2019

University of Central Florida Libraries, Annual Report 2018-2019

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Director’s Overview

The 21st Century Library Project for the John C. Hitt Library continued this year. The ARC building was completed with certificate of occupancy in August 2018 and Dematic staff made final adjustments to the Automated Storage and Retrieval System (ASRS) in mid-September and ingest was underway in October. Due to postlaunch software and hardware issues a complete restart was necessary, and Dematic sent staff to work out problems with equipment, caused by inadequate building clean-up before starting.

There were also issues with temperature and relative humidity in the ARC building that delayed ingest.

Circulation staff worked persistently to stay ahead of the Turner Construction timelines for the removal of books and shelving on floors 1-4. Needed ingest was completed well ahead of schedule. Over 400,000 books from the open stacks were ingested in the ARC over a period of five months. Some materials were also ingested from Rosen, CMC and Government Documents. Special Collections and University Archives staff was also trained in preparation for ingesting selected materials.

The Cataloging Department used automated processes to change locations (or “ARCification”) for over 500,000 items in the catalog, allowing Circulation to complete the ingestion process. Most new items will be processed for the ARC.

Circulation staff also ingested books due to two special projects: clearing the top two shelves on all old shelving and clearing the 7th shelves in the 1968 building for adequate sprinkler clearance. Circulation staff also worked closely with Facilities and Operations to coordinate daily maintenance on the ARC SRMs.

Furniture was removed from the planned construction areas on each floor as work began on the barrier walls. Suddath Movers moved books and surplused shelving on floors 1, 3 and 4 to clear space for temporary walls for Phase 1A (connector building) which began in summer 2018.

Phase 1A will feature a new eight door entrance, three new elevators at the new entrance, two new library instruction rooms, a beautiful new 4th floor “reading room” on the top floor of the ARC Building featuring 270-degree views of the campus and 235 new seats, a new Circulation Services desk at the new front entrance, an assembly room with seating for 120, a Special Collections & University Archives Gallery and a new plaza on the north side to merge seamlessly with the Student Union Plaza and the John T. Washington Center. Phase 1A should be complete in early 2020.

The area on the 1st floor currently occupied by the Center for Distributed Learning (CDL) will be renovated as part of the 21st Century Library Project. CDL will vacate the space in early 2020 when they move to a building in Research Park.

Planning also started on the next phase, Phase 2A, to revisit Advanced Schematic Development (ASD) plans prepared earlier for the rest of the building. The next phase will consist of adding two new aisles and SRMs to the ARC, and new boilers for HVAC. Then complete floor renovation will begin with the 3rd floor.

In May the UCF Capitol Improvement Trust Fund (CITF) Committee approved continuation of the fee for the next three years. The $2.00 per semester hour fee provides funding for the 21st Century Library Project.

The 5th floor Quiet Zone was formally opened on August 24th and immediately became very popular with students.

Construction began on the Dr Phillips Academic Building for the UCF Downtown campus. The Library reading room will be on the 2nd floor and will have 60 seats, a service desk and shelving for 10,000 volumes. It is scheduled to be open in August 2019. Rachel Mulvihill, now Head, Teaching and Engagement, will be the Head, Downtown Campus Library.

In-unit faculty salary market equity adjustments were funded during the year. In 2018 the university established a new faculty base salary of $60,000. While in many ways this increase was certainly welcome, it also would have caused severe compression issues within the library faculty. Fortunately, a multiyear initiative to provide market equity adjustments for in-unit library faculty was successful. By increasing salaries under these market equity adjustments, salary compression was avoided.

The Office of Scholarly Communication is in its seventh year which saw significant growth in queries on scholarly communication from faculty, students and staff and more than doubled from last year. The number continues to increase each year. The Office of Scholarly Communication’s workshops, guest lectures, and invited speaker opportunities also continues to increase. The Graduate Workshops continued to be successful, this year with 7 topics offered attracting 251 attendees in 62 sessions. The Scholarly Communication Working Advisory Group continues to provide an outstanding level of participation from members that has been instrumental in to its success.

Stay Savvy with Scholarly Communication Brown Bag lunches offered each summer have been successful providing opportunities to learn and discuss topics of interest related to scholarly communication.

Textbook affordability efforts continued to grow during the year with collaborative efforts between library and external partners. A new Student Success/Textbook Affordability librarian position was created funded by the Provost’s Office. At the end of the spring semester, 15,833 students saved $1,555,849 through zero cost and Library sourced materials, and Open Educational Resources adopted by faculty. The UCF Libraries Textbook Affordability website went live in May and the link was posted on the Office of the Provost’s page.
Director’s Overview (cont’d)

All of which are part of UCF’s Affordable Instructional Materials Initiative. The Initiative is a collaboration between the UCF Libraries, the Center for Distributed Learning and the Faculty Center for Teaching and Learning.

A print textbook reserve collection was created to serve the top 25 courses with the highest drop, fail and withdrawal rates.

The Value of Academic Libraries assessment project had increased activity during the year as team members met with Institution Knowledge Management (IKM) analysts to create an interactive web form. A data dictionary and workflow were created, and data points were expanded to computer log-in’s and Interlibrary loan transactions. This project will continue to grow adding additional date points.

The number of questions at the Research & Information Services Desk decreased by 15% with 13,945 interactions. Research consultations was about the same with 505 interactions. Ask Us interactions was 7,059, a decrease of 8%.

Research Guides had 1,168,087 views which is 7% over last year.

Over 140,269 patrons were served at the LibTech Desk, a 17% increase over last year. There were 111,814 equipment loans; an increase of 9% over last year. The Desk continues to be popular with students.

Face- to -Face library instruction classes in the John C. Hitt Library were attended by 12,601 students, an increase of 28%, in 535 classes, an increase of 27%. There were 352 students in 19 classes in Special Collections & University Archives and there were 1415 students in 40 classes at the Universal Orlando Foundation Library at the Rosen College of Hospitality Management. There were 1347 students in 52 classes in the Curriculum Materials Center and UCF Connect Libraries taught 5138 students in 182 classes.

The number of unique students completing assessments with the 15 Library Information Modules was 15,849, an increase of 14% over last year. There were 85,386 assessment completions; an increase of 15% over last year.

The Libraries streaming videos on Vimeo and YouTube were viewed 55,000 times. The video “How to Search for Patents” video was viewed 21,000 times.

The CMC updated the textbook collection to include the new Florida K-12 science text book adoptions, focusing on both Seminole and Orange County Public Schools. Science textbook donations were made by McGraw-Hill. 1350 items, mostly from the Young Adult fiction collection was ingested into the ARC to provide more room in the crowded Young Adult collection.

The Universal Orlando Foundation (UOF) Library at Rosen College of Hospitality Management continues to meet the needs of Rosen College’s students, faculty and staff and serves as an information resource center for the hospitality industry in central Florida. The library’s circulation was 8,818 and the book collection was 12,139. The new KIC scanner purchased last year was used 1535 times. 250 seldom used books were ingested into the ARC from the UOF Library.

Library hours were extended in the John C. Hitt Library to 24/5 during final exams, spring 2019 semester. This involved substantial staff scheduling changes, added security and publicity to students.

In January 2019, Cynthia Kisby, after twelve years as Head of Connect Libraries as well as Personnel Librarian resumed her Personnel Librarian duties full time. On February 1, 2019, Tim Bottorff assumed responsibility for UCF Connect Libraries and continued as Head of the UOF Library at Rosen College.

Changes were underway in UCF Connect administration as more emphasis was placed UCF Online, UCF Global and UCF Continuing Education. UCF Connect Librarians continued to serve the needs of UCF students and faculty on one of UCF’s campuses or online.

Circulation of the Libraries’ collection, not including reserves, was 156,324. A decrease of 9% from last year.

Use of the John C. Hitt Library increased slightly to 1,256,378. The number of patrons using the Curriculum Materials Center decreased 11% to 50,789. Use of the Universal Orlando Foundation Library at Rosen College of Hospitality Management decreased 22% to 67,300.

In Interlibrary Loan/Document Delivery Services Lending was down 15 % to 25,329, Borrowing decreased 5% to 14,093 and document delivery deceased 7% to 8400.

Interlibrary Loan/Document Delivery Services began lending books from the Curriculum Materials Center and 144 books were loaned during the year. Requests are usually picture books and are requested by academic institutions, most from the state of Florida. ILL is also investigating the possibility of an on campus delivery service for requests submitted through Interlibrary Loan.

The Libraries added 22,266 print volumes and 40,489 electronic monographs for a total of 62,755 volumes. The collection now has 1,948,082 print volumes including government volumes. And 221,333 electronic volumes. Total print and electronic volumes now total 2,169,415.

The Libraries materials budget expenditures were $7,263,607. The impact of inflation in e-journals and database purchases is inevitable and Is having a negative impact on the Libraries ability to provide needed resources in support of instruction and research. Also support for electronic resources from FALSC has declined in recent years due to budget cuts from the University of West Florida. The materials budget situation for 2019/2020 is uncertain.

Expenditures for all electronic resources decreased slightly as $5,802,578 or 80% of the Libraries materials expenditures were for these resources.
Approval plan expenditures were $341,497 with 6942 volumes purchased. Firm orders expenditures were $618,796 with 7503 volumes purchased.

Streaming videos continue to increase in popularity as they can be embedded into courseware and are used by online classes. Content is added from the following platforms: Alexander Street Press, Kanopy, and Films on Demand. According to usage statistics, 4621 titles were viewed 64,067 times.

There were 3,231,306 searches and 3,954,548 full-text downloads of all databases for which COUNTER compliant statistics are available.

Digital Services was involved in several projects, including the Central Florida Future, Florida Historical Quarterly, Honors Theses, Retrospective Theses & Dissertations, and Special Collections. For a total of 91,464 images.

Central Florida Memory had 6,057 visitors and 15,398 page views. Digital Collections had 15,280 visitors and 74,256 page views. STARS had 194,248 visitors and 384,475 page views. LibGuides had 560,937 visitors and 1,168,087 page views.

The Library Web Page had 1,376,442 visitors and 2,349,604-page views.

The Libraries’ IT staff were officially moved to UCF IT during the year. As a result, some major IT projects for the library may not be completed by UCF IT when required. One example is the installation of 300 public PC’s funded by the technology fee to replace PC’s out of warranty. In the past it would have been completed by the Libraries IT staff on time. Now it may not be completed before classes start in the fall 2019.

Matt Desalvo, our IT Manager in charge of the LibTech desk, was returned to the Libraries. The LibTech desk is very successful as it continues to provide technology assistance as well as equipment for check out by students, faculty and staff.

Special Collections received significant donations during the year. Among them were:

- The Nelson and Company Collection, donated by Nelson and Company of Oviedo, documents the history of the company from the late 1800’s through the 2000’s. The collection documents the company’s citrus and celery production, fertilizer production and distribution, and real estate holdings in Central Florida. The Nelson Company was once Oviedo’s largest employer and was important to the development of the region.
- The Fred Rodgers and Dr. Francis Martin Collection, which was donated by Dr. Francis Martin, UCF Professor Emeritus of Art History.
- The extensive collection contains published works, drawings, works on paper, fine art, cartoons and published/printed materials related to a variety of subjects including drawing, and history and canaries.
- Harris Rosen continued to donate scrapbooks to the Harris Rosen Collection, 1896-2016. This year four additional volumes were donated by Mr. Rosen.
- The Sanford Municipal Court Records, 1920-1972 donated by the Sanford History Museum and the City of Sanford, Florida

The Libraries received Technology Fee Awards for 2018/2019 in the amount of $632,293.84, which funded the following proposals:

- Elsevier eBooks Freedom Collection. Total Cost: $163,256.00 (Tech Fee: $162,256.00, Cost share $1000)
- Public PC Replacement. Total Cost $334,859.00, (Tech Fee: $333,359.00, Cost Share $1500)
- LibTech Desk Equipment Replacement Expansion. Total Cost: $136,678.84

While next year should see the completion of Phase 1A of the 21st Century Library Project, there is still much to be done. The addition of the fourth and fifth aisles and SRMs will complete the ARC, probably in 2020, then the complete renovation of the existing building will begin floor by floor, beginning with the 3rd floor. Then the 2nd and 1st floors will be renovated including the removal of the mezzanine. Then the 4th and 5th floors. This will include replacement of the aging mechanical, plumbing and electrical systems which are inadequate. At completion a totally new library will emerge.
Director’s Overview (cont’d)

New Faculty

- Rachel Edford, January 2019, UCF Instruction and Engagement Librarian, Teaching and Engagement

- Katy Miller, March 2019, UCF Student Success/Textbook Affordability Librarian

New USPS Staff Members

- Amanda Tier, Sr. LTA Interlibrary Loan and Document Delivery Services, July 2018
- Katie Burroughs, Administrative Assistant III, Administration, January, 2019

Retirement

- Raynette Kibbee, 1/31/19
  During her nearly 33 years with UCF, Kibbee served 17 years in Library Administration as Senior Administrative Assistant. She was an institution: a keeper of knowledge, an all-knowing sage having wisdom about the Library and University. She was the force behind so many important events such as the June Stillman Scholarship, Library Service Awards, Directors Advisory Group, and more.
- Meg Scharf, 5/31/19
  During her nearly 35 years at UCF, Scharf has been an active member of many professional organizations, including the American Library Association, the Florida Library Association and the State University Libraries, serving on a myriad of committees and subcommittees. Scharf will long be known for her empathetic approach to students, visitors, and staff; and for her deep and genuine commitment to the library profession, UCF, and the community.

Awards

- Joanie Reynolds, Employee of the Year 2019
- Megan Haught, Employee of the Month May 2019
- Ven Basco, Excellence in Librarianship 2019

IT&R Awards

- Sandy Avila, Partnership Award
- Jordan Davis, Outstanding Student Employee Award

Library Service Awards

- June Stillman Scholarship
- Library Service Awards
- Directors Advisory Group

Awards

- Joanie Reynolds, Employee of the Year 2019
- Megan Haught, Employee of the Month May 2019
- Ven Basco, Excellence in Librarianship 2019

Sai Deng, Cataloging
Matthew DeSalvo, Information Technology & Digital Initiatives
Seth Dwyer, Circulation
Michael Jimenez, Cataloging/Acquisitions
Schuyler Kerby, Rosen Library
Mary Rubin, Special Collections & University Archives
Barbara Tierney, Research & Information Services
Debra Barnes, Administration
Gerald Dillon, Rosen Library
Barbara Alderman, UCF Connect Libraries
Corinne Bishop, Research & Information Services
Page Curry, Information Technology & Digital Initiatives
Lee Dotson, Information Technology & Digital Initiatives
Anna Dvorecky, Cataloging
Patrick Hadlock, Cataloging
Burak Ogreten, Special Collections & University Archives
Frank Allen, Administration
Penny Beile, Education & Engagement
Elena Bereda, Acquisitions
Rich Gause, Research & Information Services
Jacqueline D. Johnson, Cataloging
Buenaventura (Ven) Basco, Research & Information Services
David Healy, Cataloging
June S. Stillman Memorial Scholarship

Stefani Hammond was awarded the 2018 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 in our university whose life was tragically taken in 1998.

Stefani is a first-generation University of Central Florida student with a Bachelor of Arts degree in Anthropology with a minor in Biology, and a certificate in Human Biology. Stefani has also worked at the University of Central Florida as a Conference Assistant at Conference Services, a Resident Assistant for Housing and Residence Life Department, Research Assistant for Office of Undergraduate Research and Libraries Circulation Department.


## Administrative Services

### Highlights of the Year in Retrospect

#### General Administrative
- Co-ordinated opening of the Automated Retrieval Center (ARC), July 2018. After post-launch software and hardware complications, arranged emergency meetings between UCF Facilities Maintenance and Dematic Company to initiate a complete system restart, at Dematic Company expense. Coordinated meetings to begin a daily UCF Facilities preventative maintenance protocol. The ARC reopened in August with much improved performance.
- Secured funding for faculty salary market equity adjustments. This was a multi-year initiative that culminated successfully with significant salary increases for in-unit library faculty. The timing was important as the university established a new faculty base salary in 2018, and without this separate library market equity adjustment an untenable salary compression would have existed.
- Secured approval for Tim Bottorff’s added assignment to Head, UCF Connect Libraries.
- Co-ordinated planning to extend hours in the John C. Hitt Library to 24/5 during final exams, Spring 2019 semester. This involved significant staff scheduling changes, added security detail and publicity to students.

#### Finance
- Prepared E&G budget request in February. Loaded $14.6 million budget August 2018.
- Assisted with management and fiscal close-out of the Library Materials budget in Spring 2019 while the Library Head of Acquisitions was on professional development leave. Increasingly involved with decision making in general on licensing, database renewals and timing of spend-out of Library Materials budget.
- Secured $24,000 university funding to provide OPS staffing for ARC ingest. Secured funding for professional move assistance with removal of excess library shelving, spring 2018.
- Finalized budget on UCF downtown Library. Secured final approval and funding for staff positions, OPS, operating and library materials.

#### Human Resources
- Served as library liaison for Sibson class and compensation project.
- Facilitated five faculty searches. Facilitated search and hiring of replacement for retiring Senior Administrative Assistant.
- Assisted administration and department heads with: inclusive education student worker, extended medical leave lasting almost a full year, dual comp questions, employee personal problems, Performance Improvement Plan, ITRBC and Stillman Scholarship eligibility, retirement parties for Kibbee and Scharf, Downtown USPS positions, overtime for open hours 24/5, Katie Burroughs orientation and file purges, CBA regarding faculty work from home.
- Assisted ITR BC with input to Faculty Activity report.
- Maintained the vacancy report, faculty salaries and organization chart.
- Facilitated faculty evaluation process.
- Served as Ex Officio to the Promotion Coordinating Committee. Assisted with transition to online process.

#### Facilities
- Chaired 25+ meetings of the Library Building Planning Committee (BPC), the principal planning body for the 21st Century Library project. Established agendas, facilitated meeting discussions and decision making, took notes, and distributed post-meeting follow ups for every meeting. Serve as day-to-day communication liaison between Library administration, Turner Construction, and UCF Facilities Planning.
- Years of space planning, design and decision making came to successful fruition with the opening of the ARC in Summer, 2018: The mezzanine space was designed well for the staff. The allocation of bin sizing is appropriate and mirrors the collection material heights. The ARC capacity seems to be proper.
- Helped coordinate logistics between UCF facilities operations, Suddath movers, and Library staff on the move of materials and surplusing of shelving in rear of floors 1,3 and 4 to clear space for construction of temporary walls in Phase 1A.
- Coordinated Library Committee discussions, review and feedback for Phase 2A space planning. ASD documents were released in March 2019. Planning, design and construction will be an ongoing effort for the next 5-7 years.

#### Receiving, Shipping and Mail
- Assisted the CMC with a book donation to State Libraries in the Panhandle by securing proper guidelines and authorization through the property board.
- Attended RM1001 Records Custodian Training.
- No issues found on 3 separated P-card audits.
● Changes in Staffing
  ● Meg Scharf, Associate Director, retired May 31, 2019.

Report on Departmental Goals: 2018-2019

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

● Receiving/Shipping
  ● Delivered all mail and packages in a friendly and timely manner.
  ● Filled over 250 supply requests in a friendly and timely manner.
  ● Accounted for 100% of the Libraries assets valued at $5000.00 or more.
  ● Continued to purge applicable library records per state retention guidelines.
  ● Continued helpful working relationship with all construction groups.

Departmental Goals: 2019-2020

General Administrative
  ● Finalize furniture and fixtures order for Phase IA. Help facilitate installation.
  ● Open Phase IA.
  ● Co-lead planning efforts for next phases of 21st Century project.
  ● Allocate, monitor and close out FY 19/20 budget.
  ● Continue to allocate and manage staff and financial resources judiciously.
## Human Resources Selected Statistics Five Year Summary

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## Administrative Services

### Chart 1
Reported Building Problems 2018 - 2019

- Cleaning: 20%
- Plumbing: 19%
- Electrical: 6%
- HVAC (Temp/Leaks): 11%
- Lights Out: 11%
- Paint/Patch: 0%
- Install/Dismantle: 8%
- Roofers and Leaks: 3%
- Elevators: 3%
- Keys/Locks: 1%
- Signs: 0%
- Insects: 2%
- Doors: 6%
- Recycle: 1%
- Clocks: 0%
- Other (Carpet, Supplies, Moving, Re-Stock, Misc.): 8%
- Vending Machines: 0%

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**Frank R. Allen**
Senior Associate Director, Administrative Services
Circulation Services had one overarching achievement and focus during the 2018-2019 year. The Automated Retrieval Center (ARC) opened in July 2018 and what followed were months of hard work, learning new technology, adapting existing procedures to the new environment, and working as a team to meet our patron’s needs. The success of this project is a result of collaboration between each and every member of Circulation Services. Several staff were solely focused on the ARC work, so that left running the day to day Desk operations to the rest of the staff. Everyone took on extra workloads in various areas to accomplish our deadlines and maintain our service standards. In addition to the ARC project, staff were involved in several improvement efforts. The LibStaffer clock-in feature was implemented for Daytime Circulation Desk students to track their hours worked. This eliminated the need for a paper sign-in sheet and allows for better tracking of student hours. Circulation Services staff were also involved in an ad-hoc group for system-wide migration to Handshake, the new student assistant recruitment software. This has improved the ability to identify work study eligible applicants. The reserves and holds shelving were expanded to accommodate the Textbook Course Reserves Collection and the increased number of holds due to patron initiated ARC requests. A new system for processing ARC holds so that patron notification emails are automatically sent was implemented. All staff were trained on performing picks (filling ARC requests) and processing materials for the holdshelf.

Fines and Bills implemented an increase in overdue fines on reserve items. The fines were raised from $0.25/hour to $1.00/hour. This was done in an effort to facilitate more timely return of short term loan items. This was a collaborative effort between Circulation, LibTech, CMC, Rosen, and FALSC. The fine appeal form was updated to route directly to the appeal decider. This allows for more timely communication to students in the appeal process.

Reserves continued to experience major growth in print textbook reserves and contributed in a variety of ways to textbook affordability initiatives. Working as part of the Textbook Affordability group, Circulation Services members helped process several new additions to the print textbook collection. Circulation Services also helped distribute surveys about patrons’ use of the reserve textbooks. The hiring of the new Textbook Affordability Librarian presented many opportunities for continued growth in the collection. A Reserves Working Group was formed to increase the quantity and circulation of reserve items. This group developed a partnership with SGA and Knights Pantry to host a Textbook Donation drive in Spring 2019. As a result, 60 books and 39 unique titles were added to the Print Textbook Reserves.

Stacks was responsible for the ARC Ingest Project, which entailed moving roughly 400,000 books from open stacks to the ARC over the course of five months. The ARC opened in July with several complications due to ongoing construction work, faulty machinery, and IT issues. Stacks persevered through all the starts and stops and worked diligently to stay ahead of Turner Construction timelines for moving materials. Circulation staff and student employees, with the help of student assistants from Special Collection & University Archives and Acquisitions, were able to finish the ingest ahead of schedule. Once the ingest was complete Stacks continued with two special projects: clearing the top 2 shelves on all old shelving and clearing the 7th shelves in the 1967 building to allow for adequate sprinkler clearance. In addition, Stacks developed procedures for daily ARC operations; filling patron requests, storing returned materials, and doing audits on the bins to confirm inventory. Stacks also worked closely with Facilities and Operations staff to coordinate daily maintenance on the ARC SRMs and help troubleshoot SRM mechanical issues. Stacks worked with Rosen, CMC, and Government Documents to store their overflow materials and also helped train SCUA staff in preparation for their own ARC projects. Stacks also worked closely with ILL to fill their requests for materials and maintain communication between the two departments. In addition to ARC work, Stacks maintained the General Collection in the open stacks, shifted materials, rebuilt and moved shelving, and accomplished other tasks as needed.

**Other Highlights and Projects**

- Supported 24 Hour Library Hours during Spring Finals 2019. Staff covered additional hours from 1am-7am and offered limited services during extended hours
- Responsible for posting signage in conjunction with 21st Century Library Communication Task Force. Posted signage throughout library to inform library patrons of ongoing noise and construction in library during Phase 1A construction and ARC Ingest
- Contributed to safety and security of library building: Worked with UCF PD and UCF Office of Emergency Management to coordinate transition from CSO to SP (Security Professional) program. Several staff participated on the Building Evacuation Committee. Served as liaison between patrons and campus police as needed in the event of theft or disturbance
- Contributed to planning for UCF Downtown. Including Aleph patron load, loan rules, fine structure, and help with preparing to move books from Main to Downtown
- Daytime Desk supervisors organized a Student Development Day for student employees to refresh training at the start of Fall 2018
- Evening Circulation Student Employee, Sara Nazarian was awarded 2018-2019 June S. Stillman Memorial Endowed Scholarship.
Changes in Staffing

- None

Report on Departmental Goals: 2018-2019

- Research innovative ways to meet patron needs and work to exceed patron expectations of Circulation Services. Filling ARC holds during all operating hours 7 days a week, automated email notification for hold pick-up, expanded print textbook reserves collection, and added new anatomy models.

- Circulation Services: Contribute to future planning for an integrated library system. Develop procedures and policies to maximize the effectiveness of Aleph. Helped plan for UCF wide Aleph upgrade in December 2018. Coordinated Aleph “opt-in” decisions across library service points. Attended and watched remotely NextGen ILS presentations. Work closely with FALSC to make the ARC operate with Aleph and engage in continued contact with them to resolve system outages.

- Fines & Bills: Review Collection Agency policies and procedures. Investigate online payment options. Discontinued sending patrons to collections, instead use academic blocks to hold patrons accountable for unreturned items and fines owed. Explored NextGen ILS options with online payment functionality.

- Reserves: Support Textbook Affordability Program and contribute to future initiatives.

- Significant expansion of the print textbook collection. Worked with the Textbook Affordability Librarian to review potential donations from departments on campus. Participated in a textbook donation drive in partnership with SGA and Knights Pantry.

- Stacks: Complete Phase 1A Connector Ingest Project; including ingesting of displaced materials, removal of stacks, and moving/storage of furniture in designated areas. Ingested all materials in the way of Connector construction. Ingested materials on 7th shelf to bring the library in code with fire safety standards. Ingested materials from Rosen, CMC, and Government Documents to relieve crowded shelf space in those locations. Moved furniture out of the path of construction while trying to maintain maximum student seating.

Circulation Services/Stacks: Develop best practices and procedures for daily operation of ARC. Developed workflows for processing ARC materials and General Collection materials for reshelving/restoring. Assign staff to fill pick requests during all operating hours. Beginning an ongoing audit of all bins to identify misplaced materials and maintain accurate inventory of ARC materials.

- Stacks: Work with Cataloging, Acquisitions, and Interlibrary Loan Departments to determine new workflows for the collection as items are processed into the ARC. Worked with ILL to develop workflow and communication for filling ILL initiated requests for ARC items. Worked with Acquisitions and Cataloging to determine how to handle New Books. Worked closely with Cataloging to update records to ARC locations, troubleshoot problem items, and identify discrepancies between ARC items that are delivered, but have never been stored.

Departmental Goals: 2019-2020

- Research innovative ways to meet patron needs and work to exceed patron expectations of Circulation Services.

- Circulation Services: Prepare department for move to new Circulation office area. Clean existing space and organize staff and service point in new location.

- Circulation Services: Contribute to future planning for an integrated library system. Develop procedures and policies to maximize the effectiveness of Aleph.

- Fines & Bills: Investigate online payment options. Implement integrated Point of Sale register system at new Circulation Desk.

- Reserves: Enhance patron discoverability of reserve materials and availability.

- Stacks: Develop best practices and procedures for management of physical collections in ARC and OpenStacks.

UCF Libraries Annual Report 2018-2019
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

2018-2019 Statistics: Circulation Services

Circulation Day Desk student employees were welcomed back for Fall 2018 with a Student Development Day. Pictured from left to right: Kryslynn Collazo, Joseph Rainone, Kaitlyn Gebhardt, Rebecca Hawk (LTA II), Claudia Davidson, Darcy Kranz, and Andrea Vasquez.

Table 1
Five-Year Comparison

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<tbody>
<tr>
<td>A-V, Music, Video, DVD</td>
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<td>4,464</td>
<td>5,545</td>
<td>4,080</td>
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<td>Browsing Collection</td>
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<td>1,979</td>
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<td>Documents</td>
<td>84</td>
<td>106</td>
<td>120</td>
<td>83</td>
<td>124</td>
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<td>General Collection</td>
<td>149,792</td>
<td>166,687</td>
<td>195,702</td>
<td>218,415</td>
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<td>Reserves**</td>
<td>137,318</td>
<td>124,443</td>
<td>114,186</td>
<td>92,272</td>
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<td>TOTAL ITEMS CIRCULATED</td>
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<td>297,679</td>
<td>316,951</td>
<td>316,196</td>
<td>343,037</td>
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<tr>
<td>ITEMS SHELVED</td>
<td>210,112</td>
<td>198,358</td>
<td>211,388</td>
<td>192,916</td>
<td>212,046</td>
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<td>PATRON COUNT</td>
<td>1,256,378</td>
<td>1,254,700</td>
<td>1,297,542</td>
<td>1,311,115</td>
<td>1,258,691</td>
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</table>

*Includes circulation statistics for Curriculum Materials Center and the Rosen Library
**Reserves statistics in Aleph include video reserves, laptops, headsets, and study room keys
### Circulation Services

**Table 2**  
*Circulation by Patron Type: Five-Year Comparison*

<table>
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<tbody>
<tr>
<td>Undergraduate Students</td>
<td>198,513</td>
<td>197,896</td>
<td>211,722</td>
<td>207,699</td>
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<td>Graduate Students</td>
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<td>Faculty</td>
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<td>25,746</td>
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<td>Staff</td>
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<td>6,892</td>
<td>7,693</td>
<td>7,087</td>
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<td>Alumnae</td>
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<td>75</td>
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<td><strong>Special Borrowers:</strong></td>
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<td>Interlibrary Loan</td>
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<td>UBorrow</td>
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<td>3,971</td>
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<tr>
<td>Other</td>
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<td>4,165</td>
<td>4,163</td>
<td>4,061</td>
<td>4,163</td>
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<tr>
<td><strong>TOTAL ITEMS CIRCULATED</strong></td>
<td>293,642</td>
<td>297,679</td>
<td>316,196</td>
<td>316,196</td>
<td>343,037</td>
</tr>
</tbody>
</table>

**Circulation Services Chart 1**  
*Circulation by Patron Type*

- Undergraduate Students, 198,513, 72%
- Graduate Students, 39,743, 14%
- Faculty, 25,475, 9%
- Staff, 7,457, 3%
- Alumnae, 68, 0%
- Special Borrowers:, 6,201, 2%

Lindsey Xanthopoulos  
Head, Circulation Services
UCF Connect Libraries

Through partnerships with state college libraries, UCF Connect librarians connect all library users (Orlando, regional, and online) with the information and help they need to succeed in learning, teaching, & research.

Highlights of the Year in Retrospect

In January 2019, Cynthia Kisby stepped down as Head of Connect/Regional Libraries, a role she had performed in outstanding fashion for 12 years.

Tim Bottorff assumed responsibility for the unit on February 1st and immediately began learning the role, the people, and the locations. Over the following months, he met with Connect administrators, visited all locations with a UCF Connect librarian presence, and set up internal meeting schedules and processes.

Changes continued to occur within UCF Connect administration as well, as Vice Provost Jeff Jones continued to emphasize the growing importance of UCF Online, UCF Global, and UCF Continuing Education.

Meanwhile, the UCF Connect Librarians continued to provide information and help to UCF students wherever they may be, whether online or on any of UCF’s campuses or partner college campuses.

A few key accomplishments and initiatives included:

- Judy, Lily, Peggy, and Tim updated online orientation materials for UCF Connect, UCF Online, and UCF Distance students.
- Judy and Lily continued to participate in UCF Libraries’ Ask Us online chat service.
- Judy covered ILL/DD for Kristine Shrauger for three days while she and her full-time staff were presenting at a statewide conference.
- Lily, Tim, and Peggy presented at a UCF Connect Success Coaches meeting, highlighting how we can collaborate with them and unveiling a LibGuide newly created for them.
- Lily, Peggy, & Judy presented an online webinar and handout for UCF Connect coaches and staff, showcasing library services and ideas to collaborate.
- Lily, Shane Roopnarine, and Sandy Avila formed a team to help deliver Presentation Skills Workshops both face-to-face and online.
- Lily was selected as the UCF Connect Libraries leader for the UCF Connect strategic planning initiative following the 4DX model.
- Lily created customized online instruction modules and quizzes for architecture courses.
- Michael organized UCF’s joint use library move into the new Daytona Gale Lemerand Student Center.
- All collaborated to purchase additional Gale Virtual Reference Library ebooks for nursing and related areas.
- All participated in textbook affordability and scholarly communication initiatives.
- All represented the UCF Libraries at Degree Expos, major fairs, orientations, and similar events.
- All attended forums and other meetings held by UCF Connect administration.
- All attended and participated in many library meetings and functions at the Orlando campus.
Individual research and service accomplishments are highlighted in the “Accomplishments of Faculty and Staff” section below, but a few worthy of special mention include:

- Andy and Michael sought promotion to the rank of Associate Librarian.
- Barbara joined the ACRL/EBSS Online Learning Research committee.
- Judy was the winner of the Ask a Librarian Exemplary Reference Award for November 2018.
- Lily served as Vice Chair / incoming Chair of FLA’s Membership & Marketing Committee.
- Peggy planned and coordinated the "Celebration of Librarian Collaboration for Transfer Student Success," a highly successful, daylong conference for UCF and UCF partner college instructional librarians and administrators.
- Peggy signed a book contract, with coauthor Dr. Karen Kauffman, to write Supporting Transfer Student Success: The Essential Role of College and University Libraries.

Changes in Staffing

- There were no changes in staffing among Connect Librarians in FY 18-19.

Report on Departmental Goals 2018 - 2019

Goal 1: 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.

Goal 2: 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.

Both of the above goals were exceeded through the various individual initiatives described above as well as through the following unit-wide initiatives:

- Connect Librarians participated in UCF Connect administration’s ongoing strategic planning exercise, which utilizes a 4DX model to focus on goals related to student retention. As part of this initiative, Connect Librarians have improved statistical recordkeeping & reporting and have begun to formulate new outreach initiatives to increase public service statistics related to individual reference assistance.
- Connect Librarians reached out to UCF Success Coaches through a webinar, presentation, a research guide, and individual contacts.
- Connect librarians collaborated to update the library portion of three UCF online orientations, ensuring that all new students receive relevant and timely library information.
- Connect librarians pooled collection funds to acquire additional ebooks related to nursing and other areas.
- Connect librarians participated in a variety of textbook affordability and scholarly communication efforts.

Lily Dubach and Shane Roopnarine presenting a poster at the 2019 Florida Library Association annual conference.
For the coming year the unit’s goals are centered around People, Collections, and Technology:

- **PEOPLE:**
  - **Meet UCF students wherever they are.**
    Continue to provide reference, instruction, collection development, outreach, and other public services to as many Connect and Online students as possible, whether in person or online.
  - **Maintain appropriate staffing levels.**
    Examine enrollment and activity at the various campuses. Adjust librarian presence and effort at locations if/when warranted.

- **COLLECTIONS:**
  - **Improve collections in all existing subject areas.**
    Continue to wisely spend allocated funds, in support of all subjects taught at the campuses and online.
  - **Maintain existing collections.**
    Continue to assess legacy print collections at the various locations, including weeding or shifting materials when appropriate.

- **TECHNOLOGY:**
  - **Survey technology offerings and needs.**
    Inventory current technology offerings and assess future needs at the various locations. Pursue technology fee funding for additional devices, if warranted.
  - **Leverage technology to improve services.**
    Continue to investigate and use new technology options (including Teams, Zoom, and others) to improve internal workflow and to better serve UCF students, staff, and faculty.
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<td><strong>LIBRARY INSTRUCTION:</strong></td>
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<tr>
<td>Classes Taught&lt;sup&gt;1&lt;/sup&gt;</td>
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<td>Students Taught&lt;sup&gt;1&lt;/sup&gt;</td>
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<td>3639</td>
<td>3164</td>
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</tr>
<tr>
<td>Directional Questions&lt;sup&gt;2&lt;/sup&gt;</td>
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<td>902</td>
<td>947</td>
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<tr>
<td>Reference Questions&lt;sup&gt;2&lt;/sup&gt;</td>
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<td>1115</td>
<td>1290</td>
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<td><strong>OTHER CONTACTS:</strong></td>
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<td>Outreach&lt;sup&gt;3&lt;/sup&gt;</td>
<td>71</td>
<td>111</td>
<td>61</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Graded Assignments&lt;sup&gt;3&lt;/sup&gt;</td>
<td>671</td>
<td>659</td>
<td>590</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

<sup>1</sup> Instruction statistics include both face-to-face classes and instruction delivered through online tutorials.

<sup>2</sup> Statistics for Reference & Directional Questions are not available or not comparable prior to FY 2016-17.

