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With the establishment of the Information Services and Scholarly Communication Division in the Libraries at the beginning of the year greater emphasis is being placed on the total user experience provided by the Libraries for students and faculty as well as services related to all aspects of research at the university.

The need for an institutional repository at UCF to preserve and provide access to the digital scholarship of faculty and students as well as the Libraries digital collections has been recognized for some time. There was also a need to offer services that support the research at UCF. With that in mind, the Research Lifecycle Committee was established to develop a mental model. The committee created a graphic illustrating institutional services and support which are currently or need to be provided to faculty through the phases of their research: planning, project, publication, and 21st century digital scholarship. The Research Lifecycle\(^1\) at UCF was presented to Provost Tony Waldrop and Vice Provost Joel Hartman.

As their charge expanded, the Committee became the Scholarly Communication Advisory Group. Representatives of the Advisory Group collaborated with the Institute for Simulation & Training which is in charge of the high performance computer, STOKES; the Office of Research & Commercialization; Computer Services and Telecommunications; and the Faculty Center for Teaching and Learning to further develop and disseminate the Lifecycle throughout the university. It was also used to raise awareness of services available to faculty.

A website for the Office of Scholarly Communication\(^2\) was established based on the lifecycle graphic and provided access to information on topics related to scholarly communication. Photographs and statements of faculty in support of Open Access publishing are also included there.

Members of the Advisory Group also gave presentations on the Lifecycle at various state, regional, and national library association conferences that were well-received.

With the establishment of the position of Associate Director for Communication, Assessment, and Public Relations, progress was made to design a communication plan for the Libraries, increase assessment strategies, and enhance relationships with university units external to the Libraries and the Central Florida Community and beyond. The Libraries’ first Communication Committee was established and work began on a comprehensive communications plan.

The ILL/DD Department was integrated into the Collections and Technical Services Division which previously only consisted of Acquisitions & Collection Services and Cataloging Services.

There was very little progress toward the 21st Century Library construction and renovation project during the year. The Governor did not allow any State University System (SUS) Capital Improvement Trust Fund (CITF) projects to be bonded in 2013. The UCF CITF Fee Committee had approved a $2.00 increase in the CITF fee for the next three years through the fall of 2014; however, without bonding authority, the first phase of the project could not be fully funded. Although the university did receive $12.4M of a possible $36M had it been bonded. The funding for the second phase of the project which would have been funded in the fall 2013 was not approved by the SUS Board of Governors. The Board decided not to fund any CITF projects. As the year ended it was uncertain what the next steps would be but perhaps work to revisit the building program and design work with Holzman, Moss, Bottino & Associates could be funded during FY 2013/2014.

### Student Technology Fee Awards

The Libraries received four Student Technology Fee Awards for 2011/2012 in the amount of $772,114 funding the following proposals:

- **Public PC & Laptop replacement; Additional iPads**
  Two hundred eighty public PCs will be replaced with Dell all-in-one PCs in public service areas, six PCs in collaborative areas will be upgraded, and the forty four PCs in the library classrooms will be replaced with Dell all-in-one PCs. Additional laptops and iPads will also be purchased. Total cost $448,628 (Tech Fee funds $433,628, cost share $15,000).

- **Comparable Technology for Regional Campus Libraries**
  Thirteen Dell laptops, nineteen iPads, and one iMac will be available for check out by students on Regional Campuses at a cost of $34,463 (Tech Fee funds $30,963, cost share $3,500).

- **VHS to DVD Transition**
  To support the university’s transition to DVD technology from VHS in campus classrooms, heavily-used VHS tapes in the John C. Hitt Library collection will be replaced. Three hundred ninety seven DVDs will be purchased at a cost of $63,522.

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Alexander Street Press Streaming Videos

Several new streaming video collections have been purchased from Alexander Street Press in thirteen subject areas including American history, Art and Architecture, Theatre, Counseling and Therapy, Education, and Filmmaking to name a few, at a cost of $249,000 (Tech fee funds $244,000, cost share $5,000) to date, the Libraries received $2,778,269 in Technology Fee funds. This has enabled the Libraries to revitalize the 2nd floor of the John C. Hitt Library, creating the Knowledge Commons; implement OneSearch, the EBSCO Discovery System; purchase needed PCs, laptops, tablets, and software for students on all campuses; and acquire significant online collections of monographs, journals, and streaming videos in all subject disciplines.

The Research and Information Services Department initiated a new service model, Subject Librarians, which is designed to enhance the Libraries’ role in providing support in the areas of student learning, faculty teaching and research, and scholarly communication. A Subject Librarian Web page1 was implemented and Subject Librarians are featured on the digital signs in the John C. Hitt Library. A goal of the new service is to enable librarians to support university colleges and academic departments by increasing librarian visibility and accessibility. Initiatives during the year included: a survey to identify needs of graduate students; enhanced “new faculty” experience with the creation of a new faculty research guide and the launch of an online newsletter, Illuminations, which features the work of new faculty.

A new position of Sr. Art Specialist was instituted during the year which supports graphic design and video production.

Information Literacy and Outreach was involved with the launch of the EBSCO Discovery Service (EDS) Web-scale discovery tool known as OneSearch. The department conducted a usability study to assess the functionality of the new library Web page design and students’ navigation of the site. The department also created a research guide and created a logo design and marketing video.

The number of students completing assessments with information literacy modules was 7,860 and 42,046 assessments were completed for an increase of 9%. The average score was 85.71%.

The number of Web courses with embedded librarians increased to 120 courses and but the number of students taught dropped to 3,554.

Face-to-face library instruction classes were attended by 10,203 students in 384 classes in the John C. Hitt Library. There were 4,690 students in 191 classes on the Regional Campuses. There were 1,573 students attending 49 classes at the Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management. The Curriculum Materials Center reported the 350 students attended 13 classes.

The UOF library received two significant gifts during the year: books from the estate of Professor Robert Ashley, one of the first faculty members of the UCF Hospitality program, and books from the collection of Professor William Fisher, Darden Eminent Scholar Chair in Restaurant Management at Rosen College, who retired during the year.

The first building constructed on what was then the Florida Technological University campus was the library, which when opened in 1968 had a small collection of “some 50,000 books and periodicals plus 6000 items of government documents...”2. It also housed administrative offices, classrooms, faculty offices, the bookstore, and various other university functions. It was indeed the heart of the university then as it is today.

In March 2012, the State University System Board of Governors approved UCF’s Board of Trustees’ vote to name the library the John C. Hitt Library in honor of President Hitt’s 20th anniversary at the university. It wasn’t until June 2013, however, during the 50th anniversary year of the university, that the new name was officially added to the building.

After more than 25 years the Florida Solar Energy Center (FSEC) Library was closed and over 20,000 volumes from the collection were relocated. Most became part of the Government Documents Collection, and some were added to Special Collections & University Archives, the Reference Collection or the General Collection in the John C. Hitt Library. Other materials will be sent to the statewide shared collection, the Florida Repository (FLARE), in Gainesville or withdrawn. This major effort involved participation from most departments in the Libraries as the FSEC Library collection was evaluated and redistributed. Cynthia Kisby, Head Regional Campus Libraries, led the project.

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1 http://library.ucf.edu/SubjectLibrarians/

2 From Lynn Walker's first annual report, 1968-1969
As students have become more familiar with the Knowledge Commons, questions at the Research & Information Desk have declined. This may also be due in part to the implementation of the Lib Answers Knowledge Base FAQ, which may have answered many of users’ questions which would otherwise have been directed to the Research & Information Desk. The number of queries is still well above the 2009/2010 total.

Use of the Lib Answers Knowledge Base FAQ increased to 25,341, an increase of 72% over the previous year. There were 354,483 hits on the Libraries’ over 500 Campus Guides. The number of guides created by library staff and faculty almost doubled. Use of the Mobile Librarian service continued to be popular as well.

Ask A Librarian service usage increased by 9% to 10,393 with most of the increase in Instant Messaging Chats which increased 49% from last year. Much of this increase may be due to a widget embedded in OneSearch which provides immediate help for OneSearch users. Email queries increased by 3%. Telephone calls continued dropping as email, text messaging, and instant messaging increased.

Circulation of the Libraries collections, not including reserves was 263,231, a decrease of 10% over last year.

Use of the John C. Hitt Library decreased by 7% for a total of 1,337,238 users. The number of patrons using the Universal Orlando Foundation Library at the Rosen College of Hospitality Management declined slightly (1%) as 138,384 persons were served by the library. Use of the Curriculum Materials Center declined by 13% to 64,378.

Interlibrary Loan Lending requests increased during the year to 46,229, an increase of 10%. Borrowing requests increased 9% to 24,018. The Document Delivery increased 18% to 11,358. Interlibrary Loan/Document Delivery Services has the smallest number of staff per request in the State of Florida and has the fastest turnaround time in the State. Quite a distinction that the department has had for many years.

The Libraries’ extreme slow growth in print collections continued as only 17,607 print volumes were added with a decrease of 23% over last year. This is the lowest number of print volumes added to the collection since 1987. Over the past seven years the number of print volumes acquired has rapidly declined; dropping by 66%. This is a result of a continuing flat library materials allocation, continuing loss of purchasing power due to inflation, and that more funds are being spent on electronic resources.

The print collection now has 1,825,915 volumes including government documents for an increase of 1%. Access to 710,185 electronic books is provided for a total collection of 2,536,100 print and electronic volumes. 24,197 ebooks were added to the collection.

Approval plan expenditures were $525,053 with 9,308 volumes purchased, down 5% from last year. The total number of print volumes purchased decreased slightly to 16,795.

Access to electronic resources continues to grow. There were 11,319,901 searches with 2,839,147 full-text downloads of all databases for which COUNTER compliant statistics are available.

Expenditures for all electronic resources continued to increase as $4,354,810 or 71% of the library materials expenditures was spent on those resources, up 3% from 2011/2012.

OneSearch, the EBSCO Discovery System (EDS) implemented last year, was very heavily used during the year. There is indication that OneSearch has had a positive impact on usage of the Libraries’ full-text journal packages. There were 561,490 click-throughs to full-text and 672,970 abstract/record views. OneSearch has also been integrated into library instruction.

The library materials initial allocation decreased slightly to $5,037,244. Student Technology Fee Award funds, internal library transfers, and other funds added $1,124,084. Overall $6,161,328 was spent on library materials. As vacant positions are filled, the amount of salary savings available to be transferred into the library materials budget will decrease. Inflation continues to erode the purchasing power of Libraries’ ability to provide needed print and online resources. The overall effect of these factors will result in a reduced library materials budget.

The FLARE project was a major undertaking by Collections & Technical Services to prepare part of the collection in the John C. Hitt Library to be transferred to the Florida Academic Repository (FLARE). FLARE is a statewide shared collection facility managed by the University of Florida in Gainesville. Moving materials to FLARE is necessary to free shelf space for new acquisitions in the John C. Hitt Library as shelf space is just about at capacity. So far, 92,000 serial volumes have been barcoded and labelled. Of these 63,000 will be sent to FLARE and the other 29,000 volumes are already in FLARE. Those duplicated titles will be withdrawn. Shipments to FLARE will begin next fiscal year when the facility is ready to receive them.

Eventually with the completion of the 21st Century Library project which includes an Automated Retrieval Center (ARC) as part of the new expansion of the existing building, as well as renovation of the original 1967 building and the 1984 addition, most of the collection will reside in the ARC. The ARC will have a capacity of 1.5 million volumes. An inventory of the collection and cataloging of materials which will be moved into the ARC are current projects of Cataloging Services to prepare the collection for ingesting into the ARC.

The Shared Bib Project by the Florida Center for Library Automation (FCLA) – now Florida Virtual Campus (FLVC) – merged the catalogs of the 11 state university libraries, taking a total of 23 million bibliographic records and merging them into one shared catalog of 11 million records. Cataloging Services spent much of the year on major time-consuming cleanup projects and
resolving complex cataloging workflow issues as a result of that merger. There are major issues yet to be solved.

In March 2013, a new cataloging code, Resource Description and Access (RDA) was implemented at libraries worldwide and at UCF. Intensive training was necessary in preparation, and many webinars and in-house training sessions were held.

The Libraries’ Book Arts Collection acquired several outstanding books including Last Cloud, by Brighton Press, a book of poems by Chard deNiord and Ruth Stone, with etchings by Michele Burgess; Calling Farmers to Action, by Laura Smith, a unique Organik Press title which is a fragmented narrative of American colonial American history, with various rubbings from war, pop culture, and historical memorials; Migration Now, a limited edition portfolio of 37 handmade prints addressing the full spectrum of migrant issues, from the artists of Justseeds and Culture Strike; and Memento and Cat’s Cradle by Julie Chen, an acclaimed artist. Memento is about the fragility of the book and the power of reading and Cat’s Cradle translates thought about the nature of existence from idea to form.

Also acquired was The Alder, a limited edition of 30 copies by Peter and Donna Thomas.

Noteworthy additions to the Floridiana Collection included Mexicana, a hand-colored copper engraved map of the Gulf of Mexico, Mexico & Central America, dated 1602; and the Photograph Album of Florida and the Caribbean containing 92 photographs of Florida’s Atlantic coast and Nassau, Bahamas.

Several unique titles were added to the Bryant West Indies Collection including Ship’s Logbook and Shipwreck Diary for a Schooner out of Philadelphia and Sailing throughout the Caribbean to South America by Payne.
Director’s Overview (cont’d)

William; two 18th century manuscript legal documents each signed by Anthony Stokes—a future Georgia Chief Justice, dated Antigua, May 24th, 1765, and October 16th, 1765. Significant maps acquired were: The Antilles or West India Islands, a detailed map of the Caribbean, dated 1857; and West India Island, Guadaloupe Mariegalante & Antigua by John Thompson, one of the most respected 19th century Scottish cartographers, dated 1814.

Denise Hall donated more works by Joy Postle, a noted Florida artist, including twelve murals and fourteen paintings from her collection.

Partnering with the Crealdé School of Art in Winter Park, eight paintings were loaned from the Bryant West Indies Collection for the Haitian art exhibit, “Keeping Haiti in Our Hearts: Interpreting Heritage in the Diaspora.”

Digital Initiatives was involved with several projects including the Digital Library of the Caribbean (dLOC); the Association of Southeastern Libraries (ASERL) Civil War in the American South, Central Florida Memory, Florida Historical Quarterly, Harrison Price Papers, University Catalogs, and Retrospective Theses and Dissertations for a total of 54,633 images.

Central Florida Memory had 21,802 visitors with 107,852 page views.

There are now 4,176 electronic theses and dissertations in the collection as well as 460 electronic honors theses. Wireless printing was implemented to allow personal mobile devices to print in the John C. Hitt Library, and Shibboleth authentication for access to library resources from off campus was applied. EZProxy now uses Shibboleth.

New Faculty

- **Carrie Moran**, May 2013, Regional Campus Librarian, Osceola
- **Sai Deng**, August 2012, Metadata Librarian, Cataloging Services
- **Barbara Tierney**, January 2013, Head, Research & Information Services

Faculty Transitions

- Elizabeth Killingsworth – from Interim Head, ILO to permanent Head, ILO (September 2012)
- Rachel Mulvihill – from Information Literacy & Outreach to Interim Head CMC (August 2012)

New A&P and USPS Staff Members

- Seth Dwyer, September 2012
- Michael Jimenez, January 2013
- Schuyler Kerby, February 2013
- Mary Rubin, March 2013
- Andria McKinney, April 2013
- Matt Desalvo, June 2013 (A&P)

Several important titles were acquired as a gift from Michael Spencer and were added to the Michael J. Bromeliad Research Collection. Added to the Rare Book Collection was a rare 16th century Aldus Press title, Enarrationes in Sacrosanctum Jesu Christi Evangelium Secundum Mattheaeum, by Pauli de Palacio, also a gift of Mr. Spencer.

UCF Professor Emeritus Dr. Walter Kingsley Taylor donated his papers which include professional correspondence, pre-publication drafts, page proofs, unbound color prints, and final printouts of his published monographs: Florida Wildflowers in their Natural Communities; Florida Wildflowers, a Comprehensive Guide; Andre Michaux in Florida; A Guide to Florida Grasses; and Introducing Florida Grasses.
Retirements


Awards

- Andy Todd, UCF’s 2013 Excellence in Librarianship Award

- Cindy Dancel, IT&R Outstanding Service Award, May 2013

- Rosalie “Rosie” Flowers – Inaugural UCF Libraries Employee of the Year

Library Service Awards

This was 8th year of the Libraries’ years of service awards. This year’s awardees were:

- 25-Years:
  - Joanie Reynolds (Interlibrary Library Loan/Document Delivery Services)

- 15-Years:
  - Barry Baker (Administrative Services)
  - Marcus Kilman (Circulation Services)
  - Peter Spyers-Duran (Cataloging Services)
  - Ying Zhang (Acquisitions & Collection Services)
10-Years:
- **Cindy Dancel** (Research & Information Services)
- **Rachel Mulvihill** (Information Literacy & Outreach)

5-Years:
- **Michael Arthur** (Acquisitions & Collection Services)
- **Martha Cloutier** (Circulation Services)
- **Stephen Nordlinger** (Circulation Services)
- **Nola Pettit** (Research & Information Services)
- **Yvonne Rivera** (Cataloging Services)
- **Susan Terrill** (Administrative Services)
- **Min Tong** (Regional Campus Libraries)
- **John Venecek** (Research & Information Services)

June S. Stillman Memorial Scholarship

On November 29, 2012, Ms. Sarah Miwa Parker, a senior planning to graduate with a B. S. in Environmental Studies and a certificate in Teaching English as a Foreign Language (TEFL) in May 2013, was officially recognized as the recipient of the $2,000 2012/2013 June S. Stillman Memorial Endowed Scholarship for Library Student Assistants & USPS Employees. Since May 2009, she has worked as a student assistant in Libraries Circulation Services. This $2,000 scholarship, offered specifically to Libraries student assistants and USPS employees, was established in memory of June Stillman, a charter librarian of our university who tragically lost her life in 1998.

It takes a lot of support to make a scholarship recipient. 2012/2013 recipient of the June S. Stillman Memorial Endowed Scholarship Sarah Miwa Parker above center is surrounded by part of her network which includes a father (John), mother (Yuko), and sister (Grace); a Director of Libraries (Barry Baker); a supervisor (Amanda “Myna” Branhman); friends (Masumi Palhof and Naomi Parke); a co-founder of the scholarship (Cheryl Mahan); and a mentor (Tina Richards, UCF Arboretum).

