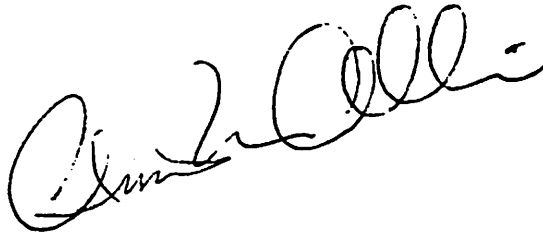


## MEMORANDUM

TO: Ed Neighbor  
FROM: Anne Marie Allison  
DATE: May 26, 1994  
SUBJECT: Annual Report

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Typically, academic units submit *Annual Reports* in spring, but libraries are different. Libraries "close the books" on June 30; collate and analyze statistics in July; draft narratives in August; and submit *Annual Reports* in September. We appreciate your patience with this chronology.

Each department and smaller units within departments prepare reports with the following headings: *Mission Statement, Accomplishments and Progress, Personnel Changes, Problems Solved, Problems to be Solved, Significant Professional Activities, and Statistical Summary*. This pattern makes it possible to compare units and, within a specific work group, to compare one year with another. The 1993/1994 reports will feature a new section titled: *President's Five Goals*. They will feature some (not all) contributions towards the goals.

The UCF Library story in 1993/1994 can be summed up as, "It was great!" A few "preview" highlights follow here. Our "Introduction to the Internet" series for faculty was a great success. More than 300 individuals participated in 26 sessions, and quite a few returned for follow-up interviews. In the area of *undergraduate programs*, the

Circulation Department reported a stunning increase in service. The number of items circulated through the end of April was 286,000, exceeding 1992/1993 totals (264,000) by more than nine percent. The popular group study rooms were "booked solid."

Many faculty members and students use our Interlibrary Loan service, but one of its chief responsibilities is providing support for *research*. Borrowing rates in the last four months alone increased 22 percent over the same period last year. Between July 1993 and April 1994, UCF borrowed 8,053 items from other institutions. (In 1992/1993, UCF had borrowed only 6,382 items from other institutions.) On the positive side, this impressive growth is due to our enhanced document delivery program *and* to the increase in electronic access. On the negative side, the change may be due to reductions in the number of subscriptions held.

Increased electronic access is appealing, and surely a move in the right direction. Nevertheless, it presents problems, notably aging (circa 1984/1985) hardware, and the fact that much of the electronic information available (with the exception of LEXIS) is in the form of citations, indexes, and abstracts, rather than full text reproductions. Researchers now have a stunning range of sources at their fingertips, and they increasingly request information published in journals, proceedings, and books not owned here.

In the area of *diversity*, the library's record is exceptional. Of 29 professional librarians, six (20.7%) are in a protected class designation (one Hispanic, one Asian, two Black, and two Vietnam Era Veterans). Among the library staff as a whole, with 74 filled lines, 14 individuals (18.9%) are "diverse." Of the 103 Student Assistants currently employed, 41 (or 30.8%) are culturally and racially diverse. This includes 17 international students (16%), and 24 minority students (23%).

In the area of *community partnerships*, the library's TIS (telephone information service) answered more than 9,231 questions through April, an increase of 9.7 percent over the same period last year. More than half of the questions originate beyond ~~the~~ UCF <sup>academic</sup> community. Another *partnership* enterprise is the library's community service auxiliary, LINE (Library Information Network and Exchange). Activity grew this year from 3,166 transactions in 1992/1993 to 3,882 in 1993/1994. Requests ranged from questions on the derivation of pesticides from squash, through a search for the ultimate golf club head, to the use of lasers in textile industries, and executive compensation packages. The popular US Patents and Trademarks service continued to draw an enthusiastic stream of researchers and novice inventors from Central Florida and beyond.

*Financially*, the year was a success, although it opened with a devastating shortfall in state-supplied funds. The challenge became an opportunity! The new Provost responded, promising to return "library" overhead to the library, as soon as the Division of Sponsored Research financial standings are clarified. Academic Affairs graciously provided \$250,000 (university reserve) funds, and the library itself transferred almost \$200,000 of salary savings into "Book OCO." These dollars helped pay for books and serials. Even with this added support, the library was were forced to cut approximately 100 costly serial titles, principally in science and technology. UCF faculty responded with "grace under fire," demonstrating an impressive spirit of cooperation and rapport. The Senate once again sent a "vote of confidence," while the Library Advisory Committee, under Dr. Pam Lewis' leadership, performed admirably.

Individuals and groups here at UCF and across the state had worked for years to modify the aging "new" Washington formula, but President Hitt's efforts at the BOR level finally made this goal a reality for 1994/1995. The SUS now will begin to distribute "book" funds among the nine libraries, using a formula driven by enrollment, rather than on existing inventories.

The President's "new holiday tradition" of gifts to the library attracted financial and emotional support. William Bryant, the benefactor of our West Indies Collection, had donated Ben and Jerry's stock valued at \$89,625 in 1992/1993, and continued this year with a gift of Biogen stock valued at \$98,500. A new, proactive President of the *Friends of the Library* attracted some supporters and gifts, and he also established a \$2,000 scholarship for a Library Student Assistant. The Orlando Sentinel once again provided a \$10,000 matching grant and our loyal friends met the challenge.

As always, our librarians participated in numerous local, state, and national professional and public service organizations, serving on elected and appointed committees and boards, publishing, and making presentations. Along with all this good news, there is some partially sad news. Janice Bain, the innovative LINE librarian, is leaving UCF to accept a position as Associate Dean of Libraries at Troy State in Alabama, while Phyllis Ruscella, Head of the Access Services Department, is leaving to become Head of Reference at the University of North Carolina, Chapel Hill.

This brief report provides a good opportunity to thank you, Dr. Neighbor, and the entire Academic Affairs family, Brenda, Fran, Gary, and Frank, for the professional support and personal kindness extended to the library during 1993-1994.