<sup>3</sup> Statistics for Outreach & Graded Assignments are not available or not comparable prior to FY 2016-17.
Universal Orlando Foundation Library

at the Rosen College of Hospitality Management

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 2018-19, 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. To highlight a few key statistics, the Library's total gate count exceeded 67,000, circulation topped 8,800, study room checkouts exceeded 1,400, use of the new KIC scanner exceeded 1,500, more than 1,400 students received library instruction classes or modules, and more than 3,800 questions were answered by staff. In addition, academic support services hosted by the UOF Library this year – including writing center consultations, accounting tutoring, and finance tutoring – again collectively helped more than 300 students. All of this activity took place in the context of a small college with approximately 3,000 students!

Other key highlights of the year included:

♦ Personnel:
  - The library remained fully staffed for the third consecutive year, with no permanent staff vacancies!

♦ Collections:
  - The Entertainment Management degree program was supported through the purchase of additional reference and circulating materials in that subject area.
  - Additional 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.
  - Head Librarian Tim Bottorff solely or jointly completed library holdings comparison reports for a BS degree in Senior Living Management, an MS degree in Travel Technology & Analytics, a PhD in Sustainable Coastal Systems, and undergraduate certificates in three areas: Professional Tennis Management, Theme Park & Attraction Management, and Hospitality Information Technology.

♦ Technology:
  - The UOF Library contributed input and ideas for the next technology fee cycle, and was ultimately included in a successful proposal that will result in the replacement of the UOF Library's public PCs.
  - 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:
  - *Food Stars: Celebrity Chefs and the Food They Make*, curated by Schuyler Kerby (May-July 2018)
  - *Yesterday’s World: Documenting the Walt Disney World ark, 1969-2004*, curated by David Benjamin and the staff of UCF Libraries Special Collections & University Archives department (Aug-Dec 2018)
  - *"Utamaduni na utali wa Kenya" (Culture and Tourism of Kenya)*, curated by Shivangi Swaly and Schuyler Kerby (Jan-May 2019)
  - *Summer Knight Reads*, curated by Schuyler Kerby (May-Aug 2019)

Changes in Staffing
  - There were no changes in staffing among full-time team members in FY18-19.

Report on Departmental Goals: 2018-2019

PEOPLE Goals

♦ Goal 1P: 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.

Report on Goal 1P:
  
  UOF Library team members participated in several all-staff meetings and workgroups pertaining to the College's strategic planning and leadership changes. In addition, Schuyler Kerby served on the Communications committee, and Gerald Dillon served on the Resources committee.
Goal 2P: 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.

Report on Goal 2P: All staff members participated in training courses and opportunities throughout the year. In addition, Gerald, Schuyler, and Shane all completed coursework towards their respective degree programs.

Collections Goals:

Goal 1C: 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.

Report on Goal 1C: The final year of special Entertainment Management funds were spent, resulting in an additional $5000 worth of materials in support of the new program.

Goal 2C: 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.

Report on Goal 2C: Regular collection spending and gift additions continued as usual, resulting in more than 250 new print books added, as well as more than 50 ebooks.

Goal 3C: 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.

Report on Goal 3C: Some materials were pulled from the shelf and a small number of new materials were investigated and purchased. This project remains ongoing.

Goal 4C: 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.

Report on Goal 4C: More than 250 lesser-used items were identified, prepared, and shipped to the John C. Hitt Library. Circulation and Cataloging staff there ensured that the items were placed in the Automated Retrieval Center (ARC). This project freed up much-needed space for new items at the UOF Library.

Goal 5C: 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.

Report on Goal 5C: Bottorff completed in-depth library analysis reports in support of three new degree programs and three new certificate programs.

Technology Goals:

Goal 1T: Pursue Technology Fee funding opportunities. Suggest and support Technology Fee proposals from the UCF Libraries that could include elements for the Rosen Library.

Report on Goal 1T: UOF Library staff contributed ideas and input towards Tech Fee proposals submitted by Library Administration, including one successful proposal that will result in new desktop computers at both John C. Hitt Library and the UOF Library.

Goal 2T: 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.

Report on Goal 2T: This project remains ongoing.

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

People:

Maintain appropriate staffing levels. After several years of little or no staff turnover, one or more vacancies are expected in the coming fiscal year, resulting in the need to manage or fill open position in a timely manner.

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.**
  Seek funds to support the new Senior Living Management degree program. The proposal included a request for funding for five years.

- **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 and certificates proposed by the Rosen College.

TECHNOLOGY:

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

- **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.

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**Performance Enhancement Recommendations**

Furniture and woodwork at the UOF Library, all of which is original, is starting to show considerable wear-and-tear. Significant touchup, repair, and re-upholstery work should be coordinated with the College and/or budgeted for and planned by the Libraries within the next few years.

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**2018-2019 Statistics: Universal Orlando Foundation Library at Rosen**

**Public Service Statistics**

Traditional measures of physical library use are in decline at the UOF Library, due in part to the fact that the Rosen College has continued to transition even 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, overall usage of the Rosen Library facility remains robust and impactful. Many patrons who physically visit the library are deeply engaged, for example through prolonged computer use, reserve book and equipment checkouts, study room checkouts, or usage of hosted services such as tutoring or writing consultations. Most recently, the impact of the new KIC Scanner was immediately noticeable, with more than 1500 uses between September 2018 and June 2019.

In addition, 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.

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**Disney exhibit at Rosen Aug thru Dec 2018.**
Table 1
Public Service Statistics
Last Five Years

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<tr>
<td>Patron Count</td>
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<td>115,796</td>
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<td>Hours Occupied³</td>
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<td>47</td>
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<td>Students Taught²</td>
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</thead>
<tbody>
<tr>
<td>Sessions²</td>
<td>1,535</td>
<td></td>
<td></td>
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<td></td>
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</table>

<table>
<thead>
<tr>
<th>MATERIALS CIRCULATED:</th>
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<tbody>
<tr>
<td>Reserve Circulation</td>
<td>6,427</td>
<td>6,810</td>
<td>8,694</td>
<td>8,897</td>
<td>7,184</td>
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<tr>
<td>General Circulation</td>
<td>2,391</td>
<td>2,389</td>
<td>2,928</td>
<td>3,061</td>
<td>3,283</td>
</tr>
</tbody>
</table>

| Total Materials Circulated | 8,818 | 9,199 | 11,619 | 11,958 | 10,467 |

<table>
<thead>
<tr>
<th>REFERENCE:</th>
<th></th>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Directional Questions</td>
<td>3,189</td>
<td>3,302</td>
<td>3,104</td>
<td>2,855</td>
<td>5,261</td>
</tr>
<tr>
<td>Reference Questions</td>
<td>650</td>
<td>822</td>
<td>709</td>
<td>1,062</td>
<td>1,102</td>
</tr>
<tr>
<td>Reference Questions In Person</td>
<td>512</td>
<td>660</td>
<td>577</td>
<td>942</td>
<td>946</td>
</tr>
<tr>
<td>Reference Questions Via Phone</td>
<td>59</td>
<td>88</td>
<td>48</td>
<td>67</td>
<td>61</td>
</tr>
<tr>
<td>Reference Questions Via Email, Chat, or Social Media</td>
<td>62</td>
<td>47</td>
<td>45</td>
<td>34</td>
<td>41</td>
</tr>
<tr>
<td>Research Consultations</td>
<td>17</td>
<td>27</td>
<td>39</td>
<td>19</td>
<td>24</td>
</tr>
</tbody>
</table>

| Total Questions       | 3,839     | 4,124   | 3,813   | 3,917   | 9,363   |

---

1 Statistics for study rooms were not available until January 2016, when the UOF Library began using the LibCal online scheduler.
2 Statistics for the KIC Scanner were not available until September 2018.
3 Instruction statistics include both face-to-face classes and online instruction delivered through graded research modules.
Collection Development Statistics
Improving the UOF Library collection remained a high 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). The final year of special Entertainment Management funds were also used to purchase more materials in support of that unique new degree program. Some additional gift books were also added in a variety of areas.

As part of ongoing collection maintenance, more than 250 lesser-used items were sent to long-term storage in the Automated Retrieval Center at the main campus John C. Hitt Library. However, more than 250 new print items were also added to the collection, along with many additional ebooks. As a result, total physical collection numbers remained flat, compared to last fiscal year. (Ebook figures are not included in the chart below.)

This year Bottorff also completed in-depth library analysis reports for many new programs and certificates being added by the Rosen College, including: a BS degree in Senior Living Management, an MS degree in Travel Technology & Analytics, a PhD in Sustainable Coastal Systems, and undergraduate certificates in three areas: Professional Tennis Management, Theme Park & Attraction Management, and Hospitality Information Technology.

### Universal Orlando Foundation Library

### Table 2

<table>
<thead>
<tr>
<th>Print and AV Collection Growth</th>
<th>Last Five Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>-------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Rosen General</td>
<td>10,655</td>
</tr>
<tr>
<td>Rosen Reference</td>
<td>865</td>
</tr>
<tr>
<td>Rosen Media</td>
<td>576</td>
</tr>
<tr>
<td>Rosen Heritage</td>
<td>43</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>12,139</strong></td>
</tr>
</tbody>
</table>
Acquisitions & Collection Services

Library Collection Services

- The Libraries expended a total of $7,263,607 in 2018-2019. 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 2018-2019 for the purchase of new collections totaling $162,256.
- Working with several academic departments and colleges, subject librarians conducted 7 collection analyses that were integral part of the processes of seven-year program reviews for departments, such as Psychology, Political Science and Rosen College, and 8 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.
- Coordinated over 30 collection assessments for the new program proposals for undergraduate and graduate degrees, tracks and certificates; and 8 library holdings analyses for academic program reviews.
- Continued close collaboration with the subject librarians and CDL in identifying, acquiring and managing the access for DRM-free or DRM-friendly books that can be used as textbook alternatives. Using a variety of acquisition models including firm, package, evidence-based, demand driven acquisitions to maximize the return on investment. Over 10,000 titles from publishers such as Taylor& Francis, Springer, Cambridge, Elsevier and many university presses are made available in the Library Catalog and OneSearch in this reporting period.

**Purchase highlights for 2018-2019 (brief list)**

- Elsevier Freedom Ebook Collection (funded by Tech Fees)
- Adam Matthew Primary Source Collections, most reflect diversity and inclusiveness, for examples:
  - African American Communities
  - American India Newspapers
  - China: Culture and Society
  - Colonial America
  - Gender: Identity & Social Change
  - Leisure, Travel and Mass Culture: The History of Tourism
  - Slavery, Abolition and Social Justice
- $15,989 on DRM-free ebooks on various publishers’ platforms that may serve as textbook alternative or adoption for classroom use. These purchases have contributed to the cumulative potential savings of almost $2 million for UCF students since the inception of UCF Textbook Affordability Initiative led by the Libraries in 2016.

Library Resources Expenditures:

### Five Year Comparison Expenditures

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/2015</td>
<td>$678,105.00</td>
</tr>
<tr>
<td>2015/2016</td>
<td>$6,816,244.00</td>
</tr>
<tr>
<td>2016/2017</td>
<td>$7,513,744.00</td>
</tr>
<tr>
<td>2017/2018</td>
<td>$7,539,210.00</td>
</tr>
<tr>
<td>2018/2019</td>
<td>$726,307.00</td>
</tr>
</tbody>
</table>

**Special Funding (2018 – 2019)**

- $162,256 was awarded to the UCF Libraries from the UCF Technology Fee Committee.
- $6,970 was funded for the 1st year to support the new Ph.D. in Integrated Anthropology in the College of Sciences.
- $5,000 was funded for the 1st year to support the new Ph.D. in Data Analytics in the College of Sciences.
- $3,200 was funded for the 1st year to support the new M.S. Track in Themed Experience in the College of Arts & Humanities.
- $2,500 was funded for 1st year to support the newly Ph.D. in Strategic Communication for the Nicholson School of Communication.
- $16,388 was funded by the Regional Campuses to support the collections.

Report on Departmental Goals: 2018-2019

- Ensure a successful upgrade to ALEPH version 23 for UCF Acquisitions and Serials. Through close communications with FALSC before and after the new version update and testing, the implementation took place seamlessly.
- Investigate options to consolidate and more effectively organize key electronic resources information and share with library staff and public users, including starting implementing an ERM using Coral by SirsiDynix. Participated in training from SirsiDynix to populate Coral with detailed components of UCF electronic resources, including licensed and open access and in collaboration with the UCF Health Sciences Library.
Contribute to the implementation of Phase I and to plan for the Phase Ia in the ARC Project. The Serials LTA Supervisor led the student workers assisted Library Circulations to ingest books from the open shelves to ARC. Their participation greatly contributed to the timely completion on the ARC Project.

Build collection services for the new UCF Downtown Library Planned to identify titles from the existing collections to possibly either duplicate or relocate to the new Library, which was scheduled to open in the next Fiscal Year.

Departmental Goals: 2019-2020

- Implement the electronic resource management (ERM) system using CORAL.
- Systematic review and update of collection policies.
- Contribute to the implementation of Phase I and to plan for the Phase Ia in the ARC Project.
- Build collection services for the new UCF Downtown Library.

Sara Duff, Elena Beredo, Savannah Harris, Kate Brinister, Kendahl Krause, Joe Bizon, Susan MacDuffee, Holly Rogers, Christina Hernandez, and Kelly Brown Christmas party (December 11, 2018).

World Library and Information Congress 84th IFLA General Conference and Assembly, Kuala Lumpur, Malaysia, August 24-30, 2018.
### Table 1

**Current Five Years**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<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>6,942</td>
<td>8,076</td>
<td>8,405</td>
<td>8,847</td>
<td>7,913</td>
</tr>
<tr>
<td>Firm Orders</td>
<td>7,503</td>
<td>6,465</td>
<td>7,848</td>
<td>3,686</td>
<td>8,051</td>
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<tr>
<td>Gifts</td>
<td>1,784</td>
<td>918</td>
<td>491</td>
<td>1,093</td>
<td>412</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>1,119</td>
<td>1,494</td>
<td>1,978</td>
<td>1,939</td>
<td>1,396</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>17,348</td>
<td>16,953</td>
<td>15,565</td>
<td>17,772</td>
<td>15,223</td>
</tr>
<tr>
<td><strong>BOUND PERIODICALS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>327</td>
<td>869</td>
<td>674</td>
<td>930</td>
<td>1,073</td>
</tr>
<tr>
<td><strong>MICROFORMS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Film</td>
<td>192</td>
<td>187</td>
<td>141</td>
<td>223</td>
<td>168</td>
</tr>
<tr>
<td>Fiche</td>
<td>16,525</td>
<td>18,739</td>
<td>21,785</td>
<td>18,782</td>
<td>23,166</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>17,044</td>
<td>18,926</td>
<td>21,923</td>
<td>19,935</td>
<td>24,407</td>
</tr>
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<td><strong>PERIODICALS/SERIALS</strong></td>
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<tr>
<td>Main (Print)</td>
<td>590</td>
<td>673</td>
<td>673</td>
<td>771</td>
<td>990</td>
</tr>
<tr>
<td>CMC (Print)</td>
<td>14</td>
<td>14</td>
<td>14</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Rosen (Print)</td>
<td>42</td>
<td>28</td>
<td>50</td>
<td>55</td>
<td>77</td>
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<tr>
<td>Newspapers</td>
<td>5</td>
<td>5</td>
<td>6</td>
<td>4</td>
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<tr>
<td>E-Databases</td>
<td>508</td>
<td>481</td>
<td>481</td>
<td>481</td>
<td>481</td>
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<tr>
<td>E-Journals</td>
<td>53,148*</td>
<td>68,194*</td>
<td>68,194+</td>
<td>8,546*</td>
<td>52,337*</td>
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<td><strong>Total Active Subscriptions</strong></td>
<td>54,307</td>
<td>69,395</td>
<td>69,418</td>
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<td>53,901</td>
</tr>
</tbody>
</table>

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

† Includes E-journals purchased and subscribed only

### Table 2

**Percentage Comparison Current Five Years**

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<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
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<tr>
<td>Approval</td>
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<td>5%</td>
<td>7%</td>
<td>8%</td>
<td>8%</td>
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<tr>
<td>Databases</td>
<td>23%</td>
<td>21%</td>
<td>23%</td>
<td>28%</td>
<td>22%</td>
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<tr>
<td>Monographs</td>
<td>9%</td>
<td>7%</td>
<td>8%</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>57%</td>
<td>59%</td>
<td>53%</td>
<td>50%</td>
<td>61%</td>
</tr>
<tr>
<td>Print Periodicals*</td>
<td>3%</td>
<td>4%</td>
<td>5%</td>
<td>6%</td>
<td>-</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>2%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
</tr>
</tbody>
</table>

*new category from 2015/16, separating the Serials into Online Periodicals and Print Periodicals
Acquisitions & Collection Services (cont’d)

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>$27,265</td>
<td>$34,694</td>
<td>$1,457</td>
<td>$7,837</td>
<td>$71,378</td>
</tr>
<tr>
<td>CMC</td>
<td>$19,807</td>
<td>$954</td>
<td>0</td>
<td>0</td>
<td>$20,760.85</td>
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<tr>
<td>Eastern</td>
<td>$6,605</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$6,605.17</td>
</tr>
<tr>
<td>Southern</td>
<td>$2,046</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$2,045.83</td>
</tr>
<tr>
<td>Western</td>
<td>$5,188</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$5,187.72</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$60,911</td>
<td>$35,773</td>
<td>$1,457</td>
<td>$7,837</td>
<td>$105,978</td>
</tr>
</tbody>
</table>

Acquisitions & Collection Services
Table 4
Five-Year Expenditure History

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>MONOGRAPHS</td>
<td>$977,182</td>
<td>$922,796</td>
<td>$1,093,590</td>
<td>$785,522</td>
<td>$806,654</td>
</tr>
<tr>
<td>Approvals</td>
<td>$341,497</td>
<td>$402,466</td>
<td>$514,956</td>
<td>$521,832</td>
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<tr>
<td>Firm Orders</td>
<td>$618,796</td>
<td>$505,736</td>
<td>$565,032</td>
<td>$252,100</td>
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<td>Replacements</td>
<td>$3,050</td>
<td>$2,323</td>
<td>$3,181</td>
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<td>Regional Libraries</td>
<td>$13,859</td>
<td>$12,271</td>
<td>$10,421</td>
<td>$11,590</td>
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<td>Eastern</td>
<td>$6,605</td>
<td>$6,501</td>
<td>$4,327</td>
<td>$3,369</td>
<td>$8,663</td>
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<tr>
<td>Southern</td>
<td>$2,046</td>
<td>$855</td>
<td>$2,743</td>
<td>$5,069</td>
<td>$8,853</td>
</tr>
<tr>
<td>Western</td>
<td>$5,188</td>
<td>$4,915</td>
<td>$3,351</td>
<td>$3,152</td>
<td>$8,881</td>
</tr>
<tr>
<td>SERIALS TOTAL:</td>
<td>$4,587,457</td>
<td>$5,001,312</td>
<td>$4,590,938</td>
<td>$4,100,789</td>
<td>$3,663,868</td>
</tr>
<tr>
<td>STANDING ORDERS</td>
<td>$185,936</td>
<td>$210,773</td>
<td>$223,587</td>
<td>$246,502</td>
<td>$233,850</td>
</tr>
<tr>
<td>PRINT PERIODICALS</td>
<td>$244,452</td>
<td>$337,363</td>
<td>$364,663</td>
<td>$422,765</td>
<td>$435,633</td>
</tr>
<tr>
<td>ONLINE PERIODICALS</td>
<td>$4,157,069</td>
<td>$4,453,176</td>
<td>$4,002,688</td>
<td>$3,431,522</td>
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<td>DATABASES</td>
<td>$1,645,509</td>
<td>$1,556,250</td>
<td>$1,732,306</td>
<td>$1,894,795</td>
<td>$2,213,872</td>
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<tr>
<td>Periodical Databases</td>
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<td>****</td>
<td>****</td>
<td>$712,401</td>
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</tr>
<tr>
<td>Subscriptions</td>
<td>$1,212,269</td>
<td>$1,314,237</td>
<td>$1,196,630</td>
<td>$1,780,282</td>
<td>$1,174,411</td>
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<tr>
<td>Back Volumes &amp; Monographs</td>
<td>$433,240</td>
<td>$422,013</td>
<td>$535,876</td>
<td>$114,513</td>
<td>$327,060</td>
</tr>
<tr>
<td>PRESERVATION</td>
<td>$53,459</td>
<td>$58,852</td>
<td>$96,610</td>
<td>$35,138</td>
<td>$57,294</td>
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<td>MICROFORMS</td>
<td>$47,809</td>
<td>$45,889</td>
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<td>BINDING</td>
<td>$5,650</td>
<td>$12,953</td>
<td>$21,790</td>
<td>$14,554</td>
<td>$16,621</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$7,263,607</td>
<td>$7,539,210</td>
<td>$7,513,744</td>
<td>$6,816,244</td>
<td>$6,768,105</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 $3,310,152 and maintains a collection of databases, e-books, and other online resources which are made available to all state universities in Florida.
Acquisitions and Collection Services

Table 5

COUNTER Stats for E-Resources (5-Year Summary)

<table>
<thead>
<tr>
<th>Year</th>
<th>Searches</th>
<th>Results Clicks</th>
<th>Full Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018/2019</td>
<td>3,231,306</td>
<td>3,193,626</td>
<td>3,972,450</td>
</tr>
<tr>
<td>2017/2018</td>
<td>3,353,447</td>
<td>3,618,035</td>
<td>3,440,856</td>
</tr>
<tr>
<td>2016/2017</td>
<td>3,043,370</td>
<td>3,534,303</td>
<td>2,887,481</td>
</tr>
<tr>
<td>2015/2016</td>
<td>3,109,122</td>
<td>4,029,265</td>
<td>2,607,468</td>
</tr>
<tr>
<td>2014/2015</td>
<td>3,175,459</td>
<td>3,637,299</td>
<td>2,638,874</td>
</tr>
</tbody>
</table>
### Acquisitions & Collection Services

**Table 6**

*Selected Database Usage Details (COUNTER) 2018-2019*

<table>
<thead>
<tr>
<th>Databases</th>
<th>Title</th>
<th>Searches</th>
<th>Result Clicks</th>
<th>Full Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexander Street Press</td>
<td>7,272</td>
<td>2,403</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EBSCoHost</td>
<td>2,628,188</td>
<td>508,665</td>
<td>2,804</td>
<td></td>
</tr>
<tr>
<td>Engineering Village</td>
<td>14,267</td>
<td>5,929</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gale</td>
<td>78,214</td>
<td>31,657</td>
<td>17,769</td>
<td></td>
</tr>
<tr>
<td>LexisNexis Academic</td>
<td>12,770</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MathSciNet/AMS</td>
<td>19,994</td>
<td>8,131</td>
<td></td>
<td></td>
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<tr>
<td>ProQuest</td>
<td>91,886</td>
<td>120,803</td>
<td>138,568</td>
<td></td>
</tr>
<tr>
<td>Readex Newsbank</td>
<td>2,302</td>
<td>9,992</td>
<td>9,992</td>
<td></td>
</tr>
<tr>
<td>Web of Science</td>
<td>117,771</td>
<td>95,427</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| E-Books and Media             |                                |           |               |           |
| Cambridge E-Books Online      |                                |           |               |           |
| ProQuest Ebook (formerly EBL & ebrary) | 23,792  | 690       |               |           |
| EBSCO Ebooks                  |                                |           |               |           |
| Elsevier eBooks               |                                |           |               |           |
| Gale eBooks                   |                                |           |               |           |
| IEEE Ebooks                   |                                |           |               |           |
| Misc. eBooks                  |                                |           |               |           |
| Morgan & Claypool             | 105                            | 30        | 304           |           |
| Oxford eBooks                 |                                |           |               |           |
| SAGE SKM, SRM, Video          |                                |           |               |           |
| Springer E-Books and Protocols|                                |           |               |           |
| Taylor & Francis eBooks       |                                |           |               |           |
| Wiley eBooks                  |                                |           |               |           |

| E-Journals                    |                                |           |               |           |
| ACM Journals                  |                                |           |               |           |
| ACS Publications              | 16,073                         | 1,435     | 81,056        |           |
| AIP Scitation                 | 3,769                          | 326       | 24,539        |           |
| American Physical Society     | 37,108                         |           | 18,256        |           |
| Annual Reviews                | 2,384                          | 64        | 10,265        |           |
| ASME Digital Library          |                                |           | 3,835         |           |
| Cambridge University Press    | 1,705                          |           | 12,310        |           |
| Elsevier ScienceDirect        |                                |           | 608,229       |           |
| Emerald                       | 1,778                          |           | 26,297        |           |
| Highwire and Misc. eJournals  | 3,307                          | 1,465     | 70,125        |           |
| IEEE                          |                                |           | 66,971        |           |
| IOP Optics InfoBase           |                                |           | 23,971        |           |
| JSTOR                         | 111,237                        | 85,340    | 224,685       |           |
| Nature Palgrave Journals      |                                |           | 88,483        |           |
| Optical Society               |                                |           | 36,249        |           |
| Ovid Journals                 |                                |           | 36,249        |           |
| Oxford Journals               | 737                            | 1,744     | 50,496        |           |
| Project MUSE                  |                                |           | 20,243        |           |
| Royal Society Chemistry       | 1,042                          | 9         | 24,041        |           |
| Sage Journals                 |                                |           | 132,862       |           |
| Science                       |                                |           | 23,876        |           |
| Springer Journals             |                                |           | 136,136       |           |
| Taylor & Francis              | 23,159                         | 2,237     | 156,248       |           |
| Wiley Journals                | 10,237                         |           | 145,369       |           |

| Media                         |                                |           |               |           |
| Alexander Street Press Media  |                                |           |               |           |
| Films on Demand               | 2,208                          |           | 5,808         | 4,717     |
| SAGE Video                    |                                |           |               |           |

**Notes:**

2018/2019 COUNTER transitioned from Revision 4 to Revision 5, with the change affecting statistics from April 2019 forward. There are significant differences between the versions. We made a best effort to align the data from the two versions. 2019/2020 data may report different metrics.
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>14,969</td>
<td>1,000+</td>
<td>1,000+</td>
</tr>
<tr>
<td>FMG</td>
<td>13,421</td>
<td>1,119</td>
<td>3,955</td>
</tr>
<tr>
<td>Kanopy</td>
<td>35,677</td>
<td>2,502</td>
<td>5,232</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>764,866</td>
<td>791,368</td>
<td>821,993</td>
<td>673,049</td>
<td>364,217</td>
</tr>
<tr>
<td>Searches (uniq.)</td>
<td>1,784,545</td>
<td>1,771,758</td>
<td>1,836,797</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abstract</td>
<td>1,006,613</td>
<td>1,107,327</td>
<td>1,183,646</td>
<td>1,232,486</td>
<td>1,077,719</td>
</tr>
<tr>
<td>Hosted Full-Text</td>
<td>340,784</td>
<td>385,339</td>
<td>399,196</td>
<td>397,380</td>
<td>368,482</td>
</tr>
<tr>
<td>Link to FTF</td>
<td>567,137</td>
<td>628,824</td>
<td>669,976</td>
<td>582,855</td>
<td></td>
</tr>
</tbody>
</table>

See also the COUNTER usage for a normalized account of searches and full-text use.
A total of 19,251 print titles and 76 physical media titles, along with records for 40,686 e-texts and 48,101 streaming media were added to the University Libraries in 2018-2019. Bibliographic maintenance activities enhanced 26,478 catalog records, while batch and shared bib projects loaded or corrected another 115,771.

Major activities in Cataloging this fiscal year included catalog record changes for materials in the Automated Retrieval Center (ARC); preparation for the opening of the Downtown Campus library; database maintenance necessitated by ARC ingestion, the inventory project, and sending materials to FLARE; and contributing metadata for various digital projects. Major collections cataloged include the Simon Barton collection and a large number of music CDs from Seminole State College.

**Changes in Staffing**

Cataloging Services experienced major staff changes in 2018-2019.

- Interim Head Jeanne Piascik became Head, Cataloging Services in September 2018.
- Jessica Langone accepted a librarian position at Valencia College and resigned her position as of May 2019. She continues to contribute to the department as a volunteer.
- Participate in preparation for Aleph system upgrade (scheduled for December 2018) and selection of a new Integrated Library System (ILS). Training was provided in-house and by FLVC, and the transition to Aleph v.23 was smooth. Members of the department attended online demonstrations and vendor proposals for potential new systems.
- Participate in statewide efforts related to cataloging, authority control, and bibliographic maintenance. Piascik is a member of the Cataloging, Authorities, and Metadata Committee (CAM) and a member of the CAM Authorities Subcommittee. Kim Montgomery is a member of the CAM Bibliographic Control and Discovery Subcommittee, as well as the Metadata Quality Control Subcommittee and co-chair of the Metadata Quality Control Subcommittee Task Force.
- Continue catalog-related preparations for moving the majority of the John C. Hitt Library’s collections into the Automated Retrieval Center (ARC). Successfully used automated processes to change locations for more than 500,000 items in the catalog, allowing Circulation to complete the ingestion process. Began cataloging most new items for the ARC.
- Analyze the results of the inventory project. Some cleanup and analysis has occurred, but other projects plus the lack of available personnel have slowed the effort.
- Fill existing vacant staff positions. The Special Formats LTA and Coordinator positions remain open.

**Departmental Goals: 2018-2019**

- Participate in preparation for a new Integrated Library System (ILS), including the associated database cleanup.
- Participate in statewide efforts related to cataloging, authority control, and bibliographic maintenance.
- Continue catalog-related activities 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.
Filling the currently vacant Special Formats Coordinator and the Special Formats LTA positions would allow staff members who are currently covering these duties to allot more time to database cleanup, ILS pre-migration projects, and possibly even national contributions to cataloging and authorities. 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.

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**Performance Enhancement Recommendations**

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**2018-2019 Statistics: Cataloging Services**
Cataloging Services (cont’d)

Cataloging Services
Chart 2
Deleted Materials

Chart 3
5 Year Comparison

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Page 31
Cataloging Services (cont’d)

Cataloging Services

Table 4

2016/17 – 2018/19 Comparative Highlights

<table>
<thead>
<tr>
<th>Bib Maintenance</th>
<th>2018/19</th>
<th>2017/2018</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barcodes (damaged, missing)</td>
<td>176</td>
<td>543</td>
<td>2,583</td>
</tr>
<tr>
<td>Labels (corrections, damaged, missing)</td>
<td>1,079</td>
<td>1,378</td>
<td>1,719</td>
</tr>
<tr>
<td>Rebinds</td>
<td>34</td>
<td>234</td>
<td>834</td>
</tr>
<tr>
<td>Replacements</td>
<td>155</td>
<td>137</td>
<td>106</td>
</tr>
<tr>
<td>Upgrade existing catalog record</td>
<td>8,348</td>
<td>7,932</td>
<td>14,857</td>
</tr>
<tr>
<td>Edit digital objects</td>
<td>1,763</td>
<td>299</td>
<td>253</td>
</tr>
<tr>
<td>Create/edit/delete HOL record</td>
<td>5,719</td>
<td>4,964</td>
<td>5,045</td>
</tr>
<tr>
<td>Move HOL record</td>
<td>57</td>
<td>63</td>
<td>257</td>
</tr>
<tr>
<td>Create/edit/delete item record</td>
<td>4,750</td>
<td>3,014</td>
<td>6,472</td>
</tr>
<tr>
<td>Move item record</td>
<td>744</td>
<td>4,032</td>
<td>75</td>
</tr>
<tr>
<td>Move order record</td>
<td>693</td>
<td>4,345</td>
<td>479</td>
</tr>
<tr>
<td>Location change</td>
<td>874</td>
<td>191</td>
<td>213</td>
</tr>
<tr>
<td>Transfers</td>
<td>1,273</td>
<td>212</td>
<td>77</td>
</tr>
<tr>
<td>OCLC LHR</td>
<td>133</td>
<td>133</td>
<td>47</td>
</tr>
<tr>
<td>Review of bib maintenance request</td>
<td>680</td>
<td>767</td>
<td>449</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>26,478</strong></td>
<td><strong>28,244</strong></td>
<td><strong>33,468</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Batch and Shared Bib</th>
<th>2018/19</th>
<th>2017/2018</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Batch loads/Records loaded</td>
<td>104,354</td>
<td>29,223</td>
<td>9,559</td>
</tr>
<tr>
<td>Batch loads/Products</td>
<td>81</td>
<td>51</td>
<td>35</td>
</tr>
<tr>
<td>PDA batch loads</td>
<td>2,154</td>
<td>1,440</td>
<td>3,228</td>
</tr>
<tr>
<td>PDA manual deletions</td>
<td>631</td>
<td>1,097</td>
<td>1,667</td>
</tr>
<tr>
<td>Batch management 856/URL</td>
<td>8,054</td>
<td>4,441</td>
<td>635</td>
</tr>
<tr>
<td>Batch management non-URL</td>
<td>0</td>
<td>0</td>
<td>355</td>
</tr>
<tr>
<td>Individual Titles</td>
<td>48</td>
<td>466</td>
<td>*</td>
</tr>
<tr>
<td>Shelf ready books</td>
<td>39</td>
<td>257</td>
<td>257</td>
</tr>
<tr>
<td>Books for display</td>
<td>75</td>
<td>32</td>
<td>*</td>
</tr>
<tr>
<td>Short record</td>
<td>20</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>115,771</strong></td>
<td><strong>20,447</strong></td>
<td></td>
</tr>
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</table>

*Not Reported

<table>
<thead>
<tr>
<th>Cataloging</th>
<th>2018/19</th>
<th>2017/2018</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browsing</td>
<td>650</td>
<td>535</td>
<td>369</td>
</tr>
<tr>
<td>Original cataloging</td>
<td>353</td>
<td>474</td>
<td>308</td>
</tr>
<tr>
<td>OCLC error reports</td>
<td>37</td>
<td>142</td>
<td>87</td>
</tr>
<tr>
<td>Priorities</td>
<td>211</td>
<td>218</td>
<td>528</td>
</tr>
<tr>
<td>Upgraded cataloging</td>
<td>4,684</td>
<td>2,606</td>
<td>4,469</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5,935</strong></td>
<td><strong>5,761</strong></td>
<td><strong>34,682</strong></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Authorities</th>
<th>2018/19</th>
<th>2017/2018</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>NACO or local authority records</td>
<td>170</td>
<td>*</td>
<td>2</td>
</tr>
<tr>
<td>Heading for digital object</td>
<td>120</td>
<td>1,603</td>
<td>75</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>290</strong></td>
<td><strong>1,603</strong></td>
<td><strong>77</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Summary:</th>
<th>2018/19</th>
<th>2017/2018</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bib Maintenance</td>
<td>26,478</td>
<td>28,244</td>
<td>33,468</td>
</tr>
<tr>
<td>Cataloging</td>
<td>5,935</td>
<td>3,975</td>
<td>5,761</td>
</tr>
<tr>
<td>Authorities</td>
<td>290</td>
<td>1,603</td>
<td>77</td>
</tr>
<tr>
<td>Batch and Shared Bib</td>
<td>115,771</td>
<td>37,017</td>
<td>20,447</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>148,474</strong></td>
<td><strong>70,839</strong></td>
<td><strong>59,753</strong></td>
</tr>
</tbody>
</table>

Cataloging Activity Statistics

115,771 78%

26,478 18%

5,935 4%

290 0%

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### Cataloging Services

**Table 5**

#### 2018-2019 Added Materials

<table>
<thead>
<tr>
<th>PRINT</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>15,232</td>
<td>15,966</td>
</tr>
<tr>
<td>Curriculum Materials Center</td>
<td>1,318</td>
<td>1,403</td>
</tr>
<tr>
<td>DSC: Daytona</td>
<td>2,254</td>
<td>2,339</td>
</tr>
<tr>
<td>EFSC: Cocoa, Melbourne, Palm Bay</td>
<td>156</td>
<td>165</td>
</tr>
<tr>
<td>LSCC: Leesburg, Clermont, Sumter</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>Rosen</td>
<td>207</td>
<td>210</td>
</tr>
<tr>
<td>SSC: Altamonte, Lake Mary, Sanford</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>VCC: Kissimmee, MetroWest</td>
<td>48</td>
<td>48</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>19,251</strong></td>
<td><strong>20,167</strong></td>
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<table>
<thead>
<tr>
<th>ELECTRONIC</th>
<th>Titles</th>
<th>Volumes</th>
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<tbody>
<tr>
<td>CONTENTdm-Digital Objects</td>
<td>0</td>
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<tr>
<td>eBooks</td>
<td>36,550</td>
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<tr>
<td>Monograph (ETD)</td>
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<td>672</td>
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<td>Non eBook Monographs</td>
<td>2881</td>
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<tr>
<td>RTD</td>
<td>115</td>
<td></td>
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<tr>
<td>Assorted Digital</td>
<td>264</td>
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<tr>
<td>Serials</td>
<td>197</td>
<td>0</td>
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<tr>
<td>Other</td>
<td>7</td>
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<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>40,686</strong></td>
<td><strong>672</strong></td>
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<table>
<thead>
<tr>
<th>SERIALS</th>
<th>Titles</th>
<th>Volumes</th>
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</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>4</td>
<td>359</td>
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<tr>
<td>Other Locations</td>
<td>1</td>
<td>0</td>
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<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>5</strong></td>
<td><strong>359</strong></td>
</tr>
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<table>
<thead>
<tr>
<th>US GOV'T DOCS</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
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<tbody>
<tr>
<td>15,186</td>
<td>779</td>
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<table>
<thead>
<tr>
<th>SPECIAL COLLECTIONS</th>
<th>Titles</th>
<th>Volumes</th>
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<tbody>
<tr>
<td>230</td>
<td>1,043</td>
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<table>
<thead>
<tr>
<th>UNIVERSITY ARCHIVES</th>
<th>Titles</th>
<th>Volumes</th>
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<tr>
<td>31</td>
<td>370</td>
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<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
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<tr>
<td>35,003</td>
<td>22,718</td>
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#### SUMMARY:

<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>867</td>
<td>922</td>
</tr>
<tr>
<td>CD ROMs/DVD ROMs</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>DVDs</td>
<td>191</td>
<td>217</td>
</tr>
<tr>
<td>Videorecording</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>1,060</strong></td>
<td><strong>1,114</strong></td>
</tr>
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<table>
<thead>
<tr>
<th>Curriculum Materials Center</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Cards</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CDs (Music/Audio)</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>CD ROMs/DVD ROMs</td>
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<td>0</td>
</tr>
<tr>
<td>DVDs</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td>Games</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td>Kits</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>Models</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Posters</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Realia</td>
<td>4</td>
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</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>63</strong></td>
<td><strong>64</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rosen</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVDs</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>3</strong></td>
<td><strong>3</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regional Campuses</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVDs</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>1</strong></td>
<td><strong>5</strong></td>
</tr>
</tbody>
</table>

#### TOTAL:

<table>
<thead>
<tr>
<th></th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>76</strong></td>
<td><strong>487</strong></td>
</tr>
</tbody>
</table>

### Electronic Media

<table>
<thead>
<tr>
<th></th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Streaming Audio</td>
<td>10,467</td>
<td></td>
</tr>
<tr>
<td>Streaming Video</td>
<td>37,604</td>
<td></td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>48,101</strong></td>
<td></td>
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</tbody>
</table>
## Cataloging Services (cont’d)

### Table 6

2018 - 2019 Deleted Materials

<table>
<thead>
<tr>
<th>PRINT</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>381</td>
<td>393</td>
</tr>
<tr>
<td>Curriculum Materials Center</td>
<td>171</td>
<td>171</td>
</tr>
<tr>
<td>DSC: Daytona</td>
<td>1709</td>
<td>1762</td>
</tr>
<tr>
<td>EFSC: Cocoa, Melbourne, Palm Bay</td>
<td>668</td>
<td>730</td>
</tr>
<tr>
<td>LSCC: Leesburg, Clermont, Sumter</td>
<td>522</td>
<td>523</td>
</tr>
<tr>
<td>Rosen</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>3,453</strong></td>
<td><strong>3,581</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>124</td>
<td></td>
</tr>
<tr>
<td>Other locations</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>135</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ELECTRONIC</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>636</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>636</strong></td>
<td><strong>0</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>217</td>
<td>139</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>3670</strong></td>
<td><strong>3855</strong></td>
</tr>
</tbody>
</table>

### SUMMARY

<table>
<thead>
<tr>
<th>TITLE</th>
<th>VOLUMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print, Serials, Docs.</td>
<td>3670</td>
</tr>
<tr>
<td>Electronic</td>
<td>636</td>
</tr>
<tr>
<td>Media</td>
<td>22</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>4,328</strong></td>
</tr>
</tbody>
</table>

### MEDIA

<table>
<thead>
<tr>
<th>Orlando</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CD-ROMs/DVD-ROMs</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>DVDs</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Streaming Video</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Floppy disks</td>
<td>67</td>
<td></td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>4</strong></td>
<td><strong>80</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regional Campuses</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVDs</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Kits</td>
<td>11</td>
<td>57</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

| **TOTAL** | **22** | **142** |

Jeanne Piascik
Interim Head, Cataloging Services
Interlibrary Loan/Document Delivery Services

Highlights of the Year in Retrospect

The ARC has brought changes and challenges to the ILL/DDS department, as well as to Circulation Services. Initially, our turn-around time (meaning how fast we can fill or unfill requests) was impacted while items were loaded into the ARC, and for 3 to 4 months afterwards as the system was fine-tuned (or malfunctioned for various reasons). The average time it took our lending unit to fill a request went from 24 hours to 8 days. In Mango, the ILLiad button was removed and replaced with a Hold button for all items in the ARC. While this move allows the patron to directly request an item from the ARC, it does not allow them to place a hold on an ARC item which is checked out. Instead the button takes them to ILLiad, and the request is made through our department. This causes some confusion on the part of the patron, who may think that the UCF item is being retrieved for them or that a hold is being placed on the item for them; and it also causes confusion for ILL/DDS staff who have to determine whether to place a hold on the item or borrow it from another library. Another impact the ARC has on our operation is when ARC items are missing; sometimes it takes 3 or 4 days to find this out, which is the maximum amount of time allowed to fill a lending request. Circulation has made efforts to improve communication about these items and update items in the catalog to missing. On our end, it is difficult to catch duplicate requests for items from the ARC; we may receive 2 or 3 ILL requests for a popular item in addition to a Document Delivery request from a UCF patron just as Circulation is retrieving the item from the ARC. This results in Circulation receiving more than one request from ILL/DDS for an ARC item. A status change in Mango for items requested from the ARC would be beneficial for all; particularly for our lending department because they would unfill any ILL requests for items already being retrieved from the ARC. Further collaboration between departments and communication about decisions related to the collection is needed so that we can all perform our jobs in an efficient and timely manner.

After at least 15 years of not providing interlibrary loans from the Curriculum Materials Center, the door finally opened. In the past year, we have lent over 144 books and have canceled less than 40 books. Joanie, Pat and Kristine presented at the OCLC Resource Sharing Conference in Jacksonville, Florida on the topic of opening the doors of the CMC to resource sharing. ILL requests for materials in the CMC tend to be picture books, then general collection and fiction.

Gathering research, we discovered that the fear that the book would not be available to UCF patrons was unfounded. Analyzing the requests found that the books requests via ILL had a high probability of having been checked out less than 2 times, 70% of requests were coming from fellow academic institutions, and the majority of them were from within the state of Florida.

Amanda Tier and Kristine Shrauger also spoke at the OCLC Resource Sharing Conference. They participated in a panel discussion regarding ILL/DDS services with those institutions that had an Automated Retrieval Center (ARC). It was interesting to hear about the workflows, turnaround times, and fill rates by the others that served on the panel.

Amanda Tier was hired in July 2018 to replace Corinne Girr. Bringing a new set of eyes to the department, brought new ideas and questions about workflow, the ILLiad website, and policies. The department reexamined the patron registration page and made changes to it shorten the process. We also implemented text messaging option as another means for patrons to receive information.

Supporting the Open Access week in October, ILL Lending provided free articles and books to libraries throughout the country. In each book and/or article we added information about Open Access efforts.

Over the past 5 years, Kristine along with others from CMC have been engaged in identifying picture books and young adult books that showcase diversity within the family. To date, 6 grants have been awarded, along with a fellowship. A living bibliographic database has been built by Lee Dotson in Digital Initiatives to house the 2000 titles that have been identified. In addition to the database, Amy Dovydaïtis, Emma Gisclair from the CMC and Kristine Shrauger and Amanda Tier have been working their way through a diversity audit of the picture books at the CMC. The group of 4 have been presenting around the state on the topic and are poised to speak national in February.

Changes in Staffing

Amanda Tier joined the department in July 2018. Amanda previously worked at the Seminole County Public Library System.

Report on Departmental Goals: 2018-2019

- A few years ago, OCLC announced that ILLiad would be phased out and all ILLiad users, along with other OCLC resource sharing products would be migrated to a new ILL system called Tipasa. Over the course of the last year, OCLC announced ILLiad will remain for the foreseeable future.
The investigation for on-campus office delivery of books and other items to faculty was placed on hold until ARC workflow was figured out and discovery tools were analyzed as to how to handle on-campus office delivery service.

ILL/DDS has figured out workflow to handle items from the ARC. While it is not ideal, as we do not have control over access, turnaround times, complete acknowledgement of items that are not filled or are not in the ARC, we are making it work.

**Department Goals for 2019 - 2020**

- Design and set up an on-campus delivery service for delivery books submitted through Interlibrary Loan.
- Collaborate with TBLC to re-envision how lost books are handled in the system.
- Lead discussions for CSUL and ICUF Resource Sharing committee; staff participation.
- Migrate and upgrade ILLiad to OCLC Cloud based service.

**Performance Enhancement Recommendations**

- Third monitors would assist in being able to view various software programs without needing to flip back and forth.
- We are having trouble with loading some technology because the hardware is older. We need new technology to maintain services, such as being able to use the microfilm machine.
- We need new printers that will not break down on us every so often.
- A larger book budget in order to purchase more books upon demand in lieu of borrowing books. The ability to purchase all current year imprints versus attempting to borrow them.
- The ability to provide professional development stipends for staff members that are interested attending a conference.

Reception at the 2019 OCLC Resource Sharing Conference in Jacksonville, Florida.
Top: James Waters, FSU, Bottom, left to right: Kristine Shrauger, Joanie Reynolds, Pat Tiberii, Amanda Tier
### 2017-2018 Statistics: Interlibrary Loan / Document Delivery Services

#### Interlibrary Loan / Document Delivery Services

**Table 1**

<table>
<thead>
<tr>
<th>Reason for Cancellation</th>
<th>Number Cancelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>We have a hold placed on this book for you</td>
<td>361</td>
</tr>
<tr>
<td>We have exhausted all possible sources</td>
<td>304</td>
</tr>
<tr>
<td>This is a duplicate request</td>
<td>238</td>
</tr>
<tr>
<td>Other</td>
<td>229</td>
</tr>
<tr>
<td>Cancelled request by patron</td>
<td>152</td>
</tr>
<tr>
<td>Unable to verify your request as cited</td>
<td>74</td>
</tr>
</tbody>
</table>

**Table 2**

<table>
<thead>
<tr>
<th>Reason for Cancellation</th>
<th>Number Cancelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Book/Electronic Journal Access – years requested not owned</td>
<td>2,188</td>
</tr>
<tr>
<td>Checked out</td>
<td>2,109</td>
</tr>
<tr>
<td>Holdings BEGIN AFTER/END BEFORE this volume</td>
<td>863</td>
</tr>
<tr>
<td>Not on shelf</td>
<td>608</td>
</tr>
<tr>
<td>Title not owned</td>
<td>577</td>
</tr>
<tr>
<td>Lack volume/issue</td>
<td>526</td>
</tr>
<tr>
<td>Shifting in process – please try again</td>
<td>387</td>
</tr>
<tr>
<td>Lost</td>
<td>333</td>
</tr>
<tr>
<td>On reserve</td>
<td>242</td>
</tr>
<tr>
<td>Regional campus</td>
<td>322</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>664</td>
</tr>
<tr>
<td>University of North Carolina</td>
<td>388</td>
</tr>
<tr>
<td>University of Florida</td>
<td>375</td>
</tr>
<tr>
<td>Alachua County Library District</td>
<td>375</td>
</tr>
<tr>
<td>Syracuse University</td>
<td>372</td>
</tr>
<tr>
<td>University of South Florida – Tampa</td>
<td>370</td>
</tr>
<tr>
<td>University of St. Augustine for Health Sciences</td>
<td>334</td>
</tr>
<tr>
<td>Stetson University</td>
<td>285</td>
</tr>
<tr>
<td>American University</td>
<td>214</td>
</tr>
<tr>
<td>Broward County Main Library</td>
<td>207</td>
</tr>
</tbody>
</table>

#### Table 4

<table>
<thead>
<tr>
<th>Most Requested Journals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td>Forensic Science International</td>
</tr>
<tr>
<td>Journal of Nursing Regulation</td>
</tr>
<tr>
<td>Nursing Standard</td>
</tr>
<tr>
<td>Pediatric Critical Care Medicine</td>
</tr>
<tr>
<td>Nursing Clinics of North America</td>
</tr>
</tbody>
</table>
Interlibrary Loan / Document Delivery Services

Table 5
Journal Titles Most Requested - Lending

<table>
<thead>
<tr>
<th>Journal Title</th>
<th>Number of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing Times</td>
<td>147</td>
</tr>
<tr>
<td>International encyclopedia of the Social and Behavioral Sciences</td>
<td>60</td>
</tr>
<tr>
<td>The TESOL Encyclopedia of English Language and Teaching</td>
<td>48</td>
</tr>
<tr>
<td>International Journal of sports Physiology and Performance: ISJSPP</td>
<td>46</td>
</tr>
<tr>
<td>Phosphorusm Sulfur, and Silicon, and the Related Elements</td>
<td>24</td>
</tr>
<tr>
<td>Strategic HR Review</td>
<td>23</td>
</tr>
<tr>
<td>Contemporary Nurse: a Journal for the Nursing Profession</td>
<td>21</td>
</tr>
<tr>
<td>American Journal of Sexuality Education</td>
<td>19</td>
</tr>
<tr>
<td>Radiology Management</td>
<td>18</td>
</tr>
<tr>
<td>AIAA Journal</td>
<td>17</td>
</tr>
</tbody>
</table>

Table 6
Most Filled Journals – Document Delivery

<table>
<thead>
<tr>
<th>Journal Title</th>
<th>Number of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dissertation</td>
<td>132</td>
</tr>
<tr>
<td>Tetrahedron Letters</td>
<td>35</td>
</tr>
<tr>
<td>American Journal of Physical Anthropology</td>
<td>31</td>
</tr>
<tr>
<td>Criminology</td>
<td>23</td>
</tr>
<tr>
<td>Forensic Science International</td>
<td>23</td>
</tr>
<tr>
<td>Journal of College Student Development</td>
<td>23</td>
</tr>
<tr>
<td>New York Times</td>
<td>21</td>
</tr>
<tr>
<td>Science</td>
<td>19</td>
</tr>
<tr>
<td>Journal of composites for construction</td>
<td>18</td>
</tr>
<tr>
<td>Journal of the American Ceramic Society</td>
<td>18</td>
</tr>
<tr>
<td>AIAA Journal</td>
<td>17</td>
</tr>
</tbody>
</table>

ILL Activity
Ten-Year Summary

Borrowing  Document Delivery  Lending

Kristine Shrauger
Head, Interlibrary Loan/Document Delivery Services
The key term describing the division over the reporting year is growth. Growth characterized by maturation of an innovative service model, a continued increase in the use of services offered through the division and the number of collaborations and projects undertaken, and even expansion of the units in the division and other responsibilities assumed. Joining the Curriculum Materials Center, Research and Information Services, Scholarly Communication, and Teaching and Engagement units this year are the Downtown Campus Library and a new position devoted to Student Success and Textbook Affordability. The Student Success/Textbook Affordability librarian, Katy Miller, coordinates library involvement with textbook affordability projects, both internal and external to the library. Funding of Ms. Miller’s position by the Provost’s Office, having a position dedicated to textbook affordability and student success efforts, and having Ms. Miller join the library faculty are indeed highlights of the year. We are now one step closer to the goal of “institutionalizing” textbook affordability, or having the concept – and the process – embedded throughout the University. Ms. Miller has provided a report appended to this section, which accompanies Cindy Dancel’s entry as Graphic Designer II.

Rachel Mulvihill, currently head of Teaching and Engagement, has agreed to assume oversight of the Downtown Campus Library, which is slated to open fall semester 2019. At the close of the reporting year progress is being made on construction of the downtown campus and Ms. Mulvihill is already leading efforts to identify and build collections and services that support the venture, which is a collaboration with Valencia College. Planning for the Downtown Campus Library requires filling three staff positions and on-going discussions to determine procedures, operating hours, furniture, and service models. Complementing the Downtown Campus Library staff are several Subject Librarians (Corinne Bishop, Richard Harrison, Athena Hoeppner, Rich Gause, and Renee Montgomery), who will provide services for their respective faculty and students at the new location. With Meg Scharf’s retirement the division also has assumed responsibility for Institutional Effectiveness assessment.

Members of the division (Rich Gause and Penny Beile) also has been active on the Building Renovation Taskforce, in turn advocating for needed space, communicating possible impacts of construction on library users, and working closely with campus partners to ensure their continued interest and input on user spaces and collaborative areas. With the completion of Phase 1a two new classrooms will be added; one somewhat traditional and able to accommodate over 40 students, and one planned as an active learning classroom with video capturing and other features.

Shelving afforded by the new space has provided opportunity to highlight library collections, and in some instances develop them. Specifically, the director charged a small working group (Penny Beile, David Benjamin, Sara Duff, Richard Harrison, Sarah Norris, Jeanne Piascik, and Lindsey Ritzert Xanthopoulos) to develop a print collection of UCF-authored works to be housed in the Reading Room, but the project grew to include identifying a comprehensive list of UCF-authored works (electronic, music scores, recordings, and other formats) that would be easily identifiable as a collection in the catalog. An offshoot of the original taskforce will continue to identify, purchase, catalog, and curate the collection on an on-going basis.

A final highlight of the year, and very definitely a growth area, is assessment. The division has long led a high level Value of Academic Libraries assessment project and after a period of inactivity team members (Penny Beile, Rachel Mulvihill, Megan Haught, and Joel Lavoie) met several times with IKM analysts to revisit efforts to create an interactive web form. Over the course of the year a data dictionary and workflow were created and data points expanded to include computer logins and interlibrary loan transactions. A portal was set up and tested and IKM analysts are creating the web form connecting library interactions to student demographic information. Next reporting year we hope to have academic performance indicators (GPA and persistence) added to the web form. Further, the Student Success librarian has worked with the Office of Student Success to gain access to the EAB platform. This will allow analysis of data inputted into the platform for the past several years, plus provide opportunity to proactively identify and market library services (like research consultations) to at-risk students. Adding Institutional Effectiveness assessment metrics to division responsibilities allows for a unified view of assessment and evaluation aligned to institutional priorities.

With changes that have already occurred or are anticipated with University and library senior management the division will continue to stay the course set by its strategic plan. A recent speech made by Diana Beech of the United Kingdom’s Higher Education Policy Institute describes the hallmarks of a successful university in terms of students... what services are provided, who is reached, and the impact the services make on students’ learning, welfare, and employability (https://www.hepi.ac.uk/2018/01/31/hallmarkssuccessful-university/).
Key trends associated with the successful student-centered university include value for the money, learning gains, wellbeing (or life satisfaction), and having the experience surpass the expectation. UCF Libraries offers services and programming dedicated to meeting each of these trends. Consider textbook affordability efforts and value for the money; the Value of Academic Libraries project that demonstrated students who use library services and resources have better academic outcomes; programming offered to meet students’ academic, social, and personal needs (from how to write a literature review to checking out popular fiction and on to therapy dogs); and survey results that indicate students are usually very satisfied with the services and support offered them. Changes in leadership and priorities provide opportunity to further refine our service models and goals in support of the institution, and we are likewise confident that our quality programs will support any direction taken by the next University president and library director.

Student Success/Textbook Affordability Report, Katy Miller

Textbook affordability efforts continue to expand through a collaborative effort between internal and external library partners. Recognizing the value and impact of affordable textbooks on student performance, the Libraries welcomed a new Student Success/Textbook Affordability librarian, Katy Miller, to provide dedicated direction, support, and outreach. This position is funded by the Provost’s Office. At the close of spring semester 2019, 15,833 students have potentially saved $1,555,849 through faculty adoptions of Open Educational resources and zero-cost and library-sourced materials.

As part of outreach efforts, the UCF Libraries Textbook Affordability website (https://library.ucf.edu/textbook-affordability/) went live in May 2019. In addition to a presence on the UCF Libraries website, the link is posted on the Office of the Provost’s page as part of UCF’s Affordable Instructional Materials initiative (https://provost.ucf.edu/initiatives/affordability/). This initiative is a collaboration between UCF Libraries, the Center for Distributed Learning, and Faculty Center for Teaching and Learning to coordinate and communicate efforts of this work. The UCF Libraries is taking the lead in tracking zero-cost adoptions regardless of format or source and works in collaboration with campus partners to promote adoption of library-sourced or Open Educational Resources (OERs) to faculty. The Center for Distributed Learning is coordinating efforts in the creation of OERs, as well as UCF’s participation with Affordability Counts and First Day Access. The Faculty Center for Teaching and Learning is partnering with both UCF Libraries and CDL for faculty outreach and awareness. Outreach and presentations included several sessions to GEP faculty, to the Faculty Senate, the Libraries’ Student and Faculty Advisory Boards, advisors, new faculty, and to various department faculties.

Further details are available on the AIM website listed above.

Last fall a print textbook reserve collection was instituted, targeting the top 25 high DFW (drop, fail, withdrawal rate), General Education Program (GEP) courses. Initial funding provided by the director of the library has been; supplemented with donations from Student Academic Services, the Student Government Association (SGA), and academic departments and faculty. This is the first year that the Libraries partnered with SGA and Knights Pantry on a Textbook Donation drive. The spring 2019 drive collected 60 books and 39 unique titles, which were added to the Print Textbook Reserves. It is anticipated that the drive will be on-going. This reserve provides a 2-hour loan of print textbooks to students on a first-come, first-serve basis.

Regarding Student Success initiatives, a partnership has been initiated with the Office of Student Success to discuss how to expand current use of My Knight Star, the software tool used by advisors and faculty across the university. Ms. Miller has been trained and given advisor access to the system. Plans for incorporating this tool for more robust library support and tracking is expected to begin in fall 2019.

A final successful collaboration this year was a partnership between Sara Duff, Acquisitions and Collection Assessment Librarian, and Ms. Miller. Working together, Ms. Duff and Ms. Miller identified potential course textbooks available as part of ebook packages. Once potential titles were identified, faculty were contacted to confirm the title will be used in future semesters, and that they would adopt the library-sourced ebook. This partnership has expanded to include Subject Librarians as part of the communication and outreach process, who remain a vital link to faculty and ensure the process is collaborative and inclusive.

Graphic Designer II Report, Cindy Dancel

Cindy Dancel, the Libraries’ Graphic Designer, is available to all library faculty and staff in need of graphic design services. Over the course of the reporting year, Ms. Dancel created graphics, digital signs, blog posts, bookmarks and posters, as well as staffed events and took photographs. These activities were in support of departments from across the library, including Acquisitions, Administration, Circulation, CMC, Digital Initiatives, Interlibrary Loan, Research and Information Services, Rosen Library, Scholarly Communication, Teaching and Engagement, and UCF Connect. Some of her contributions this year include events such as Info Authority Week, National Library Week, Lunar Eclipse, Pegasus Palooza, Summer Knights, Camp Compass, International Observe the Moon Night, Open Access Week, and Therapy Dog Tuesday.
Ms. Dancel also supported library workshops, collections, and other initiatives, including posters and signs for the ARC Project and library renovations, digital signs for 70 Graduate Student Workshops, graphics promoting OER, the launch of the textbook donation drive, UCF faculty authors, and the KnightsRead collection. Ms. Dancel created graphics for the Sholem Aleichem 130th Anniversary Exhibit, Leonardo DaVinci 500th Anniversary Exhibit, and the Three Musketeers 175th Anniversary Exhibit as well as working with the UCF Planetary Group to photograph their partnership events with the UCF Libraries. Finally, Ms. Dancel created videos to advertise new library spaces, policies, and construction updates. 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, Ms. Dancel monitors several of the UCF Libraries social media channels. This is the second year that Ms. 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 library employees wearing denim to support survivors of sexual assault (26,200 impressions), the book binding class held by Special Collections 2,000 impressions), textbook affordability (1,900 impressions), and muffins and cookies in exchange for taking a quiz (700 impressions). Assuming that these engagement statistics are indicative of student interest, analysis of media likes, re-tweets, and other indicators is 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, Downtown Campus Library, Research and Information Services, Scholarly Communication, Student Success and Textbook Affordability, and Teaching and Engagement (as well as the Graphic Designer position). Amy Dovydkaitis continued as head of the Curriculum Materials Center, Barbara Tierney as head of Research and Information Services, Sarah Norris as the Scholarly Communication Officer, and Cindy Dancel as Graphic Designer. Rachel Mulvihill served as head of Teaching and Engagement for the reporting year, with the intention of moving to the Downtown Campus when it opens fall 2019. As such, much of her time was split between overseeing the work of the Teaching and Engagement department and planning the new DTC library. As noted last year, the Libraries received funding from the Provost’s Office for a Student Success/Textbook Affordability librarian. We are delighted to report that the search committee (chaired by Barbara Tierney) was successful, and that Katy Miller joined the Libraries in March 2019. Ms. Miller has extensive experience in supporting student success as other libraries and is a very welcome addition to the library faculty. With Rachel Mulvihill’s transfer to the DTC library the division will be holding a search for head of the Teaching and Engagement department.

Report on Divisional Goals: 2018-2019

Last year’s division goals were written in support of the new President’s vision and the University’s Collective Impact Strategic Plan, the FL Board of Governors’ Performance Funding metrics, and our bid for Pre-eminence. Each of these goals remain important despite changes in leadership at the University’s administrative level and relinquishing pursuit of Pre-eminence status. The goals put forward by the library last year, and how the Research, Education, and Engagement division met 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 and contribute to 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. Goal met and on-going.

- Continue efforts to lower the cost of a college education and increase student success by working closely with faculty and campus partners (CDL, FCTL, T&TS, SARC, etc.) to provide affordable textbook options. REE will continue to lead library efforts in this collaborative effort by facilitating faculty adoptions of open or library-sourced 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 and CDL’s involvement with affordable course materials. Goal met and on-going. See Textbook Affordability report.

- 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.
Some parts of this goal have been met, but it is a multi-year project. Engagement Librarians work closely with campus academic support units, textbook affordability is now a routine consideration by faculty, the number of faculty using and students completing face to face and online library-provided instruction options continues to grow, and Subject Librarians work closely with program faculty to develop collections and services that support student academic performance.

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 specific REE goals here; see the Office of Scholarly Communication section. In hindsight, there have been some synergies between the REE division and STARS over the reporting year, most notably with the UCF authored open textbook collection. Sarah Norris, Scholarly Communication librarian, suggested that a collection be developed to host UCF authored open texts, primarily those created with grant funding.

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 Sponsored 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. Goal met and ongoing. Although this did not happen at the division level, RIS Subject Librarian Corinne Bishop created a plagiarism tutorial that was embedded to an online learning course for graduate students.

The following broad goals were suggested by the library last year and continue this year. How the division can support them is noted.

- **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 and contribute to building renovation meetings with an eye to maintaining communication with faculty and students impacted by access to collections.**
- Over the next year the division will monitor and provide staff training on the new instruction rooms and work to minimize impact of boiler work in staff offices and public-facing spaces.
- We also will continue to meet with Graduate Studies to plan the third floor renovation and graduate student area.
- **Continue efforts to lower the cost of a college education and increase student success by working closely with faculty and campus partners (CDL, FCTL, T&TS, SARC, etc.) to provide affordable textbook options.**
- The Textbook Affordability Librarian will lead library efforts in this collaboration by facilitating faculty adoptions of open or library-sourced course materials, tracking and reporting student savings, and liaising with stakeholders both internal and external to the library. The course textbook reserve collection will grow through textbook donations and grants funding. We also will seek to gain broader buy-in from faculty and students through appropriate channels, including participating in the Affordable Instructional Materials initiative and working with the Vice-Provost to support faculty participation in the incentive program.
- **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.**
- Expand the number of data points involved in the Value of Academic Libraries project and work with IKM and UCF IT to further streamline processes associated with the interactive web form. This, in turn, will allow us to mine and act upon data afforded by the project.
- Further, the Student Success librarian position will work closely with campus partners to mine EAB student data and create programming developed to support at risk students. Participation on the state level assessment committee may produce outcomes that enhance and enable these efforts.
- **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).**
- Expand the UCF authored open textbook collection that was implemented last year. As additional faculty incentives are offered by the institution, the amount of outputs will grow, in turn leading to a robust collection of open materials housed in STARS.
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 Sponsored Research and the College of Graduate Studies, we will continue to investigate how the library can support institutional efforts to create a more transparent and ethical research environment, perhaps through the creation of tutorials or other informational tools. Scholarly Communication Officer Sarah Norris now sits on the Research Council, where recent discussion revolved around the need to educate UCF faculty and graduate students about predatory publishing and related topics. We will determine if the library has sufficient staff resources to create instructional materials in support of this need, and if so then develop some.

Social Media Statistics (second year collected)

<table>
<thead>
<tr>
<th></th>
<th>2017-2018</th>
<th>2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Facebook</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Likes</td>
<td>4,790</td>
<td>4,874</td>
</tr>
<tr>
<td>Impressions</td>
<td>5,418</td>
<td>11,024</td>
</tr>
<tr>
<td>Engagements</td>
<td>256,051</td>
<td>370,607</td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Followers</td>
<td>2,558</td>
<td>2,900</td>
</tr>
<tr>
<td>Impressions</td>
<td>180,671</td>
<td>239,069</td>
</tr>
<tr>
<td>Engagements</td>
<td>4,324</td>
<td>4,581</td>
</tr>
</tbody>
</table>

**Likes:** The total number of people who have liked your page, by unique users.

**Engagements:** The number of people who engaged with your page, by unique users. Engagement includes any click or story created.

**Impressions:** The number of times any content from your page or about your page entered a person’s screen, by total count. This includes posts, check-ins, ads, social information from people who interact with your page and more.

The division continually scans emerging trends in academic libraries and works to develop and deliver new services or extend those already in place in support of institutional needs and priorities. Over the recent past we have offered Scholarly Communication services to support faculty and staff research and publishing, created Engagement Librarians to work with campus partners in support of student success, now have a dedicated Textbook Affordability librarian position, and recently extended all services offered at the Hitt Library to downtown campus affiliates. The challenge is to provide these new or extended services while still maintaining the quality of those that are currently offered and highly used. In the near term we will look at all projects and services with a judicious eye to scalability and quality and anticipated impact on limited staffing resources. As the institution and the library continue to evolve we will propose new services but will only undertake them with staffing levels necessary for successful implementation. As has been noted in the past, UCF continues to lag behind other institutions of similar size regarding the number of librarians assigned to work directly with faculty and students.

Penny M. Beile (with input from Cindy Dancel)
Associate Director
Research, Education, & Engagement
Curriculum Materials Center

Highlights of the Year in Retrospect

- Initiated the diversity audit of the CMC’s picture book collection
- Established and hosting technology checkout for CCIE faculty and staff
- 222% increase in the number of students CMC staff facilitated classes for
- The CMC served as the final practicum site for two UCF students. One from Inclusive Education Services and the other from the School of Teacher Education, Early Childhood Development and Education. Both have successfully completed their coursework and graduated. This August we welcomed a new Early Childhood Development and Education practicum student.

Changes in Staffing
- The Curriculum Materials Center staff did not experience any changes during the timeframe of this annual report.

Report on Departmental Goals: 2018-2019

- **Revise layout and content of the CMC web site. Include CMC content specific LibGuides.** The CMC web site revisions are still under development. Extensive efforts have been made to inspect the web sites of CMCs across the United States. An Excel document gathering information from these sites is being garnered. Discussion with School of Teacher Education faculty is also being solicited to see what needs can be met. Once enough information has been gathered, it will be categorized for placement within the new layout. Two new LibGuides have been published for award books and young adult books. Further work has been completed on the construction of an extensive Manipulatives LibGuide which will feature photographs of the approximate 800 manipulatives in our collection.

- **Update the textbook collection to include the new Florida K-12 science textbook adoptions.** Efforts have been made to update the most recent science textbook adoptions, focusing on both Seminole and Orange County Public Schools. Science textbook donations were made by publisher McGraw-Hill to our collection, resulting in budget savings that could be directed towards other aspects of collection development.

- **Produce a new Curriculum Materials Center orientation video.** After proceeding through a year without an updated orientation video, the decision has been made to no longer pursue this. While the video provides a quick mode to disseminate information, it lacks the ability to cater to course specifics.

- **Move selected CMC materials to the ARC to provide room for collection development.** Approximately 1,350 items, primarily from our Young Adult fiction, were moved into the ARC. This move was organized to provide room on the crowded YA shelves.

- **Revise content on the CMC iPads to reflect educational apps that can be applied within the PreK-12 classroom environment.** Obtain input from area school district on apps they are currently utilizing. A visit with SCPS technology and STEM faculty was scheduled and completed. Discussion regarding technology integration resulted in few changes to our iPad Apps. During the time frame of this report, it became apparent that lack of adequate storage space on our outdated iPads is a hindrance to making any major modifications at this time. This is further demonstrated by the student complaints we receive regarding this issue. We are currently pursuing a route to successful resolution of this by submitting a CMC Technology Fee proposal.

- **Provide outreach to UCF students enrolled at DirectConnect institutions.** Connections established with School of Teacher Education faculty, resulted in a visit to the South Lake Campus to meet with students enrolled in LAE 4314. Students were taught about the role of the CMC and were introduced to many of its resources. Outreach efforts were also established with the Valencia West UCF Connect Librarian, Lily Dubach. Meetings resulted in the construction of a marketing flyer which provided Valencia West students information about the CMC and its resources. The flyer further functioned to introduce Mrs. Dubach as their elementary education librarian and the person to facilitate the connection to the Curriculum Materials Center visits.

Departmental Goals: 2019-2020

- **Launch of the revised CMC web site**

- **Research the potential of starting a STARS database that would house UCF School of Teacher Education authored lesson plans on topics outside of the Diverse Families Database.** This database would be accessible to the public. Continuation of the picture book diversity audit

- **Completion of picture book collection lexile labeling project**

- **Collaborate with Education Librarian, Terrie Sypolt, to redefine what professional books are slated for the Hitt versus the CMC library**
Outreach to the Downtown Campus
Investigate outreach opportunities to the ACE School faculty

Performance Enhancement Recommendations

- Patron tables continue to pose issues. Due to the structural layout of the table legs it is difficult to sit and extend legs for 2 of the 4 at the table; the leg structure causes physical damage to the plug as a result several need to be replaced again (most were replaced last year due to exposed wires).
- The CMC circulation desk has many structural features that make it ergonomically impossible to sit at the desk for an extended period of time. The staff portion of the desk was addressed, now the OPS student section must be fixed.
- 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 build displays in the area.
- Addition of inviting signage on the CMC door recognizing us a library.

2018 – 2019 Statistics

Table 1
Five Year Comparison Statistics

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<tbody>
<tr>
<td>General Collection</td>
<td>17,905</td>
<td>21,413</td>
<td>24,544</td>
<td>27,282</td>
<td>31,674</td>
</tr>
<tr>
<td>Reserves</td>
<td>6,604</td>
<td>7,983</td>
<td>7,107</td>
<td>7,430</td>
<td>5,394</td>
</tr>
<tr>
<td><strong>Total Materials Circulated</strong></td>
<td><strong>24,509</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>
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<tr>
<td>Patron count</td>
<td>50,789</td>
<td>57,357</td>
<td>60,269</td>
<td>61,813</td>
<td>56,873</td>
</tr>
<tr>
<td>Number of Classes Taught</td>
<td>52</td>
<td>19</td>
<td>25</td>
<td>26</td>
<td>30</td>
</tr>
<tr>
<td>Number of Students Taught</td>
<td>1347</td>
<td>418</td>
<td>603</td>
<td>691</td>
<td>1,031</td>
</tr>
</tbody>
</table>

When comparing the circulation data from 18-19 to 17-18 a major portion of the decrease in the circulation can be attributed to the number of renewals decreasing.
- Loans 18-19 12,800
- Loans 17-18 12,897
- Renewals 18-19 5,105
In its seventh year, the Office of Scholarly Communication (OSC) continues to flourish as a fully distinct unit within UCF Libraries. Key to this continues to be incrementally increased and consistent services and resources provided for the campus community. Like previous years, 2018-2019 saw tremendous growth in queries on Scholarly Communication topics from faculty, staff, and students – more than doubling from the previous year. In addition, workshops, guest lectures, and invited speaker opportunities also continues to increase. All of this has further supported the solid foundation that the OSC has established. This foundation aids in the development of more robust programming, improved support for services and resources, and increased partnerships internally with library units and externally with campus constituents. In addition, the OSC’s participation at the state and national level has continued to elevate with invited speaker opportunities at conferences, such as the American Library Association. In addition to its services and resources, the OSC also has a well-established public-facing research support center in its third-floor office suite, which 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’s public-facing website is an online presence that provides access to Scholarly Communication services and resources and that can be utilized by the entire UCF campus community and beyond.

