. Ongoing members include: Barbara Alderman, Sandy Avila, Ven Basco, Penny Beile, David Benjamin, Corinne Bishop, Kerri Bottorff, Tim Bottorff, Cindy Dancel, Sai Deng, Lee Dotson, Lily Flick, Michael Furlong, Rich Gause, Richard Harrison, Athena Hoeppner, Selma Jaskowski, Renee Montgomery, Rachel Mulvihill, Missy Murphey, Shane Roopnarine, Mary Rubin, Barbara Tierney, Andy Todd, John Venecek, and Christina Wray. This list, though, is certainly not comprehensive and does not necessarily reflect some of the broader participation and interest from other faculty and staff on an ad-hoc basis and is worth noting.

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

Report on Departmental Goals: 2017-2018

- Virtual Space: Assess existing Scholarly Communication website and explore opportunities for expansion, including informational and
instructional videos, LibGuides on specifics topics (e.g., Copyright), blog posts, and other appropriate tools that promote researching and scholarly publishing services in the library. Focus on LibGuide development project. Ongoing: The OSC website redesign project was a multi-year large scale project that began in 2016-2017. Led by Scholarly Communication Adjunct, Lily Flick, this project involved a small working group composed of Lily Flick, Carrie Moran, Bobby Ciullo, and Sarah Norris. Focusing on usability and development in 2016-2017, this most recent annual year focused on the final stages of website construction and additional usability studies. Once finalized, the website launched October 2017. Additional efforts were needed to ensure that OSC links and resources discoverable on other UCF affiliated websites were updated. A priority project for 2018-2019 is the assessment and re-design of several LibGuides related to the OSC. In particular, the project will involve creating a centralized copyright LibGuide and re-designing the existing OSC LibGuide. The OSC released a video on the Research Lifecycle through Teaching & Engagement. This video, since its launch in February 2017, has garnered nearly 1,000 views. The OSC will look to work with Teaching & Engagement on additional videos related to Scholarly Communication. In addition, the OSC writes blog posts for the UCF Libraries’ main website and has contributed 12 blog posts since the blog’s inception on Scholarly Communication topics and events, primarily written by the Scholarly Communication Adjunct. With a variety of researchers and institutions expressing interest in the Research Lifecycle, the OSC began a project to create an open access text version of the Research Lifecycle to allow for broader expansion of the creation, its purpose, and uses at UCF and beyond that will be hosted and maintained in STARS. This open text is currently in development and is slated to be made accessible through STARS during 2018-2019.

Internal training: Continue to identify training resources and opportunities across the UCF Libraries for subject librarians. Ongoing: The OSC consistently shares blog posts, journal articles, and other scholarly resources related to Scholarly Communication. In addition, the OSC routinely shares webinar opportunities, as well as offers a centralized viewing place for such webinars (allowing for feedback and discussion). As in previous years, the OSC continues to offer robust Scholarly Communication training sessions. During 2017-2018, the Scholarly Communication Brown Bag sessions evolved into a series titled, “Stay Savvy with Scholarly Communication,” and included topics such as copyright, linked data, institutional repositories, and other pertinent topics. The OSC regularly works with Research & Information Services to provide updated Scholarly Communication information along with training resources and other related opportunities; the OSC regularly reports at the monthly Research & Information Services meetings and provides Scholarly Communication summaries on topics of interest, services, and resources for subject libraries to use in their subject librarian newsletters.

Workshops for targeted audiences: Assess Graduate Workshops delivered at the Graduate Student Center and evaluate program. Explore opportunities to create a series of workshops for faculty and students beyond the Graduate Workshops series. Ongoing: The OSC worked with Corinne Bishop to begin exploring more formalized assessment options for the Graduate Workshops (formerly called, "Publishing in the Academy."). With this in mind, Corinne Bishop and Christina Wray developed several online workshop modules including, Avoiding Plagiarism and Conducting a Literature Review. In previous years, a variety of targeted workshops for undergraduates were offered, and it is an area in which the OSC will continue to explore and re-evaluate in the coming year. Faculty workshops have increased, with sessions on predatory publishing, copyright, and extending and measuring scholarly reach and impact, among the sessions offered in 2017-2018. The OSC aims to continue to increase both faculty and student workshops throughout this forthcoming year.

Outreach: Host programming for Open Access Week. Assess faculty bibliography project to determine most effective way to develop a comprehensive and useful tool to disseminate UCF research. Work to cultivate strategic alliances across the university community by partnering and collaborating with various campus constituents. Ongoing: The OSC has been
deeply engaged in Open Access activities and participates yearly in Open Access Week, which has proved a successful event each year. Open Access Week 2017, led by workgroup members Cindy Dancel, Rachel Mulvihill, Christina Wray, and numerous other library faculty and staff who volunteered during the event, had a wilderness exploration theme used to promote open access to students in an informative, yet fun and approachable way. Student-centric events included a quiz, with over 200 student respondents, and four workshops on various open access related topics, which garnered an average of 4-6 students per session. A working group composed of Sandy Avila, Cindy Dancel, Lee Dotson, Renee Montgomery, Rachel Mulvihill, and Christina Wray has been working on Open Access Week 2018, with a full week of activities for both students and faculty currently underway. Though the Open Access Week working group is a group in its own right, the OSC also has the Events, Marketing, and Outreach (EMO) working group to address broader outreach and coordination of events. This working group is currently composed of Cindy Dancel, Rachel Mulvihill, and Christina Wray. The group devised a mission and marketing plan and will assess events, marketing, and outreach throughout the year to provide coordinated and consistent outreach efforts for the unit. A working group composed of Kerri Bottorff, Sai Deng, Lee Dotson, Lily Flick, Athena Hoeppner, and Sarah Norris has been working to assess the faculty bibliography projected managed and maintained previously by Penny Beile and various Scholarly Communication adjuncts. With nearly 20,000 bibliographic records in an Access database culled from the Web of Science, the working group determined that this content was a high candidate for STARS. To date, all 20,000 bibliographic records have been added into a faculty bibliography collection in STARS. Currently, members of the group are working to standardize and update metadata errors and/or issues, as well as assess discoverability, including the use of Open URLs and DOI links.

Partnerships and collaborations are key in the success of Scholarly Communication efforts at UCF. The OSC has leveraged existing partnerships and is working to expand these partnerships and collaborations while exploring opportunities for new collaborations and partnerships, as well. Key partners include: Center for Distributed Learning, Faculty Center for Teaching and Learning, Faculty Excellence, Graduate Studies, Office of General Counsel, Office of Research & Commercialization, Office of Technology Transfer, and Office of Undergraduate Research. In particular, partnerships with Faculty Excellence and Faculty Center for Teaching and Learning grew tremendously in 2017-2018 and have included a variety of invited speaker opportunities, including being asked to present on extending and measuring scholarly reach and impact as a part of the Faculty Excellence Leadership Series workshops, which included Lee Dotson (Digital Initiatives Librarian), Barry Mauer (Associate Professor of English), and Sarah Norris (Scholarly Communication Librarian). The OSC has also partnered extensively with Texts & Technology, as well as the Center for Humanities & Digital Research. In particular, this led to several related search committee appointments by the Scholarly Communication Librarian for RICHES and Texts & Technology.

Departmental Goals: 2018-2019

With new leadership comes the opportunity to refine and define institutional vision and goals. With this in mind, the OSC has developed unit goals for 2018-2019 that will align with these newly reframed vision and goals. These institutional goals are currently being released to its constituents at the time of this annual report’s development; it is anticipated that the goals will align with those outlined in the UCF Collective Impact Strategic Plan and other considerations, such as the Florida Board of Governors’ Performance Funding metrics. As a unit under the division of Research, Education, and Engagement, the OSC also works to align with the goals set forth by the Libraries and the division. The following outline these particular goals and how the OSC will support them in the forthcoming year.

- Continue efforts to lower the cost of a college education and increase student success by providing affordable textbook options, working closely with faculty and campus partners (CDL, FCTL, T&TS, SARC, etc.):
  - Continue to participate in efforts related to textbook affordability with a particular emphasis on supporting copyright-related needs throughout the use and creation of open educational resources.
  - Continue to participate and serve on statewide committees on such matters and provide expertise as relevant.
Assess services for students and act on data to provide library resources and services that are more used, better attuned to user needs and strengthen the educational impact of library services for students at all levels:

- Continue to offer and refine Graduate Workshops offered that support student research through library resources and services.
- Work to provide new workshop offerings to students and/or provide additional modes of dissemination to ensure accessibility for all students beyond scheduled workshop dates.

Continue to provide guidance and lead efforts to make university research more openly accessible and widely disseminated with an emphasis on fostering national and international exposure to the work of UCF researchers (STARS):

- Continue to support the use of STARS by faculty and students.
- Continue to assess faculty bibliography project to determine the most effective way to develop a comprehensive and useful tool to disseminate UCF research through STARS.
- Provide support on broader open access-related topics to individual faculty, departments, and colleges.

Expand and promote services and tools that support the publishing and research needs of faculty, graduate students, and selected undergraduate student groups:

- Explore opportunities to create a series of workshops for faculty and students beyond the currently offered Graduate Workshops.
- Continue to assess existing Scholarly Communication website and explore opportunities for expansion, including informational and instructional videos, LibGuides on specifics topics (e.g., Copyright), blog posts, and other appropriate tools that promote researching and scholarly publishing services in the library.
- Work with subject librarians to facilitate research and publishing support to individual faculty, departments, and colleges through individual appointments and/or presentations and workshops.
- Work with the Scholarly Communication Faculty Advisory Board members to refine current support services and to develop and/or advocate for additional services, as appropriate.

Advancement Toward the President’s Five Goals

Although the vision and goals of the institution have transitioned slightly with new leadership, the following outlines how the OSC worked to contribute to the advancement toward President Hitt’s five goals during 2017-2018. As we look towards 2018-2019, the OSC will continue to align its work with the vision and goals of the broader institution.

- Offer the best undergraduate education available in Florida
  - Knowledge of ownership and rights associated with intellectual outputs is key to understanding the limitations and affordances of materials created by the student as well as how they can use items created by others for academic, professional, and personal needs. Three projects and/or workgroups directly align to this goal: First is the undergraduate workshops (including a session on Where to Publish and Author Rights); the second is programming for the planned 2018 Open Access Week, specific days of which are targeted to undergraduate students; and the third is the Events, Marketing, and Outreach working group which is tailoring specific Scholarly Communication resources and events to undergraduate students, including adding events to LINK Loot, engaging in Housing & Residence Life, and coordinating additional workshops and events with Honors in the Major and the Office of Undergraduate Research.

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

Performance Enhancement Recommendations

This year saw a dramatic increase in the amount of queries, instruction requests, workshops, and invited speaker opportunities on campus and beyond for the OSC, indicating that this unit has become a truly established unit in UCF Libraries and at UCF. With this in mind, sustainability continues to be a particular concern, as the demand for research support increases. Last year, textbook affordability and open educational resources emerged as the areas in which growth was of note; however, this year, not only have these areas continued to grow, but other specific areas supported by the OSC have also grown. The need for copyright and open access publishing support are two additional areas that have continued to increase. The OSC expects that the need for faculty position(s) to address these areas may be a particular staffing need in the future. As the unit and its services continue to grow, so too will the
need for additional staff for all areas related to the OSC (adjuncts and/or permanent staff), and the unit will need to continue to closely assess the needs in the new several years.

2017-2018 Statistics: Scholarly Communication

Scholarly Communication
Chart 1

UCF Libraries Graduate Workshops
Summer 2017-Summer 2018

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<tr>
<th></th>
<th>Topics</th>
<th>Sessions</th>
<th>Attendance</th>
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<tbody>
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<td>6</td>
<td>31</td>
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<tr>
<td>Fall 2017</td>
<td>5</td>
<td>6</td>
<td>13</td>
</tr>
<tr>
<td>Spring 2018</td>
<td>19</td>
<td>6</td>
<td>46</td>
</tr>
<tr>
<td>Summer 2018</td>
<td>9</td>
<td>6</td>
<td>82</td>
</tr>
</tbody>
</table>

Total Attendance: 196

Scholarly Communication
Chart 2

Thesis & Dissertation Forum
Fall 2017

<table>
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<tr>
<th></th>
<th>Pre-Registered</th>
<th>Attendance</th>
<th># Colleges</th>
<th>Masters Students</th>
<th>Doctoral Students</th>
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<tr>
<td></td>
<td>57</td>
<td>25</td>
<td>6</td>
<td>6</td>
<td>17</td>
</tr>
</tbody>
</table>

UCF Faculty Author Series April 2018: Michael Strawser (Philosophy), Anna Jones (English), Pavel Zemliansky (Writing & Rhetoric), John Venecek, Library 229

Scholarly Communication Holiday Open House 2017
Robin Chan, Rich Gause, and Athena Hoeppner
Library 223

UCF Faculty Author Series April 2018: Keri Watson (Art History), Blake Scott (Writing & Rhetoric), and Anastasia Salter (Digital Media)

Sarah Norris
Scholarly Communication Librarian
Research & Information Services

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

Highlights of the Year in Retrospect

- The UCF Subject Librarian model, rolled out in May 2013, has been in operation for five years and is successfully evolving into the highly desirable “Engaged Librarian” model.

“Engaged Librarians” are Liaison Librarians who strive to achieve a deepened level of sustained, high-quality, mutually beneficial interactions with academic programs through enhanced Research Services, Scholarly Communication, Collection Development, and Teaching & Learning. (Please see: Association of Research Libraries (2015) Evolution of Library Liaisons 1.)

2017-2018 Subject Librarian Accomplishments:

- Social Sciences Subject Librarian Dr. Corinne Bishop awarded the 2018 IT&R Outstanding Partner Award for her partnership with the College of Graduate Studies which has produced outstanding Graduate Student Workshops, Thesis & Dissertation Forums, and subject-specific Research Essentials Workshops.
- Engineering Librarian Ven Basco selected to receive the JCLC (Joint Conference of Librarians of Color) Distinguished Service Award at the JCLC Conference in September 2018.
- Subject Librarians:
  - Proactively guided their assigned faculty members to Textbook Alternatives and contributed to student textbook savings
  - Contributed to “Value of Libraries” study through their instruction and research consultation sessions
  - Partnered with faculty for “Research Intensive Designated Courses”
  - Helped to secure Tech Fee Proposals: Subject Librarians have been securing “letters of support” from their faculty members to include in the Libraries’ Tech Fee Proposals for new library e-collections such as “ACS Archives,” “Race Relations in America,” and “Black Freedom Struggle.”
- Supported “Preeminent Research University” status for UCF by 2021: In 2017-2018 Subject Librarians helped faculty members to increase their research impact (through providing research and grant information, citation metrics, information about where to publish, etc.) and assisted graduate and undergraduate students to achieve academic success (through providing research instruction and consultations, graduate & undergraduate workshops, Thesis & Dissertation Forums, etc.).
- Coordinated major programming such as:
  - “IEEE (Institute of Electrical & Electronics Engineers) Innovation and Entrepreneurship Seminar,” November 15, 2017, at John C. Hitt Library. Subject Librarians Sandy Avila, Ven Basco, Missy Murphey, and Min Tong coordinated this joint program.

Rich Gause
(Government Information Librarian)

Thank you from a Political Science faculty member: “Rich was unable to locate the requested material in UCF collections or in on-line sources to which UCF has access. But rather than give up there, Rich went beyond to identify for me a source that has access (West Virginia Historical Society), checked with personnel there and provided me the contact info. They are now obtaining the materials for me.”

Ven Basco
(Subject Librarian for Engineering and Computer Science):

Thank you from an Engineering Ph.D. student: “Mr. Basco, Thank you for taking the time to meet with me last Friday. The experience was truly invaluable, and I know I will benefit from our session throughout my graduate studies. I hope to keep in touch with you.”

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Research & Information Services (cont’d)

- Engaged in outreach to targeted student populations such as:
  - **Transfer Student Outreach** – Personalized emails from each Subject Librarian
  - **Honors in the Major Outreach** – Personalized emails from each Subject Librarian

- Worked closely with Teaching & Engagement (T&E) staff to create customized videos and online tutorials to support their assigned subject areas. For example, Science Librarian Sandy Avila worked with T&E Librarian Rosie Flowers to create a “Subject Librarian Welcome video”

- Conducted reflective self-assessment of the Subject Librarian program and their workload prioritizations

- Proactively supported the STARS Institutional Repository. Subject Librarians worked closely with the Digital Initiatives and Scholarly Communication Librarians to assist with outreach and marketing on behalf of STARS. Many of the Subject Librarians included informative articles about STARS in their newsletters. John Venecek worked with his faculty members to create a customized web page for the “Pulse Nightclub” tragedy within STARS.

**RIS Supported 21st Century Library Renovation Plan**

In 2017-2018 RIS:

- Created and implemented a plan to relocate 1st Floor documents and equipment to accommodate Phase 1 and 1A renovations
- Moved Government Documents staff offices from 1st to the 3rd Floor to accommodate Phase One renovations
- Integrated 1st Floor Government Documents Reference Collection with the 2nd Floor print Reference Collection to accommodate Phase 1A renovations

- Worked to weed the print Reference Collection to 25% of its former size, to accommodate the new renovation footprint. (Rich Gause, Government Information Librarian)

**RIS Sponsored Japanese Librarian Yuka Taniguchi (Kobe University),** September 18-29, 2017 for a two-week Subject Librarian internship.

**RIS Coordinated ACRL Excellence in Academic Libraries 2018 Nomination Package.** Barbara Tierney and Megan Haught (with Management Council) coordinated the UCF Libraries nomination package for the 2018 ACRL Excellence in Academic Libraries Award. (Sadly, we weren’t chosen this year, but we’re hard at work on next year’s nomination package!)

**RIS Senior LTA Dawn Tripp Named UCF’s April 2018 Employee of the Month** for her outstanding “Ask Us” virtual reference frontline service. An article about Tripp appears on the HR website.

**OTHER RIS ACTIVITIES:**

- RIS focused on Subject Librarian training and development.
- Monthly RIS meetings with “internal training” elements and Annual RIS Retreat Library staff members from all library units were invited to participate. Most meetings hosted guest speakers who gave informative presentations on:
  - **High Impact Practices** (Dr. Kimberly Schneider, Head, Office of Undergraduate Research)
  - **Japanese Academic Libraries** (Yuka Taniguchi, RIS Fall 2017 Intern)
  - **Primary Resources in Special Collections** (David Benjamin, UCF Head, Special Collections)
  - **UCF Archival Resources** (Mary Rubin, UCF Archivist)
  - **Scholarly Communication Issues** (Sarah Norris, UCF Scholarly Communication Librarian)

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1 https://vimeo.com/ucflibraries/review/262842750/3c3ada2b59
2 https://hr.ucf.edu/employee-month-new/
RIS Assisted to Insure Optimal Accessibility for Our Patrons:

RIS Accessibility Liaison Missy Murphey (in consultation with the UCF Office of Accessibility staff) has been working with Frank Allen, Lindsey Ritzert, and Joel Lavoie to find the best solutions for providing both accessible and quiet study areas for students in the John C. Hitt Library.

They redeployed the six “height adjustable” study tables we currently have (all formerly located in the Knowledge Commons, adjacent to the RAID) to additional areas of the library that offer quieter environments.

Two adjustable tables were moved to the 4th Floor Quiet Floor common area, one adjustable table was moved to Group Study Room 432, and two adjustable tables remain in the Knowledge Commons. Special signage and stickers label these areas and the Libraries’ “Accessibility web pages” have been updated to reflect these changes.

Springshare’s “LibApps LTI Tool”: RIS Librarians continued to work with this Springshare tool to integrate their LibGuides into UCF’s Webcourses.

RIS Investigated Other Subject Librarian Programs

This year UCF Subject Librarians have been reviewing/discussing articles that focus on Subject Librarian programs at other universities across North America.

Also in March 2018, Mr. Anthony Cosgrove, a Cornell University Librarian who serves as Instruction Coordinator and the Psychology and Philosophy Liaison Librarian, came to visit T&E and RIS for an exchange of information about our respective Subject Liaison programs.

ADDITIONAL “ENGAGED LIBRARIAN” EXAMPLES OF INDIVIDUAL SUBJECT LIBRARIAN PARTNERSHIPS WITH ACADEMIC FACULTY, PROGRAMS, AND STUDENTS:

Science Librarian Sandy Avila: Sandy Avila collaborated with her Physics/Planetary Sciences faculty members to present the following programs: Total Eclipse of the Sun, International Observe the Moon, and Mars Viewing.

Science Librarian Sandy Avila being “crowd surfed” by students during the August 2017 Total Eclipse of the Sun event in front of the John C. Hitt Library.
She also participated with her Biology faculty on Earth Day and Sea Turtle Walk programs.

In addition, Avila was selected to participate in Faculty Center for Teaching and Learning (FCTL’s) “Virtual Reality Course Innovation Project” which met four times during the 2017-2018 academic year to study the role of virtual reality in UCF courses. Avila also has been working with the Prototyping, Development/3D Printing Lab at UCF’s Institute for Simulation & Training (IST) to try to negotiate a free 3-D printing machine for the UCF Libraries.

Further, Avila provided research assistance to a hurricane-displaced Puerto Rican University student who appeared at the John C. Hitt Library Reference Desk for help with a graduate level Psychology assignment. The student only spoke Spanish and Science Librarian Sandy Avila provided an impromptu Spanish language research consultation for the student.

**Engineering Librarian Ven Basco:**

Basco provided STEM outreach to faculty and students through his participation in the following programs:

- “UCF IEEE (Institute of Electrical & Electronics Engineers) Innovation & Entrepreneurship Seminar” (presented at the John C. Hitt Library, November 15, 2017)

- “Hijacked Journals: How Open Access Journals Fall into the Predatory Publishing Trap” (presented at FCTL, March 27, 2018)

- “Optimizing your Online Presence” (a College of Graduate Studies’ Pathways to Success Workshop, November 14, 2017, and February 6, and March 28, 2018)

**Dr. Bishop**

(Social Sciences Subject Librarian):

**Thank you from a Political Science Graduate Student:** "Exceeded my expectations. Corinne showed me new ways to use internet resources that will help me to make sure that I am using the highest impact sources in my literature review. I heard about research consultations during a Librarian presentation at a department new-student orientation. I will definitely recommend that new students in my program meet with Corinne in their first semester!

**Social Sciences Librarian Dr. Corinne Bishop:**

For the past several years, Dr. Bishop’s role as UCF Libraries’ Graduate Outreach Librarian and her partnership with the College of Graduate Studies have been integral to serving UCF’s graduate students through the out-standing Graduate Student Workshop series, Thesis & Dissertation Forum events, and a brand new Research Essentials Workshop series that she coordinates. Just one example of the high esteem in which she is held by her faculty members is that she continues to be an invited participant in the School of Public Administration (SPA) Faculty Retreat, SPA faculty circle programs, and the SPA Master of Nonprofit Management Curriculum Committee meetings. Further, she met with an evaluator from the National Association of Schools of Public Affairs and Administration (NASPAA) during their site visit for the Masters in Nonprofit Management Program accreditation. In June 2018, we learned that UCF’s Master of Nonprofit Management became the first stand-alone nonprofit management degree in the world to be accredited by the Network of Schools of Public Policy, Affairs, and Administration.

**Rich Gause, Government Information Librarian:**

Many thanks to Rich Gause for his outstanding work on Textbook Affordability initiatives, Market Equity/Salary Compression issues, and collection relocation planning to accommodate timetable changes in the library renovation project.

Gause also deserves special recognition for assuming responsibility for most of Richard Harrison’s assigned subject areas (Communication, History, Judaic Studies, Music, Religious Studies, etc.) while Harrison was away on a leave of absence.

Rich Gause’s “Government in the Sunshine State: Where and How to Dig for State Information in..."
Florida” [webinar, November 29, 2017] is part of the “Help! I’m an Accidental Government Information Librarian” webinar series, sponsored by the Government Resources Section of the North Carolina Library Association.1

Humanities Librarian Richard Harrison:

Richard Harrison worked closely with the Burnett Honors College, the Honors in the Major program, and the Office of Undergraduate Research, to coordinate library services and resources to support their programs.

Patent Librarian Missy Murphey:

Murphey worked closely with the UCF Blackstone Launchpad program to provide patent and trademark training and consultations to staff and students. One of Missy Murphey’s greatest Patent & Trademark Resource Center’s (PTRC) accomplishments was bringing Craig Morris (the Managing Attorney for Trademark Outreach at the USPTO) to UCF for two days of trademark programming.

Murphey coordinated:

- “Trademark Basics: What every small business should know now, not later” (November 7, 2017)
- “Breakfast with a Trademark Expert from USPTO” (November 7, 2017)

Murphey also presented her own Patents program entitled “Librarians as intellectual property sidekicks: Helping your patrons unlock their powers” at the Florida Library Association Annual Conference in May 2018.

Congratulations to Missy Murphey for identifying particular Sociology and Anthropology courses as potential candidates for adopting “Textbook Alternatives” that provide significant dollar savings to Sociology and Anthropology students.

Education Librarian Terrie Sypolt:

Terrie Sypolt’s College of Education & Human Performance (CEDHP) outreach included collaboration with UCF’s Urban Education program, the STEM high school and K-20 programs, Health Promotion, Early Childhood, Educational Psychology, Neurology of Learning, and Sports and Exercise Science. Sypolt also served as a participant in UCF’s Learning Sciences Faculty Cluster. She was invited to speak at the March 2018 4th International Conference on Doctoral Education, but was unable to attend.

Business Librarian Min Tong:

In spring 2018, Min Tong won a $3,458 UCF QEP Enhancement Grant to fund a project entitled “Library Bridging Innovation and Entrepreneur-ship.” This grant will allow her and three RIS colleagues (Sandy Avila, Ven Basco, and Missy Murphey) to present seminars on tech transfer, patents, market research, and copyright as well as a UCF Alumni panel program.

In addition, Tong was selected to participate in the UCF spring 2018 “QEP Transfer Student Success Workshop Series,” which seeks to help undergraduate faculty recognize the challenges facing transfer students and equip them with techniques to promote student success. Tong participated in all five sessions of this workshop series and created an outstanding presentation entitled “Transfer Students & Library Support” that insightfully analyzes current College of Business Administration (COBA) Transfer Student difficulties and proposes several innovative library solutions.

Also in spring 2018, Tong worked closely with the UCF Executive Development Center (in downtown Orlando) to promote UCF Libraries’ services and resources.

Thank you note from a Sociology Graduate Student:

“Exceeded my expectations. It gave me what I was looking for and more! Missy showed me how to search databases, which databases were most relevant to what I was looking for and how to use search terms. I also learned about things I didn’t know before such as how to use the thesaurus function of databases to search for topics. Very, very helpful consultation. I’m happy that this is available. It really set the stage for my research.”

Thank you from a Patent Community Client:

“Exceeded my expectations. Provided the critical info for the next/immediate steps and provided a framework for the steps to follow. Great service for USPTO consulting.”

Thank you note from Mathematics Education Undergraduate Student:

“Terrie went in depth with regards to the sources that would really benefit my research project for the College of Education. We went through every possible database to find information that could catapult my research to the next level. You could tell she knows what she is doing!”

1 http://www.nclaonline.org/government-resources
Humanities Librarian John Venecek:

In spring 2018, John Venecek co-coordinated (with Sarah Norris) the inaugural UCF Faculty Author Series. Collaborating with the Office of Faculty Excellence, Venecek helped to develop two panel sessions on academic writing and publishing, featuring Dr. Anna Jones (English), Dr. Michael Strawser (Philosophy), Dr. Pavel Zemliansky (Writing & Rhetoric), Dr. Blake Scott (Writing & Rhetoric), Dr. Anastasia Salter (Digital Media), and Dr. Keri Watson (Art).

Many thanks to Venecek for taking a leadership role on working to secure a $100K tech fee proposal for two primary source databases: “Race Relations in America” and the “Black Freedom Struggle collection” to support his assigned subject areas.

“Ask Us” and Research & Info Desk Coordinator Meredith Semones:

Each week Meredith Semones schedules 60 hours of “Ask Us” virtual reference service (including telephone, chat, IM and text) for 12 staff members. She also serves as the Research & Information Desk (RAID) Coordinator which involves scheduling ten full-time RIS librarians, adjunct librarians, and eight librarian volunteers from other library departments.

Office Manager Megan Haught:

Megan Haught served as curator for the Knowledge Commons book display (adjacent to the bank of two elevators) and did an outstanding job of showcasing new books on engaging topics. We challenge you to browse Haught’s displays without choosing a book for your own personal reading enjoyment. Haught has also been very active in library programming and social media.

Strengthening the Research & Information Desk (RAID) Service Model

Staffing the RAID with highly trained adjunct librarians and graduate students allows Subject Librarians more time off the desk for outreach, research consultations, instruction, and collection development. During 2017-2018, Research & Information Services (RIS) hired and trained three additional part-time adjunct librarians (Ciara Hensley, Tiffany Owens, and Rachel Edford) to assist at the Research & Information Services Desk (RAID).

Ask-A-Librarian (AAL) Service

Fifteen staff members (including librarians from other departments, adjunct librarians, and OPS staff) contributed a total of 3,402 hours staffing the Ask Us virtual reference service this past fiscal year. Ask Us staff answered 5,642 chat questions which included 4,854 IMs (Instant messaging chats answered using LibraryH3lp software); 382 Florida AAL chats (chats answered for other Florida academic libraries using Springshare chat software); and 406 UCF local chats (chats answered for UCF students, staff, and faculty using the Springshare chat software). In addition, Ask Us staff answered 1,709 phone calls, 277 emails, and 23 text messages, for a total of 7,651 total interactions. See Table 3.

Government Documents: ASERL Centers for Excellence Continue to Expand

As a member of the Federal Depository Library Program, UCF Libraries receives documents in nearly every subject area and makes a concerted effort to make this information accessible to the public. This year 2,151 print volumes, 5,383 microfiche, and 32 electronic products were added to the collection. See Table 4. Also, research guides to many of the subject areas were created or updated.

Many of Government Documents’ activities this year continued to revolve around UCF’s designation as an Association of Southeastern Research Libraries (ASERL) Center of Excellence for resources from the U.S. Department of Energy (DOE), Atomic Energy Commission (AEC), Nuclear Regulatory Commission (NRC), and the National Aeronautics & Space Administration (NASA). Rich Gause and his well-trained staff continue to review discard lists from other depository libraries throughout the U.S. in order to add important documents to our DOE, AEC, NRC and NASA Centers of Excellence.

Along with preparing documents for ARC ingestion, Gause also developed a work plan for moving Government Documents offices from the 1st Floor to the 3rd Floor (office suite 321) and for moving the Government Documents collections out of the way of construction zones.

Changes in Staffing

Worked to fill vacant Science Librarian position in 2017: On October 6, 2017, Sandy Avila began her full-time permanent position as RIS Science Librarian.

Dawn Tripp
(Sr Library Technical Assistant, “Ask Us” virtual reference service)

Thank you from an “Ask Us” student:

“Hello, I'm ____ and I would just like to tell you that I had the best time using the library chat feature due to the helpfulness and kindness of Dawn. She was very informative and guided me through every step in putting a book on hold through the ILL. I never really write emails like these, but she was just so nice and helpful I thought I had to. So to sum it all up, you have a great employee on your hands and I hope the rest of them are like Dawn too.”
Report on Departmental Goals: 2017-2018

- Work closely with Library Administration to coordinate RIS activities with the 21st Century Library renovation process. Monitor impact of renovation on RIS services and collections and Knowledge Commons space; ensure that preparations are on track and plan for continuation of services, as warranted. Each monthly RIS meeting included an update on the library’s renovation activities, and official renovation timelines were regularly distributed to RIS staff. RIS Librarian Rich Gause created a LibGuide to help RIS staff and their faculty members and student clients keep up-to-date on renovation activities. Gause also created a second LibGuide to provide “virtual browsing” strategies for navigating our collections once they are no longer housed on open shelves. In addition, Rich Gause created several 1st Floor “moving plans” to keep Government Documents collections both accessible and out of the way of renovation activities. A team of RIS staff members continued to weed the print Reference Collection to identify titles to be ingested into the ARC.

- RIS will continue to assess the experiences of clients of RIS services (such as Subject Librarian research consultations, Research Guides, etc.) via assessment feedback completed by the client and other means, to measure the effectiveness and value of these services and strive for their improvement. In 2017-2018, RIS continued to use an online survey sent to Ask-A-Librarian chat clients to get feedback regarding their user experience. Also, RIS continues to solicit online feedback for each Research Consultation. In addition, RIS online Research Guides are designed with a client feedback option. Also, each Subject Librarian participated in a spring 2018 internal “Reflections Survey” through which several assessment issues were identified and discussed.

Subject Librarians will:

- Collaborate with Teaching & Engagement (T&E), Center for Distributed Learning (CDL), and other departments to develop online tools (such as subject-oriented videos, research guides, etc.) to support research and instruction in their assigned academic programs. Subject Librarians regularly consulted with T&E and CDL colleagues on best practices for scaling their instruction and consultations to meet the needs of ever increasing online courses and continued to create and update online research guides which are coded so as to automatically be ingested into the Canvas courseware system via Springshare LTI.

- Collaborate with faculty to help identify Open Educational Resources (OERs) and electronic content owned by UCF Libraries that could serve as alternatives to traditional textbooks in their assigned academic programs. Each RIS Subject Librarian worked closely with his/her assigned faculty members and the UCF Textbook Affordability Committee to try to ensure that student textbooks were as affordable as possible and available through either the library’s new print textbook reserves collection or through the adoption of library-owned resources. Rich Gause has created a LibGuide to assist RIS Staff (and their faculty and student clients) keep up-to-date on textbook affordability matters.

