UCF Libraries Application for the 2020 ACRL Excellence in Academic Libraries Award

UCF Libraries

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Contents

6 Moving UCF Forward
8 UCF Libraries: Where Bright Ideas Grow
10 Boldly Going
   UCF Goes Downtown
   Driving Textbook Affordability
   Valuing Library Engagement
   The ARC Comes to Life
   Undergraduate Engagement
   Graduate Engagement
   Online Engagement
   Partners in Science
   Patents & Trademarks
   Paving the Way to Future Success
   Inclusion = Diverse Programming at UCF

26 The Teams at Work
28 Library publications, presentations, service, awards
32 Letters of support
Submission at a Glance

UCF librarians and staff work together as a cohesive team to further the educational mission and goals of the University of Central Florida. We strive nonstop to support the success of students and faculty by devising creative and innovative projects, fostering dynamic faculty and student relationships, and leading exemplary partnerships and programs.

Creativity and innovation in meeting the needs of UCF

UCF Libraries is supporting a bright future for UCF students and faculty through the creation of a user-centered 21st Century Library with an Automated Retrieval Center (p.16-17). We’ve also just opened a Downtown Library (p.11) to support UCF’s brand new downtown Orlando campus.

UCF Libraries has stationed librarians at six state college campuses in Central Florida as part of the Direct Connect to UCF program, which guarantees admission to UCF for students with an A.A. degree from any of UCF’s partner colleges. In addition, UCF’s Universal Orlando Foundation Library (aka the Rosen Library) serves the research needs of the Rosen College of Hospitality Management and also serves as a United Nations World Tourism Organization Depository library. UCF Libraries’ Curriculum Materials Center (CMC) provides outreach and access to resources for local teachers and preK-12 students (p.23).

UCF Libraries is a partner in the Association of Southeastern Research Libraries Centers of Excellence Collaborative Federal Depository Program and also leverages its Patent & Trademark resources to support UCF students, faculty, and the Central Florida region (p.22). Furthermore, UCF Libraries has been awarded nearly $6 million (2007-present) in student-supported Tech Fee Awards that have financed outstanding new digital collections and technology-based resources for UCF students.

To extend the reach of UCF’s curricula and research throughout the world, UCF Libraries has created an institutional repository, Showcase of Text, Archives, Research & Scholarship (STARS), that has had 2,216,077 downloads as of November 15, 2019. Also, library teams have created an award-winning Research Lifecycle at UCF model, which connects researchers to library and university services.

Leadership in developing and implementing exemplary programs

UCF Libraries has created a Value of Libraries team that connects library services to student success (p.14-15) and a Textbook Affordability team that champions open or library-sourced materials (p.12-13). To succeed at becoming more inclusive, our library teams collaborate with faculty and campus partners to lead outstanding programs that celebrate diversity and promote an inclusive environment (p.24-25), and UCF Librarians have garnered international recognition for creating the award-winning DIVerse Families Bibliography. Our Library teams’ presentations, publications, service, and awards have an impact across the globe (p.28-31).

Substantial and productive relationships with classroom faculty and students

UCF Libraries has reinvigorated its public service models by creatively scaling its services. Over the past ten years, the numbers of students, faculty, and academic programs at UCF have dramatically increased, while the number of librarians has decreased. Our challenge has been to creatively scale services while maintaining high quality. To accomplish this, our Research, Education & Engagement division has created dynamic Subject, Engagement, and Instruction Librarian models and a Scholarly Communication unit.

We have a Subject Librarian team that supports each academic program at UCF, an Engagement Librarian team that focuses on targeted populations (undergraduate research students (p.18), graduate students (p.19), first-time-in-college students, transfer students, and international students); an Instruction Librarian team that teaches information literacy skills to students in all modalities (p.20); and an Ask Us virtual reference team that supports online and off-campus students and faculty.
Moving UCF Forward

Master of Public Policy

Beginning Fall 2020, UCF will be the first university in the State University System to offer a graduate program in public policy. “The interdisciplinary nature of this program prepares graduates to address the most pressing policy issues for the State of Florida and across the globe,” says Naim Kapucu, a Pegasus professor and director of the School of Public Administration.

UCF ranked 75th in the world with 32 patents in 2019. Another eight patents were secured with partners and were not included in the calculation. UCF has ranked in the top 100 for the past five years. “Researchers develop solutions every day at UCF,” says Svetlana Shtrom, director of UCF’s Technology Transfer Office, which is responsible for securing patents based on innovative university research.

Supersymmetric Laser Array

A team of UCF researchers has overcome a long-standing problem in laser science, and the findings could have applications in surgery, drilling and 3D laser mapping. “We foresee many applications of supersymmetric laser arrays in medicine, military, industry and communications, wherever there is a need for high power integrated laser arrays having a high beam quality,” says study co-author Mercedeh Khajavikhan.

UCF’s Mission

The University of Central Florida is a public multi-campus, metropolitan research university, dedicated to serving its surrounding communities with their diverse and expanding populations, technological corridors, and international partners. The mission of the university is to offer high-quality undergraduate and graduate education, student development, and continuing education; to conduct research and creative activities; and to provide services that enhance the intellectual, cultural, environmental, and economic development of the metropolitan region, address national and international issues in key areas, establish UCF as a major presence, and contribute to the global community.
UCF Libraries works nonstop to support the success of UCF students and faculty through its state-of-the-art user-centered facilities, outstanding collections, innovative service models, dynamic partnerships, and excellent programming that champions the ideals of equality, diversity, and inclusion.

The John C. Hitt Library on the main campus has a brand new entrance and four-story connector building, which will open in Spring 2020. The new building includes 700 new seats for individual study, new library instruction classrooms, a multipurpose room, and connects our new Automated Retrieval Center (ARC) to the existing library building. The first phase of the 1.25 million volume capacity ARC was completed in July 2018, followed by a 16-month ingest of sections of the libraries’ collections.

UCF’s new Downtown Campus Library (serving more than 7,700 UCF and Valencia College students) opened in October 2019, and we have been very busy hiring and training new staff, transferring collections from main campus to Downtown, and rolling out a dual-campus subject librarian model to ensure that transferred programs, students, and faculty have continuous and stellar librarian support.