Director’s Conclusion

While there were disappointments with the progress toward the 21st Century Library project for the expansion and complete renovation of the John C. Hitt Library and budget constraints continued to present challenges, the Libraries’ new organization structure will provide the means to enrich the user experience with new and augmented services. The Libraries are very fortunate to have exceptional staff and faculty to meet those challenges and create opportunities.
The mission of Library Administrative Services is to provide seamless administrative, financial, human resource, and facilities support to enable library faculty, staff, and management to carry out the library's primary service missions in the best possible manner.

**Highlights of the Year in Retrospect**

### Administrative Services
- Facilitated a fee proposal for an occupancy and load analysis of the John C. Hitt Library, as part of third floor study. Working with Circulation Services, conducted traffic studies in the building and briefed fire marshal on the study's findings.
- Participated in the 24/5 task force, a feasibility study to maintain 24-hour service in the John C. Hitt Library five days per week. Developed cost estimates, discussed parameters of the service, staffing, safety, and logistics considerations.
- Coordinated submission of a Technology Fee proposal for the Universal Orlando Foundation Library at Rosen consisting of a redesigned conference room into a fully-furnished collaboration room, wall-mounted monitors in three study rooms, and the addition of electrical outlets in the main room.
- Coordinated submission of a Technology Fee proposal for the Curriculum Materials Center consisting of redesigned group study rooms into collaboration spaces, addition of 20+ PC workstations in the main room, new wall-mounted workstations on the far back left wall, and overhead projection capability in the PC corner to create an informal classroom.
- Worked with Technical Services on a proposed reset of space in open areas of Cataloging and Acquisitions; involved several meetings with design professionals and Mary Page. Associate Director for Collections & Technical Services.

### Fiscal Office
- Renegotiated with UCF Business Services a fee commission to the Libraries for a percentage of gross revenues in Java City, John C. Hitt Library.
- Successfully completed the CISP (Cardholder Information Security Program) annual self-assessment questionnaire for the Library PCI (Payment Card Industry) compliance.
- Adopted changes to the petty cash recording and replenishment system due to changes in UCF Finance & Accounting procedures.
- Changed Library deposit procedures necessitated by changes in the University's Knight Cash deposit procedures. Updated the library procedures for Circulation collection and patron refund methods. Held a workshop for Circulation staff on new procedures.
- Achieved a savings of over $1,000 on a purchase by Fiscal Office staff taking the initiative to investigate and work with vendors and requesting departments on an order by switching from 3M tattle tape to Demco tattle tape.
- Coordinated meetings for Identity Theft Prevention Program Annual Assessment Worksheet 2012 required by the University. Prepared and submitted the worksheet online to Finance & Accounting upon approval by the Associate Director for Administrative Services.

### Human Resources and Staff Development
- Covered all payroll and student hiring responsibilities for two months, November & December 2012, while recruiting, hiring and training a new payroll manager.
- Organized and processed personnel information for ten hires and eight separations.
- Assisted with employee hiring process, online requisitions, hiring proposals, submitting job offer letters, and hiring ePAFs.
- Coordinated an update of USPS and A&P position descriptions older than two years.
- Position Description Weeding Project – consolidated and placed in a separate binder previous employee’s position descriptions.
- Revised new employee’s Helpful Hints document, September 2012.
- Coordinated in-house ABCs of Diversity Training, November 2012, and created certificates to track employees’ attendance for ABCs of Diversity & Prevention of Discrimination.
- Prepared and reviewed hiring paperwork for all new OPS student and non-student employees ensuring HR policies and procedures are met; processed 39 OPS students/non-students hiring packets and 36 terminations.
- Began the PERM process and filed H1B visa papers for a library employee.
- Assisted in reclassification of two IT positions and a Sr. LTA to Sr. Art Specialist.
- Assisted with market equity proposal for faculty and USPS.
- Arranged for ITR training on Adobe Connect for all UCF librarians.
- Facilitated review and Management Council discussion of OPS annual increases and starting salaries.
- Assisted search committees (Head of Information Fluency & Outreach, Head of Reference, Head of CMC) with announcements, agendas, travel, move reimbursement and other procedures. Serve as liaison to International Services Center for hire issues for non-citizen cataloger candidate. Wrote and posted ad for ILO adjunct.

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**Lunch at the Olive Garden: CW lower left**

Deirdre Campbell; Sue Terrill; Parri Bolinger; Mike Jimenez, Frank Allen, Barry Baker, Raynette Kibbee, Selma Jaskowski, Mary Page, Cynthia Kisby, Janet Girard
Facilities
- Coordinated American Association of State Colleges and Universities (AASCU) president's tour of the Knowledge Commons, June 20, 2013. This was a high profile event concluding with a reception at the Tech Commons. The AASCU convened on campus for a two-day workshop/conference focusing on technology. Tourd senior librarians from Hillsborough County Library System through the Knowledge Commons, January 2013.
- Began working with Technical Services on a proposed reset of space in open areas of Cataloging and Acquisitions, the goal of which is to consolidate staff on third floor up to fifth floor; involved several meetings with design professionals.
- Coordinated a tour of the Knowledge Commons for 50+ representatives of the National Association of Campus Card Users, April 18. The event, initiated by the UCF Card Office, was part of a one-day visit to UCF for individuals attending a professional conference in Orlando.

Front Office
Continued to provide support and assistance to the Administration Office and Libraries as a whole by:
- Building Issues:
  - As the John C. Hitt Library continues to age, the reporting, monitoring, and serving as liaison on building issues, including those sent via the Intranet form has become an ever-growing challenge.
  - In addition this year, Facilities Operations (FO) implemented both a new reporting system AIM and restructured the workflow for maintenance and repair staff to “Zones” rather than dedicated staff for specific tasks or buildings. These changes required Sue Terrill to spend a lot more time assisting, following up, and guiding Facilities Operations staff members. Changes in housekeeping workflow added to the challenges.
  - In the spirit of cooperation, Terrill worked with FO on the installation of new library drop boxes, and provided valuable guidance to new housekeeping supervisors. She also brought to the attention of and coordinated with The Spot, campus office supply store, with problems encountered with their new vendor system for ordering desk name plates.
- Arranging for meetings, e.g., supplies, catering, etc.
- Monitoring & approving calendar room, van, & Polycom reservation requests
- Procuring and keeping track of the Libraries keys
- Assisting with telecommunications issues (new phones, personnel changes, equipment problems, line problems, etc.)
- Assisting with personnel and payroll issues when needed

Staffing Changes
- Jade Laderwarg, Libraries’ Payroll Manager from August 25, 2008 through November 8, 2012, completed her MBA and she accepted an A&P position in the College of Engineering. She is now working on a PhD.
- Michael Jimenez started as the new Payroll Manager on January 4, 2013 with a wealth of UCF experience and knowledge of payroll. Jimenez had been the Office Manager in the Department of Physics for seven years. In the US Air Force Mike served as a Superintendent, Customer Service and Chief of Personnel. Jimenez very quickly learned the library procedures and was productive from the moment we saw his smiling face. We are very fortunate to have him.
- Copy Services Department lost two student assistants, Chris Hodges, and Jaclyn Hislop. They are off to begin their new careers. We welcomed new student assistants to the department, Jonathon Tyler Shivers and Ingrid Barrow.

Departmental Goals: 2012-2013

General Administrative
- Assess, with Administrative Council, repurposing opportunities for physical space in the John C. Hitt Library. Submit technology fee proposal for Rosen Library. Implement if awarded. Ongoing.
- Finalize building occupancy study. Accomplished.
- Submit technology fee proposal for Rosen Library. Implement if awarded. Accomplished.
- Submit technology fee proposal for Curriculum Materials Center. Implement if awarded. Accomplished.
- Continue to assist with planning for major library addition/ARC/renovation. Ongoing.
- Participate in faculty market equity salary study. Accomplished.

Fiscal Office
- All Fiscal Office staff will pursue training to maintain professional standards and keep skills current. Completed.
- Investigate the feasibility of creating and maintaining a Fiscal Office page on the Libraries Intranet site to provide timely information on fiscal matters to library personnel. Determined to be feasible and of benefit to librarians and staff.
- Continue to document procedures and review existing operations for efficiency & effectiveness with an emphasis on cross training for backup duties. Updated procedures for petty cash, Knight Cash deposits and patron refunds.

Human Resources
- Payroll Manager learn UCF Online Hiring via PeopleSoft Admin. Completed by both Payroll Managers.
Conduct audit and update all position descriptions to ensure currency.  
Completed

Reconsider options for group orientation for new library employees.  
Undertaken by Public Services Group

Adapt to and keep staff informed of campus policy and procedure changes.  
Ongoing

**Facilities**

- Deliver mail in a friendly and timely manner.  
  Accomplished.
- Fill supply orders in a friendly & timely manner.  
  Accomplished.
- Account for 100% of the libraries equipment valued at $5,000 or more.  
  Accomplished.
- Surplus or recycle any old and outdated supply items.  
  Accomplished.
- Set up quarterly meetings with all student assistants in the Copy Services department to go over issues and opportunities.  
  Accomplished.

**General Administrative**

- Continue efforts with design of library expansion and automated retrieval center
- Work with library managers on effective use of space in John C. Hitt Library, examples: fifth floor tech services re-design; Special Collections de-humidification
- Continue work on market equity efforts for faculty and staff
- Assist with transfer of materials to University of Florida FLARE; initiate RFQ with moving companies

**Fiscal Office**

- All Fiscal Office staff will pursue training to maintain professional standards and keep skills current.
- Having determined a fiscal Intranet site to be feasible and beneficial, data to be included, format, and a possible timeline for implementation will be decided upon.
- Accounts receivable spreadsheets for Interlibrary Loan and InfoSource will be updated and the system reconfigured to make it more easily accessible by all parties.

**Human Resources**

- Have a library representative attend all HR Liaison Meetings.
- Successfully adapt to new campus policies, procedures and technologies.
- Regularly review existing procedures to ensure that appropriate changes have been implemented.

**Facilities**

- Deliver mail in a friendly and timely manner.
- Fill supply orders in a friendly and timely manner.
- Account for 100% of the libraries equipment valued at $5000.00 or more.
- Cross train two new student assistants to help with mail pick up, delivery, sorting, along with participating in various special projects.
- Continue to purge records, old and or out of date supply items and equipment for surplus opportunities.

**Departmental Goals: 2013-2014**

**Become more inclusive and diverse**

- Liaison for the Purchasing Diversity Suppliers program

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**Library Administration**

**Table 1**

**Human Resources Selected Statistics Five Year Summary**

<table>
<thead>
<tr>
<th></th>
<th>FY 12/13</th>
<th>FY 11/12</th>
<th>FY 10/11</th>
<th>FY 09/10</th>
<th>FY 08/09</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FWS Employment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Students</td>
<td>38</td>
<td>24</td>
<td>37</td>
<td>43</td>
<td>50</td>
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<tr>
<td>OPS Savings</td>
<td>$25,925.85</td>
<td>$25,128.87</td>
<td>$47,935.97</td>
<td>$54,788.06</td>
<td>$62,980.57</td>
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<tr>
<td><strong>Employee Turnover</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hired-USPS</td>
<td>8</td>
<td>8</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Hired-FAP</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>4</td>
<td>12</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Separated-USPS</td>
<td>7</td>
<td>8</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Separated-FAP</td>
<td>2</td>
<td>5</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>9</td>
<td>4</td>
<td>13</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td><strong>Staff Programs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Video &amp; Web</td>
<td>-</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guest presenters</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

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**Frank R. Allen**

Associate Director for Administrative Services
Continued outreach efforts with College of Education (CED) faculty and student groups.
Hosted Outreach table at University Welcome Expo, HAPPY (Having Active Participation Prepares You) Hour Student Showcase, and Literacy Symposium.
Reinstated in-person orientations for EDG4410.
Added materials to collection in support of transition to Common Core State Standards.
Conducted three interactive whiteboard workshops, coordinated by Josh Arroyo and Sarah Travis, in October and November 2012.
CMC News distributed to College of Education faculty and staff, October 2012.
AT4E computer installed (Accessible Technology for Everyone), October 2012.
Updated CMC home page to include CMC-only Catalog search, October 2012.
Established catalog-only patron-facing computer at desk for quick searches, October 2012.
Awarded LIFE grant in amount of $650, with $610 in matching fund from Libraries for the purchase of 41 Ellison dies, November 2012.
Hosted HAPPY Hour Workshop, February 2013.
Completed DVD Shelving project to create DVD shelves instead of interfiling, June 2013.

**Staffing Changes**
- Interim Head Jason Martin left in July 2012 to accept the head of Public Services position at the DuPont-Ball Library at Stetson University.
- Rachel Mulvihill served as Interim Head starting August 2012.
- Sarah Travis, Sr. LTA, received her MLS from USF in December 2012 and left in January 2013 for a job as Children's Librarian at the Mandel Public Library of West Palm Beach.

Mary Rubin was hired as Sr. LTA in March 2013.

**Departmental Goals: 2012-2013**
- Seek out opportunities to partner with the College of Education.
- Continue outreach efforts to promote the CMC to College of Education students, staff, and faculty. Progress made on partnering and outreach (ongoing)
- Resume in-person orientation sessions for EDG 4410 and other selected classes. Accomplished
- Evaluate and update CMC Web pages, LibGuides, brochures, and handouts. Updated LibGuides and the CMC Web page (ongoing)
- Conduct survey of CMC user needs and satisfaction. Delayed due to staffing changes
- Promote CMC resources to local P12 teachers. Ongoing

**Departmental Goals: 2013-2014**
No goals were designated for 2013-2014 awaiting the new department head.

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

*Offer the best undergraduate education available in Florida*

The CMC welcomed and served over 74,000 patrons during 2012-2013. This number is down slightly hours/week to assist students with LiveText, the interactive whiteboards, and other CoEHP technology.

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^ Arroyo is the Graduate Assistant for Training & Special Projects for the Technology & Facilities office in the College of Education and Human Performance assigned to the CMC for approx. 20
from previous years. Over 8,000 patrons visited the CMC in the months of September, October, November, February, and April. From observation and the results of past surveys, we know that the great majority of these patrons are undergraduate students.

CMC staff conducted 17 face-to-face orientations, attended by 405 students. These numbers are lower than previous years as the face-to-face classes were discontinued. The staff feels these orientations are important enough to revive, and hopes that their revival in the coming year will help increase the gate count. The online orientation continues to be used by many undergraduate classes. The orientation Web page was viewed 1,150 times by 833 unique users during the 2011-2012 year.

Become more inclusive and diverse
- All of the CMC staff attended diversity training, and continue to attend similar training.
- The CMC strives to demonstrate diversity in its collections, and displays often highlight the importance of diversity.

Be America’s leading partnership university
- The CMC collaborates on College of Education initiatives and committees, including housing interactive whiteboards in the CMC production lab for student use, hosting a College of Education-funded graduate student who provides technical assistance with LiveText and other technology, and the Instructional Resources Committee.
- The CMC continues to provide programming to the UCF Creative School preschool children.
- The CMC continues to partner with the Orlando Museum of Art in placing art education materials on reserve for students.
- The CMC staff consistently partners with the John C. Hitt Library.
Regional Campus Libraries

Highlights of the Year in Retrospect

- Facilitated the dissolution of the Florida Solar Energy Center Library which involved relocating approximately 20,000 volumes. Regional librarians coordinated collection evaluation and redistribution with participation from almost every department in the library. Most items retained are being incorporated into the Government Documents collection, some to UCF Archives, a small number to the Reference and General Collections, and potentially eight boxes to FLARE.
- Tech Fee Proposal for iPads at Regional libraries was approved and funded.
- Completed the purchasing of materials for the Carpenter Collection funded by a gift of approximately $50,000.
- Created two animated videos and posted them on RC LibGuides. Xtranormal statistics showed more than 600 views for the Reference Interview video in only three months from May through July\(^1\).
- Founded the UCF/DSC Book Club with Seth Blazer, a Daytona State English professor.
- Completed the inventory of UCF collection at the South Lake Campus Library.
- Created PowerPoint videos and other documents for the promotional flash drive distribution.
- With Information Technology & Digital Initiatives arranged for VPN access to shared drives from regional campuses.
- Worked with Michael Arthur on new selection model for Architecture and Photography which have primary presence on a regional campus. New FY 13-14 fund approved and funded.
- Tech Fee Proposal for iPads at Regional libraries was approved and funded.
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- With Information Technology & Digital Initiatives arranged for VPN access to shared drives from regional campuses.
- Worked with Michael Arthur on new selection model for Architecture and Photography which have primary presence on a regional campus. New FY 13-14 fund approved and funded.

Staffing Changes

- Nuria Curras started at Valencia West on December 10, 2010. She was the first full-time UCF librarian on that campus and also voluntarily served the Osceola campus one day per week. Nuria resigned as of February 15, 2013 to accept a position at the University of Puerto Rico. While with UCF Nuria made significant contributions to both the legal studies and architecture programs at West.
- Carrie Moran was hired on May 10, 2013 as the first full-time UCF librarian for Valencia Osceola. Carrie previously was the campus librarian and LibGuides administrator at Cleveland Community College in Shelby, North Carolina.

Departmental Goals: 2012-2013

- Pursue personalized service to all regional students through a variety of outreach and instruction activities including direct email to each registered regional student.
  - All regional librarians now send direct emails to their local students each fall semester and as deemed appropriate.
  - Michael Furlong moved the library section of the UCF Daytona new student orientation from an administrative building into the library and writing center for a more meaningful introduction to staff and services.
  - Andy Todd utilized Adobe Connect to conduct 33 virtual reference consultations in the spring 2013 semester.
- Work with faculty and administrators to integrate information fluency into the curriculum.
  - All regional librarians corresponded with UCF Instructors throughout the year via email, phone, and in person. Librarians also provided library updates and a new services overview for UCF Welcome Back staff and faculty events.
  - Michael Furlong wrote an overview of library services that the UCF/DSC Campus Director then sent to all UCF/Daytona faculty as a template to be included in all course syllabi.
  - Andy Todd created content for the 3rd floor library bulletin board in Cocoa Building 3 which included content about newly arrived books, citation management tools, and mobile research tools.