- Collaborate with faculty and departments such as CDL and Student Academic Resource Center (SARC), etc., about relevant outreach strategies to support student success in their assigned academic programs. All Subject Librarians created and sent customized email messages to targeted student populations (Transfer and HIM Students) within their assigned subject areas to inform them about library services and resources that support their success.

- Work to improve the user experience by assisting with the creation or enhancement of online portals that will target particular student populations and lead them to library services, programs, and resources that will support their success. Several Subject Librarians also serve as Engagement Librarians (to the College of Graduate Studies, Office of Undergraduate Research, Honors College, UCF Global and International Students, Office of Transfer Students, etc.) and take a leadership role in coordinating Subject Librarian outreach to targeted student populations and to facilitating links to library resources on the web pages of academic departments and support offices.

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1 https://guides.ucf.edu/arc
2 http://guides.ucf.edu/browse
3 http://guides.ucf.edu/textbooks
Subject Librarians partnered with the Scholarly Communication Librarian to give workshops on topics such as “Predatory Journals” etc.

- **Assist in marketing UCF’s STARS Institutional Repository to UCF faculty in order to enhance the impact of UCF-created knowledge and scholarship.** Subject Librarians worked with their assigned faculties and the Digital Initiatives staff to add scholarly work by faculty and students in their assigned subject areas to UCF Libraries’ institutional repository. The Subject Librarians also marketed STARS to their faculty via their e-newsletters.

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

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**Terrie Sypolt**  
(Education Librarian)

**Thank you from two Education Graduate Students:**

"Exceeded my expectations. Terrie pointed me to some wonderful resources. She helped me refine my search. I have been coming to Terrie for years and Professors in my program often recommend her.

Terrie is great!!! Always helpful."

"Miss Terrie has done WONDERS for me !!! She gave me great ideas and terminology on how to look at my research at a deeper level."

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**Departmental Goals: 2018-2019**

With the new UCF President comes a new vision and goals. At this time institutional goals are only now being released, but the understanding is that they are directly aligned to the University’s Collective Impact Strategic Plan, the Florida Board of Governors’ Performance Funding metrics, and our bid for Pre-eminence. As such, the Research, Education, & Engagement (REE) Division that RIS is part of, is revisiting its strategic goals, which were based on President Hitt’s Five Goals, and re-aligning to UCF’s new institutional goals and metrics. Additionally, the Libraries has forwarded five goals that are being vetted by Joel Hartman, Vice President for Information Technologies and Resources. These goals, and how RIS will support them in 2018-2019, are listed below.

- **Continue transformation of John C. Hitt library as a learning support center, with increased physical space for research, instruction, collaboration, quiet study, technology innovation and academic success support.**
  - RIS will continue to work closely with Library Administration to coordinate RIS activities with the 21st Century Library renovation process.
  - Continue efforts to lower the cost of a college education and increase student success by providing affordable textbook options, working closely with faculty and campus partners (CDL, FCTL, T&TS, SARC, etc.).
  - Subject Librarians will continue to collaborate with faculty to help identify Open Educational Resources (OERs) and electronic content owned by UCF Libraries that could serve as alternatives to traditional textbooks for their assigned academic programs.

- **Assess services for students and act on data to provide library resources and services that are more used, better attuned to user needs and strengthen the educational impact of library services for students at all levels.**
  - RIS will continue to assess the experiences of clients of RIS services (such as Ask-A-Librarian, Subject Librarian research consultations, Research Guides, etc.) via assessment feedback completed by the client and other means, to measure the effectiveness and value of these services and strive for their improvement.

- **Continue to provide guidance and lead efforts to make university research more openly accessible and widely disseminated with an emphasis on fostering national and international exposure to the work of UCF researchers (STARS).**
  - Subject Librarians will continue to assist in marketing UCF’s STARS Institutional Repository to UCF faculty and students in order to enhance the impact of UCF-created knowledge and scholarship.

- **Expand and promote services and tools that support the publishing and research needs of faculty, graduate students, and selected undergraduate student groups.**
  - Subject Librarians will continue to collaborate with Teaching & Engagement (T&E), Center for Distributed Learning (CDL), and other departments to develop online tools (such as subject-oriented videos, research guides, tutorials, etc.) to support research and instruction in their assigned academic programs.
  - Subject Librarians will continue to collaborate with their assigned faculty and academic departments and also units such as the Honors College, the Office of Undergraduate Research, the College of Graduate Studies, the Student Academic Resource Center (SARC), and others about relevant outreach strategies to support faculty and student success.
Other RIS 2018-2019 goals

- RIS staff will lead and serve on 2018-2019 search committees to identify and hire additional REE librarians.
- RIS staff will coordinate a self-nomination package for the 2019 ACRL Excellence in Academic Libraries Award.
- Subject Librarians will continue to work with the Scholarly Communication Librarian to enhance their education and training regarding Scholarly Communication issues.

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

- **Offer the best undergraduate education available in Florida**
  
  Subject Librarians worked with T&E, CDL, and others, as appropriate, to develop relevant online tools (such as subject-oriented videos, Research Guides, etc.) to support research and instruction in their assigned academic programs.
  
  Subject Librarians consulted with their faculty members, as appropriate, about relevant outreach strategies (such as embedding themselves in courseware, etc.) to support student success in their assigned academic programs.
  
  RIS utilized its monthly meetings and annual retreat as venues for the education and training of RIS staff and others.
  
  RIS continued updating and revising its training tools (such as its “Excellence in Research Services” training manual) as resources for supporting staff excellence.
  
  Subject Librarians worked to map the curriculum of their assigned academic programs (as well as consult with relevant faculty members) in order to identify courses that have research components which would benefit from the creation and implementation of “information literacy/library instruction strategies.”
  
  Subject Librarians worked with their faculty members, as appropriate, to help identify Textbook Alternatives that could serve as alternatives to traditional textbooks.
  
  RIS continued to explore the use of various software to support student learning.
  
  Subject Librarians worked to improve the user experience by assisting with the creation or enhancement of online portals (as appropriate) that target particular student populations and lead them to library services, programs, and resources that will support their success.
  
  Subject Librarians worked to identify gaps in needed library services and resources (through department/faculty profiling, environmental scanning, and other means) for their assigned departments and worked to create and market library solutions to address these gaps.

- **Achieve international prominence in key programs of graduate study and research**
  
  RIS continued to assess the experiences of clients of RIS services (such as Subject Librarian research consultations, Research Guides, Ask Us, etc.) via assessment feedback completed by the client and other means, to measure the effectiveness and value of these services and strive for their improvement.

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**Rich Gause**

(Government Information Librarian)

**Thank you from a Human Communication Undergraduate Student:** “Mr. Gause spent much more time in consultation that I had expected. I anticipated 15-20 minutes, 30 at the most; the session lasted nearly 1 1/2 hours. He introduced me to some of the library’s databases which I had used in literature searches for course assignments sparingly or had not used before. Also, I was aware of data repositories, in a general sense, from previous coursework, but Mr. Gause offered me some good suggestions to use survey tool parameters as a means of framing my own research survey questions.”

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- The UCF Libraries’ Subject Librarian program provided positive impacts on undergraduate student learning.
  
  The John C. Hitt Library Research & Information Services Desk was open seven days a week to provide drop-in, face-to-face research, and reference assistance for students.
  
  Students requested one-on-one research consultations with Subject Librarians assigned to their academic programs via an online request form.
  
  Students had 24/7 access to online Research Guides that are customized to either a particular course or a particular academic program.
  
  Faculty requested customized library research instruction classes (either face-to-face or through library research online modules embedded in Canvas) for their students.
  
  The Ask Us virtual reference service was available seven days a week to respond to student research and reference questions via chat, email, texting, and telephone.
  
  The LibAnswers Knowledge Base offered students FAQ information.

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

- Subject Librarians worked to market the UCF’s STARS IR (and other relevant programs) to their faculty members in order to enhance the impact of UCF-created knowledge and scholarship.
  
  Subject Librarians worked with the Scholarly Communication Librarian to enhance their education and training regarding Scholarly Communication issues.
• Subject Librarians worked with their assigned faculty members and students, as appropriate, to facilitate their discovery and use of relevant resources to support courses that have an international focus.

• Subject Librarians created specialized instruction strategies and Research Guides, as appropriate, to support academic programs that have international or diversity components.

• RIS Librarians conducted 502 in-depth, one-on-one Research Consultations during this review period. These Research Consultations are available to all students, but are heavily used by graduate students.

- Terrie Sypolt
  (Education Librarian)

  Thank you from an Education Graduate Student:
  "I was initially told there was very little information on my topic. After my meeting with Terrie, I have so much information I didn’t think was available! Terrie is the best! Researching with her is fun!"

- RIS Librarians created a wide range of online Research Guides to support Graduate courses.

- RIS Librarians provided a wide range of library research workshops in all disciplines for Graduate Students during this review period.

- Provide international focus to our curricula and research programs.

  • RIS Librarians worked with their assigned faculty members and the Digital Initiatives staff to add more scholarly work to UCF Libraries’ institutional repository. For example, Humanities Subject Librarian John Venecek worked with Kerri Bottorff to create a Pulse Web page.

  • Barbara Tierney worked with UCF Global to bring Japanese Librarian Yuka Taniguchi (Kobe University, Japan) to UCF Libraries for a September 18-29, 2017, Subject Librarian internship with Research & Information Services.

- Become more inclusive and diverse.

  • The RIS Liaison to Accessibility Services worked closely with that office and Library Administration to monitor library facilities, resources, and services to support the needs of UCF Accessibility Students, especially during the current John C. Hitt Library building renovations. Also, patrons with print disabilities, who require an electronic version of a book or journal owned by UCF, may request it via Hathitrust.

  • Megan Haught (the RIS/T&E shared Office Manager) worked closely with library staff members in several departments to advance several diversity programs including: “Dia de los Muertos” (Day of the Dead), LGBTQ programs, and a LGBTQIA booklist for Pride Month.

  • Subject Librarian Ven Basco curated an Asian-Pacific American Literature book display in the Knowledge Commons during May 2018, in honor of May being Asian-Pacific American Heritage Month.

- Be America’s leading partnership university

  • UCF Libraries is an ASERL Center of Excellence for resources created by the U.S. Energy Department, the Atomic Energy Commission, the Nuclear Regulatory Commission, and the National Aeronautics & Space Administration. RIS continued to build collections in these areas and market these resources to the community.

  • RIS continued leveraging its Patents & Trademarks service and resources, as appropriate, in order to support UCF student and faculty entrepreneurial projects; RIS also worked to promote these services and resources to the Central Florida community and area libraries.

  • RIS Librarians worked with the UCF Center for Entrepreneurial Research (College of Business Administration) to provide library research workshops showcasing patents & trademarks, government documents, and marketing resources for UCF’s Blackstone Launchpad unit.

  • RIS’s Ask Us virtual reference service (part of the 135-member Tampa Bay Library Consortium) collaborated to provide statewide chat service.

**Performance Enhancement Recommendations**

RIS Humanities Librarian Richard Harrison has been absent on medical leave since November 12, 2017. RIS very much needs a replacement Humanities Librarian and cannot continue to rely on interim assignments given to existing staff.

**2017-2018 Statistics:**

Research and Information Services usage statistics serve as an important measure of departmental performance. The department offers a variety of ways to assist patrons with their information needs including the Research and Information Desk (RAID), the “Ask Us” Virtual Reference service, one-on-one Research Consultations, and the Mobile Librarian service. The following tables summarize the number of people and hours devoted to each service and the total interactions for the 2017-2018 reporting period.

It is also important to recognize that to complement the staffed service points noted above, the library also offers Research Guides and a LibAnswers Knowledge Base which provide asynchronous access to answers from UCF librarians. In 2017-2018 the Research Guides had 1,084,617 views which is a 27% increase over the 837,888 views our 994 library guides had in 2016-2017.
Research & Information Services

Table 1
Selected Statistics for Research and Information Services: 2017/2018

<table>
<thead>
<tr>
<th>Service</th>
<th># of People*</th>
<th># of Hours†</th>
<th># of Interactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research &amp; Info Desk (RAID)</td>
<td>32</td>
<td>4,399.5</td>
<td>16,521</td>
</tr>
<tr>
<td>Ask A Librarian</td>
<td>15</td>
<td>3,402.0</td>
<td>7,650</td>
</tr>
<tr>
<td>Research Consultations</td>
<td>16</td>
<td>950.0</td>
<td>502</td>
</tr>
<tr>
<td>Mobile Questions</td>
<td>10</td>
<td>78.0</td>
<td>29</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>8,829.5</strong></td>
<td><strong>24,675</strong></td>
<td></td>
</tr>
</tbody>
</table>

* The People column was not totaled as each person generally staffs multiple service points.
† Hours for Research Consultations were estimated at one hour to prep and schedule a session and one hour spent with the patron.

Research & Information Services

Table 2
Five-Year Comparison:
Desk, Research Consultations & Mobile Questions Statistics

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Research &amp; Info Desk (RAID)</td>
<td>16,521**</td>
<td>18,292</td>
<td>20,393</td>
<td>22,584</td>
<td>28,056</td>
</tr>
<tr>
<td>Research Consultations</td>
<td>502**</td>
<td>622</td>
<td>487</td>
<td>515</td>
<td>489</td>
</tr>
<tr>
<td>Mobile Questions</td>
<td>29***</td>
<td>200*</td>
<td>242</td>
<td>222</td>
<td>324</td>
</tr>
</tbody>
</table>

*Sections of the 4th Floor were closed during the spring semester for a sprinkler system install limiting mobile librarian area.
**We show lower 2017/18 stats partially because:
  Hurricane Irma caused UCF to close from 9/8/17 -- 9/14/17
  Renovation work caused John C. Hitt Library to close an additional five days 12/19/17 -- 12/22/17
***We show lower Mobile Questions stats because of Hurricane Irma and Renovation closings and because we did not offer the Mobile service in Spring Semester 2018.
In 2017-2018:

Of the 16,521 interactions at the RAID, 66% (10,978) were library information transactions and 34% (5,543) were reference transactions.

<table>
<thead>
<tr>
<th>Top Four Reference Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Look up book/article (with provided citation or title)</td>
</tr>
<tr>
<td>Catalog search (not specific citation)</td>
</tr>
<tr>
<td>Look up textbook</td>
</tr>
<tr>
<td>Database search (not specific citation)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Library Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Availability / Study Room Availability, 1.90%</td>
</tr>
<tr>
<td>Report of Equipment/Computer Problem, 1.01%</td>
</tr>
<tr>
<td>Directions to Campus Partners in Library (SARC, Writing..., 1.05%</td>
</tr>
<tr>
<td>Other (detail below), 2.31%</td>
</tr>
<tr>
<td>Login - NID / Wireless, 3.63%</td>
</tr>
<tr>
<td>Referral to LibTech Desk, 962, 7.74%</td>
</tr>
<tr>
<td>Finding a Book in Stacks, 739, 5.95%</td>
</tr>
<tr>
<td>Supplies (stapler, scissors, charger, hole punch, etc.), 2,079, 16.73%</td>
</tr>
<tr>
<td>Database search (not specific citation), 591, 9.32%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Top Five Library Information Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directions library (restroom, study room, exit, elevators, lost &amp; found, checkout, etc.)</td>
</tr>
<tr>
<td>Printer/copier/scanner/UCF card</td>
</tr>
<tr>
<td>Supplies (stapler, scissors, charger, hole punch, etc.)</td>
</tr>
<tr>
<td>Referral to LibTech Desk</td>
</tr>
<tr>
<td>Finding a book in stacks</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reference/Research/Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database search (not specific citation), 591, 9.32%</td>
</tr>
<tr>
<td>Other questions (detail below), 6.34%</td>
</tr>
<tr>
<td>Directions/Information - UCF (non-library), 6.93%</td>
</tr>
<tr>
<td>ILL Guidance/Instruction, 3.63%</td>
</tr>
<tr>
<td>Question referred to subject librarian, 1.47%</td>
</tr>
<tr>
<td>Citation styles &amp; writing, 1.45%</td>
</tr>
<tr>
<td>EBook searching/selection, 0.95%</td>
</tr>
<tr>
<td>Government (patents, statistics, reports, etc.), 0.88%</td>
</tr>
<tr>
<td>Test Study Guides (GRE, ASVAB, etc.), 0.57%</td>
</tr>
<tr>
<td>Software help (Word, Excel, etc.), 0.57%</td>
</tr>
<tr>
<td>Directions/Information - local area (non-UCF) 0.49%</td>
</tr>
</tbody>
</table>

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Page 72
Fifteen staff members (including librarians not in RIS, adjunct librarians, and OPS staff) contributed a total of 3,402 hours staffing Ask Us virtual reference service this past fiscal year. Ask Us staff answered 5,642 chat questions; these included 4,854 IMs (instant messaging chats answered for UCF students, faculty, and staff using LibraryH3lp chat software); 382 Florida AAL chats (chats answered for other Florida academic libraries using Springshare chat software); and 406 UCF local chats (chats answered for UCF students, staff & faculty using the Springshare chat software). Additionally, Ask Us staff answered 1,709 phone calls, 277 emails, and 23 text messages, for a total of 7,651 total interactions. Instant Messaging (IM) chat, using the LibraryH3lp software, is the most popular Ask Us virtual reference service. IM chats were almost 12% more than UCF local chats answered via Springshare software. Telephone calls, which have decreased each year, increased over last fiscal year. Total transactions decreased this past fiscal year due to the fact that the university was closed from September 8-14 due to Hurricane Irma and closed an additional week in December (December 19-22) due to building renovations.

Research & Information Services

Table 3

Ask A Librarian Statistics: Five-Year Comparison

<table>
<thead>
<tr>
<th>Service</th>
<th>2017/18†</th>
<th>2016/17</th>
<th>2015/16</th>
<th>2014/15</th>
<th>2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone calls</td>
<td>1,709</td>
<td>1,596</td>
<td>1,910</td>
<td>2,162</td>
<td>2,613</td>
</tr>
<tr>
<td>Email</td>
<td>277</td>
<td>338</td>
<td>371</td>
<td>526</td>
<td>674</td>
</tr>
<tr>
<td>Text Messaging</td>
<td>23</td>
<td>41</td>
<td>43</td>
<td>150</td>
<td>163</td>
</tr>
<tr>
<td>Total Chats* (including IM)</td>
<td>5,642</td>
<td>6,253</td>
<td>6,539</td>
<td>6,363</td>
<td>6,804</td>
</tr>
<tr>
<td>UCF Local Chats*</td>
<td>406</td>
<td>581</td>
<td>776</td>
<td>1,073</td>
<td>1,113</td>
</tr>
<tr>
<td>Instant Messaging Chats*</td>
<td>4,854</td>
<td>5,265</td>
<td>5,231</td>
<td>4,825</td>
<td>5,187</td>
</tr>
<tr>
<td>Florida AAL Chats*</td>
<td>382</td>
<td>407</td>
<td>532</td>
<td>465</td>
<td>504</td>
</tr>
<tr>
<td>TOTAL INTERACTIONS</td>
<td>7,651</td>
<td>8,228</td>
<td>8,863</td>
<td>9,201</td>
<td>10,254</td>
</tr>
</tbody>
</table>

†We show lower 2017/18 stats partially because Hurricane Irma caused UCF to close from 9/8/17—9/14/17; Renovation work caused John C. Hitt Library to close an additional five days 12/19/17—12/22/.

*Chat stats include:

UCF commercial (chats answered for UCF students, staff and faculty)
IM (instant messaging chats)
Florida AAL commercial (chats answered for other Florida academic libraries)
Government Documents
As a member of the Federal Depository Library Program, UCF Libraries receives documents in nearly every subject area and makes a concerted effort to make this information accessible to the public. This year, 2,151 print volumes, 5,383 microfiche, and 32 electronic products were added to the collection and guides to many of the subject areas were created or updated. Government Documents also continued participating in the ASERL Centers of Excellence initiative.

<table>
<thead>
<tr>
<th>Table 4</th>
<th>Government Documents Activity: 2017-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>U.S. Documents</strong></td>
<td></td>
</tr>
<tr>
<td>U.S. Volumes Received</td>
<td>3,440</td>
</tr>
<tr>
<td>U.S. Volumes Deleted</td>
<td>1,289</td>
</tr>
<tr>
<td><strong>Total Volumes</strong></td>
<td>2,151</td>
</tr>
<tr>
<td>Microfiche Received</td>
<td>5,383</td>
</tr>
<tr>
<td>Microfiche Deleted</td>
<td>0</td>
</tr>
<tr>
<td>Electronic Products Received</td>
<td>39</td>
</tr>
<tr>
<td>Electronic Products Deleted</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total Electronic Products</strong></td>
<td>32</td>
</tr>
<tr>
<td><strong>Florida Documents</strong></td>
<td></td>
</tr>
<tr>
<td>Florida Documents Received</td>
<td>41</td>
</tr>
<tr>
<td>Florida Documents Deleted</td>
<td>29</td>
</tr>
<tr>
<td><strong>Total Florida Documents</strong></td>
<td>12</td>
</tr>
<tr>
<td>Florida Microfiche Received</td>
<td>5</td>
</tr>
<tr>
<td>Florida Microfiche Deleted</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Florida Microfiche</strong></td>
<td>5</td>
</tr>
<tr>
<td>Florida Electronic Received</td>
<td>1</td>
</tr>
<tr>
<td>Florida Electronic Deleted</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Florida Electronic</strong></td>
<td>1</td>
</tr>
<tr>
<td><strong>Local Documents</strong></td>
<td></td>
</tr>
<tr>
<td>Volumes Received</td>
<td>0</td>
</tr>
<tr>
<td>Volumes Deleted</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Volumes</strong></td>
<td>0</td>
</tr>
<tr>
<td>Microfiche Received</td>
<td>0</td>
</tr>
<tr>
<td>Microfiche Deleted</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Microfiche</strong></td>
<td>0</td>
</tr>
<tr>
<td>Electronic Products Received</td>
<td>0</td>
</tr>
<tr>
<td>Electronic Products Deleted</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Electronic Products</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Patents</strong></td>
<td></td>
</tr>
<tr>
<td>Patents CD-ROM Received</td>
<td>0</td>
</tr>
<tr>
<td>Patents CD-ROM Deleted</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total CD-ROMs</strong></td>
<td>0</td>
</tr>
<tr>
<td>Patents DVDs Received</td>
<td>0</td>
</tr>
<tr>
<td>Patents DVDs Deleted</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total DVDs</strong></td>
<td>0</td>
</tr>
<tr>
<td>Patents Microfilm Received</td>
<td>0</td>
</tr>
<tr>
<td>Patents Microfilm Deleted</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Microfilm</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Maps</strong></td>
<td></td>
</tr>
<tr>
<td>Maps Received</td>
<td>0</td>
</tr>
<tr>
<td>Maps Deleted</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Maps</strong></td>
<td>1</td>
</tr>
<tr>
<td><strong>Growth in U.S. Documents Collection</strong></td>
<td>8.65</td>
</tr>
<tr>
<td><strong>(Approx. in ft)</strong></td>
<td></td>
</tr>
</tbody>
</table>

Rich Gause
(Government Information Librarian)

Thank you from a UCF Alumnus conducting theatre research: “I am serving as an Editor of an academic peer-reviewed journal. Rich gave me information on how to help the journal’s abstracting and indexing. This information was incredibly helpful. Rich helped me when I was working on my MFA thesis at UCF in 2006. Rich was SO kind and helpful. He spent time preparing for our conversation and even sent follow up information after it was over. I remember Rich from my time at UCF over 10 years ago, and I appreciate how much he helped me then, and I appreciate him now. He’s very knowledgeable and generous. Thank you!

Sandy Avila & Ven Basco’s Poster Session: “To Catch a Predatory Publisher: A Study of STEM Faculty Publications at the University of Central Florida,” STELLA, UC Berkeley, CA, May 2018

FLA 2018 Presentation: “The Amazing Liaison: Innovative Ideas to Engage Diverse Populations with STEM,” Craig Amos (Nova Southeastern), Kelly Grove (Florida State), and Sandy Avila

Barbara Tierney
Head, Research & Information Services
Teaching & Engagement

LIBRARY INSTRUCTION AND INFORMATION LITERACY

In 2017-2018, 74,218 module assessments were completed across the 15 Library Information Modules. This is an increase of 12% or 7,960 assessment completions over 2016-2017. 13,942 unique students completed one or more of the Information Literacy Modules. This is an increase of 6% over last year, or 837 more students. 1,692 new instances of the modules were created, down slightly from 1,714 last year.

Four Information Literacy Modules were updated in August 2017. This was the culmination of a year-long project to revise the “Avoiding Plagiarism” and “Citing Sources” modules with updated versions of both MLA and APA Style.

While the use of the modules across campus continues to grow, the module content and interface are growing outdated. Obojobo Next, the next generation of the learning object system developed by the Center for Distributed Learning, is in a pilot phase. Teaching & Engagement staff members have been invited to user meetings to discuss the progress of development, but a fully functioning system is not yet available. Digital Learning & Engagement Librarian Christina Wray is developing a plan to streamline and update modules using the new interface, which is currently only available via UCF’s Learning Management System (LMS) Canvas. The developers are aware that while many professors assign the modules in Canvas, the Libraries also needs the functionality of the Repository and the ability to create “generic” instances of the modules. Some personalized learning features will be integrated into the new system, such as the ability to pre-test and deliver content based on the results.

Even with module use at an all-time high, traditional library instruction at the main campus remained in-demand with 421 sessions offered this year. Instruction librarians reached nearly 10,000 students in 2017-2018.

The Introduction to Library Research Strategies webinar was offered for the fifth consecutive year. It is used in both ENC1102 (English Composition) and SLS1501 (Strategies for Success) courses, along with other upper-division courses, at the instructors’ request. This year, there were a total of 2,883 assessments recorded, although there was a data loss in June 2018. The loss was caused by an SLS instructor overwriting the course, and it highlights the difficulties of running this course using the campus LMS Canvas. In order to allow the ENC and SLS course instructors access to student scores, they are added to the course in the TA (teaching assistant) role, and occasionally make changes to the course which affect all users. CDL was able to fix the mistake, but many student assessment scores were lost. The fall and spring semester assessments were up 10% over the prior year, so we estimate this would have been the total increase in use for the year. After five years, the course is still viable, but the Subject Librarian for Writing & Rhetoric and the Teaching & Engagement staff have been considering the future of the course and alternative delivery methods.

Data from the above instructional modalities is compiled monthly for the Value of Libraries assessment project which correlates library service use with student performance and retention.

UCF Libraries streaming videos on Vimeo and YouTube were viewed a total of 67,149 times. The video with the most views is the wildly popular “How to Search for Patents” video on YouTube. This video, which has been widely circulated within the patent community, was left on YouTube as a public service and it continues to attract new viewers. The Video Advisory Team continues to review and update videos as necessary.

ENGAGEMENT

Engagement is focused on seven targeted populations, which include graduate students, First Year Experience (FYE)/First Time in College (FTIC) students, honors and undergraduate research students, transfer students, UCF Global/international students, online students, and “other” populations (primarily community and high school students). Librarians with assignments in these engagement areas are tasked with developing programming and liaising with appropriate campus units and departments.

Under the leadership of Corinne Bishop, the Libraries offered a series of graduate workshops for students, both in the John C. Hitt Library and at the Graduate Student Center. Several librarians teach these sessions, and they are part of the College of Graduate Studies Pathways to Success program. Almost 200 students attended one of the 44 graduate workshops in 2017-2018. In December, the John C. Hitt Library hosted The Fall 2017 Graduate Thesis & Dissertation Forum. Twenty-five masters and doctoral students attended the half-day program, co-sponsored by the UCF Libraries, the College of Graduate Studies, and SAGE Publishing. This year for the first time, Bishop also coordinated a series of Graduate Research Essentials workshops, in addition to the general graduate workshops. The Essentials workshops were focused on specific academic disciplines, and used the experience of the Subject Librarians to tailor the session for students in Criminal Justice & Public Administration, Engineering & Computer Science, Psychology, Science, Business, and Sociology. Offered in February and March 2018, these sessions were a nice addition to the graduate workshop
series. An online version of the Graduate Research Essentials workshop will be offered in fall 2018 and will be reported on in the 2018-2019 annual report. Dr. Bishop has truly integrated the Libraries with the College of Graduate Studies, and participates in orientations for graduate students, Grad Gatherings, and other events and programs.

The largest event aimed at first year undergraduate (FYE/FTIC) students were the Fall Welcome Event activities in August 2017. The planning team consisted of librarians and staff from various departments including Circulation and Information Technology & Digital Initiatives, and several events were planned for the first week of classes. After discussing what worked and didn’t work at last year’s event, the “Jedi Training Quest” scavenger hunt was developed as the main event. The training quest required students to visit various locations in the John C. Hitt Library and answer questions about library resources and services, upload photos, and find a section of books based on a call number. Those who completed the quest were rewarded with an cookie (donated by Insomnia Cookies) and a library construction worker rubber duck, ordered for this and future events. Two sessions of a LibHacks workshop were scheduled, along with a UCF and Star Wars themed trivia contest. The Star Wars focus followed the theme of Pegasus Palooza, the university’s welcome week. The week’s events were very successful, with 20 attendees at the LibHacks workshops, 150 students completing the Jedi Training Quest, and 28 participants in the trivia contest. These events were well attended due to diligent planning, the partnership with LINK (Learning and Interacting with New Knights) Loot for promotion, donations from local businesses, and wonderful “swag” purchased by the UCF Libraries. In addition to the t-shirts that remained from last year and the construction worker rubber ducks, Teaching & Engagement was able to order UCF Libraries themed rubber duck stickers designed by Art Specialist Cindy Dancel. A popcorn machine and supplies were also purchased in early 2018. Giveaways and promotional items are valuable to draw students to library events, where they are introduced to the services and resources available. Many events promote Subject Librarians and familiarize students with the library space so they will be comfortable returning and using library services.

In February 2018, the John C. Hitt Library hosted Becoming an Information Expert Week. In response to the “fake news” phenomenon, librarian Christina Wray developed a series of workshops intended to strengthen the information literacy skills of our first year students. Modeled on prior years’ Open Access Week events, this weeklong series featured a quiz on Monday (served with popcorn!), and workshops on Tuesday, Wednesday, and Thursday. Students earned LINK Loot for attending any sessions, plus those who participated in all four events won a UCF Libraries grand prize pack. Workshop topics included Fact Checking 101, Choosing the Right Source for the Right Project, and Psychology of Fake News. Each workshop had between 8 and 21 attendees, and several students attended all four events.

Librarians Renee Montgomery, Christina Wray, and Rosalie Flowers assisted Circulation staff member Andrew Hackler with a project to design a series of undergraduate workshops. The project was part of Hackler’s participation in the Sunshine State Library Leadership Institute. Teaching & Engagement librarians offered advice and assistance as Hackler...
designed a survey instrument to gauge students’ interest in workshop topics. After completing the Institutional Review Board (IRB) process, the survey instrument was deployed and data was collected. Although the workshop series had not been delivered due to time and staffing constraints, it is a goal for the coming year to complete this project with Hackler and begin offering regular undergraduate workshops based on feedback from the student survey.

With changes in staffing, John Venecek assumed the assignment to work with Honors and Undergraduate Research students. The John C. Hitt Library hosted approximately 100 Undergraduate Research Students in June as part of the Summer Research Academy. Subject Librarians worked with small groups of students to introduce them to library resources and services. These students also completed a library module via Canvas during the program. As in past years, workshops were offered for Honors students via the Burnett Honors College, and Subject Librarians were provided with spreadsheets of Honors in the Major students and their advisors in order to introduce themselves via email.

Transfer students were targeted this year via email. Adjunct Librarian Rosalie Flowers was able to obtain a list of transfer students and their majors, and Subject Librarians were each given the opportunity to email the transfer students in their areas. Flowers also worked with Transfer & Transition Services (T&TS)’ Coordinator for Transfer Student Engagement, Bernard Huggins, on how best to engage with this population. Together, they hosted an “Information Percolation” event where transfer students were invited to an informal coffee break to meet their Subject Librarian. Engagement librarians also attended events hosted by Transfer & Transition Services, notably Bagels with T&TS.

Research & Information Services librarian Min Tong was assigned to work with UCF Global and international students. This year Tong met with the Managing Director and Academic Director of Global UCF to discuss ideas for programming. She attended Welcome Fair events and distributed a handout on ethical use of library resources. She also coordinated library tours for a large group of international students on short notice.

As part of her assignment to engage with online students, Christina Wray established a working group of interested librarians (primarily UCF Connect [formerly Regional Campus] librarians). The first task of this group was to analyze the responses to the quiz in the UCF Online student orientation in Canvas. Wray is also the Libraries’ liaison with the Center for Distributed Learning and was invited to speak at the IDL6543 Showcase in August 2017.

Outreach Librarian Renee Montgomery arranged for eight high school (and middle school) groups to visit the John C. Hitt Library this year, so students could learn about using university library resources for research assignments. Hosting these groups is more challenging than it may seem, requiring careful scheduling, arranging for guest internet access, sometimes coordinating with other library departments and units on campus, and providing library instruction. Of note this year is Montgomery’s work with 50 Central Florida Academy 6-12th grade students. She sought help from the staff at the Curriculum Materials Center (and volunteers from other departments) and was able to offer the younger students a fun opportunity as well.
In addition to her outreach and engagement duties, Renee Montgomery is also the campus expert on RefWorks and EndNote citation management software. She conducts dozens of workshops and consultations on these products throughout the year. She is also the editor of the bathroom newsletter, and solicits ideas for stories from various library departments throughout the year.