As has been the case since its inception, 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 individuals across the library (see the Staffing section below) who have been and continue to be engaged in Scholarly Communication efforts. The dedication and participation from working advisory group members is what has helped shape 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. The Graduate Workshops coordinated by Corinne Bishop and offered in collaboration with the College of Graduate Studies has continued to be a successful series of workshops. On average, 7 distinct Scholarly Communication topics were offered with 251 attendees at 62 sessions. Presentations in this workshop series range from citation management tools to sessions on publishing and author rights. Now in its third year, the Graduate Research Essentials Workshop series (GRE) was also offered. Sessions incorporate various Scholarly Communication topics and are discipline-specific workshops facilitated by subject librarians and coordinated with the College of Graduate Studies. This year, sessions were offered for Criminal Justice, Engineering & Computer Science, Interdisciplinary Studies, and Public Administration and attended by 11 students.

In addition to the workshop 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 continues to explore and research activities and trends of other institutions 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 at UCF.

The OSC continues to offer internal training and workshop opportunities and includes multiple professional development opportunities during each summer. Now in its fourth year, the Stay Savvy with Scholarly Communication Brown Bag lunch series offered each summer provides a relaxed and informed 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 from other departments, and campus partners such as the Office of Technology Transfer. Topics have included copyright, patents and trademarks, and big data. 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 2018-2019, the OSC offered 4 sessions that were attended by an average of 7 librarians and library staff per session.
In addition to the existing Stay Savvy with Scholarly Communication Brown Bag lunch series, the OSC continues to develop professional development opportunities. During 2018-2019, the OSC conducted an internal survey of the Scholarly Communication Working Advisory Group members to improve, refine, and development such support. Of greatest interest were improved communication and increased professional development opportunities and resource support. This included interest in slide deck templates that could be used internally and externally by librarians and library staff on Scholarly Communication topics. With this in mind, the OSC launched Camp COMPASS (Creative Commons, Open Access, Metrics, Profiles, Author Rights, Self-Archiving & STARS) during summer 2019. This fun and informative professional development series offered a workshop style venue that included a presentation, group discussion, and an optional activity. In addition, attendees were provided with slide deck templates and sample presentations for future use. All resources reside in the OSC’s Microsoft Teams page, which was developed in response to the need for improved channels of communication.

STARS, UCF’s institutional repository, launched in 2015, 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. As will be indicated in the Digital Initiatives annual report on STARS, the repository’s use continues to increase worldwide -- a testament to the collaborative efforts to promote and populate the repository in a meaningful way.

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:

- **“Integrating Library Funded Resources into Your Courses,”** Sarah Norris panel presentation with Alexis Carlson (Indian River State College), Kristin Heathcock (Brevard Community College), Alex Neff (University of South Florida), and Rich Gause, Florida Virtual Campus (FLVC) OER Summit, February 2019.
- **“Predatory Journals: How to Help Faculty and Students Navigate the Good from the Bad,”** Sarah Norris with Rick Anderson (University of Utah), ALA Annual Midwinter Conference, January 2019.
- **“Humanities in the Open: The Challenges of Creating an Open Anthology of Literature,”** Christian Beck (English Department), John Raible (CDL), Sarah Norris, John Venecek, OpenEd Conference, October 2018.
- **“Infusing OER into an Institutional Course Redesign Initiative,”** Aimee deNoyelles (CDL), Rich Gause, Sarah Norris, Anna Turner (FCTL), OpenEd Conference, October 2018.

Textbook affordability continues to be a priority at UCF, and in fact, has seen tremendous growth and change in 2018-2019. With the hiring of UCF Libraries’ first Textbook Affordability/Student Success Librarian and more formalized efforts at UCF, the OSC continues to participate and support but is not as intrinsically involved as it was previously. As roles have shifted and support has increased, the OSC has evolved to more supportive role in these endeavors. With this in mind, the OSC provides copyright support and assistance on an ad hoc basis for OER projects, such as those funded by the Complete Florida Grant Challenge during 2018-2019. As will be explored in the Textbook Affordability annual report, the efforts in this area have been significant and are likely to continue to increase throughout the next year.

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 consistency in copyright-related UCF Libraries policies. These collaborations have led to a future project to develop a unified research guide 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.
Office of Scholarly Communication (cont’d)

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 10 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 has been interested in how other institutions support faculty and graduate student publishing in Open Access journals. This interest led the College of Graduate Studies to develop and implement an Open Access Publishing Fund Pilot Program. This pilot program launched in Summer 2019 and is set to support 50 students publishing in Open Access journals. The Scholarly Communication Faculty Advisory Board has provided valuable feedback throughout the inception and launch of this pilot program.

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. Through UCF’s Collective Impact Strategic Plan and other institutional goals, there is no doubt that the OSC, its services, and resources, can and will play a vital role in supporting faculty and students. As we look to 2019-2020, the Office of Scholarly Communication aims to continue 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 2018-2019 are any indication, the forthcoming year will prove equally productive and exciting.

Changes in Staffing

✓ The Office of Scholarly Communication unit currently includes full-time Scholarly Communication Librarian, Sarah Norris, and Scholarly Communication Adjunct, Kryslynn Collazo.

✓ 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. On-going members include: Barbara Alderman, Sandy Avila, Ven Basco, Penny Beile, David Benjamin, Corinne Bishop, Kerri Bottruff, Tim Bottruff, Cindy Dancel, Sai Deng, Lee Dotson, Lily Dubach, Michael Furlong, Rich Gause, Richard Harrison, Athena Hoppenr, Selma Jaskowski, Katy Miller, Renee Montgomery, Rachel Mulvihill, Missy Murphey, 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.

Report on Departmental Goals: 2018-2019

✓ 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 research and scholarly publishing services in the library. Focus on LibGuide development project.

Ongoing: A priority project for 2019-2020 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. In addition, the OSC writes blog posts for the UCF Libraries’ main website and has contributed 20 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 during 2018-2019 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. through STARS during this annual year.
Office of Scholarly Communication (cont’d)

- **Internal training: Continue to identify training resources and opportunities across the UCF Libraries for subject librarians.**
  
  Ongoing: The OSC consistently shares blog posts, journal articles, and other scholarly resources related to Scholarly Communication. In addition, the OSC routinely shares webinar opportunities, as well as offers a centralized viewing place for such webinars (allowing for feedback and discussion). The OSC also created a Microsoft TEAMS page for improved communication and space to host slide decks and other training materials that librarians can use and adapt and/or provide additional information on resources for a particular topic. As with previous years, the OSC continues to offer robust Scholarly Communication training sessions. During 2018-2019, the OSC offered two summer professional development opportunities -- the returning Stay Savvy with Scholarly Communication Brown Bag lunch series and a new program, Camp COMPASS, a scaffolded workshop series on topics related to the Research Lifecycle.
  
  The OSC also regularly works with Research & Information Services to provide updated Scholarly Communication information along with training resources and other related opportunities; the OSC regularly reports at the monthly Research & Information Services meeting and provides Scholarly Communication summaries on topics of interest, services, and resources for subject libraries to use in their subject librarian newsletters.

- **Workshops for targeted audiences: Assess Graduate Workshops delivered at the Graduate Student Center and evaluate program. Explore opportunities to create a series of workshops for faculty and students beyond the Graduate Workshops series.**
  
  Ongoing: The OSC has worked with Corinne Bishop to explore more formalized assessment options for the Graduate Workshops. In addition, several workshops have been re-framed based on student feedback; a pilot for scheduling back-to-back library-facilitated Graduate Workshops was launched in Fall 2019. The OSC has also begun developing a faculty-centric workshop series on research and publishing topics with feedback from the Scholarly Communication Faculty Advisory Board and campus partners, such as Faculty Excellence, FCTL, and the Office of Research. 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 the 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. Open Access Week 2018 had a board game theme used to promote Open Access to students in an informative, yet fun and approachable way. Student-centric events included a quiz, with over 150 student respondents, and included three workshops and an Open Access gaming day. The OSC’s Events, Marketing & Outreach (EMO) working group is currently planning Open Access Week activities for 2019 and is re-evaluating the approach previously taken when celebrating this week. In addition to Open Access Week, EMO has been working to address broader outreach and coordination of events related to Scholarly Communication. This working group currently includes: David Benjamin, Kryslynn Collazo, Cindy Dancel, Rachel Edford, Katy Miller, Missy Murphey, and Christina Wray. A working group composed of Kerri Bottorff, Kryslynn Collazo, Sai Deng, Lee Dotson, 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. To date, 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. In addition, the Scholarly Communication Adjunct began uploading Open Access PDFs, when available, for many of these records. To date, 2,061 PDFs have been added to these bibliographic records and have been downloaded 5,400 times by users from 84 different countries -- a testament to the broad interest UCF authored research has globally. 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, Office of Technology Transfer, and the Office of Undergraduate Research. In particular, partnerships with Faculty Excellence, Faculty Center for Teaching and Learning, and the Office of Research have continued to grow. This has included invited speaker opportunities, including being asked to present on extending and measuring scholarly reach and impact with Barry Mauer, Associate Professor of English, for Faculty Excellence and the Office of Research. The OSC has also partnered extensively with History, Texts & Technology, and the Center for Humanities & Digital Research. In particular, this has led to several opportunities from class instruction, participation in Comprehensive Examination Committees, and serving on search committees by the Scholarly Communication Librarian for RICHES.
The OSC has developed unit goals for 2019-2020 that align with those outlined in the UCF Collective Impact Strategic Plan and other considerations, such as the FL 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.

**Departmental Goals: 2019-2020**

The OSC aids in the advancement of this goal in a variety of ways. As a support service, it offers workshops and training opportunities, as well as one-on-one consultations with faculty on a variety of topics related to research and publication. In particular, the OSC has collaborated with subject librarians and Digital Initiatives to provide faculty-centric workshops related to the Research Lifecycle in discipline-specific contexts. It also develops workshops and training opportunities in collaboration with the OSC’s Scholarly Communication Faculty Advisory Board. Broadly, the unit collaborates with campus constituents, such as Faculty Excellence, the Office of Research, and Faculty Center for Teaching & Learning to facilitate and host workshops for faculty.

- Develop and offer faculty and student workshops on topics related to the Research Lifecycle and publication process.
- Collaborate with key campus constituents to partner on programming for faculty.
- Collaborate with Subject Librarians on topics such as grant writing, tailored to a specific discipline.
- Create a full suite of learning objects in conjunction with campus constituents to foster a more transparent and ethical research environment.
- Develop a suite of videos and tutorials to support undergraduate teaching, particularly with regard to copyright instruction and informational videos.
- Collaborate with Digital Initiatives to promote STARS as a self-archiving/publication venue for faculty scholarship that is more openly accessible.
- Market the institutional repository to faculty and others to promote discovery of University scholarship.

**Collective Impact Strategic Plan Goal Area 2: Strengthening Our Faculty and Staff**

- The OSC aids in the advancement of this goal in a variety of ways. As a support service, it offers workshops and training opportunities, as well as one-on-one consultations with faculty on a variety of topics related to research and publication. In particular, the OSC has collaborated with subject librarians and Digital Initiatives to provide faculty-centric workshops related to the Research Lifecycle in discipline-specific contexts. It also develops workshops and training opportunities in collaboration with the OSC’s Scholarly Communication Faculty Advisory Board. Broadly, the unit collaborates with campus constituents, such as Faculty Excellence, the Office of Research, and Faculty Center for Teaching & Learning to facilitate and host workshops for faculty.
Goal Area 3: Growing Our Research and Graduate Programs

- The OSC aids in the advancement of this goal in a variety of ways. It provides a full suite of external training to graduate students and faculty on emerging issues related to research and publication. This includes the Graduate Workshops, course instruction, general workshops, and departmental presentations. In addition, the OSC’s Scholarly Communication Faculty Advisory Role plays a critical role in further refining the unit goals and projects to aid in facilitating research needs. In 2018-2019, for example, this board provided feedback to the College of Graduate Studies as it developed an Open Access Publishing Fund pilot program. More broadly, the OSC has worked on a multi-year project to develop a comprehensive bibliography of UCF authored works in STARS with the goal to promote the discovery of University scholarship. To date, this project has 20,000 bibliographic records available in STARS with 2,000 full-text PDFs available for anyone, anywhere in the world to download. The OSC also partners with a variety of constituents internally at the library and externally on campus to achieve the goals in this area.

Performance Enhancement Recommendations

With continued increases in the number of queries, instruction requests, workshops, and invited speaker opportunities on campus and beyond, there is no doubt that the OSC has solidified itself as an established unit within UCF Libraries and broadly at UCF. With this in mind, sustainability and scalability continues to be a particular concern, as the demand for research support increases. Copyright, publishing, and Open Access have all presented themselves as key areas of growth, which is reflected with increased queries and presentation opportunities. 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.
2018 - 2019 Statistics

UCF LIBRARIES GRADUATE WORKSHOPS
JULY 1, 2018-JUNE 30, 2019

- Topics
- Sessions
- Attendance

<table>
<thead>
<tr>
<th></th>
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</tr>
</tbody>
</table>

Sarah Norris
Scholarly Communication Librarian
Research & Information Services

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

Highlights of the Year in Retrospect

2018-2019 Faculty and Staff Accomplishments:

- Engineering Subject Librarian Ven Basco awarded UCF Libraries’ 2019 Excellence in Librarianship Award and, also, the Joint Conference of Librarians of Color (JCLC) Distinguished Service Award.
- Sciences Subject Librarian Sandy Avila awarded the 2019 IT&R Outstanding Partnership Award for her partnership with the Physics Dept. (Planetary Sciences and the Robinson Observatory) and the Biology Dept. (Arboretum) that features outstanding co-curricular programming, and the ATG (Against the Grain) Media’s “Up and Comer Award” for 2018.
- Ven Basco and Sandy Avila were awarded a joint UCF Libraries Professional Development Grant for 2019.
- RIS\T&E Administrative Asst. Megan Haught named UCF's May 2019 Employee of the Month for her outstanding work on the ACRL Excellence in Academic Libraries Award submission package and her excellent diversity programming. An article about Megan appears on the HR website https://hr.ucf.edu/employee-month-new/

Subject Librarians:

- Collaborating with the new “Textbook Affordability/Student Success Librarian” on textbook and student success initiatives.
- Preparing for their dual roles as UCF Downtown Librarians. RIS Librarians Corinne Bishop, Rich Gause, and Richard Harrison, will divide their time between the new Downtown campus and the Main campus beginning academic year 2019-20.

- Partnering with UCF Online to support online student success. RIS hosted meetings with Dr. Jennifer Sumner (Executive Director UCF Online); Dr. Charles Dzuban (Director of the Research Initiative for Teaching, UCF Center for Distributed Education), and Dr. Linda Futch (Interim Director, Instructional Design) to advance excellence in online library instruction.
- Contributing to “Value of Libraries” study through their instruction, workshops, and research consultation sessions.
- Partnering with faculty in support of “Research Intensive Designated Courses”
- Helping to secure Tech Fee Proposals through securing letters of support from their faculty to include in the Libraries’ Tech Fee Proposals for new library e-collections such as the “Elsevier E-book Freedom Collection.”
- Supporting “Preeminent Research University” status for UCF. In 2018-2019 Subject Librarians continued to help faculty 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, consultations, & workshops).
- Helping to revitalize UCF Libraries’ Open Access Champions program.
- Coordinating public-facing programming such as
  - “Libraries Bridging Innovation and Entrepreneurship” a series of four seminars that focused on tech transfer, patents, market research, and copyright, coordinated by Min Tong, Ven Basco, Missy Murphey, and Sandy Avila.
In 2019, the Research & Information Services (RIS) division had a number of notable achievements. One example is the work done by Richard Harrison, Humanities Subject Librarian, with Undergraduate Criminal Justice Student Dr. Corinne Bishop.

Dr. Corinne Bishop, Social Sciences Subject Librarian, commented on her experience with RIS: "Exceeded my expectations. Ms Bishop was prepared, knew what I was looking for and shared tips, and different ways to find information. Ms Bishop, as well, recommended a book that I can check-out. The book contained valuable information and was perfect for my project. It is always a pleasure to come and see her, it is important for me to come and talk to someone; the outcome was, I had a path, I knew where to start and how to go and what would be the conclusion. I will continue to come and seek her guidance, and learn how to search at the Library."

Richard Harrison, Humanities Subject Librarian, shared his experience: "Exceeded my expectations. Richard is knowledgeable and exceptional, when I have come to him with a question of inquiry not only does he locate the answer to my concern but he also gives me other things for me to consider that I wasn’t even thinking about. He is quick to respond and even talks to me with no notice often times.

Richard is quick to my concern but he also gives me other things for me to question of inquiry and exceptional, when I have come to him with a "Exceeded my expectations. Richard is knowledgeable (Humanities Subject Librarian) Richard Harrison

History Faculty, Robert Cassanello:

"Exceeded my expectations. Richard is knowledgeable and exceptional, when I have come to him with a question of inquiry not only does he locate the answer to my concern but he also gives me other things for me to consider that I wasn’t even thinking about. He is quick to respond and even talks to me with no notice often times. Librarian referred me."

RIS decided to retain the complete print Reference Collection on the 2nd and 3rd Floors of the John C. Hitt Library rather than to relocate 75% of it to the ARC.

OTHER RIS HIGHLIGHTS:

- Refining its RAID staffing model by trying out a model with just one "Frontline librarian" working at the desk, paired with an “On-call librarian” working in his office, to make optimum use of librarians’ time.
- Focusing on training and developing its staff via monthly RIS meetings with internal training elements and an Annual RIS Retreat. Also, RIS updated and revised its RAID training module, moving from a hardcopy training manual to an online model that can easily be updated.
- Coordinating information for a forthcoming Primary Research Group article that will include a case study on UCF Libraries’ Textbook Alternative initiatives as well as our Information Literacy modules and “Information Expert” events.
- Collaborating with LibTech unit to utilize new Service Navigator online app to report and manage Knowledge Commons technology and equipment problems.
- Reconfiguring its office space to support more efficient service.
- Reviewed and refined position descriptions of RIS--USPS staff.
- Investigating Subject Librarian programs at other universities to identify new ideas for our program.
- Continuing to mentor LIS Students such as Joe Bizon (Cataloging Dept.), Stephen Ford (Rosen Library), and Lillyan Ratcliffe.
Changes in Staffing

- Several RIS Librarians (Rich Gause, Corinne Bishop, John Venecak, and Missy Murphey) voluntarily increased their workloads to cover Richard Harrison’s assignments while he was away on medical leave Nov. 12, 2017 through Oct. 31, 2018.
- In August 2019, Librarian Shane Roopnarine will begin a 45% RIS assignment to help cover Business Librarian Min Tong’s Fall 2019 Personal Development Leave.
- In addition, UCF Connect Librarians Judy Kuhns and Lily Flick continued volunteering to staff AAL during 2018. Also, two out-of-unit librarians (Rachel Edford and Katy Miller) were trained to work at RAID.

**Report on Departmental Goals: 2018-2019 and how we met them.**

- RIS staff will lead and serve on 2018-2019 search committees to identify and hire additional REE librarians. Corinne Bishop served on the Teaching & Engagement Head Librarian search committee; Ven Basco served on the Teaching & Engagement Instruction and Engagement Librarian search committee; Barbara Tierney chaired the Textbook Affordability/Student Success Librarian search committee.
- RIS will continue to work closely with Library Administration to coordinate RIS activities with the 21st Century Library renovation process.
  
  Each monthly RIS meeting included an update on the Library’s renovation activities and timeline by Rich Gause. Rich also created a libguide (https://guides.ucf.edu/arc) to help staff, faculty, and students keep up-to-date on renovation activities. In addition, Rich created several detailed moving plans to keep Gov Doc collections both accessible and out of the way of renovation activities. In addition, Rich Gause worked closely with the Suddath Moving crew when they moved parts of our collections into storage and shifted other parts to various areas of the library. RIS decided to retain the complete print Reference Collection on the 2nd and 3rd Floors of the John C. Hitt Library rather than to relocate 75% of it to the ARC.

- 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 continued 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 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&T, SARC, etc.) Subject librarians continued 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.
- 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 continued 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 continued 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. Also, Subject Librarians continued 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.
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.

- RIS Subject Librarians will work with the Graduate Engagement Librarian to keep administrators and faculty informed of the John C. Hitt Library forthcoming renovations that are especially tailored to Graduate Students.
- RIS Subject Librarians will utilize information they receive about “at-risk” students in their assigned departments/programs to contact these students to provide information about library services and resources and offer assistance.
- RIS Subject Librarians will proactively communicate with their assigned faculty and students regarding how to improve the discoverability of library collections (especially those collections residing in the Libraries’ Automated Retrieval Center) through various librarian-created devices (for ex. A “Browsing Call Numbers” research guide, etc.)
- RIS Subject Librarians will work closely with the undergraduate and graduate coordinators of their assigned programs, the Undergraduate Research Office’s Research Intensive Designated Courses faculty, the Honors-in-the-Major faculty, and others, to help design student assignments, instruction, workshops, research guides, and co-curricular programming to support student learning and research that aligns with the curriculum.
- RIS staff will coordinate a self-nomination package for the 2020 ACRL Excellence in Academic Libraries Award.
- RIS will provide training opportunities for Subject Librarians and other staff during monthly meetings, retreats, webinars, and shared trainings with other units (including Scholarly Communication, Teaching & Engagement, Textbook Affordability, Center for Distributed Learning, Faculty Center for Teaching & Learning, Faculty Excellence, etc.)
- Working in tandem with Engagement Librarians, Subject Librarians will continue to reach out to targeted groups of students (including Transfer, First-time-in-college, International, Honors-in-the-Major, Graduate, etc.) in their assigned departments/programs to provide information about library services/resources and offer assistance.
- RIS Subject Librarians will continue to collaborate with the Textbook Affordability/Student Success Librarian and their assigned faculty to help identify and promote Open Educational Resources (OERs) and electronic content owned by UCF Libraries that could serve as alternatives to traditional course materials for their assigned academic programs.
- UCF Libraries is a U.S. Patent and Trademark Resource Center and an ASERL Center of Excellence for resources created by the U.S. Energy Dept., the Atomic Energy Commission, the Nuclear Regulatory Commission and the National Aeronautics & Space Administration. The RIS Department will continue to build collections and provide services and programming in these subject areas and market these resources to the community.

RIS Business Librarian Min Tong will be away Fall 2019 on Professional Development Leave. In August 2019, Librarian Shane Roopnarine will begin a 45% RIS assignment to help cover Min Tong’s Fall 2019 Personal Development Leave. Rich Gause has assembled a 4-member team of RIS Librarians (Shane Roopnarine, Rich Gause, Ven Basco, and Missy Murphey) to cover Business Administration during Min’s absence.

The Research and Information Services Department 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, and one-on-one Research Consultations. To complement the staffing, the department offers Research Guides and a LibAnswers Knowledge Base which provide asynchronous access to answers from UCF librarians. In 2018-2019, our 1,230 library guides had 1,170,784 views, an increase in views of 8% over the 1,084,617 views our 1,156 library guides had in 2017-2018.

The following tables summarize the number of people and hours devoted to each service and the total interactions for the 2018-2019 reporting period.
Research & Information Services

Selected Statistics for Research and Information Services: 2018/2019

<table>
<thead>
<tr>
<th>Service</th>
<th># of People</th>
<th># of Hours</th>
<th># of Interactions</th>
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</thead>
<tbody>
<tr>
<td>Research &amp; Info Desk (RAID)</td>
<td>31</td>
<td>4,407.5</td>
<td>13,945</td>
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<td>Ask A Librarian</td>
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<td>Research Consultations</td>
<td>16</td>
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<tr>
<td>Mobile Questions</td>
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</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>9,089.5</strong></td>
<td><strong>21,509</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

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

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</thead>
<tbody>
<tr>
<td>Research &amp; Info Desk (RAID)</td>
<td>13,945*</td>
<td>16,521</td>
<td>18,292</td>
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<td>Research Consultations</td>
<td>505</td>
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<td>622</td>
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<td>Mobile Questions</td>
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<td>29</td>
<td>200</td>
<td>242</td>
<td>222</td>
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</table>

* We show lower 2018/19 stats than in earlier years partially because in Fall 2018 nearly a third of the 2nd floor Knowledge Commons area was cordoned-off behind a construction wall to accommodate construction of the new library entrance and Connector Building. Also, from Fall 2018 on there was a caravan of book trucks moving through the Knowledge Commons that disrupted patron activities and infringed on space that previously had been used for student seating and collaborative areas. In addition, the library was closed Aug 30 – Sept 4 due to Hurricane Dorian.
** We temporarily discontinued the Mobile service in January 2018 due to low patron use probably because of building renovation conflicts.
Fourteen staff members (including librarians not in RIS, Adjunct librarians, and OPS staff) contributed a total of 3,672 hours staffing Ask Us virtual reference service this past fiscal year. Ask Us staff answered 5,120 chat questions; these included 4,335 IMs (Instant messaging chats answered for UCF students, faculty and staff using LibraryH3lp chat software); 393 Florida AAL chats (chats UCF staff answered for other Florida academic libraries using Springshare chat software); and 392 UCF local chats (chats UCF staff answered for UCF students, staff & faculty using Springshare chat software).

Additionally, Ask Us staff answered 1,665 phone calls, 240 emails, and 34 text messages, for a total of 7,059 total interactions.

Instant Messaging (IM) chat, using the LibraryH3lp software, continues to be the most popular Ask Us virtual reference service. IM chats (4,335) powered by LibraryH3lp software accounted for more than 84% of the total chats (5,120) for this fiscal year.

<table>
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<tr>
<th>Ask Us Statistics: Five-Year Comparison</th>
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<tr>
<td>----------------------------------------</td>
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<tr>
<td>Telephone calls</td>
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<tr>
<td>Email</td>
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<tr>
<td>Text Messaging</td>
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<tr>
<td>UCF Local Chats*</td>
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<tr>
<td>Instant Messaging Chats*</td>
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<tr>
<td>Florida AAL Chats*</td>
</tr>
<tr>
<td>Total Chats* (including IM)</td>
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<tr>
<td>TOTAL INTERACTIONS</td>
</tr>
</tbody>
</table>

* 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)
In 2018-2019:

Of the 7,059 interactions on Ask Us, 29% (2,049) were library information transactions and 71% (5,010) were reference transactions.

**Top Five Ask Us Information Transactions**

- Circulation / ILL Referral: 514 (19.37%)
- Library directional information: 496 (18.70%)
- Other: 433 (16.32%)
- Referral to LibTech Desk: 287 (10.82%)
- Referral to Library staff/librarian (non-reference question): 231 (8.71%)

**Top Five Ask Us Reference Transactions**

- Look up book/article with provided citation, title: 1,667 (27.28%)
- Database search: 1,537 (25.16%)
- Other Questions: 722 (11.82%)
- ILL Guidance/Instruction: 575 (9.41%)
- Question referred to subject librarian: 341 (5.58%)

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**Ask Us Information Transactions 2018-2019**

- Aleph Account Questions: 9.96%
- Circulation/ILL referral: 19.37%
- Connection problems to database/resources: 8.56%
- Ebook troubleshooting: 0.83%
- Finding a book in stacks: 1.81%
- Hours: 7.01%
- Feedback, Comments, Complaints: 1.51%
- Library directional information: 18.70%

**Ask Us Reference Transactions 2018-2019**

- Look up book/article with provided citation, title: 27.28%
- Database search (not specific): 25.16%
- Citation styles & writing: 4.78%
- Government (patents, statistics, etc): 1.03%
- ILL Guidance/Instruction: 9.41%
In 2018-2019:
Of the 13,945 interactions at RAID, 64.67% (9,020) were information transactions and 35.32% (4,925) were reference transactions.

Not shown:
- Connection problems to databases/resources: 21 (0.15%)
- Construction directions/status: 43 (0.31%)
- EBook troubleshooting: 4 (0.03%)
- Feedback/Comments/Complaints: 7 (0.05%)
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, 1,362 print volumes, 5,600 microfiche, and 60 electronic products were added to the collection and research guides to many of the subject areas were created or updated.

Many of Gov Docs’ activities this year continued to revolve around UCF’s designation as an ASERL Center of Excellence for resources from the U.S. Department of Energy (DOE), Atomic Energy Commission (AEC), Nuclear Regulatory Commission (NRC), and the National Aeronautics & Space Administration (NASA). Government Information Librarian Rich Gause and his well-trained staff continue to review discard lists from other depository libraries throughout the U.S. in order to add important documents to our DOE, AEC, NRC and NASA Centers of Excellence. Along with preparing documents for ARC ingestion, Rich also developed detailed work plans for moving Gov Doc collections out of the way of construction zones and accessible for research.

```
Rich Gause  
(Government Information Librarian)

Undergraduate Human Communication Student:  
"Exceeded my expectations. 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. (Previously, I had concentrated more on the data and findings more than survey question items themselves.)"

Barbara Tierney  
Head, Research & Information Services
```
The Teaching & Engagement department coordinates the library instruction and engagement activities of the UCF Libraries, including course-based library instruction, information literacy modules, videos, workshops and orientations, and outreach to targeted populations. Highlights of this year include large gains in the number of both online and face to face instruction, a suite of workshops now offered online, and bringing a new instruction librarian on board.

**LIBRARY INSTRUCTION AND INFORMATION LITERACY**

In 2018-2019, 85,386 module assessments were completed across the 15 Information Literacy Modules. This is an increase of 15% or 11,168 assessment completions over 2017-2018. A total of 15,849 unique students completed one or more of the Information Literacy Modules during the year. This is an increase of 13% over 2017-2018, or 1,907 more students. 1,732 new instances of the modules were created, up 2% from 1,692 last year.

Digital Learning & Engagement Librarian Christina Wray has been working with the Center for Distributed Learning (CDL)'s Learning Systems & Technology team to transition modules to the new generation of UCF's learning object platform, Obojobo Next. Progress was made this year, although the system is not fully functional yet.

In addition to the large increase in Information Literacy Module use, face to face instruction was also up markedly over last year. 535 sessions of course-specific instruction, orientations, workshops, and tours were offered at the John C. Hitt Library or on the main UCF campus in 2018-2019. This is a 27% increase over the previous year. These classes reached 12,601 students.

The Introduction to Library Research Strategies webcourse was offered for the sixth consecutive year. It is used in both ENC1102 (English Composition) and SLS1501 (Strategies for Success), along with other upper-division courses, at the instructors’ request. This year, there were a total of 2,594 assessments completed, down just slightly from last year. The department of Writing & Rhetoric's Composition Coordinator Megan Lambert attended the March 2019 Library Instruction meeting to discuss the library's role in ENC1102. One of her comments was that composition instructors value the Libraries’ Canvas course and hope it remains as an instruction option.

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 55,000 times. This is down about 12,000 views from 2017-2018. The “How to Search for Patents” video on YouTube alone has over 21,000 views.

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 aim to partner closely with their targeted department or campus unit, and help integrate library resources and services into the academic lives of the students served by those departments and units.

Under the leadership of Corinne Bishop, graduate engagement activities this year included our ongoing graduate workshop series taught by UCF librarians. The sessions were offered in partnership with the College of Graduate Studies and presented as part of the Pathways to Success program. In addition to in-person sessions, this year we began offering some online sessions. Workshop attendance for 2018-2019 included 251 students representing a variety of disciplines who attended one or more of the eight topics offered throughout the year. In collaboration with the College of Graduate Studies, Corinne coordinated library activities for the Fall 2018 Graduate Orientation and was joined by Sarah Norris for the orientation’s Information Session. Working with the Graduate Student Association (GSA), three sessions were also presented on orientation day at the John C. Hitt Library. The brief sessions provided information about library services, tips on locating discipline-related resources online, and graduate students were introduced to subject librarians for their programs. 91 graduate students attended the sessions. In February 2019, two Graduate Research Essentials online workshops were offered for Criminal Justice & Public Administration and Engineering & Computer Science graduate students. The Libraries also hosted a presentation by Oxford University Press in March 2018 for Student Research Week. Other engagement activities this year included participation in Grad Gatherings hosted by the College of Graduate Studies and an International Graduate Student Welcome program hosted by UCF librarians in Fall 2018.

The department once again participated in UCF’s Pegasus Palooza week of welcome with a series of events including an “Escape the Library” scavenger hunt, a LibHacks workshop, and pop culture trivia contest. Once again, students were excited to participate in the fun and educational orientation activities and compete for prizes including rubber ducks and snacks.
Teaching & Engagement (cont’d)

In February 2019, an information literacy event series was hosted. Alice’s Adventures in Scholarly Conversations had students trace Alice’s research path to find her.

A new initiative this year was the Research Tips Tuesdays series of online workshops. The workshops are offered monthly via Zoom video conferencing software, archived, and available online as a recording after the synchronous workshop. Topics have included Speed Studying, Presentation Skills, Plagiarism & Citations, and Stress-Free Searching.

John Venecek began the year as liaison to the Honors College and Office of Undergraduate Research. Upon his return to work following leave, Richard Harrison resumed his 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. John Venecek worked with Padmini Coopamah Waldron, Director of Honors Research, to coordinate subject librarian orientation sessions for incoming honors students in the fall of 2018. They also embedded subject librarians into the Honors Student Canvas course.

John Venecek, Christina Wray, and Sandy Avila worked on a research module that is being used in two classes run out of the Office of Undergraduate Research: Research Roadmaps (non-credit) and I.N.T.R.O.: Introduction to Research and Creative Scholarship Opportunities (one credit). John Venecek served on a fall 2018 Undergraduate Research search committee for an Instruction Coordinator to teach I.N.T.R.O. John, Christina, and Sandy also team taught two I.N.T.R.O. library instruction sessions during that semester. John Venecek served as a humanities judge for the spring 2019 Showcase of Undergraduate Research Excellence (SURE).

Engagement librarians also collaborated with Transfer & Transition Services and participated in several of their events, notably Bagels with T&TS.

Research & Information Services librarian Min Tong continued her work with UCF Global and international students. This year Min co-hosted the welcome event for international graduate students, along with colleagues Corinne, Sandy, and Ven. This event had 20 attendees from 9 different countries. Min attended Welcome Fairs for the English Language Institute and arranged for tours for visiting international students and faculty, and in October, she coordinated an inter-university exchange visit meeting between UCF Global and Guizhou University, China.

Outreach Librarian Renee Montgomery hosted 8 high school and middle school groups. Renee is also the editor for the Libraries’ bathroom newsletter InSTALLments, and conducts workshops and consultations on bibliographic management software EndNote and RefWorks.

Other events and programs offered between July 2018 and June 2019 include dozens of FTIC and Transfer Student Orientations, Knight Terror short story writing contest, monthly featured bookshelf physical displays and social media, three National Poetry Month poetry contests, WomanFest 2019 with film screening, zine workshop, and quilt square craft, Women’s History Month with bra decorating workshop and display, Earth Day events including nature writing and nature poetry displays, art display, plant pressing workshop, Arbor Day hike, Unseen Arboretum workshop, and Sea-level Rise in Central Florida talk in collaboration with Science subject librarian Sandy Avila. One of last year’s most engaging events was reprised, 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. Additional events and series coordinated in part by Teaching & Engagement were two Flu Shots @ the Library events in partnership with Student Health Services, Banned Books Week talk and displays in partnership with Circulation and RIS, Take a Book/Leave a Book events in partnership with Circulation and Acquisitions, a Women’s History Month talk by Dr. Kimberly Voss on women in Journalism in Florida, Religion & Sexuality Film series in partnership with Religion & Cultural Studies, “So You’re Thinking About Writing a Textbook” panel discussion in partnership with the College of Health Professions and Sciences, Introduction to Bookbinding in partnership with Special Collections and University Archives, a Coming Out Day film and discussion, and a series of College of Sciences events in partnership with Sandy Avila (3 lunar eclipse events and 2 Explore Mars events). Teaching & Engagement librarians and staff also participated in several events led by other Libraries departments including Open Access Week, Summer Knights Reading Challenge, Diversity Week, and National Library Week.

Changes in Staffing

- Rosalie Flowers left UCF in July 2018. Rosie was a longtime adjunct librarian and former LTA for the department.
- Department Head Rachel Mulvihill was on 75% Professional Development Leave in the Spring and Summer semesters of 2018. She returned to her duties full time in August 2018.
- Rachel Edford, who joined the department as an adjunct librarian in June 2018 was appointed as the new full-time Instruction and Engagement Librarian in January 2019.
- Rachel Mulvihill was also named Head of the Downtown Campus Library, which is expected to open in August 2019. She split her duties this
year between Teaching & Engagement and planning for the new UCF Downtown campus.

**Report on Departmental Goals 2017 - 2018**

- Fill vacant librarian position and on-board new Instruction & Engagement Librarian
  Completed with hiring of Rachel Edford

- Advertise and fill Department Head position as Rachel Mulvihill transitions to the Downtown Campus Library. In progress, department head is expected to start in late 2019.

- Develop prototype of an Information Literacy Module in Obojobo Next, using faculty survey and interviews as a guide to retain useful content and features. Complete.

- 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. Complete - Research Tips Tuesdays series.

- Begin regularly offering selected workshops in an online format, using video conferencing software. Complete - Research Tips Tuesdays and selected Graduate Workshops are routinely offered online.