Departmental Goals: 2013-2014

- The Regional Campus Libraries Department as a group will focus on continuous improvement in key performance indicators (per the Annual Assignment/Position Description) and support each other in accomplishing tasks and goals outlined on individual librarian assignments.
- Each regional librarian will develop a personal mission statement that recognizes his or her unique strengths, contributions and goals.

Advancement Toward the President’s Five Goals

- Offer the best undergraduate education available in Florida
  - Taught 96 UCF and partner college Library Instruction classes serving a total of 227 students.
  - Served as embedded librarians in 64 classes reaching 2,890 students.
  - Provided 31 face-to-face library orientation sessions reaching 533 students.
  - Created new and updated existing LibGuides. Assisted in updating the LibGuide Repository for the online classes.

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\(^{1}\) http://guides.ucf.edu/content.php?pid=137016\&sid=1346762
Regional Campus Libraries (cont’d)

- Collaborated with UCF faculty and students on regional campuses to identify materials that support the local curricular offerings and research programs.

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

Outside reviewers gave an “Exemplary” rating to the library module in the Public Administration Master of Nonprofit Management online classes due to the incorporation of appropriate pedagogical support for students and instructors.

**Be America’s leading partnership university**

- Regularly updated the partner librarians on changes regarding UCF library procedures, public computers, and resources.
- Provided additional reference/circulation assistance beyond assignment during BCC librarian and staff shortage for regional campus locations in Southern Region.
- Shared staffing responsibilities/rotation with Sanford/Lake Mary partner librarians for Fridays during summer term helping partner library to remain open to students although the college is closed.
- Appointed as Vice President, Faculty Forum for UCF at Sanford/Lake Mary Campus.
- Facilitated having “Read” poster photo taken for Associate Vice President and Director of Academic Support Services, to be displayed in S/LM library.

### Regional Campus Libraries

**Table #1**

**Library Instruction Statistics**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Classes</td>
<td>Students</td>
<td>Classes</td>
<td>Students</td>
<td>Classes</td>
</tr>
<tr>
<td>Cocoa</td>
<td>45</td>
<td>1,413</td>
<td>43</td>
<td>1,510</td>
<td>39</td>
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<tr>
<td>Daytona Beach</td>
<td>23</td>
<td>459</td>
<td>13</td>
<td>253</td>
<td>23</td>
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<tr>
<td>Leesburg</td>
<td>5</td>
<td>63</td>
<td>1</td>
<td>19</td>
<td>5</td>
</tr>
<tr>
<td>Ocala</td>
<td>6</td>
<td>95</td>
<td>5</td>
<td>92</td>
<td>6</td>
</tr>
<tr>
<td>Osceola</td>
<td>9</td>
<td>225</td>
<td></td>
<td></td>
<td>1</td>
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<tr>
<td>Palm Bay</td>
<td>28</td>
<td>793</td>
<td>30</td>
<td>842</td>
<td>24</td>
</tr>
<tr>
<td>Sanford/Lake Mary</td>
<td>47</td>
<td>951</td>
<td>66</td>
<td>1,300</td>
<td>17</td>
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<tr>
<td>South Lake</td>
<td>8</td>
<td>150</td>
<td>9</td>
<td>119</td>
<td>8</td>
</tr>
<tr>
<td>West</td>
<td>29</td>
<td>766</td>
<td>26</td>
<td>965</td>
<td>19</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>191</strong></td>
<td><strong>4,690</strong></td>
<td><strong>202</strong></td>
<td><strong>5,325</strong></td>
<td><strong>142</strong></td>
</tr>
</tbody>
</table>

**Notes:**

1. Variations in classes taught from year to year are a direct reflection of the availability of librarians on staff.
2. 2013 Osceola statistics are included in West and were not reported separately before Nuria Curras resigned.

Regional Campus Librarians: Michael Furlong (Daytona); Carrie Moran (Osceola); Cynthia Kisby (Head); Peggy Nuhn (Sanford/Lake Mary); Barbara Alderman (Cocoa/Palm Bay); Min Tong (West); Andy Todd (Cocoa)

UCF Libraries Annual Report 2011-2012
Page 14
The Universal Orlando Foundation Library at Rosen College of Hospitality Management, 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**

During a year in which the Rosen College celebrated the 30-year anniversary of the hospitality program and the university celebrated the 50-year anniversary of its founding, the Universal Orlando Foundation (UOF) Library soared to new heights on the strength of the UCF Libraries’ new brand: inspiring patrons to **Discover**, **Connect**, and **Create**. Some of the other highlights of the year include:

- The UOF Library remained a popular gathering place and a focal point of the Rosen Campus:
  - Traditional usage measures such as Gate Count and Circulation remained high, and categories such as Questions Asked and Instruction statistics increased significantly. See the Statistics section below for more details.
  - The UOF Library hosted several meetings and events, including:
    - An Allies Advance training session
    - Kram 4 Exam events at the end of the fall and spring semesters
    - Student forums for the 5-year review of Dean Pizam
    - University Writing Center (UWC) consultations throughout the year

- The library’s online presence was also enhanced:
  - Kelly Robinson led a successful initiative to port the Rosen Research Tutorials into the Canvas course management system.
  - The UOF Library’s first Facebook page went live and started attracting followers.
  - Streaming video and ebook purchases were increased, supplementing print offerings and offering more options to mixed-mode and online hospitality courses.

- Technology enhancements included:
  - The public desktops were moved to UCF’s Net domain in August 2012.
  - A second scanner was added for public use in February 2013.
  - A Copy Card machine was installed in March 2013.
  - An updated assistive technology station was installed in June 2013.

- A Rosen Library Student Technology Fee proposal was submitted in September 2012, which would have enhanced technology and collaboration options throughout the library, but unfortunately the proposal was not funded. Undeterred, Rosen Head Librarian Tim Bottorff collaborated with Associate Director Frank Allen throughout the year on a new proposal, which will be submitted in September 2013. The new proposal will include elements such as replacing desktop PCs, adding tablet devices for checkout, and improving wiring and wireless coverage in the library.

- UOF Library exhibits this past year included:
  - **Ecotourism**, curated by Amanda Richards for the fall 2012 semester
  - **Celebrating 30 Years of Excellence**, a tribute to the 30-year anniversary of UCF’s hospitality program, curated by Kelly Robinson for the spring and summer 2013 semesters

- The UOF Library remained at full staffing models throughout the entire year, except for a few months in between the departure of Ashleigh Ginther and the hiring of Schuyler Kerby. The full crew has been hard at work meeting the needs of the Rosen College’s more than 3,000 students, staff, and faculty!

**Staffing Changes**

- Sr. LTA Ashleigh Ginther left in December 2012 to return to her home state of Texas.
- Schuyler Kerby joined the team as a full-time Sr. LTA in February 2013, filling the vacancy created by Ashleigh’s departure. His duties include circulation, fines, reserves, assisting with gifts, working the service desk, and other public service functions. Schuyler joined established UOF Library team members Sr. LTA Amanda Robinson, Public Services Librarian Kelly Robinson, LTA Supervisor TJ Ormseth, and Head Librarian Tim Bottorff, all of whom remained in their positions throughout the year.

**Departmental Goals: 2012-2013**

- The UOF Library is adopting a powerful new philosophy of **Discover**, **Connect**, and **Create**. These concepts encapsulate what we aim to inspire our patrons to do, and they help focus our efforts in directions that will meet the needs of our growing and changing student body. In the coming fiscal year, we aim to embody these concepts through the following goals to inspire students and faculty to:
Discover our services and resources. For example, better promote the use of our many services and resources, and utilize new forms of communication to “tell our story” and to better interact with patrons.

- Kelly Robinson took over the management of the Rosen Library Blog. She increased the number of posts and aimed for more relevant content, resulting in a 13% increase (compared to last fiscal year) in hits on the blog.
- Robinson also implemented a Rosen Library Facebook page. Raising awareness of this new service has been a challenge, but the page is beginning to gain followers and several students have asked directional or reference questions through the page.
- Robinson also converted most of the existing Rosen Library research guides to the LibGuides platform, making them more discoverable through services such as OneSearch and aligning them with the John C. Hitt Library guides.
- Robinson also took the lead in creating and administering a series of Canvas research modules. The modules were based on existing UOF Library online research modules, but Robinson has added content and features, and having an option that integrates seamlessly with the Canvas course management system has been popular with many faculty members.

Connect to our technology and to others. For example, continue or add synergistic partnerships, and improve technology offerings in the UOF Library through Tech Fee funding or other sources.

- Tim Bottorff worked with Frank Allen to draft a Student Technology Fee proposal for the Rosen Library. Elements of the proposal include replacing desktop PCs, adding portable tablets, improving network wiring and wireless signal coverage, and more. The proposal will be submitted in the upcoming fall 2013 cycle.
- Bottorff worked with Library IT to add a second scanner for public use. The public scanners have become a popular feature of the library.
- Bottorff continued the unit’s partnership with the University Writing Center (UWC), meeting with the new coordinator and offering space for writing consultations throughout the year.
- TJ Ormseth organized an Allies diversity training session in October 2012.
- The UOF Library hosted student forums for the 5-year review of the Dean of the Rosen College of Hospitality Management.
- Robinson worked with staff at the Center for Distributed Learning (CDL) to implement the Canvas research modules within faculty member’s online courses.

Create research and ideas. For example, improve the quantity and quality of the UOF Library collection to better support student research, and systematically analyze and manage the existing collection to allow for future growth.

- Tim Bottorff and Kelly Robinson continued regular purchasing to improve the quality and quantity of the UOF Library collection. See the Statistics section below for more collection development details.
- Bottorff and Robinson worked with Rosen faculty to purchase additional educational DVDs and streaming videos for classroom use. The streaming videos are proving to be an especially popular option for mixed-mode and online courses.
- Significant gifts to the collection this year included books from the estate of Professor Robert Ashley, books from retiring professor Dr. William Fisher, and a special book donated by the Rosen student chapter of the National Association of Catering Executives (NACE).
- Bottorff and Robinson began going through the UOF Library collection to identify items for possible removal to the shared storage facility in Gainesville or to the automated retrieval center planned for the John C. Hitt Library.
- Bottorff and Robinson also conducted a thorough review of the UOF Library reference collection, removing outdated items and purchasing new or updated editions where possible.

Departmental Goals: 2013-2014

Last year, the UCF Libraries adopted a new brand, inspiring patrons to Discover, Connect, and Create. The UOF Library’s embrace of the new brand was very successful, and this year’s goals aim to build and expand upon that initiative.

Goal 1: Integrate the Discover, Connect, Create brand more fully into UOF Library publications, webpages, and documents:
- Heighten awareness of the new brand among students and faculty
- Remind staff of the goals of the unit and the Library

Goal 2: Inspire students and faculty to Discover our services and resources:
- Promote the use of our services and resources
- Utilize social media and other means to communicate and better interact with patrons

Goal 3: Inspire students and faculty to Connect to our technology and to others:
- Foster successful partnerships with other campus and library units
- Improve technology offerings in the UOF Library
Goal 4: Inspire students and faculty to **Create** research and ideas:
- Improve the quantity and quality of the UOF Library collection
- Analyze and manage the existing UOF Library collection

**Offer the best undergraduate education available in Florida**
- The UOF Library collection was further strengthened in core areas (hotels, restaurants, and tourism) as well as in unique niche areas (events, golf, theme parks, and timeshares) of hospitality management. Several of the latter subjects are taught in very few other Florida universities.
- The new Canvas modules represent the latest iteration of the UOF Library’s commitment to offering library instruction in the online realm, meeting the changing needs of UCF’s increasingly online or mixed-mode approach to course delivery.

**Achieve international prominence in key programs of graduate study and research**
- The UOF Library continued to collect research and statistical materials from scholarly publishers such as CABI, Routledge, the United Nations World Tourism Organization, and the U.S. Travel Association.
- The UOF Library continued to collect materials related to the scholarly writing process and research methods, including materials that support the master’s and Ph.D. programs at Rosen.

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

**Become more inclusive and diverse**
- UOF Library staff participated in UCF Libraries’ Diversity Week activities. Ashleigh Ginther taught an Arabic class, and TJ Ormseth organized an Allies training session.
- Continuing a long-standing commitment to diversity in hiring, student assistants at the UOF Library hailed from many different parts of the globe, including Aruba, China, Portugal, Taiwan, and several different U.S. states.

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**Performance Enhancement Recommendations**

The UOF Library public desktops and laptops are over five years old and are out of warranty. They are slow and are beginning to fail mechanically. With technology being so critical to students’ learning and to the library’s delivery of content and resources, replacing these machines will need to be a high priority, whether through Technology Fee funding or through other means.

**Public Service Statistics**
Usage of the UOF Library remains high in both the physical and online realms. Traditional measures such as Patron Count and Circulation remained high and almost identical to the previous year. Reference and Direction Questions increased compared to last year, probably due in part to Public Service Librarian Kelly Robinson’s efforts and...
helpful presence. Instruction statistics reached new record highs, probably due to the UOF Library's emphasis on instruction through both face-to-face sessions and online library tutorials, which allows the library to impact student learning regardless of the delivery method of the course (face-to-face, mixed-mode, or completely online).

### 2012-2013 Statistics

#### Universal Orlando Foundation Library

**Table 1**

**Public Service Statistics**

**Five-Year Comparison**

<table>
<thead>
<tr>
<th></th>
<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
<th>2009/10</th>
<th>2008/09</th>
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<tr>
<td><strong>USE OF THE FACILITY:</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patron Count</td>
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<td>139,856</td>
<td>126,695</td>
<td>124,479</td>
<td>112,824</td>
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<td><strong>WEBSITE:</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Hits on UOFL Web pages</td>
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<td>261,097</td>
<td>320,652</td>
<td>262,417</td>
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<td><strong>INSTRUCTION:</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Classes Taught(^2)</td>
<td>49</td>
<td>41</td>
<td>48</td>
<td>37</td>
<td>38</td>
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<tr>
<td>Students Taught(^2)</td>
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<td>1,650</td>
<td>1,277</td>
<td>1,134</td>
</tr>
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<td><strong>MATERIALS CIRCULATED:</strong></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Total Reserve Circulation</td>
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<td>7,266</td>
<td>5,299</td>
<td>5,227</td>
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<td>Total General Circulation</td>
<td>4,088</td>
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<tr>
<td>Total Materials Circulated</td>
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<td><strong>REFERENCE:</strong></td>
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<tr>
<td>Directional Questions</td>
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<td><strong>Total Questions</strong></td>
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<td>5,475</td>
<td>4,825</td>
<td>5,570</td>
<td>6,152</td>
</tr>
</tbody>
</table>

\(^1\) Website statistics no longer include hits on PDF files, starting with FY 10-11.
\(^2\) Instruction statistics include both face-to-face and online instruction, starting with FY 09-10

**Collection Development Statistics**

Improving the collection at the UOF Library remained a high priority again this year. The emphasis in print books remained on core areas (e.g., lodging, restaurants, and tourism) as well as on niche areas (e.g., events, golf & club management, timeshares, and theme parks) of hospitality management. More ebooks are starting to be offered in hospitality subject areas, and some of these are being purchased in order to improve offerings to mixed-mode and online students. Likewise, in the area of audiovisuals, the library has increased the purchase of streaming videos in order to supplement traditional DVD offerings and to offer more options to faculty teaching mixed-mode and online courses.

As the size of the collection has grown, so too has the need for maintenance and shifting. Bottorff and Robinson surveyed the Rosen General collection with the goal of identifying items for possible removal to the statewide shared storage facility in Gainesville or to the automated retrieval center planned for the Hitt Library. They also reviewed the Rosen Reference collection, removing outdated items and purchasing new titles or updated editions where possible. Meanwhile, Sr. LTA Amanda Richards took the lead on several shifting and straightening projects throughout the year.
Gifts

Improving the collection at the UOF Library remained Finally, the collection was again strengthened this past year through donations from students, staff, faculty, and community members. Significant gifts included books from the estate of Professor Robert Ashley, one of the first faculty members of the UCF hospitality program; a special book donated in Professor Ashley’s name on behalf of the Rosen chapter of the National Association of Catering Executives (NACE); and a number of leadership books from the collection of retiring professor Dr. William Fisher, who had held the prestigious Darden Eminent Scholar Chair in Restaurant Management at the Rosen College. Additionally, many gift books related to foodservice, management, tourism, and wine were also added to collection.
Collections & Technical Services had a busy and productive year. As always, our most important function is to acquire and make accessible library materials to support student learning and faculty research. We expended just over $6.1 million on the collections; about $4.3 million (70 percent) was spent on digital resources.

At the end of fiscal 2011-2012, the Interlibrary Loan / Document Delivery Services department joined Collections & Technical Services. We worked this year toward integrating the three departments, and ILL staff made major contributions to the FLARE project (discussed below).

In August 2012, our primary monographic vendor YBP spent two full days at UCF working with the subject librarians on revising the approval profile to reflect new program offerings and tighten selected parameters. As a result of those sessions, we decided to move certain disciplines (nursing, physics chemistry, computer science, and some areas of business) to e-preferred, which means that whenever a digital publication is available simultaneously with the print version, we receive the online format.

We acquired and cataloged 14,449 print monographs and 24,197 e-books. Many of the e-books were added as a result of the acquisition of large packages, but the numbers also reflect an increase in PDA (Patron-Driven Acquisition) and e-preferred activity.

Cataloging staff continued to devote significant time to the Shared Bib project. Routine work now requires consultation across the State University Libraries (SULs), and major clean-up projects are on the horizon. The good news is that the Florida Virtual Campus (FLVC) is beginning to investigate the ILS landscape, with the goal of a new system, possibly in 2015. Kristine Shrauger serves on the statewide task force charged with the environmental scan.

With the addition of our metadata librarian Sai Deng work began in earnest on digital collections in CONTENTdm. Three new collections were added: UCF Catalogs, Central Florida Future, and the Civil War Collection. Significant contributions were made to the UCF Veterans History Project, the Harrison Price Papers, and the St. Luke’s Lutheran Church Collection.