UCF Libraries’ collections include over 1.6 million print volumes, 3 million microforms, 300,000 government documents, 59,000 media titles, 68,000 e-journals, and Special Collections & University Archives resources. These varied collections keep growing, in part, due to our excellent librarians’ academic faculty partnerships in writing successful grant proposals that have won nearly $6 million of student-supported UCF Tech Fee funding to buy new digital collections and technology.

Innovative service programs include our Subject Librarian model, which ensures that every student and faculty member has a one-stop librarian to support all library-related facets of their teaching, learning, and research activities. Our Engagement Librarian model supports specific targeted student populations, such as first-time-in-college, transfer, online, international, graduate, and undergraduate research and honors students. Our Office of Scholarly Communication provides copyright and open access instruction for undergraduate and graduate courses and an extensive workshop series for faculty in a variety of venues. UCF’s Instruction Librarians teach information literacy skills to students at all levels via online and face-to-face modalities, and our Ask Us virtual reference team supports online and off-campus students.

Dynamic partnerships with academic departments and faculty have fueled a profusion of high quality library programming and displays that champion the ideals of equality, diversity, and inclusion. These partnerships, which have dramatically expanded university access to underserved students, also have led to innovative strategies to support the success of UCF’s ever-growing student population. In 2019, UCF reached a 28.3% Hispanic undergraduate enrollment and is now designated a Hispanic Serving Institution by the U.S. State Department.

UCF Libraries is working closely with campus student success organizations to support the success of our students. Our Textbook Affordability team works to keep textbook costs down by championing OERs and library-sourced textbook materials. In addition, UCF Libraries supports collaborative resource-sharing by partnering with the Council of State University Libraries, the Florida Academic Library Services Cooperative, the Association of Southeastern Research Libraries Centers of Excellence (Collaborative Federal Depository Program), and U.S. Patent and Trademark Services.
The Downtown Campus (DTC) Library opened in October 2019, serving approximately 7,700 students of both UCF and Valencia College at the beautiful new downtown Orlando campus. UCF Downtown is part of Orlando’s Creative Village, a 68-acre site including residential, educational, retail, parks, and office spaces in an urban environment. The library is located in the Dr. Phillips Academic Commons building, and has 5 full-time staff, a 2,400 square foot space, and a 10,000-volume capacity.

The DTC Library supports all degree programs offered downtown including 9 bachelors, 10 masters, and 2 PhDs from UCF, and 10 associates degrees from Valencia College. UCF Departments located downtown include Communication, Games and Interactive Media, Health Services Administration, Legal Studies, Public Administration and Public Affairs.

The DTC Library is primarily a space for studying, seeking help from a librarian, and accessing the print and media collection. Other amenities, including group study rooms, technology lending, and consultation spaces, are located elsewhere in the academic building that also houses the Library. The print collection was established by pulling appropriate materials from both colleges to support the downtown degree programs and purchasing a small general education collection. The current print collection is approximately 4,500 items and will grow with time.

DTC Library staff include a UCF Librarian, Valencia College Librarian, three full-time library technical staff, and five student assistants. Subject librarians from the John C. Hitt Library have office space where they can work at the Downtown Campus as needed, providing library instruction and consultations for their liaison departments.

This unique campus allows many opportunities for collaboration with both our partner college and the surrounding community. Within several blocks of campus are the Orange County Public Schools Academic Center for Excellence (a K-8 public school), the Florida A&M University College of Law, and county and federal courthouses. Electronic Arts, a major employer of Games and Interactive Media graduates, will also be relocating their headquarters to a new building one block from the downtown campus.
Driving Textbook Affordability

by Dr. Penny Beile, Associate Director, Research, Education, and Engagement and Katy Miller, Student Success/Textbook Affordability Librarian

The University of Central Florida employs a variety of strategies to help reduce the cost of course materials. Over the past three years (since summer 2016), a working group of librarians and instructional designers have worked with other campus partners to help 174 unique teaching faculty transition from traditional textbooks to no/low-cost alternatives. These faculty have taught 400 course sections, in turn saving over 27,000 students more than $2.5 million. Metrics are regularly reported to institutional effectiveness for Board of Governors performance funding reports and to Business Services for compliance with the FL Statute 1004.085, a legislatively mandated report.

The working group has employed a variety of models to help reduce costs: adopting an existing OER (like OpenStax); creating an OER using copyright compliant, openly accessible materials; and using library ebooks as one-to-one replacements of the current textbook. The third model is a fairly complex process on the front end, but it only requires faculty to update their syllabi, which has translated to a high success rate.

In the fall of 2018, a print textbook reserve collection was added, with an emphasis on general education courses or those with a high drop, fail, or withdrawal rate. Initial funding was provided by the library. In the spring of 2019, the Libraries partnered with UCF’s Student Government Association and Knights Pantry, the UCF student run food bank, to start a Textbook Donation Drive. As a result of the spring and summer drives, over 40 additional titles were added to the collection.

In the summer of 2019, the Libraries partnered with the Office of Student Success and was awarded an $8,000 grant for a textbook affordability initiative. Roughly half of the funding was used to further increase the number of textbooks available, bringing the current total to 394.

A significant amount of effort has been devoted to marketing and outreach, with audiences consisting of faculty, campus partners (such as transfer services, advisors, and other student academic support groups), administrators, and students. In addition to the expected outcomes of a reduced cost of course materials, a librarian position was funded out of the Provost’s Office. The newly created Student Success/Textbook Affordability Librarian started with UCF Libraries in March 2019.

The Libraries are heavily involved in the University of Central Florida’s Affordable Instructional Instruction Materials Initiative, a university-wide collaboration that includes representation from the Division of Digital Learning, Faculty Center for Teaching and Learning, and the UCF Bookstore.

This illustrates that the topic is of interest to administrators and that they believe it has the potential to positively impact student success, performance funding, and institutional goals.
In fall 2014, librarians at the John C. Hitt Library undertook a large-scale study to connect usage data to student academic and demographic information to investigate whether use of library services correlates to academic success.

Data points were comprised of five library services at the John C. Hitt Library:
- face-to-face library instruction
- online library instruction
- Information Literacy modules or a library course that resides in Canvas
- study room use
- in-depth research consultations

An analyst from the University’s Institutional Knowledge Management (IKM) unit pulled demographic and academic information for library users. To strengthen any claims of library impact, information also was collected for non-users enrolled in the same courses.