Other events and programs offered between July 2017 and June 2018 include dozens of FTIC and Transfer Student Orientations; the Open Heart Open Mic series; Knight Terror short story writing contest; NaNoWriMo (National Novel Writing Month) workshops and writing sessions; monthly featured bookshelves on social media; National Poetry Month poetry contest; WomenFest 2018 with film screening, discussion, and zine workshop; Women’s History Month with bra decorating workshop and display; and Earth Day film screening and Arboretum tour in collaboration with Science subject librarian Sandy Avila. One of the most engaging events was Dia de los Muertos (Day of the Dead), coordinated by Teaching & Engagement and Circulation staff members. Anthropology professor Beatriz Reyes-Foster led a film screening and discussion based on a documentary available via Kanopy streaming video collection. An ofrenda (altar) was built at the former Reserves desk, and students were invited to create paper marigolds and papel picado (prayer flags) at our crafting table. Circulation staff member Martha Cloutier was able to secure Mexican hot chocolate samples from Java City for students who participated. Several anthropology classes attended the film screening and discussion, making it a well-attended and popular event. Teaching & Engagement librarians also participated in several events led by other Libraries departments including Open Access Week, Summer Knights Reading Challenge, and National Library Week.

Changes in Staffing

- Carrie Moran left the UCF Libraries in August 2017 for a librarian position in the California State University system.
- Adjunct Librarian Karli Mair left for a full-time position at Valencia College in September 2017.
- Department Head Rachel Mulvihill was on 75% Professional Development Leave in the spring and summer semesters of 2018. She maintained a 25% assignment during the time period of December 21, 2017-August 8, 2018.

Report on Departmental Goals: 2017-2018

- Develop a plan for the future of the Information Literacy Modules, including updates, maintenance, and alignment with ACRL’s Framework for Information Literacy for Higher Education. Gather usage statistics in order to prioritize module updates, and work with the Center for Distributed Learning to get more detailed data to assist with developing effective assessment questions. Update InfoLit web page. Ongoing – The Information Literacy Modules are currently being evaluated and mapped to the Framework for Information Literacy for Higher Education. This has primarily been the work of Digital Learning & Engagement Librarian Christina Wray, with input from all Teaching & Engagement staff members. The forthcoming Obojobo Next is one factor in the redesign process. The InfoLit web page is also currently under construction after adjunct librarian Rosalie Flowers proposed a new design. UCF Libraries web designer Bobby Ciullo, Christina Wray, and Rachel Mulvihill are continuing work on the web page redesign since Flower’s departure.

- Establish a series of undergraduate workshops, collaborating with appropriate campus partners to promote them. Partners may include LINK, Transfer & Transition Services, Undergraduate Research, etc. Ongoing – Approximately 12 drop-in undergraduate workshops were offered this year, in collaboration with LINK, the Office of Student Conduct, and as part of Becoming an Information Expert week, Pegasus Palooza, and Open Access Week events. Circulation staff member Andrew Hackler made it his project as a participant in the Sunshine State Library Leadership Institute to develop and market a suite of workshops. He completed a survey of undergraduate students to determine their needs and is planning an additional series of workshops for spring 2019.

- Investigate and pilot offering selected workshops online, to meet the needs of online students. Ongoing – while this goal was not completed this year, work has been made towards
Teaching & Engagement (cont’d)

Finding a software program to accommodate online workshops. Several online workshops have been scheduled for the coming months.

Form an Online Engagement Work Group including UCF Connect (formerly Regional campus) librarians to coordinate support of online students. Ongoing – Digital Learning & Engagement Librarian Christina Wray formed this group and continues to hold meetings and develop projects for this group.

Projected Departmental Goals: 2018-2019

- Fill vacant librarian position and on-board new Instruction & Engagement Librarian
- Advertise and fill Department Head position as Rachel Mulvihill transitions to the Downtown Campus Library.
- Develop prototype of an Information Literacy Module in Obojobo Next, using faculty survey and interviews as a guide to retain useful content and features
- Plan and deliver a series of undergraduate workshops aimed at FTIC/FYE students and Transfer students, using data from Andrew Hackler’s undergraduate student survey, and in collaboration with the Coordinator of Transfer Student Engagement
- Fill vacant librarian position and on-board new Instruction & Engagement Librarian
- Advertise and fill Department Head position as Rachel Mulvihill transitions to the Downtown Campus Library.
- Develop prototype of an Information Literacy Module in Obojobo Next, using faculty survey and interviews as a guide to retain useful content and features
- Plan and deliver a series of undergraduate workshops aimed at FTIC/FYE students and Transfer students, using data from Andrew Hackler’s undergraduate student survey, and in collaboration with the Coordinator of Transfer Student Engagement

Librarians Carrie Moran and Sandy Avila (Science subject librarian) speak with a student at New Student Orientation in the Student Union.

- Begin regularly offering selected workshops in an online format, using video conferencing software
- Determine future direction for Introduction to Library Research Strategies webcourse, and continue to work with Writing & Rhetoric faculty to integrate instruction in the ENC1102 curriculum
- Maintain operations during continued construction by being prepared for classroom disruptions and being flexible with instruction scheduling.

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida

- The majority of our library instruction, both in person and online, is for undergraduate students.
- 77% of Information Literacy Module instances were created for undergraduate classes.
- The Introduction to Library Research Strategies webcourse is exclusively for undergraduates, and the bulk of course-specific instruction is for undergraduate classes.
- Several engagement librarians have a percentage of their time assigned to serving specific populations of undergraduates, including First Year Experience, Honors and Undergraduate Research, and Transfer students.
- Each fall semester, a welcome event is hosted in the John C. Hitt Library, and this year 96% of those who participated were undergraduate students.

Achieve international prominence in key programs of graduate study and research

- 39% of instruction sessions were for graduate students this year, and 33% of those reached by instruction were graduate students.
- 19% of Information Literacy Module instances were created for graduate level classes.
- Our Graduate Engagement librarian has established a strong working relationship with the College of Graduate Studies and is part of the Pathways to Success program.
- The Graduate Engagement librarian also organized a Dissertation & Thesis Forum event this year.

Provide international focus to our curricula and research programs.

- Librarians serve students in all academic programs, including those with an international focus.
- Library instruction was provided for international students in the Intensive English Program and English for Academic Purposes program.
- The Global UCF Engagement librarian has a percentage of her assignment devoted to working with global and international students.

Become more inclusive and diverse

- Megan Haught, Teaching & Engagement Office Manager, chaired the Libraries’ Diversity Week Committee and serves on the IT&R Diversity Taskforce. She achieved her Diversity Certificate, and creates a UCF Bookshelf on Tumblr each month with a diversity theme.
Teaching & Engagement (cont’d)

- Events hosted in the library fostering diversity include WomenFest 2018, Dia de los Muertos events, Speak Your Truth Open Mics, and film screenings and lectures during UCF’s Diversity Week.

Be America’s leading partnership university
- Outreach Librarian Renee Montgomery partnered with eight Central Florida high schools to provide library instruction and an introduction to doing college-level research.

Performance Enhancement Recommendations

Teaching & Engagement is fortunate to have librarians from other departments (notably Research & Information Services) with assignments in Library Instruction and Engagement. However, staffing is continually an issue, and as the university continues to grow it becomes more difficult for a small team of librarians to instruct and engage with such a large student body. The department has developed excellent scalable instruction models with the Information Literacy Modules and Canvas content, but maintenance and creation of these materials still requires considerable staff time.

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

2017-2018 Statistics: Teaching & Engagement

Table 1
Five Year Summary: Information Literacy Modules

<table>
<thead>
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<tr>
<td>Assessment Completions</td>
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<td>66,258</td>
<td>56,310</td>
<td>55,078</td>
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<td>Students</td>
<td>13,942</td>
<td>13,105</td>
<td>12,529</td>
<td>12,694</td>
<td>9,758</td>
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<td>Faculty Members</td>
<td>123</td>
<td>159</td>
<td>167</td>
<td>184</td>
<td>151</td>
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<tr>
<td>Instances Created</td>
<td>1692</td>
<td>1,714</td>
<td>1,863</td>
<td>1,750</td>
<td>1,551</td>
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<tr>
<td>Number of Modules</td>
<td>13</td>
<td>13</td>
<td>13*</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Average Score</td>
<td>83.71%</td>
<td>84.25%</td>
<td>83.41%</td>
<td>83.07%</td>
<td>82.64%</td>
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</table>

*Two modules were retired in August 2015.

Teaching & Engagement

Chart 1
Breakdown of Information Literacy Module by Instances Created

- Undergraduate Instances, 1,296, 77%
- Graduate Instances, 328, 19%
- Other, 67, 4%
Teaching & Engagement (cont’d)

Teaching & Engagement
Charts 2 & 3
Five Year Summary: Traditional Library Instruction

No. of Classes

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<tr>
<td>2016-2017</td>
<td>452</td>
</tr>
<tr>
<td>2015-2016</td>
<td>404</td>
</tr>
<tr>
<td>2014-2015</td>
<td>373</td>
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<td>2013-2014</td>
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No. of Students

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<tr>
<th>Year</th>
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<tr>
<td>2017-2018</td>
<td>9,816</td>
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<tr>
<td>2016-2017</td>
<td>11,317</td>
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<tr>
<td>2015-2016</td>
<td>8,912</td>
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<tr>
<td>2014-2015</td>
<td>11,298</td>
</tr>
<tr>
<td>2013-2014</td>
<td>10,541</td>
</tr>
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</table>

Teaching & Engagement
Charts 4 & 5
Breakdown 2017-2018 Library Instruction

Sessions

Undergraduates, 203, 48%
Graduates, 166, 40%
Other/Mixed, 52, 12%

Students

Undergraduates, 5,568, 57%
Graduates, 3,262, 33%
Other/Mixed, 986, 10%

Beatriz Reyes-Foster, Anthropology professor, addresses a room full of students in Library 223 at the Dia de los Muertos (Day of the Dead) events.

The altar created for Dia de los Muertos (Day of the Dead) events, including paper marigolds constructed by students and staff in memory of loved ones.

Rachel Mulvihill
Head, Teaching & Engagement
This year has been one of transition. The remaining Library IT staff moved to UCF IT, Digital Initiatives transitioned some collections to other platforms, the Sierra ILS implementation was halted and abandoned. The interface to the Automated Retrieval Center (ARC) from Aleph and communication between the ARC, UCF, and Aleph was completed. And the 5th Floor Quiet Zone opened.

The move of Library IT to UCF IT, even though staff still reside in the John C. Hitt Library, has had a negative impact on service. IT staff have been assigned duties in other units and work requests must be submitted to the campus system, ServiceNow, lengthening the time it takes to get a response and see the work completed. UCF IT is so bureaucratized that work is often passed through multiple groups, making the process very frustrating.

Changes are expected in how FALSC will support digital initiatives for the state colleges and universities in the future. With meager budgets and reduced staff it is expected that institutions will begin paying for services previously provided for free. FALSC is looking at services not specifically covered by legislative mandate and how they might be provided in the cloud with institutions paying for them. The Florida Digital Archive, for example, has needed an upgrade for years and FALSC is now evaluating options for continuing with the current platform or moving to a new one. There are also questions about their management of digital collections currently in FL-Islandora. If we are charged for these services in the future, we don’t know how we will pay for them without a technology budget. Digital Initiatives has been evaluating our options and moving collections in anticipation of changes. On a much brighter note, STARS enjoyed its one millionth download in April, quite a feat after only 2½ years in operation!

The implementation of Sierra, the new ILS, was abandoned after it failed to meet performance milestones. The Invitation to Negotiate has been reworked, and FALSC is convening new committees to start the process once again.

After many months of meetings between UCF Libraries, UCF IT, Dematic, and FALSC, the interface between Aleph and the Dematic DMS software went live.

The LibTech desk continues to grow in popularity with patrons, serving over 119,507 and becoming the busiest desk in the library. Students are very impressed with the selection of items available for loan and thankful for the service provided.

Digital Initiatives

+ **Content Management Systems:**
  - Islandora: Lee Dotson continued to serve on the Islandora subgroup of the Digital Initiatives and Services Committee that is working with the Florida Virtual Campus to enhance FL-Islandora.
  - CONTENTdm: *Central Florida Memory* is the only remaining collection in CONTENTdm. All others have been migrated from this platform to *STARS* (Digital Commons) and FL-Islandora.

+ **Digital Collections:**
  - Focused on current uploads to both the digital collections and the Florida Digital Archive.
  - *Central Florida Memory*:
    - The UCF team continued to provide ongoing training and support to St. Luke’s Lutheran Church for their contributions to *Central Florida Memory* and collaborate with Rollins College. Added over 130 items this year.
Information Technology & Digital Initiatives (cont’d)

- **Theses and Dissertations:**
  - Continued to provide support for graduate electronic theses & dissertations and electronic honors theses by liaising with the College of Graduate Studies, Honors College, Florida Virtual Campus, and Cataloging.
  - Maintained a guide at [http://guides.ucf.edu/thesesanddissertations](http://guides.ucf.edu/thesesanddissertations) that pulls together information and access to resources available to assist students with the ETD process to also focus on searching for and finding all formats of theses and dissertations.
  - Retrospective Theses and Dissertations:
    - Continued to identify theses and dissertations in the public domain as well as seek copyright permissions from authors.
  - Retrospective theses and dissertations (RTD) were migrated into STARS where the records and PDFs can be easily searched along with Honors theses and graduate theses and dissertations. A total of 5,105 records are currently available. There are 1,221 records with corresponding PDFs while 3,908 are print only records with messages indicating that the items are only available in print in the UCF Libraries. Authors can help us make the works available online for use by researchers around the world by following the instructions on the distribution consent form at [http://bit.ly/digitizationconsent](http://bit.ly/digitizationconsent).
  - **Honors in the Major Theses**
    - Students submitted 131 final versions directly to STARS.
    - Digitized retrospective works as students submitted copyright permissions.
  - Worked with Digital Projects Coordinator to create preservation copies of Honors Theses that were donated by the Burnett Honors College.
  - Created College and Departmental collections of theses and dissertations.
  - Created custom searches for select Thesis Advisors active in the last five years.

- **UCF Community Veterans History Project:**
  - This project is a collaborative effort between the UCF Libraries and the RICHES (Regional Initiative for Collecting the History Experiences and Stories) of Central Florida program. The oral histories are conducted by the History Department as assignments through classes or community outreach projects of the RICHES program. Files are submitted on media (CD or DVD) to UCF Libraries’ Special Collections & University Archives at the end of each semester. Digital Services is responsible for copying files to the server and converting any files not in appropriate formats.
  - All metadata records and files were migrated from CONTENTdm to STARS.
  - Added 110 new oral histories to the collection.

- **University Archives Digital Collection:**
  - This year’s focus for the University Archives digital collection was on digitizing issues for the **Central Florida Future.**

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

- **Examples of New Projects:**
  - **CIRS - Curriculum Inquiry and Related Studies in Educational Research:** A Searchable Bibliography of Selected Studies
  - **Classroom to Workplace (C2W)**
  - **Community Resources for Medically Underserved Populations**
  - **Curating Across the Curriculum**
  - **Fullbright Repository: Russia 2018**
  - **Kibler Echdydraulics Lab**
    - Predicting Boat Wake Bank Erosion Risk
  - **Stormwater Management Academy**
  - **BMP Trains**
  - **Physical Therapy Program**
  - [UCF DPT Research Capstone](http://guides.ucf.edu/thesesanddissertations)
• Department of Anthropology
  - ProSIGAB Archive
• Journal of International Crisis and Risk Communication Research (journal)
• KnightVerse
  - Knight Terror
  - Open Heart Open Mic
• Speak Your Truth: A Queer History of UCF
• McNair Scholars Galleries
• Motivation 101: A Guide for Public Servants
• Media Literacy: How the Era of Fake News Affects Public Service
• One Million Celebration
• Rhetoric of Health & Medicine (journal)
• 4th International Conference on Events (ICE) 2017 (event)
  - ICE 2017 Photographs
• The Citizen Curator Project (event)
• The Pegasus Review: UCF Undergraduate Research Journal (URJ)
• UCF Faculty Author Series (event)
• University of Central Florida Brevard County Archaeology

Items of note:
• STARS recorded its one millionth download on April 13, 2018!
• Negotiated the acquisition of bound theses from the Honors College for use in a retrospective digitization project. Coordinated collaborative efforts for the Honors College to contact alumni on our behalf to secure permission for the library to digitize their works and host materials in STARS.
• Faculty Bibliography – initial upload of over 19,000 records was completed.
• Digital Commons Network News:
  - In August 2017, University of Central Florida was among the most popular institutions in the following Digital Networks Commons: Physical Sciences and Mathematics, Social and Behavioral Sciences, Medicine and Health Sciences, Law, Engineering, Education, and Arts and Humanities.

STARS Statistics:
Digital Initiatives
Table 1
July 1, 2017 – June 30, 2018

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<thead>
<tr>
<th>Works Posted</th>
<th>Downloads</th>
<th>Metadata Page Hits</th>
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<tbody>
<tr>
<td>27,215</td>
<td>671,497</td>
<td>138,333</td>
</tr>
</tbody>
</table>

• For detailed statistics covering July 1, 2017–June 30, 2018:
  • Access the STARS Dashboard to explore readership and view usage reports: guest link
  • Readership Distribution map for all STARS collections for July 1, 2017–June 30, 2018:
Information Technology & Digital Initiatives (cont’d)

**Digital Preservation:**
- Coordinated Florida Digital Archive efforts for 1.65 TB of files for the following digital collections:
  - Harrison “Buzz” Price
  - Central Florida Memory
  - Honors Theses
  - Retrospective Theses and Dissertations
  - Special Collections
  - UCF Community Veterans History Project (Veterans Oral Histories)
  - University Archives

**Digital Scholarship:**
- Notable accomplishments included:
  - Provided UCF editors and authors with support for Digital Commons.
- Data Management:
  - Collaborated with the Office of Research and Commercialization to provide the researchers assistance and workshop presentations with understanding the requirements of the plans.
  - Acted as the contact point for UCF’s information for the DMPTool at [https://dmptool.org/](https://dmptool.org/)
  - Provided online support via a campus guide on data management plans at [http://guides.ucf.edu/data](http://guides.ucf.edu/data)

**Information Technology**

**Infrastructure**
- Windows 10 deployed
  - All Library PCs have been updated to Windows 10 1709.
- ARC server was provisioned and configured.
  - All testing was successfully completed
- All Library PST files were converted and uploaded to Office 365.
- Implemented new credit card system for circulation.

**Technical Support & LibTech**
- The tech team continued to support the computing needs of staff, students, and faculty who use the Libraries’ desktops, mobile devices, printers, and assorted scanners.
- Completed technology fee project “Additional/replacement/enhancement equipment for the LibTech area.”
- Completed implementation of technology fee project “Digital Studio.”
- Completed deployment of 40 PCs for the 5th Floor Quiet Zone.
- Completed deployment of new staff machines (70 desktops, 20 laptops)

**Web Services Library Contributions**

**Library Web:**
- Designed and developed new DIVerse Families website. Allows users to view collection of diverse family reading materials pulled from STARS. Website development still ongoing.
- Assisted in designing and implementing new layout and content for Scholarly Communication department pages.
- Assisted in designing and implementing new layout and content for Special Collections & University Archives department pages.
- Worked extensively with 21st Century Library committee to create digital and print content to notify library patrons about upcoming and continuing noise and improvements to the John C. Hitt Library.
- Refactored website theme template files to allow integration with Advanced Custom Fields plugin. This change allows for the creation of new custom fields for certain pages and posts that make adding data to the pages easier.
- Updated 5th Floor maps to reflect the newly renovated Quiet Zone.
- Worked with Joel Lavoie and CDL to migrate the InfoLit website from CDL's WordPress to the Libraries WordPress.
- Modified existing InfoLit WordPress theme to add in small quality of life improvements to the site until a new theme can be developed.

**Changes in Staffing**
- John Aedo left to take a position at the UCF Office of Research & Commercialization (ORC).
- Remaining Library IT staff (Aaron Keyser, Matthew DeSalvo, Davina Hovanec, and David Green) were moved to UCF IT.
Report on Departmental Goals: 2017-2018

- Complete the implementation of Sierra. The implementation of Sierra was abandoned in early 2018. The process to find a next generation ILS will begin again in early 2019.
- Complete the implementation of the ARC system interfacing with Aleph (then Sierra) and UCF IT. Completed.
- Secure funding for STARS. Funding for one one-year was negotiated with bepress.
- Write a technology fee proposal for a public PC replacement project. This tech fee proposal was not funded.
- Write a technology fee proposal for additional/replacement/enhancement equipment for the LibTech area. This tech fee proposal was partially funded.
- Investigate AV options for Room 511. This project was fully funded by UCF Facilities and set to begin in September 2018.

Departmental Goals: 2018-2019

- Evaluate options for digital preservation should the FDA be discontinued.
- Review current digital collections and determine the best and most cost-effective location for them (local/cloud, UCF/FALSC/vendor).
- Establish working processes between UCF IT and the Libraries for effective delivery of IT implementation and support.
- Analyze LibTech desk activity and staffing to plan for future needs.

Advancement Toward the President’s Five Goals

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

Performance Enhancement Recommendations

- Return IT staff moved to UCF IT back to the Libraries. Service has degraded because of the time it takes to route work orders through the various UCF IT departments. Multiple people and departments need to be involved which slows the time it takes to finish anything. The Libraries is a unique operation that requires dedicated IT staff.
- Give the Libraries an adequate budget to not only support what is currently available but allows growth and innovation.
### Information Technology & Digital Initiatives

#### 2017-2018 Statistics: Information Technology & Digital Initiatives

**Table 1**

**Digital Services Statistics: Five-Year Summary**

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<td>Carol Mundy Collection</td>
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<td>Central Florida Future</td>
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<td>11,062</td>
<td>9,153</td>
<td>6,518</td>
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<td>3,340</td>
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<td>Harrison Price Papers</td>
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<td>235</td>
<td>401</td>
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<td>Office of Diversity &amp; Inclusion</td>
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<td>Polasek Collection</td>
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<td>15,239</td>
<td>12,943</td>
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<td>Rollins (Included in CFM count)</td>
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<td>UCF Arboretum Collection</td>
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<td>The UCF Report</td>
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<td>1,192</td>
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<td>University Archives</td>
<td>87</td>
<td>16</td>
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<td>40,636</td>
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<tr>
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<td>20,839</td>
<td>38,957</td>
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</table>
### Information Technology & Digital Initiatives

**Table 2**

**STARS Statistics: Three-Year Summary**

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<tr>
<td>Works posted</td>
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<td>5,204</td>
<td>20,162</td>
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<td>Metadata Page Hits</td>
<td>138,333</td>
<td>83,066</td>
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<tr>
<td>Total downloads</td>
<td>671,497</td>
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#### Top 10 Collections By Download:

<table>
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<tr>
<th></th>
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<tr>
<td>Electronic Theses and Dissertations</td>
<td>372,550</td>
<td>222,954</td>
<td>33,227</td>
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<td>Honors in the Major</td>
<td>136,967</td>
<td>71,529</td>
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<tr>
<td>Libraries' Documents</td>
<td>11,058</td>
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<td>University Photograph Collection</td>
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<td>History of Central Florida Podcast: Museum Images</td>
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<td>2,931</td>
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<td>Journal of Health Occupations Education</td>
<td>12,076</td>
<td>7,977</td>
<td>2,412</td>
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<td>UCF Catalogs</td>
<td>9,939</td>
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<td>UCF Patents</td>
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<tr>
<td>On Sport and Society</td>
<td>6,790</td>
<td>6,494</td>
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<tr>
<td>Central Florida Future</td>
<td>19,111</td>
<td>15,663</td>
<td>1,596</td>
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<tr>
<td>Harrison “Buzz” Price Papers</td>
<td>7,410</td>
<td>3,792</td>
<td></td>
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<tr>
<td>Women - African American Legacy</td>
<td></td>
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<tr>
<td>Rosen Faculty Scholarship and Creative Works</td>
<td>7,044</td>
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### Information Technology & Digital Initiatives

**Table 3**

**Florida Digital Archive Statistics (2017-2018)**

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<tr>
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<th>No. of pkgs</th>
<th>No. of files</th>
<th>Size</th>
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</thead>
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<tr>
<td>Harrison &quot;Buzz&quot; Price</td>
<td>9</td>
<td>463</td>
<td>1.78GB</td>
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<tr>
<td>Central Florida Memory</td>
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<td>12,585</td>
<td>81.13GB</td>
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<td>Digital Open Stacks</td>
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<tr>
<td>Florida Historical Quarterly</td>
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<td></td>
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<tr>
<td>University Archives</td>
<td>429</td>
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<td>Retrospective Theses &amp; Dissertations</td>
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<td>Special Collections</td>
<td>10</td>
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<td>6.06GB</td>
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<tr>
<td>Veterans Oral Histories</td>
<td>96</td>
<td>326</td>
<td>45.32GB</td>
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### Network Printing Statistics (No. of Page): Five-Year Summary

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>2nd Floor Main - BW1</td>
<td>59,634</td>
<td>39,851</td>
<td>37,388</td>
<td>25,495</td>
<td>28,043</td>
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<tr>
<td>2nd Floor Main - BW2</td>
<td>93,985</td>
<td>109,439</td>
<td>26,902</td>
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<td>92,959</td>
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<td>177,740</td>
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<td>117,766</td>
<td>172,325</td>
<td>190,250</td>
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<td>3rd Floor Main - BW5</td>
<td>65,953</td>
<td>67,411</td>
<td>51,056</td>
<td>31,143</td>
<td>23,212</td>
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<td>Lobby</td>
<td>111,440</td>
<td>109,697</td>
<td>97,329</td>
<td>76,420</td>
<td>70,040</td>
</tr>
<tr>
<td>Main (Color)</td>
<td>39,191</td>
<td>29,094</td>
<td>25,311</td>
<td>23,122</td>
<td>10,958</td>
</tr>
<tr>
<td>CMC (BW)</td>
<td>79,218</td>
<td>80,036</td>
<td>81,888</td>
<td>83,623</td>
<td>86,096</td>
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<tr>
<td>CMC (Color)</td>
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<td>7,202</td>
<td>8,125</td>
<td>7,420</td>
<td>4,945</td>
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<tr>
<td>Rosen 1</td>
<td>65,512</td>
<td>69,724</td>
<td>67,958</td>
<td>44,309</td>
<td>45,604</td>
</tr>
<tr>
<td>Rosen 2 (b&amp;w 2013-2105, color 2015-2016)</td>
<td>8,340</td>
<td>8,961</td>
<td>8,261</td>
<td>39,356</td>
<td>39,625</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>793,937</strong></td>
<td><strong>746,733</strong></td>
<td><strong>729,310</strong></td>
<td><strong>672,386</strong></td>
<td><strong>673,955</strong></td>
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### Logon Statistics: Four-Year Summary

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</thead>
<tbody>
<tr>
<td>Total Logons</td>
<td>324,946</td>
<td>369,578</td>
<td>396,259</td>
<td>338,368</td>
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<td>Average per day</td>
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<td>1,297</td>
<td>1,390</td>
<td>1,187</td>
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<tr>
<td>Average time logged in (minutes)</td>
<td>NA</td>
<td>111</td>
<td>84</td>
<td>96</td>
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</table>
## Information Technology & Digital Initiatives

### Table 6

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

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<tr>
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</thead>
<tbody>
<tr>
<td><strong>Work Orders</strong></td>
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</tr>
<tr>
<td>Logged (total tech, web, poster &amp; supplies)</td>
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<td>1,551</td>
<td>1,889</td>
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<tr>
<td>Completed (by techs)</td>
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<td>866</td>
<td>1,032</td>
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<tr>
<td><strong>PCs</strong></td>
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<td>Public</td>
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<td>Main</td>
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<td>347</td>
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<td>Classroom PCs (incl 2 instructor PCs)</td>
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<td>Staff PCs</td>
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<td>Service PCs</td>
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<tr>
<td><strong>Laptops</strong></td>
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<tr>
<td>Public</td>
<td>229</td>
<td>183</td>
<td>143</td>
<td>137</td>
<td>15</td>
</tr>
<tr>
<td>Staff Laptops</td>
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<td>31</td>
<td>24</td>
<td>24</td>
<td>22</td>
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<td><strong>Printers</strong></td>
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<tr>
<td>Public Printers</td>
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<td>12</td>
<td>12</td>
<td>12</td>
<td>11</td>
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<tr>
<td>Staff Printers</td>
<td>18</td>
<td>18</td>
<td>31</td>
<td>34</td>
<td>37</td>
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<td><strong>Tablets</strong></td>
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<td>Public iPads</td>
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<td>109</td>
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<td><strong>Windows Servers</strong></td>
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</table>

### Table 7

**LibTech Support Statistics: Four-Year Summary**

<table>
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<tr>
<th>Total Patrons Served:</th>
<th>119,507</th>
<th>85,003</th>
<th>80,245</th>
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<tr>
<td>Summer 2017 (July 1 - August 20)</td>
<td>6,689</td>
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<tr>
<td>Fall 2017</td>
<td>51,073</td>
<td>35,131</td>
<td>38,188</td>
<td>11,249</td>
</tr>
<tr>
<td>Winter Intersession (Dec 10 - January 7)</td>
<td>352</td>
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<td></td>
</tr>
<tr>
<td>Spring 2018</td>
<td>50,949</td>
<td>40,289</td>
<td>31,675</td>
<td>27,292</td>
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<tr>
<td>Spring Intersession (May 2 - May 13)</td>
<td>485</td>
<td>485</td>
<td>268</td>
<td>303</td>
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<td>Summer 2018 (May 14 - June 30)</td>
<td>9,959</td>
<td>9,098</td>
<td>10,114</td>
<td>5,935</td>
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<table>
<thead>
<tr>
<th>Total Items Checked Out:</th>
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<tr>
<td>Summer 2017 (July 1 - August 20)</td>
<td>6,000</td>
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<tr>
<td>Fall 2017</td>
<td>44,600</td>
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<tr>
<td>Winter Intersession (Dec 10 - January 7)</td>
<td>110</td>
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<td>Spring 2018</td>
<td>42,805</td>
</tr>
<tr>
<td>Spring Intersession (May 2 - May 13)</td>
<td>352</td>
</tr>
<tr>
<td>Summer 2018 (May 14 - June 30)</td>
<td>8,447</td>
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</table>
### Library Web Page Statistics (using Google Analytics): Five-Year Summary

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</thead>
<tbody>
<tr>
<td><strong>Total Page Views</strong></td>
<td>2,162,255</td>
<td>2,174,567</td>
<td>2,347,620</td>
<td>3,460,714</td>
<td>4,390,796</td>
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<td>Average Page Views per visit</td>
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<td>2.2</td>
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<td>Visitors</td>
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<td>1,490,323</td>
<td>2,347,620</td>
<td>3,460,714</td>
<td>4,390,796</td>
</tr>
<tr>
<td>Visitors from non-UCF network</td>
<td>888,594</td>
<td>675,131</td>
<td>738,611</td>
<td>926,041</td>
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<tr>
<td>Unique IPs</td>
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<td>695,448</td>
<td>738,611</td>
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<td>1,439,786</td>
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<td>Mobile Devices</td>
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<td>145,583</td>
<td>144,589</td>
<td>81,923</td>
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<td>21,447</td>
<td>28,567</td>
<td>41,473</td>
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<td><strong>Visits from Social Referers (Facebook, Blogger, Reddit, etc.)</strong></td>
<td>4,089</td>
<td>4,796</td>
<td>2,619</td>
<td>1,665</td>
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<td><strong>Visits from Organic Search (Google, Bing, Yahoo, etc.)</strong></td>
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<td>558,659</td>
<td>559,399</td>
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<td><strong>Stats for CFM</strong></td>
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<tr>
<td>Total Page Views</td>
<td>15,322</td>
<td>19,167</td>
<td>27,563</td>
<td>33,613</td>
<td>62,594</td>
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<td>Average Page Views per visit</td>
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<td>2.5</td>
<td>2.6</td>
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<td>4.0</td>
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<tr>
<td>Unique IPs</td>
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<td>5,911</td>
<td>8,433</td>
<td>9,817</td>
<td>10,986</td>
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<tr>
<td>Mobile Devices</td>
<td>916</td>
<td>1,340</td>
<td>1,592</td>
<td>1,665</td>
<td>1,495</td>
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<td>Tablets</td>
<td>401</td>
<td>606</td>
<td>850</td>
<td>1,039</td>
<td>1,215</td>
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<tr>
<td><strong>Visits from Social Referers (Facebook, Blogger, Reddit, etc.)</strong></td>
<td>62</td>
<td>192</td>
<td>84</td>
<td>126</td>
<td>570</td>
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<td><strong>Stats for Digital Collections</strong></td>
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Selma K. Jaskowski  
Associate Director for Technology Services & Resource Management
Special Collections & University Archives collects and makes available primary resources and published (printed) materials, many of which are unique, that support the teaching, research, and scholarly mission of the University of Central Florida as well as local, regional, national, and international researchers and scholars. As the department’s name implies, Special Collections & University Archives has two distinct collecting areas. Special Collections acquires monographs, manuscripts, archival materials, maps, photographs, ephemera, moving image materials, audio recordings, artifacts, and art related to and augmenting established collecting and subject areas. University Archives collects materials of enduring historical and administrative value to the university including publications, archival materials, university records, photographs, ephemera, moving image materials, audio recordings, and artifacts about the university, formerly Florida Technological University, from its founding in 1963 to the present.

Fiscal year 2017-2018 was another busy and productive year in Special Collections & University Archives. Below are some of the activities and efforts staff focused on throughout the fiscal year. For more on the department’s goals, see REPORT ON DEPARTMENTAL GOALS for 2017-2018.

**SPECIAL COLLECTIONS**

In FY 2017-2018, eight new manuscript collections, three additions to existing manuscript collections, and 893 published items were added to Special Collections’ holdings bringing overall totals to 103 manuscript collections and over 20,600 printed/published titles. Materials were added to several of our collecting areas including African Americana, Book Arts & Typography, Caribbean West Indies, Floridiana, and Travel & Tourism as well as materials related to the Civil War and botany.