A major project this year was preparing parts of the print collection for eventual transfer to the Florida Academic Repository (FLARE), a shared print collection in Gainesville. Ying Zhang handled overall project coordination, and Joe Bizon managed the teams of students and staff working in the stacks. Working first on serial titles to which we have reliable online access, we barcoded and labelled 92,000 bound serial volumes. Roughly 63,000 will be sent to FLARE. The other 29,000 volumes are already part of FLARE, and UCF will continue to count those volumes as part of its collection.

Kim Montgomery helped colleagues from the University of South Florida establish best practices for managing online resources via batch processing. Jeanne Piascik coordinated with SUL colleagues on the shared bib project.

**Partnerships**

Kim Montgomery helped colleagues from the University of South Florida establish best practices for managing online resources via batch processing. Jeanne Piascik coordinated with SUL colleagues on the shared bib project. Mary Page worked on the FLVC Discovery Tool Task Force. Kristine Shrauger shared her expertise with librarians and staff at Rollins, FAMU, and Eastern Florida State College and various ILL practices. Michael Arthur served on a number of publisher advisory boards and continues to have a strong role in SUL collection development matters.

**Departmental Goals: 2012-2013**

- **Continue toward full-scale implementation of shelf ready services.**
  Shared bib thwarted our efforts to achieve full-scale shelf ready implementation. In analyzing the MARC records that are delivered as part of shelf-ready, Ying Zhang, Jeanne Piascik, and Anna Dvorecky had a breakthrough recently. A small adjustment to the loader could correct many processing errors; testing continues.

- **Advance librarian and staff involvement in digital projects, and continue to develop knowledge of metadata schemes.**
  Sai Deng joined the UCF Libraries in August 2012, bringing to us a wealth of metadata experience. Peter Spyers-Duran began working with Sai on digital projects, and we intend to get more librarians and staff involved in the coming year.

- **Launch relocation of selected materials to the Gainesville storage facility as soon as possible.**
  Significant progress was made on this front, as detailed in a previous section. As soon as the Memorandum of Understanding is fully processed, and as soon as Gainesville is ready to receive materials, we are ready to send more than 60,000 to FLARE.

- **Implement RDA cataloging practices in March 2013 (or when the Library of Congress goes forward with RDA).**
  RDA launched on March 31, 2013. Since then, all original cataloging is done under RDA rules. Copy cataloging is accepted in both AACR2 and RDA formats. We do not automatically upgrade AACR2 records to RDA, unless a change would significantly improve record quality or access points. Hybrid records (AACR2 with RDA elements) are accepted in OCLC and by most libraries.
Pursue training opportunities staff on new developments (RDA, e.g.) and best practices. Encourage staff to provide training within the Division.

We will pursue training opportunities through ALCTS, ASERL, NISO, and other providers as appropriate. In-house, librarians will develop metadata and other types of training.

Fully integrate the Interlibrary Loan Department into the Division.

Great strides were made in this area. The ILL staff members have a major role in the FLARE project, and Kristine Shrauger has been learning more about cataloging and bibliographic records. The ILL staff brings a wealth of experience to the Division, and we are lucky to have them aboard.

Implement the SUS PDA program.

The shared PDA endeavor was another victim of the shared bib project, and it was delayed multiple times. Finally, an accord was reached with the vendor, and FLVC staff was able to devote the programming hours needed to make shared PDA a reality. The project was recently implemented and it will be watched and evaluated this year.

Actively contribute to FLVC projects to advance services and programs of the SUS Libraries and the State College Libraries. Promote staff participation in statewide activities.

Jeanne Piascik played a key role in the statewide shared bib project, and she spearheaded the work within UCF. Kim Montgomery worked with the statewide group that evaluated proprietary records and how we could share them within SUS. As the only cataloger in this group, she brought needed expertise to the process. Kristine Shrauger was selected for the FLVC task force that is evaluating “next gen” ILS systems. Mary Page worked with the task force that evaluated discovery tools for the statewide college and university system. Michael Arthur continues to have a leadership role in collection development.

Offer the best undergraduate education available in Florida

We continue to acquire and make accessible the best scholarly literature available to support student learning and faculty research. Whenever possible, we add to our growing collection of digital resources to enable 24/7 access for UCF students, faculty, and staff no matter where their work takes them.

Achieve international prominence in key programs of graduate study and research

We continued the practice of allocating funding to key areas in which UCF has achieved distinction or has a rising program. This year, the focus was on engineering, sciences, and health sciences.

Provide international focus to our curricula and research programs

We acquired about 600 new, scholarly monographs in Latin American studies, and we purchased access to 3 important databases to support this new program. We will continue to add to the collection whenever practicable to enhance its international focus.

Become more inclusive and diverse

We have a multicultural staff, which is reflected in the many ethnicities and languages spoken within Collections & Technical Services, and look to expand this aspect of our workforce whenever the opportunity arises.

Be America’s leading partnership university

In partnership with the Statewide University System libraries, we share an online catalog to provide access to the wealth of resources available throughout Florida. By working with FCLA, we have access to more than $3 million of digital resources. We rely on our ASERL colleagues for consortia purchases and collection development activities that strengthen the breadth and depth of materials available to UCF students, faculty, and staff.

Departmental Goals: 2013-2014

- Work toward full-scale implementation of shelf ready services. The majority of monographs should arrive with spine labels, tattletale, barcodes, and records.
- Relocate approximately 70,000 volumes to FLARE, the Gainesville storage facility.
- Continue implementation of RDA, the new cataloging code. AACR2 cataloging will be accepted by the bibliographic utilities through 2015.
- Pursue training opportunities for staff on metadata, RDA, and general best practices.
- Continue the integration of the Interlibrary Loan department into the division.
- Actively contribute to FLVC projects to advance services and programs of the SUS Libraries and the State College Libraries. Promote staff participation in statewide activities.
- Hire a new electronic resources librarian. Make progress in working across departmental lines, especially in the area of e-resources.

Mary Page
Associate Director for Collections and Technical Services
Library Collections

The state allocation for library materials in 2012-2013 was $4,999,591, representing a slight decrease from the $5,053,169 received in 2011-2012. It was only slightly higher than the $4,987,600 received in 2010-2011. The amount of funds allocated to the library for the purchase of library related materials and content has remained nearly constant since 2008-2009.

The library was able expend a total of $6,118,881 in 2012-2013. This is a noticeable decrease from the $6,451,724 in 2011-2012. Given the stagnant state allocation it is has been difficult to maintain vibrant collections that will support the education and research mission of UCF. The UCF Libraries has been able 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 2012-2013 for the purchase of new collections. The awarded funds were used to purchase streaming video collections from Alexander Street Press, and to replace highly-used VHS with DVD. A total of $244,000.00 was awarded toward the purchase of 10 subject collections from Alexander Street Press. The purchase included perpetual rights to 12,743 streaming videos made available 24/7. A second technology fee award of $63,522.58 supported the purchase of 397 DVDs to replace highly-used VHS already in the collection.

From 2009 through 2012, the UCF Libraries has submitted seven successful collection focused technology fee proposals. These awards have allowed the library to purchase over $1.2M in new academic level content that otherwise would not have been possible. These products have all been part of a planned effort on the part of UCF Libraries to identify and acquire content that is available online and that contributes toward the vision of supporting the 21st Century Library.

The department played a key role in the planning and implementation of the FLARE (Florida Academic Repository) Project. A project designed to efficiently identify and properly code approximately 70,000 volumes for transfer to the new statewide storage facility in Gainesville. The project began with a Weeding Committee charged with developing policies for identifying the types of materials to be removed from the library. That process was followed by the Weeding Task Force that focused on the procedures and timeline. With policies and procedures in place the real work began within Acquisitions & Collection Services with teams of staff members and student employees working in shifts on the logistics for getting the materials out of the building. Ying Zhang and Joe Bizon are providing the leadership for day-to-day operations, and the project is expected to last through 2014.

Librarians in Acquisitions & Collection Services worked closely with librarians throughout the building to provide input toward the redesign of the Subject Librarian Liaison Model. As this review period came to a close the realignment of subject areas among librarians was established. The new alignment was designed to bring continuity by assigning librarians to entire colleges when possible, or to related departments. The model also promotes the role of the library in meeting the new responsibilities to support and promote scholarly communication initiatives.

The migration toward more online content continued in 2012-2013 with more focus on e-books, patron-driven selection, and streaming video.

The UCF Libraries renewed its membership in the Center for Research Libraries (CRL). The CRL records are available to UCF users through the library catalog and the library participates in collaborative ventures with CRL. This collaboration results in discounted consortial purchasing and recommendations for new additions to the CRL collection.

The Rosen Library maintained its status as a World Tourism Organization (WTO) depository library. WTO publications include statistical compilations, research reports, and monographs pertaining to all facets of international travel and tourism.

Min Tong conducted an inventory of the UCF collection at the South Lake Campus Library.
Electronic Resources Unit

- The eResources Support Team continued to promote reliable access to UCF’s online journals and books. The team responded to 537 requests from library patrons experiencing problems with online access. The new team has improved turnaround time for getting assistance to patrons.

- The Electronic Resources Unit continued to refine and adapt OneSearch, UCF’s implementation of EBSCO Discovery Service (EDS). The service has been integrated into library instruction and assignments, and has generated positive comments. The service is heavily-used, with indication that OneSearch is increasing the usage of UCF’s subscribed full-text journal packages (see Table 5: Selected Database and Journal Package Details 2012-2013).

- The Electronic Resources Unit coordinated with Information Technology & Digital Initiatives to migrate to the new EZproxy server and the new Shibboleth login option. We will expand our use of Shibboleth to authenticate directly with several databases in the coming year.

- In response to faculty requests from the Film Department, and as follow-up to the Alexander Street Press and VHS to DVD technology fee awards, the department tracked the replacement of the VHS collection with either streaming video or DVD. Of the 7,290 titles identified as of continuing interest by the Film Department, 2,122 titles have been purchased in DVD or streaming. The review is ongoing. This collaborative project with the Film Department will help the faculty maintain long-term access to important content.

Library Resources Expenditures

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<th>Five-Year Comparison</th>
<th>Total Expenditures</th>
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<tr>
<td>2011/2012</td>
<td>$6,451,724</td>
</tr>
<tr>
<td>2010/2011</td>
<td>$6,040,023</td>
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<tr>
<td>2009/2010</td>
<td>$5,482,546</td>
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<tr>
<td>2008/2009</td>
<td>$5,355,011</td>
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</table>

Special Funding (2012-2013)

- $244,000.00 was awarded to the UCF Libraries from the UCF Technology Fee Committee for the purchase of 10 streaming video collections from Alexander Street Press.

- $63,522.58 was awarded to the UCF Libraries from the UCF Technology Fee Committee for the purchase of selected DVDs.

- $11,494 in outside funding was received from the Dean of the Rosen Campus to support the purchase of DVDs for the Rosen Library.

- $20,000.00 was provided to the library by the UCF Regional Campuses Administration for the purchase of library materials for the three UCF Regions. The UCF Libraries matched that funding to further enhance support of the research and educational mission at the regional campuses.

- $30,000.00 was provided by the university to purchase materials in support of the new B.A. in Latin American Studies. This was the second year in a row that these funds were provided.

- $12,341.00 was received through a private donation to the College of Nursing. The funds were used to purchase print and electronic books in support of the curriculum. Elizabeth Killingsworth coordinated with faculty in the college to develop the selection of titles.

New Program Proposals & Accreditation

- B.A. in Women’s Studies (New Program Proposal) – Missy Murphey
- Ph.D. in Hospitality Management (New Program Proposal) – Tim Bottorff and Michael Arthur
- B.A. in Writing & Rhetoric (New Program Proposal) - John Venecek
- National Association of Schools of Public Affairs and Administration accreditation visit – Dr. Linda Colding

Key purchases (electronic access 2012/13)

- Alexander Street Videos (2011 Technology Fee Funded)
  - American History In Video
  - Art and Architecture in Video
  - Counseling and Therapy in Video 1
  - Counseling and Therapy in Video 2
  - Education in Video
  - Ethnographic Video Online
  - Filmmakers Library Online
  - LGBT Studies in Video
  - Nursing Education in Video
Acquisitions & Collection Services (cont’d)

- New World Cinema
- Video Journal of Counseling and Therapy
- World History in Video
- Elsevier Evidence Based Selection eBooks
- Elsevier Major Reference Works
- JSTOR A&S VIII
- Nineteenth Century Collections Online Digital Archive 1-4
- OSA Digital Archive
- Springer Materials: Landolt-Borstein database

Selected Use in Electronic Access

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<th>Searches</th>
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<tr>
<td>2011/2012*</td>
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<td>1,818,282</td>
<td>2,879,851</td>
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<tr>
<td>2009/2010*</td>
<td>5,401,775</td>
<td>1,543,674</td>
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<td>2008/2009</td>
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<td>2,889,128</td>
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</table>

Data from COUNTER reports only. Details available in Table 5. Selected Database and Journal Package Details 2012-2013

Key Purchases (Print & Media 2011/12)

- A special donation received through the College of Nursing resulted in several new e-books being added to the collection including, Accelerated Education in Nursing: Challenges, Strategies, and Future Directions; Legal, Professional, and Ethical Dimensions of Education in Nursing; Mentoring in Nursing: A Dynamic and Collaborative Process; Palliative Care Nursing: Quality Care to the End of Life; Role Development for Doctoral Advanced Nursing Practice.
- The Universal Orlando Foundation Library at Rosen has joined the streaming video craze with several new titles including, Behind the Marriott Empire: Bill Marriott; Confessions of an Event Planner; Future of Food: A Looming Crisis; Great Festivals 3: Globe Trekker Online Marketing Strategies; Health, Safety, and Security in the Hospitality Industry; Professionalism 101: Skills to Succeed and Advance at Work; Quality Customer Service in the Hospitality Industry; Working Front of House; Workplace Leadership.
- The UCF Libraries continues to maintain a strong reference collection. These resources are often a starting point for research. During this reporting period several new resources were added to the collection including, Complete Encyclopedia of Terrorist Organizations; Historical Dictionary of Haiti; International Encyclopedia of Ethics; International Encyclopedia of Media Studies.

- Several new titles were purchased in support of the B.A. in Latin American Studies including, African Presence in Santo Domingo; Antitrust Law in Brazil: Fighting Cartels; Globalization and Austerity Politics in Latin America; Long Live Atahualpa: Indigenous Politics, Justice, and Democracy in the Northern Andes; Politics of Modern Central America: Civil War, Democratization, and Underdevelopment; Race Migrations: Latinos and the Cultural Transformation of Race.
- The UCF Libraries continues to add several e-books each year. When possible the focus is on perpetual rights to these e-books. Some examples of newly added titles include, An Agenda for Equity: Responding to the Needs of Diverse Learners; Engineering Project Appraisal: The Evaluation of Alternative Development Schemes; Green Petroleum: How Oil and Gas Can Be Environmentally Sustainable; Mobile and Pervasive Computing in Construction; Social Work with Immigrants and Refugees: Legal Issues, Clinical Skills and Advocacy.

Staffing Changes

There were no changes in staffing during this reporting period.

Departmental Goals: 2012-2013

- Fully implement shelf-ready for firm order monographs received from the primary book vendor. Review the effectiveness of shelf-ready and make decisions about expanding the program to include monographs received on the approval plan.
  - Progress was made with several firm order monographs being received shelf ready by the end of this reporting period. Changes at FLVC (Florida Virtual Campus) and the impact of the shared bib project at the state level resulted in the project being placed on hold for a longer than expected period. The project is still a priority and the department will work with YBP Library Services so that firm order monographs and those received via automatic ship will arrive at the library shelf ready.
- Migrate to the new online journal link resolver from EBSCO, LinkSource A-Z, which will help to ensure seamless full-text access for library users.
  - LinkSource A-Z was activated. The value of this product as compared to SFX is being evaluated.
- Conduct thorough review of current library resources with an eye toward reducing recurring expenses.
  - This review was completed resulting in a slight reduction of recurring expenses. Newspapers, microfilm, and print periodicals were identified for cancellation.
Monitor the current discussions by the Council of Academic Vice Presidents (CAVP) regarding a new cost sharing model for SUL shared electronic resources. Plan accordingly for an expected large increase in the amount of share for the UCF Libraries.

- Possible implementation of a new cost sharing model was discussed at all levels within the CSUL framework. Finally the matter reached the CAVP, though by the end of this review period no new model was in place. Several models were presented, most of them resulting in large increases for UCF, so this department will be diligent in monitoring future discussions.

In coordination with collection development librarians, complete a thorough review of the approval plan profile. Work with YBP to implement the changes, monitor impact on budget, and evaluate the opportunities for going e-preferred within select areas of the plan.

- A major accomplishment for this department and for all of the collection development librarians was the completion of a thorough review of the approval plan profile. This profile with YBP is very important to the monograph selection process within the library for both print and electronic. After much discussion via phone and email, a two-day meeting was arranged at the library. The meeting involved representatives from YBP and all collection development librarians. Subject parameters were reviewed and changes to selection criteria were made. The profile is now focused on the current teaching and research mission of UCF, and will result in increased efficiency, while also directing library expenditures to monographs that are most likely to support students and faculty.

Expand access to the service request system by embedding new problem report forms in library Web services and sites. Assess the effectiveness and impact of the eResources Support Team by comparing the team’s performance with established benchmarks.

- The system was fully implemented and it improved response time. This report includes information about the overall success of the eResources Support Team.

Coordinate UCF’s e-resources collection with the new Florida Virtual Campus (FLVC) and establish UCF’s influence on FLVC.

- Coordination of UCF’s eResources collection with FLVC and the state university partners is an ongoing process. This department continues to work with FLVC and the partners as the new organization begins to make policies and decisions that impact UCF.

Collaborate with Reference and Information Services to further develop the new librarian liaison program.

Continue to identify and process materials for transfer to FLARE.

Assess implementation of EBSCO EDS. Focus on maximizing the ease of accessing full-text and reduce confusion about full-text options.

Increase awareness of Altmetrics and explore ways to provide UCF authors with information related to articles they have published in journals licensed by UCF Libraries.

Implement e-preferred in the approval plan.

Departmental Goals: 2013/2014

- Implement e-preferred in the approval plan.