- 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. In process.

- Maintain operations during continued construction by being prepared for classroom disruptions and being flexible with instruction scheduling. Ongoing. Classroom disruptions have been minimal, and new classrooms are expected to open in Spring 2020.

**Performance Enhancement Recommendations**

As we move into the 2019/2020 academic year planned leave and staff vacancies continue to place the small (by definition of number of staff) department in a precarious position. Specifically, the department head is vacating the position to open and relocate to the new Downtown Campus library and another librarian has been awarded Professional Development Leave for fall 2019 and spring 2020 semesters. This leaves the already understaffed department at 50% capacity for the two major semesters, in turn placing undue burden on existing staff. The addition of a permanent, full time librarian position to the unit would help ameliorate the impact of these vacancies (which have historically been on-going) and allow the unit to focus more on its primary duties.

**Departmental Goals 2019 - 2020**

- Maximize potential of new instruction rooms afforded by the library renovation by providing training to instructors on use of the facility and on teaching methods for flexible classrooms.

- Work within the General Education Program to identify opportunities for integrating information literacy competencies and instruction in appropriate courses.

- Collaborate with English Composition and Strategies for Success (SLS) instructors to develop standardized outcomes and consistent instructional content for ENC, SLS, and other high enrollment courses.

- Build on existing undergraduate workshop series to extend reach to discipline-specific students or other targeted groups

- Re-envision the Information Literacy Modules utilizing Obojobo Next, which allows seamless integration with Canvas, and provides users with more robust performance feedback

- Explore proven and emerging educational technologies that can be leveraged to enhance learning in all environments.
Teaching & Engagement (cont’d)


Teaching and Engagement
Table 1
Five Year Summary: Information Literacy Modules

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<td>Assessment Completions</td>
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<td>66,258</td>
<td>56,310</td>
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<td>Students</td>
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<td>13,942</td>
<td>13,105</td>
<td>12,529</td>
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<td>Faculty Members</td>
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<td>123</td>
<td>159</td>
<td>167</td>
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<td>Instances Created</td>
<td>1,732</td>
<td>1,692</td>
<td>1,714</td>
<td>1,863</td>
<td>1,750</td>
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<td>Number of Modules</td>
<td>13</td>
<td>13</td>
<td>13</td>
<td>13*</td>
<td>15</td>
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<tr>
<td>Average Score</td>
<td>82.38%</td>
<td>83.71%</td>
<td>84.25%</td>
<td>83.41%</td>
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</table>

Two modules were retired in August, 2015.

Teaching and Engagement
Chart 1
Breakdown of Information Literacy Module by Instances Created
Teaching & Engagement
Charts 2 & 3
Five Year Summary: Traditional Library Instruction

Library Instruction Sessions 2018-2019

- Undergraduate: 275, 52%
- Graduate: 199, 37%
- Other/Mixed: 61, 11%

Library Instruction Students 2018-2019

- Undergraduate Students, 3398, 27%
- Graduate Students, 7761, 62%
- Other/Mixed, 1442, 11%

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

Total Library Instruction Classes

- 2018-2019: 535
- 2017-2018: 421
- 2016-2017: 452
- 2015-2016: 404
- 2014-2015: 373

Total Students

- 2018-2019: 12601
- 2017-2018: 9816
- 2016-2017: 11317
- 2015-2016: 8912
- 2014-2015: 11298

Rachel Mulvihill
Head, Teaching & Engagement
Information Technology & Digital Initiatives

Highlights of the Year in Retrospect

It has been a tough year for IT&DI. Our IT staff were officially moved to UCF IT and we felt the full effects of what that meant this year. We were told that two major projects, that in the past would have been implemented by Library IT staff on time, could not be completed by UCF IT in the time we required. They included 300 public PCs funded by technology fee and 175 PCs slated for the Phase 1A renovation opening in early 2020. Because of delayed response by UCF IT to tickets submitted by the Libraries, IT&DI staff try to lend minor assistance to staff having problems, but it isn’t within their job responsibilities nor is it feasible for them to do work that used to be done by 4 other people. They already have full-time responsibilities managing and staffing their own areas. Didn’t UCF IT say we would have as good as or better service than we used to have? Not even close!

It was announced that FALSC, which had managed the Florida Digital Archive for more than a decade, would sunset it at the end of June 2019. We had to scramble to figure out where our 20 terabytes of archived material would reside. When we received the flies back from FALSC they were not in the format we submitted them in and required a conversion process that took months. And while UCF IT has met with us to plan to move the FDA material to Azure, we are their first customers to use Azure. They are still working out the structure for the service so we’re their “guinea pigs.” It was intimated that FL-Islandora which has housed most state university digital collections, again for over a decade, would be retired in 2020. No alternate product has been identified or selected to take its place. Digital Initiatives is working on solutions to these problems. Because FALSC services are being reduced/eliminated and because support from UCF IT is uncertain we are looking for alternatives outside of Florida.

On a more positive note, Matt DeSalvo was returned to the Library as an IT Manager over the LibTech desk. The success of the LibTech desk grows and they continue to provide technology assistance and equipment for check out by students, faculty and staff as well as manage public printing and scanning. Matt has been assisting the Tech Lending desk at the downtown campus on how to lend equipment using Aleph. He is training them to follow our policies and procedures for the operation. LibTech staff have also taken on additional duties trying to mitigate the feeling of frustration staff experience when dealing with UCF IT by advising staff on how best to report a problem and what to expect as a response. The gap left by moving Library IT staff to UCF IT in terms of tech support is keenly felt.

In spite of the challenges faced this year, read on to learn how IT&DI efforts have resulted in incredible progress in STARS, Web Services, and LibTech.

DIGITAL INITIATIVES

Digital Collections

The Digital Initiatives unit continued to provide services for contributions to Central Florida Memory in CONTENTdm, add content to existing digital collections in FL-Islandora, and support graduate electronic theses & dissertations and electronic honors theses.

Institutional Repository – STARS

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.

NEW PROJECTS:
• CIRS: Curriculum Inquiry and Related Studies from Educational Research: A Searchable Bibliography of Selected Studies
• CEELAB Research Data
• Human-Machine Communication Journal (journal)
• The National Center for Academic Transformation
• The Learning MarketSpace (7/99 - 2/03)
• The Learning MarketSpace (4/03 - 4/14)
• Knights HistoryCast
• BMP Trains Research and Publications
• HASTAC 2017 (event)
• HASTAC 2017 Event Photos
• HASTAC 2017 Plenary Videos
• DIVerse Families by Format
• Journal of English Learner Education (journal)
• A History of Medicine
• DIVerse Families Project Resources

STARS Statistics:
• Works posted July 1, 2018-June 30, 2019: 2,908
• Downloads July 1, 2018-June 30, 2019: 767,447
• Metadata Page Hits July 1, 2018-June 30, 2019: 180,085
• For detailed statistics covering July 1, 2018-June 30, 2019:
  o Access the STARS Dashboard to explore readership and view usage reports: guest link
  o Readership Distribution map for all STARS collections for July 1, 2018-June 30, 2019
Information Technology & Digital Initiatives (cont’d)

Data Management

The Digital Initiatives unit collaborated with the Office of Research and Commercialization to assist researchers with understanding the requirements of the plans and options for hosting data in STARS by:

- Presenting at the NSF CAREER Workshop Series
- Attending monthly Research Coordinators Meetings
- Partnering with Graduate & Research IT to integrate STARS and the DMPTool in processes and communication

To provide online support, a campus guide on data management plans is maintained at http://guides.ucf.edu/data and the unit acted as the point of contact for UCF’s information for the DMPTool at https://dmptool.org/

Lee Dotson
Digital Initiatives Librarian

Information Technology

LibTech Desk

- Implemented a very late-approved Technology Fee Proposal to update and expand the LibTech Technology Lending items:
  - Added 45 new Dell Laptops to replace existing fleet of out of warranty Dell E7440 4 Hour Laptops (E7440’s will become 3 Day Loan Laptops)
  - Added 20 new MacBook Airs for a total of 44.
  - Added 15 new iPads (2018 model with 128GB storage) along with 15 Apple Pencils, delighting the students (much requested item).
  - Added 7 new Canon T7i DSLR Camera Kits, 2 GoPro Hero 5 Black Action Cameras, and a variety of wired/wireless microphones for use with the cameras or student smartphones.
  - Added a variety of mobile device chargers and other small checkout items for the Rosen Library
  - Replaced existing laptop carts with 4 new space-efficient models
  - One-Touch Recording Room, Mac Editing Station, and Adobe Creative Cloud workstations saw increased use
  - Matt negotiated terms and solved issues with the Libraries / UCF IT Technology Lending Desk partnership at the UCF Downtown campus.
  - LibTech staff unboxed, labeled, and cataloged in Aleph over 600 items for the UCF Downtown Technology Lending Desk, which is operated by UCF IT.
  - Over 125 laptops were imaged by the LibTech staff saving UCF IT considerable amounts of time.
  - LibTech continues to grow in popularity with the students; 12% growth over last year with much more anticipated with 2nd floor move in 2020.

Matt DeSalvo
IT Manager

Web Services

Library Web:

- Worked with Kristine and her team on finalizing Diverse Families website. Allows users to view collection of diverse family reading materials pulled from STARS.
- Created short promotional videos showing off the interior of the new Automated Retrieval Center (ARC) and the process for ingesting books into the ARC.
- Worked with Cindy, Matt, Lindsey, and Andrew on creating a highlight and demonstration video that showcases the new Automated Retrieval Center (ARC) for Barry. This video is also featured on the library website.
- Added new spotlight section for the 21st Century Library Project on the Homepage. New section features latest news about the project as well as rotating images.
- Worked with Penny and Katy on designing a new Textbook Affordability page for the library website. Also added a new Textbooks button to the homepage.
- Worked with Seth and Matt on creating a new Anatomy Lending system for the library website. This system functions similar to Technology Lending and allows patrons to see visual representations of our collection at a glance and to check item availability.
- 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.

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• Joined FLVC - User Interface Standing Committee. Works with committee on proposed changes to library catalog.

Bobby Ciullo
Web Applications Developer

Changes in Staffing
• Matthew DeSalvo returned to the John C. Hitt Library LibTech Desk.

Report on Departmental Goals: 2018-2019

Progress toward Goals for 2018 - 2019
◆ Evaluate options for digital preservation should the FDA be discontinued. The FDA was discontinued, and UCF Libraries’ files were returned to us. It is taking months to review the files because they were returned in an incompatible format. Once they have been converted and reviewed, they will be stored in Azure.
◆ Review current digital collections and determine the best and most cost-effective location for them (local/cloud, UCF/FALSC/vendor). Our expectation is that FALSC will eventually discontinue supporting digital collections. We are looking at alternatives in the cloud that will not need support from UCF IT and are cost effective.
◆ Establish working processes between UCF IT and the Libraries for effective delivery of IT implementation and support. This is ongoing and has been a challenge.
◆ Analyze LibTech desk activity and staffing to plan for future needs. When Phase 1A opens, the LibTech desk will relocate to the 2nd floor where Circulation is currently housed. This will make LibTech more visible and easier to visit when entering the building through the legacy entrance. Additional staff is sought to support this new location which promises to be even busier than the 3rd floor location.

Performance Enhancement Recommendations

The move to centralized IT services has been disastrous for UCF Libraries. Tech support staff are not responsive to our needs and don’t understand what those needs are. Problems are shuttled from unit to unit in UCF IT sometimes requiring the assistance of several units to solve one problem. The units within UCF IT don’t seem to know that other UCF IT units exist. There is no collaboration or understanding between UCF IT units. Work that in the past took minutes or hours now takes days or weeks. Innovation is stymied because the Libraries knows it will require UCF IT assistance to implement a project and having UCF IT involved will negatively impact the implementation. We have been told that the installation of public PCs and PCs for the new Phase 1A cannot be done in the timeline we require even though we notified them of the projects a year in advance. This was the first year in 20+ years where technology was not installed and ready to go by the start of fall semester. UCF IT is neither proactive nor service-oriented, two essential requirements for Library IT support. They think they are measuring their performance accurately by compiling responses to surveys they distribute after a ticket is closed. Unfortunately, the survey does not ask the right questions, acknowledge the possible unique nature of the problem for a particular customer or provide a means to record an honest account of how the customer feels about the service given.

UCF Libraries has staff and public technology and each are treated differently. Centralizing IT services means there is an effort to standardize technology across campus. In many cases that is fine, but there are other cases where the Libraries employs different images, and has software, equipment, and processes that don’t fit in with the centralized model. Trying to fit the Libraries’ square peg into UCF IT’s round hole is counterproductive and aggravating to everyone. Please, please give us our staff back!

Departmental Goals: 2019 - 2020

◆ Install copier/scanner/printer machines in the public and staff areas.
◆ Finalize Azure storage for FDA files (20TB).
◆ Find a new cloud home for Central Florida Memory.
◆ Get IT staff back in the library.
◆ Implement electronic timesheets for staff.
### Table 1

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

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<td>Berman Negatives and Contact Sheets</td>
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<td>4,192</td>
<td></td>
</tr>
<tr>
<td>University Archives</td>
<td>140</td>
<td>87</td>
<td>16</td>
<td>3,423</td>
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<tr>
<td><strong>Total Audio/Video</strong></td>
<td>98</td>
<td>193</td>
<td>134</td>
<td>331</td>
<td>403</td>
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<tr>
<td><strong>Total Images</strong></td>
<td>91,464</td>
<td>35,584</td>
<td>28,873</td>
<td>37,788</td>
<td>20,436</td>
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<tr>
<td><strong>Total Digital</strong></td>
<td>91,744</td>
<td>35,777</td>
<td>29,007</td>
<td>37,978</td>
<td>20,839</td>
</tr>
</tbody>
</table>
## Information Technology & Digital Initiatives

### Table 2

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd Floor Main - BW1</td>
<td>92,653</td>
<td>59,634</td>
<td>39,851</td>
<td>37,388</td>
<td>25,495</td>
</tr>
<tr>
<td>2nd Floor Main - BW2</td>
<td>123,604</td>
<td>93,985</td>
<td>109,439</td>
<td>26,902</td>
<td>42,555</td>
</tr>
<tr>
<td>2nd Floor Main - BW3</td>
<td>104,560</td>
<td>85,343</td>
<td>92,959</td>
<td>207,324</td>
<td>126,618</td>
</tr>
<tr>
<td>2nd Floor Main - BW4</td>
<td>17,590</td>
<td>177,740</td>
<td>132,359</td>
<td>117,768</td>
<td>172,325</td>
</tr>
<tr>
<td>2nd Floor Main - BW5</td>
<td>133,545</td>
<td>65,953</td>
<td>67,411</td>
<td>51,056</td>
<td>31,143</td>
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<tr>
<td>3rd Floor Main – BW6</td>
<td>56,934</td>
<td>111,440</td>
<td>109,697</td>
<td>97,329</td>
<td>76,420</td>
</tr>
<tr>
<td>2nd Floor Main (Color)</td>
<td>51,202</td>
<td>39,191</td>
<td>29,094</td>
<td>25,311</td>
<td>23,122</td>
</tr>
<tr>
<td>CMC (BW)</td>
<td>61,801</td>
<td>79,218</td>
<td>80,036</td>
<td>81,888</td>
<td>83,623</td>
</tr>
<tr>
<td>CMC (Color)</td>
<td>8,756</td>
<td>7,581</td>
<td>7,202</td>
<td>8,125</td>
<td>7,420</td>
</tr>
<tr>
<td>Rosen 1</td>
<td>55,928</td>
<td>65,512</td>
<td>69,724</td>
<td>67,958</td>
<td>44,309</td>
</tr>
<tr>
<td>Rosen 2 (b&amp;w 2013-2105, color 2015-2016)</td>
<td>7,934</td>
<td>8,340</td>
<td>8,961</td>
<td>8,261</td>
<td>39,356</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>714,507</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>
</tr>
</tbody>
</table>

### Table 3

**Logon Statistics: Four-Year Summary**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Logons</td>
<td>301,692</td>
<td>324,946</td>
<td>369,578</td>
<td>396,259</td>
</tr>
<tr>
<td>Average per day</td>
<td>N/A</td>
<td>1,140</td>
<td>1,297</td>
<td>1,390</td>
</tr>
<tr>
<td>Average time logged in (minutes)</td>
<td>N/A</td>
<td>N/A</td>
<td>111</td>
<td>84</td>
</tr>
</tbody>
</table>

### Table 4

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

<table>
<thead>
<tr>
<th></th>
<th>2018/19</th>
<th>2017/18</th>
<th>2016/17</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Patrons Served:</td>
<td>140,269</td>
<td>119,507</td>
<td>85,470</td>
<td>80,544</td>
</tr>
<tr>
<td>Summer</td>
<td>9,381</td>
<td>6,689</td>
<td>4,604</td>
<td>6,502</td>
</tr>
<tr>
<td>Fall</td>
<td>57,283</td>
<td>51,073</td>
<td>35,131</td>
<td>38,188</td>
</tr>
<tr>
<td>Winter Intersession</td>
<td>677</td>
<td>352</td>
<td>467</td>
<td>299</td>
</tr>
<tr>
<td>Spring</td>
<td>60,538</td>
<td>50,949</td>
<td>40,289</td>
<td>31,675</td>
</tr>
<tr>
<td>Spring Intersession</td>
<td>739</td>
<td>485</td>
<td>485</td>
<td>268</td>
</tr>
<tr>
<td>Summer</td>
<td>11,648</td>
<td>9,959</td>
<td>9,098</td>
<td>10,114</td>
</tr>
<tr>
<td><strong>Total Items Checked Out:</strong></td>
<td><strong>111,814</strong></td>
<td><strong>102,314</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summer</td>
<td>7,184</td>
<td>6,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fall</td>
<td>47,907</td>
<td>44,600</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Winter Intersession</td>
<td>291</td>
<td>110</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring</td>
<td>47,269</td>
<td>42,805</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring Intersession</td>
<td>496</td>
<td>352</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summer</td>
<td>8,816</td>
<td>8,447</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Information Technology & Digital Initiatives (cont’d)

### Table 5
Library Web Page Statistics (using Google Analytics): Five-Year Summary

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Average Page Views per visit</td>
<td>1.71</td>
<td>1.51</td>
<td>1.46</td>
<td>1.52</td>
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</tr>
<tr>
<td>Visitors</td>
<td>1,376,442</td>
<td>1,429,109</td>
<td>1,490,323</td>
<td>1,495,240</td>
<td>2,698,135</td>
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<tr>
<td>Visitors from non-UCF network</td>
<td>722,753</td>
<td>888,594</td>
<td>675,131</td>
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<td></td>
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<tr>
<td>Unique IPs</td>
<td>593,195</td>
<td>620,739</td>
<td>695,448</td>
<td>738,611</td>
<td>926,041</td>
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<tr>
<td>Mobile Devices</td>
<td>175,981</td>
<td>161,525</td>
<td>146,419</td>
<td>145,583</td>
<td>144,589</td>
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<tr>
<td>Tablets</td>
<td>24,756</td>
<td>23,122</td>
<td>21,447</td>
<td>28,567</td>
<td>41,473</td>
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<td>Visits from Social Referers (Facebook, Blogger, Reddit, etc.)</td>
<td>2,413</td>
<td>4,089</td>
<td>4,796</td>
<td>2,619</td>
<td>1,665</td>
</tr>
<tr>
<td>Visits from Organic Search (Google, Bing, Yahoo, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Searches:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>QuickSearch</td>
<td>530,331</td>
<td>526,488</td>
<td>551,741</td>
<td>351,305</td>
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<td>Article Search</td>
<td>84,175</td>
<td>76,825</td>
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<tr>
<td>Catalog Search</td>
<td>87,372</td>
<td>88,137</td>
<td>86,124</td>
<td>48,407</td>
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<td>Video Search</td>
<td>6,324</td>
<td>6,637</td>
<td>7,992</td>
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<td>Website Search</td>
<td>17,378</td>
<td>17,986</td>
<td>18,205</td>
<td>12,301</td>
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<tr>
<td>Stats for CFM</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Page Views</td>
<td>15,398</td>
<td>15,322</td>
<td>19,167</td>
<td>27,563</td>
<td>33,613</td>
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<tr>
<td>Average Page Views per visit</td>
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<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
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<td>Visitors</td>
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<td>Unique IPs</td>
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<td>Mobile Devices</td>
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<td>916</td>
<td>1,340</td>
<td>1,592</td>
<td>1,665</td>
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<td>Tablets</td>
<td>353</td>
<td>401</td>
<td>606</td>
<td>850</td>
<td>1,039</td>
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<td>Visits from Social Referers (Facebook, Blogger, Reddit, etc.)</td>
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<td>62</td>
<td>192</td>
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<td>126</td>
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<tr>
<td>Stats for Digital Collections</td>
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<td></td>
<td></td>
<td></td>
</tr>
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<td>Total Page Views</td>
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<td>85,170</td>
<td>130,870</td>
<td>172,010</td>
<td>158,940</td>
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<td>Average Page Views per visit</td>
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<td>Visitors</td>
<td>15,280</td>
<td>20,593</td>
<td>34,563</td>
<td>48,282</td>
<td>40,320</td>
</tr>
<tr>
<td>Unique IPs</td>
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<td>15,179</td>
<td>27,168</td>
<td>38,227</td>
<td>30,893</td>
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<tr>
<td>Mobile Devices</td>
<td>2,927</td>
<td>3,975</td>
<td>6,019</td>
<td>7,121</td>
<td>4,873</td>
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<tr>
<td>Tablets</td>
<td>617</td>
<td>861</td>
<td>1,708</td>
<td>2,488</td>
<td>2,102</td>
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<tr>
<td>Visits from Social Referers (Facebook, Blogger, Reddit, etc.)</td>
<td>177</td>
<td>413</td>
<td>435</td>
<td>725</td>
<td>560</td>
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<tr>
<td>Stats for STARS</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Total Page Views</td>
<td>384,475</td>
<td>340,654</td>
<td>218,928</td>
<td>93,683</td>
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<tr>
<td>Average Page Views per visit</td>
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<td>2</td>
<td>2</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Visitors</td>
<td>194,248</td>
<td>156,181</td>
<td>90,035</td>
<td>22,290</td>
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</tr>
<tr>
<td>Unique IPs</td>
<td>153,463</td>
<td>120,640</td>
<td>69,840</td>
<td>15,151</td>
<td></td>
</tr>
<tr>
<td>Mobile Devices</td>
<td>29,671</td>
<td>22,570</td>
<td>12,072</td>
<td>2,619</td>
<td></td>
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<tr>
<td>Tablets</td>
<td>5,118</td>
<td>4,548</td>
<td>2,698</td>
<td>820</td>
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<td>Visits from Social Referers (Facebook, Blogger, Reddit, etc.)</td>
<td>3,227</td>
<td>2,291</td>
<td>1,638</td>
<td>400</td>
<td></td>
</tr>
<tr>
<td>Stats for LibGuides</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Page Views</td>
<td>1,168,087</td>
<td>1,090,094</td>
<td>981,524</td>
<td>849,768</td>
<td>268,440</td>
</tr>
<tr>
<td>Average Page Views per visit</td>
<td>2.08</td>
<td>2.12</td>
<td>2.27</td>
<td>2.58</td>
<td>4</td>
</tr>
<tr>
<td>Visitors</td>
<td>560,937</td>
<td>513,090</td>
<td>432,166</td>
<td>328,758</td>
<td>76,026</td>
</tr>
<tr>
<td>Unique IPs</td>
<td>321,881</td>
<td>283,745</td>
<td>227,171</td>
<td>145,089</td>
<td>49,228</td>
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<tr>
<td>Mobile Devices</td>
<td>93,078</td>
<td>66,997</td>
<td>45,800</td>
<td>20,274</td>
<td>8,014</td>
</tr>
<tr>
<td>Tablets</td>
<td>15,113</td>
<td>13,774</td>
<td>10,213</td>
<td>8,124</td>
<td>4,211</td>
</tr>
<tr>
<td>Visits from Social Referers (Facebook, Blogger, Reddit, etc.)</td>
<td>889</td>
<td>1,194</td>
<td>928</td>
<td>369</td>
<td>238</td>
</tr>
</tbody>
</table>
Special Collections and 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.

Highlights of the Year in Retrospect

Fiscal year 2018-2019 was an extremely busy year in Special Collections & University Archives. In addition to acquiring, processing, cataloging, and providing access to archival/manuscript collections and rare and unique published materials, the department saw several major changes to how materials are housed and accessed. In late summer 2018, department staff were informed that the consortium hosting our online finding aids would be migrating to ArchivesSpace. The migration required the archivist for special collections and the archivist for university archives to dedicate signification portions of their time to the migration including working with consortium staff and LYRASIS (the vendor hosting our instance of ArchivesSpace) on technical issues as well as cleaning up finding aids. The work was completed, and the final migration occurred in early 2019. As part of this work, manuscripts and university archives records were assigned call numbers.

In addition to migrating our finding aids to a new platform, staff in the department planned for and began storing materials in the Libraries’ Automated Retrieval Center (ARC). The Libraries’ began storing materials in the ARC in 2018. Special Collections & University Archives began housing materials in the facility in spring/summer 2019 starting with the department’s copies of UCF thesis and dissertations. Additional materials loaded included University Archives’ archival collections. Staff will continue moving archival and manuscript materials in fiscal year 2019/2020.

SPECIAL COLLECTIONS

In FY 2018-2019, eight new manuscript collections, five additions to existing manuscript collections, and 1,339 published items were added to Special Collections’ holdings bringing overall totals to 111 manuscript collections and over 21,900 printed/published titles. Materials were added to multiple collecting areas including African Americana, Book Arts & Typography, Botany, Caribbean West Indies, Floridiana, Political Papers, and Travel and Tourism.

Acquisitions: Donations and Gifts

- Jane Simmons donated copies of the Disney publication *Eyes and Ears*, volume 48, number 12; volume 48, number 10, and volume 48, number 13 (CFM2018_08: Travel and Tourism)
- Emre Kelly for the Seminole Chronicle donated various periodicals including issues of the *Central Florida Future*, *Ebony News Today*, and *Florida Today* (CFM2018_09: Floridiana)
- Harris Rosen donate materials to the Harris Rosen Collection, 1896-2016, consisting of four scrapbooks (CFM2018_10: Floridiana; Botany)
- The Fred Rodgers and Dr. Francis Martin Jr. Collection, donated by Dr. Francis Martin, Jr., UCF Professor Emeritus of Art History, is named in honor of his late partner Fred Rodgers and himself. The collection consists of published works, drawings, works on paper, fine art, cartoons, and published/printed materials related to a variety of subjects including drawing, art history, and canaries. (CFM2018_15: Floridiana; Artists Papers)
The Democratic Women’s Club of Florida donated materials for the Democratic Women’s Club of Florida, Inc. Collection, 1945-2015, including two scrapbooks and quarterly reports for Regions 1-13 (CFM2018-17: Floridiana)

UCF Community Veterans History Project, 2011-2019, additions of oral interviews and manuscript material documenting Florida veterans (CFM2019-02, CFM2019_06: Floridiana)

UCF Faculty Larry Cooper, Maria Santana, and Anne Bubriski donated student zines to the University of Central Florida Student Zines Collection (CFM2019_03, CFM2019_04, CFM2019_05: Floridiana)

Richard Biehl donated the three-volume set Dictionary of the Bible (CFM2019_07)

The Nelson and Company Collection, donated by Nelson and Company Inc. of Oviedo, documents the history of the company from the late 1800s through the 2000s. The materials document the company’s citrus and celery production, fertilizer production and distribution, and real estate holdings in Central Florida. The company, once Oviedo’s largest employer, was prominent in the growth and development of the region. (CFM2018_13: Floridiana)

Acquisitions: Purchased

African Americana
- African American Legacy: The Carol Mundy Collection additions consisting of manuscript materials, printed and published items, photographs, and ephemeral materials documenting the history and experiences of Blacks in America purchased from Carol Mundy (CFM2019_01: African Americana; Floridiana)

Book Arts and Typography
- This year’s UCF Student Book Arts Competition winner was UCF graduate student Jacob Wan. His book, Leaves is “about the longing of nostalgia; the connection and disconnection, the familiar and unfamiliar, the similarity and difference between the reality and memories” (from artist’s statement). The Libraries’ copy is a unique edition.

Winter Park, Circa 1880-1900.

Pictured are two of the prominent structures of early Rollins College. On the left is the original Knowles Hall, the first building on the campus. The building served many purposes, housing classrooms, a chapel, and for a time, the campus library. The entire building was lost to a fire of undetermined cause on December 2, 1909. To the right of Knowles Hall is Pinehurst Cottage which is currently the oldest building at Rollins College today.

Burak Ogreten
Archivist for Special Collections

Leaves, by Jacob Wan.
The department acquired a second book from this year's competition, *Strangers on a City Bus* by Aaron Stefan. “The big city can be overwhelming to those who aren’t used to the buzz and slight chaos that ensues every day in a metropolitan street... This book reflects that feeling not just through poem, but through the books imagery, which depicts photos from my own bus rides where citizens have been physically cut from the scene and placed into a separate frame, elaborating their psychological quarantine...A reclusion from the strangers” (from artist’s statement). The Libraries' copy is a unique edition.

*Strangers on a City Bus*, by Aaron Stefan

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**Favorite New Item, Fiscal Year 2018/2019**

Bea Nettles artists’ book *Springs Victory: Kore Comes Back* (N7433.4.N488 S675 2018) from the Book Arts & Typography Collection. During her travels to cemeteries for several years, the artist has photographed over six thousand surnames that are parts of speech that she finds on gravestones. The inspiration to write her version of the myth of Persephone (also known as Kore by the Greeks) occurred because she located the surnames of Demeter, (Roman Ceres) the goddess of agriculture, the harvest and grain; Neptune (Poseidon) god of the sea; and Hermes (Mercury). Additional searches found other key characters in the story including Jupiter (the Roman Zeus) and Hades (Pluto) Kore’s husband and god of the underworld. It provides an explanation for the return of spring every year and the cycle of the seasons. It is also a story of a powerful mother/daughter bond and has insights on living and dying, suffering and healing, and loss and reconciliation.


Rebecca Hammond
Library Technical Assistant I

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Additional artists’ books acquired this fiscal year included:

- *Common Threads, Volume XLI* by Candice Hicks ([Texas?]: Candice Hicks, 2013)
- #Great Again #Believe Me by Karen Hanmer (Glenview, IL: Karen Hanmer, [2018]). The Libraries’ copy is number 14 out of an edition 30.
- *Medieval Binding Models: The Girdle Book* by Karen Hanmer (Glenview, IL: [Karen Hanmer], [2015])
- *AIG Promotional Calendar*, 1974 by William Larson and Peter Corriston ([United States?]: AIG, [1974?])
- *Dear Memory* ([Claremont, California]: Scripps College Press, [2018]). The Libraries’ copy is number 28 out of an edition of 72.
- *New York Reflections* (Miniature edition) by Leslie Gerry (Dowdeswell, Gloucestershire?): Leslie Gerry Editions, [2015])
- *Matrix I: A Review for Printers and Bibliophiles (Andoversford, England)*

Special Collections & University Archives (cont’d)


The Boys & Bubs #3 Nun-Ya! by Benjamin D. Rinehart (Appleton, Wis.: Benjamin D. Rinehart, 2018). The Libraries’ copy is number 4 out of an edition of 7.

Caribbean West Indies

- 50 books related to the Caribbean and Haiti from Gary Monroe

Floridiana


Floridiana/Travel and Tourism


UCF Authors Collection


Favorite New Item, Fiscal Year 2018/2019

Medieval Binding: The Girdle Book, by Karen Hamner, is a unique model facsimile of a medieval book structure that features a long extension of leather, which could be attached to a traveler’s belt. The leather extension often ends in a decorative knot or hook. This extension of the girdle book allows the book to be read while still attached to the reader’s belt. The model represents twenty-three known examples of girdle books that date from 1454 to 1579. A step-by-step guide shows how the girdle book is constructed.

Chris Saclolo
Book Conservator

Medieval Binding: The Girdle Book, by Karen Hamner

Notable Milestone for Special Collections in Fiscal Year 2018/2019

In 1991, the UCF Libraries’ Special Collections & University Archives received “George L. Stuart Jr. Collection” which complemented our political papers collections. The collection was so large, a series level finding aid was created in 2006 to provide basic access point to the collection. In 2017, special collections staff decided that the collection had to be processed at a folder level rather than series level since it contained valuable documents highlighting the political activities in Florida from 1952 to 1991.

After sixteen months, the six staff members assigned to this collection were able to fully process the collection and made available to researchers (93 full size archival boxes and a flat file). Effort was made to keep the collection in the original order as it was received from the donor. The collection is divided into eight series: Senate Files, Campaign Files, City Commissioner Files, Correspondence, Multimedia Files, Personal Files, Photographs, and Memorabilia.

George L. Stuart Jr. was born on January 13, 1946, in Orlando to George L. and Georgia V. Stuart. He graduated from the University of Florida with a degree in Economics and Political Science (1968) and from Harvard University with a master’s degree in Business Administration (1970). In 1972, he was elected Orlando City Commissioner for District 2. As a Democrat, he ran successfully for the Florida State Senate for District 4 in a Campaign titled “Clean Team.” During his ten years in the Florida Senate, he served on the Senate Appropriations Committee and the Joint Committee of Information and Technology Resources. In 1990, he ran unsuccessfully for Governor of the State of Florida. Stuart became Secretary and Chief Executive Officer (CEO) of Florida’s Department of Business and Professional Regulation in 1991.


Burak Ogreten
Archivist for Special Collections
UNIVERSITY ARCHIVES

Several University Archives’ collections were processed during FY 2018-2019. Finding aids are available on the department’s web page. Processed collections included:

- **Florida Solar Energy Center Collection, 1974-2012** (35.25 linear feet). The Florida Solar Energy Center (FSEC) does research and develops energy technologies that enhance Florida’s economy and environment as well as educates the public, students, and practitioners on the results of the research. This collection of records contains the findings of FSEC’s many research projects as well as grant proposals, yearly and mid-term reports, newsletters, newspapers, printed PowerPoint presentations, emails and memos. (CFU2013_J)

- **Dr. Cyndia M. Muñiz’s Hispanic Organizations at the University of Central Florida Collection, 2006-2018** (0.50 linear feet). Dr. Cyndia M. Muñiz is a UCF Alumna who works as the Assistant Director for the Office of Diversity and Inclusion. Her collection contains information regarding several organizations, programs, and events tailored towards the Latin and Hispanic population at the University of Central Florida. (CFU2018_45)

- **University of Central Florida Brevard Regional Campuses Collection, 1991-2014** (2.1 linear feet). The vision of the UCF Regional Campuses is to create an innovative approach to provide access and opportunity in the lives of students, faculty, and staff through the university’s expanding partnerships to maintain a commitment to excellence. This collection of records contains documents, photographs, and media relating to UCF’s partnership with Brevard Community College and the university’s campus locations, including Cocoa and Palm Bay both of which are in Brevard County. (CFU2015_22, CFU2016_09, and CFU2016_54)

- **Archival Collection of Dr. Charles N. Millican from the Collection of Norman Van Meter, circa 1900s-2000s** (1.1 linear feet). The collection contains photographs, news clippings, and personal letters that are about Charles Millican. The photographs range from social events to private family photos. (CFU2013_06)

OUTREACH

In addition to acquiring and processing departmental resources, staff worked with UCF students, staff, and faculty as well as non-UCF affiliated researchers accessing department holdings. Department staff worked with faculty incorporating archival collections, rare and unique publications, university records, and manuscript material into their curriculum. The department participated in several fall 2018 library events including tabling at the UCF Welcome Expo and “Escape the Library.”

The Alumni Association asked Special Collections & University Archives to again participate in the UCF College of Nursing Alumni Reunion displaying materials from the Department of Nursing Records. Staff talked with faculty, students, and alumni about our work documenting the department.

Additional outreach included:

- Workshops on zine making and bookbinding for UCF staff and students.
- Working with Acquisitions and Collection Services staff demonstrating book repair techniques.
- Hosting the Books Arts Guild of Central Florida working with artists’ books.
- Hosting senior English classes from the Monteverde Academy.
- Hosting fourteen students from Celebration High School’s Baccalaureate Social Studies class using archival and manuscript materials and learning about using primary source materials.
- “The Past Is Present: Diversity in the University Archives at UCF” presentation.
- Hosted gifted elementary school students learning about archives and primary resources.
EXHIBITS

In Fiscal Year 2018/2019, departmental staff curated and/or help curate a number of exhibits in both the department's exhibit space and the Libraries' exhibit wall and cases.

- “13th Annual Student Book Arts Competition” exhibit showcasing all entries in the annual competition sponsored by Special Collections & University Archives.
- “The Print” featuring fine art prints from the collection. Inspired by the work of UCF faculty member Robert Rivers, the exhibit featured a variety of printing techniques.
- “Zora Neale Hurston’s Native Village Historic Eatonville Remembered”
- “Flights of Fancy” featured paintings of birds by Joy Postle. This exhibit, curated by Christina Ray, UCF Libraries’ Digital Learning & Engagement Librarian, and David Benjamin, celebrated Postle’s work documenting Florida wildlife.