**Highlights of the Year in Retrospect**

“I cannot thank you enough for allowing me to peruse through Special Collections and, specifically, the James C. Clark and Carol Mundy collections! I now have an abundance of primary sources and information that I can utilize in my research paper.”

Taryn Lange, Researcher

**Acquisitions: Donations and Gifts**

- The Democratic Women’s Club of Florida donated materials to the “Democratic Women’s Club of Florida, Inc. Collection, 1945-2017” including affirmative action reports, regional reports, a scrapbook, and banners. This donation further documents the Democratic Women’s Club of Florida’s work in Florida and national politics. (CFM2017_14: Floridiana, Political Papers)
- 79 new oral histories were added to the UCF Community Veterans History Project bringing the total number of oral histories available to over 525 interviews. A joint project of the UCF Libraries’ Special Collections & University Archives, the UCF Department of History, and the Library of Congress, this collection documents the stories of UCF veterans in their own words. (CFM2017_11; CFM2017_13; CFM2018_01; CFM2018_05; CFM2018_07: Floridiana)

**Favorite New Item Added in Fiscal Year 2017/2018**

Grant Groves, owner of Color Zone Tropicals, Inc., donated an untitled painting by Mulford B. Foster to the UCF Libraries on March 29, 2018. The painting, signed by Foster on bottom right corner, is in a wooden frame.

The painting, which was painted in Cordoba, Mexico, in 1935, is of a man in sombrero standing behind a prickly pear cactus. Mulford B. Foster was a well-known botanist, horticulturist, and naturalist who discovered many new species of Bromeliad. This piece is part of the Grant Groves Collection documenting Foster and his work. The collection consists of photographs, correspondence, and ephemeral materials as well as additional artwork by Foster including black & white sketches and color drawings. (CFM2018_04_001)

Burak Ogreten
Senior Archivist for Special Collections
Grant Groves donated additional materials to the “Grant Groves Collection on Mulford B. Foster Collection, circa 1920s-1978.” Grant Groves, owner of Color Zone Tropicals, Inc. in Winter Park, Florida, and noted expert and grower of Bromeliads, worked with and knew Foster and his family. The donation included a sketchbook of botanical drawings and sketches for paintings by Foster, a letter from Racine Foster (Mulford B. Foster’s wife), a Foster painting, and Foster’s French driver’s license from his time researching and writing in France. (CFM2018_04: Botany, Floridiana)

Emmy Award winning production designer and art director Thomas E. Azzari donated materials related to his work on several theme parks in Florida, Texas, and California. Included in Azzari’s collection are drawings, photographs, manuscript materials, construction plans, and memorabilia done for various clients. The majority of the collection documents work for Sea World, but also includes other Florida theme parks including Silver Springs and Weeki Wachee. This collection is a significant addition to Special Collections & University Archives’ holdings on theme parks and theme park design. (CFM2018_02: Travel and Tourism)

Dora Casanova de Toro donated 81 volumes of the Spanish-language newspaper, La Prensa. The publication, launched by Dora Casanova de Toro and her late husband Manual Toro, in 1981, was the first Spanish-language newspaper in Central Florida and quickly gained prominence within the Hispanic community. The volumes in this donation cover the years 1981-2006. In addition to the newspaper volumes, the donation included 49 Spanish-language books covering various subjects. (CFM2017_16: Floridiana)

Author and journalist Bob Kealing donated a facsimile of Jack Kerouac’s Dharma Bums Typescript. The facsimile, created as a fundraiser for the Kerouac Project and the Jack Kerouac Writers in Residence Project of Orlando, supports their writers through residency program in Winter Park, Florida. (CFM2017_10: Floridiana)

Richard A. Magee, University of Central Florida graduate student, donated a copy of the book Rural Architecture: Consisting of Classic Dwellings, Doric, Iconic, Corinthian and Gothic, and Details Connected with Each of the Orders by Edward Shaw (J.B. Dow, 1843) (CFM2017_15)

University of Central Florida Director of Libraries Barry Baker and Janette Baker donated a metallic sculpture by Haitian artist Jean Sylvestre. (CFM2017_15: Caribbean West Indies)
Acquisitions: Purchases

African Americana Collection
- Laura Frazier Fulton Scrapbook Pages, 1930s - 1960s. Scrapbook pages related to the life of Laura Frazier, later Laura Frazier Fulton, an African American teacher at the Hopper Academy, a school for Blacks in the 1930s in Sanford, Florida. In addition to newspaper clippings, greeting cards, and other ephemeral items, the scrapbook pages include images of school children, teachers, and school buildings in Sanford.
- A Legal Review of the Case of Dred Scott, as decided by the Supreme Court of the United States, by Horace Gray (Crosby, Nichols, and Company, 1857).


Book Arts & Typography Collection
- In September 2017, the department acquired the Bea Nettles Teaching Collection from book artist Bea Nettles. The collection consists of over 150 items acquired and used by Ms. Nettles during her teaching career. The bulk of the items are artists’ books and include several inscribed to Nettles by the author. This acquisition is a significant addition to the department’s Books Arts & Typography Collection.

Favorite New Item Added in Fiscal Year 2017/2018
Parisian Encounters: Great Lovers and Grand Passions, by Charles Hobson, part of the Bea Nettles Teaching Collection. This book uses a “French door” spiral binding to tell the relationships of eight famous couples who met in Paris. It includes a combination of collage pastel/monotype portraits of each couple, biographies, excerpts and quotations from personal correspondence, unique chronologies of each relationship and period maps of Paris showing the location where each couple met. A total romantic history of eight “dangerous liaisons.”

Rebecca Hammond
This year’s **UCF Student Book Arts Competition** resulted in a tie with the department acquiring two artists’ books created by UCF students:

- *[Reflections of Facts]*, by Hannah Carter (Hanna Carter, 2018), is a double accordion book of black and white photographs with red ink, exploring the relationship between the artist/author and her deceased father. The Libraries’ copy is a unique item.

- *[F___ My Life]*, by Aaron J. Stefan (Aaron J. Stefan, 2017), is the artist’s modern take on the board game, The Game of Life. Included in the book are a customized game board as well as career and house cards all designed to “drag the players through the mud and show them just how impossible it can be to make it successfully through ‘Life’. “ The Libraries’ copy is a unique item.

In addition to acquiring the Bea Nettles Teaching Collection, the department also acquired two of Ms. Nettles’ new works:


The department acquired two new books from Scripps College Press:


The department purchased several books from Vamp & Tramp Booksellers in Fiscal Year 2017/2018:

- *Intrusion*, by Ellen Knudson (Crooked Letter Press, 2017), is letterpress printed and an accordion fold structure. The book is a modern take on the bestiary illustrating man’s encroachment on nature and wildlife. The Libraries’ copy is number 7 out of an edition of 35.

- *The Gravity Series: 3 Canticles of Attraction*, by Casey Gardner (Set in Motion Press, 2017), is a set of three books, *How to Fall, All There Is*, and *A Star Close Enough* are letterpress printed with linoleum blocks and polymer plates. The books look at the force of gravity in terms of moving in space and to each other. The Libraries’ copy is number 32 out of an edition of 39.

- *Ephemerus*, by Hannah Batsel (University of Florida for Publick Good by the Labor, Care, and Charge of the Author, 2017), was inspired by the artist’s research and study of occult and magic texts at the University of Florida. The Libraries’ copy is number 29 out of an edition of 45.
• *Fake Art!,* by Chris Maddox (ORCS, 2017), consists of a series of statistical and poetic text analyses of politicians broadcast speeches and interviews. The Libraries’ copy is number 76 out of an edition of 300.

• *Wrongly Bodied: Documenting Transition from Female to Male,* by Clarissa Sligh (Leeway Foundation, ©2009), is a companion publication to Sligh’s *Wrongly Bodied Too* (Women’s Studio Workshop, 2004) about a man who transitions from female to male and a black woman who escaped slavery by passing as a white man.

**Transforming Hate: An Artist’s Book,** by Clarissa Sligh (Clarissa Sligh, 2016), is about Sligh’s own work on creating an art installation using white supremacist books thereby transforming printed hate materials into a work of art. The Libraries’ copy is number 287 out of an edition of 1000.

Book artists Peter and Donna Thomas visited campus in the spring 2018 semester. During their visit, the department acquired one of their new books:

• *Awakening* (Peter and Donna Thomas, 2018). The hand lettered text in the book is by John Muir; the illustrations are watercolors by Donna Thomas done in Sierra Nevada on handmade paper made by Peter Thomas; and the binding is deer leather tanned by Donna Thomas in 2010. This Libraries’ copy is a unique item.

The Libraries acquired several items from Booklyn in Fiscal Year 2017/2018:

• *Call A Wrecking Ball To Make A Window,* by Shana Agid (Minnesota Center for Books Arts, 2012), consists of a map with text exploring the routes taken and spaces made by gay men in New York City, 1970s-2000s. The Libraries’ copy is number 31 of an edition of 40.

• *[Nebula],* by Candida Pagan ([Booklyn Artists’ Alliance, 2015]), is a hand painted artist’s book whose imagery is amorphous and reminiscent of NASA photographs of distant skies. The Libraries’ copy is number 7 out of an edition of 8.

• *Wellspring: A Portfolio of Prints Celebrating Water,* Justseeds Artists’ Cooperative (Justseeds Artists’ Cooperative, 2016), is a portfolio of twelve original Risograph prints, enclosed inside a hand-printed fabric bandana, around a central theme of water.

**Additional artists’ books acquired this fiscal year included:**


• *Oval: 45 US Presidents & Their Notable Quotables* compiled and illustrated by Aaron Stefan (Aaron Joel Stefan, 2017). The Libraries’ copy is unique.

- Plano del Habana y Marianao a Colores [City Map of Havana and Marianao Colors and Complete Road of the Island of Cuba …] (Frank Rojo, circa 1929 – 1960)
- Photograph Album of Jamaica (circa 1910). Album of eleven silver-gelatin prints of Kingston three years after the city was devastated by the 1907 earthquake. Images document various activities and includes images related to the tobacco industry, trading at the Jubilee Market, and a banana plantation. The photographer is unknown.
- A Happy Month in Jamaica from the United Fruit Company’s Steamship Lines (Frank Presbrey Company, ca. 1930).

Floridiana

- Photographs of Winter Park, Florida, 1880s. Forty-three albumen photographs of the Winter Park area and Rollins Collection made in the 1880s. (CFM2018_03)
- Backroads of Paradise by Cathy Salustri (University Press of Florida, [2016]).
- “Red Shouldered Hawk” etching by John Costin ([Costin Graphics, 1989- ]). This hand-colored etching completes the Libraries’ portfolio, Large Florida Birds, by Florida artist John Costin. The Libraries’ etching is number 35 out of an edition of 250.

Caribbean West Indies Collection

- Millionaire Dream Vacations via Delta Airlines (1957). Travel brochure from Delta Airlines advertising tours to Cuba, Jamaica, Haiti, Puerto Rico, Nassau, the Dominican Republic, and the Virgin Island.
- Three Island Nationals: Cuba, Haiti, the Dominican Republic by Sydney Greenbie (Row, Peterson and Company, ©1942)
- Centro Asturiano de la Habana: Nuevo Palacio Social (1928)
Special Collections & University Archives (cont’d)

Travel & Tourism
- The Dixie Flyer: The Dixie Limited (1939?).
- Attractive Winter Resorts (Seaboard Air Line Railway, [1916?]).

General Subject Acquisitions
- OK, I’ll Do It Myself: Narratives of Intrepid Women in the American Wilderness, by Caroline F. Schimmel (Caroline F. Schimmel in affiliation with the St. Louis Mercantile Library Association, University of Missouri and the DeGolyer Library, Southern Methodist University, 2017). Exhibit catalog from an exhibit featuring 144 books, photographs, manuscripts, and memorabilia by 101 women, 1862-2015.

ACQUISITIONS: UNIVERSITY ARCHIVES
University Archives is the official repository of materials documenting all aspects of life at UCF. University Archives’ holdings include over 1,100 linear feet of records consisting of university publications and records of university offices and organizations. Additional University Archives’ publications are cataloged and accessible through the Libraries’ online catalog. Staff also work with alumni collecting materials about their time at UCF.

In Fiscal Year 2017-2018, University Archives accessioned 68.35 linear feet of materials and 169.32 GB of digital materials. Additions this fiscal year included:

- University Administration
  - Office of the President (11.41 linear feet)
  - Photographs, Audio, and Visual Materials
  - Music Department Graduate Recital Collection (0.25 linear feet)
- University History
  - Memorabilia collection (3.65 linear feet)
  - Vertical File (0.10 linear feet)
- University Office Records
  - Office of Diversity and Inclusion (2.50 linear feet)
  - College of Health and Public Affairs (2.60 linear feet)
  - Marketing Office Collection (0.25 linear feet)
  - Department of Nursing Records (0.50 linear feet)
  - Student Development and Enrollment Services (5.15 linear feet)
- University Organizations Records
  - Alumni Association Records (1.10 linear feet)
  - Black Faculty and Staff Association Records (0.25 linear feet)
  - Campus Advisory Board (Homecoming) (0.50 linear feet)

- University Sports
  - Michael O’Shaughnessy Collection (5.33 linear feet)

- Unprocessed Records
  - Aerials (1.05 linear feet)
  - Arts and Humanities, College of (0.10 linear feet)
  - Constituent Relations, Office of (6.30 linear feet)
  - Distributed Learning Center for (5.00 linear feet)
  - Electrical and Computer Engineering, Department of (1.50 linear feet)
  - Findel, Jon Materials (1.00 linear feet)
  - History, Department of (3.00 linear feet)
  - Hitt, John C. (2.50 linear feet)
  - Linton, Craig (0.33 linear feet)
  - Medicine, College of (0.10 linear feet)
  - Mr. & Miss UCF (0.50 linear feet)
  - Nicholson School of Communication (1.15 linear feet)
  - Pulse Collection (0.55 linear feet)
  - Recreation and Wellness Center (1.0 linear feet)
  - Robinson, James (2.33 linear feet)
  - Student Academic Resource Center (3.25 linear feet)
  - Writing and Rhetoric (0.10 linear feet)
  - Uncatalogued Publications (3.00 linear feet)

- Digital Materials – Unprocessed
  - Center for Distributed Learning (7.65 GB)
  - Mr. & Miss UCF (126.97 GB)
  - Music Department Graduate Recital Collection (4.62 GB)
  - Office of the President (28.12 GB)
  - Student Academic Resource Center (1.65 GB)
  - Student Development and Enrollment Services (0.29 GB)

Several University Archives’ collections were processed during FY 2017-2018. Finding aids are available on the department’s web page. Processed collections included:

- University of Central Florida Office of Diversity and Inclusion Records, 1977-2018 (3.33 liner feet). The Office of Diversity and Inclusion (ODI) strives to build an inclusive culture for all students, faculty and staff by promoting diversity and inclusion practices and policies. This collection of records contains documents and media relating to ODI’s beginning, programs, and goals. (CFU2013_31, CFU2017_14, CUFU2017_40, and CFU2018_16)

- College of Health and Public Affairs (2.5 linear feet). This collection contains documents, correspondence, newsletters, and ephemera relating to the College of Health and Public Affairs (COHPA) and its School of Public Administration. Most of the collection was given by Dr. Wendell Lawther, who began teaching at UCF in 1984 and was a professor for the COHPA Department of Public
Administration (later School of Public Administration) for thirty years. (CFU2014_11 and CFU2017_18)

Rosen College of Hospitality Management (1.08 linear feet). The Rosen School of Hospitality Management began as a program within the College of Business Administration in 1983 and later became its own school in 2000, called the Rosen School of Hospitality Management. In 2004, it received a new building and later changed to Rosen College of Hospitality Management. This collection of records contains brochures, viewbooks, correspondence, and visual materials such as photographs, slides, and a scrapbook. (CFU2011_12 and CFU2014_14)

Orlando Shakespeare Theater Collection (3.33 linear feet). The Orlando Shakespeare Theater Collection contains playbills, programs, reviews, newspaper clippings, films, cassettes, reels, and schedules. It also includes items relating to the Orlando-UCF Shakespeare Festival Partnership (OSF) such as Simply Shakespeare, Central Florida’s first Shakespearean troupe, and the UCF Shakespeare Summer Institute as well as the NEH grant funded faculty study project “Hamlet: Exploring the Renaissance Mind in Action” which was presented in the summer 1991. (CFU2016_28)

Ed Gantner Collection of Football Memorabilia (0.33 linear feet). The collection includes items that belonged to Edward J. Gantner, Jr., a starter in the University of Central Florida Fighting Knights football team from 1979 to 1981, a professional football player in United States Football League and played for the Tampa Bay Bandits as Defensive Tackle, and Jacksonville Bulls as an Offensive Lineman and became a professional wrestler in 1985 until 1987. (CFU2006_36)

Favorite Item Added in Fiscal Year 2017/2018

With John C. Hitt’s retirement, University Archives received quite a few boxes of materials related to him and his legacy at UCF. A few proclamations were received with those materials, such as the Florida Senate Resolution and the Florida House Resolution that both recognized UCF Day in Florida on January 24, 2018. Additional proclamations were received from others in the Office of the President. One such proclamation was from the Mayor of Orlando Carl T. Langford, which declared November 29, 1977 as Charles Millican Day.

Mary Rubin
Senior Archivist for University Archives
OUTREACH

Staff members continued balancing full workloads with increasing outreach activities as well as requests for class visits to the department in Fiscal Year 2017/2018. Several UCF faculty worked with staff members incorporating archival collections, rare and unique books, and manuscript materials into their curriculum.

Collaborative efforts this fiscal year included:

- Students enrolled in Dr. Keri Watson’s “The Art of Walt Disney” class (ARC3888) worked with staff members in the department curating and installing exhibits about Walt Disney and the Disney theme parks. Dr. Watson, assistant professor of Art History in UCF’s School of Visual Arts & Design, reached out to Special Collections & University Archives looking for extra credit projects for her fall 2017 class. As the class was fully online, Dr. Watson wanted a project that would bring students together in person and encourage students to work with primary source materials. The fall 2017 exhibit “Walt Disney, Impresario of Consumption” looked at Disney’s marketing strategy from the 1930s through today using publications, artifacts, and ephemeral materials produced by and about the Walt Disney Company. Because of the success of the fall 2017 project, Dr. Watson again included working on an exhibit in her spring 2018 “The Art of Walt Disney” class (ARC3888). The spring exhibit “The World of Disney: Inspirations from the Baroque & Rococo” took a more art historical approach utilizing materials from the department with books from the Libraries’ general collection.

- Dr. Maria Cristina Santana’s fall 2017 Women & Gender Studies class “First & Second Wave Feminisms” (WST3522) worked with staff members on a UCF Service Learning Project creating metadata for archival materials. For the project, “Crowdsourcing Project: Adding Value to the ‘Judith and Warren Kaplan Collection, Women’s and Gender Studies, 1792-2016’,” students selected fifteen items from the Kaplan collection, wrote descriptions for each one, created metadata, and placed the item in context within both the Kaplan collection and Women’s History and Feminism. The goals of this project included having students:
  - work with primary resource materials,
  - use materials in a special collection and/or archive,
  - learn about metadata, and
  - learn about archival research.

The project was extremely successful, and Dr. Santana was very pleased with the students’ work. From students who worked on the project:

“To conclude, this project was amazing. It made me really take my time and think about history and how all of these things I am learning about now, really happened. I was able to see pins that may have been on a woman’s shirt at an abortion rally. I was able to touch a postcard discussing National Women’s Organization dues and information. That is simply amazing to me. Going through the collection made me feel lucky and eager to learn more. It made me want to ask my female family members about what they remember. This project was unlike any other Service Learning Project I have ever had to do and I am so grateful for the opportunity to learn from something so much.”

“Thank you for introducing the students of my class ENL 4311, Chaucer, to the relevant holdings of UCF’s Special Collections & University Archives. I very much appreciate that you shared your time and your expertise with these students, who enthusiastically reported the delight they discovered in such an intriguing array of artifacts. I have very much enjoyed bringing my classes to Special Collections & University Archives, and I look forward to continuing this tradition in the future semesters.”

Dr. William Pugh
Associate Professor, English Department

Students looking at rare books with Senior Archivist for Special Collections Burak Oğretèn

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From students who worked on the project (cont’d):

“It was very interesting to me how Judith Kaplan kept every artifact, paper, letter and postcard that had to do with women’s suffrage. Seeing how old some of the items were and what type of issues that prompted change was eye opening. It made me realize that it really wasn’t that long ago that women were struggling to have a voice in society. The fact that we weren’t able to vote, that our work privileges were restricted, and that the expectations and stereotypes women had to deal with took my breath away. This class and this project really made it all came together and helped put things into perspective. I was not only reading history but I was holding history and it truly was an emotional and eye opening experience.”

Several of the students entered their work in UCF’s 2017 Experimental Learning Service-Learning Showcase and won a Social Justice Award. After the Showcase, Dr. Santana emailed saying she was “so glad [we] thought of this project! You should have heard the students present!”

In February 2018, the department participated in several Women’s History Month events involving multiple departments across campus. Staff members worked with Dr. Maria Santana, Chair of Women & Gender Studies, selecting and installing materials from the “Judith and Warren Kaplan Collection, Women’s and Gender Studies, 1792-2016” for an exhibit in the Libraries’ second floor exhibit cabinets. This was part of a larger exhibit curated by the Office of Diversity and Inclusion and Women’s Gender and Studies.

From artists’ books to illuminated manuscript facsimiles, more and more faculty are integrating the departmental holdings and staff expertise into their curriculum. This past year, numerous UCF faculty brought their students to Special Collections & University Archives to learn about and use departmental materials.

Students in Professor Larry Cooper’s Book Binding (ART3170C) and Advanced Printmaking (ART4402C) classes met several times in the fall 2017 and spring 2018 semesters with Special Collections & University Archives staff members to learn about and use books from the department’s Book Arts & Typography Collection. In the book binding class, students conducted research about and then presented on various types of book bindings, using the department’s collection as a basis for their projects.

Several staff members from the department worked with students in two Women & Gender Studies’ classes on class assignments creating zines. Students in Dr. Maria Santana’s “Honors Women, Race & Struggle” class (WST3460H) and Dr. Anne Bubrisky’s “Into to Women’s Studies” class (WST3015) met with staff members throughout the semester learning about and then creating zines. Many of the students donated their work to the department’s collection of UCF student created zines.

Other classes using department materials included:
- Dr. Ezekiel Walker’s “History and Historians” (HIS4150)
- Dr. Anne Bubrisky-McKenzie’s “Introduction to Women’s Studies” (WST3015)
- Dr. Margaret Zaho’s “Honors History Western Art I” (ARH2050H)
- Dr. Margaret Zaho’s “Medieval Art” (ARH4200)
- Professor Brooks Dierdruff’s “Intermediate Photography” (PGRY310C)
- Dr. William Pugh’s “Chaucer” (ENL4311)
- Dr. Rosalind Beiler’s “History and Historians” class (HIS4150)

Special Collections & University Archives sponsored the UCF Student Book Arts Competition with the winner receiving a cash prize and their work added to the department’s Book Arts & Typography Collection. Competition entries were judged on their creativity, craftsmanship, content, and design by book artist Benjamin D. Rinehart and UCF Libraries Special Collections & University Archives Department Head David Benjamin. The judges felt there were two outstanding entries deserving the top honor, [Reflections of Facts] by Hannah Carter (Hanna Carter, 2018) and [F__ My Life] by Aaron J. Stefan (Aaron J. Stefan, 2017).

Public Programming and Outreach

This year Special Collections & University Archives sponsored two events designed to engage the University of Central Florida community with departmental holdings:

- On March 28, 2018, Special Collections & University Archives hosted an author’s talk by Glenn M. Stein, FRGS, FRCGS, titled “Discovering the North-West Passage: The Journey from Research to Publication.” Stein talked about researching, writing, and publishing his book, Discovering the North-West Passage: The Four-Year Arctic Odyssey of H.M.S Investigator and the McClure Expedition (McFarland & Company, Inc., [2015]). A maritime and polar historian and political cartoonist, Stein’s work has been recognized by numerous national and international organizations and his writings are included in the collections of the Library of Congress and the UCF Libraries’ Special Collections & University Archives.

- On April 18, 2018, book artists and fine press printers Peter and Donna Thomas talked about their work creating artists’ books. Part of their cross-country tour celebrating 40 years of making books, Peter and Donna brought their Book Arts Tiny Home to the UCF campus opening it up for tours. The Thomas’ work is in the collections of numerous major institutions including the Huntington Library, the Newberry Library, the University of Wisconsin Milwaukee, Harvard, Princeton, Stanford, Yale, and the University of Central Florida. The lecture was co-sponsored by

1 Fellow of the Royal Geographical Society
2 Fellow of the Royal Canadian Geographical Society
For the third year in a row, the Alumni Association asked Special Collections & University Archives to participate in the UCF College of Nursing Alumni Reunion displaying materials from the Department of Nursing Records. This event is a great opportunity to interact and talk with nursing faculty, students, and alumni about the department and the Department of Nursing Records, the type of materials in the collection, and how they can work with our staff to add to University Archives. This year’s event, held in the College of Nursing building in the Research Park, was extremely successful and allowed staff members the opportunity to share what we do in Special Collections & University Archives and about our holdings.

Members of the UCF University Club invited staff members to attend their anniversary event to share materials from the Club’s collection in Special Collections & University Archives. President and Mrs. Hitt, who were recognized for the contributions to UCF and the University Club, were in attendance.

The department worked with faculty and staff from Seminole State College selecting and installing materials from the “African American Legacy: The Carol Mundy Collection, 1794-2010” for a Black History Month exhibit in the Sanford/Lake Mary campus library. The success of this exhibit opened doors for future collaborations with Librarians at Seminole State College.

Exhibits

In Fiscal Year 2017-2018, staff members in the department curated and/or helped curate a number of exhibits in both the department’s Fifth Floor exhibit space and the Libraries’ second floor exhibit wall and cases. Exhibits this year included:

- “Walt Disney, Impresario of Consumption” curated by students in Dr. Keri Watson’s fall 2017 “The Art of Walt Disney” class (ARC3888)
- “12th Annual Student Book Arts Competition” showcasing all the entries in this year’s competition plus a selection of past winners.
- “Peter & Donna Thomas: A Retrospective of Artists’ Books, Fine Press Books, Miniature Books, and Handmade Paper” included works by the Thomas’ from the department’s holdings. This exhibit was done in conjunction with the Thomas’ lecture on the UCF campus.
- “UCF Remembers” exhibited materials gathered from various remembrances across campus for victims of the 2016 Pulse nightclub shooting.
“The World of Disney, Inspirations from the Baroque and Rococo” curated by students in Dr. Keri Watson’s spring 2018 “The Art of Disney” class (ARC3888)


Worked with Dr. Maria Santana on a Women’s History Month exhibit featuring materials from the “Judith and Warren Kaplan Collection, Women’s and Gender Studies, 1792-2016” collection.

Social Media
Special Collections & University Archives continued utilizing social media to promote departmental events and holdings. Staff researched and wrote posts for Throw Back Thursdays from University Archives and posts featuring artists’ books from the department’s Book Arts & Typography Collection for the department’s Facebook, Twitter, and Tumblr accounts as well as for the Libraries’ Instagram account.

Volunteers and Interns
Special Collections & University Archives was fortunate to have a number of volunteers helping with projects in the department. Joe Bizon, from the Libraries’ Acquisitions and Collection Services department, continued his work on the Seminole County Public Schools Collection. Angie Villafane, from the Libraries’ Cataloging department, continued her work on the Home Movie Archive Collection. Student volunteers Samuel Ortiz, a former history intern in the department, Courtney Toelle, and Madison Clyburn worked on a variety of projects including processing collections, rehousing materials, collection analysis, and social media posts.

Special Collections and University Archives partnered with the UCF History Department providing students with internships working with archival collections. This year’s interns were Steven Trelstad (fall 2017), Kryslynn Collazo (fall 2017), Sara Ryschkeitsch (summer 2018), and Brandon Nightingale (summer 2018).

The department also hosted Simmons College School of Library and Information Science graduate student, Stephanie Rodriguez, for a semester-long internship.
Two events occurred this year that saw staff members in Special Collections & University Archives put aside their daily work to deal with the unexpected. The first were preparations for Hurricane Irma which hit Orlando the week of September 11-15, 2017. Staff members work quickly and on short notice (when the University announced we would be closing) to completely cover the department’s stacks with plastic tarps to keep collections dry in case of water leaks and to move collections from the lowest shelves in our first-floor stacks space. They also moved original artworks in rooms with exterior windows to areas with no fenestration and covered the works to protect them from potential water damage.

During the fall 2017 winter break, the Libraries was closed for system upgrades which included turning off all HVAC systems in the building. Staff members prepared stacks areas for temporary HVAC equipment installed by UCF facilities and an outside vendor.

Notable Milestone for Fiscal Year 2017/2018

Processing the “Susan King and Paradise Press Collection, 1908-2009.” This newly processed collection, which includes 30 archival boxes, 3 flat files, and over 780 publications, documents Susan King’s professional activities as an artist and writer.

Susan E. King, born in Lexington, Kentucky, in 1947, received a Bachelor of Arts in Sculpture from the University of Kentucky in 1971 and a Master of Arts in Ceramics from New Mexico State University in 1973. After graduation, King moved to Los Angeles and continued her studies at the Feminist Studio Workshop (1973-1975) where she began to make books. In 1975, she founded Paradise Press to publish her own artists’ books as well as the works of others. King has also lectured, taught workshops, and has been an artist-in-residence at numerous universities and art centers around the country.

A prolific author and artist, King has received numerous grants and awards and her work has been featured extensively in art collections and exhibitions across the U.S. and Europe. One of her most well-received books, *Treading the Maze: An Artist’s Journey Through Breast Cancer*, details her personal experience and triumph over the awful disease.

Burak Ogreten
Senior Archivist for Special Collections
Ongoing:

Strengthen collections through new acquisitions and augmenting existing holdings: *Accomplished and ongoing*
- Acquired new print materials for the African Americana, Book Arts & Typography, Floridiana, Caribbean West Indies, and Travel and Tourism collecting areas.
- Acquired new audio and video recordings for the UCF Community Veterans History Project.
- Acquired and added materials to existing manuscript collections.
- Acquired and added materials to existing university record series.

Broaden and enhance access to print collection, manuscripts, and University Archives: *Accomplished and ongoing*
- Processed new collections.
- Created and published finding aids online.
- Cataloged new print materials into national and Libraries’ online catalog.

Broaden and enhance access to digital collections: *Accomplished and ongoing*
- Facilitated the addition of UCF Community Veterans History Project oral histories to the UCF Digital Collections Veterans History website.
- Continued adding material as appropriate from archival and manuscripts collections to the departments’ Digital Collections page.

Partner/collaborate with university units and external organizations: *Accomplished and ongoing*
- Worked with staff and students in the UCF Women’s and Gender Studies Program on several student events in the Libraries including a zine making fest.
- Worked with staff and students in the UCF School of Visual Arts & Design curating and installing two exhibits in the Libraries.
- Worked with staff in the UCF Women’s and Gender Studies Program installing an exhibit in the Libraries exhibit cases.
- Worked with faculty and staff at Seminole State College curating and installing an exhibit for Black History month in the Seminole State College Library.
- Partnered with the UCF Department of History on the UCF Community Veterans History Project facilitating the cataloging of veteran’s oral histories into the Libraries’ online catalog and contributing materials to the Veterans History Project at the Library of Congress.
- Hosted several student internships with students from the UCF Department of History.

Continue to increase public service outreach: *Accomplished and ongoing*
- Sponsored the 12th Annual UCF Student Book Arts Competition including speaking with classes across campus publicizing the competition and encouraging students to enter.
- Participated in the Libraries’ Teaching and Engagement Department’s activities welcoming students back to campus and promoting the Libraries’ and the departments’ resources and holdings.
- Sponsored two public lectures bringing authors and artists to campus to discuss their works.

New:

Plan and implement move of archival/manuscript collections to new Automated Retrieval Center (ARC): *Accomplished and ongoing*
- Worked to determine optimal layout of boxes in ARC bins.
- Participated in planning committee working on the library renovation project.
- Began planning for adding call numbers to all archival and manuscript collections.
- Continued cleaning up backlog for ingest into ARC.
- Reached out to other archival institutions and rare book collections utilizing similar storage to determine best practices.
- Researched best practices (or what few exist) for shelving and retrieving archival/rare materials in automated retrieval storage facilities.

Review Forms for Patron Registration: *Accomplished*
- Reviewed registration form; revisions to come in Fiscal Year 2018-2019.

Revise/Update Departmental Web Page: *Accomplished and ongoing*
- Revised department’s main page.
- Added images and revised descriptions for “Explore our collections” links on main page.
- Added rotating image on main page.

Research Best Practices for Exhibition Policies: *Accomplished*
- Conducted literature search for best practices and policies for exhibit design and installation.
- Participated in webinars on exhibit practices.
- Reached out to other institutions, archivist, curators, and conservators to talk about their policies and best practices.

Review Emergency Preparedness Procedures: *Accomplished*
- Conducted literature search around best practices and policies for emergency preparedness.
- Attended day-long workshop on disaster recovery.
- Participated in webinars on emergency preparedness and on disaster recovery.
- Created checklist for work on revising/rewriting current procedures.
Special Collections & University Archives (cont’d)

Departmental Goals: 2018-2019

Ongoing:
- Strengthen collections through new acquisitions and augmenting existing holdings.
- Broaden and enhance access to print collection, manuscripts, and University Archives.
- Broaden and enhance access to digital collections.
- Partner/collaborate with university units and external organizations.
- Plan and implement move of archival/manuscript collections to new Automated Retrieval Center.
- Revise/Update department web page.