At the end of 2015, with four semesters of student interactions, we found that 25,336 unique students (~40% of students) used one or more library services 66,860 times, for an average of 2.64 interactions per student user.

Analysis further revealed that library users earned an average end-of-semester GPA of 3.20 (N=273,137, SD=0.95) compared to library non-users, who averaged 3.05 (N=376,713, SD=1.05). (Note that the unit of analysis moved from individual student to course grades over four semesters, hence the large N.)

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

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

When looking at the results, it’s possible to conclude that successful students are more likely to be engaged and knowledgeable of academic support available on campus. However, it’s exciting to see evidence of the library’s role in supporting student success, and there is opportunity to ‘push’ students to the library at various points in their academic careers.

To that end, we have disseminated results of the study to the teaching faculty, campus administrators, and campus support partners. Specifically, we have met with:
- a number of Vice-Provosts (including IKM and Strategic Initiatives, to discuss how the library supports student success and implications for performance-based state funding);
- Student Development and Enrollment Services (to identify areas of overlap in student academic support and further extend existing collaborations);
- Center for Distributed Learning (to advocate for a greater librarian presence on the online learning web portal)
- Teaching and Learning (which earned us a place on the campus GEP redesign)

Perhaps most notable was the President’s reporting of the results to the Board of Governors when advocating for increased library funding. We have demonstrated that library services play an integral role in the student academic success picture, in turn helping to reposition the library from a support role to a full academic partner.

by Dr. Penny Beile
Associate Director, Research, Education, and Engagement
The ARC Comes to Life

“ARCification,” the first step

Once the Automated Retrieval Center (ARC) was built, it was time to move a large portion of the John C. Hitt Library general collection and periodicals collection material into the ARC to make room for further renovation and construction. Before the materials could be moved to the ARC and ingested, they first had to be "ARCified." “ARCification” (we coined our own word) is our process of using automated methods to change the location in the online catalog and let the ARC software know to expect the items.

Why automate? Well, the alternative would be to have a small army of people to move every item to Cataloging, and then another army of catalogers to handle every item, change its location, and then return the items to Circulation. This would have taken years to accomplish. As an alternative, we had ARC location codes set up in the Libraries' integrated library system (ILS) that corresponded to existing locations such as ARC general collection, and ARC periodicals collection, so the codes could be switched rapidly and with a minimum of difficulty.

In July 2018, we started with materials on the first-floor, which were to be completely ingested into the ARC. Circulation pulled the materials off the shelves and sent the call number range they had finished to Cataloging. Cataloging then used the reports in Ex Libris’ Aleph to get the barcode numbers for that call number range. The barcode numbers were used to get holdings and item record numbers. These record numbers could then be used to change the location from main library to ARC and to make the items "Temporarily Unavailable" so that patrons wouldn’t be searching for items that were in transition. When books on the top shelves of the third and fourth floors were ingested, a similar procedure was followed; instead of using call number ranges, though, Circulation would scan the barcodes of the items, and send text files of these to Cataloging.

Once the reports were run and the locations changed, then Circulation would be notified that it was safe to ingest the items. Afterwards, Cataloging changed the status of the items back to "Available," ran other reports using Florida Virtual Campus’ ARROW service to find errors in the records that prevented automatic location changes, and made the appropriate corrections in the problem records.

The first phase of ARCification (first floor, and top shelves of the third and fourth floors) was largely completed by June 2019. So far, approximately 400,000 volumes have been ingested. Select materials from other locations (Rosen campus, Curriculum Materials Center, and Special Collections and University Archives) have subsequently been sent to the ARC as well. The next major phase of ARCification will take place prior to the renovation of the third floor, which is tentatively scheduled for 2022. In the meantime, bibliographic maintenance projects related to ARC ingestion (including display of periodicals holdings and “split” holdings of large general collection sets) is ongoing.
The UCF Libraries has worked diligently to support and encourage undergraduate research since 2004 when a UCF librarian founded UCF’s Showcase of Undergraduate Research Excellence (SURE), now approaching its 16th year. The Libraries has cultivated close working relationships with both the Office of Undergraduate Research and the Burnett Honors College to promote undergraduate scholarship and creative activity. To this end, the Libraries:

- Provides group sessions for Honors-in-the-Major (HIM) thesis students as part of the students’ orientation in the honors thesis process
- Provides one-on-one research consultations for HIM thesis students and undergraduate researchers
- Conducts multiple workshops and orientations for undergraduate transfer students in the Summer Research Academy
- Conducts workshops for students in L.E.A.R.N. (Learning Environment and Academic Research Network), an NSF grant-funded program that invites STEM students to become a part of a supportive living-learning community
- Offers workshops for students who participate in I.N.T.R.O. (Introduction to Research & Creative Scholarship Opportunities), a semester-long, immersive, classroom experience
- Offers services for faculty who teach research-intensive courses (i.e., courses that provide curriculum-based active engagement in a line of inquiry that is guided by a content expert, adheres to aspects of the academic research or scholarship process, and includes a research deliverable), such as offering course guides created by subject librarians; links to general and subject-specific research guides; links to library services for undergraduate students; or a link to UCF’s online institutional repository
- Offers a series of Canvas modules that introduce students to the undergraduate research process
- Awards an annual prize to the best paper published in the Pegasus Review, UCF’s undergraduate research journal
- Displays the first-place projects in disciplinary categories from SURE

Currently, the Libraries is working with the UCF Honors College to develop a series of workshops for HIM thesis students that provide guidance on developing research strategies and a literature review.

The Libraries has long had representation on UCF’s Undergraduate Research Council, a campus-wide faculty committee representing all disciplines. A UCF librarian is the sole remaining charter member of the council, which advises the Office of Undergraduate Research and promotes the involvement of undergraduates in the ongoing activities of the UCF research community. The Libraries has a representative on the University Honors Committee, which considers and recommends fundamental policies and procedures relating to the UCF Honors College, including the general direction of the college and its programs, requirements, faculty participation, and curricular matters. The Libraries is also represented on the planning committee of the UCF-hosted annual statewide conference, “Best Practices in Undergraduate Research,” for faculty and administrators.