The department participated in the 2019 UCF Celebrates the Arts event with the exhibit, “13 Years of UCF Student Designed Artists’ Books.” Part of the UCF’s annual event showcasing the arts, this exhibit featured all winners from the departments’ annual book arts competition. The department also worked with staff at the Universal Orlando Foundation Library (Rosen Library) installing an exhibit drawn from the Disney ephemera collection.
Report on Departmental Goals: 2018-2019

Ongoing:

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

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

Broaden and enhance access to digital collections:
Accomplished and ongoing
◆ Facilitated addition of UCF Community Veterans History Project oral histories to the UCF Digital Collections Veterans History website.
◆ Continued digitizing and making available materials as appropriate.

Partner/collaborate with university unites and external organizations
Accomplished and ongoing
◆ Worked with staff and students in the UCF Women’s and Gender Studies Program on several events in the Libraries including exhibit design/installation and creating zines.
◆ 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 student internships with students from the UCF Department of History.

Plan and implement move of archival/manuscript collections to new Automated Retrieval Center (ARC)
Accomplished and ongoing
◆ Created workflows for adding department holdings into ARC.
◆ Loaded UCF thesis and dissertations into the ARC.
◆ Loaded archival materials into the ARC.

Revise/Update department web page
Accomplished and ongoing
◆ Continued updating the department’s webpage.

New:

Migrate archival finding aids from Archon to ArchivesSpace.
Accomplished
◆ Worked with staff from LYRASIS on migration.

Design and implement new patron registration form.
Postponed until Fiscal Year 2019/2020

Write exhibition and exhibit space policies.
Ongoing
◆ Researched best practices on exhibit design and exhibit spaces.
◆ Participated in webinar “Connecting Collections: Preservation Methods and Materials for Exhibit.”
◆ Worked with architects on new gallery exhibit space.

Continue researching emergency preparedness procedures for department
Ongoing
◆ Participated in webinar series about emergency procedures for archives.
◆ Attended SFA/SAA day-long workshop on disaster recovery of archival materials.

Monitor environmental conditions in department storage spaces
Accomplished and ongoing
◆ Ordered and installed dataloggers in ARC
Determined appropriate and achievable temperature and relative humidity levels for storage areas.
- Monitored and tracked environmental conditions in storage areas.
- Worked with UCF facilities department staff on environmental issues.

Review department paging slips.  
Postponed until Fiscal Year 2019-2020

**Department Goals 2019 - 2020**

**Ongoing:**
- Strengthen collections through new acquisitions and augmenting existing holdings.
- Partner/collaborate with university units and external organizations.
- Revise/update department webpage.
- Review department paging slips.
- Revise/updated patron registration form
- Monitor environmental conditions in department storage spaces
- Write exhibition and exhibit space policies.

**New:**
- Create processing and conservation plan for Nelson Company collection.
- Work with facilities on HVAC issues in collections storage areas.
- Continue loading manuscript and archival collections into the Automated Retrieval Center (ARC).

**Performance Enhancement Recommendations**

Special Collections & University Archives’ staff did an outstanding job again this fiscal year maintaining existing workloads while taking on new projects – several of which were unexpected and unplanned. Additional permanent staff are needed to keep up with the growing demand for access to and use of the department’s resources. We are still hindered by university-wide record retention issues. Electronic records challenge staff as we need software and secured dark storage to meet current archival standards for these materials. Finally, additional staff space is needed for processing collections, and the department needs separate space for working with newly acquired materials.

**2018-2019 Statistics: Department**

The gate count in Special Collections & University Archives this year was 2,179. There were 19 classes scheduled with 352 students attending. In Special Collections, the Book Arts & Typography Collection was the most heavily used collecting area with 486 items used including materials from the Susan King, zines, Malkoff, and Donnelly collections.

The PRISM (Political & rights issues & social movements) collections, which includes items from the Van Sickle, Patti, West Indies, Van Scoyoc and Kaplan collections, had the second largest count due to the acquisition and cataloging of serial publications.

The most widely used University Archives collection was University publications due to the acquisition of materials and ongoing archives cataloging project. At 81 requests, University Archives also had the most individual reference and research requests. University publications and University photographs, in both digital and traditional paper formats, received the most usage among department patrons.
### Table 1

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

<table>
<thead>
<tr>
<th>Collections</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Collections Manuscripts</td>
<td>103</td>
<td>8</td>
<td>111</td>
</tr>
<tr>
<td>Special Collections Reference</td>
<td>176</td>
<td>1</td>
<td>177</td>
</tr>
<tr>
<td>Special Collections Publications</td>
<td>20,524</td>
<td>1,338</td>
<td>21,862</td>
</tr>
<tr>
<td>University Archives Publications</td>
<td>11,619</td>
<td>356</td>
<td>11,975</td>
</tr>
<tr>
<td>University Archives Records</td>
<td>80</td>
<td>4</td>
<td>84</td>
</tr>
<tr>
<td><strong>TOTAL VOLUMES</strong></td>
<td>32,502</td>
<td>1,707</td>
<td>34,125</td>
</tr>
</tbody>
</table>

| **TOTAL CATALOGED MATERIALS 2017 – 2018** | 32,502 |
| **MATERIALS ADDED**                    | 1,695  |
| **MANUSCRIPTS AND RECORDS ADDED**      | 12     |
| **TOTAL CATALOGED MATERIALS 2018 – 2019** | 34,125 |

### Conservation Statistics, FY 2018-2019

**Conservation Work July 2018 - July 2019**

- **Total Conservation Work = 1000**
  - Paper Mending: 4%
  - Clamshell: 62%
  - Mylar / Dust Jacket: 20%
  - Repair / Rebinding: 14%
## Table 2
Special Collections 2018-2019 Processing Statistics

Total Collections = 1448.58*
Processed Collections = 1044.875
Additions to collections processed in FY 2018/2019 = 5.50
Backlog collections processed in 2018/2019 = 131.50
Unprocessed Collections = 342.50 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>Botany</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>+ 0.25</td>
<td>The Bromeliad Society International (BSI) Archive 1942 - 2018</td>
<td>7.25</td>
</tr>
<tr>
<td><strong>Civil War Collection</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>Civil War Map Collection, [1891 – 1895]</td>
<td>2</td>
</tr>
<tr>
<td><strong>Florida History Collections</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>Sanford Municipal Court Records, 1920 - 1972</td>
<td>18</td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>Michael Berman Florida women’s Conference Photographs, 1977</td>
<td>0.25</td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>Michael Berman Canoe Expedition Collection, 1973 - 1975</td>
<td>1</td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>Florida Homesteaders Photographs, Circa 1908</td>
<td>2</td>
</tr>
<tr>
<td>+0.50</td>
<td>Florida Folklore Society Records, 1981 - 2006</td>
<td>2.5</td>
</tr>
<tr>
<td>+0.75</td>
<td>UCF Community Veterans History Project, 2011 - 2019</td>
<td>7.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Political Papers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>George L. Stuart Jr. Collection, 1952 - 1990</td>
<td>85.25</td>
</tr>
<tr>
<td>+1.00</td>
<td>Democratic Women’s Club of Florida Inc. Collection, 1945 - 2015</td>
<td>38</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Caribbean West Indies</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>José Guerra Alemán Collection, 1887-2013</td>
<td>17.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Travel &amp; Tourism</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>+3.00</td>
<td>Harris Rosen Collection, 1896-2016</td>
<td>31.75</td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>Thomas E. Azzari Theme Parks and Attractions Collection, 1973 – 2018</td>
<td>5.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Unprocessed Collections</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>UCF Home Movie Archives</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>Seminole County Public Schools Collection</td>
<td>98</td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>Nelson and Company Collection</td>
<td>215</td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>The Fred Rogers and Dr. Francis Martin Jr. Collection</td>
<td>4</td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td>African American Legacy: The Carol Mundy Collection (Additional materials to the existing collection)</td>
<td>3.5</td>
</tr>
</tbody>
</table>

* Not all holdings in linear footage count are listed here. Linear footage count only reflects manuscript collections.
### Statistical Summary 2018-2019

#### VOLUMES HELD

<table>
<thead>
<tr>
<th>Library</th>
<th>OWN 6/30/18</th>
<th>ADDED</th>
<th>DELETED</th>
<th>OWN 6/30/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>John C. Hitt Library</td>
<td>1,338,519(^3)</td>
<td>18,065</td>
<td>517</td>
<td>1,356,067</td>
</tr>
<tr>
<td>Eastern Florida (formerly Brevard)</td>
<td>21,239</td>
<td>165</td>
<td>730</td>
<td>20,674</td>
</tr>
<tr>
<td>Daytona</td>
<td>36,278</td>
<td>2,339</td>
<td>1,762</td>
<td>36,855</td>
</tr>
<tr>
<td>South Lake, Leesburg, Sumter</td>
<td>2,099</td>
<td>27</td>
<td>523</td>
<td>1,603</td>
</tr>
<tr>
<td>Universal Orlando Foundation Library at Rosen</td>
<td>11,600</td>
<td>210</td>
<td>2</td>
<td>11,808</td>
</tr>
<tr>
<td>Curriculum Materials Center (CMC)</td>
<td>41,817</td>
<td>1,403</td>
<td>171</td>
<td>43,049</td>
</tr>
<tr>
<td>Orlando West, Osceola</td>
<td>1,113</td>
<td>48</td>
<td>-</td>
<td>1,161</td>
</tr>
<tr>
<td>Ocala</td>
<td>527</td>
<td>-</td>
<td>527</td>
<td>-</td>
</tr>
<tr>
<td>Sanford, Lake Mary, Altамonte</td>
<td>1,055</td>
<td>9</td>
<td>-</td>
<td>1,064</td>
</tr>
<tr>
<td>Offsite Storage</td>
<td>120,088</td>
<td>-</td>
<td>-</td>
<td>120,088</td>
</tr>
<tr>
<td><strong>Subtotal print volumes</strong></td>
<td><strong>1,574,335</strong></td>
<td><strong>22,266</strong></td>
<td><strong>3,705</strong></td>
<td><strong>1,592,896</strong></td>
</tr>
<tr>
<td>Electronic books(^1)</td>
<td>181,480(^3)</td>
<td>40,489</td>
<td>636</td>
<td>221,333</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1,755,815</strong></td>
<td><strong>62,755</strong></td>
<td><strong>4,341</strong></td>
<td><strong>1,814,229</strong></td>
</tr>
</tbody>
</table>

#### CATALOGED TITLES ALL LOCATIONS & FORMATS

|                | 1,755,170 | 123,866 | 4,328 | 1,863,708 |

#### MICROFORM UNITS

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Microfilm</td>
<td>John C. Hitt Library</td>
<td>65,111</td>
<td>192</td>
<td>-</td>
</tr>
<tr>
<td>Microfiche – General</td>
<td>John C. Hitt Library</td>
<td>1,280,873</td>
<td>16,525</td>
<td>-</td>
</tr>
<tr>
<td>FSEC</td>
<td>56,522</td>
<td>-</td>
<td>-</td>
<td>56,522</td>
</tr>
<tr>
<td>Documents Microfiche (ASI, CFR, CIS, IIS, SRI)</td>
<td>1,026,632</td>
<td>-</td>
<td>-</td>
<td>1,026,632</td>
</tr>
<tr>
<td>Microfiche Government Documents</td>
<td>906,247</td>
<td>5,615</td>
<td>-</td>
<td>911,862</td>
</tr>
<tr>
<td>U.S. Patents (Microfilm)</td>
<td>8,906</td>
<td>-</td>
<td>-</td>
<td>8,906</td>
</tr>
<tr>
<td><strong>TOTAL</strong> (print volumes plus e-books)</td>
<td><strong>3,334,291</strong></td>
<td><strong>22,332</strong></td>
<td>-</td>
<td><strong>3,366,623</strong></td>
</tr>
</tbody>
</table>

#### GOVERNMENT DOCUMENTS

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Print:</td>
<td>U.S. Government</td>
<td>316,215</td>
<td>1,829</td>
<td>467</td>
</tr>
<tr>
<td>Florida Government</td>
<td>37,637</td>
<td>27</td>
<td>55</td>
<td>37,690</td>
</tr>
<tr>
<td><strong>Subtotal Print Gov't Documents</strong></td>
<td><strong>353,852</strong></td>
<td><strong>1,856</strong></td>
<td><strong>522</strong></td>
<td><strong>355,186</strong></td>
</tr>
<tr>
<td><strong>(Total holdings incl.Gov Docs and e-books)</strong></td>
<td><strong>2,109,667</strong></td>
<td><strong>64,611</strong></td>
<td><strong>4,863</strong></td>
<td><strong>2,169,415</strong></td>
</tr>
<tr>
<td>Non-Print:</td>
<td>U.S. Electronic (CD-ROM, DVD, floppy)</td>
<td>5,465</td>
<td>87</td>
<td>27</td>
</tr>
<tr>
<td>Florida Electronic (CD-ROM, DVD, floppy)</td>
<td>85</td>
<td>1</td>
<td>-</td>
<td>86</td>
</tr>
<tr>
<td>U.S. Patents (CD-ROM, DVD)</td>
<td>2,035</td>
<td>-</td>
<td>-</td>
<td>2,035</td>
</tr>
<tr>
<td>Maps</td>
<td>3,963</td>
<td>-</td>
<td>1</td>
<td>3,962</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>365,400</strong></td>
<td><strong>1,944</strong></td>
<td><strong>550</strong></td>
<td><strong>366,794</strong></td>
</tr>
</tbody>
</table>

#### SERIALS SUBSCRIPTIONS

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Periodicals all locations:</td>
<td>Print Journals</td>
<td>737</td>
<td>91</td>
<td>646</td>
</tr>
<tr>
<td></td>
<td>E-Journals (Dual format + e-only)(^2)</td>
<td>68,194</td>
<td>15,046</td>
<td>53,148</td>
</tr>
<tr>
<td></td>
<td>Newspapers</td>
<td>6</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>E-Databases</td>
<td>481</td>
<td>27</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL ACTIVE SERIAL SUBSCRIPTIONS</strong></td>
<td><strong>69,418</strong></td>
<td><strong>27</strong></td>
<td><strong>15,138</strong></td>
<td><strong>54,307</strong></td>
</tr>
</tbody>
</table>

#### MEDIA VOLUMES

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>John C. Hitt Library</td>
<td>42,884</td>
<td>1,141</td>
<td>13</td>
<td>44,012</td>
</tr>
<tr>
<td>Curriculum Materials Center</td>
<td>5,994</td>
<td>64</td>
<td>-</td>
<td>6,058</td>
</tr>
<tr>
<td>Regional Campuses and Rosen</td>
<td>1,916</td>
<td>8</td>
<td>7</td>
<td>1,917</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>50,794</strong></td>
<td><strong>1,213</strong></td>
<td><strong>20</strong></td>
<td><strong>51,978</strong></td>
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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 figure restated from last year

All figures current as of November 8, 2019

UCF Libraries Annual Report 2018-2019
Page 83
## Media Volumes 2018-2019

### MEDIA VOLUMES

#### Main

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**Total Main** | 42,884 | 1,141 | 13 | 44,012 |

#### Curriculum Materials Center

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**Total-CMC** | 5,994 | 64 | 11 | 6,058 |

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**Total-Branches** | 1,916 | 8 | 7 | 1,917 |

**TOTAL MEDIA VOLUMES** | 50,794 | 1,213 | 20 | 51,987 |
## Financial Profile (Expenditures)

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

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

<table>
<thead>
<tr>
<th>Year</th>
<th>(1) Base E&amp;G Recurring Funding</th>
<th>(2) Funds from Other Sources (see Notes following)</th>
<th>(3) Total Materials Budget (1 + 2)</th>
<th>(4) Disbursed for Serials (a) (Print &amp; Electronic)</th>
<th>(5) Disbursed for Monographs (c) (Print &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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Note (a): Effective FY 16/17 includes back files of serials, as this is considered a one time purchase.
### Funds from Other Sources – 10 Year Synopsis

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<td>FY 2017/18</td>
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<td>FY 2016/17</td>
<td>$646,124</td>
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<td>FY 2015/16</td>
<td>$1,750,609</td>
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<tr>
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<td>$1,672,984</td>
</tr>
<tr>
<td>FY 2013/14</td>
<td>$1,673,322</td>
</tr>
</tbody>
</table>

#### FY 2018/19
- **Tech Fee Awards**: $162,256
- **COM Elsevier support**: $65,000
- **College Education – Cabellis**: $2,250
- **ENT Mgmt. Rosen**: $5,000
- **Office of Research**: $10,000
- **SGA**: $2,000
- **Strategic Communication**: $2,500
- **College of Sciences**: $11,970
- **Behavior Analysis, Other**: $1,672
- **Themed Experience Track**: $3,200
- **UCF Connect**: $16,388

**Total**: $282,236

#### FY 2017/18
- **Biomedical**: $62,000
- **Research and Contracts**: $10,000
- **Entertainment Management - Rosen**: $5,000
- **College Education - Cabella**: $2,000
- **Thomson Reuters, ALA grant and Vendor Refunds**: $15,434
- **Regionals, Rosen and Psychology**: $25,667
- **IT&R Materials support**: $897,000
- **Tech Fee Awards**: $233,303

**Total**: $1,253,404

#### FY 2016/17
- **Biomedical**: $62,000
- **Research and Contracts**: $10,000
- **Medical College - Wiley and Natural Medicines**: $76,698
- **Regionals**: $25,667
- **ITR mid year non recurring funding**: $38,922
- **Tech Fee Awards**: $432,866

**Total**: $646,124

#### FY 2015/16
- **Biomedical**: $62,000
- **Research and Contracts**: $10,000
- **Medical College - Wiley and Endnote**: $74,388
- **Regionals**: $11,426
- **ITR mid year non-recurring funding**: $1,134,360
- **Tech Fee Awards**: $458,435
- **Pay down EBSCO Credit**: $422,699
- **Writing & Rhetoric, Nanotechnology, Psychology and College of Sciences**: $20,000
- **Pay down EBSCO Credit**: $449,973
- **Tech Fee Awards**: $415,370

**Total**: $1,750,609

#### FY 2014/15
- **Biomedical**: $62,000
- **Research and Contracts**: $10,000
- **Writing & Rhetoric, Nanotechnology, Psychology and College of Sciences**: $20,000
- **Medical College - Wiley and Endnote**: $85,582
- **Regionals**: $610,059
- **ITR mid year non-recurring funding**: $449,973
- **Pay down EBSCO Credit**: $415,370
- **Tech Fee Awards**: $422,699
- **Pay down EBSCO Credit**: $10,000
- **Replacements**: $20,000
- **Medical College - Wiley and Endnote**: $89,032

**Total**: $1,672,984

#### FY 2013/14
- **Tech Fee Awards**: $459,795
- **Latin American Studies**: $30,000
- **Political Science**: $116,823
- **Biomedical**: $62,000
- **Research and Contracts**: $10,000
- **College of Nursing**: $3,000
- **Pay down EBSCO Credit**: $449,973
- **ITR mid year rescue funding**: $422,699
- **Replacements**: $10,000
- **Regionals**: $20,000
- **Medical College - Wiley and Endnote**: $89,032

**Total**: $1,673,322
### Funds from Other Sources – 10 Year Synopsis (cont’d)

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<tr>
<td>Research and Contracts</td>
<td>$10,000</td>
</tr>
<tr>
<td>College of Nursing</td>
<td>$12,341</td>
</tr>
<tr>
<td>Transfer from Operations</td>
<td>$583,918</td>
</tr>
<tr>
<td>Replacements</td>
<td>$10,000</td>
</tr>
<tr>
<td>Regionals</td>
<td>$20,000</td>
</tr>
<tr>
<td>Medical College - Wiley and Endnote</td>
<td>$78,302</td>
</tr>
<tr>
<td>Hospitality Management</td>
<td>$10,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FY 2011/12</th>
<th>$1,371,946 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tech Fee Awards: Cambridge Books Online; Sage Deep Backfile; EBSCO’s Discovery Service</td>
<td>$455,263</td>
</tr>
<tr>
<td>Biomolecular funds</td>
<td>$57,040</td>
</tr>
<tr>
<td>Research and Contracts</td>
<td>$10,000</td>
</tr>
<tr>
<td>Transfer from Operations</td>
<td>$558,586</td>
</tr>
<tr>
<td>Transfer from ITR - Advance against next year</td>
<td>$100,000</td>
</tr>
<tr>
<td>Latin American Studies</td>
<td>$30,000</td>
</tr>
<tr>
<td>Planning Monies</td>
<td>$87,975</td>
</tr>
<tr>
<td>UCF Foundation – Hospitality Management</td>
<td>$11,494</td>
</tr>
<tr>
<td>EBSCO Credit Liquidated</td>
<td>$18,436</td>
</tr>
<tr>
<td>Regional Campuses</td>
<td>$20,000</td>
</tr>
<tr>
<td>Replacements</td>
<td>$14,152</td>
</tr>
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<td>Medical College Endnote</td>
<td>$9,000</td>
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<thead>
<tr>
<th>FY 2010/11</th>
<th>$1,052,579 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research and Contracts</td>
<td>$10,000</td>
</tr>
<tr>
<td>Transfer from Operations</td>
<td>$370,000</td>
</tr>
<tr>
<td>Biomolecular funds</td>
<td>$57,024</td>
</tr>
<tr>
<td>Student Tech Fee Awards: Springer Online, Oxford, e-book</td>
<td>$424,490</td>
</tr>
<tr>
<td>Cambridge</td>
<td>$28,900</td>
</tr>
<tr>
<td>ITR Planning Money</td>
<td>$123,338</td>
</tr>
<tr>
<td>Knowledge Commons Owner Savings</td>
<td>$3,600</td>
</tr>
<tr>
<td>College of Education - Bib of Asian Studies database</td>
<td>$20,000</td>
</tr>
<tr>
<td>Regional Campuses</td>
<td>$10,993</td>
</tr>
<tr>
<td>Book replacements</td>
<td>$4,234</td>
</tr>
<tr>
<td>Thesis and dissertation</td>
<td>$4,234</td>
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<thead>
<tr>
<th>FY 2009/10</th>
<th>$494,949 Total</th>
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</thead>
<tbody>
<tr>
<td>Strategic Purchase Award</td>
<td>$71,000</td>
</tr>
<tr>
<td>Planning money</td>
<td>$34,066</td>
</tr>
<tr>
<td>Operations conversion</td>
<td>$92,024</td>
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<tr>
<td>Research and Contracts</td>
<td>$10,000</td>
</tr>
<tr>
<td>Biomolecular</td>
<td>$62,000</td>
</tr>
<tr>
<td>Regionals money</td>
<td>$20,000</td>
</tr>
<tr>
<td>Rosen Horowitz gift</td>
<td>$2,910</td>
</tr>
<tr>
<td>Springer Tech Fee Award</td>
<td>$150,299</td>
</tr>
<tr>
<td>Thesis and book replacements</td>
<td>$18,181</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$44,969</td>
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UCF Libraries Annual Report 2018-2019  
Page 88
Faculty & Staff Accomplishments & Activities

Barbara Alderman  
Regional Campus Librarian  
Palm Bay/Cocoa

Service:
- Member, ACRL/EBSS ERIC Users committee, ALA
- Member, Curriculum Committee, Masters Nonprofit Program Accreditation, NASPA

Frank Allen  
Senior Associate Director  
Administrative Services

Scholarship:
- Program accepted for ALA Annual Conference, June 24th 2019; "A Library Seating Census: Gathering Furniture Occupancy Data in an Academic Library to Inform Future Planning". Serving as lead speaker with one other panelist.
- Continuing service as a manuscript reviewer for College and Research Libraries (C&RL)
- Continuing service as a manuscript reviewer for the Journal of Academic Librarianship.

Service:
- Joined Maitland Public Library Board of Trustees, February 2019.
- Concluded service on LLAMA Content Coordination Committee. This ad-hoc group was commissioned by the LLAMA Board to review all LLAMA content streams and report back on ideas for improvement.
- Continued Service as Secretary for the University of Tennessee School of Information Science (SIS) Advisory Council. Participated in annual meeting April 4-5 in Knoxville.
- CSUL Shared Print Taskforce, Spring 2019.

Sandra Avila  
Science Librarian  
Research & Information Services

Publications:


Presentations:
- “Career 411: Never too Late to Jumpstart Your Career!” In collaboration with members of the FLA Career Development Committee, Florida Library Association Annual Conference, Panel Presentation, Orlando, FL, May 22, 2018.
- “To Catch a Predatory Publisher: A Study of STEM Faculty Publications at the University of Central Florida.” In collaboration with UCF Engineering Librarian, Ven Basco. American Library Association (ALA) Annual Conference. Poster Session, New Orleans, Louisiana, June 24, 2018.


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Grants:
- Co-recipient of the UCF Library Professional Development Research Award in the amount of $1,700 for “A Survey of STEM Librarians in Academic and Joint-Use Libraries in Florida” project with Ven Basco, July 2018.
- Recipient of a “Mid-Career Scholarship” to attend the Association of College and Research Libraries (ACRL) Annual Conference, April 2019.

Awards:
- Recipient of the UCF IT&R Partnership Award for 2019.
- Recipient of the ATG Media’s “Up and Comer Award” for 2018. A wholly owned subsidiary of Against the Grain, LLC. The formal announcement can be found here: https://charlestonlibraryconference.com/announcing-the-2018-up-and-comer-award-winners

Service:
- Professional Committees, Service: Florida Library Association’s (FLA) Career Development Committee member, second year of a two year commitment/term began in May 2017.
- ACRL state chapter- Florida Association of College and Research Libraries (FACRL) Board Secretary- began first year of a two year commitment in May of 2018.
- Association of College and Research Libraries (ACRL)/Science Technology Section (STS) Hot Topics Discussion Group committee member- serving 2nd year of a two year commitment/term.
- Association of College and Research Libraries (ACRL)/Science Technology Section (STS) Liaison to the American Physical Society (APS)- serving 2nd year of a two year commitment/term.
- International Federation of Library Associations and Institutions (IFLA)- Standing Committee member of the Science Technology Libraries-beginning first of a five year commitment/term in May of 2019.

University Committees, Service
- Information Technologies and Resources (IT&R) Awards Committee- began serving in February 2018 and currently on second year of a two year commitment/term.
- Facilities Budget Committee- began serving in August 2018 on first year of a three year commitment/term.

Library Service
- Newly appointed member of the UCF Libraries’ Faculty Affairs Committee (FAC) as the Mentoring Coordinator- January 2019 to present, serving a three year term.
- Open Access Week volunteer for the Office of Scholarly Communication and the Teaching and Engagement Department for activities in October 2018.
- Participated in Open Access Week and led a program lecture event in collaboration with Christina Wray titled, “Teaming Up Against Rising Textbook Costs”- October 2018.
- Volunteered for library tabling events for the Welcome Expo and Escape the Library event during the Fall 2018 and assisted with four new student and transfer orientation event tabling sessions- August 2018 to December 2018.
- Liaised and led the efforts for the UCF Libraries 3D Printing working group in collaboration with UCF’s Institute for Simulation and Training’s Prototype Development 3D Lab and Amy Dovydaitis at the UCF Curriculum Materials Center (CMC) working on the pursuit of bringing a free 3D printer to the John C. Hitt Library- ongoing since January 2017 – April 2019.
- Research Intensive Course Designation working group lead in support of the Office of Undergraduate Research’s new initiative- ongoing since March 2018 to April 2019.
- Reading Like a Researcher working group in support of the Office of Undergraduate Research- ongoing since March 2018 to present.
- Patent and Trademark Resource Center Information Program committee- August 2018 through December 2018.

Dr. Joseph Ayoub
Sr. LTA
Circulation Services
Service: Libraries
- Weekly RAID shift
- ARC Training
- Respect in the Workplace
- Navigating Change
- Giving and Receiving Feedback

Debbie Barnes
Facilities Specialist
Library Administration
- Service: Libraries:
- Libraries Evacuation Team
Faculty & Staff Accomplishments & Activities (cont’d)

- Maintains the Libraries birthday board in the Staff Lounge
  - DAG Spudtacular Committee

**Buenaventura (Ven) Basco**  
Librarian  
Research & Information Services

**Awards:**
- UCF Excellence in Librarianship award, 2019.
- Joint Conference of Librarians of Color (JCLC) Distinguished Service Award, honors a professional who has worked for the improvement of LIS services to her/his ethnic community of users or organization.  

**Grants:**
- Co-recipient of the UCF Library Professional Development Research Award in the amount of $1,700 for “A Survey of STEM Librarians in Academic and Joint-Use Libraries in Florida” project with Sandy Avila, July 2018.

**Publications:**

**Presentations:**
  https://2018.ifla.org/lightning-talks
- “Telling Our Stories: Community Building and Leadership”, REFORMA’s President’s Program, co-presented with Jerome Offord, Lian Ruan, Lillian Chavez and Teresa Tobin at the American Library Association Annual Conference, June 23, 2018.  
- Conducted a session titled “Conducting a Comprehensive Literature Review” during the NSF Career Workshop Series organized by the Office of Research and Commercialization, April 3, 2019.
- Conducted a session titled “Optimizing Your Online Presence: Citation Metrics & Measuring Impact” presented as part of the Library Grad Workshop, 2018: June 14, 2018 September 25, 2018 October 17, 2018 November 14 and 2019 January 31.
- Conducted a library research and literature review to students participating in the NSF Research Experiences for Undergraduates (REU), UCF, May 15, 2018.

**Poster Sessions:**
  http://library.ifla.org/2383/
- “To Catch a Predatory Publisher: A Study of STEM Faculty Publications at the University of Central Florida” with Sandy Avila and Buenaventura Basco, ACRL STS Poster Session, ALA Annual, New Orleans, June 24, 2018. Link to abstract https://acrl.libguides.com/c.php?g=844367&p=6035220 or 
  http://stars.library.ucf.edu/ucfscholar/660/

**Curated Exhibits:**

**Service - National:**
- Executive Director, Asian/Pacific American Librarians Association (APALA), an affiliate of the American Library Association. As Executive Director, Ven served as the chief administrative officer of the organization. He oversaw all financial records, sales of literature award seals, contracts and legal documents, and liaised with ALA and other affiliates. He coordinated APALA's participation in ALA Emerging Leader's program, program submissions and room reservations, catering for the literary awards program, and all volunteer activities for members. He attended monthly executive board conference calls and meetings at ALA midwinter and annual conference.
- Solicited and received a $500 sponsorship from Springer Nature, March 2019.
- Association of Research Library (ARL) Travel Award Selection Committee, 2018
- Co-Chair, Asian/Pacific American Award for Literature, 2012- present.
- Member, ALA International Relations Committee, East Asia Pacific Sub-Committee.
Faculty & Staff Accomplishments & Activities (cont’d)

- **Member, Joint Conference of Librarians of Color (JCLC), Fundraising and Finance Committee.**

**University:**
- **Member, Faculty Senate Graduate Policy Committee**
- **Member, IT&R Diversity Task Force.**
- **Advisor, Filipino Student Association, a student organization at UCF.**
- **Event co-organizer, Insight into Engineering. March 2019.**

**Library:**
- **Member, Search Committee, Instruction and Engagement Librarian, 2018**
- **Event co-organizer, International Student Welcome, August 2914.**
- **Event co-organizer, QEP Program “Libraries Bridging the Gap Between Innovation and Entrepreneurship”**
- **Be Your Own Boss: Knights Alumni Entrepreneurs Panel, September 26, 2018.**
- **Patents, Trademarks and Copyrights: Tools for Entrepreneurial Success, November 2018.**
- **Business Coaching and Mentoring Resources, January 23, 2019.**
- **Competitive Intelligence, March 20, 2019**
- **Member, Library Employee of the Year Committee, 2018**
- **Member, Scholarly Communication Group.**
- **Volunteer, Patent and Trademark Workshop, December 14.**
- **Volunteer NSO Transfer Session, January 3**

**Dr. Penny Beile**

**Associate Director**

**Research, Education & Engagement**

**Publications:**

**Conference presentations:**
- **Got Money? Now What!: Managing an OER Grant Program,** delivered with John Raible and Aimee deNoyelles at the 16th Annual Open Education Conference, October 2019, Phoenix, AZ.
- **OER Adoption in an American History Course: Impact on Student Outcomes and Behaviors and Relation to Institutional Metrics,** delivered with Aimee deNoyelles and John Raible at the Conference of the Association of College and Research Libraries, April 2019, Cleveland, OH. Presentation in conjunction with Sandy Avila, who presented on the same topic.
- **Aligning Textbook Affordability with State Performance Funding Metrics,** delivered at the Library Assessment Conference, Houston, TX, December 6, 2018.
- **The Library’s Impactful Role in Supporting Student Success Today: Case Studies and Open Discussions,** delivered with Michael Rodriguez (UConn), Patricia Hudson (Oxford University Press), Raymond Pun (UC Berkeley), Ian Singer, and David Tyckoson (CSU Fresno) at the Charleston Conference, Charleston, SC, November 8, 2018. (Invited Panelist)
- **Using the COUP Framework to Analyze Impact of an OpenStax OER Adoption in an American History Course,** delivered with Aimee deNoyelles and John Raible at the 2018 Open Education Conference (OpenEdCon), Niagara Falls, NY, Oct 2018.
- **Aligning Textbook Affordability with State Performance Based Funding Metrics,** delivered at the Library Assessment Conference, Houston, TX, Dec 2018.

**Institutional invited presentations:**
- **Textbook Affordability presentations for cohort of GEP refresh faculty.** Presented three sessions fall 2018 and was invited back for two additional presentations spring 2019. Delivered with Aimee deNoyelles (CDL), Rich Gause, and Sarah Norris at the Faculty Center for Teaching, GEP Refresh cohort.

**Professional service:**
- **Member of American Library Association, ACRL division, University Libraries Section, Education and Behavioral Sciences Section, and Library Research Round Table.**
- **College & Research Libraries Editorial Board,** re-appointed for 2016-2019, member.
- **Council of State University Libraries, Data Dictionary Working Group, 2018-2019, member.**
Faculty & Staff Accomplishments & Activities (cont’d)

**University service:**
- UCF Reimaging the First Year, Faculty/Student Committee, member.
- UCF Faculty Senate, Research Council, 2016-2019, member.
- College of Community Innovation and Education, Lifelong Learning Program, Advisory Board, member.
- UCF SACS Quality Enhancement Plan, Advisory Group, member.
- Student Development and Enrollment Services, Knights Academic Resource Services, member.
- Downtown Campus, Library and Learning Resources subcommittee, member, 2018-2019.

**Library service:**
- Library Renovation Committee, member.
- Downtown Campus, Library and Learning Resources Committee, member.
- Search committee for Student Success/Textbook Affordability librarian, member.
- UCF Author Series, facilitator.

**Other service:**
- Invited reviewer for College & Research Libraries. Reviewed four manuscripts over the reporting year.

**Other awards, recognition, grants, or consultancies:**
- Invited consultant for OER + Scholarly Communication open textbook. IMLS grant awarded to North Carolina State University Libraries.
- Invited consultant for AlphaInsights on textbook affordability climate and opportunities.
- OER grant, co-PI with Aimee deNoyelles and John Raible, funded in the amount of $43,000 by FloridaShines Complete Florida program for OER development support in May 2018. Facilitated communications and support for OER development and assisted with final showcase of completed materials, in turn leading to a request from the Vice-Provost to assist with a university-funded initiative to produce OER.