New:
- Migrate archival finding aids from Archon to ArchivesSpace.
- Design and implement new patron registration form.
- Write exhibition and exhibit space policies.
- Continue researching emergency preparedness procedures for department.
- Monitor environmental conditions in department storage spaces.
- Review department paging slips.

Thank you very much for taking the time to talk with my granddaughter and I, when we visited the Special Collections area of the John Hitt Library today. [You] made us feel very welcomed. Becky explained everything so carefully: from placing our items in the cubbie [sic] to wearing our white gloves. We thoroughly enjoyed reading the books together, my granddaughter and I felt so privileged to read these special books. It was extremely thoughtful of you to offer the coloring pages, as well as the plastic folder, to protect Emily’s drawing. We look forward too many more visits to the Special Collections Section of the library. Thank you!”

Colleen Bickenbach, Researcher

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida
- Special Collections & University Archives staff members provided instruction, at the request of UCF faculty, for 17 classes in FY 2017-2018, reaching a total of 311 student helping integrate historical, rare, and unique print, manuscript, and archival resources into UCF classes. Over 1,100 undergraduate students used Special Collections & University Archives’ resources seeking information and embarking on research projects.
- Staff members worked with faculty who teach online courses to encourage students to use primary source materials in their research.
- The department sponsored the 12th annual UCF Book Arts Competition for student-produced artists’ books with the winning entry added to the department’s Book Arts & Typography Collection. There were thirteen entries in this year’s competition.
- Contributed resources and collection descriptions/finding aids to Libraries’ online resources encouraging and enabling online (remote) access to Special Collections & University Archives’ collections and materials.
- Participated in university events promoting departmental holdings and encouraging use of Special Collections & University Archives in class assignments.
- Supplied several UCF Department of History student interns working with archival collections.

Achieve international prominence in key programs of graduate study and research.
- Provided face-to-face research assistance to 36 graduate students researching a variety of topics.
- Provided research assistance with and facilitated access to collections for both on- and off-site graduate students working on a wide variety of research projects.

Provide international focus to our curricula and research.
- Special Collections & University Archives worked with UCF and non-UCF researchers using departmental collections with international focus including the William L. Bryant West Indies Collection and the Van Sickle Leftist Pamphlet Collection.

Become more inclusive and diverse
- University Archives collects, preserves, and makes available for researchers records documenting UCF’s ongoing commitment to diversity, equity, and inclusion.
- Processed the records of the UCF Office of Diversity and Inclusion.
- Worked with UCF History Department intern creating a history of the UCF Black Student Union, available online on Special Collections & University Archives’ web page.
  https://library.ucf.edu/about/departments/special-collections-university-archives/university-archives/black-student-union-history/
Special Collections & University Archives (cont’d)

**Become America’s leading partnership university**

- Special Collections & University Archives’ staff organized, sponsored, and/or participated in universitywide events based around the department’s collections including:
  - Sponsoring lectures by historian and author Glenn M. Stein about his book *Discovering the North-West Passage: The Four-Year Arctic Odyssey of the H.M.S. Investigator and the McClure Expedition*, and book artists Peter and Donna Thomas who talked about their 40-year career creating artists’ and fine press books.
  - Worked with faculty in the UCF Women’s & Gender Studies Program on an exhibit for Women’s History Month featuring materials from “The Judith and Warren Kaplan Collection, Women's and Gender Studies, 1792-2016.”
  - Worked with faculty from Seminole State College on a Black History Month exhibit featuring materials from the department including the “African American Legacy: The Carol Mundy Collection, 1794-2010.”
  - Worked with the UCF Department of History and the Library of Congress Veterans History Project facilitating the sharing of oral histories for Florida veterans both locally and nationally.
  - Hosted a Simmons College graduate student internship.

**Performance Enhancement Recommendations**

Special Collections & University Archives again did remarkable work this fiscal year keeping up with workloads while taking on new projects and challenges. However, additional faculty positions are needed in the department to keep up with the growing demand for access to and use of the department’s holdings. Documenting the history of and collecting vital and important university records continues to be hindered by the vacant University Archives position. Electronic records still challenge the staff and the departments’ resources. Efforts to collect and preserve digital materials (both born-digital and analog materials converted to digital) are significantly hindered by the lack of resources and software needed to safely and appropriately store, preserve, and make digital materials available.

Additional staff space is needed for processing materials as well as space to work on collections as they come into the John C. Hitt Library.

**2016-2017 Statistics: Department**

The gate count in Special Collections & University Archives this year was 1,559. There were 17 classes scheduled with 311 students attending these classes. In Special Collections, the Michael A. Spencer collections were the most heavily used collections. The Travel & Tourism and the Political Papers collecting areas were the most used subject areas in Fiscal Year 2017-2018. The most used collection of materials for University Archives was the University Publications followed by the University Photographs Collection.

**Gate Counts**

Gate Count FY 2017-2018: 1559  
No. of Classes Taught: 17  
Students Taught: 311
### Table 1

**Volumes in the Catalog, Listed by Individual Collections**

<table>
<thead>
<tr>
<th></th>
<th>2016/17 TOTAL</th>
<th>2017/18 Adds</th>
<th>2017/18 TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manuscripts/cataloged</td>
<td>95</td>
<td>8</td>
<td>103</td>
</tr>
<tr>
<td>Reference Collection</td>
<td>174</td>
<td>2</td>
<td>176</td>
</tr>
<tr>
<td>General Collection + Oversize</td>
<td>19,633</td>
<td>891</td>
<td>20,524</td>
</tr>
<tr>
<td>University Archives – Print</td>
<td>11,020</td>
<td>599</td>
<td>11,619</td>
</tr>
<tr>
<td>University Archives – Records</td>
<td>71</td>
<td>9</td>
<td>80</td>
</tr>
<tr>
<td><strong>TOTAL VOLUME</strong></td>
<td><strong>30,993</strong></td>
<td><strong>1,509</strong></td>
<td><strong>32,502</strong></td>
</tr>
</tbody>
</table>

**TOTAL CATALOGED MATERIALS 2016-2017** 30,993

**MATERIALS ADDED** 1,492

**MANUSCRIPTS ADDED** 17

**TOTAL CATALOGED MATERIALS 2017-2018** 32,502

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**Chart 2**

**Conservation Statistics, FY 2017-2018**

Total Conservation Work = 395

- Paper mending, 220, 56%
- Clamshell boxes (custom enclosures), 58, 15%
- Mylar/Dust Jackets, 80, 20%
- Repair/Rebinding, 37, 9%
### Special Collections 2017-2018 Processing Statistics

**Total Collections** = 1196.575
**Processed Collections** = 991.125

- **Additions to collections processed in FY 2017/2018** = 14.75
- **Backlog collections processed in 2017/2018** = 43.85

Unprocessed Collections: 146 linear feet

<table>
<thead>
<tr>
<th>Processed Linear Feet</th>
<th>Book Arts Collections</th>
<th>Linear Feet</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NEW</strong></td>
<td>Susan King and Paradise Press Collection, 1908-2009</td>
<td>34.75</td>
</tr>
<tr>
<td><strong>Botany</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>+ 3 Folders</td>
<td>Grant Groves Collection on Mulford B. Foster Collection, Circa 1920's-1979</td>
<td>2.50</td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>Arthur S. Barclay Collection, 1940-1977</td>
<td>0.25</td>
</tr>
<tr>
<td><strong>Civil War Collection</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>John O. Moench Collection, Circa 1861-1865</td>
<td>0.10</td>
</tr>
<tr>
<td><strong>Florida History Collections</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>Joseph Fleischmann World War I Medal Collection, 1916-1942</td>
<td>1.00</td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>United Daughters of the Confederacy Medal Collection, 1899-1968</td>
<td>1.25</td>
</tr>
<tr>
<td>+1.25</td>
<td>United Faculty of Florida Collection, 1971-2007</td>
<td>33.00</td>
</tr>
<tr>
<td>+0.75</td>
<td>UCF Community Veterans History Project, 2011-2017</td>
<td>7.00</td>
</tr>
<tr>
<td><strong>Literary Collections</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>Howard W. Eves Audio Cassette Collection, Circa 1990</td>
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<tr>
<td><strong>Political Papers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>+3.00</td>
<td>Democratic Women's Club of Florida Inc. Collection, 1945-2015</td>
<td>37.00</td>
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<tr>
<td><strong>Space Program Collections</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>+7.75</td>
<td>NASA Photographs Collection, 1964-2001</td>
<td>32.75</td>
</tr>
<tr>
<td><strong>Travel &amp; Tourism</strong></td>
<td></td>
<td></td>
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<tr>
<td>+2.00</td>
<td>Disney Ephemera Collection, 1966-2017</td>
<td>5.00</td>
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<tr>
<td><strong>NEW</strong></td>
<td>Robert L. Glasser Collection, 1956-2016</td>
<td>6.50</td>
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<tr>
<td><strong>Unprocessed Collections</strong></td>
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</tr>
<tr>
<td>Jose Guerra Aleman Collection</td>
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<tr>
<td>Michael Berman Bartram Trail Canoe Expedition Color Transparencies</td>
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<tr>
<td>Michael Berman Florida Women's Conference Photographs</td>
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<td>Seminole County Public Schools Collection</td>
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<td><strong>NEW</strong></td>
<td>Thomas E. Azzari Parks and Attractions Collection</td>
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<tr>
<td>UCF Home Movie Archives</td>
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<td>22.00</td>
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*Not all holdings in linear footage count are listed here. Linear footage count only reflects manuscript collections.*
### VOLUMES HELD

<table>
<thead>
<tr>
<th>Library</th>
<th>OWN 6/30/17</th>
<th>ADDED</th>
<th>DELETED</th>
<th>OWN 6/30/18</th>
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<tbody>
<tr>
<td>John C. Hitt Library</td>
<td>1,317,083</td>
<td>22,141</td>
<td>705</td>
<td>1,338,51</td>
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<tr>
<td>Eastern Florida (formerly Brevard)</td>
<td>21,158</td>
<td>132</td>
<td>51</td>
<td>21,239</td>
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<tr>
<td>Daytona</td>
<td>36,737</td>
<td>49</td>
<td>508</td>
<td>36,278</td>
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<tr>
<td>South Lake, Leesburg, Sumter</td>
<td>2,099</td>
<td>-</td>
<td>-</td>
<td>2,099</td>
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<tr>
<td>Universal Orlando Foundation Library at Rosen</td>
<td>11,361</td>
<td>239</td>
<td>-</td>
<td>11,600</td>
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<tr>
<td>Curriculum Materials Center (CMC)</td>
<td>40,764</td>
<td>1,072</td>
<td>19</td>
<td>41,817</td>
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<tr>
<td>Orlando West, Osceola</td>
<td>1,058</td>
<td>55</td>
<td>-</td>
<td>1,113</td>
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<tr>
<td>Ocala</td>
<td>515</td>
<td>12</td>
<td>-</td>
<td>527</td>
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<tr>
<td>Sanford, Lake Mary, Altamonte</td>
<td>1,043</td>
<td>12</td>
<td>-</td>
<td>1,055</td>
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<tr>
<td>Offsite Storage</td>
<td>120,088</td>
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<td>-</td>
<td>120,088</td>
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<tr>
<td><strong>Subtotal print volumes</strong></td>
<td><strong>1,551,906</strong></td>
<td><strong>23,712</strong></td>
<td><strong>1,283</strong></td>
<td><strong>1,574,335</strong></td>
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<td>Electronic books</td>
<td>166,516</td>
<td>15,616</td>
<td>652</td>
<td>181,480</td>
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<td><strong>TOTAL</strong></td>
<td><strong>1,718,422</strong></td>
<td><strong>39,328</strong></td>
<td><strong>1,935</strong></td>
<td><strong>1,755,815</strong></td>
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### CATALOGED TITLES ALL LOCATIONS & FORMATS

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<tr>
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<tbody>
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### MICROFORM UNITS

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<tr>
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<td>3,319,977</td>
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### GOVERNMENT DOCUMENTS

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<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td>2,109,667</td>
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### SERIALS SUBSCRIPTIONS

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<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td>69,418</td>
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### MEDIA VOLUMES

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</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td>50,794</td>
</tr>
</tbody>
</table>

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1. E-books include a) electronic theses and dissertations; b) firm orders purchased with perpetual ownership; c) DDA purchase (UCF and SUS); d) standing orders and package orders from digital platforms.
2. Includes all e-journals purchased, subscribed, accessed and open access
3. Beginning numbers restated from last year
### Media Volumes 2017-2018

#### Main

<table>
<thead>
<tr>
<th>Category</th>
<th>OWN 6/30/17</th>
<th>Added</th>
<th>Deleted</th>
<th>OWN 6/30/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cassettes/AudioTapes</td>
<td>963</td>
<td>-</td>
<td>-</td>
<td>963</td>
</tr>
<tr>
<td>CD/ROMs</td>
<td>2,449</td>
<td>2</td>
<td>6</td>
<td>2,445</td>
</tr>
<tr>
<td>Compact Discs (music)</td>
<td>5,487</td>
<td>216</td>
<td>-</td>
<td>5,713</td>
</tr>
<tr>
<td>Compact Discs (other)</td>
<td>14</td>
<td>-</td>
<td>-</td>
<td>14</td>
</tr>
<tr>
<td>E-sound Recordings</td>
<td>2,930</td>
<td>-</td>
<td>-</td>
<td>2,930</td>
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<tr>
<td>DVDs</td>
<td>7,472</td>
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**Total Main**: 42,513 | 380 | 9 | 42,884

#### Curriculum Materials Center

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**Total-CMC**: 5,890 | 115 | 11 | 5,994

#### Regional Campuses and Rosen

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**Total-Branches**: 1,912 | 4 | - | 1,916

### TOTAL MEDIA VOLUMES

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## Financial Profile (Expenditures)

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<th>Salaries - Full-time (1)</th>
<th>Part-time Personnel (2)</th>
<th>Operating Expense (3)</th>
<th>Capitalized Furniture and Equipment (4)</th>
<th>Library Materials (5)</th>
<th>Library Total Expenditures (E&amp;G)</th>
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</thead>
<tbody>
<tr>
<td><strong>2017-2018</strong></td>
<td>$6,132,240</td>
<td>625,208</td>
<td>931,077</td>
<td>-</td>
<td>7,539,209</td>
<td>15,227,734</td>
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<tr>
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<td>909,509</td>
<td>169,646</td>
<td>7,513,744</td>
<td>15,754,984</td>
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<tr>
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<td>604,602</td>
<td>831,781</td>
<td>59,925</td>
<td>6,917,395</td>
<td>14,980,268</td>
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<td><strong>2014-2015</strong></td>
<td>6,152,803</td>
<td>556,908</td>
<td>924,567</td>
<td>-</td>
<td>6,750,605</td>
<td>14,384,883</td>
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<tr>
<td><strong>2013-2014</strong></td>
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<td>169,341</td>
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<td>13,968,845</td>
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<td><strong>2012-2013</strong></td>
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<td>6,161,328</td>
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<td><strong>2011-2012</strong></td>
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<td>519,007</td>
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<td>673,498</td>
<td>501,657</td>
<td>6,040,179</td>
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<td>408,650</td>
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</table>

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

All figures include encumbrances as of fiscal year end.
<table>
<thead>
<tr>
<th>Year</th>
<th>(1) Base E&amp;G Recurring Funding</th>
<th>(2) Funds from Other Sources (see Notes following)</th>
<th>(3) Total Materials Budget (1 + 2)</th>
<th>(4) Disbursed for Serials (a) (Print &amp; Electronic)</th>
<th>(5) Disbursed for Monographs (c) (Print &amp; Electronic)</th>
<th>(6) Electronic Resources (b) (Databases)</th>
<th>(7) Other Library Materials (Microfilms, A/V, other)</th>
<th>(8) Contract Binding</th>
<th>(9) Total Expenses (4+5+6+7+8)</th>
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<td>2010/11</td>
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</table>

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

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

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

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<td>$62,000 Biomedical, 10,000 Research and Contracts, 5,000 Entertainment Management - Rosen, 2,000 College Education - Cabella, 15,434 Thomson Reuters, ALA grant and Vendor Refunds, 25,667 Regionals, Rosen and Psychology, 897,000 IT&amp;R Materials support, 233,303 Tech Fee Awards</td>
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<td><strong>$646,124</strong></td>
<td>$62,000 Biomedical, 10,000 Research and Contracts, 76,669 Medical College - Wiley and Natural Medicines, 25,667 Regionals, 38,922 ITR mid year non recurring funding, 432,866 Tech Fee Awards</td>
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<td><strong>FY 2015/16</strong></td>
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<td>$62,000 Biomedical, 10,000 Research and Contracts, 74,388 Medical College - Wiley and Endnote, 11,426 Regionals, 1,134,360 ITR mid year non-recurring funding, 458,435 Tech Fee Awards</td>
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<td><strong>$1,672,984</strong></td>
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<td><strong>FY 2012/13</strong></td>
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<td>$307,523 Tech Fee Awards, 30,000 Latin American Studies, 62,000 Biomedical, 10,000 Research and Contracts, 12,341 College of Nursing, 583,918 Transfer from Operations, 10,000 Replacements, 20,000 Regionals, 78,302 Medical College - Wiley and Endnote, 10,000 Hospitality Management</td>
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<tr>
<td>FY 2011/12</td>
<td>Amount</td>
<td>Description</td>
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<td>FY 2010/11</td>
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<td>FY 2009/10</td>
<td>$494,949</td>
<td>Total</td>
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<td>FY 2008/09</td>
<td>$924,750</td>
<td>Total</td>
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</tbody>
</table>
**Faculty & Staff Accomplishments & Activities**

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

- **Promotions/Awards:** Awarded a joint Exemplary Reference Award for brief chat/tie with fellow library state librarian for AskALibrarian online service.
- **Service:** University:
  - Collaborated with Sherri Shields, EFSC circulation, and UCF cataloging to relocate the Solar Library materials to the Solar Center building.
  - Assumed responsibility for the removal/surplusing of furniture, shelving, and equipment in the Cocoa Library and coordinated the removal with UCF, EFSC security, and EFSC librarians.
- **Attended:** American Library Association & ACRL webinars on mindfulness, fake news, propaganda, ERIC & EBSS

**Frank Allen**  
Senior Associate Director  
Administrative Services

- **Creative Works:**
  - Manuscript Reviews:
    - Three (3) for *College and Research Libraries (C&RL)*
    - Three (3) for the *Journal of Academic Librarianship*
- **Service:**
  - National: American Library Association (ALA)
  - Association of College & Research Libraries (ACRL)
    - Actively participating on ad-hoc “ACRL Library Survey Usage Working Group,” chaired by ACRL Associate Director. This group, commissioned in 2018, is developing a survey addendum to the annual ACRL survey, to query on library facility usage, space and seating allocations, and recent and future planned renovations.
  - LLAMA:
    - Co-hosted program on June 24, “The New Normal,” American Library Association Annual Conference. Assisted with speaker selection; created the program proposal; shepherded the proposal through the LLAMA submission process; communicated with speakers regarding travel, logistics and American Library Association protocol; created, distributed and gathered the program feedback survey.
  - Interdivisional Committee on Library Building Resources, co-chair
  - Content Coordination Committee, ad-hoc group to review all LLAMA content streams and report back on ideas for improvement; acting in an informal vice chair role: chaired three conference calls this year in place of the chair.
  - University of Tennessee Knoxville GSLIS Advisory Board, 2016-18
  - State: FLARE Statewide Storage Committee
  - University:
    - UCF Team 5 Metric Group “Enhancing Operational Efficiencies”
    - “ARC and 21st Century Library Update,” co-presented with Tim Bottorff to Rosen College Faculty, January 2018. Co-created PowerPoint document and narrative

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

- **Awards:** “Libraries Bridging the Gap Between Innovation and Entrepreneurship,” with Min Tong, Ven Basco, & Missy Murphey, UCF Enhancement Award in the amount of $3,458 for the QEP proposal
- **Creative Works**
  - **Publications**
    - “To Infinity and Beyond: Reducing Textbook Costs through Librarian/Faculty Collaborations,” with Christina Wray. *Proceedings of the Distance Library Services Conference*, April 2018
    - “Planning and staging an innovation and entrepreneurship seminar,” with Ruth Wolfish [IEEE], Ven Basco, Athena Hoeppner, Rebecca Murphy, & Min Tong. *Information Outlook*, March – April 2018, v.22, no.2, 4-8.
    - “Citation metrics and you: tools for measuring research impact,” with Ven Basco. [UCF] *Faculty Focus* 16(3), 2017  
- **Presentations**
  - “Emerging Technologies and the Academic Library: How the Internet of Things Fits In,” LITA (Library & Information Technology Association) Forum, Denver, CO, November 2017

UCF Libraries Annual Report 2017-2018  
Page 116
“To Infinity and Beyond: Reducing Textbook Costs through Librarian/Faculty Collaborations,” with Christina Wray, Distance Library Services Conference, San Antonio, TX, April 2018

“The Amazing Liaison: Innovative Ideas to Engage Diverse Populations with STEM,” with Kelly Grove [Florida State University] and Craig Amos [Nova Southeastern University], Florida Library Association Annual Conference, Orlando, May 2018

“Getting Down with IOT,” Awesome Foundation Libraries Pitch Event, American Library Association Midwinter Meeting, Denver, CO, January 2018


“What’s the Library Got to Do With It?: The 2017 NMC’s Top Tech Trends,” Southeast Florida Library Information Network (SEFLIN) Regional Conference, North Miami, FL, July 2017

Speaker on the topic of the new Research Intensive Course Designation at the Reference Information Services (RIS) Retreat, May 2018


Poster Session: “To Catch a Predatory Publisher: A Study of STEM Faculty Publications at the University of Central Florida,” with Ven Basco. STELLA (Science, Technology & Engineering Library Leaders in Action) Conference, UC Berkeley, CA, May 2018

Service

International:

• Humanities, Arts, Science, and Technology Alliance and Collaboratory (HASTAC) Annual Conference meeting set up help/service to the local event committee as the conference was held at our institution in November 2017 (served a two-hour time slot)

• Wikipedia: Wiki Science Competition 2017 Official United States Jury Judge from December 2017 to January 2018

• Invited by IEEE to assist Santa Clara University (SCU) CA with their upcoming IEEE seminar; spoke with their team of librarians about this event; provided Q&A regarding the successes and pitfalls of hosting an IEEE event on campus.

• Reviewer: Doody Core Titles for the areas of Clinical Genetics, Health Information Management, and Epidemiology in March and April 2018

National: Association of College & Research Libraries (ACRL)/Science Technology Section (STS) Hot Topics Discussion Group committee member selected in April 2018 to begin first year of a two-year commitment/term

State:

• Florida Library Association’s (FLA) Career Development Committee, two-year commitment/term, May 2017-

• Florida Association of College and Research Libraries (FACRL):
  ▪ Local Arrangements Committee for 2017 Annual Conference Meeting, October 2017
  ▪ Board of Directors, Secretary, two-year commitment/term, May 2018 -

University:

• Information Technologies and Resources (IT&R) Awards Committee, two-year commitment/term, February 2018

• Leadership and collaboration on programming between UCF Libraries and UCF Science departments:
  ▪ Leading collaborative efforts between the UCF Institute for Simulation and Training and UCF Libraries to bring a free 3D printer to the John C. Hitt Library
  ▪ International Observe the Moon Night, October 2017
  ▪ Collaborated with Christina Wray to plan an April 2018 Earth Day event at the John C. Hitt Library.
  ▪ Collaborated with Dr. Yan Fernandez [Physics/Planetary Sciences] on a Mars viewing event for early spring or late summer 2018.

• Libraries:
  ▪ Open Access Week volunteer for Teaching and Engagement activities in October 2017
Open Text Research Life Cycle working group for Scholarly Communication, October 2017 –
Task Force Report Update working group for Scholarly Communication, October 2017 –
Volunteered for library tabling events for Equal Pay Day and during spring 2018 orientations for transfer students and new students, January 2018 –
Assisted with the first UCF Author’s Collaboration event, February 2018
Faculty Author Series working group, October 2017 – April 2018
Library Faculty Holiday Luncheon Committee, 2017
Liaison and lead for the Library 3D Printing working group in collaboration with UCF’s Institute for Simulation and Training’s Prototype Development 3D Lab and pursuit to bring a free 3D printer to the John C. Hitt Library, January 2017 –
Information Expert Week volunteer for Teaching and Engagement activities, February 2018
Research Intensive Course Designation working group lead in support of the Office of Undergraduate Research’s new initiative, March 2018 –
Reading Like a Researcher working group in support of the Office of Undergraduate Research, March 2018 –
Graduate Studies’ Graduate Research help during Research Week festivities (Volunteer), April 2018
National Library Week Committee and lecture presenter for April 2018’s week-long programming and events

Dr. Joseph Ayoub
Sr. LTA
Circulation Services
Service: Libraries: Weekly RAID shift
Training/Professional Development
“Credit Card Information Security,” UCF Financials, Online

Barry Baker
Director of Libraries
Library Administration
Service:
International:
ACURIL: Academic Libraries Special Interest Group, chair
Digital Library of the Caribbean (dLOC) Executive Committee, chair

National: EBSCO Publishing Academic Advisory Board
Regional: Southeastern Library Association (SELA), Constitution & Handbook Committee
State:
Florida Academic Library Services Cooperative (FALSC), Library Services Members Council
Council of State University Libraries
Florida State Library Council
Library Services & Technology Act (LSTA) Review Panel

Debbie Barnes
Facilities Specialist
Library Administration
Service: Libraries:
Libraries Evacuation Team
Maintains the Libraries birthday board in the Staff Lounge
Attended: Office Plus Vendor Show, June 2018

Buenaventura (Ven) Basco
Librarian
Research & Information Services
Awards:
Received the Distinguished Service Award at the 3rd National Joint Conference of Librarians of Color (JCLC), September 2018
“Libraries Bridging the Gap Between Innovation and Entrepreneurship,” with Min Tong, Sandy Avila, & Missy Murphey, UCF Enhancement Award in the amount of $3,458 for the QEP proposal
Creative Works:
Publications:
“Planning and staging an innovation and entrepreneurship seminar,” with Ruth
Faculty & Staff Accomplishments & Activities (cont’d)

Wolfish [IEEE], Sandy Avila, Athena Hoeppner, Rebecca Murphey, & Min Tong
- “Citation metrics and you: tools for measuring research impact,” with Sandy Avila. [UCF] Faculty Focus 16(3), 2017
  http://fcntl.uc.edu/publications/facultyfocus/content/2017/2017_member.pdf
- Presentations:
  • “Hijacked Journals: How Open Access Falls into the Predatory Publishing Trap,” with Sarah Norris & Sandy Avila, March 2018
    https://events.ucf.edu/event/72216/hijacked-journals-how-open-access-journals-fall-into-the-predatory-publishing-trap/
  • “Conducting a Comprehensive Literature Review,” National Science Foundation (NSF) Career Workshop Series organized by the Office of Research and Commercialization, April 2018
  • Library research and literature review to student participating in the NSF Research Experiences for Undergraduates (REU), UCF, May 2017
  • American Library Association International Relations Committee/ East Asia Pacific (IRC/EAP) Program, moderator, June 25
  • “Book award winners during Asian Pacific American Heritage Month,” John C. Hitt Library, May – June
  • “Altmetrics,” Stay Savvy with Scholarly Communication series: June 12
    http://stars.library.ucf.edu/scholcomm-brownbag/8/
  • Asian/Pacific American Libraries Association New/Non-Members Webinar, co-presenter – October 26. Working slides
    https://docs.google.com/presentation/d/1jnNzwbmCvtGBEg2dR9saDonfFsagFoS41VoGjonQ1c0/edit#slide=id.g200c759d84_0_394
- Poster Session: “To Catch a Predatory Publisher: A Study of STEM Faculty Publications at the University of Central Florida,” with Sandy Avila. STELLA (Science, Technology & Engineering Library Leaders in Action) Conference, UC Berkeley, CA, May 2018
- American Library Association (ALA)
  - Association of College and Research Libraries (ACRL)
  - Science and Technology Section (STS)
  - International Relations Committee (IRC)
  - East Asia and the Pacific (EAP) Subcommittee
  - International Relations Round Table (IRRT)
  - Asian/Pacific American Librarians Association (APALA).
  - Black Caucus of the American Library Association (BCALA)
  - Chinese American Library Association (CALA)

Dr. Penny Beile
Associate Director
Research, Education & Engagement

- Awards/Kudos:
  • Continued as a 2017-2018 OER Research Fellow by the Open Education Project. This competitive fellowship is funded in the amount of $5,000 by the Gates Foundation and Hewlett, among others.
  • OER grant, funded in the amount of $43,000 by FloridaShines Complete Florida program for OER development support. Co-PI with Center for Distributed Learning Aimee deNoyelles (lead) and John Raible, May 2018
  • Invited consultant
    • OER + Scholarly Communication open textbook. IMLS grant awarded to North Carolina State University Libraries; April 2018
    • AlphalInsights on textbook affordability climate and opportunities.

- Creative Works:
  • Publications:
    • “The academic library’s [potential] contribution to the learning analytics landscape,” Educause Review; Transforming Higher Ed. Retrieved from
    • Invited submission.
  • ACRL Awards Task Force Report. With Arianne Hartsell-Gundy [Duke University], Joan Roca [Minnesota State University-Mankato, Emeritus], Christina Sibley [Arizona Western College], Mark Szarko [MIT], and Lori Ostapowicz-Critz [Board Liaison], 2017 Research report written by members of a task force charged to investigate and make recommendations on the ACRL Awards program.

- Conference presentations:
  • “Telling our Story: Methods for Proving Academic Impact at the Administrative Level,” with Bob Dugan [UWF], Kirsten Kinsely [FSU], with Craig Amos [Nova Southeastern University] as moderator. Florida Association of College and Research Libraries panel, Florida Library Association Conference, Orlando, May 2018
  • “Rebellions are Built on Hope: Joining Forces to Support OER in a Restrictive Institutional Environment,” with Sarah Norris, Aimee deNoyelles (CDL), Rich Gause, John Raible (CDL), OpenEd Conference, Anaheim, California, October 2017
• Institutional invited presentations:
  • “Free up your Class! Course Redesign through Textbook Affordability,” with Anna Turner [FCTL], Aimee deNoyelles [CDL], John Raible [CDL], Rich Gause & Sarah Norris, Faculty Center for Teaching and Learning Summer Faculty Development Conference, Orlando, May 2018
  • “Textbook Affordability at UCF,” with Aimee deNoyelles [CDL], John Raible [CDL], FCTL Teaching and Learning Day, Faculty Center for Teaching, Teaching and Learning Day, Orlando, March 2018
  • “Think Tank: Textbook Affordability and Open Educational Resources,” with Aimee deNoyelles [CDL], Rich Gause & Sarah Norris, Faculty Center for Teaching and Learning Winter Faculty Development Conference, Orlando, December 2017

Service:
  • National:
    • American Library Association
      • ACRL division:
        • Research and Scholarly Environment Committee, 2016-2018; subcommittee to select road show sites and to draft a statement in support of open access to library scholarship
        • Leadership Council, 2013-2017
        • University Libraries Section
        • Education & Behavioral Sciences Section
        • Awards Task Force, 2016-2017, chair. Drafted two member surveys, completed environmental scan, lead writer for 20+ page task force report that was presented to the Board in June.
        • Nominated as candidate for President of ACRL, a 14,000 member professional association for academic librarians. Also, although I lost the election by 200 votes, the candidacy required a significant time (and financial) investment. Some noteworthy commitments included: 500-word biography and statement of concern; 1,500 word platform; internationally delivered webinar; development of an online profile; statements for ACRL election page and social media sites; emails to members; brochures and badges; and extensive time devoted to campaigning at conference sessions.
    • Editorial Board, College & Research Libraries, 2013-2018
  • University:
    • College of Education and Human Performance Lifelong Learning Program, Advisory Board
    • Reimagining the First Year, Faculty/Student Committee
    • QEP Advisory Board
    • Foundations of Success, Academic Success team
    • Faculty Senate, Research Council
    • Business Services, Bookstore Contract ITN and Negotiation Committee

Libraries: Library Renovation Committee

Other:
  • Invited reviewer, College & Research Libraries. Reviewed seven manuscripts over the reporting year.
  • Invited external reviewer, Promotion/Tenure candidate, Amanda Hess (Oakland University)

David Benjamin
Department Head
Special Collections & University Archives

Creative Works:
  • Presentations/Speaking Engagements
    • “Automated Retrieval Center, Special Collections & University Archives,” invited speaker, Association of Records Managers and Administrators (ARMA) International, ARMA Orlando Chapter, Orlando, February 2018
    • “Artist Joy Postle: Inspired by Nature,” invited speaker, Rosalind Club, Orlando, 2018
    • “Archives 101,” Phi Alpha Theta National History Honor Society’s Archival Workshop, April 2018

Service:
  • National
    • Society of American Archivists’ Archives Management Section, vice-chair/ chair elect, 2017-2018
    • Society of American Archivists’ Tragedy Response Initiative Task Force, 2017-2019
      • Local/Regional: Board of the LGBTQ Museum of Central Florida, Director of Historical Interpretation and Archives, 2016 –
  • University
    • Pride Faculty & Staff Association, Interim President, 2017-2018
    • Faculty Senate’s University Athletics Advisory Committee, 2017-2018
    • Presidential Search, Diversity Breakfast, invited attendee, 2017
• Dively-Dupuis LGBTQ+ Leadership Award Committee, Selection Committee Member 2017-2018
• Zebra Coalition Awards Scholarship, Selection Committee, 2018
• Alliance Mentoring Program, mentor, 2017 –
• Libraries
  • Promotion Coordinating Committee, vice chair, 2017-2018
  • 2018 National Library Week Planning Committee, 2018
  • Scholarly Communication Team, 2017-2018

Professional Development: Webinars
• “Caring for Photographic Collections,” January 2018
• “Using Automation to Generate More & Better Metadata to Improve Access and Delivery for Special Collections and Archives,” February 2018
• “Managing Resources for Collections Storage Projects,” by American Institute for Conservation, February 2018
• “Avoiding Ambulance Chasers: Working with Emergency Recovery Vendors,” Tara D. Kennedy, Yale Preservation Services Librarian, April 2018
• “Care of Objects,” by the Conservation Center for Art and Historic Artifacts (CCAH), May 2018

Memberships:
• Central Florida Archivists Association
• Society of Florida Archivists
• Society of American Archivists
• College Book Arts Association
• Association of Moving Image Archives
• American Library Association, Rare Books and Manuscript Section

Attended:
• Society of American Archivists’ Annual Meeting, Portland, OR, July 2017
• Central Florida Archivists Semi-monthly meetings

Elena Beredo
Sr. LTA
Acquisitions & Collection Services

Workshop/Training:
• Advance Word
• Basic Windows 10
• Emotional Intelligence: EQ vs IQ

Dr. Corinne Bishop
Graduate Outreach Librarian
Research Information Services

Awards/Kudos:
• Awarded the 2018 IT&R Outstanding Partnership Award in recognition of her outstanding long-term collaborative work with the College of Graduate Studies to support graduate students’ academic success
• Appointed a member of the UCF Graduate Faculty of the College of Graduate Studies

Creative Works:
• “Databases Impacting Students in their Professional and Civic Preparation,” a What’s Next, QEP Enhancement Award program proposal with Richard Harrison, Barbara Tierney, John Venezcek, & Jason Dodge [Transfer & Transition Services]
• Presentations:
  • “Transitioning from F3F to Online: Paths to Success,” with Christina Wray, 2018 Adult Higher Education Alliance (AHEA) Conference, University of Central Florida, March 2018
  • “Graduate Outreach Services: Perspectives from Two University Library Programs,” with Nashiel Marcano [Clemson University], Transforming Libraries for Graduate Students Conference, Kennesaw University (Kennesaw, Georgia), March 2018

Service
• State and Regional: Florida Association of College & Research Libraries (FACRL):
  • Board, Secretary 2017-2018
  • “Fighting Fake News with the ACRL Framework,” hosted webinar at the John C. Hitt Library, July 2017
  • Annual Conference, attended and served as mentor to a student scholarship recipient, October 2017

University
• Undergraduate Policy & Curriculum Committee (UPCC) - Served on the University’s Undergraduate Policy & Curriculum Committee (UPCC) for 2015-2019 (calendar year). As a voting member, reviewed agendas, new program proposals and program changes, and provided input as needed.
  • Graduate Research Forum Judge – Served as a judge at the 2018 Graduate Research Forum, which involved scoring presentations and talking with students about their research posters in the Social Sciences category, and then discussed the posters with a faculty partner and, based on a scoring rubric, identified a winner in the category.
  • Master of Nonprofit Management Curriculum Committee, participated throughout the year and attended discussions related to the National Association of Schools of Public Affairs and Administration (NASPAA) program accreditation and site visit on March 2018.