The UCF Libraries’ Graduate Engagement goals focus on collaborations with the College of Graduate Studies, the Graduate Student Center, and the Graduate Student Association (GSA) to support graduate students and postdoctoral researchers through targeted programming. The graduate engagement librarian serves as the Libraries’ primary contact with the College of Graduate Studies to plan, implement, assess, and refine a diverse range of programs and events relating to graduate research and scholarly communication topics.

Graduate engagement initiatives support events, such as the Graduate Research Forum, Graduate Student Orientation, the Libraries’ in-person and online graduate workshops offered in the College of Graduate Studies’ Pathways to Success program, International Graduate Student Welcome events, discipline-specific programs for graduate students, research guides, and webpage resources.

Graduate engagement objectives:

- Collaborate with the Graduate Studies to plan and support the Libraries involvement in key areas of graduate research interests
- Establish a physical and online presence at partner campus units, labs, and websites
- Plan and maintain various in-person and online instructional materials and resources
- Explore technologies that impact and facilitate instructional support
- Facilitate discussions with subject and regional librarians about programming opportunities
- Communicate with units in the Libraries to update them on developments and resources available for graduate students and postdoctoral researchers

Graduate engagement outcomes:

- Collaborated with the Graduate Studies’ launch of a new required Canvas course, Graduate Student Guide to Success
- Presented information sessions attended by 91 graduate students at the John C. Hitt Library in collaboration with the GSA for Fall 2018 Graduate Orientation
- Provided instructional support for 251 students from a range of disciplines who attended one or more of the eight graduate workshop topics presented by UCF Librarians in 2018-2019 in the Pathways to Success program
- Participated in Scholarly Communication team planning of the first STEM Workshop and presented Planning Your Literature Review
- Collaborated with the Engineering & Computer Science subject librarian to plan a Graduate Research Essentials online workshop for students
- Planned and presented a Graduate Research Essentials online workshops for Criminal Justice and Public Administration students
- Collaborated with UCF subject librarians to plan the second International Graduate Student Welcome program held at the John C. Hitt Library in Fall 2019
- Facilitated graduate outreach for a UCF Student Research Week program hosted by the Libraries and presented by Oxford University Press (March 2018)
- Provided support for Grad Gatherings hosted by the College of Graduate Studies
As a library serving a large university, our biggest challenge is figuring out how to effectively provide instruction in a sustainable way. Online instruction options have opened new opportunities to reach our students in their academic environments through embedded librarianship, online workshops, curated content and targeted library instruction. By becoming integrated parts of their classes as well as developing an online workshop presence, we have been able to create dynamic programming tailored to the needs of our students. One of our most successful online instruction programs is our Information Literacy Modules, a collection of 13 different learning objects, which can be integrated into a student’s Canvas course or taken on their own. In 2018-2019, 85,386 module assessments were completed, reaching 15,849 unique students. Canvas has also been utilized to deliver library instruction content through course-specific LibGuides and course-specific instructional content developed as part of the course. This was most successful as part of the Undergraduate Research course, which has reached over 250 students in its first year.

Since the Fall of 2017, the Science Librarian at UCF Libraries has worked to develop partnerships around campus with liaison areas in the College of Sciences, College of Optics & Photonics, and the NanoScience Technology Center. Through successful partnerships, we have established substantial collaboration with the Physics and Biology departments working to promote library resources and services at events inside the library and around campus. These partnerships have yielded a growth in the number of programs, growing from 1 to 3 with an increase of over 100%. We have continued to impact and promotion of UCF Libraries outside of the general channels through our partnerships with these departments.

The Science Librarian has worked with the Physics Department Planetary Sciences faculty for significant multi-tiered programming to commemorate important astronomical viewing events. This past year, the Libraries worked to promote an event for the International Observe the Moon Night, an event to showcase the Lunar Eclipse, and another on the transit of Mercury across the sun. During these observatory events, the UCF Libraries sets up a pop up library to display resources that students, staff, and faculty may not know are available for check-out. The library also hosts lectures by Planetary Science faculty to help boost interest in Astronomy and to promote the research happening around campus.

The Libraries has also partnered with Biology faculty in conjunction with the UCF Arboretum to host and promote conservation with Earth Month programming, called Naturally UCF, to help foster the protection of our planet. In working with UCF Arboretum staff and faculty, UCF Libraries has effectively delivered film screenings with a commentary delivered by a Botany faculty member on campus as well as hosted other events outside of the library.

In regard to outcomes, UCF Libraries has successfully grown its impact and collaboration with the Planetary Sciences faculty in the Physics Department, and with the Botany and Arboretum faculty in the Biology Department at UCF. The number of students attending these events has significantly increased as well, with lecture and movie screenings yielding up to 50 students attending any single one film, lecture, or craft event inside the library. The events UCF Libraries partners with outside of the library yield hundreds of attendees and have positively allowed for subject librarians to make personal contact with students in their liaison areas.
The Patent and Trademark Resource Center (PTRC) in Orlando, FL serves UCF faculty, staff, students, and community members throughout Central Florida. The PTRC program is in place to make the products and services of the United States Patent and Trademark Office publicly accessible, through personal consultations, workshops, and other promotion. According to U.S. News and World Report (2020), UCF is ranked 16th among the nation’s most innovative schools. For five years in a row, UCF has placed within the top 100 universities worldwide for granted patents.

The outcomes of the Entrepreneurship series have been presented at the Charleston Conference and at the inaugural Panhandle Academic Libraries Conference. The PTRC librarian has been invited to speak to national, regional, and local groups, such as the National Docketing Association, Florida State Science Leadership’s Starter Riot, and speak to the UCF Joust New Venture Competition finalists. In December 2018, UCF celebrated its 30th year as a PTRC with a two-day educational program, including a day-long community-facing workshop followed by a half day of hands-on training for librarians, which had record attendance.

For three years, the PTRC has partnered with Blackstone Launchpad, the student entrepreneur hub at UCF, to speak at a “Startup Resources” workshop and be available for one-on-one consulting with their clients. Off campus, the Inventors Council of Central Florida avidly publicize and attend PTRC events.