**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
- Reimaging 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
- **Publications**

- **Presentations**
Faculty & Staff Accomplishments & Activities (cont’d)

- “No Kidding: The Library Has That” for National Library Week, University of Central Florida Libraries with Amy Dovydaitis and Kristine Shrauger

**Outreach/Speaking Engagements**
- College of Nursing Alumni Alumni Reunion
- Central Florida Book Artists Guild talk about artists’ books
- UCF Libraries’ RIS Retreat talk about ArchiveSpace

**Exhibits**
- Disney Ephemera Exhibit, Universal Orlando Foundation Library (Rosen Library), curator.
- “13 Years of UCF Student Designed Artists’ Books” for UCF Celebrates the Arts 2019, co-curator.
- “The Print,” curator
- “Flights of Fancy” co-curator

**Service - National**
- Chair, Archives Management Section, Society of American Archivists
- Member, Society of American Archivists’ Tragedy Response Initiative Task Force

**Regional**
- Member, ASERL-WRLC Committee on Guidelines for Sharing Special Collections Materials

**State**
- Member, Judith Beale Scholarship Committee, Society of Florida Archivists

**Local**
- Director of Historical Interpretation and Archives, LGBTQ Museum of Central Florida

**University**
- Member, Diversity and Inclusion Working Group, Office of Diversity and Inclusion
- Member, Bias Incident Communications Group, Office of Diversity and Inclusion
- Mentor, Social Justice and Advocacy Alliance Mentoring Program
- Panel Member, Diversity, Equity, and Inclusion Forum, Office of the President (UCF)
- Member, University Athletics Advisory Committee, UCF Faculty Senate
- Interim President, UCF PRIDE Faculty and Staff Association (through January 2019)

**Library**
- Chair, Promotion Coordinating Committee
- Member, 21st Century Library Planning Group
- Member, Digital Interest Group
- Member, Faculty Author’s Collection Working Group
- Member, Scholarly Communications
- Member, Open Access Week Working Group
- Member, National Library Week Committee
- Training/Professional Development

**Conferences**
- Society of Florida Archivists’ Annual Meeting, 2019
- Society of American Archivists’ Annual Meeting, 2019

**Classes/Workshops/Webinars**
- “Preservation Methods and Materials for Exhibitions” American Institute for Conservation and the Foundation for the Advancement in Conservation, 2019
- Starting an Environmental Program, 2019
- Creating Community Access to Digital Collections at Berea College

**Professional Memberships**
- Society of Florida Archivists
- Society of American Archivists
- Central Florida Archivists Association
- American Library Association
- ACRL/RBMS
- College Book Art Association
- Association of Moving Image Archivists
- American Institute for Conservation
- 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

**University Service**
- Voting member on the University’s Undergraduate Policy & Curriculum Committee (UPCC) 2015-2019 (calendar year) https://undergrad.ucf.edu/faculty/upcc/ As a voting member, Dr. Bishop reviews agendas, new program proposals and program changes, and provides input as needed.
- Invited as ex officio member of College of Community Innovation & Education (CCIE) Undergraduate Coordinators Curriculum Committee by Dean, Pamela Carroll.
- Participated in the Masters of Nonprofit Management Curriculum Committee throughout the year and attended discussions related to the Master of Public Administration (MPA) reaccreditation.

**Library Service**
- Professional Development Research Award (PDRA) Committee 2016-2018, Chair 2019-2020
Faculty & Staff Accomplishments & Activities (cont’d)

- Teaching & Engagement Department Head search committee member.
- Scholarly Communication Working Advisory Group member.

Service to the Profession
- Association of College & Research Libraries (ACRL), Education & Behavioral Sciences (EBSS) Research Committee July 2017-July 2019
- New member -- ACRL Distance Learning section (DLS), Interest Group Committee 2019 - 20xx
- New member – ACRL University Libraries section (ULS), Outreach Committee 2019 - 20xx
- Florida Association of College & Research Libraries Board Secretary (FACRL) May 2016 - 2018

Joe Bizon
LTA Supervisor, Serials Unit
Acquisitions & Collection Services
- Library Employee of the Year Selection Committee
- Operationalize move from binding to boxing of periodicals
- Oversee microfilm testing and record keeping project

Tim Bottorff
Department Head – Head Librarian
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
Creative Works:
- Published a CHOICE magazine review of Ark Encounter: The Making of a Creationist Theme Park (Apr 2019)
- Panelist, “Career 411” program at the Florida Library Association Annual Conference (May 2019)

Service:
- Faculty Judge, 2019 Graduate Research Forum (Apr 2019)
- Judge, 2019 Orlando Sentinel District Spelling Bee (Mar 2019)
- Manager, Hospitality-Lib listserv
- Reviewer, College & Research Libraries
- Served on the following committees:
  - Member, Dictionary Committee, North American Scrabble Players Association (NASPA)
  - Member, FLA Membership Committee
  - Member, UCF Faculty Senate Budget & Administrative Committee

Training / Development:
- Conferences:
  - Florida Library Association Annual Conference (May 2019)
  - Training:
  - Employee Code of Conduct training, UCF webcourse (Dec 2018)
  - Potential Conflicts training, UCF webcourse (Dec 2018)
- Webinars:
  - “Managing Employee Performance” (Jun 2019)

Memberships:
- American Library Association (ALA):
- Association of College & Research Libraries (ACRL)
- Distance Learning Section (DLS)
- Reference & User Services Association (RUSA)
- Florida Library Association (FLA):
- Academic Libraries section

Kerri Bottorff
Digital Collections Project Coordinator
Information Technology and Digital Initiatives
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
- McNair Scholars/RAMP
- Migrated HASTAC 2017 website to STARS
- Women’s Hospitality Leadership Forum 2019 (Rosen College)
  - [https://stars.library.ucf.edu/whlf2019/]
- Rosen Research Review
  - [https://stars.library.ucf.edu/rosenresearchreview]
- Walkabout the Galaxy Podcast
  - [https://stars.library.ucf.edu/walkaboutthegalaxy/]

Kate Brinister
LTA Supervisor, Acquisitions Unit
Acquisitions & Collection Services
- PER 119: What’s Your Color? Understanding Yourself and Others
- Aleph 23 FAL Webinar
- Book Repair Workshop
- New Book Vendor: Children’s Plus Training

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
Promotion
- Successfully promoted to the Associate University Librarian rank

Book Proposal Accepted

National Conferences and Meetings
- Buck, Tina Herman, Sara Duff, and Kim Montgomery. “Publishers, We Love You But You're
Faculty & Staff Accomplishments & Activities (cont’d)


**Email Forum**


**Poster Session at a National Conference**


**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

**Robin Chan**

**Sr. LTA**

**Research and Information Services**

**Service:**


**Bobby Ciullo**

**Web Applications Developer Assistant**

**Information Technology & Digital Initiatives**

**UCF Committee Assignments:**

- Central Florida Memory, Web Design and Server Support
- 21st Century Library committee
- UCF WordPress Developers Group
- UCF FWi User Group
- Library Web Working Group Steering Committee
- Library Web Working Group
- Library Social Media Group
- FLVC-UI User Interface Standing Committee

**Martha Cloutier**

**LTA Specialist**

**Circulation Services**

- **Service:** Libraries

- Library Information Kiosk
- Summer Knights Reading Challenge
- Dia de los Muertos event
- Chili Spudtacular
- Training
- ARC Training

**Larry Cooperman**

**Adjunct Librarian**

**Research & Information Services**

**Courses taught:**

- Selected as one of the Rasmussen College instructors to teach the Competency-Based Education form of Business Research and Analysis, Summer 2019.

**Eda Correa**

**Monographs Librarian**

**Cataloging Services**

- **Creative works:** Indexer, Hispanic American Periodical Index
- **Service:** Florida Funnel Project for NACO authorities, contributor
- **Libraries:**
  - Director’s Advisory Group
  - Head of Cataloging Services, Search Committee Member
- **Training/Development**
- **Webinars:**
  - What’s Next for RDA? (ALA webinar) (September 14, 2018)
  - Special Collections Cataloging: Monographs (recorded ALCTS webinar) (October 2018)
  - Library of Congress BIBFRAME Progress (webinar) (March 2019)
  - Wikidata 101 (in house) (April 10, 2019)
- **Membership**
  - American Library Association
  - Association for Library Collections and Technical Services.
  - International relations

**Page Curry**

**Digital Imaging Technician**

**Information Technology & Digital Initiatives**

- Digital Collections Interest Group
- Digital Projects Support
- Central Florida Memory
- STARS
- FDA Migration
- USPS Staff Council
Faculty & Staff Accomplishments & Activities (cont’d)

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

Library service:
- Scholarly Communication Advisory Group, member
  - Video Working Group, co-chair
  - OA Week Working Group, co-chair
  - Research Lifecycle, co-chair
- Color Your Stress Away event, member
- Camp Compass Workshop Group, member
- Summer Knights Reading Challenge, member
- STARS Institutional Repository Communications, member
- Pegasus Palooza Library Event, member
- 21st Century Library Communications, member
- National Library Week event, member
- Information Authority Week event, member
- Communications Council

Alice Crist
Cataloging Services
Training and Development
- Wikidata 101 (in house)

Sai Deng
Metadata Librarian
Cataloging Services
- Awards/Promotions:
  - Five Year Service to UCF Libraries
  - Specialized Data Curation Workshop Scholarship, October 2018
- Creative works:
- Book Translation: Book Translation:
  - Also available at: https://github.com/DataCurationNetwork/data-curation-primer.md
- Posters and Presentations:
  - National and State:
  - Local:
    - Wikidata, Cataloging Department Meeting, University of Central Florida Libraries, April 10, 2019.
- Service:
  - National:
    - American Library Association (ALA)
    - ALA Century Scholarship Jury
    - ALCTS Cataloging & Classification Research Interest Group, Co-Chair
    - ALCTS Role of the Professional Librarian in Technical Services Interest Group, Co-Vice Chair
    - Chinese American Librarians Association (CALA)
    - CALA Academic Resources and Repository System (CALASYS) Group
    - CALA Publications Committee, Member
    - CALA Social Media Subcommittee, Chair
    - CALA Best Research Awards Subcommittee
  - State:
Faculty & Staff Accomplishments & Activities (cont’d)

- Sunshine State Digital Network Metadata Working Group
- FALSC IR Admins Discussion Group
- **University:**  
  - UCF Faculty Parking & Transportation Committee  
  - Ph.D. Exam Committee (Texts & Technology, on Classification and Knowledge Organization)
- **Libraries:**  
  - Digital Collections Interest Group  
  - Scholarly Communication Group
- **Other:**  
  - Greater Orlando Chinese Professionals Association
- **Training / Development**
- What’s Next for RDA? (ALA webinar)  
  - ICPSR Data Fair  
  - Specialized data curation workshop, Co-located with the Digital Library Federation Forum. Las Vegas, NV  
  - IFLA LRM Model : a brief introduction (ALCTS webinar)  
  - Caring for Family Keepsakes (ALCTS Preservation Week webinar)  
  - Getting a Handle on the New RDA Toolkit (ALA webinar)
- **Conferences:**  
- **Membership:**  
  - American Library Association (ALA)  
  - Chinese American Librarians Association (CALA)

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**Matthew DeSalvo**  
**IT Manager I**  
**Information Technology and Digital Initiatives**

UCF Committee Assignments:  
- Classrooms and Labs Standards Committee  
- UCF Libraries Video Review Team

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**Gerald Dillon**  
**Sr. LTA**

**Universal Orlando Foundation Library at the Rosen College of Hospitality Management Awards:**  
- Library Service Awards - 10 Years of Service

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**Lee Dotson**  
**Digital Services Librarian**

**Information Technology & Digital Initiatives**

**National/Regional**

- bepress Library Advisory Board

**State**

- MCLS Digital Initiatives Standing Committee (DISC)  
- DISC Islandora subgroup  
- DISC Digital Preservation Working Group  
- DISC MANGO Digital Collections Interface Working Group

**UCF Committee Assignments:**  
- Central Florida Memory, Digital Services Support  
- Digital Collections Interest Group  
- Faculty Senate Information Technology Committee  
- Libraries Faculty Affairs Committee  
  - Vice-Chair (2019)  
  - Mentoring Coordinator (2018)  
  - Libraries Web Working Group  
  - Scholarly Communication Advisory Group  
  - Scholarly Communication Advisory Group – Outreach and Marketing work group  
  - Open Access Week Planning

**Presentations:**  
**Digital Commons Webinar**  

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**Amy Dovydaitis**  
**Department Head**

**Curriculum Materials Center (CMC)**

**Presentations:**
- Along with Kristine Shrauger hosted a NEFLIN Webinar on the Diverse Families Database  
- Along with Kristine Shrauger, presented on the Diverse Families Database at the FAME conference  
- Presented a roundtable session at Florida Library Association conference
Faculty & Staff Accomplishments & Activities (cont’d)

- **Awards:**
  - Received a PDRA award for $2000 to go towards work on cataloging results from their picture book diversity audit

- **Attended:**
  - “Evaluating, Auditing, and Diversifying Your Collections Webinar”

- **Other:**
  - Completed UCF’s Leadership in Action Series

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**Lily Dubach**

**UCF Connect Librarian**

**Valencia/West**

**Creative Works:**

- Book chapters:
  - Submitted portions of two book chapters for the Research Lifecycle
    - Open Text managed by Sarah Norris and Lee Dotson.

- **Presentations:**

- **Service:**
  - Library Hi Tech, academic journal, reviewer
  - Chair, Membership & Marketing Committee, FLA
  - Member, UCF Connect 4DX Strategic Planning Initiative, UCF Connect
  - Chair, Employee of the Year Committee, UCF Libraries
  - Contributor, Scholarly Communication Advisory Group, UCF Libraries
  - Contributor, Video Advisory Team, UCF Libraries
  - Contributor, Online Outreach Working Group, UCF Libraries

- **Training / Development:**
  - UCF’s Transfer Advocate Certification series. Spring 2019.
  - UCF’s SafeZone Certification series. Spring 2019.

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**Sara Duff**

**Acquisitions & Collection Assessment Librarian**

**Acquisitions & Collection Services**

- **Presentations**
  - Buck, T. and Duff, S. “Publishers, we love you but you’re bringing us down,” Charleston Conference 2018.


- **Poster:**

- **Publications:**

- **Book:**

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**Anna Dvorecky**

**LTA Specialist**

**Cataloging Services**

- **Awards/Promotions:**
  - Fifteen Year Service to UCF Libraries

- **Service:**
  - Library Evacuation Team Member

- **Training/Development:**
  - ARC Ingest Training (on site)
  - What’s Next for RDA? (ALA webinar)
  - Wikidata 101 (in house)
  - Caring for Family Keepsakes (ALCTS Preservation Week webinar)

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**Seth Dwyer**

**LTA Supervisor**

**Circulation Services**

- **Service:**
  - Libraries
  - Web Working Group
  - Textbook Affordability Working Group
  - Search Committee: Student Success and Textbook Affordability Librarian
  - Library Evacuation Team

- **Service:**
  - University
  - Pride Faculty and Staff Association

- **Training**
  - ARC Training, John C. Hitt Library, Room 511, April 2018
  - Attended several professional development workshops and webinars from FLA, PLAN, UCF, Valencia, etc.
Rachel Edford
Instruction & Engagement Librarian
Teaching and Engagement
- Creative Works
  o Presentations
    • Presented on “UCF Subject Librarian Panel: Junior and Senior Information Literacy Instruction Readiness” Panel and staffed UCF table during the “College Roundtables: ‘Speed Dating’ activity at the “Celebration of Collaboration” event at Seminole State College of Florida, 4/29/19
  o Publications
- Service - Library
  • Scholarly Communication Advisory Group
  • Open Access Week planning group
  • National Library Week planning committee
  • Search Committee, Head of Teaching & Engagement

Stephen Ford
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
- Service
  • Service - Library
  • Member: UCF Libraries Directors Advisory Group (DAG)

Michael Furlong
Regional Campus Librarian
Daytona State College
- Creative Works:
  • Presentation: IFAA International Conference Creative Presentation, March 2019
- Service:
  • Member, IFRT Imroth Awards Committee, August 2018-present.
  • Member, IFRT’s Fundraising Committee, 2017-2019.
  • Member, UCF Connect Diversity Committee, June 2019-present.
- Training/Development:
  • Sought promotion to Associate rank.
  • Completed the first year (6 courses) of the Ed.D. Doctorate Program in Higher Education Leadership at UCF, Fall 2018-Summer 2019
  • Attended:
    o ALA Annual Conference, New Orleans, LA June 2018
  • Celebration of Librarian Collaboration for Transfer Student Success at Seminole State College, April 2019.
  • ALA Annual Conference, Washington, DC June 2019
- Workshops:

Rich Gause
Government Information Librarian
Research & Information Services
Service to the Profession:
- Rich continues to serve as one of three primary points of contact for government documents librarians in Florida needing assistance.
- Rich continues to serve on the LexisNexis Academic Content Advisory Committee.
- Also:
  • Member of the American Library Association, ACRL, RUSA, GODORT, GLBTRT, IFRT and SRRT. Participated in the 2018 Annual and 2019 Midwinter Conferences.
  • Serving on two national committees in the Government Documents Round Table (GODORT) of the American Library Association: State & Local Documents Task Force and Government Information for Children (GIC) Committee. Within GIC Rich serves as the lead for the development and maintenance of the set of online guides for teachers, librarians and parents. https://guides.ucf.edu/gic
  • Rich actively participates in three government document listervs and two Springshare discussion boards providing feedback, opinion, and responses to requests for assistance.

Participation in Governance and Service to the University:
- Serving on the Graduate Council and the Graduate Program Review Committee.
- Served on a joint University Libraries/Center for Distributed Learning task force to explore textbook affordability options.
- Served on the successful search committee to hire Katy Miller for the newly created position of Student Success/Textbook Affordability Librarian.
- Worked with the library’s Senior Associate Director, Administrative Services, to update the spreadsheet used to calculate market equity administrative discretionary increases for UCF.

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In September 2018 the salaries of 29 librarians were increased by an aggregate of approximately $110,000, with individual increases ranging from $145 to $9,463.

- Serving on the library’s building 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.
- Space Planning & Design; Logistics Planning – 1st Floor General Collection & Government Documents: In 2017-2018 Rich created completely new plans for the move four times.
- LibGuides CMS: One of Rich’s continuing projects is maintaining UCF Libraries’ LibGuides site and assisting colleagues with their guides. Continued efforts to switch our LibGuides to side navigation have been a major focus throughout most of this year. Rich is also working with folks to create system-recognized links to replace raw html coding so that the LibGuides system can check for broken links.
- In 2018-2019 there were 439,879 views on 523 guides maintained by Rich, which represents a 16% increase in views over last year. This year 44 of Rich’s non-database guides each averaged over 100 views per month and 24 of those 44 each averaged over 300 views per month.

- **Emma Gisclair**
  - **Sr. LTA**
  - **Curriculum Materials Center**
    - **Kudos:**
      - Started Master of Science in Information degree at FSU, August 2018
    - **Awards:**
      - Cybils (Children’s and Young Adult Bloggers’ Literary Awards) round 2 judge, young adult speculative fiction, January-February 2019
    - Recognized by the School of Teacher Education faculty, as a knowledgeable resource on Young Adult literature was asked to present in the following classes: RED 6337 reading specialist certificate students, presented on YA book trends; LAE 4466, presented on YA books and awards to future high school English teachers, LAE 4464, presented on YA books and genres to future high school English teachers.
    - **Other:**
      - Annual Books and Bagels, presentation featuring recommended Young Adult literature, has become a coveted yearly event
      - Attended the webinar entitled, “Evaluating, Auditing, and Diversifying Your Collections Webinar”

- **Patrick Hadlock**
  - **Sr. LTA**
  - **Cataloging Services**
    - **Awards / Promotions:**
      - 25 Year Service to UCF Libraries
    - **Training / Development:**
      - What’s Next for RDA? (ALA webinar)
      - Wikidata 101 (in house)
      - Caring for Family Keepsakes (ALCTS Preservation Week webinar)
      - Getting a Handle on the New RDA Toolkit (ALA webinar)
  - **Research & Information Services**
    - **Awards:**
      - Office of Diversity and Inclusion certificate of completion of “Eyes on the Prize: America’s Civil Rights Years (1954 – 1965)” Oct. 2018
    - **Creative Works**
      - Year around displays of the libraries’ beautiful book jackets
  - **Service**
  - **University**
  - UCF Black Faculty and Staff Association (BFSA)
  - UCF Staff Council member
  - Staff Council’s Special Events Committee
Faculty & Staff Accomplishments & Activities (cont’d)

- Bookstore Textbook Scholarship Advisory Committee- Staff Rep.
- 2018 Business Administration Staff Recognition Award Program Selection committee- Staff Rep.
- Fall Graduation Ceremony: I was part of the platform party representing Staff Council

Library and Volunteering
- Served as libraries’ ambassador for UCF Day of Giving
- Librarians’ 2019 Diversity Week Committee member
- Photographer for events in the library such as Library construction & renovations, June Stillman Memorial Endowed Scholarship Award, Halloween & Christmas parties, Access Week, take a book, leave a book event, and Employee of the year award reception (Joanie), just to name a few.
- Volunteered for Information Kiosk, Welcome Back Expo, Open Access Week, Alice Adventure Quiz, just to name a few events.
- Professional Development/Diversity Training
  - UCF Leadership Empowerment Program (LEP) Institute, Apr. 2019
  - LEP Leadership Institute, “Do Something! If it doesn’t challenge you, it won’t change you” Navigating Change, HR, Nov. 2018
- Emotional Intelligence: EQ vs IQ, HR, June 2019
- Giving and Receiving Feedback, HR, June 2019
- Eyes on the Prize: America’s Civil Rights years (1954–1965), Diversity training, Oct. 2018
- Latino Americans (1565–2000), Diversity training, Oct. 2018

Rebecca M. Hammond
Sr. LTA
Special Collections & University Archives
- Creative Works:
  - Exhibits/Events:
    - Selected four submissions for the possible consideration as future Library Holiday Cards: Illustration from “Where the Christmas tree grew” a chapter in Young Lucretia and other stories, part of the Fred Rodgers and Dr. Francis Martin Jr. Collection Cat-Toon no.20 from the Joy Postle collection. Magnolia Flowers, a painting from the Joy Postle collection. A painting, P HT 79-035 by Frantz Legros, from the William L. Bryant Collection April, May and June 2019
    - Continued contributing captions and photographs from the University Archives Collections to the Department’s Facebook and other Social Media websites Throw Back Thursday Pages. July 2018-ongoing
- Processed New and Existing Collections:
  - Created book tags, manuscript box and envelope labels for the newly acquired and cataloged Michael Spencer, Book Arts, University Archives publications, Floridiana, Travel and Tourism and Rodgers and Martin Collections – ongoing
- Services:
  - Libraries:
    - Collected and tabulated Department patron and collection usage statistics for 2018-2019. Most heavily used and requested due to ongoing class visits and newly added collection items were the Book Arts Collections. These include the Donnelly, Malkoff, Bea Nettles and Susan King books.
    - University publications, Michael A.Spencer and PRISM serials also had high usage due to newly cataloged acquisitions.
    - Collected and laundered our Patron use archival gloves so that everybody who visits our Department gets a fresh, clean pair to use each time they use our collection materials.
- Professional Development:
  - Presentations:
    - The Past is Present: Diversity in the University Archives at UCF. October 17, 2018
    - Open discussion on Classification and Compensation, USPS & AP, March 7, 2019

Jonathan Hanie
Sr. LTA
Circulation Services
- Training
  - ARC Training

Richard Harrison II
Librarian
Research & Information Services
- Scholarly:
  - Member, Planning Committee, Annual Florida Statewide Symposium: Engagement in Undergraduate Research, UCF, October 25-26, 2019
- Service:
  - Member, UCF Faculty Senate, 2013-2019
  - Member, UCF Faculty Senate Steering Committee, 2014-2019
  - Member, Faculty Senate University Professional Service Award Committee, 2019
Faculty & Staff Accomplishments & Activities (cont’d)

- Member, University Honors Committee, 2015-present
- Member, University Master Planning Committee, 2015-2018
- Charter Member, Undergraduate Research Council, 2003-present
- Charter Member, Planning Committee, Florida Statewide Symposium: Engagement in Undergraduate Research, 2007-present
- Member, Faculty Award for Undergraduate Research Advocate Committee, 2018-2019
- Member, Advisory Board, Learning Environment and Academic Research Network (L.E.A.R.N.), Office of Undergraduate Research, September 2016-present (https://our.ucf.edu/learn/about/advisory-board/)
- General Factotum, Showcase of Undergraduate Research Excellence, April 2019
- Judge, 60th Annual Orlando Sentinel Spelling Bee, March 20, 2019
- Recipient, Faculty Senate Service Award (for 10-plus years)

Megan Haught
Office Manager
Research & Information Services
Teaching & Engagement

- Service
  - University
    - Member, IT&R Diversity Task Force
    - Co-Chair, IT&R Diversity Events Committee
    - Member, IT&R Diversity Talent Development Plans Committee
    - Chair, Speak Your Truth: A Queer History of UCF Project
    - Member, WomanFest2019 Committee
    - Member, Social Media Managers Working Group
    - Member, Social Media Policy Group
    - Facilitator, LGBTQ+ 101 Workshops
  - Libraries
    - UCF Libraries Tumblr page administrator
    - UCF Libraries Instagram administrator
    - UCF Libraries Facebook administrator
    - UCF Libraries UCFMobile app channel administrator
    - UCF Libraries Social Media Committee member
    - Web Working Group member
    - Web Working Group-Image committee member
    - Web Working Group-LibGuides committee member
    - Campus Connections Project Coordinator
  - 2019 National Library Week Committee Member
  - 2018 Library Diversity Week Committee chair
- LibGuide creator: guides.ucf.edu/diversityweek
- ACRL Excellence in Academic Librarianship award submission committee member & document editor: https://stars.library.ucf.edu/lib-docs/156/
- “Thinking Big at UCF Libraries” document creator
- Value of Libraries team member

- New Book Display, Featured Book Display and Short Term Book Display Coordinator
- Training and Professional Development
  - Avoiding Burnout
  - DIV224 InterWorldview Inclusion
  - DIV353 Atheism and Humanism
  - Safe Zone Train the Trainer
  - DIV243 Gender Orientation and Language Diversity Workshop
  - DIV 201/202 The Rise and Fall of Jim Crow Diversity Certificate
  - DIV416/417 Black America Since MLK Diversity Certificate

Rebecca Hawk
Sr. LTA
Circulation Services
- Service: National
  - ALA Rainbow Roundtable Fund Raising Committee
  - ALA New Member Roundtable
- Service: Libraries
  - Textbook Affordability Working Group
  - Student Hiring Steering Committee (transition to Handshake)
  - Summer Knights Reading Challenge Committees, 2018-2019
  - Blind Date with a Book Display
  - Banned Books Week Display
- Service: University
  - LGBTQ+ Services’ Alliance Mentoring Program, Mentor Fall 2018-Spring 2019
  - Guest lecture, Charles Negy’s “Human Sexuality” course, Fall 2018
  - UCF FFSA: Pride Faculty & Staff Association member
- Training
  - ARC Training
  - Citing Made Easy
  - Library Resources and Literature Review
  - What is a CV
- Other
  - ENC 5337- Rhetorical Theory
  - ENC 6712- Studies in Literacy and Writing
  - PEM 2121- Yoga
  - Florida Library Association Member
  - Attended Florida Library Association Annual Conference, Orlando, 2019
  - Attended American Library Association Annual Conference, Washington DC, 2019

David Healy
Sr. LTA
Cataloging Services
- Awards / Promotions
  - 15 Year Service to UCF Libraries
  - Training/Professional Development
  - Wikidata 101 (in house)
  - Getting a Handle on the New RDA Toolkit (ALA webinar)
Facility & Staff Accomplishments & Activities (cont’d)

Athena Hoeppner
Electronic Resources Librarian
Acquisitions & Collection Services
Notable Committees
- Invited to join the Project COUNTER Technical Advisory Board.
- COUNTER’s TAG provides transparent technical oversight of the development and implementation of the COUNTER Code of Practice, which is the basis of consistent, credible, and comparable usage data. Currently, most library vendors and publishers use the COUNTER Code of Practice. https://www.projectcounter.org/about/technical-advisory-group/counter-technical-advisory-group-terms-reference/

Publications

Presentations

National Committees
Charleston Directors
Charleston Directors serve as the Charleston Conference program committee. They make suggestions, locate speakers, communicate about submissions, and help with a variety of tasks during the conference.

Project COUNTER
Known as the Code of Practice, the standard ensures vendors and publishers can provide their library customers with consistent, credible and comparable usage data.

Technical Advisory Group (TAG)
COUNTER TAG provides technical advice and focus for the ongoing development of the COUNTER Code of Practice and steers the development of new releases of the COUNTER Code of Practice. TAG proposes amendments that reflect the changing needs of publishers, vendors, librarians, other stakeholders and works in collaboration with other organizations such as NISO.

National Information Standard Organization (NISO)
NISO is a non-profit association accredited by the American National Standards Institute (ANSI), that identifies, develops, maintains, and publishes technical standards to manage information. NISO standards are widely used by libraries, content publishers, library technology vendors, and many other organizations. NISO standards apply to both traditional and new technologies and to information across its whole lifecycle, from creation through documentation, use, repurposing, storage, metadata, and preservation.

Information Policy and Analysis (IPA) Topic Committee
The IPA Topic Committee provides direction to standards development regarding the management structure surrounding the acquisition, licensing, purchasing, and analysis of information. Specific areas include: license expression, online usage data, access management, performance measures and other statistics, etc.

Content Platform Migration Workgroup
The CPM will create recommended practices and checklists for all stakeholders to improve the platform migration process, specifically addressing communications between vendors, publishers, libraries, and other organizations affected by migrations, continuity of content access and discoverability, and other concerns related to successful and smooth migration of content.

Architecture Committee
The Architecture Committee is responsible for providing strategic direction for the organization, provide oversight and leadership for standards development in areas new to NISO, and coordinate with and provide guidance to the NISO Topic Committees.

Megan Humphries
Sr. LTA
Circulation Services
- Service: Libraries
- Information Kiosk- Organizer
- Training
- ARC Training

Pamela Jagernauth
LTA Supervisor
Curriculum Materials Center
• Pamela Jaggernauth, Emma Gisclair and Rebecca Meadows, and Amy Dovydaitis conducted 52 classes to 1347 students

Selma K. Jaskowski
Assistant Director
Technology Services & Resource Management
National Committee Assignments:
• Coalition for Networked Information
• Alternate for Barry Baker on CSUL/MCLS
• Local ILS Implementation Coordinator for the Next Gen ILS

UCF Committee Assignments:
• 21st Century Library Planning Group
• Digital Collections Interest Group
• Administrative Council
• Library Advisory Committee
• Central Florida Memory Operations Committee
• Central Florida Memory Digital Services and Server Support
• Project Manager, UCF Libraries, Florida Digital Archive, Florida Heritage Project and ETDs

Grants:
• Awarded $333,359.00 for the Technology Fee Project, Public PC Replacement
• Awarded $136,678.84 for the Technology Fee Project, LibTech Desk Equipment Replacement/Expansion

Meetings:
• Coalition of Networked Information Spring Meeting, St Louis, MO, 8-10 April 2019
• Coalition of Networked Information Fall Meeting, Washington, DC, 10-12 December 2018

Mike Jimenez
Office Assistant
Cataloging Services
• Awards / Promotions:
• 5 Years' Service to UCF Libraries
• Service
• Member, Search Committee for Cataloging Department Head
• Training / Development
• What’s Next for RDA? (ALA webinar)
• Wikidata 101 (in house)
• Caring for Family Keepsakes (ALCTS Preservation Week webinar)
• Getting a Handle on the New RDA Toolkit (ALA webinar)

Jacqui Johnson
Sr. LTA
Cataloging Services
• Awards/Promotions
• 20 Service to UCF Libraries
• Creative work
• UCF Hidden Artists Exhibit, September 2018

Training/Development
• What’s Next for RDA? (ALA webinar) (September 14, 2018)
• Wikidata 101 (in house) (April 10, 2019)
• Caring for Family Keepsakes (ALCTS Preservation Week webinar) (April 25, 2019)
• Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)

Schuyler Kerby
LTA Supervisor
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
Creative Works:
• Exhibits at the Rosen Library:
  ▪ Curator of “Celebrity Chefs” (May-Aug 2018)
  ▪ Co-curator (with student Shivangi Swaly) of “Utamaduni na utalii wa Kenya (Culture & Tourism of Kenya)” (Jan-Mar 2019)

Training / Development:
• Training:
  ▪ Sierra webinars

Ashley Khalil
Library Technical Assistant I
Cataloging
• Training/Development
• What’s Next for RDA? (ALA webinar) (September 14, 2018)
• IFLA LRM Model : a brief introduction (ALCTS webinar) (December 5, 2018)
• Wikidata 101 (in house) (April 10, 2019)
• Caring for Family Keepsakes (ALCTS Preservation Week webinar) (April 25, 2019)

Katie Kirwan
Library Technical Assistant III
Acquisitions & Collection Services
• SEED Alumni Group

Cynthia Kisby
Department Head
Regional Campus 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
Faculty & Staff Accomplishments & Activities (cont’d)

- 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:

Service:
- Member, FLA Library Awards Committee 2018-2020.
- Member, UCF University Travel Awards Committee, 2017-2019
- Member, UCF Web Working Group.
- Member, UCF Library Social Media Group subgroup.
- Member, UCF Online Engagement Working Group.
- Member, UCF LibGuides Working Group.
- Member, 2018 Annual UCF Library Awards Committee.
- Member, Search Committee, Head, Teaching and Engagement.

Awards/Honors:
- Ask a Librarian Exemplary Chat Award for November 2018

Jamie LaMoreaux  
LTA Specialist

Acquisitions & Collection Services

Service:
- Local:
  - Weavers of Orlando, Newsletter Editor
  - VIP Conference, Tampa, FL
  - ALA Conference, Washington, D.C.
- University:
  - Staff Council Representative and Parliamentarian
  - USPS Staff Council Charter Committee, Chair
  - UCF Staff Council/A&P Merger Committee, Chair
- Libraries
- Student Orientation Kiosk, Volunteer

Tatyana Leonova  
Sr. LTA

Acquisitions & Collection Services
- Libraries Employee of the Year Selection Committee
- Created four displays: Sholem Aleichem, Three Musketeers, Napoleon, and Leo Tolstoy

Susan MacDuffee  
Sr. LTA

Acquisitions & Collection Services
- Service: Libraries:
  - Diversity Week Committee, 2019
  - Library Employee of the Year Selection Committee, 2019
  - National Library Week Planning Committee March-April 2019

Edmund McClam  
Sr. LTA

Circulation Services
- Training
- ARC Training

Rebecca Meadows  
Sr. LTA

Curriculum Materials Center
- Libraries:
  - Director’s Advisory Group
  - Taco / Nacho Bar, Pi Day, Chili Spudtacular fundraisers

Kimberly Montgomery  
Librarian

Cataloging Services
- Creative work

Service
- Statewide: Bibliographic Control and Discovery Subcommittee, member Metadata Quality Control Subcommittee, member Metadata Quality Control Subcommittee Task Force, co-chair

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Faculty & Staff Accomplishments & Activities (cont’d)

- **Library:** Member, Head of Cataloging Services Search Committee
- Training/Development
- What’s Next for RDA? (ALA webinar) (September 14, 2018)
- IFLA LRM Model: a brief introduction (ALCTS webinar) (December 5, 2018)
- AskOCLC open session (February 13, 2019)
- Wikidata 101 (in house) (April 10, 2019)
- Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)
- **Membership**
- American Library Association
- **Technical Services**
- **Presentations**
  - Mulvihill, R., & Ritzert, L. (2018, September) Unexpectned Partners in Information Literacy: Cross-Department Collaborations to Support IL Events. Presented at the 2018 Georgia International Conference on Information Literacy in Savannah, GA

**Service National**
- Library Instruction Round Table Top 20 Committee/Newsletter Committee, Production Editor, ex-officio member of Steering and Executive Committees
- ACRL University Libraries Section, Member-at-Large (2018-present)
- Library
- Scholarly Communication Advisory Group
- Open Access Week planning group

**Renee Cole Montgomery**
**Outreach Librarian**

**Teaching & Engagement**

- Creative Works
  - **Presentations**
- **Service - Library**
  - National Library Week Committee (2019)
  - Summer Reading Committee (2017 - present)
  - Scholarly Communication Advisory Group (August 2012 – present)
    - Social Media Group Committee (2018 – present)
    - University
    - Fee Appeal Committee (2017- present)
    - KARS Committee (2018 - present)
    - State
    - FLA Leadership & Development Committee (2016-2018)

**Rebecca “Missy” Murphey**
**Librarian**

**Research & Information Services**

**Presentations:**
- Murphey, R.M. (2018, August) PTRLA Presentation. Regional Science and Engineering Fairs (RSEF)
- directors/representatives’ workshop. Orlando, FL.
- **Professional Development:**

**Service - National:**
- Elected PTRLA President Elect, 2019-2022 (3-year term as Pres-Elect, President, Past-president)

**Rachel Mulvihill**
**Department Head**

**Teaching & Engagement**

**Creative Works**

- **Publications**
  - **Presentations**

Faculty & Staff Accomplishments & Activities (cont’d)

University:
Library Advisory Committee, 2018-21 term

Library:
Library Evacuation Team member

Adriana Neese
LTA Supervisor
Circulation Services
• Service: Libraries
• Certified Notary
• Bilingual Translator
• Training:
  • ARC Training
  • Practical Coaching
  • Giving & Receiving Feedback
  • Navigating Change
  • Performance Management 1.0
  • Performance Management Certificate Program

Sarah Norris
Scholarly Communication Librarian
Research, Education & Engagement
Awards & Honors
• Promotion: Promoted to Associate University Librarian (effective August 2019)
• Award: ACRL Mid-Career Scholarship – Association of College and Research Libraries (ACRL) 2019

Creative Works
• Non-Refereed Publications

• Book Reviews
  <https://doi.org/10.7710/2162-3309.2286>
  <https://stars.library.ucf.edu/ucfscholar/761/>

• Invited Speaker:
  • “Integrating library Funded Resources into Your Courses” panel presentation with Alexis Carlson (Indian River State College); Kristin Heathcock (Hillsborough Community College); Alex Neff (University of South Florida), 2019 Florida Virtual Campus (FLVC) OER Summit, Orlando, February 2019
  • “Predatory Journals: How to Help Faculty and Students Navigate the Good from the Bad,” panel presentation with Rick Anderson (University of Utah), ALA Annual Midwinter Conference 2019, Seattle, Washington, January 2019

Presentations:
• “Paywall: The Business of Scholarship Film Screening and Discussion,” with Stephen M. Fiore (College of Arts & Humanities), UCF Faculty Center for Teaching and Learning Summer Conference, May 2019.
• “Extending and Measuring Scholarly Reach and Impact,” with Barry Mauer (English Department), UCF Faculty Excellence Associate Professor Mentoring Community Workshop, January 2019.
• “Humanities in the Open: The Challenges of Creating an Open Anthology of Literature,” with Christian Beck (English Department), John Raible (CDL) & John Veneciek, OpenEd Conference 2018, Niagara Falls, New York, October 2018
• “Infusing OER into an Institutional Course Redesign Initiative,” with Aimee deNoyelles (CDL), Rich Gause & Anna Turner (FCTL), OpenEd Conference 2018, Niagara Falls, New York, October 2018

Service - National
• 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
• UCF RICHES Programmer Search Committee
• Faculty Excellence Advisory Committee
  • Work-Life Balance Sub-Committee
• 2019 Women’s History Month Award: University Selection Committee
• Faculty Center for Teaching and Learning Advisory Committee
• Historical Agricultural News, Grant Advisory Board

Library
• Faculty Affairs Committee
  • Chair
    • Web Working Group

Peggy Nuhn
Regional Campus Librarian
Sanford/Lake Mary

Creative Works:
• Book contract: Peggy and Karen F. Kaufmann, Professor of Information Science at Seminole State College, were awarded a book contract for Supporting Transfer Student Success: The Essential Role of College and University Libraries in January, 2019. The book will be published by Libraries Unlimited, the professional development imprint of
ABC-CLIO, and available in print and as an ebook in July, 2020.