UCF Libraries is focused on providing students and faculty with the content needed to support excellence in undergraduate education. More focus on providing electronic access to information that is enhance the user experience.
available anywhere, anytime makes finding and using information much easier for students and faculty. New initiatives including patron-driven acquisitions (user selection) and streaming video are changing the way in which undergraduates will find and access information. The implementation of EBSCO EDS (Discovery) has resulted in more students locating and accessing content. The technology fee award that supported the purchase of streaming video collections and other strategic purchases are leading the way toward migration to the 21st Century Library.

Achieve international prominence in key programs of graduate study and research
The UCF Libraries collaborated with faculty members and researchers to identify and purchase specific products that enhance graduate study and research. Memberships in the Center for Research Libraries and the Association of Southeastern Research Libraries (ASERL) provided opportunities for the UCF Libraries to provide access to new and exciting content that is available at leading research institutions. Through strategic use of library and technology fee funding the library continues to explore new ways to provide UCF students and faculty with access to outstanding materials that support graduate study and research.

Provide international focus to our curricula and research programs
The UCF Libraries expended funds in support of the B.A. in Latin American Studies and continued to purchase content that has a global focus. The UCF Libraries worked closely with the Global Perspectives program and communicated regularly with representatives from the new India Program. Collecting both print and electronic content that provides UCF students and faculty with an international focus is a priority for the UCF Libraries.

Be America’s leading partnership university
Actively participated in regional and national groups to expand library resources (consortium purchases) and address mutual concerns (electronic archiving, resource digitalization projects). The UCF Libraries continued memberships in the Center for Research Libraries (CRL) and the Association of Southeastern Research Libraries (ASERL). Michael Arthur served as co-chair of the ASERL Collection Development Committee.

**Statistics**

![Acquisitions & Collection Services Chart 1](image)

**Percentage Comparison - Current Five Years**

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<th>Expenditures</th>
<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
<th>2009/10</th>
<th>2008/09</th>
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<td>Approvals</td>
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<td>6%</td>
<td>6%</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>$6,118,881</td>
<td>$6,451,724</td>
<td>$6,040,023</td>
<td>$5,482,546</td>
<td>$5,355,011</td>
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Page 26
Acquisitions & Collections Services

Table 2

Current Five Years

<table>
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<td>12</td>
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<tr>
<td>Rosen(Print)</td>
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<td>82</td>
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<td>Daytona(Print)</td>
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<td>13</td>
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<td>358</td>
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<td>E-Journals</td>
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<td>39,600*</td>
<td>37,469*</td>
<td>23,675*</td>
<td>24,730*</td>
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<tr>
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<td>(326)</td>
<td>(338)</td>
<td>(373)</td>
<td>(419)</td>
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<td>e-only</td>
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<td>(23,302)</td>
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<td>27,918</td>
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*Includes all E-Journals purchased and accessible in subscription packages and databases.

Acquisitions & Collections Services

Table 3

Branches & Regional Campus – 2012-2013

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<thead>
<tr>
<th></th>
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<th>Standing Orders</th>
<th>Databases</th>
<th>Total</th>
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<td>0</td>
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<tr>
<td>Southern</td>
<td>$11,138</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$11,138</td>
</tr>
<tr>
<td>Western</td>
<td>$8,645</td>
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<td>0</td>
<td>8,645</td>
</tr>
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<td><strong>TOTAL</strong></td>
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<td><strong>$7,078</strong></td>
<td><strong>$1,560</strong></td>
<td><strong>$116,766</strong></td>
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</table>
Acquisitions & Collection Services

**Table 4**

*Five-Year Expenditure History*

<table>
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<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
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<tr>
<td><strong>MONOGRAPHS</strong></td>
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<td>Approvals</td>
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<td>$883,536</td>
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<td>404,244</td>
<td>367,715</td>
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<td>Replacements</td>
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<td>8,933</td>
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<td><strong>SERIALS TOTAL:</strong></td>
<td>$3,149,923</td>
<td>$3,204,601</td>
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<tr>
<td>Standing Orders</td>
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<tr>
<td>Periodicals</td>
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<td>Periodicals Online</td>
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<td>2,385,121</td>
<td>2,586,688</td>
<td>2,470,006</td>
<td>$1,592,000</td>
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<td><strong>ELECTRONIC</strong></td>
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<td></td>
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</tr>
<tr>
<td>Periodical Databases</td>
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<td>Back Volumes &amp; Monographs</td>
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<td>6,354</td>
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<td>Periodicals</td>
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<td>-</td>
<td>-</td>
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<td></td>
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<td>177</td>
<td>44,096</td>
<td>1,507</td>
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<td>$6,040,023</td>
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<td>$5,355,011</td>
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</table>

*In addition to the above noted funds that are used to support the teaching and research mission of UCF, the Florida Virtual Campus (FLVC), formerly known as Florida Center for Library Automation (FCLA), also funds and maintains a collection of databases, e-books, and other online resources which are made available to all state universities in Florida. This fiscal year, FLVC spent approximately $3,395,128 in support of statewide resources for the eleven public universities.

*2010/2011 Gale Searches and Sessions data was incorrectly inflated.*
## Electronic Resources Usage Details

### Selected Database and Journal Package Details 2012-2013

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<tr>
<th>Databases</th>
<th>Searches</th>
<th>Sessions</th>
<th>Full-Text Access</th>
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<td>Gale</td>
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<td>236,638</td>
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<tr>
<td>ISI Web of Knowledge</td>
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<td>Ovid Databases</td>
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<td>SciFinder Scholar</td>
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### eBooks and Media

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<tr>
<td>EBSCO eBooks</td>
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<td>26,224</td>
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<tr>
<td>Gale eBooks</td>
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<td>Morgan &amp; Claypool</td>
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<td>Springer eBooks</td>
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### E-Journals

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<td>American Physical Society</td>
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<td>Cambridge University Press</td>
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<td>IOP Electronic Journals</td>
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<td>Misc. Journals</td>
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<td>Nature Palgrave Journals</td>
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<td>Optics InfoBase</td>
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<td>1,423</td>
<td>23,959</td>
</tr>
<tr>
<td>Ovid Journals</td>
<td>48,359</td>
<td>37,142</td>
<td>44,486</td>
</tr>
<tr>
<td>Oxford Journals</td>
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<td>21,857</td>
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<td>Sage</td>
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<td>Science</td>
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<tr>
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<tr>
<td>Springer Journals</td>
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</tr>
<tr>
<td>Taylor &amp; Francis</td>
<td>19,326</td>
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<td>54,399</td>
</tr>
<tr>
<td>Wiley</td>
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<td>83,785</td>
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</table>

Data taken from COUNTER reports only.
Springer eBook COUNTER 2010/2011 data included an unexplained error that inflated the statistics. As a result 2011/2012 is significantly lower.
Highlights of the Year in Retrospect

Highlights this year include the implementation of the State University System's (SUS) shared catalog, the new cataloging code, Resource Description and Access (RDA), and shelf ready services. Sai Deng, UCF's first metadata librarian, joined the library faculty in August 2012.

Cataloging Activities

At the end of the last fiscal year in June 2012, Florida Center for Library Automation (FCLA) (now Florida Virtual Campus - FLVC) completed the shared bib project, which merged 23 million bibliographic records from the state universities into one shared catalog of 11 million records. Subsequently, much of this year has been spent on large clean-up projects and resolving complex workflow issues. Record matching remains an imperfect process, creating problems for virtually all record loads, including shelf-ready, PDA, Marcive, and vendor records for e-resources. Kim Montgomery and Jeanne Piascik have had lead roles at both the local and statewide levels, and all catalogers contributed significant time and energy to making sense of shared bib.

Full implementation of shelf ready services was delayed until the shared bib project was completed. We began receiving records for firm orders this year, but match points proved to be problematic in the shared bib environment.

In March 2013, the new cataloging code, Resource Description and Access (RDA), was implemented at UCF and libraries worldwide. In preparation, librarians and staff participated in numerous webinars and in-house training sessions. We currently work with both RDA and the former code, AACR2. Catalogers continue to accept records in AACR2 format, upgrading to RDA only when record quality would be significantly improved. Original cataloging is done in RDA.

In terms of productivity, 48,225 new titles were added to the Aleph catalog this year. Almost 800,000 (792,936) bibliographic records were corrected or upgraded; most of those were brief vendor records that were upgraded to a full OCLC records via batch loading.

With the addition of our metadata librarian, work began in earnest on digital collections in CONTENTdm. Three new collections were added: UCF Catalogs, Central Florida Future, and the Civil War Collection. Significant contributions were made to the UCF Veterans History Project, the Harrison Price Papers, and the St. Luke's Lutheran Church Collection.

Partnerships

Kim Montgomery helped colleagues from the College of Medicine establish best practices for managing online resources. Eda Correa worked with Special Collections to catalog some of their unique holdings.

As previously mentioned, Jeanne Piascik coordinated with SUS colleagues throughout Florida on the shared bib project. Peter Spyers-Duran was an effective member of the University Senate Benefits Committee.

Staffing Changes

- We welcomed Sai Deng to the UCF library faculty in August 2012. She came to us from Wichita State University and had previously worked at the University of Illinois.
- Jeanne Piascik assumed the role of Principal Cataloger, in which she is responsible for decisions on UCF cataloging policy and practice.

Departmental Goals: 2012-2013

- Continue the implementation of shelf-ready services for both approval and firm orders. Evaluate the program and realign staff members as needed.
- Advance knowledge and understanding of a variety of metadata schemes within the cataloging department. Become involved with digital projects. Peter Spyers-Duran has begun working with Sai Deng on digital projects, and he is working in CONTENTdm and learning various metadata schemes. Sai and Peter will develop a training program for all catalogers this year.
- Implement the application of Resource Description and Access, the new cataloging code scheduled for adoption in 2013. Continue staff training on RDA and related cataloging topics, such as FRBR.

Librarians and staff participated in many webinars on RDA, and Jeanne Piascik and Peter Spyers-Duran conducted in-house training as well. All
librarians and copy catalogers are working with records in RDA format.

- **Work with SUS colleagues on the ongoing development of the shared bib environment.** Adopt new workflows as needed. Promote the adoption of shared cataloging practices.
  
  Kim Montgomery and Jeanne Piascik are especially active in the SUS shared bib conversation, both serving on several task forces and committees and contributing to policy statements.

### Departmental Goals: 2013-2014

- Continue the implementation of shelf-ready services for both approval and firm orders. Evaluate the program and realign staff members as needed.
- Advance knowledge and understanding of a variety of metadata schemes within the cataloging department. Have more librarians and staff become involved with digital projects.
- Continue staff training on RDA, metadata, and other topics through webinars and in-house programs.
- Work with SUS colleagues on the ongoing improvement of the shared bib environment. Participate in statewide efforts related to cataloging, authority control, and bibliographic maintenance.

### Advancement Toward the President’s Five Goals

- **Offer the best undergraduate education available in Florida**
  
  As the Libraries continue to acquire more and more digital content, the cataloging staff makes materials accessible to UCF students from any location wherever their work takes them.

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

- **Be America’s leading partnership university**
  
  We work with colleagues from the regional libraries, as well as across Florida in the SUS libraries, to provide and enhance access to scholarly resources. As FLVC develops, we are expanding these cooperative working relationships to the state college system. Membership in OCLC benefits the UCF community with access to the international bibliographic database.

### Statistics

**Cataloging Services**

**Table 1**

**2012-2013 Added Materials**

<table>
<thead>
<tr>
<th></th>
<th>Print</th>
<th>Serials</th>
<th>Electronic</th>
<th>Govt. Docs.</th>
<th>Digital Objects</th>
<th>Special Collections</th>
<th>Media</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Titles</strong></td>
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<td>29</td>
<td>25,394</td>
<td>1,257</td>
<td>408</td>
<td>842</td>
<td>5,796</td>
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<tr>
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<td>24,197</td>
<td>1,792</td>
<td>-</td>
<td>1,110</td>
<td>6,192</td>
</tr>
</tbody>
</table>
Cataloging Services (cont’d)

Cataloging Services Table 2

2012 - 2013 Deleted Materials

<table>
<thead>
<tr>
<th></th>
<th>Print</th>
<th>Serials</th>
<th>Electronic</th>
<th>Gov't. Docs.</th>
<th>Media</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TITLES</strong></td>
<td>2,502</td>
<td>3</td>
<td>71</td>
<td>2</td>
<td>1,249</td>
</tr>
<tr>
<td><strong>VOLUMES</strong></td>
<td>3,283</td>
<td>554</td>
<td>64</td>
<td>2</td>
<td>2,365</td>
</tr>
</tbody>
</table>

Cataloging Services Table 3

5-Year Comparison Titles & Volumes Cataloged All Locations

<table>
<thead>
<tr>
<th></th>
<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
<th>2009/10</th>
<th>2008/09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Titles</td>
<td>48,225</td>
<td>101,714</td>
<td>67,885</td>
<td>431,567</td>
<td>55,595</td>
</tr>
<tr>
<td>Volumes</td>
<td>49,607</td>
<td>103,539</td>
<td>72,333</td>
<td>434,704</td>
<td>60,877</td>
</tr>
</tbody>
</table>

Cataloging Services Table 4

2012 – 2013 Highlights

<table>
<thead>
<tr>
<th>Bib Maintenance</th>
<th>Cataloging</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barcodes (damaged, missing)</td>
<td>Original cataloging</td>
</tr>
<tr>
<td>Labels (corrections, damaged, missing)</td>
<td>OCLC error reports</td>
</tr>
<tr>
<td>OCLC LHR</td>
<td>Priorities</td>
</tr>
<tr>
<td>Location change</td>
<td>Upgraded cataloging</td>
</tr>
<tr>
<td>Move HOL record</td>
<td>Total: 33,861</td>
</tr>
<tr>
<td>Move order record</td>
<td></td>
</tr>
<tr>
<td>Rebinds</td>
<td></td>
</tr>
<tr>
<td>Replacements</td>
<td></td>
</tr>
<tr>
<td>Review of bib maintenance request</td>
<td></td>
</tr>
<tr>
<td>Transfers</td>
<td></td>
</tr>
<tr>
<td>Upgrade existing catalog record</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total: 759,075</td>
</tr>
</tbody>
</table>

Summary

- Bib Maintenance: 759,075
- Cataloging: 33,861

Total 792,936

Highlights Summary

- Bib Maintenance: 759,075, 96%
- Cataloging: 33,861, 4%
## Cataloging Services

### Table 5

**2012-2013 Added Materials**

<table>
<thead>
<tr>
<th>PRINT</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>11,032</td>
<td>11,410</td>
</tr>
<tr>
<td>Curriculum Materials Center</td>
<td>1,604</td>
<td>1,748</td>
</tr>
<tr>
<td>BCC: Brevard</td>
<td>258</td>
<td>261</td>
</tr>
<tr>
<td>BCP: Palm Bay</td>
<td>47</td>
<td>47</td>
</tr>
<tr>
<td>CFCC: Ocala</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>DSC: Daytona</td>
<td>66</td>
<td>86</td>
</tr>
<tr>
<td>FSEC: Cocoa</td>
<td>105</td>
<td>179</td>
</tr>
<tr>
<td>LSCC: Leesburg, Clermont, Sumter</td>
<td>41</td>
<td>41</td>
</tr>
<tr>
<td>Rosen</td>
<td>568</td>
<td>625</td>
</tr>
<tr>
<td>SSC: Sanford/Lake Mary</td>
<td>59</td>
<td>63</td>
</tr>
<tr>
<td>VCC: MetroWest, Osceola</td>
<td>37</td>
<td>43</td>
</tr>
<tr>
<td>Outsourc (YBP)</td>
<td>665</td>
<td>671</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>14,499</strong></td>
<td><strong>15,191</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>27</td>
<td>1,088</td>
</tr>
<tr>
<td>Other Locations</td>
<td>2</td>
<td>37</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>29</strong></td>
<td><strong>1,125</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ELECTRONIC</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated Resources</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Monographs</td>
<td>24,197</td>
<td>24,197</td>
</tr>
<tr>
<td>Serials</td>
<td>1,189</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>25,394</strong></td>
<td><strong>24,197</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>U.S. GOVT. DOCS.</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,257</td>
<td>1,792</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DIGITAL OBJECTS</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>408</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SPECIAL COLLECTIONS</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>842</td>
<td>1,110</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>42,429</td>
<td>43,415</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUMMARY</th>
<th>TITLES</th>
<th>VOLUMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>42,429</td>
<td>43,415</td>
</tr>
<tr>
<td>Non-Print</td>
<td>5,796</td>
<td>6,192</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>48,225</strong></td>
<td><strong>49,607</strong></td>
</tr>
</tbody>
</table>

Table 5: Added Materials: Titles/Volumes (Rev. 07.11.13)
### Cataloging Services (cont’d)

#### Cataloging Services

**Table 6**

**2012-2013 Deleted Materials**

<table>
<thead>
<tr>
<th>PRINT</th>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>1,345</td>
<td>2,023</td>
</tr>
<tr>
<td>Curriculum Materials Center</td>
<td>44</td>
<td>88</td>
</tr>
<tr>
<td>BCC: Brevard</td>
<td>416</td>
<td>446</td>
</tr>
<tr>
<td>BCM; Melbourne</td>
<td>56</td>
<td>66</td>
</tr>
<tr>
<td>BCP: Palm Bay</td>
<td>169</td>
<td>185</td>
</tr>
<tr>
<td>DSC: Daytona</td>
<td>275</td>
<td>277</td>
</tr>
<tr>
<td>FSEC: Cocoa</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Rosen</td>
<td>190</td>
<td>191</td>
</tr>
<tr>
<td>SSC: Sanford/Lake Mary</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td>2,502</td>
<td>3,283</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SERIALS</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando</td>
<td>3</td>
<td>542</td>
</tr>
<tr>
<td>Other Locations</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td>3</td>
<td>554</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ELECTRONIC</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Documents</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Integrated Resources</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Monographs</td>
<td>55</td>
<td>55</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td>71</td>
<td>64</td>
</tr>
</tbody>
</table>

| U.S. GOVT. DOCS.    | 2      | 2       |

| TOTAL               | 2,578  | 3,903   |

Table 6: Deleted Materials: Titles/Volumes (Rev. 07.19.13)

<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>Audio Books</td>
<td>171</td>
<td>173</td>
</tr>
<tr>
<td>Cassette/Audio Tapes</td>
<td>268</td>
<td>268</td>
</tr>
<tr>
<td>CD ROMs/DVD ROMs</td>
<td>18</td>
<td>39</td>
</tr>
<tr>
<td>DVDs</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Floppy Discs</td>
<td>0</td>
<td>293</td>
</tr>
<tr>
<td>Microfiche</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Streamlining Videos</td>
<td>35</td>
<td>35</td>
</tr>
<tr>
<td>Video recordings</td>
<td>414</td>
<td>849</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td>918</td>
<td>1,677</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Curriculum Materials Center</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cassettes/Audio Tapes</td>
<td>9</td>
<td>18</td>
</tr>
<tr>
<td>CD Music/Audio</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>CD-ROM/DVD-ROM</td>
<td>14</td>
<td>27</td>
</tr>
<tr>
<td>Kits</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>Video recordings</td>
<td>292</td>
<td>592</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td>320</td>
<td>646</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regional Campuses</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CD Rom/DVD Rom</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>DVDs</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Video recordings</td>
<td>7</td>
<td>34</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td>11</td>
<td>42</td>
</tr>
</tbody>
</table>

| TOTAL                     | 1,249  | 2,365   |

<table>
<thead>
<tr>
<th>SUMMARY</th>
<th>TITLES</th>
<th>VOLUMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prints</td>
<td>2,578</td>
<td>3,903</td>
</tr>
<tr>
<td>Non-Prints</td>
<td>1,249</td>
<td>2,365</td>
</tr>
</tbody>
</table>

Grand Total 3,827 6,288

Jeanne “Annie Oakley” Piascik and Alice “Miss Kitty” Crist, co-creators of the annual Halloween Party. This year’s theme was Tombstone.