This past year has shown an increase in the breadth and variety of collaborative endeavors, which began with the 2018-2019 Entrepreneurship Series, Bridging the Gap Between Innovation and Entrepreneurship, co-sponsored by UCF librarians, along with their campus partners: I-Corps, the Center for Entrepreneurial Leadership, and the Small Business Development Center. More speakers were drawn from the Office of Technology Transfer, Office of General Counsel, and the Orange County Library System.

Another program objective is to introduce patents and trademarks to a broader range of UCF students. A 10-15 minute crash course presentation on intellectual property has been created to accompany library instruction in any subject area. A talk to the Biological Sciences Research class has led to a partnership with the UCF Botanical Society of America chapter of the Botanical Society of America would absolutely love a tutorial/presentation/discussion...”

-Dr. Chase Mason, Biology

The UCF Libraries provides access to resources for many local area preK-12th grade schools with three goals in mind:
1. Reach out to local area schools about services and resources available for teachers and their students
2. Sign local teachers up for UCF Libraries’ Special Borrowers Cards
3. Offer library instruction to Advanced Placement Seminar/Capstone (AP) and International Baccalaureate (IB) students.

Outreach to area educators is an integral part of UCF Libraries’ Curriculum Materials Center (CMC). The CMC Library collection is fostered to meet the course needs of UCF teacher education students as well as those currently in the teaching profession. Through outreach, the CMC offers professional development to area educators and the ability to obtain UCF borrowing privileges via a free Special Borrowers Library Card. The UCF Libraries’ Special Borrowers Card is available to all preK-12th grade Florida teachers. The card gives area educators free access to over 1 million items housed within the UCF Libraries’ collections. This includes all education-based manipulatives, science kits and approximately 32,000 preK-12th grade books housed in the CMC. We currently have reached out to 6 local area schools: 2 elementary, 2 middle, and 2 high schools. We have given presentations to 3 schools and signed up over 60 local teachers for Special Borrowers Cards.

CMC outreach also extends to area preK-12th grade students. In the past year, the CMC has welcomed to their library or visited with over 300 Florida students. The Teaching & Engagement Department in the John C. Hitt Library also works with many local area high schools to provide library instruction for AP and IB students. In 2019, over 400 high school students from 12 schools have benefited from visiting the library to access academic resources. During these visits, students may learn about electronic resources, academic writing, conducting literature reviews, and citing sources. These visits provide scholarly resources for their papers and formal research projects while also exposing them to a college campus. Our outreach with local area preK-12th teachers and students provides pathways for students to succeed in their future endeavors.

Annual Data:
- 112 consultations
- 129 attendees at presentations
- Over 5100 hits on patent/trademark websites
Inclusion = Diverse Programming at UCF

One of the fantastic things about UCF is the wide range of cultures and ethnicities of our students, staff, and faculty. We come from all over. We’re just as proud of where we are from as we are of where we are now and where we will be heading in the future.

Diversity and inclusion related programs introduce students to cultures and ideas beyond what they may have experienced while growing up. These programs can help broaden student horizons and prompt them to consider viewpoints other than their own. Inclusive programming also helps students from the cultures or identities being discussed feel like they are important members of the university community. They feel acknowledged by library faculty and staff and realize that others will have learned some basics from their culture and will have some understanding of what influenced their childhoods.

Diversity Week, an Office of Diversity and Inclusion initiative, is one of the ways we celebrate inclusion in the Libraries. For one week in October, UCF celebrates our diverse community and provides opportunities to explore topics across the broad range of human identity, experience, and interaction. Diversity Week activities are intended to stimulate our campus and help us to become a more inclusive culture. The theme for 2019 was Empowering Equity.

Libraries programming during Diversity Week includes hands-on workshops, such as a Zine Workshop, Introduction to Bookbinding, Fiber Arts for Everyone (in partnership with Orange County Library Systems), and weaving with the Weavers of Orlando. There are workshops on the Diverse Families Database, a bibliographic resource for parents and teachers that provides children’s and young adult books reflecting the growing diversity of families in the United States. In 2019, a Books & Bowties Pop Up Library was hosted for the first time on the patio of the UCF Student Union; 67 students checked out 75 items from a collection representing diverse voices in fiction. By request from students, film screenings and discussions with social justice themes have been held including Awake, a Dream of Standing Rock, My So-Called Enemy: Celebrating Diversity, Interfaith and Intercultural Understanding, and Show Me Democracy: Student Activism Amidst the Uprising in Ferguson.

As part of the UCF Libraries’ enthusiastic support of maintaining an inclusive space in the UCF community, we routinely offer workshops and activities throughout the year. One of our premier partnerships for diverse programming is a yearly film series with the Religion & Cultural Studies Program. Each three film series focuses on a different theme paired with facilitated discussions by UCF Department of Philosophy faculty. 2018 was the first series with a theme of Religion & Sexuality, which examined how three of the world’s major religions viewed the LGBTQIA+ community. The second series in 2019 was called Cults, & Charisma. The goal of this series was to ask participants what draws people to such groups, how charisma is constructed, and how boundaries between religions and cults are delineated. Due to strong participation in the series, planning has begun for a third series on religion and gender in fall 2020.

2019 was the third year that the Libraries partnered with the Department of Anthropology to celebrate Día de los Muertos with an ofrenda, crafts, and a facilitated film discussion. The addition of crafts and other physical activities provides processing time for students, so they can consider what they have heard and how they would like to respond. Crafts also act as a gateway to other cultures. Students learn about the history of the craft during the activity and why the crafts are important to that culture.

To promote the breadth and inclusiveness of the Libraries’ collections, a monthly themed display was created filled with suggestions from Libraries’ employees. Inclusive topics featured are Black History, Women’s History, Asian Pacific American Heritage, LGBTQIA+ Pride, Hispanic Heritage, and Native American Heritage. A full listing of all books suggested since 2016 can be found on the Libraries’ blog and Tumblr pages. Additional short term displays are created in partnership with both academic and student support departments, such as Women at Work with the Women & Gender Studies Program, Mindfulness and Stress Relief with Wellness & Health Promotion Services, and Cybersecurity with UCF InfoSec.