• Libraries: Professional Development Research Award (PDRA) Committee, December 2016-December 2019
Joe Bizon
LTA Supervisor, Serials Unit
Acquisitions & Collection Services

Creative Works:
- Poster Session: “The Ins and Outs of DVD Inventory,” with Jeanne Piascik, Online Audiovisual Catalogers (OLAC) 2017 Conference, Richmond, Virginia, October 2017

Service:
- Leading eight student workers on various collection projects and assist in ARC project
- Taking MLIS classes

Tim Bottorff
Department Head – Head Librarian
Universal Orlando Foundation Library at the Rosen College of Hospitality Management

Creative Works:
- CHOICE magazine reviews published:
  - “Good People, Bad Managers: How Work Culture Corrupts Good Intentions,” December 2017
  - “How To Be a Great Boss,” September 2017
- Panelist, “Career 411” program at the Florida Library Association Annual Conference, May 2018
- Published a revised version of “A Hospitality Program Like No Other: A Brief History of UCF’s Rosen College of Hospitality Management,” UCF Rosen College website, May 2018

Service:
- National:
  - Manager, Hospitality-Lib listserv
  - Reviewer, College & Research Libraries
  - Dictionary Committee, North American Scrabble Players Association (NASPA)
- State:
  - Florida Library Association Membership Committee, chair
- Local:
  - Judge, 2018 Orlando Sentinel District Spelling Bee, March 2018
  - University:

Kate Brinister
LTA Supervisor, Acquisitions Unit
Acquisitions & Collection Services

Award: IT&R Outstanding Service Award 2018

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

Kate Brinister (center) posing with her 2018 IT&R Outstanding Service Award with Sara Duff and Sandy Avila

2018 Graduate Research Forum, Faculty Judge, April 2018
Faculty Senate Budget & Administrative Committee

Libraries:
- Library Grant Selection Committee, Society for American Baseball Research (SABR)
- UCF Libraries Salary Market Equity Taskforce, April-May 2018
- Web Working Group (WWG)

Training / Development:
- Conferences: Florida Library Association Annual Conference, May 2018
- Training:
  - Active Shooter training, UCF Rosen College, February 2018
  - Certification in Hotel Industry Analytics (CHIA) workshop through STR, December 2017
  - Performance Management workshop, UCF HR, April 2018
- Webinars:
  - “Smoothing the Path of the Research Journey: UX in Libraries,” September 2017
- National:
  - Manager, Hospitality-Lib listserv
  - Reviewer, College & Research Libraries
  - Dictionary Committee, North American Scrabble Players Association (NASPA)
- State:
  - Florida Library Association Membership Committee, chair
- Local:
  - Judge, 2018 Orlando Sentinel District Spelling Bee, March 2018
  - University:
Faculty & Staff Accomplishments & Activities (cont’d)

Service: Assisted Dr. Kourova, Associate Professor in Modern Languages for her StarTalk summer program in July 2017, introducing library resources such as Mango Languages and Kanopy videos in Russian languages to the students.

Kelly Brown
Sr. LTA
Acquisitions & Collection Services

UCF HR Workshops:
- Digital Distraction, June 2018
- Mindfulness at Work, February 2018

Tina Herman Buck
Electronic Resources Librarian
Acquisitions & Collection Services

Creative Works: Presentations:
- “Moving to ERM, or What Do We Have, Is That Perpetual, and Where’s the Title List?”, Electronic Resources & Libraries (ER&L) Conference, Austin, Texas, March 2018
- “Made From Scratch: Baking QA and UX Into the SFX to EBSCO Migration,” with Athena Hoeppner, EBSCO User Group Meeting, Salt Lake City, Utah, October 2017
- “Made From Scratch: Baking QA and UX Into the SFX to EBSCO Migration,” invited speaker with Athena Hoeppner. Updated and extended version of EBSCO User Group presentation for EBSCO executives, product managers, and developers at the EBSCO corporate headquarters, Ipswich, Massachusetts, January 2018

Service:
- National:
  - ALCTS (Association for Library Collections & Technical Services):
    - Continuing Resources Section, 2016-2019, member at large
    - Liaison with Cataloging Committee, Standards Committee, and CC:DA (Committee on Cataloging: Description & Access) representative
  - Innovative Users Group (IUG) 2018 Conference Local Arrangements Committee. Responsible for purchasing door prizes, populating webpage, and providing on-site assistance during the conference
- NASIG Newsletter, copy editor, 2015-2017
- “Serials Spoken Here: Reports of Conferences, Institutes, and Seminars, Serials Review,” conference report with Kurt Blythe [University of North Carolina at Chapel Hill], Tina Herman Buck, Melanie Church [Rockhurst University], Anita Foster [The Ohio State University], Elizabeth McHugh [University of the Highlands and Islands Inverness, Scotland], Jessica Robertson [Central Rappahannock Regional Library], Michael Rodriguez [University of Connecticut] & Audrey Shenk [Eastern Mennonite University] (2017): DOI: http://dx.doi.org/10.1080/00987913.2017.1316629
- University: Faculty Senator; and member of the Senate’s Budget & Administrative Committee. 2016-2018; re-elected to Senate and re-appointed to B&A for 2018-2020.
- Libraries
  - Selection Committee for Library Employee of the Year, chair, 2018-2020
  - Library Week 2018, “Take a Book, Leave a Book” volunteer
  - Public Services Group, Technical Services representative, October 2015 –
  - Mentor to Sara Duff

Ashley Carhart
Sr. LTA
Cataloging Services

Training/Development
- “Making Complicated Processes Simple: a Look at How MarcEdit is Expanding the User Tool Kit,” NASIG webinar, May 2018

Bobby Ciullo
Web Applications Developer Assistant
Information Technology & Digital Initiatives

Service:
- University:
  - UCF WordPress Developers Group
  - UCF FWi User Group
- Libraries:
  - Search Committee, Instruction & Engagement Librarian
  - Central Florida Memory, Web Design and Server Support
  - 21st Century Library committee
  - Web Working Group
    - Steering Committee
    - Social Media Group

Martha Cloutier
LTA Specialist
Circulation Services

Awards: 2017 UCF Libraries Employee of the Year

Service: Libraries
- University New Student Orientation
- Circulation student orientation
- Summer Knights Reading Challenge
- Dia de los Muertos event
- Library Information Kiosk

Training/Professional Development:
- “Credit Card Information Security,” UCF Financials, Online
Faculty & Staff Accomplishments & Activities (cont’d)


Eda Correa
Monographs Librarian
Cataloging Services

- Creative works: Indexer, Hispanic American Periodical Index
- Service: State: Florida Funnel Project for NACO authorities, contributor
- Libraries:
  - Director’s Advisory Group
  - Search Committee for Cataloging Sr. LTA positions
- Training/Development

- Webinars:
  - “Fun with MARC Tags: Special Doubleheader Edition, “in-house, Jeanne Piaskic, May 2018
  - “Making Complicated Processes Simple: a Look at How MarcEdit is Expanding the User Tool Kit,” NASIG webinar, May 2018
- ALCTS:
  - “Library of Congress BIBFRAME phase 2,” March 2018
  - “Cutter Numbers and Shelf listing for Library of Congress Classification,” February 2018
  - “Introduction to copy cataloging,” (4) July 2017 and August 2017
  - “Mango: Features and Functionality,” April 2018
  - Sierra Training (various), 2017

Page Curry
Digital Imaging Technician
Information Technology & Digital Initiatives

- Service

  - Libraries
  - Digital Collections Interest Group
  - Digital Projects Support:
    - Central Florida Memory
    - STARS
  - Rollins Sandspur

Cindy Dancel
Art Specialist
Research, Education & Engagement

- Service:
  - University:
    - Social Media Managers Council
    - Communications Council

- Libraries:
  - Scholarly Communication Advisory Group
  - Video Working Group, co-chair
    - OA Week Working Group, co-chair
    - Research Lifecycle, co-chair
  - Mobile Librarian initiative
  - Color Your Stress Away event
  - Summer Knights Reading Challenge
  - STARS Institutional Repository Communications
  - Pegasus Palooza Library Event
  - Open Mic Event
  - 21st Century Library Communications
  - National Library Week event
  - Information Authority Week event
  - Coffee with a Librarian event

Sai Deng
Metadata Librarian
Cataloging Services

- Awards/Promotions: 2018 CALA President’s Recognition Award
- Creative works:
  - Presentations:
    - Poster Sessions:
Faculty & Staff Accomplishments & Activities (cont’d)

- “If we build it, they will come: Improving the CALA’s institutional repository,” The CALA Academic Resources & Repository System (CALASYS) Group, Chinese American Librarians Association (CALA) Annual Meeting, 2018 American Library Association Annual Conference, New Orleans, June 2018 Retrieved from: http://stars.library.ucf.edu/ucfscholar/638 (As a member of the CALASYS Group)
- Handouts (as Discussion Leader)
- CALA Newsletter:

Service:
- National:
  - American Library Association (ALA)
    - Century Scholarship Jury
    - ALCTS Cataloging Norms Interest Group, co-chair
  - Chinese American Librarians Association (CALA)
    - Academic Resources and Repository System (CALASYS) Group
    - Publications Committee
    - Social Media Group, chair
  - Joint Council of Librarians of Color (JCLC)
- State:
  - Sunshine State Digital Network Metadata Working Group
  - FALSC IR Admins Discussion Group
- University:
  - Faculty Senate Parking & Transportation Committee
  - Ph.D. Exam Committee (Texts & Technology, on Classification and Knowledge Organization)
- Libraries:
  - Digital Collections Interest Group
  - Scholarly Communication Group

Training/Development
- Webinars:
  - “Making Complicated Processes Simple: a Look at How MarcEdit is Expanding the User Tool Kit,” NASIG, May 2018
  - “Digital humanities and projects in Asian American Studies,” HASTAC Scholars, by Raymond Pun and Victoria Pilato, May 2018
  - ALCTS:
    - “Library of Congress BIBFRAME phase 2,” March 2018
    - “Introduction to Python and PyMARC,” ALCTS, October 2017 & November 2017
  - “IFLA Global Vision,” online discussion led by Lian Ruan, CALA Executive Director. July 2017
- UCF Faculty Author Series: “Book editing, by Anna Jones, Michael Strawser & Pavel Zemliansky,” UCF Faculty Author Series: Academic Publishing. April 2018
- The Oxford University Press’ presentations on Oxford Research Encyclopedias and other online resources, John C. Hitt Library, April 2018
- “Expanding the Metadata Librarian Horizon,” John C. Hitt Library, April 2018
- “Discovering the North-West Passage: The journey from research to publication,” Author’s talk by Glenn M. Stein, John C. Hitt Library, March 2018
- Departmental cataloging training, by Jeanne Piascik, UCF Libraries Cataloging Services, 2017-2018

Attended
- American Library Association Annual Conference, New Orleans, June 2018
- Florida Library Association 2018 Annual Conference, Orlando, May 2018
- American Library Association Midwinter Meeting, Denver, CO, February 2018

Membership
- American Library Association
- Chinese American Librarians Association
Gerald Dillon  
Sr. LTA  
Universal Orlando Foundation Library at the Rosen College of Hospitality Management  
Creative Works: Exhibits at the Rosen Library: “Campus Tour in a Box,” co-curator (with lead curator Schuyler Kerby), August-October 2017  
Training / Development:  
• Education:  
  Pursuing an AS degree in Business (Specialization in Finance) from Valencia College  
  Received a Business Specialist Technical Certificate from Valencia, April 2018  
• Training:  
  • “FERPA,” Student Records, December 2017  
  • “Green Dot,” Environmental Health & Safety, August 2017  
  • “SA/HR Basic Navigation,” PeopleSoft, December 2017  
  • “QPR suicide training,” Counseling & Psychological Services, October 2017  
Service:  
• University:  
  • UCF Rosen College Resources Task Force  
  • B.L.A.C.K. (Building Leaders and Connecting Knights) Institute  
  • Campus Locator volunteer  
  • M.A.S.S. (Multicultural Academic & Support Services)  
  • Represented the Rosen Library at:  
   • Rosen College summer orientation tables  
   • UCF Mentoring Breakfast  
   • UCF John T. Washington Luncheon

Lee Dotson  
Digital Services Librarian  
Information Technology & Digital Initiatives  
Promotions/Awards: Promoted to Associate University Librarian (effective August 2017)  
Creative Works:  
• Publications:  
    https://docs.lib.purdue.edu/charleston/2016/scholcomm/5/  
    http://works.bepress.com/lee-dotson/65/  
  • Presentations: “Extending and Measuring Scholarly Reach and Impact,” with Sarah Norris & Barry Mauer [English Department], Faculty Excellence Leadership Series, Orlando, FL, January 2018:  
    https://works.bepress.com/lee-dotson/66/  
Service:  
• National  
  • Association of Southeastern Research Libraries (ASERL) Information Technology/ Digital Initiatives Interest Group  
  • bepress Library Advisory Board, Secretary  
  • IR Admins Library Advisory Board  
  • FLVC Committee Assignments:  
    • Digital Initiatives Subcommittee (DISC)  
    • DISC Islandora subgroup  
  • Libraries:  
    • Annual Evaluation Standards and Procedures (AESP) Library Committee  
    • Central Florida Memory, Digital Services Support  
    • Digital Collections Interest Group  
    • Library Web Working Group  
    • Scholarly Communication Advisory Group  
      • Outreach & Marketing work group  
Digital Project Management:  
• Central Florida Memory  
• Dick Pope Sr. Institute for Tourism Studies  
• Digital Library of the Caribbean (dLOC)  
• Electronic Theses and Dissertations  
• Florida Heritage  
• Florida Historical Quarterly  
• Library Image and Document Repository  
• PRISM: Political & Rights Issues & Social Movements  
• Institute for Simulation & Training  
• Retrospective conversion of print theses and dissertations  
• UCF Community Veterans Oral Histories  
• University Archives  
• STARS  
Digital Project Management:  
• Central Florida Memory  
• Dick Pope Sr. Institute for Tourism Studies  
• Digital Library of the Caribbean (dLOC)  
• Electronic Theses and Dissertations  
• Florida Heritage  
• Florida Historical Quarterly  
• Library Image and Document Repository  
• PRISM: Political & Rights Issues & Social Movements  
• Institute for Simulation & Training  
• Retrospective conversion of print theses and dissertations  
• UCF Community Veterans Oral Histories  
• University Archives  
• STARS  
Attend: American Library Association Midwinter Meeting, February 2018

Amy Dovydaitis  
Department Head  
Curriculum Materials Center (CMC)  
Creative Works:  
• Presentations:  
  • “UCF Libraries Fill the Diversity Book Void in Your Classroom. Become a Special Borrower, Get Free Access to UCF Books,” with co-presenter Kristine Shrauger, 20th Annual UCF Literacy Symposium, April 2018  
  • “Windows & Mirrors: Books highlighting DIVERSE families,” with Kristine Shrauger, NEFLIN’s 2018 Hot Topics Conference: Libraries Unplugged, June 2018:  
  • Poster Session (invitation to participate): “How do DIVERSE Families find books about themselves?” Diversity Fair Poster Session with Kristine Shrauger & Judy Kuhns,
American Library Association Annual Conference, New Orleans, June 2018

Service: University: 20th Annual UCF Literacy Symposium, CEDHP Committee member

Sarah Duff
Acquisitions & Collection Assessment Librarian
Acquisitions & Collection Services

Presentation: “Level up!: Transitioning to a New Library,” Charleston Conference, Charleston, SC, November 2017

Service:
- National: ALA Reference & User Services Association’s Dartmouth Medal Committee
- University: Undergraduate Curriculum Review Committee
- Libraries:
  - Director’s Advisory Group
  - Professional Development Research Award Committee
  - Search Committee
  - Instruction & Engagement Librarian
  - Technical Services Office Assistant

Training/Professional Development:
- Completed ALCTS Fundamentals of Collection Assessment course

Anna Dvorecky
LTA Specialist
Cataloging Services

Service:
- University: IT&R Diversity Taskforce Events Subcommittee member
- Libraries:
  - Library Evacuation Team
  - Mobile Librarian

Training/Development
- “Minority Religions 101,” Office of Diversity & Inclusion, October 2017
- Webinars:
  - ALCTS: “Cutter Numbers and Shelf listing for Library of Congress Classification,” February 2018
  - “Library of Congress BIBFRAME phase 2,” March 2018
  - “Stress Management for Library Workers” ALA Tech Source, March 2018
  - “Making Complicated Processes Simple: a Look at How MarcEdit is Expanding the User Tool Kit,” NASIG, May 2018
  - “Expanding the Metadata Librarian Horizon,” John C. Hitt Library, April 2018

Seth Dwyer
LTA Supervisor
Circulation Services

Service: University: Pride Faculty and Staff Organization
- Libraries
  - Web Working Group
  - Textbook Affordability Working Group
  - Search Committee, Department Head, Curriculum Materials Center
  - Library Evacuation Team
  - Pegasus Palooza, LibHacks Class

Training/Development
- Minority Religions 101, Office of Diversity & Inclusion, October 2017
- “Credit Card Information Security,” UCF Financials, Online
- ITRBC LIB HR ServiceNow Training, John C. Hitt Library, Room 511, April 2018

Lily Flick
UCF Connect Librarian
Valencia/West

Creative Works:
- Book Chapter: “Why Every Librarian Should Know About Copyright: Creating Copyright Training Opportunities for Librarians at Your Institution,” submitted sections, Copyright Conversations: Rights Literacy in a Digital World, edited by Sara Rachel Benson, ACRL Press, forthcoming
- Presentations:

Training/Development
- Designed and submitted a research proposal titled “Transfer Students: Transferred Library Habits?” to the Institute of Research Design in Librarianship

Service
- Library Hi Tech, academic journal, reviewer
- State: Florida Library Association:
  - Membership Committee
  - Marketing & Membership Committee, vice chair

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Faculty & Staff Accomplishments & Activities (cont’d)

- Libraries:
  - Scholarly Communication Advisory Committee, contributor
  - UCF Faculty Author Series event, volunteer
  - LibGuides Working Group
  - Online Engagement Working Group

   Training/Development: Nine Webinars or videos from Sage, Nexis, CDL, etc.
- Diversity workshops:
  - Gender Differences in Communication
  - Power of Hidden Biases
  - ABC’s of Diversity

Stephen Ford
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management

Creative Works: Exhibits at the Rosen Library: “Bourbon” America’s Native Spirit,” co-curator (with lead curator Shane Roopnarine), January-May 2018

Service: Libraries: Directors Advisory Group

Training / Development: Education: Completed coursework towards a Master’s in Library & Information Science degree

Michael Furlong
Regional Campus Librarian
Daytona State

Creative Works:

Service:
- National: American Library Association:
  - Intellectual Freedom Committee
  - Immmroth Awards Committee, chair
  - Fundraising Group
  - Ran for election at American Library Association IFRT as a Director-at-Large (was not elected but placed third)

   Independent Book Publishers Association

   Regional: Friends of Orange County Library

   Libraries: Scholarly Communication Committee

Attended
- American Library Association Midwinter Meeting, Atlanta, February 2018
- International Association of the Fantastical in the Arts, Orlando, March 2018
- American Library Association Annual Conference, Chicago, June 2017
- American Library Association Annual Conference, New York, June 2018

Rich Gause
Government Information Librarian
Research & Information Services

Creative Works:

   Presentations:
   - “Rebellions are Built on Hope: Joining Forces to Support OER in a Restrictive Institutional Environment,” with Sarah Norris, Aimee deNoyelles [CDL], Penny Beile, & John Raible [CDL], OpenEd Conference, Anaheim, California, October 2017
   - Researched Book and Book Chapter Matrics for the College of Education and Human Performance as book authors were looking for metrics to evaluate education book publishers. Collaborated with Sarah Norris [Scholarly Communications] & Terrie Sypolt, researched other institutions’ metrics, and came up with recommendations for the CEDPH (specifically Dave Edyburn [Community Innovation & Education] and David Boote [Educational Leadership & Higher Education])

   - Institutional invited presentations:
   - “Free up your Class! Course Redesign through Textbook Affordability,” with Anna Turner [FCTL], Aimee deNoyelles [CDL], John Raible [CDL], Penny Beile & Sarah Norris, Faculty Center for Teaching and Learning Summer Faculty Development Conference, Orlando, May 2018
   - “Think Tank: Textbook Affordability and Open Educational Resources,” with Aimee deNoyelles [CDL], Penny Beile & Sarah Norris, Faculty Center for Teaching and Learning Winter Faculty Development Conference, Orlando, December 2017
   - “Textbook Affordability at UCF,” guest speaker with Penny Beile, Sarah Norris, Aimee deNoyelles [CDL], & John Raible [CDL], Florida Atlantic University, July 2017

   Service:
   - International: LexisNexis Academic Content Advisory Committee

   National:
   - American Library Association, ACRL, RUSA, and GODORT:
     - Government Documents Round Table (GODORT)
       - State & Local Documents Task Force
       - Government Information for Children Committee
       - Program Committee
       - Conference Committee

   - State: One of three primary points (UF, FSU, and UCF) of contact for Florida government documents librarians needing assistance

   - Local: Greater Orlando Area Law Librarians (GOALL), invited charter member (most of the members are from FAMU & Barry Law schools and area law firms)
Faculty & Staff Accomplishments & Activities (cont’d)

- **University**
  - Graduate Council and Graduate Program Review Committee.
  - Joint University Libraries/Center for Distributed Learning textbook affordability options task force
- **Libraries**
  - Library Planning Committee, for the construction of an automated retrieval system for storing the majority of the library’s holdings and remodeling of the existing building.
  - LibGuides CMS: Maintains UCF’s LibGuides site and assists colleagues with their guides

**Emma Gisclair**
Sr. LTA
Curriculum Materials Center

- **Kudos:** Accepted into Florida State University’s MLIS program
- **Creative Works:**
- **Presentations:**
  - Annual Books and Bagels event (over 50 UCF students, staff, and faculty in attendance), discussed the top books of the year, March 2018
  - Harry Potter themed workshop, with Pamela Jaggernauth & Rebecca Meadows; planned various activities and made a magical wand for each student to take home, 60 students from the Central Florida Academy took part, August 2017
  - Moderated three panels: “Six Degrees of J.K. Rowling,” “The Books That Changed My Life,” and “I Borrowed Your Story,” March 2019 Southeast Young Adult Book Festival, Middle Tennessee State University; 42 young adult and middle grade authors were present.

**Mary Lee Gladding**
Sr. LTA
Circulation Services

- **Kudos:** Graduated with a Master of Arts in English, Literary, Cultural, and Textual Studies
- **Creative Works:**
  - Poster Session: “General Collection Selfie,” Access Services Conference, Atlanta, November 2017
  - Panel Presenter: “Career 411,” Florida Library Association Conference, Orlando, May 2018
- **Service:**
  - State: Florida Library Association
  - Career Development, vice chair
  - Paraprofessional Certification Task Force
- **Libraries**
  - Undergraduate Workshop Task Force
  - Director’s Advisory Group
- **Training/Professional Development**
  - Sunshine States Library Leadership Institute, 2017-2018
  - IRB Certification

**Andrew Hackler**
LTA Supervisor
Circulation Services

- **Kudos:** Graduated with a Master of Arts in English, Literary, Cultural, and Textual Studies
- **Creative Works:**
  - Poster Session: “General Collection Selfie,” Access Services Conference, Atlanta, November 2017
  - Panel Presenter: “Career 411,” Florida Library Association Conference, Orlando, May 2018
- **Service:**
  - State: Florida Library Association
  - Career Development, vice chair
  - Paraprofessional Certification Task Force
  - Undergraduate Workshop Task Force
  - Director’s Advisory Group
  - Sunshine States Library Leadership Institute, 2017-2018
  - IRB Certification

**Sr. LTA Emma Gisclair (far left) serves as panel moderator at the Southeast Young Adult Book Festival.**
Faculty & Staff Accomplishments & Activities (cont’d)

- “Credit Card Information Security,” UCF Financials, Online

Patrick Hadlock
Sr. LTA
Cataloging Services

- Training/Development
  - ALCTS Webinars:
    - “Cutter Numbers and Shelf listing for Library of Congress Classification,” February 2018
    - “Library of Congress BIBFRAME phase 2,” March 2018
    - “Expanding the Metadata Librarian Horizon,” John C. Hitt Library, April 2018
    - “Fun with MARC Tags: Special Doubleheader Edition,” in-house, Jeanne Piascik, May 2018

Rebecca M. Hammond
Sr. LTA
Special Collections & University Archives

- Creative Works:
  - Exhibits/Events:
  - Processed New and Existing Collections:
    - Added new and updated submissions to the Excel sheet for our department’s Florida Archives and Manuscripts Repositories — ongoing
    - Completed Excel document for Children’s Home Society of Florida Collection publications, November 2017
    - Created book tags, box and folder labels for the newly cataloged Michael Spencer, Book Arts, University Archives publications, Floridiana, and Travel and Tourism Collections — ongoing
  - Service: Libraries:
    - Collected and tabulated department patron and collection usage statistics for 2017-2018. Most heavily used and requested due to ongoing class visits were the Book Arts Collections. These include the Donnelly, Malkoff, Bea Nettles and Susan King items. University publications and Michael A. Spencer serials also had high usage due to new cataloging.

Rebecca Hammond
• Collecting and laundering our patron use archival gloves so that everybody who visits our department gets a fresh, clean pair to use each time.

Training/Professional Development:
• Presentations:
  • “Discovering the North-West Passage: The Four-Year Arctic Odyssey of H.M.S. Investigator and the McClure Expedition,” Glenn Stein, March 2018
  • Peter and Donna Thomas, April 2018

Attended:
• General Staff Meeting, May 2018
• General Staff Meeting, December 2017

Jonathan Hanie
Sr. LTA
Circulation Services

Service: Libraries: Weekly RAID shift

Training/Professional Development
• “Credit Card Information Security,” UCF Financials, Online

Richard Harrison II
Librarian
Research & Information Services

Creative Works:
• “Databases Impacting Students in their Professional and Civic Preparation,” a ‘What’s Next, QEP Enhancement Award’ program proposal with Barbara Tierney, Corinne Bishop, John Venecek, & Jason Dodge [Transfer & Transition Services]
  https://docs.lib.purdue.edu/charleston/2016/scholcomm/5/
  http://works.bepress.com/lee-dotson/65/
• Symposium: Engagement in Undergraduate Research, UCF, October 2017

Service: University:
• UCF Employee of the Month and Gabor Award Committee, 2011 –
• UCF Faculty Senate, 2013 –
  ▪ Steering Committee, 2014 –
  ▪ Personnel Committee, 2011 –
• University Honors Committee, 2015 –
• University Master Planning Committee, 2015 –

Megan Haught
Office Manager
Research & Information Services
Teaching & Engagement

Service
• University
  ▪ LGBTQ+ 101, Facilitator
  ▪ IT&R Diversity Task Force
  ▪ IT&R Diversity
    ▪ Events Committee, co-chair
    ▪ Talent Development Plans Committee
  ▪ Equal Pay Day Committee
  ▪ Speak Your Truth: A Queer History of UCF Project, chair
  ▪ WomanFest2018 Committee
  ▪ Social Media Managers Working Group

Libraries
• Tumblr Page, administrator
• Instagram, administrator
• Facebook, administrator
• UCFMobile App Channel, administrator
• Social Media Committee
  ▪ Image Committee
  ▪ LibGuides Committee
• Campus Connections, coordinator
• Mobile Librarian, coordinator
• Value of Libraries Team
• Reference and Information Desk staffer
• New Book Display, coordinator
• Featured Bookshelf, coordinator (display/post)
• Employee of the Year Selection Committee, two-year term
• 2017 Library Diversity Week Committee, chair
• ACRL Excellence in Academic Librarianship award submission committee member & document editor
• 2018 RIS Retreat Planning Committee
• Fall Welcome Back Event Planning Committee
• National Poetry Month Coordinator
• Earth Day Committee
• Mars Viewing Committee
• Religion & Sexuality Film Series Committee
• National Library Week Committee
• National Novel Writing Month, coordinator
• Knight Terror Writing Contest, coordinator
• Dia de los Muertos Committee
• Additional events worked
  ▪ FTIC and Transfer Orientation

Undergraduate Research Council, Charter Member, 2003 –
https://our.ucf.edu/learn/about/advisory-board/
Faculty & Staff Accomplishments & Activities (cont’d)

- Training and Professional Development
  - Continuum of Learning certificate, Office of Diversity and Inclusion
  - Digital Media Accessibility
  - IT&R BC LIB HR ServiceNow workshop
  - We Shall Remain Certificate Series (10-hours)
  - The Power of Hidden Biases
  - Minority Religions 101

Rebecca Hawk
Sr. LTA
Circulation Services
- Service:
  - University: Alliance Mentoring Program
  - Libraries: Summer Knights Reading Challenge Committee, Circulation Desk Day Student Development Day
- Training/Professional Development
  - UCF Financials: “Credit Card Information Security,” Online
  - “Red Flags- ID Theft Prevention” Human Resources:
    - “PS SA/HR Basic Navigation”
    - “Interviewer Certification”
  - UCF Actions- Web
  - Registrar:
    - “SR FERPA Training,” online
    - “SR Inquiry One”
    - “SR Inquiry Two”
  - Diversity & Inclusion:
    - UCF Employee Code of Conduct, online
    - ABCs of Diversity
  - ITRBC LIB HR ServiceNow Training, John C. Hitt Library, Room 511, April 2018
- Attended:
  - New Employee Orientation
  - American Library Association Annual Conference, New Orleans, 2018

David Healy
Sr. LTA
Cataloging Services
- Training/Professional Development
  - “Expanding the Metadata Librarian Horizon,” John C. Hitt Library, April 2018
  - “Fun with MARC Tags: Special Doubleheader Edition,” in-house, Jeanne Piascik, May 2018
- Lectures and Training Delivered
  - “Whirlwind Lecture on Discovery Services,” with Scott Schmucker [FALSC], Shelly Schmucker [Florida State University], and Pamela Herring [Harriet F. Ginsburg Health Sciences Library, UCF College of Medicine], FLVC Talking Tech Webinar, Online. August 2017

Athena Hoepnner
Electronic Resources Librarian
Acquisitions & Collection Services
- Creative Works:
  - Publications:
    - “Planning and staging an innovation and entrepreneurship seminar,” with Ruth Wolfish [IEEE], Ven Basco, Rebecca Murphey, Sandy Avila, & Min Tong. Information Outlook, March – April 2018, v.22, no.2, 4-8.
    - “Beyond Bibliographic Discovery: Bringing Concepts and Findings into the Mix,” Against the Grain 30(1):n28-29. 2018
  - Presentations
    - “GALE: Pivot to Learning – Guest Speaker Panel,” with Stephanie Race [University of North Florida] and Kimberly Poelman [Cengage] [moderator]. Gale: Pivot to Learning, Gale. May 2018
    - “Free to Students: The Role of Library Acquisitions in Textbook Affordability,” Role of Libraries in Managing Open Educational Resources, Delhi, India, February 2018
    - “New Directions in Discovery,” International Conference on Reshaping Libraries: Emerging Global Technologies and Trends, Jaipur, India, February 2018
    - “Made From Scratch: Baking QA and UX Into the SFX to EBSCO Migration,” with Tina Herman Buck. EBSCO User Group Meeting, Salt Lake City, Utah, October 2017
    - “Made From Scratch: Baking QA and UX Into the SFX to EBSCO Migration,” Invited speaker with Tina Herman Buck. Updated and extended version of EBSCO User Group presentation for EBSCO executives, product managers, and developers at the EBSCO corporate headquarters, Ipswich, Massachusetts, January 2018
    - “Making Sense of E-Resources Usage Statistics,” with Scott Schmucker [FALSC], Shelly Schmucker [Florida State University], and Pamela Herring [Harriet F. Ginsburg Health Sciences Library, UCF College of Medicine], FLVC Talking Tech Webinar, Online. August 2017
    - “Open Access Tools: Do These Plugins Amount to Anything?” Stay Savvy with SC. UCF Libraries, July 2017
- Events and Panels Organized and Moderated
  - IEEE Innovation and Entrepreneurship Seminar, UCF Libraries, August 2017
  - Computers in Libraries Panels Assembled and Moderated, April 2018
Service:

International:
- Advisory Boards
  - EBSCO Academic Advisory Board, March 2013
  - Elsevier Librarian Panel, March 2017
  - Emerald Library Advisory Network, March 2018

National: Information Policy & Analysis Topic Committee, National Information Standards Organization (NISO), April 2018

FALSC:
- Discovery Configuration Work Group, 2015
- User Interface Standing Committee, 2014-2017
- Electronic Resources Licensing Standing Committee, 2013
- Electronic Resources Subcommittee, FCLA and CSUL, chair, 2015

University:
- IT&R Advisory Committee, UCF, 2011
- Faculty Senate Information Technology Committee, 2017 - 2018

Libraries:
- Faculty Affairs Committee, January 2018
- Scholarly Communications Task Force, 2011
- Web Working Group, 2015
- Social Media Subcommittee, 2018

Megan Humphries
Sr. LTA
Circulation Services

Service: Libraries: Information Kiosk, organizer
Training/Professional Development
- “Credit Card Information Security,” UCF Financials, Online

Pamela Jagernauth
LTA Supervisor
Curriculum Materials Center

- Harry Potter themed workshop, with Emma Gisclair & Rebecca Meadows; planned various activities and made a magical wand for each student to take home, 60 students from the Central Florida Academy took part, August 2017

Service: With Emma Gisclair & Rebecca Meadows, conducted 19 orientations or library instruction classes to 419 UCF students.