Susan MacDuffee (Acquisitions), Jeanne Piascik, & Letty Abulencia enjoying the 2013 IT&R Social (May)

Mary Page
Associate Director for Collections & Technical Services
The migration of ILLiad from one server to the NET domain and an upgrade from ILLiad 8.0 to 8.3.2.0 happened in August 2012. Due to an unforeseen glitch, ILL Borrowing was down the first week of classes. In spite of that, ILL requests for Borrowing, Document Delivery, and Lending continued to rise over the past year.

The Borrowing unit, which receives requests from UCF faculty, staff, and students for items that are not owned by the Libraries received 23,577 requests in the past year. Of those requests, 20,118 were filled by borrowing them from another institution. More than 3,248 patrons signed up with the ILL department over the past year. Of those, close to 600 were either distance learners or regional campus users and 1,100 were graduate students. The top five journals or newspapers requested over the past year are: The Boston Globe, Journal of Roman Archaeology, The Los Angeles Times, Transportation Research, and Qajar Studies: Journal of International Qajar Studies Association. This is a distinctive change from years previous in which Nursing journals were most heavily requested. The Borrowing unit cancelled 264 requests because the costs of copyright fees plus borrowing the item exceeded the $25.00 limit. Eight of these requests would have cost $880.00 in copyright fees each. The number of requests for items in a foreign language increased to 220 requests this year, up from 104. Patrons are finding articles in OneSearch and not realizing that it is written in Turkish, Russian, Chinese or Finnish. Instead of trying to locate the item, the Borrowing unit cancels the request and asks if the patron really wants the request in the foreign language. Of the approximately 8,800 loans, only 1,000 said they wanted the electronic version of the book.

The Document Delivery Services (DDS) unit supports the graduate students, faculty, regional campus students, and distance learners by supplying them with UCF-owned materials. The unit will scan an article or pull a book from the UCF collection and either send it to the Circulation Desk for pickup or to their desktop. DDS is comprised of three student assistants. Among them, they processed 11,523 requests last year and had an average turnaround time of 1.8 days for articles and 2.27 days for loans. The heaviest users were from Psychology (1,655 requests), Nursing (939), and Communicative Disorders (511). While we do not provide undergraduates with this service, if a needed article is found in full-text in one of the UCF databases or via the Internet, we simply fill the request. Last year, the department filled 1,111 requests in this category.

The Lending unit uses four different systems to process requests. The unit is comprised of one full-time staff person, Pat Tiberii, and numerous student assistants. They receive requests directly from UBorrow, RapidILL, DOCLINE, or ILLiad. UBorrow requests from other State University of Florida institutions continue to grow. This year we received 6,681 requests and had a fill rate of 74 percent. UCF is right behind University of South Florida in the number of items that it lends out via the UBorrow system. While UBorrow was designed to be unmediated and staff friendly, we find that more time is spent handling UBorrow requests than any other system. RapidILL is the system that handles article requests from around the world. Requests are expected to be processed within twenty-four hours. Lending staff received 7,575 such requests and were able to fill 5,237 requests or 69 percent. The fill rate depends on how correct our SFX holdings are. DOCLINE is the borrowing/lending system designed by and/or used by medical institutions and the National Library of Medicine. ILLiad is the main ILL management software system that we receive requests on from public libraries, academic libraries, special librarians, and government institutions. The average fill rate for ILLiad requests is 71 percent. There are several reasons why the fill rate is low: the item could already be checked out, the item is housed at one of the regional campuses, embargos, the journal run stopped short, or the request was for an item not held by the UCF Libraries. The average turnaround for all systems is less than 24 hours.

The UCF Interlibrary Loan and Document Delivery Services department has the smallest number of staff per number of requests in the State of Florida with the fastest turnaround time in the State. We have had this distinction for many years and plan to for years to come.
Successful transition to Technical Services, ILL/DDS needs to collaborate with Cataloging & Acquisitions in the development of effective division-wide communication practices, which will facilitate operational and service improvements.

Some progress has been made as Kristine Shrauger shadowed several Catalogers and learned more about Cataloging.

There are several different goals that we will be looking at over the coming year.

- Implementing the latest version of ILLiad and Rapid Book Chapters
- Considering implementation of a delivery service on the main campus in which books would be delivered to faculty and staff offices.
- Looking into, as we enter a second year of being under Technical Services, how the three departments (Acquisitions & Collections Services, Cataloging Services, and Interlibrary Loan/Document Delivery Services) can continue to collaborate together.
- Send the entire full-time staff to the International ILLiad conference in Virginia Beach, Virginia in March 2014. In thanks for the excellent service received over the years, a generous benefactor donated $5,000 specifically earmarked for ILL, which will fund this trip. We intend that some or all of us will present at the conference.

Offer the best undergraduate education available in Florida

Interlibrary Loan/Document Delivery Services supports the teaching and learning of undergraduates by providing access to materials not owned by UCF Libraries.

Achieve international prominence in key programs of graduate study and research

We continue to be members of Center for Research Libraries (CRL) and RapidILL, which allow us access to academic collections throughout the world. CRL allows graduate students access to international materials, as well as rare or specialized primary resources. RapidILL provides quick turnaround time for articles from anywhere.

Become more inclusive and diverse

We continue the departmental policy of hiring minority and international students and staff whenever possible. The department provides UCF faculty and graduate students access to scholarly resources in a variety of languages from many countries.

Be America’s leading partnership university

We provide interlibrary loan and document delivery services to faculty, students, and staff at all regional campuses and all distance learners. We provide lending services to all public libraries, and colleges through the state of Florida and the world.

The ILL/DDS department uses many different computer software packages and several different types of equipment. The department is heavily dependent upon Information Technology & Digital Initiatives to resolve technical, computer software, and equipment issues in a timely and efficient manner. We need someone from IT who has strong expertise with the variety of tools used in the department.
Interlibrary Loan/Document Delivery Services

Table 1
Requests Received – Top Departments Using ILL

<table>
<thead>
<tr>
<th>Department</th>
<th>Article</th>
<th>Loan</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychology</td>
<td>2,821</td>
<td>441</td>
<td>3,262</td>
</tr>
<tr>
<td>Nursing</td>
<td>1,933</td>
<td>116</td>
<td>2,049</td>
</tr>
<tr>
<td>History</td>
<td>420</td>
<td>1,138</td>
<td>1,558</td>
</tr>
<tr>
<td>English</td>
<td>655</td>
<td>533</td>
<td>1,188</td>
</tr>
<tr>
<td>Anthropology</td>
<td>598</td>
<td>334</td>
<td>932</td>
</tr>
<tr>
<td>Education</td>
<td>495</td>
<td>369</td>
<td>864</td>
</tr>
<tr>
<td>Mechanical Engineering</td>
<td>595</td>
<td>184</td>
<td>779</td>
</tr>
<tr>
<td>Communicative Disorders</td>
<td>505</td>
<td>195</td>
<td>700</td>
</tr>
</tbody>
</table>

Interlibrary Loan/Document Delivery Services

Table 2
Top Items* Being Requested via Document Delivery

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dissertations/theses from ProQuest</td>
<td>473</td>
</tr>
<tr>
<td>Dissertation &amp; Theses Full-Text</td>
<td></td>
</tr>
<tr>
<td>Pharmacogenomics</td>
<td>110</td>
</tr>
<tr>
<td>Psychological Reports</td>
<td>100</td>
</tr>
<tr>
<td>Journal of College Student Development</td>
<td>100</td>
</tr>
<tr>
<td>Perceptual and Motor Skills</td>
<td>88</td>
</tr>
</tbody>
</table>

*Owned by UCF Libraries
In June 2012, Meg Scharf became the Associate Director for Communication, Assessment, and Public Relations. 2012-2013 has been a year of transition.

**Highlights of the Year in Retrospect**

**Communication**
- Convened and led the Libraries’ first Communication Committee, which reviewed the communication plan for the Libraries, and began to implement parts of the plan. Committee Members included Richard Harrison, Allison Matos, Kelly Robinson, Peter Spyers-Duran, Natasha White, Ex-Officio: Bobby Ciullo, Cindy Dancel, and Renee Montgomery. Consulted with Terry Helms of UCF Marketing, and with UCF News & Information, and have maintained contact with them.
- Produced 1,000 “credit card” format flash drives; 260 mugs to publicize the launch of the new online version of Illuminations; and sent cover art (image from the Antiphonary) for The Southeastern Librarian.
- Oversaw editing of InSTALLments, the monthly “bathroom” newsletter for students, and assisted with the launch of the new version of Illuminations, an online newsletter for teaching faculty. Both publications receive contributions from faculty and staff. Illuminations is edited by John Venecek, with the assistance of Renee Montgomery. InSTALLments is compiled and edited by Renee Montgomery.
- Worked with students (at least 37 groups and individuals) who undertook video and photography projects in the library building, explaining policy, vetting scripts and locations.

**Assessment**
- Participated in the University Assessment process for the library, filing a report listing measures and results (taken from Annual Report and qualitative measures) which are reviewed by Library Administrative Council.
- Recruited members and hosted the Libraries’ Student Advisory Board meetings, on September 20, 2012, and April 4, 2013. A dynamic group of students discussed ideas, suggestions, and issues relating to library services, resources, and facilities. This group is an important vehicle for communication with students and a way to listen to their needs. Some members of the group advocate for the Libraries on campus.
- Began discussion with OEAS, Institutional Research, Computer Services, and the Libraries Information Technology & Digital Initiatives department in an effort to run data collected by the Libraries against enrollment, graduation, and performance data, to determine if there might be some kind of correlation between successful academic performance, retention, timely graduation, and library use.
- With Penny Beile, coordinated interviews of faculty, graduate students, and undergraduates based on interviews from NCSU’s Learning Space Toolkit Assessment Process.
- Worked with Michael Arthur and with Elisabeth Leonard of Sage Publications on development of an eBook survey and a follow-up with focus group discussions on campus. Disappointingly, despite many hours of work and a lengthy meeting with Ms. Leonard in Seattle, Sage has not moved forward with the survey.

**Public Relations**
- Hosted a program in conjunction with the exhibit of Walter Gaudnek, March 2013.
- Responded to concerns brought to the attention of the University Ombuds officer. Responded to patrons with concerns and issues referred by library staff. Continued to contact patrons and answer questions in response to the library suggestion boxes. Interacted with patrons who have exceptional concerns: helicopter parents, fines complaints, study room issues, etc.
- Responded to over 60 requests (or complaints) for use of the John C. Hitt Library and the surrounding area to distribute literature, collect donations, hang posters, hold meetings, etc.
- Conducted tours of the library for visiting librarians and faculty, such as Bruno Gnassi, University Librarian at Bishop’s University, Quebec, and Margaret Hicks of Australia.

Rolling Gaudnek: from four wheels to no wheels
Departmental Goals: 2012-2013

- **Continue to strengthen student input, feedback and responsiveness.**
  Recruited members and hosted the Libraries’ Student Advisory Board meetings in April 2013 and November 2012. A dynamic group of students discusses ideas, suggestions, and issues relating to library services, resources, and facilities. This group is an important vehicle for communication with students and a way to listen to their needs.
  Planned and held a Student Government-co-sponsored party featuring extended library hours, called KRAM 4 THE EXAM, October 2012, December 2012, and April 2013.

- **Improve communication with users by every means possible.**
  Answered requests for information from the media: the Orlando Sentinel, Central Florida Future, and requests from students and other broadcasting outlets. Notable mentions in the media:

  2. [WESH-TV](http://www.wesh.com/feature/ufl-trustees-mull-student-fee-changes-1.13137), UCF trustees mull student fee changes, 1/31/13
  3. [YouTube](http://www.youtube.com/watch?feature=player_embedded&v=3vY-gDWQ1bE), YouTube video, UCF 50: Promised Land, 4/24/13
  4. [KnightNews.com](http://knightnews.com/2013/04/ucf-library-ranked-as-one-of-the-top-100-most-social-media-friendly-libraries), UCF Library Ranked as One of the Top 100 Most Social Media Friendly Libraries, 4/17/13
  5. [UCF Today](http://today.ucf.edu/ucflibrary-ranks-among-top-100/), @UCFLibrary Ranks Among Top 100, 4/17/13
  7. [Central Florida Future](http://www.centralfloridafuture.com/news/john-c-hitt-library-to-see-technological-upgrades-1.2830765#.Us3L9Jgo6Y0), John C. Hitt Library to see technological upgrades; about the $450K technology upgrades coming soon to campus – new computers and iPads in the John C. Hitt Library, 7/29/13

With Raynette Kibbee, tracked media mentions of the library. Worked with students (at least 37 groups and individuals) who undertake video and photography projects in the library building, explaining policy, vetting scripts and locations. Worked with videographer and Terry Helms, UCF Marketing, as they shot library video for [UCF 50: Promised Land](http://www.ucf.edu/50_promised_land/), resulting in great coverage for the Libraries in the University’s 50th anniversary.

Continued to contact patrons and answer questions in response to the library suggestion boxes. Interacted with patrons who have exceptional concerns: helicopter parents, fines complaints, etc.

Departmental Goals: 2013-2014

- **Continue to strengthen student input, feedback and responsiveness.**
- **Improve communication with users by every means possible.**
- **Initiate Reflections**, an external newsletter, contribute to the new online version of Illuminations, and produce Library Facts, an information piece for library employees and others.
- **Follow up on gathering data to use with OEAS to demonstrate the Libraries’ contribution to University graduation rates, retention, or high academic performance.** Work with surveys from regional and national organizations when available and appropriate to the University of Central Florida Libraries.
- **Effectively administer the Ithaka Local Faculty Survey at UCF.**

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2. [http://www.youtube.com/watch?feature=player_embedded&v=3vY-gDWQ1bE](http://www.youtube.com/watch?feature=player_embedded&v=3vY-gDWQ1bE)
With a renovation of the John C. Hitt Library looming and the need to implement new research services, the Director of Libraries reorganized administrative divisions at the beginning of the reporting year. As a large scale renovation requires extensive communication and excellent public relations skills the Communication, Assessment, and Public Relations division was formed and Meg Scharf was named Associate Director. Subsequently, the Office of Scholarly Communication was created and placed with Circulation Services, Information Literacy & Outreach (ILO), and Research & Information Services (RIS) to form the Information Services & Scholarly Communication (IS & SC) division. Penny Beile became Associate Director of the new division and an Arts Specialist position was later added.

At the same time, new models of academic librarianship were evolving. Several of the library profession’s most recognized and respected thinkers (e.g., Scott Walter, Brian Mathews, and Steven Bell among others) posited that libraries of distinction are no longer identified just by their collections, but instead are judged by the value that they add to the user experience. Significance is predicated on the level of services that the library provides in the teaching and learning – and research – processes. No longer can libraries just provide ingredients (in the form of information), they must look at the faculty and students’ total experience, provide solutions in the form of a suite of services, and exceed expectations; all while creating a personal connection.

Guided by both institutional needs and the ascent of services as signifiers of distinction, one of the first actions of the IS & SC division head was to draft a Strategic Plan for the division that is aligned with and puts into action the Libraries’ mission statement and core values. The Strategic Plan consists of the division’s five-year (uber) goal, five strategic priorities and project vetting criteria. Annual goals support the implementation of the Plan. The IS & SC mission flows from the Libraries mission statement and reads:

The University of Central Florida Libraries mission states, “By providing information resources and services, facilities and technology, the University of Central Florida Libraries supports learning and teaching, research, creation of knowledge, intellectual growth, and enrichment of the academic experience.” Information Services & Scholarly Communication works in close collaboration with other library units to support all aspects of the Libraries’ mission, but the main responsibility and focus of the division is the delivery of services related to the academic and research functions of the institution.

The John C. Hitt Library, the main campus library, was the first academic building constructed at the institution’s founding and resides at the physical center of the campus. As such, this iconic building is often thought of as the heart of the institution. The five-year goal of Information Services & Scholarly Communication is to expand upon the building’s geographic “centrality” by proactively identifying, developing, and promoting library services to university constituents, and through these efforts move from being a teaching and research support unit to a fully integrated teaching and research partner.

To assist in realizing the goal of the division, five strategic priorities were identified.

**SP #1:** Automate the user experience, as warranted, by implementing strategic technologies that reflect the priorities of UCF while serving the broader scholarly community.

**SP #2:** Provide the best service possible by building on the high level of customer service provided by the library and proactively addressing changing user behaviors and needs.

**SP #3:** Cultivate strategic alliances across the university community by supporting campus collaborations that increase student learning and advance research conducted at the institution. (Priority entities include the College of Graduate Studies, the Faculty Center for Teaching and Learning, the Office of Research & Commercialization, the Center for Distributed Learning, the Office of Information Flueny, Student Development & Enrollment Services, and Undergraduate Research.)