We want every Knight to feel like UCF welcomes them with open arms. The cultural programming we offer helps UCF community members from those cultures know we see and value their contributions to the university as well as provides information to community members who might not have previously been exposed to those cultures.

Speak Your Truth: A Queer History of UCF

Speak Your Truth: A Queer History of UCF is an archival project exploring the history of the queer experience at the University of Central Florida. Submissions are open to all UCF faculty, staff, students, and alumni. Speak Your Truth asks that the Knight community, in their own words and preferred format, describe their experiences as a member of the queer community at UCF whether good, bad, ugly, or somewhere in between.

UCF Libraries has partnered with the Office of Diversity and Inclusion, LGBTQ+ Services, Lavender Council, and the Campus Activities Board for this project.
“The chair [Statistics Department] spoke very highly about the Web of Science training and thus is pushing his faculty to sign up and attend the next workshop.”

“Thanks to all for the excellent service you provide and for working together across departments to get things done!”

“We appreciate the Library’s generosity in providing this space for our program [University Writing Center] and hope to continue this partnership.”

“I would like to thank the CMC staff for their warm welcome and eagerness to educate our international participants. It was thoroughly enjoyed by the BLCSI Saudi participants.”

“They don’t even have a library yet at @UCFDowntown but @UCFLibrary is holding it down like a champ and was able to put my textbook on reserves. <3”

“In addition, [UCF Libraries’] use of the STARS system is also a model for UCF. Our librarians are rock stars on Main Campus, and it was so exciting to learn that our library staff is some of the best and brightest in the library system. Also a big thank you to Kerri Bottorff who has been instrumental in supporting us with STARS events.”

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

“Rich Gause’s assistance over the past few weeks has been more helpful than any orientation any instructor within my department has offered….He has helped me improve my syllabus by making excellent suggestions and creating a research guide.”

“Thank you for taking the time to talk to us. Knowing how to find relevant news articles will help me stay abreast of industry trends.”

“Thanks for the excellent workshop on Hijacked Journals! Since this is a topic of personal interest, it was great to see the breadth and depth of the content you presented. And perhaps more importantly, I left the session with new thoughts about collaboration between faculty and our academic librarians. I look forward to continued conversations. Particularly as we may all have interests that align with the umbrella of the new learning sciences cluster.”

“Thank you for introducing the students of my class ENL 4311 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....”

“Thank you so much for Tuesday’s informative and interactive library instruction classes….They also stated your instruction was engaging and you were very nice, helpful and accommodating. One student was especially elated that, thanks to your assistance, she found the perfect source for her research paper.”

“I know you don’t have time to look through the final reflections in my courses, so I just wanted to let you know that your library course and personal assistance has been noted numerous times by students, especially in 3250, as one of the most helpful parts of the course.”
SELECTED INTERNATIONAL PRESENTATIONS 2017-2019


SELECTED U.S. PRESENTATIONS 2017-2019


Sandra Avila received Against the Grain Media’s 2018 Up and Comer Award.

Buenaventura Basco received the Joint Conference of Librarians of Color (JCLC) Distinguished Service Award, 3rd National JCLC, Albuquerque, NM, September 2018, and UCF Excellence in Librarianship Award, 2019.

Penny Beile was nominated by the ACRL Leadership, Recruitment, and Nomination Committee as one of two candidates for the position of 2017-2018 ACRL Vice-President/President-elect. Dr. Beile also was selected as a 2017-2018 OER Research Fellow by the Open Education Project and received $5,000 funding.

Frank Allen co-chairs the ACRL/LLAMA Interdivisional Committee on Library Building Resources.

Sandra Avila serves as the Secretary of the Science and Technology Libraries section of the International Federation of Library Associations and Institutions (IFLA). She also serves on the ACRL, Science Technology Section, Hot Topics Discussion Group, 2018-2019.

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

Buenaventura Basco served as the Executive Director of the Asian/Pacific American Librarians Association, an affiliate of the American Library Association, 2012-2018.


Athena Hoeppner serves on the National Information Standards Organization: Co-Chair of the Information Policy and Analysis Topic Committee, 2019-to present; Co-chair of the Content Platform Migration Work Group, 2019 to present; member of the Architecture Committee, 2019-to present. Also serves on Project Counter (Counting Online Usage of Networked Electronic Resources), Technical Advisory Group, 2017-2019; and Project Counter’s Information Policy and Analysis Topic Committee.


Rebecca (Missy) Murphey serves as the President-Elect of the U.S. Patent and Trademark Resource Center Association, July 2019-2021 (3-year term as Pres-Elect, President, Past-president).

Barbara Tierney serves as a Guest Editor for Against the Grain, 2019-2020.

Ying Zhang served as President of the Chinese American Librarians Association 2018-2019.
“The 21st Century Library Project is perhaps the greatest illustration of the commitment of the UCF Libraries to advancing the institution through its flexibility to adapt to future changes in technology and collections, facilitation of collaborative scholarship and individual research, and immediate access to diverse and global library resources in all forms.”

Dear Award Committee Members:

I am pleased to support this application by the University of Central Florida Libraries for the Excellence in Academic Libraries Award given by the Association of College and Research Libraries. The UCF Libraries system is integral to our university’s success in creating a culture of access, inclusion, and achievement. Our libraries transform the lives of students and faculty by providing support and resources that foster student success.

At UCF, we believe in harnessed power of our size and our constant pursuit of excellence to have the greatest impact on our world. Over the past 50 years, the UCF Libraries system has evolved to support scholars and researchers through excellent services and a wealth of resources. It supports students by providing access to technology, by creating learning opportunities that encourage information literacy and critical thinking, and by giving students many choices for personalized and online assistance. It supports teaching through strong partnerships with faculty, enriching instruction with primary sources and archival materials as well as the latest technology.

The 21st Century Library project is perhaps the greatest illustration of the commitment of the UCF Libraries to advancing the institution through its flexibility to adapt to future changes in technology and collections, facilitation of collaborative scholarship and individual research, and immediate access to diverse and global library resources in all forms. In a library environment rich in resources, this convergence of technology and collaboration with scholars and librarians nurtures the emergence of new ideas and the creation of new knowledge. UCF’s 21st Century Library will impact both UCF and the Central Florida community and beyond.