Selma K. Jaskowski
Assistant Director
Technology Services & Resource Management

Creative Works: Grant: Awarded $32,369.19 for the Technology Fee Project, John C. Hitt Library

LibTech Equipment Upgrade/Replacement/Expansion

Service:

National:
- SHARE Joint Working Group
- Coalition for Networked Information

Digital Project Development:
- Institutional Repository
- Data Management and Storage

State: FALSC/FLVC Committee Assignments:
- Local ILS Implementation Coordinator for the Next Gen ILS
- Project Manager, UCF Libraries, Florida Digital Archive, Florida Heritage Project and ETDs

Libraries:
- Search Committee, Head, Cataloging Services, chair
- Building:
  - ARC IT Coordinating Group (UCF IT, Dematic, FALSC interface implementation)
  - Downtown Campus Planning Group
  - 21st Century Library Planning Group
- Web Working Group, chair
- Steering Committee, chair
- Digital Collections Interest Group
- Central Florida Memory
  - Operations Committee
  - Digital Services and Server Support

Attended:
- Coalition of Networked Information Spring Meeting, San Diego, CA, April 2018
- Coalition of Networked Information Fall Meeting, Washington, DC, December 2017

Mike Jimenez
Office Assistant
Cataloging Services

Service: Libraries
- Search Committees:
  - Cataloging Sr. LTA
  - Cataloging Services Department Head
- Training/Development

ALCTS Webinars:
- “Cutter Numbers and Shelf listing for Library of Congress Classification,” February 2018
- “Library of Congress BIBFRAME phase 2,” March 2018

In-House:
- “Expanding the Metadata Librarian Horizon,” John C. Hitt Library, April 2018
- “Fun with MARC Tags: Special Doubleheader Edition,” in-house, Jeanne Piascik, May 2018
- ITRBC LIB HR ServiceNow Training, John C. Hitt Library, Room 511, April 2018
Jacqui Johnson  
Sr. LTA

**Cataloging Services**
- **Creative Works:** UCF Hidden Artists Exhibit, August 2018
- **Training/Professional Development**
  - Webinars:
    - “Cutter Numbers and Shelf listing for Library of Congress Classification,” February 2018
    - “Library of Congress BIBFRAME phase 2,” March 2018
  - Stress Management for Library Workers, ALA Tech Source, (March 2018)
- **In-House:**
  - “Expanding the Metadata Librarian Horizon,” John C. Hitt Library, April 2018

Schuyler Kerby  
LTA Supervisor

**Universal Orlando Foundation Library at the Rosen College of Hospitality Management**
- **Creative Works:**
  - Exhibits at the Rosen Library:
    - “Food Stars: Celebrity Chefs and the Food They Make,” lead curator, May-July 2018
    - “Warm Up with a Blockbuster this Winter,” curator, November-December 2017
    - “Campus Tour in a Box,” lead curator with Gerald Dillon, August-October 2017
    - “On the Road in California’s Wine Country,” co-curator with lead curator Shane Roopnarine, May-August 2017
- **Service:** Rosen College Communications Task Force, chair
- **Training / Development:** completed coursework towards an MS in Management degree, Human Resources Track, at UCF

Raynette Kibbee  
Sr. Administrative Assistant

**Library Administration**
- **Service:** Libraries:
  - Web Working Group
  - Director’s Advisory Group (ex-officio)
- **Training/Professional Development**
  - Workshops/Training/Webinar:
    - “UCF Actions,” August 2017
    - “Potential Conflicts,” October 2017
    - “UCF Employee Code of Conduct,” Learning and Organizational Effectiveness, Nov 2017
  - **Financial Wellness Series, HR:**
    - “Nearing Retirement,” April 2018
    - “Retiring from UCF,” April 2018
    - “FRS Overview,” April 2018
    - “Social Security & Medicare,” April 2018

Katie Kirwan  
Office Assistant

**Acquisitions & Collection Services**
- **Service:** 2018 SEED (Seeking Educational Equity & Diversity) cohort

Cynthia Kisby  
Department Head

**Regional Head Libraries**
- **Creative Works:**
  - Submitted article to UCF Forum
- **Service**
  - Promotion Coordinating Committee, ex officio (assisted with promotion regulation negotiations and assisted candidates during promotion process)
  - Assumed some duties not done by staff who went to ITR BC
- **Attended**
  - UCF Provost Forums
  - HR Liaisons & Faculty Activity System Training
  - Regional Campus/UCF Connect Division retreat
  - Monthly UCF Connect Leadership
  - Collection Development
  - Teaching & Engagement
  - Technical Advisory Group
  - Web Working Group
  - Library Faculty meetings

Judith Kuhns  
UCF Connect Librarian

**Valencia Osceola**
- **Creative Works:** Poster Session (invitation to participate): “How do DIVerse Families find books about themselves?” Diversity Fair Poster Session with Kristine Shrauger & Amy Dovydaiteis, American Library Association Annual Conference, New Orleans, June 2018
- **Service**
  - University: Faculty Senate Travel Awards Committee 2017-2019
  - Libraries: Web Working Group, Social Media subgroup, Online Engagement Working Group
- **Training/Professional Development**
  - Instructional design for Online Teaching and Learning, an American Library Association eLearning four-week course
  - Registrar: FERPA Training 2017
  - Diversity:
    - UCFACT-UCF Actions to Prevent and Correct Discrimination 2017-2018
    - UCF Employee Code of Conduct 2017
Faculty & Staff Accomplishments & Activities (cont’d)

- Essentials of Webcourses
- Eight webinars such as SAGE, Westlaw, Web of Sciences

**Jamie LaMoreaux**
**LTA Specialist**
**Acquisitions & Collection Services**

- **Service:**
  - **Local:**
    - Orlando Curling Team, vice president
    - Weavers of Orlando, hospitality chair
  - **University:**
    - Staff Council Representative
    - Charter Committee, chair
    - Election Committee, chair
    - Scholarship Committee, chair
    - Faculty Senate, Faculty and Staff Benefits Committee, 2017-2018
- **Libraries**
  - Library Evacuation Team, co-chair
  - Library Heart walk team, captain
  - Student Orientation kiosk at Library volunteer
  - Library Service Award Planning Committee, co-chair
  - Library Diversity Planning Committee

**Jessica Langone**
**Sr. LTA**
**Cataloging Services**

- **Training/Development:**
  - “Fun with MARC Tags: Special Doubleheader Edition,” in-house, Jeanne Piascik, May 2018
  - “Making Complicated Processes Simple: a Look at How MarcEdit is Expanding the User Tool Kit,” NASIG webinar, May 2018

**Tatyana Leonova**
**Sr. LTA**
**Acquisitions & Collection Services**

- **Creative Works:** Display case exhibits
- **Service:** Libraries: Employee of the Year Committee

**Susan MacDuffee**
**Sr. LTA**
**Acquisitions & Collection Services**

- **Service:** Libraries:
  - UCF “I Believe” Faculty/Staff Campaign
  - Director’s Advisory Group

**Edmund McClam**
**Sr. LTA**
**Circulation Services**

- **Training/Professional Development**
  - “Credit Card Information Security,” UCF Financials, Online

**Justin McGill**
**Sr. LTA**
**Circulation Services**

- **Service:** Libraries: Employee Awards Planning Committee
- **Training/Professional Development**
  - “Credit Card Information Security,” UCF Financials, Online

**Rebecca Meadows**
**Sr. LTA**
**Curriculum Materials Center**

- **Creative Works:**
  - Visited the Creative School, led story time, and did crafts with the students.
  - Harry Potter themed workshop, with Pamela Jaggernauth & Emma Gisclair; planned various activities and made a magical wand for each student to take home, 60 students from the Central Florida Academy took part, August 2017

- **Service:**
  - **University:**
    - Staffed a table at the big welcome expo in the Pegasus Ballroom in the Student Union, introducing the CMC and its materials to new and returning UCF students, August 2017
    - Participated in the KnightEd Talk showcase, leading an information table that introduced the CMC to students
    - National Library Week event, member; decorated first ever UCF Libraries bookmobile, spring themed, with Emma Gisclair & Rebecca Meadows
    - With Pamela Jaggernauth & Emma Gisclair conducted 19 orientations or library instruction classes to 419 UCF students.
  - **Libraries:**
    - Director’s Advisory Group
      - Organized and planned(e) Day Fundraiser, March 14

**Kimberly Montgomery**
**Librarian**
**Cataloging Services**

- **Awards/Promotions:** Received UCF 30 year service award
- **Service**
  - **Statewide:** Bibliographic Control and Discovery Subcommittee
  - **Libraries:** Search Committee, Head, Cataloging Services
- **Training/Development**
  - **Webinars:**
    - “NACO Training,” September 2017
Faculty & Staff Accomplishments & Activities (cont’d)

- “Information Visualization for the Future Generation Catalog,” ASIST, September 2017
- ALCTS:
  - “Introduction to Python and PyMARC, parts 1 and 2,” October 2017
  - “Library of Congress BIBFRAME phase 2,” March 2018
- In-House:
  - “Expanding the Metadata Librarian Horizon,” John C. Hitt Library, April 2018
- Membership: American Library Association

Renee Cole Montgomery
Outreach Librarian
Teaching & Engagement

Service
- State
  - Florida Library Association Leadership & Development Committee (2016-2018)
  - Attend annual monthly meeting at Florida Library Association Annual Conference
  - Monthly conference calls
- University
  - Common Reader Committee (2014-2017)
  - Attend meetings, read prospective titles, choose new book for fall semester, discuss marketing and events
  - Fee Appeal Committee, Student Accounts, 2017 –

Renee Cole Montgomery
Outreach Librarian
Teaching & Engagement

Service
- State
  - Florida Library Association Leadership & Development Committee (2016-2018)
  - Attend annual monthly meeting at Florida Library Association Annual Conference
  - Monthly conference calls
- University
  - Common Reader Committee (2014-2017)
  - Attend meetings, read prospective titles, choose new book for fall semester, discuss marketing and events
  - Fee Appeal Committee, Student Accounts, 2017 –

Rachel Mulvihill
Department Head
Teaching & Engagement

Creative Works
- Presentations
  - “Collaborate to Innovate: New Methods to Advance an Information Literacy Program,” with Carrie Moran & Lindsey Ritzert, accepted for presentation at the Georgia International Conference on Information Literacy, Savannah, GA. [This conference was cancelled in the aftermath of Hurricane Irma.]
  - “Framing up digital literacy: Reviewing and reframing information literacy modules,” with Christina Wray, Florida Association of College & Research Libraries Annual Conference, Tampa, FL, October 2017

Rebecca “Missy” Murphey
Librarian
Research & Information Services

Creative Works:
- Grant: “Library Bridging Innovation and Entrepreneurship,” with Min Tong, Sandy Avila, & Ven Basco, on a successful grant proposal ($3,458), for the 2018 QEP Integrative Learning Program
- Publication:
  - “Planning and staging an innovation and entrepreneurship seminar,” with Ruth Wolfish [IEEE], Ven Basco, Athena Hoeppner, Sandy Avila, & Min Tong. Information Outlook, March – April 2018, v.22, no.2, 4-8.
- Presentations:
  - “How can a librarian help with patents: An inside look into the research,” National Docketing Association conference, Orlando, September 2017; invited to speak at the conference by Igor Olenich, Executive Officer and Secretary of the National Docketing Association. See conference session brief at https://www.nationaldocketing.org/2017-Day-2-Sessions
  - “UCF IEEE Innovation and Entrepreneurship Seminar,” organizer and co-panelist with Phil Dumas [UCF Electrical Engineering graduate], Jack Henkel [UCF’s Venture Lab], Jennifer Adams McKinley[UCF B.S. Chemistry and M.S. in Materials Science & Engineering graduate], Dr. Raju Nagaih [UCF’s Office of Technology Transfer], Dr. Michael Pape [Department of Management], & Ruth Wolfish [IEEE], University of Central Florida Libraries, Orlando, November 2017 https://guides.ucf.edu/UCF-LIB-IEEE see Patents & Trademarks
  - “Startup Resources: Patents and Trademarks,” Blackstone Launchpad, UCF Student Union, Orlando, March 2018
  - “Librarians as Intellectual Property Sidekicks: Helping your patrons unlock
Faculty & Staff Accomplishments & Activities (cont’d)


- Presentation as Service:
  - Planning and executing Trademark Basics, UCF and National Entrepreneur Center, Breakfast with a Trademark Expert and Trademarks for Graphic Artists events, November 2017

- Service:
  - National: Patent & Trademark Resource Center Association, July 2015-
  - University: Library Advisory Committee, 2015-18 term
  - Social Sciences Advisory Board, 2017 –

- Libraries:
  - Faculty Affairs Committee, ex-officio for 2017
  - Library Evacuation Team

Adriana Neese
LTA Supervisor
Circulation Services

- Service: Libraries
  - Certified Notary
  - Bilingual Translator – Spanish (verbal, phone or letters)

- Training/Professional Development
  - “Credit Card Information Security,” UCF Financials, Online
  - UBOorrow in Sierra

Sarah Norris
Scholarly Communication Librarian
Research, Education & Engagement

- Awards & Honors: UCF Excellence in Librarianship Award, 2018

- Creative Works
  - Publications:
    - “A Tale of Two Campuses: Open Educational Resources in Florida and California Academic Institutions,” with John Raible [CDL], Alejandro Nann [University of San Diego], Julia Hess [Ball State University], Charleston Conference Proceedings: Against the Grain Press, LLC, pp 463-466. Downloads: 43: [https://docs.lib.purdue.edu/charleston/2016/techtrends/]

- Invited Speaker:
  - “High Quality Courses: Copyright Overview,” UCF Center for Distributed Learning Presentation, March 2018
  - “Extending and Measuring Scholarly Reach and Impact,” with Lee Dotson & Barry Mauer [English Department], Faculty Excellence Leadership Series, Orlando, FL, January 2018: [https://works.bepress.com/lee-dotson/66/]
  - “Making the UCF Libraries Part of Your Course,” with Barbara Tierney & Christina Wray, UCF IDL Showcase, August 2017
  - “Textbook Affordability at UCF,” guest speaker with Penny Beile, Rich Gause, Aimee deNoyelles [CDL], John Raible [CDL], Florida Atlantic University, July 2017

- Presentations:
  - “Free up your Class! Course Redesign through Textbook Affordability,” with Anna Turner [FCTL], Aimee deNoyelles [CDL], John Raible [CDL], Rich Gause & Penny Beile, Faculty Center for Teaching and Learning Summer Faculty Development Conference, Orlando, May 2018
  - “Think Tank: Textbook Affordability and Open Educational Resources,” with Aimee deNoyelles [CDL], Rich Gause, & Penny Beile, Faculty Center for Teaching and Learning Winter Faculty Development Conference, Orlando, December 2017
  - “Rebellions are Built on Hope: Joining Forces to Support OER in a Restrictive Institutional Environment,” with Rich Gause, Aimee deNoyelles [CDL], Penny Beile, John Raible [CDL], OpenEd Conference, Anaheim, California, October 2017


- Researched Book and Book Chapter Matrics for the College of Education and Human Performance as book authors were looking for metrics to evaluate education book publishers. Collaborated with Rich Gause & Terrie Sypolt, researched other institutions’
matrics, and came up with recommendations for the CEDPH (specifically Dave Edyburn [Community Innovation & Education] and David Boote [Educational Leadership & Higher Education])

Service
• National
  • HASTAC 2017 Planning Committee,
    ▪ Marketing Committee, co-chair
  • Journal of Librarianship and Scholarly Communication, peer reviewer
• State
  • Textbook Affordability and OER Standing Committee – Florida Academic Library Services Cooperative (FALSC)
  • Florida Scholarly Communication Interest Group
• University
  • Graduate Research Forum Poster Session, judge
  • Search Committee, UCF RICHES Metadata Editor
  • Faculty Excellence Advisory Committee
    ▪ CV Reviewer, Spring 2018
    ▪ Work-Life Balance Subcommittee
  • Faculty Center for Teaching and Learning Advisory Committee
    • 2018 Excellence Awards: University Selection Committee
    • Historical Agricultural News, Grant Advisory Board
    • Planning Committee, THATCamp Florida
• Libraries
  • Faculty Affairs Committee
    ▪ vice-chair
  • Search Committee, Science Librarian
  • Web Working Group

Peggy Nuhn
Regional Campus Librarian
Sanford/Lake Mary

Creative Works:
• Presentations:
  • “Spiderman and Ironman Join Forces: Super-Powerful College Library Instruction to Better Prepare Transfer Students for University Success,” Florida Library Association Annual Conference, Orlando, May 2018
  • “How Can Information Literacy Instruction at Two-Year Colleges Help Students Successfully Transition to the University?” American Library Association Annual Conference, New Orleans, June 2018
  • “It Takes Two: How College and University Partnerships can Mitigate Information Literacy Transfer Shock,” EBSS Research Forum, American Library Association Annual Conference, New Orleans, June 2018

Service:
• Publication: Contributed to:

Training/Professional Development
• NEFLIN Assessment Workshop Series, Orange Park, FL November 2017 - June 12, 2018
• “Engaging with the ACRL Framework: A Catalyst for Exploring and Expanding Our Teaching Practices” Workshop, University of South Florida, Sarasota Campus, November 2018

Webinars:
• “Embedded Librarianship: Experiences from Academic and Public Libraries,” Florida Library Association, July 2017
• “Fighting Fake News with the ACRL Framework,” Association of College and Research Libraries, July 2017

Burak Ogreten
Senior Archivist

Special Collections & University Archives

Creative Works:
• Processed New Collections:
  • Arthur S. Barclay Collection, 1940-1977 (0.25 Linear Feet)
  • Howard W. Eves Audio Cassette Collection, Circa 1990 (0.25 Linear Feet)
  • John O. Moench Collection, Circa 1861-1865 (0.1 Linear Feet)
  • Joseph Fleischmann World War I Medal Collection, 1916-1942 (1 Linear Foot)
  • Robert L. Glasser Collection, 1956-2016 (6.5 Linear Feet)
  • Susan King and Paradise Press Collection, 1908-2009 (34.75 Linear Feet)
  • United Daughters of the Confederacy Medal Collection, 1899-1968 (1.25 Linear Feet)
  • Bea Nettles Teaching Collection, (Cataloged 141 titles)
• Manuscript Collections that are In-Process:
  • George L. Stuart Jr. Political Papers, 1977-1990 (Processed 80 Linear Feet)
  • Thomas E. Azzari Theme Parks and Attractions Collection, 1973-2018 (Processed 5.5 Linear Feet)
  • Jose Guerra Aleman Collection (8 Linear Feet)
Faculty & Staff Accomplishments & Activities (cont’d)

- **Materials Added to the Existing Collections:**
  - Democratic Women’s Club of Florida Inc. Collection, 1945-2018 (Added 3 Linear Feet)
  - Disney Ephemera Collection, 1966-2017 (Added 2 Linear Feet)
  - Grant Groves Collection on Mulford B. Foster Collection, Circa 1920’s-1979 (Added 3 Folders)
  - NASA Photograph Collection, 1964-2001 (Added 7.75 Linear Feet)
  - UCF Community Veterans History Project, 2011-2018 (Added 0.75 Linear Feet)
  - United Faculty of Florida Collection, 1971-2007 (Added 1.25 Linear Feet)

- **Monographs Cataloged for the Following Areas:**
  - Special Collections
    - New Titles: 196
    - New Volumes: 236
    - Added Volumes: 131
    - Copy 2s: 147
    - Deleted Volumes: 1
  - University Archives
    - New Titles 20
    - New Volumes: 94
    - Added Volumes: 206
    - Copy 2s: 297
    - Deleted Volumes: 25

- **Class Visits:**
  - “History and Historian” by Dr. Ezekiel Walker (22 Students), August 2017
  - Assisted “Bookbinding Class” by Larry Cooper (29 Students), September 2017
  - “Introduction to Women’s Studies” by Dr. Anne Bubriski-McKenzie (22 Students), November 2017
  - Honors History Western Art I (ARH2050H) by Margaret Zaho (11 students), Fall 2017
  - Medieval Art (ARH4200) by Margaret Zaho (36 Students), Fall 2017
  - “Intermediate Photography” by Prof. Brooks Dierdorff (12 Students), February 2018
  - “Chaucer” by Prof. William Pugh (23 Students), March 2018
  - “History and Historian” by Dr. Rose Beiler (8 Students), April 2018

- **Orientations:**
  - Provided orientation to Dr. Rachel Edford, UCF Faculty, on Special Collections and University Archives, August 2017
  - Provided orientation to Prof. Megan Lambert, UCF Department of Writing and Rhetoric, about Special Collections & University Archives materials and operations, February 2018

- **Exhibits/Events:**
  - Worked with Dr. Maria Cristina Santana on Women’s Month exhibit in John C. Hitt Library. Provided materials from Judith and Warren Kaplan Collection, March 2018
  - Assisted setting up and removing the Haitian Art Exhibit “Nature as a Linking Force: Temporal and Spiritual Life in Haiti,” March 2018

- **Service:**

- **University:**
  - UCF Community Veterans History Project, 2012 –

- **Libraries:**
  - Digital Collections Interest Group, 2013 –
  - Director’s Advisory Group 2018 –
  - Web Working Group, 2015 –
  - Library Evacuation Team, 2015 –
  - Technology Advisory Group, 2013 –
  - Pi(e) Day – Fundraising Event, March 2018

- **Volunteer:**
  - Information Kiosk desk, August 2017
  - Jedi Training Quest, August 2017
  - Open Access Week Event, October 2017
  - Becoming an Information Expert Week, February 2018
  - Emergency Preparation – Hurricane Irma, September 2017

- **Training/Professional Development**

- **Training:**
  - Meeting with Mary Anderson regarding the Automated Retrieval System (ARC), September 2017
  - “Advanced Windows 10” and “Advanced Word on Office 365,” UCF IT, October 2017
  - “ITRBC LIB HR ServiceNow Train,” UCF HR OPS, April 2018
  - Automated Retrieval Center (ARC) Aleph and OPAC Display meeting, May 2018

- **Webinars:**
  - “Care of Books and Scrapbooks,” by Rebecca Elder, July 2017
  - “Caring for Photographic Collections,” January 2018
  - “Using Automation to Generate More & Better Metadata to Improve Access and Delivery for Special Collections and Archives,” February 2018
  - “Managing Resources for Collections Storage Projects,” American Institute for Conservation, February 2018

- **ALCTS:**
  - “Cutter Numbers and Shelf listing for Library of Congress Classification,” February 2018
  - “Library of Congress BIBFRAME phase 2,” March 2018
  - “Avoiding Ambulance Chasers: Working with Emergency Recovery Vendors,” Tara D. Kennedy, Yale Preservation Services Librarian, April 2018
  - “Care of Objects,” Conservation Center for Art and Historic Artifacts (CCAHA), May 2018

- **Presentations:**
  - “José Guerra Aleman Collection,” Samuel Ortiz, Intern, August 2017
Faculty & Staff Accomplishments & Activities (cont’d)

- “United Daughters of the Confederacy Medal Collection,” Steven Trelstad, Intern, December 2017
- Artist Talk:
  - “Discovering the North-West Passage: The Four-Year Arctic Odyssey of H.M.S. Investigator and the McClure Expedition,” Glenn M. Stein, March 2018
  - Peter and Donna Thomas, April 2018
- “Diversifying the Workforce,” Trustee Beverly J. Seay, May 2018

Attended:
- 2017 Diversity Breakfast, October 2017
- 2017 Annual Employee Awards Program, October 2017
- John T. Washington Luncheon at the Student Union, February 2018
- “Celebrating Excellence – Founders Day Honors Convocation 2018,” April 2018
- USPS Staff Council Meeting, April 2018
- General Staff Meeting, May 2018
- STARS 1,000,000th download celebration, May 2018
- IT&R Social, May 2018

Jeanne Piascik
Department Head
Cataloging Services

Creative works:
- Poster Session: “The Ins and Outs of DVD Inventory,” with Joe Bizon, Online Audiovisual Catalogers (OLAC) 2017 Conference Richmond, VA, October 2017

Service:
- National: Association for Library Collections and Technical Services (ALCTS)
  - Cataloging and Metadata Management Section (CaMMS) Subject Analysis Committee (2016-2018)
  - Program Committee (2017-2019)
- State:
  - CSUL Cataloging, Authorities and Metadata Committee (CAM)
  - CAM Authorities Subcommittee
  - Cataloging/Authorities Working Group for the Sierra and Encore Duet Implementation
  - Liaison, Training Working Group for the Sierra and Encore Duet Implementation
  - Volunteer coordinator for the Sierra Migration Cleanup Clearinghouse, hosted by the Technical Services Standing Committee of the FLVC Members Council on Library Services

Libraries:
- ARC Ingest Planning Team
- Building Planning Committee
- Reference Deselection Task Force
- Web Working Group, Cataloging representative
- Search Committee, Cataloging Sr. LTA positions, chair

Training/Professional Development

Webinars:
- “Making Complicated Processes Simple: a Look at How MarcEdit is Expanding the User Tool Kit,” NASIG, May 2018
- “Stress Management for Library Workers,” ALA Tech Source, March 2018
- ALCTS:
  - “Library of Congress BIBFRAME Pilot Phase 2,” March 2018
  - “Cutter Numbers and Shelflisting for LC Classification,” February 2018
  - “Introduction to Python and PyMARC,” October 2017
- “Using Automation to Generate More & Better Metadata,” ASERL, February 2018
- IT&R OPS hiring workshop, April 2018
- “Expanding the Metadata Librarian Horizon,” in-house, Sai Deng, April 2018
- Author’s Talk: “Discovering the North-West Passage: The Journey From Research to Publication,” Glenn Stein, March 2018

Attended
- Online Audiovisual Catalogers Conference, October 2017
- American Library Association Midwinter Meeting, January 2018
- American Library Association Annual Conference, June 2018

Membership
- American Library Association
  - Association for Library Collections and Technical Services
    - Cataloging and Classification Section
- Florida Library Association
- Online Audiovisual Catalogers

Joanie Reynolds
Sr. LTA
Interlibrary Loan/Document Delivery Services

Creative Works:
- Presentation: “Resume Building: Supporting Your Staff and Student Assistants,” with Pat Tiberii & Kristine Shrauger, CLC Resource Sharing Conference, Jacksonville, March 2018

Training/Professional Development:
- Continued taking Academic classes towards a B.A.

Service: University:
- Participated in United Way Campaign
- Volunteer, UCF Adaptive Community
- Libraries: Holiday Committee
Lindsey Ritzert
Department Head
Circulation Services

Creative Works: Presentations
- “Collaborate to Innovate: New Methods to Advance an Information Literacy Program,” with Carrie Moran & Rachel Mulvihill, accepted for presentation at the Georgia International Conference on Information Literacy, Savannah, GA. [This conference was cancelled in the aftermath of Hurricane Irma.]