**SP #4:** Integrate library services across all aspects and levels of the university’s teaching and research missions by aligning new and existing services to the needs of university administrative units, program faculty, and students.

**SP #5:** Demonstrate value by rebranding the library as a powerful resource for the university community and increasing awareness of its services.

Further, vetting criteria were developed to direct the selection of projects related to carrying out the IS & SC goal and strategic priorities. To be accepted as a priority for action the proposed service or initiative must meet the following criteria or present plausible justification as to why it should be exempt.

Is the project ...

**Strategic:** does it help us meet our goals?

**Scalable:** do we have the resources to eventually ‘scale up’ the service and offer it to the whole population of people that the initiative is supposed to address?

**Sustainable:** do we have the resources to continue to offer this level of service over time?

**Systematic:** do all people in the population have (or will have) equal access to the service?
In addition to goals for 2012-2013 surveys and student input revealed a strong support for extended library hours. This feedback resulted in an Administration taskforce being charged with exploring the cost and feasibility of opening the library 24/5. Frank Allen, Penny Beile, Selma Jaskowski, Marcus Kilman, and Meg Scharf investigated a number of models, met with facilities and safety representatives, estimated costs, and presented an implementation plan to the Director of Libraries. At the present project is ready to be implemented with appropriate funding support. If supported, students would have access to an additional 24,800 square feet of study space, 479 seats, 196 desktop PCs, power outlets and rolling whiteboards, and library resources such as books, journals, databases, and some assistance.

Successful implementation of division goals rests heavily upon having staff with the appropriate skills and qualifications. For example, Strategic Priority #5 is dedicated to rebranding and increasing awareness of the library’s services, and requires personnel with graphic arts and social media experience. As such, when a vacancy occurred within the ILO department responsibilities associated with the position were reallocated, thus enabling the division to hire an Senior Art Specialist. Other key leadership positions were filled, including the heads of Research & Information Services and Information Literacy & Outreach. As the reporting year drew to a close it became apparent that one department head vacancy was imminent; this vacancy will, in turn, allow the division to review its mission and refocus its efforts in that area. More is reported under Staffing Changes.

**Staffing Changes**

- A nationwide search for the Research & Information Services department head was conducted in fall 2012, and Barbara Tierney joined the library in that role in January 2013. Barbara was most recently at UNC-Charlotte, where she served as head of the Information Commons. Upon her arrival Barbara immediately began implementing a subject librarian model and started the Public Services Group, which she also chairs. The Public Services Group is comprised of members from across a number of library departments that have a public-facing service component. In its first year, the PSG worked on creating a handout of basic service desk competencies, conducted an Information Exchange extravaganza, and pulled together a public policies Web page.

- Rosalie Flowers resigned as Sr. LTA in Information Literacy & Outreach in 2012, in turn, allowing the division head, along with department heads from ILO and RIS, to reallocate responsibilities and pare down to one office position shared between the two departments. The vacant position was reclassified into a Senior Art Specialist and Cindy Dancel was the successful candidate. Even prior to appointment to the Art Specialist position, Cindy was acting in the capacity of graphic artist and produced the Research Lifecycle graphic along with numerous professional handouts, and was a member of the team that produced the *More than Just Books* animated video for the library. This video received Honorable Mention at the Library Leaders and Management Association (LLAMA) PR Xchange Best in Show competition, which had over 200 entries. The award was presented at the American Library Association Annual Conference in Chicago, IL.

- Elizabeth Killingsworth had served as acting head of the Information Literacy & Outreach department since its inception, and became the permanent head of the department after a search conducted in 2012. Marcus Kilman, head of Circulation Services, completed the leadership roster for the division. Although Scholarly Communication is a responsibility of the division, it does not have a dedicated officer or department head. From January 2013 through the end of the reporting year, the division’s leadership positions remained stable.

**Departmental Goals: 2012-2013**

As mentioned earlier, the division’s Strategic Plan was rolled out at the beginning of the reporting year. Following that, six goals were identified and groups were formed to begin working on them. The goals, workgroup members, and accomplishments are reported here.
Assess library service points.
This goal supported Strategic Priority #2. The workgroup was led by Marcus Kilman and Linda Colding, and included members Ven Basco, Martha Cloutier, Meredith Semones, and Barbara Tierney. The charge of the workgroup was to assess both knowledge and behaviors of service desk personnel to create a baseline of service levels to measure against when staffing changes were implemented (e.g., adjuncts were placed on the Research & Information Desk as librarian hours decreased), and to inform future training programs. To accomplish the goal, the group developed a transactional survey that was administered twice during the reporting year at all service desks, and worked with UCF Organization & Development Training (ODT) to enact a “secret shopper” evaluation of the Circulation and Media desks. Results of the assessments indicated high customer satisfaction with service interactions. Assessment of service points will be conducted at various points in the future.

Design a “new faculty experience.”
This goal supported Strategic Priorities #1, #3, #4, and #5. The workgroup was led by John Venecek and Missy Murphey, and included members Ven Basco, Richard Harrison, Patti McCall, and Renee Montgomery. The charge of the workgroup was to review existing library services, suggest new ones, and market them in a cohesive fashion to new faculty. This group worked closely with campus units to identify a list of incoming faculty and link to existing programs (such as those provided by the Faculty Center for Teaching & Learning). As a result, every new faculty member entering UCF received a flashdrive loaded with pertinent information, a research guide of faculty services was created and marketed, and an ongoing library newsletter, Illuminations, was expanded to become a permanent online faculty e-newsletter. It is expected that the subject librarian mode will perform outreach to disciplinary faculty in the future.

Expand graduate student programming.
This goal supported Strategic Priorities #2, #3, and #5. The workgroup was led by Hal Mendelsohn, and included members Linda Colding, Rich Gause, Elizabeth Killingsworth, Renee Montgomery, and Terrie Sypolt. The group reviewed results of the graduate student survey and met with representatives from the College of Graduate Studies, which resulted in expanded programming and services being offered to graduate students. New workshops included GoogleScholar, Mendeley, OneSearch, mobile apps, and presentations on Research Toolkits developed for Engineering and Humanities/Social Sciences. An internal study is being conducted to see if a percentage of a position can be dedicated to continue coordination of graduate student programming.

Evaluate status of library videos.
This goal supported Strategic Priorities #1, #2, and #5. The workgroup was led by Rachel Mulvihill and included members Joseph Ayoub, Robin Chan, Cindy Dancel, Rosie Flowers, and Cynthia Kisby. The team assessed the current status and needs related to video production and hosting, updated existing videos and produced new ones, branded videos so they have a similar look and feel and are easily identifiable, and loaded them to the Libraries’ YouTube channel. They also met with people from across the library to determine best practices in producing videos and how to handle videos in need of updating or those of people who have left. New videos include How to find your NID/PID, an animated More than Just Books video that received an honorable mention in a juried, nationwide competition, an iPad tutorial, How to find Library of Congress Call Numbers, and How to Search OneSearch. To date these newly created videos have received approximately 1,000 views.

Identify faculty partners, and develop and implement an information literacy project in a particular program.
This goal supported Strategic Priorities #1, #2, #3, #4, and #5. The workgroup was led by Elizabeth Killingsworth and included members Corinne Bishop, Rosie Flowers, Patti McCall, and John Venecek. The team ultimately produced a standalone Canvas library course that can be easily assigned by course instructors. Content was developed with input from faculty in Writing and Rhetoric, English, and SLS, and was aligned to student learning outcomes from the introductory classes across the various programs. The pilot course has been assigned by 45 faculty, primarily from ENC 1102 and SLS 1501 courses. Rachel Mulvihill has assumed oversight of the project and plans to survey faculty and students about their experience and will continue to market and update the course.

Develop and market a suite of Scholarly Communication services.
This goal supported Strategic Priorities #1, #2, #4, and #5. Efforts are reported under the Office of Scholarly Communication’s section of the annual report.

In addition to the six goals identified at the beginning of the reporting year, two other projects emerged that resulted in a number of improvements to the user experience.

“Right here, right now” service enhancements.
This goal supported Strategic Priorities #2, #4, and #5. After the full contingent of division leadership was in place the group regularly met and reviewed results of the graduate student survey, LibQual
comments, renovation interview results, the Covert-Vail and Collard Association of Research Libraries white paper on graduate student needs and services, and the Ithaka report on faculty perceptions and expectations of libraries. From those reviews service enhancements were identified, implemented, and marketed. Services added or expanded upon included adding more quiet study space (5th floor), upgrading the library instruction rooms, updating the presentation room, circulating device chargers, increasing the number of graduate student study rooms, and installing whiteboards in all study rooms.

At the same time, the division head met with Steffan Guenzel from the University Writing Center to discuss increasing the UWC’s presence in the library. From that initial meeting an additional space on the 4th floor was dedicated to writing assistance, essentially doubling the number of hours and appointments for writing assistance in the library.

- **Finally, Cindy Dancel and Rosie Flowers conceived an idea for a library handout repository.**
  With collaboration from IT and Special Collections, who provided additional members for the effort, the Library Image Depository (LID) was developed.

### Departmental Goals: 2013-2014

- Review open positions and existing position responsibilities of librarians in the division for the most effective use of personnel and that reflects shifting emphases of the university and the library profession. This goal has the potential to support all five Strategic Priorities.

- Based on results of the position review, implement an outreach program that complements the subject librarian model. If implemented, this program would be comprised of librarians who have responsibilities for targeted patron groups and campus units and/or functional areas. The outreach unit would develop, test, and market a deep suite of services by patron group. This goal supports Strategic Priorities #3, #4, and #5.

- Actively participate in library renovation planning and advocate for dedicated space, services, and programs based on feedback collected through the graduate student survey, student focus groups, and interviews conducted with faculty, graduate students, and undergraduates. Examples include a graduate student space and offering 24/5 library hours. This goal supports Strategic Priorities #2 and #4.

- Continue to implement services on a “right here, right now” basis that don’t depend on renovated space, additional personnel, or a large budget. Examples include a pop-up chat box on selected library help pages (need programmer experience for this project) and a reservation system for student study rooms. This goal supports Strategic Priorities #1 and #2.

Seek to expand the number of librarians in the division to increase the impact of the library by integrating information literacy into academic program curricula; creating more asynchronous guides, videos, and learning objects to meet the demand for 24/7 access to services; working more closely with faculty and students to support their teaching and research; allowing more time for research consultations and library programming; providing programming and services related to Scholarly Communication, law and legal assistance, and GIS and data services; and exploring and implementing new and emerging technologies. This goal supports all five Strategic Priorities.

### Performance Enhancement Recommendations

Performance enhancement recommendations can be described in two words – staff and space – and also can be combined into the single concept of “staff space.”

Shortly after assuming the position the division head submitted a request for funding for three positions spread over several departments to support emerging and existing services. As a justification for the request, Barbara Tierney, head of Research & Information Services, was tasked with developing a historical comparison of main campus public services librarians staffing levels in relation to the growth of the student body. Over the past fifteen years, from 1997-1998 to 2011-2012, the number of main campus public services librarians has decreased by 33%, from 21 to 14. At the same time, student enrollment increased from 27,323 on-campus students in 1997-1998 to 49,355 main campus students in 2011-2012. This is a change in ratio from 1 librarian:1,301 students in 1997-1998 to 1 librarian:3,525 students in 2011-2012, or a 271% increase in the number of students each main campus public services librarian serves. Statistics were gathered from the Office of Institutional Research enrollment data, UCF Libraries annual reports, and the Libraries Human Resources librarian, Cynthia Kisby.

To further illustrate this inequity, new services and modes for delivering those services are continually evolving. New services that support faculty and student research and a new subject librarian model were implemented over the reporting year and are severely stretching the limits of current staffing levels. A complete review and restructuring of on-going responsibilities was conducted to provide some modicum of relief, but full implementation of the new programs mentioned above are contingent upon additional positions. [For a list of possible impacts see the staffing goal in the Division Goals section.]

Additionally, the library is challenged to provide 24/7 access to information, maintain a presence in online courses, and deliver services through a variety of delivery modes. The following table offers a summary of reference
and instruction services, delivery modes, usage statistics, and impact on library staff. It is easy to conclude that the growth in technology-enhanced delivery mechanisms has dramatically increased the amount of time needed to develop, monitor, update, market, and provide services—all of which has occurred since the marketed decrease in the number of main campus public services librarians providing these services.

### Table 1

**Library Reference and Instruction Statistics, 2012-2013**

<table>
<thead>
<tr>
<th></th>
<th>Instruction</th>
<th>Reference Assistance and Consultations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synchronous</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Face to face classes</td>
<td>384 classes</td>
<td>3,710 hours staffed</td>
</tr>
<tr>
<td>Embedded in Web courses</td>
<td>120 courses</td>
<td>5,378 hours staffed</td>
</tr>
<tr>
<td>Workshops</td>
<td>37 workshops</td>
<td>980 hours staffed</td>
</tr>
<tr>
<td><strong>Asynchronous</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Info Literacy modules</td>
<td>164 faculty</td>
<td>500+ guides</td>
</tr>
<tr>
<td>Canvas course*</td>
<td>45 faculty</td>
<td>449 questions</td>
</tr>
</tbody>
</table>

Lack of space is another impediment to fully realizing the potential of new and existing services. The Office of Scholarly Communication is a new department that entertains the goal of providing a comprehensive range of services to support institutional research; however, the department does not have any identifiable working or public-facing space. Space is needed for team members to work and collaborate internally, to meet with faculty, students, and other campus units, and to be able to provide programming, consultations, and other services. A visiting colleague from another institution recently remarked at the incongruence between the Office’s robust virtual presence and the lack of an identified physical space.

Space for staff is also a top concern. It is not uncommon for two or even three adjuncts to share one office (and one computer) in some departments, which, in turn, causes unnecessary oversight of the schedule and further impacts productivity. Adjunct librarians in Scholarly Communication work at computers in the Reference & Information Services student bullpen or open office area as no other facilities are available. However, other staff areas in the library appear to be underutilized and a recalculation of staff space allocations may be due.

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*Penny M. Beile  
Associate Director,  
Information Services & Scholarly Communication

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*New Sr. Art Specialist Cindy Dancel and Sr. Archivist Burak Ogreten, Ginny Farmer’s Retirement Party, January 2013*
During this reporting period, the Media and Circulation desks, along with the RAID (Research & Information Desk) conducted two internal patron satisfaction surveys. These surveys were part of an internal assessment effort conducted by the public service departments of the library as an effort to improve patron service. Funding for a Mystery Shopper project was also approved and is currently being planned.

Also during this reporting period, the department began the process of moving toward handling all collections activity internally. The department has been advised that Student Accounts is planning to cease conducting collections activity for delinquent/overdue library debts, and that the library will need to assume this function. Meetings were held with Student Accounts manager Dan Mayo and staff to begin the planning process and to start developing our own internal policies and procedures for collections. Also met with two of the collection agencies that Student Accounts is considering using for their own collections and attended training sessions sponsored by Student Accounts and a couple of collections agencies. Security requirements for handling and processing patron social security numbers are also under review.

In staffing news

- Joseph Ayoub presented Arabic language classes as part of the Library Diversity Week events.
- Joseph Ayoub and Blake Robinson completed development of a training video on the basic functions and use of an iPad.
- Andrew Hackler coordinated and developed student assistant orientation and training sessions for both Stacks Unit student assistants and Circulation and Media Units student assistants. Multiple student training sessions were held at the beginning of the fall 2012 and spring 2013 semesters. Amanda Branham assisted Andrew in teaching these training sessions.

Department training during this reporting period included a Smart Card Refunds training session coordinated by Janet Girard and a general review of cash register procedures.

**Other Highlights and Projects**

- The department participated in three “KRAM 4 the Exam” events during this reporting period. KRAM nights, co-sponsored by the library and the SGA, were held on October 6, 2012, December 3, 2012, and April 22, 2013. The John C. Hitt Library remained open until 3:00 am for the exam finals KRAMs.
- The Circulation and Media Units continued to extend library hours from 1:00 am to 3:00 am for five days during the weeks of the fall and spring semester finals, as well as opening early at 7:00 am. In addition, the library extended operating hours from 11:00 pm to 1:00 am during the Summer B finals.
- Jim Mauk completed a shift of the VHS collection and is working with Acquisitions in the project to replace highly circulating VHSs with DVDs or Blu-ray.
- White Boards were purchased and installed in all of the circulating Group and Graduate study rooms.
- Stephen Nordlinger, fluent in American Sign Language, was able to assist deaf patrons in their library research, use of library equipment, and location of materials in the library.

**Staffing Changes**

- Amanda Branham resigned as Sr. LTA in Circulation
- Gerald Dillon resigned as LTA Supervisor in Circulation
- Andrew Hackler was promoted to LTA Supervisor in Stacks
- Andria McKinney was hired as Sr. LTA in Stacks
- Seth Dwyer was hired as Sr. LTA in Circulation
- Ed McClam was hired as OPS Staff in Circulation
- Benjamin Boncaro was hired as OPS Staff in Circulation
- Two permanent USPS positions remain open in the department.

- Seth Dwyer was hired as Evening Sr. LTA and Andrew Hackler was hired as LTA Supervisor in Stacks

**Departmental Goals: 2012-2013**

- Hire permanent USPS staff for the Evening Sr. LTA position formerly held by Amanda Ng Mon and the LTA Supervisor position formerly held by Johnny Hill.
  - Seth Dwyer was hired as Evening Sr. LTA and Andrew Hackler was hired as LTA Supervisor in Stacks
- Support the Libraries’ efforts in implementing the Weeding Task Force recommendations and other preliminary tasks developed in support of building renovations.
  - Jim Mauk assisted the task force in pulling selected VHS tapes to be retained and shifting the VHS collection as items were selected for retention or eventual removal from the collection.
Circulation Services (cont’d)

- Continue progress on the project to pull books from the stacks to replace faded and worn call number labels as time permits.
  - Over 30,000 labels have been replaced thus far. The spine labels for the majority of the collection have been checked and replaced as necessary. The project will continue with the checking of returned items and labels replaced as necessary.