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

Warmly,

Thad Seymour Jr., Ph.D.
Interim President

Phone: 407.823.1823 • Fax: 407.823.2264
An Equal Opportunity and Affirmative Action Institution
I meet with every academic dean in a series of "quality assurance" meetings, during which I solicit constructive feedback on ways our division’s services and support might be improved. Over a period of nearly a quarter century, I have received only positive comments about the library, its services, and its personnel.

Sincerely,

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

"I meet with every academic dean in a series of ‘quality assurance’ meetings, during which I solicit constructive feedback on ways our division’s services and support might be improved. Over a period of nearly a quarter a century, I have received only positive comments about the library, its services, and its personnel."
This year UCF reached a new milestone and reaching a student retention rate of 90.4%. This achievement could not have occurred unless UCF Libraries set student success and student achievement as priorities.

Sincerely,

Maribeth Ehasz, Ph.D.
Vice President
Student Development and Enrollment Services
November 10, 2018

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

Dear Award Committee Members:

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

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

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

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

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

The libraries have also continued an important partnership with the Center for Distributed Learning, working to make textbooks more affordable through faculty use of electronic library resources for class texts, as well as Open Education Resources.

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

Sincerely,

Thomas B. Cavanagh, Ph.D.
Vice Provost
Digital Learning
U.S. News & World Report ranked UCF among the nation’s 10 most innovative universities in the Best Colleges of 2019 guide. The UCF Libraries continuously support this innovation by ensuring that the UCF community has access to information through extensive databases, as well as to technology within the various library locations. As part of this effort, the Libraries team regularly submits proposals for funded projects that will benefit the UCF community. Since the introduction of the Technology Fee by the Florida Legislature (effective Fall 2009), the UCF Libraries have been awarded funding for several proposals they submitted related to technology-based projects at the institution. Such projects include acquiring new collections (e.g., Africana Primary Source Collection, Women and Social Movements, Executive Branch Documents, Gale Indigenous Peoples: North America, Web of Science Citation Connection, Sage Collection, and others), as well as purchasing new PCs, laptops, and iPads that are available for use within the UCF Libraries. Furthermore, projects have been carried out that have improved the overall environment of the UCF Libraries and allowed for greater collaboration within the facilities. Areas such as the Knowledge Commons, the LibTech Desk, and group study rooms provide spaces for individuals to collaborate and share knowledge.

In addition to supporting the UCF community as a whole, the UCF Libraries team runs specific programming for graduate students and postdoctoral scholars. Through the College of Graduate Studies’ Pathways to Success program, the Library offers a series of workshops to help guide graduate students and postdoctoral scholars who are engaging in research. Recent workshop topics include library research and literature review strategies, where to publish and author rights, and optimizing your online presence. Furthermore, members of the Libraries team have coordinated Thesis & Dissertation Forums for interested students. These events offered by the UCF Libraries and the UCF College of Graduate Studies provide opportunities for knowledge sharing and give participants information about resources and services for doctoral and master’s students related to their research.

As a large institution with over 68,000 students, UCF has a motto emphasizing the need to amplify excellence through scale, thereby having a greater impact on the community we serve. The UCF Libraries consistently make a positive, long lasting impact on our students, staff, and faculty by offering exceptional service and resources that are accessible by our entire community. For this and all of the reasons mentioned above, I strongly support the UCF Libraries application for the ACRL Excellence in Academic Libraries Award and hope that you will consider them for the honor.

Sincerely,

[Signature]

Jennifer Parham, EdD
Assistant Dean
Graduate Funding, Professional Development, and Scholarship
UCF College of Graduate Studies
Office: 407.823.4337
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“U.S. News & World Report ranked UCF among the nation’s 10 most innovative universities in the Best Colleges of 2019 guide. The UCF Libraries continuously support this innovation by ensuring that the UCF community has access to information through extensive databases, as well as to technology within the various library locations.”
“Throughout the academic year, the staff of the UCF Library work collectively to be an indispensable partner in helping us fulfill our mission to facilitate and increase undergraduate involvement in academic research, and foster a campus-wide culture of research.”

September 28, 2018

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

Dear Members of the Award Committee:

The staff of the University of Central Florida’s Office of Undergraduate Research (OUR) enthusiastically supports UCF’s application for the ACRL Excellence in Academic Libraries Award.

Throughout the academic year, the staff of the UCF Library work collectively to be an indispensable partner in helping us fulfill our mission to facilitate and increase undergraduate involvement in academic research, and foster a campus-wide culture of research. Every day, staff librarians, who themselves are highly knowledgeable as both generalists and specialists within and across disciplines, are always available to assist students engaged in every facet of the research process, and maintain an unprecedented array of physical and digital collections and resources. Through this partnership, not only do our student researchers have access to these resources virtually anywhere, we are able to archive and showcase major events, student scholarship, and instructional activities in highly visible and easily accessible physical and online spaces. For instance, each year, the library provides a large display space near the library entrance to share winning student research posters for one or more months. This collaboration is instrumental in helping us foster the highest caliber of undergraduate researcher as we work tirelessly to increase undergraduate participation in research through a variety of structured programs, workshops, faculty and student outreach, and funding and dissemination opportunities.

In addition to all of this, the UCF Library staff regularly volunteer their time to serve on various development and planning committees (such as the Undergraduate Research Council and the Undergraduate Research Florida Statewide Symposium planning committee), judge at annual poster showcase, and host site visits for groups of students participating in our Summer Research Academy, a pre-research course. This is on top of having an undergraduate research librarian with FTE hours dedicated specifically to supporting students and Undergraduate Research initiatives. The UCF Library also works to support our National Science Foundation program, LEARN, through class visits each year and one-on-one support, as needed. Last but not least, a team of UCF librarians have helped us develop a set of online modules to support student researchers through the process of writing their first literature review that is now included in an online resource available to all undergraduate researchers.

It is truly our honor to submit this letter of support on behalf of the UCF Library as they continue to play such an integral role in ensuring that UCF offers the best, most inclusive, most cutting edge undergraduate education available in Florida.

Sincerely,

Kimberly Schneider, PhD
Director of Undergraduate Research
Assistant Dean of Student Engagement

September 19, 2018

University of Central Florida

The Burnett Honors College

Dear Award Committee Members:

The Burnett Honors College enthusiastically supports the application by the University of Central Florida Libraries for the ACRL Excellence in Academic Libraries Award. The UCF Libraries system is a prized partner that provides outstanding services and resources that support student success and strong partnerships with faculty in our College.