Service:
- State: FALSC
  - Sierra Implementation Circulation Working Group
  - Resource Sharing Standing Committee
- University: Faculty Senate, Master Planning Committee
- Libraries
  - 21st Century Library Planning Committee
  - 21st Century Library Communication Task Force
  - ARC Ingest Planning Team
  - Professional Development Research Award Committee, chair, January 2018
  - UCF Sierra Implementation Group
  - Library Student Advisory Board Meetings

Training/Professional Development
- “Credit Card Information Security,” UCF Financials, Online
- ServiceNow OPS Hiring Training

Yvonne Rivera
Sr. LTA
Cataloging Services

Awards: UCF Libraries 10 year service award, conferred posthumously

Shane Roopnarine
Public Services Librarian
Universal Orlando Foundation Library at the Rosen College of Hospitality Management

Creative Works:
- “Marketing Information Literacy to Faculty: Advertise Your Superpowers!” with Florida Library Association Academic Instruction and Information Literacy Member Group members: Robbie Allen [Palm Beach State College], Jacalyn E. Bryan [Saint Leo University], Rachel Cooke [Florida Gulf Coast University], Diane Fulkerson MA, MLS [University of South Florida Sarasota-Manatee], Elana Karshmer [Saint Leo University], Alyse McKeal [Palm Beach State College], Portia McQueen [Florida A & M University], and Kimberly Reycraft [Florida Gulf Coast University], Florida Library Association Annual Conference, Orlando, May 2018
- “What Do Graduate Students and Subject Matter Experts Learn from Instructional Design Service-Learning Projects?” co-presenter with Ashley Smith and Joyce O’Hara, Association of Educational Communication and Technology International Conference, Jacksonville, November 2017
- Exhibits at the Rosen Library:
  - “Bourbon: America’s Native Spirit,” lead curator with Stephen Ford, January-May 2018
  - “On the Road in California’s Wine Country,” lead curator with Schuyler Kerby, May-August 2017

Service:
- National: John Phillip Immroth Memorial Award Committee, Intellectual Freedom Round Table, American Library Association
- State: Florida Library Association
  - Advocacy and Legislative Committee
  - Intellectual Freedom Committee, past chair
- Libraries:
  - Web Working Group
  - LibGuides Working Group
  - Video Advisory Team

Training/Professional Development:
- Conferences:
  - American Library Association Annual Conference, June 2018
  - Association of Educational Communication and Technology International Conference, November 2017
  - Florida Library Association Annual Conference, May 2018
- Education:
  - Completed coursework towards an M.A. in Instructional Design & Technology, UCF
- Training:
  - Certification in Hotel Industry Analytics (CHIA) workshop through STR, December 2017
- Webinar: “Affinity Spaces and Learning Out of School,” Florida Library Association, April 2018

Memberships:
- American Library Association
- Association of College & Research Libraries
- Intellectual Freedom Roundtable
- Florida Library Association
- Association of Educational Communication and Technology
Mary Rubin  
Senior Archivist, University Archives  
Special Collections & University Archives

**Creative Works:**
- Presentation: “GuidiGO: Digital Storytelling Mobile Platform,” THATCamp Florida 2018, UCF, February 2018

**Service:**
- **National**
  - Society of American Archivists, 2014 –
  - Regional Archival Associations Consortium, 2015 –
  - Regional Archival Associations Consortium
    - Advocacy Subcommittee, chair, 2016 – 2018
    - Steering Committee, 2016 –
  - American Library Association, 2016 –
- **State**
  - Society of Florida Archivists, 2014 –
  - Vice President 2018 – 2019
  - Membership Committee, 2015 – 2018
  - Audit Committee, chair, 2016 & 2017
- **University**
  - Social Media Managers Group, 2015 –
  - Pride Faculty & Staff, 2016 –
  - Records Management Advisory Council, 2017 –
- **Libraries**
  - Digital Collections Interest Group, 2014 –
  - Web Working Group, 2015 –

**Training/Professional Development**
- **Conferences/Workshops:**
  - Sunshine State Digital Network, November 2017
  - Humanities, Arts, Science, and Technology Alliance and Collaboratory (HASTAC), November 2017
  - Records Management Seminar, October 2017
  - Society of American Archivists, July 2017
  - Society of Florida Archivists, May 2018
- **Diversity & Inclusion Training:**
  - Atheism and Humanism, June 2018
  - InterWorldview Inclusion, May 2018
  - Inclusive Communication, February 2018
  - ABCs of Diversity, November 2017
  - Understanding Power & Privilege, October 2017

Christopher Saclolo  
Book Conservator  
Special Collections & University Archives

**Creative Works:**
- **Projects:**
  - Conservation on Special Collections & University Archives books/ephemera

**Liaison to UCF Bookbinding class, Advanced Issues in Contemporary Book Arts, Design Intensive**
- Selected artists’ books through subject matter and design to support the teaching curriculum of each course

**Social media (Facebook, Twitter, Instagram, and Tumblr pages) for Book Arts & Typography collection**

**Organized 12th Annual Student Book Arts Competition**
- Managed promotion, entries, and judging
- Updated **STARS** Digital Repository for UCF Student Book Arts Competition
- Uploaded Student Book Arts Gallery for 12th annual competition

**Designed Library Holiday Card**

**Presentations:**
- Book Arts Class visits
  - Information about Special Collection resources
  - Educated on various historical and contemporary bookbinding structures
- Race, Women, and Gender Studies class
  - Presented with David Benjamin on zines

**Exhibits:**
- “Hidden Artists 2017,” exhibited personal artwork on art wall, 2nd Floor
- “12th Annual Student Book Arts Competition,” curated and installed, 5th Floor
- “Walt Disney Impresario of Consumption,” graphic design consultant, print, and installed, 5th Floor
- “Nature as a Linking Force,” graphic design, 2nd Floor
- “The World of Disney. Inspirations from the Baroque and Rococo,” graphic design, print, and installed, 5th Floor
- “UCF Remembers,” designed banner, 2nd Floor

**Libraries**
- Jedi Training Quest
- Diversity Week
  - Led workshop to create collaborative zine, October 2017
  - WomanFest 2018
  - Presentation on the history of zines, March 2018

**Training/Professional Development:**
- **Safe Zone**, Counseling and Psychological Services (CAPS) and Social Justice & Advocacy (SJA)
- LGBTQ+ 101
  - Advocates
Faculty & Staff Accomplishments & Activities (cont’d)

**Jorge Santiago**  
Sr. LTA  
Cataloging Services
- **Service:** Libraries: Faculty/Staff campaign  
- **Training/Professional Development**  
  - **Webinars:**
    - “Stress Management for Library Workers,” ALA Tech Source, March 2018  
    - “Making Complicated Processes Simple: a Look at How MarcEdit is Expanding the User Tool Kit,” NASIG, May 2018  
  - **In-House:**
    - “Expanding the Metadata Librarian Horizon,” Sai Deng, April 2018  
    - “Fun with MARC Tags: Special Doubleheader Edition,” Jeanne Piascik, May 2018

**Meg Scharf**  
Associate Director  
Communications, Assessment, & Public Relations
- **Creative Works:** Presentations and Publications  
- **Service**  
  - **State & National:**
    - American Library Association, Library Leadership, Management and Administration Association, Community of Practice  
    - Marketing & Communications Committee  
    - Programming Committee  
    - Journal of Academic Librarianship, peer reviewer.  
    - FLVC Library Assessment Committee; hosted a statewide meeting July 2017  
    - Reviewed file for tenure and promotion, Eugene Harvey, Buffalo State University  
  - **University**  
    - Faculty Senate  
      - Graduate Appeals Committee.  
      - Faculty Center for Teaching and Learning Advisory Board; reviewer for University Teaching Excellence awards; Learning Spaces discussion group.  
    - Communications and Marketing Group, Campus Social Media Group, Mass Email Task Force, and Collaborative Marketing Task Force  
    - Quality Enhancement Plan Advisory Committee  
    - University’s Collective Impact Plan, Thematic Team 4: Creating Community Impact Through Partnerships. Chaired Subcommittee on Cultural and Arts Community Engagement  

**Meredith Semones**  
Ask A Librarian  
Research & Information Services
- **Service**  
  - **State:** UCF Site Coordinator for TBLC Florida Ask A Librarian Collaborative  
  - **Libraries:**
    - Faculty Affairs Committee (Secretary) October 2017-present (2nd term)  
    - Search Committee, Science Librarian (Successful search)  
    - Provided two group tours of the John C. Hitt Library for UCF Global English Language Institute students  
    - Fall transfer students orientation  
    - John C. Hitt Library’s Fall information Kiosk

**Kristine J. Shrauger**  
Department Head  
Interlibrary Loan/Document Delivery Services
- **Creative Works:**
  - **Presentations:**
    - “UCF Libraries Fill the Diversity Book Void in Your Classroom. Become a Special Borrower, Get Free Access to UCF Books,” with co-presenter Amy Dovydaitis, 20th Annual UCF Literacy Symposium, April 2018  
    - “Windows & Mirrors: Books highlighting DIVERSE families,” with Amy Dovydaitis, NEFLIN’s 2018 Hot Topics Conference: Libraries Unplugged, June 2018
    - “Resume Building: Supporting Your Staff and Student Assistants,” with Joanie Reynolds and Pat Tiberii, OCLC Resource Sharing Conference, Jacksonville, March 2018  
• Poster Session (invitation to participate): "How do DIVERse Families find books about themselves?" Diversity Fair Poster Session with Amy Dovydaitis & Judy Kuhns, American Library Association Annual Conference, New Orleans, June 2018
• "Excellence in Diversity and Inclusion," Faculty Excellence and LIFE at UCF, April 2018

• Other:
  • "Looking at an elementary school library and taking the DIVERse Families database and analyzing the data," with Amy Dovydaitis, Peace Adetula, and Robert Navarro, American Library Association 2018 [turned down]
  • "DIVERse Families: Outreach," with Yolanda Hood, ILMS grant, 2017 [turned down]

Service:
• National:
  • Journal of Interlibrary Loan, Document Delivery Services & Electronic Reserves, reviewer
  • UCF-LIS internship sponsor for Mr. Clay Waters’ [University of Alabama, Tuscaloosa] Library Science program, spring 2018 RIS internship.

Peter Spyers-Duran
Serials Coordinator Librarian
Cataloging Services

Awards: 20 year service award, UCF Libraries
Creative works
• Presentations: Master of Ceremonies, ALCTS Technical Services Managers in Academic Libraries Interest Group (TSMALIG), 2018 American Library Association Midwinter Meeting, Denver CO, February 2018

Service:
• National:
  • Asian Pacific American Librarian Association, treasurer, July 1, 2016- June 20, 2018. Re-elected for term June 2018 to June 2020
  • Asian Pacific American Librarian Association Executive Board, July 1, 2016- June 20, 2018
  • ALCTS Technical Services Managers in Academic Libraries Interest Group, chair 2017/2018

University:
• UCF Faculty Senate
  • Commencement, Convocation, and Recognitions Committee, 2018-2019
  • Faculty and Staff Benefits Committee, 2015-2017
• Libraries
  • Promotion Coordinating Committee, vice-chair, 2017
  • Promotion Coordinating Committee, chair, 2018
  • Library Market Equity Committee
  • Librarian Promotion Regulation Committee
  • Search Committee, Science Subject Librarian

Training/Professional Development
• Webinars:
  • ALCTS
    • “Leadership Orientation,” September 2017
    • “Introduction to Python,” October 2017
    • “Library of Congress BIBFRAME pilot phase 2,” March 2018
  • Sierra
    • “User Customization - Customizing Settings and Options,” viewed prerecorded presentation, October 2017
    • Acquisitions and Serials Working group, October 2017
    • “Using the Sierra Desktop Application (SDA),” by Innovative University, December 2017
  • FALSC Acquisitions/Serial Working Group
    • Demonstrate and discuss the create lists functionality with emphasis on Acquisitions and Serials Workflows, viewed recording of October 2017 live training. November 2017
  • Sage SRM and SageStat training, December 2017
  • “Using Automation to Generate More & Better Metadata to Improve Access and Delivery for Special Collections and Archives”, ASERL, February 2018
  • “Making Complicated Processes Simple: a Look at How MarcEdit is Expanding the User Tool Kit,” NASIG, May 2018
  • “Mango: Features and Functionality,” FLVC, viewed recorded, April 2018
  • Artist Talk: “Discovering the North-West Passage: The Four-Year Arctic Odyssey of H.M.S. Investigator and the McClure Expedition,” Glenn Stein, March 2018
  • “Expanding the Metadata Librarian Horizon,” in-house, Sai Deng, April 2018
  • “Fun with MARC Tags: Special Doubleheader Edition,” in-house, Jeanne Piascik, May 2018
  • Research and Information Services Retreat, May 2018
  • Sunshine State Digital Network Fall Workshop, John C. Hitt Library, November 2017
Attended
• American Library Association Midwinter Meeting, Denver, CO, February 2018
• American Library Association Annual Conference, New Orleans, LA, June 2018

Membership
• American Library Association, 1994 –
  - ACRL Science and Technology Section, 1999 -2008, 2012 –
• Association for Library Collections & Technical Services, 2009-2011, 2013 –
• Asian Pacific American Librarian Association, 2014 – (lifetime membership holder).

Terrie Sypolt
Librarian
Research & Information Services

Creative Works:
• Presentations
  - “Ace Your Research Portfolio: Library Resources on Finding Journals in Which to Publish at the John C. Hitt Library,” Orlando, October 2017

Note from B. Tierney: Terrie’s above paper was officially accepted and she devoted a great deal of time to communicating with conference organizers and colleagues regarding her paper and presentation; an abstract of her paper was printed in the conference program. However, at the last minute, Terrie was unable to travel to England, after all, to present her paper due to her mother’s illness.

• “Best Practices for Providing Services to Distance Learners” ppt sent to Laura Newman, Subject Liaison Librarian, Middlesex University, London, England for distribution to their library staff. Follow-up with a Skype session later in the summer, April 2018

Note: This was originally supposed to be presented during the March 2018 London meeting as a separate face-to-face presentation to these librarians, but was done electronically instead.

• Book Display for the Positive School Climate Forum, with Amy Doyvdaitis, UCF, Orlando, (April 2018) Annotated Bibliography distributed and mailed out to additional area K-12 educators in Orange, Seminole, Osceola, Brevard and Volusia Counties. Follow-up annotated bibliography on Learning Disabilities, Autism and Bullying compiled and distributed to participants after the forum because of a request at the forum.

• Researched Book and Book Chapter Matrics for the College of Education and Human Performance as book authors were looking for matrics to evaluate education book publishers. Collaborated with Sarah Norris [Scholarly Communications] & Rich Gause, researched other institutions’ matrics, and came up with recommendations for the CEDPH [specifically Dave Edyburn [Community Innovation & Education] and David Boote [Educational Leadership & Higher Education]]

Service
• Regional: SELA (Southeastern Library Association) Southern Books Competition Awards Committee, 2018-2020
• University:
  - College of Education and Human Performance (CEDHP)
    - Instructional Resources Committee, ex officio, 2017-
    - Reorganization Focus Group, fall 2017- spring 2018
    - Center for Educational Research and Development, Library Representative
    - Participation in Pre-graduation Doctoral Ceremony, Morgridge International Reading Center, UCF, December 2017 and May 2018
  - Faculty Senate, Graduate Council Curriculum Committee, Library Representative
  - Graduate Research Forum, judged six graduate poster presentations, April 2018
  - Learning Sciences Faculty Cluster Initiative
    - Library Representative (Education), November, 2017 –
    - Participation in the Selection of Learning Sciences Faculty Cluster Faculty, Morgridge International Reading Center, UCF, Orlando, March 2018 [Roger Azevedo and Michele Taub were chosen]
  - Libraries:
    - Faculty Affairs Committee, chair, January-December 2017; ex officio January 2018-December 2018
    - Search Committee, Department Head, Curriculum Materials Center
    - Reference Deselection Committee

Susan Terrill
Office Assistant
Library Administration

Creative Works:
• Pre-designed the program for the June Stillman Scholarship Award Ceremony

Service: Libraries
• 21st Century Library Communications, August 2016 –
Faculty & Staff Accomplishments & Activities (cont’d)

• Orchestrated Administrative Services participation in Halloween, “Game of Thrones” decorating
• Acted as judge for pie entries during Pi(e) Day DAG fundraiser, March 2018

Workshops/Training/Webinar:
• Automated External Defibrillator (AED) Training for the new AED units installed in the library, Environment Health & Safety, September 2016
• “Actions to Prevent and Correct Discrimination” Webcourse, UCF Training & Development, completed this online course, March 2017

Patricia Tiberii
Sr. LTA
Interlibrary Loan/Document Delivery Services


Service:
- Division: IT&R Social Committee
- Libraries:
  - Holiday Committee
  - Chili Committee
  - Library Evacuation Team

Barbara Tierney
Department Head
Research & Information Services

Creative Works:
- “Databases Impacting Students in their Professional and Civic Preparation,” a ‘What’s Next, QEP Enhancement Award’ program proposal with Richard Harrison, Corinne Bishop, John Venecek, and Jason Dodge [Transfer & Transition Services]
- Publications:
  - “Reimagining research services as part of major academic library renovations: A tale of two research departments (University of Central Florida and Florida Gulf Coast University),” with Linda Colding [Florida Gulf Coast University], 2017 Charleston Conference, Charleston, SC, November 2017

Andy Todd
Regional Campus Librarian
Cocoa

Creative Works:
- Publications:

- Presentations:
  - “Making the UCF Libraries Part of Your Course,” with Sarah Norris & Christina Wray, UCF IDL Showcase, August 2017
  - “Reimagining research services as part of major academic library renovations: A tale of two research departments (University of Central Florida and Florida Gulf Coast University),” with Linda Colding [Florida Gulf Coast University], 2017 Charleston Conference, Charleston, SC, November 2017

Service:
- International:
  - Sponsor for Yuka Taniguchi’s [University of Kobe Librarian] internship at the John C. Hitt Library, September 2017
  - Accepted the American University of Paris (AUP) invitation, by Jorge Sosa (AUP Library Director) in April 2018, to interview as their Learning Commons consultant, beginning immediately (with Skype meetings). This consulting position will include two AUP on-site Paris visits, several reports, a literature review, and regular Skype calls.
- National: UCF-LIS internship sponsor for Mr. Clay Waters’ [University of Alabama, Tuscaloosa] Library Science program, spring 2018 RIS internship
- University: UCF Faculty Center for Teaching & Learning Advisory Board, Library representative, fall 2014 – (Reviewed and scored 25 “Excellence in Teaching Award” submission packages).
- Libraries:
  - ACRL Excellence in Academic Libraries Award, UCF Libraries Coordinator, 2017 award submission package
  - Faculty Advisory Committee (FAC): January 2015-December 2017, monthly meeting planner and coordinator for the Library Faculty meetings
  - Scholarly Communication:
    - Advisory Group
    - Advisory Board
  - “The Sky’s the Limit: Scholarly Communication, Digital Initiatives, Institutional Repositories, and Subject

- “Nursing Education and the 21st Century Library,” with Diane Wink [College of Nursing], *Nurse Educator*. Advance online publication (July 2018). doi: 10.1097/NNE.0000000000000461

**Presentations:**
- "Better sources = Better courses: Library resources add value to DNP programs," with College of Nursing Josie Weiss, Christopher Blackwell, Jacqueline LaManna & Frank Guido-Sanz, Concurrent session at the National Organization of Nurse Practitioner Faculties (NONPF) Annual Conference, Indianapolis, IN, April 2018

**Min Tong**

**Business Librarian**

**Research & Information Services**

- **Awards:** “Libraries Bridging the Gap Between Innovation and Entrepreneurship,” with Missy Murphey, Sandy Avila, & Ven Basco, UCF Enhancement Award in the amount of $3,458 for the QEP proposal

**Creative Works**

- **Publications:**
  - “Planning and staging an innovation and entrepreneurship seminar,” with Ruth Wolfish [IEEE], Ven Basco, Athena Hoeppner, Sandy Avila, & Missy Murphey. *Information Outlook*, March – April 2018, v.22, no.2, 4-8
- **Presentation:** “Bring the cost down! Partnering with instructors to offer textbook alternatives,” 2018 American Library Association Annual Conference, New Orleans, June 2018
- **Grant:** “Library Bridging Innovation and Entrepreneurship,” collaborated with a group of UCF Subject librarians on a successful grant proposal ($3,458), for the 2018 QEP Integrative Learning Program

**Service**

- **National:**
  - CALA Board
  - Finance, co-chair (2016-2017)
- **University:**
  - Faculty Senate Parking, Transportation, and Safety Committee
  - Faculty Excellence Non-Tenure Earning (NTE) Communities Research Track
- **Libraries:** Search Committee, Head of Cataloging Services
Dawn Tripp  
Sr. LTA, Ask A Librarian  
Research & Information Services  
- Award: Named UCF's April 2018 Employee of the Month  
- Service: Libraries: Volunteer:  
  • Information Kiosk  
  • Mobile Librarian  

John Venecek  
Librarian  
Research & Information Services  
- Creative Works:  
  • QEP Projects:  
    - Completed a successful series of “Curating Across the Curriculum” workshops with Dr. Barry Mauer [English and Texts & Technology], ten faculty participants from the departments of Art, Biology, Education, History, Nursing, & Psychology as well as six guest speakers.  
    - “Databases Impacting Students in their Professional and Civic Preparation,” a ‘What’s Next, QEP Enhancement Award’ program proposal with Richard Harrison, Barbara Tierney, Corinne Bishop, and Jason Dodge [Transfer & Transition Services]  
- Service:  
  • National: Digital Humanities Annual Conference, peer reviewer  
  • University:  
    - Faculty Senate Undergraduate Course Review Committee (UCRC)  
    - College of Undergraduate Studies Undergraduate Research Council (URC)  
    - Showcase of Undergraduate Research, humanities judge.  
  • Libraries:  
    - Promotion Coordination Committee, chair, January 2017—  
    - Scholarly Communication Work Group  

Angie Villafañe  
Sr. LTA  
Cataloging Services  
- Training/Development:  
  • Completed four courses towards MLIS degree from San José State University  
- Seminar in Contemporary Issues, Intercultural Communication, Applied Research  
- Methods, Evaluating Programs & Services  
- Other:  
  • Interned at the Academy Film Archive in the Pickford Center for Motion Picture Study in Hollywood. Work included inspecting and cataloging 8mm film home movies, and fixing catalog records for digitized Oscars footage, dating back to the 3rd Academy Awards ceremony in 1930. The internship took place under The Academy GOLD Talent Development and Inclusion Program, a multi-tiered educational and experiential diversity initiative.  
  • Selected as one of 70 interns representing top film entertainment, technology, production services, and digital media companies. Took part in exclusive access to Academy Member screenings, studio tours, educational workshops, as well as interactive panels, mixers, and meet-and-greets with directors, producers, actors, and other movie industry professionals, June 2017-August 2017  

Christina Wray  
Digital Learning & Engagement Librarian  
Teaching & Engagement  
- Creative Works  
  • Publications: “To Infinity and Beyond: Reducing Textbook Costs through Librarian/Faculty Collaborations,” with Sandy Avila, Proceedings of the Distance Library Services Conference, April 2018  
  • Presentations  
    - “To infinity and beyond: Reducing textbook costs through librarian/ faculty collaborations,” with Sandy Avila, Distance Library Services Conference, San Antonio, TX, April 2018  
    - “Creating accessible websites,” online for the Midwest Library Collaborative, April 2018  
    - “Improving English for speakers of other languages learners’ literacy outcomes through instructor/librarian collaborations,” with Beatrix Burghardt [Texas A & M University - College Station], American Association of Adult and Continuing Education Annual Conference, Memphis, TN, November 2017  
    - “Transitioning from F3F to Online: Paths to Success,” with Corinne Bishop, 2018 Adult
Higher Education Alliance (AHEA) Conference, University of Central Florida, March 2018
• “Framing up digital literacy: Reviewing and reframing information literacy modules,” Florida Association of College and Research Libraries (FACRL) Annual Conference, Tampa, October 2017
• “Making the UCF Libraries Part of Your Course,” with Barbara Tierney & Sarah Norris, UCF IDL Showcase, August 2017.

Ying Zhang
Department Head
Acquisitions & Collection Services

Creative Works:
• Publication:
• Presentations:
  • “Robots for Books: building an automated retrieval center for print collections,” Library Society of China 2018 Convention & Expo, Langfang, China, May 30-June 2, 2018

Ying Zhang (far left) was invited to attend and speak at the 2018 Chinese Library Exhibition to represent the Chinese American Librarians Association, June 2018

• “User Driven Collection Services: practices and reflections,” Eighth Sino-American Library Practice Forum in Kunming, Yunnan China, July 2017
• “E-books for Academic Libraries in the USA,” IEEE International Symposium on Emerging Trends and Technologies in Library and Information Services, Greater Nodia, India, February 2018

Service:
• National: Chinese American Librarian Association (CALA), one of the largest ethnic caucuses in the library science profession, vice president/president elect and member on the Executive Board
• State:
  • Selected member on the FALSC Collection Management and E-Resources Standing Committee (CMESC)
  • UCF Representative on the statewide CSUL Collection Advisory Committee (CAC)
  • Appointed a member on the Acquisitions Working Group, one of the nine implementation working groups for the implementation and migration of the library integrated system (ILS) to Sierra.
• University: Faculty Senate’s Bookstore Advisory Committee

Zhang, Ying, Invited to give a key speech at the International Symposium on Emerging Trends and Technologies in Library and Information Services (ETTLIS), Greater Nodia, India, February 2018

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Accomplishments – UCF IT & Other Staff

**Matt DeSalvo**  
End-User Computer Specialist  
Information Technology & Digital Initiatives / UCF IT

**Service:**  
- University:  
  - Classrooms and Labs Standards Committee  
  - Support Center  
  - Functional Team  
  - Knowledge Management  
  - Client Experience  
  - Peripherals subgroup  
  - Ultimate Support Zone  
  - Labs and Learning

**Kerri Bottorff**  
Adjunct  
Information Technology & Digital Initiatives

**Service:**  
- Digital Project Management:  
  - Graduate These and Dissertations  
  - Honors in the Major Theses  
  - Dick Pope Sr. Institute for Tourism Studies  
  - Rosen College Faculty Scholarship and Creative Works  
  - Completed migration of University Photographs to STARS  
- Conferences/Workshops for Rosen College  
  - 2nd USA-China Tourism Research Summit  
  - 4th International Conference on Events (ICE) 2017  
- McNair Scholars/RAMP

**Davina Hovanec**  
Computer Analyst  
Information Technology & Digital Initiatives / UCF IT:

**Service:**  
- UCF Committee Assignments:  
  - Gender Spectrum Support Group, moderator  
  - IT&R Social Committee, photographer

**Aaron Keyser**  
Systems Administrator  
Information Technology & Digital Initiatives / UCF IT

**Service:**  
- University:  
  - Desktop and Device Services  
  - MS Infrastructure  
  - Library IT

**Joel Lavoie**  
Library IT Manager  
Information Technology & Digital Initiatives / UCF IT

**Service:**  
- University:  
  - Information Technology & Resources Coordinating Council  
  - Digital Signage Committee  
    - Digital Signage Governance Subcommittee  
  - UCF Departmental Security Coordinator  
  - ITR Shared Service Group  
  - NET Domain Committee  
  - Pay for Print User group  
  - College/Division IT Managers Group  
  - System Center Configuration Manager shared service work group  
  - IT Professionals Committee  
  - UCF IT Transition Team  
  - Labs and Learning  
- Libraries:  
  - Technology Advisory Group, Chair  
  - Web Working Group

**Larry Cooperman**  
Adjunct Librarian  
Research & Information Services

**Creative Works:**  
- Business Research and Analysis (6 week upper-level, online course), Rasmussen College—two classes per term.  
- Rasmussen College Faculty Development Week webinar discussing my recently published book (The Art of Teaching)—June 19, 2018  
- Publication: *The Art of Teaching Online* (a handbook for professionals who are starting to teach online), with Elsevier in December 2017.

**Alice Crist**  
OPS  
Cataloging Services

**Service:**  
- Training/Professional Development  
  - Expanding the Metadata Librarian Horizon, in-house, Sai Deng (April 4, 2018)  
  - Fun with MARC Tags: Special Doubleheader Edition, in-house, Jeanne Piascik (May 2, 2018)

**Linda Sterchele**  
OPS  
Cataloging Services

**Service:**  
- Training/Professional Development:  
  - ALCTS Webinars:  
    - Cutter Numbers and Shelflisting for LC Classification (February 21, 2018)  
    - Library of Congress BIBFRAME Pilot Phase 2 (March 7, 2018)  
    - Expanding the Metadata Librarian Horizon, in-house, Sai Deng (April 4, 2018)

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<table>
<thead>
<tr>
<th>Colleges</th>
<th>Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buchoff, Rita (Education/Teaching &amp; Learning Principles) Term: 16/17-18/19</td>
<td>Baker, Barry (Director of Libraries) Term: Ex Officio</td>
</tr>
<tr>
<td>Falen, Thomas (Health &amp; Public Affairs/Health Professions/Physical Therapy) Term: 15/16-17/18</td>
<td>Allen, Frank (Associate Director Administrative Services) Term: Ex Officio</td>
</tr>
<tr>
<td>Yu, Xiaoming (CREOL/Ultrafast Laser Processing) Term: 17/18-18/19</td>
<td>Beile, Penny (Associate Director Information Services &amp; Scholarly Communication) Term: Ex Officio</td>
</tr>
<tr>
<td>Wheeler, Sandra (Sciences/Anthropology) Term: 17/18-19/20</td>
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<tr>
<td>Warfield, Scott (Arts &amp; Humanities/Music) Term: 17/18-19/20</td>
<td>Jaskowski, Selma (Assistant Director Information Technology &amp; Digital Initiatives) Term: Ex Officio</td>
</tr>
<tr>
<td>Walton, Deedra (Medicine/Electronic Resources, Ginsberg Library) Term: 17/18-19/20</td>
<td></td>
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<tr>
<td>Mejia, Cynthia (Rosen College of Hospitality Management/Food Service &amp; Lodging Management) Term: 17/18-19/20</td>
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<tr>
<td>Quelly, Susan (Nursing/Nursing) Term: 17/18-19/20</td>
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<tr>
<td>Mayfield-Garcia, Stefanie (Business Administration/Marketing) Term: 17/18-18/19</td>
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<tr>
<td>Vaidyanathan, Raj (Engineering &amp; Computer Sciences/Advanced Materials Processing &amp; Analysis Center (AMPAC) Term: 16/17-18/19</td>
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</tr>
<tr>
<td>Faculty Senator</td>
<td>Administrators</td>
</tr>
<tr>
<td>Murphey, Missy (Library Representative) Term: 15/16-17/18</td>
<td>Hamann, Kerstin (Department Chair) Political Science Term: 16/17-18/19</td>
</tr>
<tr>
<td>Student Representative(s)</td>
<td>Carroll, Pamela “Sissi” (College Dean) College of Community Innovation &amp; Education Term: 17/18-19/20</td>
</tr>
<tr>
<td>Gray, Kyle (Undergraduate Student) Student Government Term: 17/18</td>
<td></td>
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<tr>
<td>Graduate Student</td>
<td></td>
</tr>
</tbody>
</table>
UCF Libraries Staff (as of June 30, 2018)

Alderman, Barbara (10/03) ......... UCF Connect Libraries
Allen, Frank (05/98) ................. Administrative Services
Avila, Sandy (10/17) ............... Research & Info Services
Ayoub, Joe (07/99) ................. Circulation Services
Baker, Barry B. (04/97) .............. Administrative Services
Barnes, Debbie (07/07) .............. Administrative Services
Basco, Ven (06/98) ................. Research & Info Services
Beile, Penny (06/98) .......... Research, Education, & Engagement
Benjamin, David (08/15) ............ Special Collections / Archives
Beredo, Elena (04/98) ....... Acquisitions & Collection Services
Bishop, Corinne (09/01) ............. Research & Info Services
Bizon, Joe (09/98) ................. Acquisitions & Collection Services
Bottorff, Tim (01/04) .......... UOF Library at Rosen
Brinister, Kate (04/15) ............ Acquisitions & Collection Services
Brown, Kelly (12/16) ............... Acquisitions & Collection Services
Buck, Tina (08/15) ................. Acquisitions & Collection Services
Carhart, Ashley (04/18) ............. Cataloging Services
Chan, Robin (06/05) .............. Research & Info Services
Ciullo, Bobby (06/12) .......... Info Tech & Digital Initiatives
Cloutier, Martha (10/06) .......... Circulation Services
Correa, Eda (04/99) .................. Cataloging Services
Curry, Page (09/02) .............. Info Tech & Digital Initiatives
Dancel, Cindy (02/02) .......... Research, Education, & Engagement
Delaney, Jason (09/15) ............ Info Tech & Digital Initiatives
Deng, Sai (08/12) .................. Cataloging Services
Dicks, Thomas (12/17) .......... Info Tech & Digital Initiatives
Dillon, Gerald (06/15) .......... UOF Library at Rosen
Dotson, Lee (01/07) ............... Info Tech & Digital Initiatives
Dovydaitis, Amy (01/18) ......... Curriculum Materials Center
Duff, Sara (04/17) ............... Acquisitions & Collection Services
Dvorecky, Anna (11/02) .......... Cataloging Services
Dwyer, Seth (09/12) ............... Circulation Services
Flick, Lily (09/17) .................. UCF Connect Libraries
Ford, Stephen (07/16) .......... UOF Library at Rosen
Furlong, Michael (04/12) ....... UCF Connect Libraries
Gause, Rich (04/98) .............. Research & Info Services
Gisclair, Emma (02/15) .......... Curriculum Materials Center
Gladding, Mary Lee (10/95) ...... Circulation Services
Hackler, Andrew (01/12) ......... Circulation Services
Hadlock, Patrick (04/03) ......... Cataloging Services
Hall, Patricia (09/83) .............. Research & Info Services
Hammond, Rebecca (12/00) Special Collections/Archives
Hanie, Jon (09/00) ............... Circulation Services
Harrison, Richard (04/01) ....... Research & Info Services
Haught, Megan (03/16) .......... RIS and Teaching & Engagement
Hawk, Rebecca (04/18) .......... Circulation Services
Healy, David (08/92) .............. Cataloging Services
Hoepnner, Athena (06/99) Acquisitions & Collection Services
Humphries, Megan (06/01) ....... Circulation Services
Jaggersnath, Pamela (09/98) . Curriculum Materials Center
Jaskowski, Selma (08/94) .... Info Tech & Digital Initiatives
Jimenez, Michael (01/13) ......... Cataloging Services
Johnson, Jacqui (09/97) ............ Cataloging Services
Kerby, Schuyler (02/13) .......... UOF Library at Rosen
Kibbee, Raynette (06/85) ......... Administrative Services
Kirwan, Katie (04/99) ............ Acquisitions & Collection Services
Kisby, Cynthia (06/96) .......... UCF Connect Libraries
Kuhns, Judy (08/17) .......... UCF Connect Libraries
LaMoureux, Jamie (09/93) Acquisitions & Collection Services
Langone, Jessica (04/18) .......... Cataloging Services
Leonova, Tatiana (11/00) Acquisitions & Collection Services
MacDuffee, Susan (03/96) Acquisitions & Collection Services
McClam, Ed (11/13) ........ Circulation Services
McGill, Justin (08/14) .......... Circulation Services
Meadows, Rebecca (05/15) . Curriculum Materials Center
Montgomery, Kimberly (11/88) ... Cataloging Services
Montgomery, Renee (09/03) .... Teaching & Engagement
Mulvihill, Rachel (01/02) .......... Teaching & Engagement
Murphey, Missy (06/10) .......... Research & Info Services
Neele, Adriana (02/15) .......... Circulation Services
Norris, Sarah (08/15) .... Research, Education, & Engagement
Nuhn, Peggy (03/12) .......... UCF Connect Libraries
Ogretan, Burak (01/03) ........ Special Collections/Archives
Piascik, Jeanne (09/98) .......... Cataloging Services
Reynolds, Joan (12/86) .......... Interlibrary Loan/Doc Delivery
Ritzert, Lindsey (03/15) .......... Circulation Services
Roopnarine, Shane (02/15) ...... UOF Library at Rosen
Rubin, Mary (03/13) ........ Special Collections/Archives
Ryan, Tim (02/00) ............... Administrative Services
Saclolo, Christopher (12/16) .. Special Collections / Archives
Santiago, Jorge (09/00) .......... Cataloging Services
Scharf, Meg (06/84) .... Communications, Assessment & PR
Semones, Meredith (06/95) .... Research & Info Services
Shrauger, Kristine (01/04) .... Interlibrary Loan/Doc Delivery
Spayers-Duran, Peter (08/96) ... Cataloging Services
Sypolt, Terrie (04/01) ............ Research & Info Services
Terral, Susan (03/07) .......... Administrative Services
Tiberii, Patricia (08/89) .... Interlibrary Loan/Doc Delivery
Tierney, Barbara (01/13) ......... Research & Info Services
Todd, Andrew (12/04) .......... UCF Connect Libraries
Tong, Min (06/07) ............... Regional Campus Libraries
Tripp, Dawn (07/13) .......... Research & Info Services
Venecek, John (01/07) .......... Research & Info Services
Walker, Tim (11/14) .......... Info Tech & Digital Initiatives
Wray, Christina (03/17) .......... Teaching & Engagement
Zhang, Ying (08/96) ............ Acquisitions & Collection Services

UCF IT
DeSalvo, Matt (05/18) ......... UCF IT
Hovanec, Davina (05/18) ......... UCF IT
Keysor, Aaron (05/18) .......... UCF IT
Lavoie, Joel (02/17) .......... UCF IT

NOTE: Date in parentheses is the library date of hire.
Cover Image: The entrance to the John C. Hitt Library.