**Service:**
- Organizer, “A Celebration of Librarian Collaboration for Transfer Student Success.” The day-long event took place April 29, 2019 at Seminole State College in Sanford, FL, and included informational and collaborative sessions for forty instructional and administrative librarians from UCF and UCF DirectConnect partner college institutions.
- Member, Faculty Senate, Faculty and Staff Benefits Committee.
- Ex Officio Member, UCF Libraries’ Faculty Affairs Committee.
- Member, UCF Libraries’ Online Engagement Working Group.
- **Training/Development:**
- Attended Florida Summit on Accelerating Transfer Success, September 2019.

**Burak Ogreten**

*Senior Archivist*

**Special Collections & University Archives**

- **Creative Works:**
  - Processed New Collections:
    - Civil War Map Collection, [1891-1895] (2 Linear Feet)
    - Florida Homesteaders Photographs, Circa 1908 (2 Linear Feet)
    - George L. Stuart, Jr. Collection, 1952-1991 (85.25 Linear Feet)
    - Jose Guerra Alemán Collection, 1887-2013 (17.5 Linear Feet)
    - Michael Berman Canoe Expedition Collection, 1973-1975 (0.25 Linear Feet)
    - Michael Berman Florida Women’s Conference Photographs, 1977 (1 Linear Foot)
    - Sanford Municipal Court Records, 1920-1972 (18 Linear Feet)
    - Thomas E. Azzari Theme Parks and Attractions Collection, 1973-2018 (5.5 Linear Feet)
  - In-Process Manuscript Collections:
    - Photographs of Winter Park Collection, circa 1880-1900 (Processed 1.75 Linear Feet)
  - The following is a summary of the progress on the Home Movie Archive:
    - “The accompanying 124-page guide provided to researchers and staff regarding the films lacked information or contained information that inaccurately described the footage in each canister/video file. By examining the digital video files of the films and verifying information from the repair logs, image search engines, the now 332-page guide is better organized, more accurate information, and better detailed. The majority of the guide is nearly completed, so expect the finding aid to be completed by the end of the Fall 2019 Semester.”—Steven Treldstad.
    - Reprocessed Manuscript Collections:
      - Sol & Sadie Malkoff Papers, 1939-1999 (processed at an item level)
      - University of Central Florida Student Zines Collection, 1996-2018 (processed at an item level)
      - Bryant West Indies Ephemera Collection, 1682-1968 (processed at an item level)
      - Publications also removed from the collection and cataloged separately
      - Materials Added to the Existing Manuscript Collections:
        - Democratic Women’s Club of Florida Inc. Collection, 1945-2018 (Added 1 Linear Foot)
        - Florida Folklore Society Records, 1981-2006 (Added 0.5 Linear Feet)
        - Harris Rosen Collection, 1896-2016 (Added 3 Linear Feet)
        - The Bromeliad Society International (BSI) Archive, 1942-2018 (Added 0.25 Linear Feet)
        - UCF Community Veterans History Project, 2011-2018 (Added 0.75 Linear Feet)
      - Digitization Projects
        - “Bryant West Indies British Parliamentary Acts Collection, 1712-1873” finding aid linked to Digital Collection
        - “Carey Hand Funeral Home Records, 1891-1955” finding aid linked to Digital Collection
        - “Letter with applied photographs describing Daytona Florida in 1898 by a relocated Northerner” F319.D27 M437 1898, digitized and added to UCF Florida Heritage Collection
        - Monographs I cataloged for the following areas:
          - Assisted class visit, Jason Burrell, “Design and Intensive” (25 students), July 2018
          - Class visit, Christian Ravela, “Research Methods in Humanities” (15 students), September 2018
          - Class Visit, Tison Pugh, “Chaucer” (10 students), October 2018
          - Class visit, Louise Kane Bishop, “Literary Modernism” (31 students), November 2018
          - Assisted class visit, Mary Hoyle, Celebration High School (14 students), November 2018
          - Class Visit, Brooks Dierdorf, “Intermediate photography” (18 students), January 2019
          - Class Visit, Anne Bubsiry, “Honors Women, Race and Struggle” (18 students), January 2019
          - Class Visit, Marie Leticee, “Modern Languages and Literatures”, showed Haitian art pieces in Special Collections (7 students), March 2019
      - Orientations provided:
        - Volunteer, Francesca Felicella and an intern, Kyle West (UCF History Dept.), August 2018
        - UCF Photojournalism student, Daniel Ceruti, from Nicolson School of Communication, on “Special Collections Artifacts”, November 2018
        - Archives Manager at Christian Ministry, Orlando, January 2019
        - RICHESE VHP Project Manager, Courtney Chester-Romsey, January 2019
        - Volunteer, Ria Heising, February 2019
  - Library Student Ambassador, Kathleen Silva on Special Collections, May 2019

*Faculty & Staff Accomplishments & Activities (cont’d)*

UCF Libraries Annual Report 2018-2019
Faculty & Staff Accomplishments & Activities (cont’d)

- Intern, Alexander Jerome (UCF History Dept.), May 2019
- Library Student Ambassador, Emily Parente on Special Collections, May 2019

**Exhibits:**
- Worked with Sarah F. Ryschkewitsch on “Thomas E. Azzari The Art of Theme Parks: Stage Design and Production” exhibit at the John C. Hitt Library, May-August 2019
- Worked with Jeff Daglaris on “Zora N. Hurston and Historic Eatonville” exhibit at the John C. Hitt Library, February 2019
- Worked with Whitney Broadaway and Catherine Duffy on identifying materials from Carey Hand Funeral Records for upcoming OCRHC Exhibit, May 2019

**Projects**
- Worked on migrating special Collections’ finding aids from Archon to ArchivesSpace
- Assigned new call numbers for all the Special Collections’ manuscript collections (i.e. SC 1, SC 2, etc.)
- Updated all the UA records with the new call numbers (i.e. UA 00A, UA 001A, etc.)
- Created item records in Aleph for Special Collections’ manuscript collections (140 boxes)
- Created item records in Aleph for University Archives’ records (385 boxes)
- Services:
  - University:
    - Member, UCF Community Veterans History Project, 2012-Present
- Libraries:
  - Member, Digital Collections Interest Group, 2013-Present
  - Member, Director’s Advisory Group 2018-Present
  - Member, Web Working Group, 2015-Present
  - Member, Library Evacuation Team, 2015-Present
  - Volunteer UCF Libraries - New Student Orientation “Transfer Students”, July 2018
  - Volunteer UCF Libraries - New Student Orientation “First Time in College”, July 2018
  - Volunteer for InfoKiosk desk at the UCF John C. Hitt Library, August 2018
  - Attended Welcome Expo, Special Collections table, August 2018
  - Assisted “Escape the Library” scavenger hunt assignment, August 2018
  - Served as a member of a Fundraising event “Chili Spudtacular”, October 2018
  - Volunteer for Open Access Week, October 2018
  - Served on a search committee for the Head of Teaching and Engagement position, March-August 2019
  - Assisted Taco/Nacho Day for DAG event, May 2019

**Professional Development:**
- **Training:**
  - Automated Retrieval Center (ARC) Ingest training by Dematic, July 2018
- **Presentations:**
  - Jeanne Piascik’s presentation for the Head of Cataloging Department position, August 2018
  - Hidden Artist Reception at the John C. Hitt Library, September 2018
  - Intern Kyle West’s presentation in the reading room on Civil War Map Collection and Michael Berman Florida Women’s Conference Photographs, November 2018

**Awards**
- Received 15 years of service award from Barry Baker, August 2018
- Received 15 years of service award from Dale Whittaker, October 2018

**Attended:**
- USPS Staff Council, September 2018
- UCF Benefits Fair, October 2018
- June Stillman Scholarship Award Ceremony, October 2018
- Compensation & Reclassification meeting by Cynthia Kishy, March 2019
- UCF Employee of the Month, "Joan Raynolds", March 2019
- Honors Convocation for Jeanne Piascik, Excellence Librarianship Award, April 2019
- USPS Staff Council, April 2019
- IT&R Social, May 2019
- General Staff Meeting, May 2018
- STARS 1,000,000th download celebration, May 2018
- IT&R Social, May 2018

**Jeanne Piascik**

**Department Head**

**Cataloging Services**

**Awards/Promotions**
- Promoted to Associate University Librarian, August 2018

**Creative work**
- Presentation: Piascik, Jeanne, and Lindsey Ritzert. “Summon the Robots! :
Faculty & Staff Accomplishments & Activities (cont’d)

How UCF is Moving its Collections from Open Stacks to an Automated Retrieval Center.” FALSC Region 3 Symposium, April 16, 2019, Seminole State College, Sanford, FL.
• Presentation: Local Piascik, Jeanne. “Fun with LibGuides.” Cataloging Services meeting, August 1, 2018.
• Piascik, Jeanne. “Express Tour of Aleph v.23.” Cataloging Services meeting, December 5, 2018.

Service
• Committees—National:
  • Member, Association for Library Collections and Technical Services (ALCTS) Cataloging and Metadata Management Section (CaMMS) Subject Analysis Committee (2018-2020)
  • Member, ALCTS Program Committee (2017-2019, reappointed for 2019-2021)
• Committees—State:
  • Member, CSUL Cataloging, Authorities and Metadata Committee (CAM)
  • Member, CAM Authorities Subcommittee
  • Volunteer coordinator for the Sierra Migration Cleanup Clearinghouse, hosted by the Technical Services Standing Committee of the FLVC Members Council on Library Services
• Committees—Library
  • Member, Building Planning Committee
  • Member, DigiCIG (Digital Collections Interest Group)
  • Cataloging representative to the Web Working Group

Training/Development
• ARC Ingest Training (on site) (July 17, 2018)
• ServiceNow Training, July 31, 2018
• What’s Next for RDA? (ALA webinar) (September 14, 2018)
• IFLA LRM Model: a brief introduction (ALCTS webinar) (December 5, 2018)
• Wikidata 101 (in house) (April 10, 2019)
• Caring for Family Keepsakes (ALCTS Preservation Week webinar) (April 25, 2019)
• Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)

Conferences, etc. attended
• American Library Association Midwinter Meeting, Seattle, WA, January 2019
• American Library Association Annual Conference, Washington, DC, June 2019

Membership
• American Library Association (ALA)
• Association for Library Collections and Technical Services
• Cataloging and Classification Section
• Florida Library Association (FLA)
• Online Audiovisual Catalogers (OLAC)

Joanie Reynolds
LTA II
Interlibrary Loan/Document Delivery Services

• Employee of the Month, March 2019. University of Central Florida.

Shane Roopnarine
Public Services Librarian
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
Creative Works:
• “Bet on your colleagues: Cross-campus collaboration to deliver presentation skills workshops.” Poster session co-presented with Lily Dubach, Sandy Avila, and Carrie Moran at the annual conference of the Florida Library Association (May 2018)

Service:
• Member, Program Committee, Intellectual Freedom Round Table, ALA
• Member, Advocacy and Legislative Committee, FLA
• Member, Web Working Group, UCF Libraries
• LibGuides Working Group
• Video Advisory Team

Training / Development:
• Conferences:
  • American Library Association Annual Conference (Jun 2019)
  • Celebration of Librarian Collaboration for Transfer Student Success (Apr 2019)
  • Florida Library Association Annual Conference (May 2019)
  • Library 2.019: Shaping the Future of Libraries with Instructional Design (Mar 2019)
• Education:
  • Completed coursework towards an M.A. in Instructional Design & Technology, UCF

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:
• Presentations:
  • “Archon to ArchivesSpace Migration” with Rachel Walton (Rollins College), Katie McCormick (Florida State University), and Wilhelmina Randtke (Florida Academic Library Services Cooperative) at the Society of Florida Archivist’s 2019 Annual Conference, 05/2019

“If You Build It They Will Come… Interactive Community Engagement Using Libraries and Archives” with Gerrianne Schaad (Florida Southern College) and Laura Bang (Villanova University) at the
Faculty & Staff Accomplishments & Activities (cont’d)

Southwest Popular/American Culture Association 2019 Conference, 02/2019
- “Nature Meets Technology: A Collaborative Project” with William Allen (Florida Southern College) at the Orlando Electronic Interactive Convention (Otronicon), 01/2019
- “The Past is Present: Diversity in the University Archives at UCF” with Brandon Nightingale (UCF) and Krysllynn Collazo (UCF) at UCF Diversity Week’s Inclusion Champions Present Workshop, 10/2018
  - Poster:
  - “Escape the library... using archives!” at the Society of Florida Archivists’ 2019 Annual Conference, 05/2019
- Service: National
  - Member, Society of American Archivists, 2014 –
  - Member, Regional Archival Associations Consortium, 2015 –
  - Co-Chair, Regional Archival Associations Consortium, 2018 - 2020
  - Chair, Public Awareness Subcommittee, Regional Archival Associations Consortium, 2018 - 2020
  - Chair, Advocacy Subcommittee, Regional Archival Associations Consortium, 2016 – 2018
  - Member, Steering Committee, Regional Archival Associations Consortium, 2016 – 2018
  - Member, American Library Association, 2016 –
- Intern, Office for Information Technology Policy Advisory, 2018 – 2020
  - State
  - Member, Society of Florida Archivists, 2014 –
  - President, Society of Florida Archivists, 2019 – 2020
  - Vice President, Society of Florida Archivists, 2018 – 2019
  - Co-Chair, 2019 Annual Meeting Committee, Society of Florida Archivists, 2018 – 2019
  - Chair, Archives Month Committee, Society of Florida Archivists, 2018
  - University
    - Member, UCF Social Media Managers Group, 2015 –
    - Member, UCF Pride Faculty & Staff, 2016 –
    - Member, UCF Records Management Advisory Council, 2017 –
  - Libraries
    - Member, Digital Collections Interest Group, 2014 –
    - Member, Web Working Group, 2015 –
- Training/Professional Development
  - Conferences/Workshops:
    - Society of American Archivists, 8/12/2018-08/18/2018
    - Orlando Electronic Interactive Convention, 01/18/2019-01/21/2019
    - Southwest Popular/American Culture Association, 2/20/2019-2/23/2019
    - Society of Florida Archivists, 05/09/2019-05/11/2019
  - Diversity Training:
    - Safe Zone: G.O.L.D., 07/19/2018

Christopher Saciolo

Book Conservator
Special Collections & University Archives
- Creative Works:
  - Projects:
    - Conservation on Special Collections & University Archives books/ephemera
    - Liaison to UCF Bookbinding class
    - Social media (Facebook, Twitter, Instagram, and Tumblr pages) for Book Arts & Typography collection
    - Organized 13th 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 13th Annual Competition
  - Designed Library Holiday Card 2018
- Presentations:
  - Book Arts Class visits
  - Information about Special Collection resources
  - Educated on various historical and contemporary bookbinding structures
  - Book Arts Guild of Central Florida
  - Facilitated meeting at Special Collections, October 8, 2018
- Exhibits:
  - “Hidden Artists 2018,” 2nd Floor, installed and exhibited personal artwork on art wall
  - “13th Annual Student Book Arts Competition,” 5th Floor, curated and installed
  - “UCF Celebrates the Arts,” 2nd and 5th Floor, designed layout and format graphics
    - “Thomas E. Azzari, The Art of Theme Parks: Stage Design and Production,” 5th Floor, designed graphics
- Libraries
  - Escape the Library, August 22, 2018
  - SCUA Reading Room assistant for activity
  - Diversity Week, October 15, 2018
  - Led workshop to create personal zines
  - Basic Book Repair Techniques, November 14, 2018
  - Demonstrated repair techniques to Acquisitions Department
  - WomanFest 2019
  - Mar. 21, 2019 Gave presentation on the history of zines
  - Intro to Bookbinding, June 3, 2019
  - Led bookbinding workshop where participants bind their own books
  - Training/Professional Development:
    - Completed 4 Part Webinar
    - Connecting Collections: Preservation Methods and Materials for Exhibit
    - Museum Lighting: Balancing Display and Preservation, October 25, 2018
Faculty & Staff Accomplishments & Activities (cont’d)

- Exhibition Furniture and Fixtures, November 1, 2018
- Installation and Object Handling Equipment, November 8, 2018
- Mountmaking for Display and Conservation, November 15, 2018
- Community
  - Hidden Artists, August 1, 2018
  - Exhibit and Reception Coordinator
  - Healing Art Exhibition, February 13, 2019
- Participated in the exhibit sponsored by UCF Counseling and Psychological Services
- Personal artwork was used for their promotion

Jorge Santiago
Sr. LTA
Cataloging Services
- Service
- Member of the Libraries’ Faculty/Staff campaign
- Training/Development
- What’s Next for RDA? (ALA webinar) (September 14, 2018)
- Caring for Family Keepsakes (ALCTS Preservation Week webinar) (April 25, 2019)
- Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)

Meredith Semones
Ask A Librarian
Research & Information Services
- Service
- Member of the Libraries’ Faculty/Staff campaign
- Training/Development
- What’s Next for RDA? (ALA webinar) (September 14, 2018)
- Caring for Family Keepsakes (ALCTS Preservation Week webinar) (April 25, 2019)
- Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)
- Fills in at RAID and Ask A Librarian to cover last minute schedule vacancies
- Provided Ask A Librarian orientations for new UCF Librarians
- Staffed John C. Hitt Library’s Information Kiosk, Fall 2018
- Provided group tours of the John C. Hitt Library for UCF “LIFE” (Learning Institute for Elders at UCF) March 5th and March 12th, 2019
- Staffed the UCF Libraries’ information table for a LIFE year-end event, April 16, 2019
- Successfully nominated Dawn Tripp as Employee of the Month.

Presentations:

Publications:
- Buck, Tina, Andrew Todd and Kristine J. Shrauger. 2018. I didn’t know that you didn’t know that. Charleston Conference, Charleston, South Carolina.

Peter Spyers-Duran
Serials Coordinator Librarian
Cataloging Services
- Creative work
- Publications: Reports
Faculty & Staff Accomplishments & Activities (cont’d)


- Service:
  - National Committees:
  - Member of the Asian Pacific American Librarian Association Executive Board, 2018-2020.
  - University Committees:
    - Member of the UCF Faculty Senate, Commencement, Convocation, and Recognitions Committee, 2018-2019.
  - Library Committees
    - Chair, UCF Libraries Promotion Coordinating Committee, 2018.
    - Secretary, UCF Libraries Promotion Coordinating Committee, 2019.
    - Member, Patent and Trademark Resource Center : Researching Patent and Trademark Information Program Committee
  - Training/Development
    - What’s Next for RDA? (ALA webinar) (September 14, 2018)
    - Wikidata 101 (in house) (April 10, 2019)
    - Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)
  - Conferences, etc. attended
  - Membership
    - American Library Association, 1994- present.
    - Association of College and Research Libraries (ACRL), 1998-2008, 2012-
      - ACRL Science and Technology Section, 1999 - 2008, 2012- Association for Library Collections & Technical Services, 2009- 2011,
    - Asian Pacific American Librarian Association, 2014- (lifetime membership holder).

Linda Sterchele
Cataloging Services

- Training/Development
  - Wikidata 101 (in house) (April 10, 2019)
  - Getting a Handle on the New RDA Toolkit (ALA webinar) (May 10, 2019)

Terrie Sypolt
Librarian
Research & Information Services

- Sypolt, T. and Dovydaits, A. Compiled annotated bibliographies for 4 tracks of the Early Childhood Summer Institute, UCF, Orlando. Track bibliographies include: Autism Spectrum Disorders: Increasing Understanding of Communication Challenges ..., Impact of Toxic Stress and Brain Development Resilience, and Trauma Informed Classrooms, Nutrition & Childhood Obesity, and Connecting Language Development to Shared interactive Reading and Academic Language for English Learners and All Young Children.

- Sypolt, T., Bishop C. and Haught, M. Created a display of library services for the newly formed College of Community Innovation and Education Fall meeting. Included a poster with information about the College librarians, a bookmark with the same information as well a bookmark of library services for faculty that could be modified and used by all subject librarians.

- Service
  - SELA (Southeastern Library Association) Southern Books Competition Awards Committee, Member, 2018-2020
  - UCF Graduate Council Curriculum Committee, Library Representative
  - College of Community Innovation and Education Graduate Council, Library Representative, ex-officio
  - Served as a Judge for the Graduate Research Forum, April 5, 2019. Judged 8 graduate poster presentations
  - College of Community Innovation and Education, Instructional Resources Committee, ex officio,
  - Learning Sciences Faculty Cluster Initiative, Library Representative (Education), November, 2017-
  - Served on the Learning Sciences Curriculum Committee, CCIE, chaired by Michelle Taub. Defining curriculum for the EdD in Learning Sciences as well as for the proposed PhD in Learning Sciences.
Faculty & Staff Accomplishments & Activities (cont’d)

- Participation in the College of Innovation and Education Pre-graduation Doctoral Ceremony, UCF, TA 117, December 14, 2018 and MIRC, May 3, 2019.
- UCF Library Reference Deselection Committee, Member

Patricia Tiberii
LTA II
Interlibrary Loan/ Document Delivery Services

Amanda Tier
Sr. LTA
Interlibrary Loan/ Document Delivery Services

Barbara Tierney
Department Head
Research & Information Services
- Served as the Coordinator of UCF Libraries’ award submission package to compete for the ACRL 2019 Excellence in Academic Libraries Award.
- Served on the UCF “Faculty Center for Teaching & Learning Advisory Board.” In Feb. 2019, reviewed and scored “Excellence in Teaching Award “Excellence in Advising” submission packages.
- Served on the UCF “Faculty Excellence Committee.” Served as a UCF Faculty Excellence CV reviewer/mentor on Jan. 28 and Jan. 29, 2019.
- Served as a UCF Faculty Excellence reviewer for the LIFE@UCF Women Excellence Awards in Feb. 2019.
- Continued a mentoring relationship with Japanese Librarian Yuka Taniguchi (Kobe University) by writing a successful Charleston Conference program proposal and co-presenting with her on Nov. 7, 2018. Also wrote and submitted a conference proceedings article for this program.
- Participated in the Scholarly Communication Faculty Advisory Board meetings and the monthly Scholarly Communication meetings.
- Coordinating a revitalization of UCF Libraries’ “Open Access Champions” initiative.
- Led library tours for: group of English Language Institute international students on July 18, 2018; UCF LIFE retirees on Sept. 18, 2018, March 5 and March 12, 2019.
- Represented UCF Libraries at the LIFE retirees’ final class of the year on April 16, 2019.

Scholarship & Professional Development
- Tierney, B. and Colding, C. (Nov. 8, 2018). Reimagining outreach to faculty and students at UCF and Florida Gulf Coast University. [Poster presentation]. 2018 Charleston Conference, Charleston, SC.
- Tierney, B. and Colding, C. (2018). 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) published in Lars Meyer’s Charleston Voices: Perspectives from the 2017 Conference. ATG (Against the Grain) Media (Note: Linda Colding and I were invited by ATG Media (“Against the Grain”) Editor Lars Meyer to write an updated and enlarged version of our 2018 Charleston Proceedings article of the same title for the new Charleston Voices publication).

- In April 2019 began collaboration on a “UCF Libraries Information Literacy Program Case Study” to be one of four case studies for a “Primary Research Group” article with Sharon Holderman, Coordinator of Public Services, Tennessee Tech University.

**Andy Todd**  
**Regional Campus Librarian**  
**Cocoa**  
**Creative Works:**

- Presentations:
- Worked with American Association of Diabetes Educators researchers to conduct an integrative review of the literature regarding the impact of educational interventions on episodes of hypoglycemia in diabetic patients.

**Service:**

- Co-Chair, Quality Assurance Workgroup Committee for Florida Statewide AskALibrarian Service.
- Member, Florida Library Association Scholarship committee.
- Member, UCF Academic Calendar Committee.
- Judge, Cocoa campus Nursing Research Student Poster Presentation symposium on July 12, 2018.

**Training/Development:**

- Sought promotion to Associate rank.

**State:**

- Florida Statewide AskALibrarian Service, Quality Assurance Workgroup Committee, co-chair, October 2016 –
- Florida Library Association Scholarship committee.

- University:
  - Academic Calendar Committee in 2017-2018
  - In-Unit Professional Development Leave (PDL) Committee in 2017-2018

- Libraries:
  - Promotion Coordinating Committee, Secretary, May 2017 – May 2018
  - Scholarly Communication Task Force: Faculty Advisory Board Work Group

**Min Tong**  
**Business Librarian**  
**Research & Information Services**  
**Entrepreneurship**

During this review period, Min Tong was promoted to the rank of Associate University Librarian. Min also successfully applied for a Fall 2019 Personal Development Leave which she plans to use to develop Business information literacy modules that incorporate the ACRL information literacy framework concepts and business curriculum mapping.

In addition:

- Successfully completed an Enhancement Award project funded by the Office of the Quality Enhancement Plan (QEP) entitled “Libraries Bridging the Gap Between Innovation and Entrepreneurship” as the project lead.
- Facilitated and presented at the QEP grant event “Competitive Intelligence: Industry, Company, and Market Research”
- Attended the 2018 ALA Annual Conference and participated in several sessions held by the Business Reference & Services Section (BRASS)
- Co-presented a poster “Building a Tag Library for CALA’s Social Media Channels” at 2018 CALA Annual
- Presented a poster “Bring the cost down! Partnering with instructors to offer textbook alternatives” at the ALA 2018 Annual Conference, New Orleans, LA
- Was invited to convert her ALA poster session into an article for possible publication in Technical Services Quarterly
- Presented a program “Libraries Bridging the Gap Between Innovation and Entrepreneurship” at the Southern Academic Business Librarians Conference, Athens, GA
- Co-presented a program “Sowing the Seeds of Innovation: Cultivating a Nurturing Environment for Entrepreneurship” at Charleston Conference 2018.
Faculty & Staff Accomplishments & Activities (cont’d)

Service
Served on the Faculty Senate Parking Transportation and Safety Committee (2017-19) and attended all monthly meetings in person. Was elected to be on the Board of Directors of CALA (2018-2020)
- Served on ALA Membership Committee as a member (2018-2020)
- Served on CALA Membership Committee as a Co-Chair (2018-2019)
- Served on the Planning Committee as a member for the inaugural conference “Celebration of Librarian Collaboration for Transfer Student Success”
- Served on the 2019 CALA Election Committee as a member
- Served on the search committee for the Head of Cataloging Department
- Volunteered at the following library events: Transfer Student Orientation library services table; “Alice’s Adventure in Scholarly Communication”.

Christina Wray
Digital Learning & Engagement Librarian
Teaching & Engagement
- Creative Works
  - Publications
  - Presentations
    - Burghardt, B., & Wray, C.C. (2019, March). Scaffolding information literacy skills by flipping in the EAP classroom. Presented as a Pre-conference Institute at the TESOL 2019 International Convention & English Language Expo, Atlanta, GA.
- Professional Development
  - Completed MS. Ed. in Adult Education from Indiana University
  - Service
    - National
    - AAACE Conference Session Peer Reviewer (reviewed 17 total proposals)
  - Regional
    - Celebrating Librarian Collaboration for Transfer Student Success Planning Committee Member
      - University
        - Common Program Oversight Committee, Chair
      - Library
      - Online Outreach Working Group – Chair
    - Director’s Advisory Group

John Venecek
Librarian
Research & Information Services
- National Service:
  - Digital Humanities Conference, peer reviewer.
  - Began service on the following ACRL committees in 2018:
    - The LES Nominating Committee, member.
    - The Arts section Liaison Committee, member.
    - The Arts Section Publication Committee, member.
    - University Service:
      - Undergraduate Research Council, member. Last years’ service includes:
        - Showcase of Undergraduate Research, Humanities judge.
        - Search Committee member for a new Instructional Specialist position.
      - Completed a three-year term as a Personnel Committee member.
- Library Service:
  - Promotion Coordination Committee, Secretary.

Dawn Tripp
Sr. LTA, Ask A Librarian
Research & Information Services
- Service: Libraries:
  - Information Kiosk

Publications:
Completed a chapter for the Research Lifecycle Open Text with Lily Dubach.

Presentations:

Service
National Service:
- Digital Humanities Conference, peer reviewer.
- Began service on the following ACRL committees in 2018:
  - The LES Nominating Committee, member.
  - The Arts section Liaison Committee, member.
  - The Arts Section Publication Committee, member.
- University Service:
- Undergraduate Research Council, member. Last years’ service includes:
  - Showcase of Undergraduate Research, Humanities judge.
  - Search Committee member for a new Instructional Specialist position.
- Completed a three-year term as a Personnel Committee member.
- Library Service:
  - Promotion Coordination Committee, Secretary.
Faculty & Staff Accomplishments & Activities (cont’d)

- Scholarly Communications Outreach Marketing and Events Committee
- Open Access Week Planning Committee
- Summer Knights Reading Program Committee
- LibGuides Working Group
- Web Working Group

Lindsey Xanthopoulos
Department Head
Circulation Services

- Creative Works:
- Presentation:
  o Mulvihill, Rachel and Lindsey Ritzert. “Unexpected Partners in Information Literacy: Cross-Department Collaborations to Support IL Events” Presentation at the Georgia International Conference on Information Literacy, Savannah, GA, 2018
  o Piascik, Jeanne and Lindsey Ritzert. “Summon the Robots! How UCF is Moving Its Collections From Open Stacks to An Automated Retrieval Center” Presentation at FALSC Spring Symposium, Seminole State, 2019
- Service: State
  - FALSC Resource Sharing Standing Committee, Chair
- Service: Libraries
  - 21st Century Library Planning Committee
  - 21st Century Library Communication Task Force
  - ARC Ingest Planning Team
  - Professional Development Research Award Committee, Chair January 2018
  - Attend meetings of Library Student Advisory Board
  - Summer Knights Reading Challenge
  - National Library Week
  - Service: University
  - University Master Planning Committee
  - Training/ Professional Development
  - ARC Training

Ying Zhang
Department Head
Acquisitions & Collection Services

Promotion:
- Successfully promoted to the University Librarian rank.

Notable Service:
- Served as the President of the Chinese American Librarians Association (CALA), leading the largest ethnic professional library organization in the U.S.
- Organized 2 international conferences in the U.S. and in China
- Led CALA at 4 international and national library conferences.

Peer-Reviewed Publication
## The Library Advisory Committee is a Reporting Committee of the UCF Faculty Senate.

### Colleges

<table>
<thead>
<tr>
<th>College Name</th>
<th>Position</th>
<th>Term</th>
<th>Faculty</th>
<th>College</th>
<th>Pathway</th>
<th>Term</th>
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<tbody>
<tr>
<td>Agarwal, Shaurya</td>
<td>College of Engineering and Computer Sciences</td>
<td>Civil, Environmental, and Construction Engineering</td>
<td>2019-2022</td>
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<tr>
<td>Boldt, Lin</td>
<td>College of Business Administration</td>
<td>Marketing</td>
<td>2019-2022</td>
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<tr>
<td>Bufquin, Diego</td>
<td>Rosen College of Hospitality Management</td>
<td>Foodservice and Lodging Management</td>
<td>2019-2022</td>
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<td>Davis, Jean</td>
<td>College of Nursing</td>
<td>Nursing Practice</td>
<td>2019-2020</td>
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<td>Murphey, Missy</td>
<td>University Libraries</td>
<td>Research and Information Services</td>
<td>2018-2021</td>
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<td>Nam, Eunji</td>
<td>College of Health Professions and Sciences</td>
<td>School of Social Work</td>
<td>2018-2021</td>
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<td>Philpps, Trey</td>
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<td>2019-2022</td>
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<td>Walden, Amanda</td>
<td>College of Community Innovation and Education</td>
<td>Health Management and Informatics</td>
<td>2019-2022</td>
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<tr>
<td>Walter, Lori (Chair)</td>
<td>College of Graduate Studies</td>
<td>School of Modeling, Simulation &amp; Training</td>
<td>2019-2022</td>
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<tr>
<td>Walton, Deedra</td>
<td>College of Medicine</td>
<td>Health Sciences Library</td>
<td>2017-2020</td>
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<tr>
<td>Warfield, Scott</td>
<td>College of Arts and Humanities</td>
<td>School of Performing Arts</td>
<td>2017-2020</td>
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<tr>
<td>Wheeler, Sandra</td>
<td>College of Sciences</td>
<td>Anthropology</td>
<td>2017-2020</td>
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<tr>
<td>Yu, Xiaoming</td>
<td>College of Optics and Photonics</td>
<td>Optics and Photonics</td>
<td>2019-2021</td>
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</table>

### Committee Administrator

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Term</th>
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</thead>
<tbody>
<tr>
<td>Baker, Barry</td>
<td>Director of Libraries</td>
<td>Ex Officio</td>
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</tbody>
</table>

### Other Representatives

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Term</th>
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<tbody>
<tr>
<td>deNoyelles, Aimee</td>
<td>Division of Digital Learning</td>
<td>Center for Distributed Learning</td>
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</tbody>
</table>

### Student Representative(s)

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Riley, Michael</td>
<td>Graduate Student Association</td>
<td>Graduate Student Association</td>
</tr>
<tr>
<td>Troncoso, Diego J.</td>
<td>Student Government Association</td>
<td>Student Government Association</td>
</tr>
</tbody>
</table>
UCF Libraries - Organization Chart
June 30, 2019

Color Key:
Orange: Directors
Green: Vacant
Gray: Dept. Head
Pink: Changes
Gold: Dept. Head
Blue: Faculty
Red: A&P Pos.

Outlines:
Gold: USPS Pos.
Blue: Faculty
Red: A&P Pos.

[Diagram of the UCF Libraries organization chart with names and positions of librarians and staff members, along with their contact information and locations within the library system.]
UCF Libraries Staff (as of June 30, 2019)

Alderman, Barbara (10/02) ............ 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
Bottorf, Tim (01/04) ............... UOF Library at Rosen
Brinster, 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
Dovydaivitis, Amy (01/18) ........ Curriculum Materials Center
Dubach, Lily (09/17) ............... UCF Connect Libraries
Duff, Sara (04/17) .................... Acquisitions & Collection Services
Dvorecky, Anna (11/02) ........ Cataloging Services
Dwyer, Seth (09/12) .................. Circulation Services
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
Haddock, 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
Hauht, Megan (03/16) .......... RIS and Teaching & Engagement
Hawk, Rebecca (04/18) .......... Circulation Services
Healy, David (08/92) .................. Cataloging Services
Hoepner, Athena (06/95) .......... Acquisitions & Collection Services
Humphries, Megan (06/01) .......... Circulation Services
Jagtermu, 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
LaMoreaux, Jamie (09/93) .......... Acquisitions & Collection Services
Langone, Jessica (04/18) .......... Cataloging Services
Leonova, Tatyana (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
Neese, Adriana (02/15) ........ Circulation Services
Norris, Sarah (08/15) ........ Research, Education, & Engagement
Nuhn, Peggy (03/12) ............... UCF Connect Libraries
Ogretken, Burak (01/03) ........ Special Collections / Archives
Piascik, Jeanne (09/95) .......... 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
Spyers-Duran, Peter (08/96) .......... Cataloging Services
Sypolt, Terrie (04/01) .......... Research & Info Services
Terril, 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, Dwan (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
Lavoie, Joel (02/17) ................. UCF IT

NOTE: Date in parentheses is the library date of hire.