UCF Subject Librarians are an integral part of the success of the Burnett Honors College’s signature Honors in the Major (HIM) thesis program. Established in 1989, Honors in the Major is the oldest and most prestigious undergraduate research program at UCF. The program is designed to encourage the best juniors and seniors to undertake original and independent work in their major field. Every year, hundreds of UCF students research, write, defend, and publish an original Honors thesis that serves as the capstone product of their undergraduate careers.

Central to the success of HIM is the support of various campus partners to enable our students to find and utilize the resources necessary to carry out their research projects. Every semester, UCF Subject Librarians offer orientations, workshops, and one-on-one research consultations for students who are writing Honors theses. Subject Librarians routinely reach out to program coordinators and thesis advisors as well to provide information about library resources and services. We especially value our librarians’ willingness to try new initiatives, methods of instruction or outreach efforts to better serve our students.

In addition, the UCF Libraries system also digitizes and publishes HIM theses through its STARS Institutional Repository, making the research available to researchers worldwide. Through this system, more than a quarter of a million UCF undergraduate theses have been downloaded. We are deeply appreciative of the reach STARS allows our students to have.

In summary, the Burnett Honors College greatly appreciates the services and resources that UCF Libraries provide. We fully support its bid for the prestigious ACRL award.

Sincerely,

Padmshi D. Goopamah Waldron, Ph.D.
Director of Honors Research
Burnett Honors College
The Rosen Library also frequently provides information or services to hospitality industry professionals, as well as members of the general public. This helps support our mission to partner with industry professionals and to be a leader in the field of hospitality education.

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

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

Sincerely,

Dr. Youcheng Wang
Dean and William C. Peeper Preeminent Professor in Destination Marketing
Rosen College of Hospitality Management
407.903.8039
Youcheng.Wang@ucf.edu

“The Rosen Library also frequently provides information or services to hospitality industry professionals, as well as members of the general public. This helps support our mission to partner with industry professionals and to be a leader in the field of hospitality education.”
As an Instructor at the School of Teacher Education at UCF, I am keenly aware of the amazing resource we have in the CMC. This fall when I began work at UCF Global, I knew that the CMC was a resource I must share with a group of individuals I am working with at Building Leadership for Change Through School Immersion (BLCSI), a program at UCF Global.

In my position at BLCSI, I monitor, supervise and scaffold international participants’ progression on assignments and field experiences during a nine month visit to the United States. There are 60+ educational professionals (English teachers, Non-English teachers and Counsellors) from Saudi Arabia currently a part of this program. One of the opportunities we like to provide our participants is workshops to enhance their professional development.

When I approached the Director of the CMC about an opportunity to take the international participants on a “field trip” to the CMC, I was welcomed with an immediate positive response and excitement. This was followed by a quick scheduling of a date and time to visit the CMC. We had 8 participants attend a presentation, walking tour and opportunity to utilize the many resources at the CMC. This field trip allowed our participants to learn about the technology, manipulatives, plethora of library books and resources at their disposal as members of the UCF community.

I want to thank Amy and the CMC staff for their warm welcome and eagerness to educate our international participants. It was thoroughly enjoyed by the BLCSI Saudi participants.

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

Dear Members of the Award Committee:

It is my pleasure to write this letter in support of University of Central Florida Libraries’ application for the ACRL Excellence in Academic Libraries Award. I do so from the vantage point of having worked with Penny Beile (Associate Director, Research, Education, & Engagement) and Barbara Tierney (Head, Research & Information Services) at the University of Central Florida (UCF) Libraries as we, at the Louisiana State University (LSU) Libraries, reimagined and redeveloped our library’s liaison program.

In 2015, Cristina Caminita, Head of Research and Instruction Services (RIS) at the LSU Libraries, and I visited six Association of Southeastern Research Libraries (ASERL) to see, among other things, successful liaison programs. Both Ms. Caminita and I were new in our roles at LSU, and we hoped to create a liaison program in which librarians reached out to our teaching faculty and students with instructional sessions, classroom presentations, and individual consultations as opposed to simply waiting behind the Reference desk for patrons to seek us out. We were particularly impressed with the program at UCF, and began a working relationship with Ms. Tierney shortly after our visit. We corresponded with her during the fall of 2015 as our RIS became more active in outreach and instruction. In January, 2016, Ms. Tierney came to LSU for a day-long workshop with our liaison librarians, a day in which we shared questions and concerns, answers and solutions.

In the fall of 2016, Ms. Tierney and I presented a Poster Session at the Charleston Conference and the manuscript of the accompanying paper has been published as part of the 2016 Charleston Conference Proceedings, hosted at Purdue University. The title of our presentation was “A tale of two liaison programs: University of Central Florida Libraries and Louisiana State University Libraries partnering for subject librarian excellence,” and it outlined our work together over the preceding year.

The description of the ACRL Excellence Award names three criteria for the award, three ways that a library can demonstrate excellence as a team of librarians and staff in furthering the educational mission of its institution. The second of these, “Leadership in developing and implementing exemplary programs that other libraries can emulate” describes perfectly the role UCF Libraries has had with other libraries, specifically the library at LSU. Through visits to each other’s libraries and mentorship provided by UCF librarians as LSU developed its liaison program, UCF shared its successful liaison program with us. The poster presentation that Ms. Tierney and I collaborated on for the Charleston Conference is a further example of the UCF Libraries’ team providing leadership in developing and implementing a program that other libraries can emulate.

Thank you for giving me this chance to support the UCF Libraries in its application for the 2018 ACRL Excellence in Academic Libraries Award. My letter of support highlights one of many ways that the UCF Libraries demonstrates excellence in Academic Librarianship.

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

Sincerely,

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

“Through visits to each other’s libraries and mentorship provided by UCF librarians as LSU developed its liaison program, UCF shared its successful liaison program with us. The poster presentation that Ms. Tierney and I collaborated on for the Charleston Conference is a further example of the UCF Libraries’ team providing leadership in developing and implementing a program that other libraries can emulate.”