**Departmental Goals: 2013-2014**

- Hire permanent USPS staff for the Sr. LTA position formerly held by Amanda Branham and the LTA Supervisor position formerly held by Gerald Dillon. Re-define the third open USPS position to better fit current department needs and then hire a new USPS staff to fill the position.
- Continue to work toward improving all aspects of patron service within the department through improving department organization, staff development and training, and improving the department’s Web-based and other informational resources and services.
- Working with Student Accounts, implement the new Billing/Collections process.
- Evaluate work flow at Media and Circulation desk, looking for means to improve efficiency at both service points.
- Continue to look for new and innovative means to meet or exceed our patrons’ expectations and needs.
- Evaluate results of the patron satisfaction surveys, conduct new surveys, and complete the Mystery Shopper project, looking to improve patron service.
- Support initial preparations for the library renovation.

**Performance Enhancement Recommendations**

Having two permanent USPS positions open in the department places a strain on the ability of the department staff to effectively fulfill all of department’s responsibilities and duties. Current staff members are responsible not only for their own job duties, but are sharing the duties of the vacant positions. In addition, the creation of one new staff position, a weekday cash register LTA position, would improve patron service at the main circulation desk. Currently, department staff are having to double staff the Circulation Desk during most daytime hours, further reducing the ability of the staff to fulfill their normal duties as they are having to spend more time assigned to the Circulation Desk.

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

- **Offer the best undergraduate education available in Florida**
- **Achieve international prominence in key programs of graduate study and research**
  - Continued to operate the Reserves unit to support the teaching mission of the university. Provided extended circulation privileges to graduate students to support their research needs.
- **Become more inclusive and diverse**
  - Continued the department practice of hiring minority and international students and staff.
- **Be America’s leading partnership university**
  - Provided circulation privileges to: SUS, Community College, and public school students and educators from throughout Florida state, national, and international researchers visiting UCF and visiting or employed at Research Park (fee required for some) community patrons (fee required)

**Circulation Staff members pitching in at the Chili Cook-off fundraiser. Serving lower right: Mary Lee Gladding-Swann; Megan Humphries; and Martha Cloutier. Others in the photo include Director of Libraries Barry Baker (lower left); Assistant Director for Information Technology and Digital Initiatives Selma Jaskowski; and Hal Mendelsohn.**
Circulation Services

Table 1
Five-Year Comparison

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<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>A-V, Music, Video, DVD</td>
<td>2,445</td>
<td>2,810</td>
<td>2,698</td>
<td>3,010</td>
</tr>
<tr>
<td>Documents</td>
<td>265</td>
<td>392</td>
<td>394</td>
<td>425</td>
</tr>
<tr>
<td>General Collection</td>
<td>99,933</td>
<td>115,894</td>
<td>19,554</td>
<td>138,170</td>
</tr>
<tr>
<td>TOTAL ITEMS CIRCULATED</td>
<td>363,164</td>
<td>409,188</td>
<td>435,297</td>
<td>444,399</td>
</tr>
<tr>
<td>ITEMS SHELVED</td>
<td>212,193</td>
<td>244,721</td>
<td>264,825</td>
<td>287,272</td>
</tr>
<tr>
<td>PATRON COUNT</td>
<td>1,337,238</td>
<td>1,446,914</td>
<td>1,463,677</td>
<td>1,357,726</td>
</tr>
</tbody>
</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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<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate Students</td>
<td>215,694</td>
<td>248,977</td>
<td>255,074</td>
<td>269,235</td>
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<tr>
<td>Graduate Students</td>
<td>21,563</td>
<td>27,066</td>
<td>25,398</td>
<td>94,484</td>
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<tr>
<td>Faculty</td>
<td>29,133</td>
<td>29,741</td>
<td>30,910</td>
<td>32,374</td>
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<tr>
<td>Staff</td>
<td>8,934</td>
<td>9,570</td>
<td>10,286</td>
<td>10,473</td>
</tr>
<tr>
<td>Alumnae</td>
<td>129</td>
<td>129</td>
<td>1,525</td>
<td>4,753</td>
</tr>
<tr>
<td>Special Borrowers:</td>
<td>16,467</td>
<td>19,541</td>
<td>19,897</td>
<td>20,194</td>
</tr>
<tr>
<td>Library Charges:</td>
<td>22,239</td>
<td>17,224</td>
<td>22,216</td>
<td>22,216</td>
</tr>
<tr>
<td>INTERLIBRARY LOAN</td>
<td>22,239</td>
<td>17,224</td>
<td>22,216</td>
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<tr>
<td>UBorrow*</td>
<td>4,856</td>
<td>11,905</td>
<td>2,694</td>
<td>2,312</td>
</tr>
<tr>
<td>Other</td>
<td>9,098</td>
<td>11,905</td>
<td>2,694</td>
<td>2,312</td>
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<tr>
<td>TOTAL ITEMS CIRCULATED</td>
<td>363,164</td>
<td>409,188</td>
<td>435,297</td>
<td>444,399</td>
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</table>

*UBorrow was implemented this fiscal year

Circulation Services

Chart 1
Patron Type - 2012/2013

Graduate Students 248,977...

Undergraduate Students
Faculty
Staff
Alumnae
Special Borrowers
Library Charges

Marcus Kilman
Head, Circulation Services
In looking at highlights of the past year, several projects and initiatives spring to mind. Specifically, flash drives, funded by monies from the Office of Information Fluency, were distributed to College of Engineering and College of Business faculty. The flash drives were loaded with information pertinent to the Libraries. Also, the department worked with the Burnett Honors College to select students for the 6th Annual IF Student Award. Information literacy modules were reviewed and updated, and pre-planning was started for a new News Literacy module. Assessment questions for the Selecting Articles for Academic Assignments module were revised based on faculty feedback, and a research guide on the history of the information literacy modules project was created. At the request of the Associate Director for Information Services & Scholarly Communication (IS&SC) to identify and develop a large scale information literacy project in support of the IS&SC Strategic Plan, a work group was formed that was comprised of members of ILO and RIS as well as ENC faculty members, the Office of Information Fluency, and Center for Distributed Learning. This project turned into a Canvas course that can be used as a standalone product or in conjunction with other instruction, and supports ENC and SLS classes.

**EBSCO Discovery Service/OneSearch**

The ILO department was also instrumental in the successful implementation of the EBSCO Discovery Service, which is a Web-scale discovery tool the library branded as OneSearch. In preparation for launch, the ILO department analyzed functionality of the system, reported problems, and conducted a Web usability study to determine whether the new library home page design and the placement of the OneSearch search box on the library home page hindered or helped students’ navigation of the site. Task-based interviews were conducted with five students who were asked to do twelve tasks. Results were compiled and a report was given to Information Technology & Digital Initiatives to inform decisions about the Web page design. Prior to launch members of ILO also created a research guide, designed a logo design and marketing video, and marketed the system through various means. Four instruction sessions were held for all library faculty, staff, and students and an AAL chat widget was added to OneSearch.

Other notable activities of the department over the past year included work on a Digital Badges project and adding a “library link” to the Canvas course template in conjunction with CDL. Department members continued to offer outreach events for community groups and new students and faculty, as well as graduate level workshops. The graduate student workshop series expanded to include presentations at the new Graduate Student Center. The department was pleased to have Administrative support for repainting, recarpeting, and installation of new computers in the classrooms. Last but not least, Rosie Flowers was the recipient of the first UCF Libraries Employee of the Year award.

**Changes in Staffing**

The Information Literacy & Outreach team this year included: Elizabeth Killingsworth, head; Corinne Bishop, Information Literacy Librarian; Renee Montgomery, Outreach Librarian; Rosalie Flowers, full-time adjunct librarian; and Kerri Bottorff, part-time adjunct librarian.

- A search was conducted and Elizabeth Killingsworth was hired as permanent department head in September 2012.
- Rachel Mulvihill, permanent member of ILO, moved to the CMC to serve as interim head for the fiscal year.
- Rachel’s departure allowed the department to hire Rosalie Flowers as adjunct librarian. Rosie resigned in June 2013 to take a position at Stetson University.
- Kerri Bottorff was hired as adjunct librarian and contributed hours in the fall and spring of the reporting year.
- As the fiscal year closed Terri Gotschall joined the library as joint Office Manager for ILO and RIS.

**Departmental Goals: 2012/2013**

- **Edit “Selecting Articles for Academic Assignments” module assessment questions based on faculty and student feedback.** Completed
- **Conduct a question analysis of select information literacy modules using analysis from Beth Nettles in the Center for Distributed Learning.** Postponed completion of this goal to complete the Canvas course for ENC1102 and SLS1501.
- **Create a new information literacy module.** Postponed to complete the Canvas course for ENC1102 and SLS1501.
Design and conduct an information literacy project.
Completed. Meetings were held with the head of the Information Fluency Office and with the coordinators for the Writing and Rhetoric department. The initial Information Literacy Group, Corinne Bishop, Rosie Flowers, John Venecek, and Patti McCall, planned and implemented an online course for incoming freshman and transfer students as a result. The Canvas course, Introduction to Library Research Strategies, is now available for all ENC1102 and all SLS1501.

Promote new Canvas course and evaluate content and impact with users.
Update information literacy modules and evaluate whether to continue to support Google Scholar and RefWorks modules.
Re-envision and re-evaluate current duties and assignments in face of changing priorities.
Maintain departmental operations in face of staffing shortage.

Offer the best undergraduate education available in Florida
Our department supports this goal through all of our online and face-to-face instructional and outreach activities.

Instruction Librarians taught 384 face-to-face instruction sessions to 8,402 undergraduate students and monitored 64 undergraduate WebCourses reaching 2,404 undergraduate students.
Many of the Information Literacy Modules are geared toward undergraduates. Instances of the modules were created for 1,101 undergraduate course sections.
In addition to instruction, the department coordinated library outreach at all new student orientations and new student events. This activity reaches thousands of undergraduate students as they start their university careers.
Dr. Linda Colding teaches library instruction for all sections of the First Year Experience seminar (SLS 1501).
The department also teaches library sessions for the Summer Research Academy and RAMP.

Breakdown of Instances Created 2012-2013

Graduate 169, 13%
Undergraduate 1,101, 84%
"Other"* 47, 3%

Achieve international prominence in key programs of graduate study and research
We support this goal through all of our instructional and outreach efforts.

We taught 70 face-to-face instruction sessions to 1,305 graduate students and monitored 56 graduate WebCourses reaching 1,150 graduate students.
Instances of the Information Literacy Modules were used in 169 graduate course sections.
The department collaborated with the College of Graduate Studies to offer Graduate Research Workshops on a variety of topics.
Workshops on Endnote and RefWorks citation management tools were offered for graduate students throughout the year.
The department markets services through the graduate orientation and with postings to the College of Graduate Studies website.

Provide international focus to our curricula and research
This goal is supported by marketing library services to international students at many events, including the International Student Fall Welcome Reception, the International Student Spring Orientation, and MASS (Multicultural Academic Support Services) Annual Extravaganza Event.

Become more inclusive and diverse
The department supports this goal by continuing outreach to international student groups on campus and to area schools.

Be America’s leading partnership university
The department supports this goal by partnering with:

The Center for Distributed Learning in support of creation of the Information Literacy Modules, the Canvas library course, and by facilitating access to streaming video content for online courses.
The Burnett Honors College to recognize students’ information fluency skills through the awarding of the 6th Annual Information Fluency Student Award.
The Office of Undergraduate Research to teach Library Instruction sessions for the Summer
Research Academy and for the RAMP (Research and Mentoring) program
- College of Graduate Studies to offer a Graduate Research Workshop and citation management workshops.

**Performance Enhancement Recommendations**

The Information Literacy & Outreach department was short-staffed throughout the year as Rachel Mulvihill left the department to serve as interim head of the Curriculum Materials Center (CMC) from August 2012-July 2013. The department also has had an empty librarian position since the hiring freeze in 2008. Without additional staffing the department is stretched to be able to perform current duties adequately.

While the two classrooms were painted and carpeted over the summer term, space issues remain a concern. The classrooms are small and are not adequate for the increasing class sizes. Librarians frequently teach in classrooms in other buildings where students do not have the opportunity to learn with hands-on. This remains a priority need.

![Both Library Instruction Classrooms, 235A and 235C, got a facelift this year with fresh paint, new carpeting, and new computers.](image-url)

### STATISTICS

**Information Literacy & Outreach**

**Table 1**

<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Assessment Completions</strong></td>
<td>42,046</td>
<td>38,423</td>
<td>22,658</td>
<td>16,939</td>
<td>13,840</td>
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<tr>
<td><strong>Average Score</strong></td>
<td>85.71%</td>
<td>85.19%</td>
<td>84.69%</td>
<td>89.02%</td>
<td>85.30%</td>
</tr>
<tr>
<td><strong>Students</strong></td>
<td>7860</td>
<td>8,082</td>
<td>6,469</td>
<td>6,005</td>
<td>4,433</td>
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<tr>
<td><strong>Faculty Members</strong></td>
<td>164</td>
<td>160</td>
<td>104</td>
<td>93</td>
<td>94</td>
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<tr>
<td><strong>Instances Created</strong></td>
<td>1317</td>
<td>1,275</td>
<td>710</td>
<td>586</td>
<td>430</td>
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<tr>
<td><strong>No. of Modules</strong></td>
<td>14</td>
<td>13</td>
<td>12</td>
<td>8</td>
<td>4</td>
</tr>
</tbody>
</table>

*Orientations/Workshops*
Breakdown of Web Courses 2012-2013

- Undergraduate: 2,404 (68%)
- Graduate: 1,150 (32%)

Breakdown of Students 2012-2013

- Undergraduate: 10,203 (82%)
- Graduate: 1,149 (13%)
- Other*: 496 (5%)

Total Number of Web Courses 2012-2013

- Undergraduate: 64 (53%)
- Graduate: 56 (47%)

Breakdown of Web Students 2012-2013

- Undergraduate: 3,554 (87%)
- Graduate: 3,271 (32%)

Face-to-Face Instruction Total Number of Classes 2012-2013

- Undergraduate: 384 (277, 72%)
- Graduate: 394 (388, 18%)
- Other*: 37 (10%)

Breakdown of Classes 2012-2013

*Orientations/Workshop
The Office of Scholarly Communication was launched at the beginning of the reporting year, with the Associate Director of the division the only person with an assignment specifically dedicated to Scholarly Communication. Rosie Flowers was hired as adjunct, but resigned for full-time employment at another institution. Towards the end of the reporting year Corinne Bishop assumed formal responsibilities with the unit.

The Scholarly Communication staffing model is unique in that – aside from the Associate Director and minimal adjunct hours – it relies on volunteers from units throughout the library. The volunteers make up the Scholarly Communication Advisory Group and consist of people with responsibilities related to Scholarly Communication services or who have an interest in Scholarly Communication topics. Those who have duties aligned with library services represented on the Research Lifecycle also serve as “blue button” experts, in that they have added or developed expertise in those areas and provide frontline services. Finally, the model relies on Subject Librarians to provide discipline-specific outreach and services.

At the close of the reporting year the Scholarly Communication Advisory Group consisted of: Ven Basco, Penny Beile, Corinne Bishop, Cindy Dancel, Sai Deng, Lee Dotson, Rich Gause, Athena Hoeppner, Selma Jaskowski, Patti McCall, Renee Montgomery, Barbara Tierney, Andy Todd, Sandra Varry, and John Venecekt. The blue button experts included Ven Basco (Literature Reviews and Citation Metrics), Renee Montgomery (Citation Management Tools), Lee Dotson (Data Management Plans and Open Access Hosting), Sai Deng (Dataset Metadata and Metadata Services), and Athena Hoeppner (Discovery Support). Selma Jaskowski and Penny Beile have been most involved with infrastructure discussions.

The overarching goal of the unit is to develop, market, and deliver a suite of services that supports the research mission of the institution. The Associate Director, with assistance from a part-time adjunct, is responsible for creating agendas, conducting meetings, and facilitating the work of the unit within the library, as well as leading discussions and delivering presentations at the university level. Beyond that, the majority of other projects in support of the unit goal are selected and discharged by members of the Advisory Group.

A report on projects for 2012-2013 follows. Every project relates directly to the unit goal and each was successfully implemented. As members came from almost every department in the library their activities also may be reported in other areas of the Annual Report.

Departmental Goals: 2012-2013

The unit’s website, which was created this year, links to services and a wealth of information on topics related to scholarly publishing. Additionally, photos and prepared statements of faculty in support of Open Access publishing appear on the website, posters, and digital signs. The site is highly visible and appears high on the list of results when searching Scholarly Communication on Google. Internal to the institution the lifecycle and Scholarly Communication services have been presented by request to grants writers at an Office of Research and Commercialization Grants Day, to faculty and students from the Colleges of Nursing and Medicine, and at university and library committee meetings.
- Create a Scholarly Communication website using the Research Lifecycle as a model (Rosie, Cindy, and all Blue Button experts).
  The website was aligned to existing research guides and others developed, as needed (Rosie). A “toolkit” of handouts and other graphics was added to the “toolkit” website to make them more easily accessible (Cindy, Lee, and Rosie). Faculty who support Open Access publishing were identified and their profiles and statements were used to promote Open Access on campus (Barbara, with Subject Librarians recruiting faculty).

- Develop and disseminate the Research Lifecycle (all active members of the Advisory Group, with much editing and refining of the graphic by Cindy).
  Advisory Group members met with relevant campus entities to define their services and include them in the lifecycle graphic (primarily Penny, Lee, and Selma). The Research Lifecycle was vetted with faculty from a variety of disciplines (active members of the Advisory Group), and the lifecycle was disseminated to internal audiences, including the Vice-Provost and Provost (Penny, Lee, Selma, and Athena), at ORC Grants Day (Lee, Selma, and Rich), and at FCTL Winter and Summer Institutes (Lee, Renee, John, Corinne, and Sandra). Scholarly Communication presentations were delivered to key campus groups, including grants writers (Lee, Ven, Penny, and Selma with input from Rich and Athena) and select Colleges (Penny, Lee, Selma, Sandra). The lifecycle was also disseminated external to the institution at professional venues (eight people presented six poster sessions and papers over the course of the reporting year; see the Accomplishments section in this report). A column about changes in the scholarly publishing environment appeared in the new faculty newsletter, Illuminations (John, Penny, Lee, and Athena).

- Provide professional development training opportunities for librarians and staff internal to the Libraries.
  Scholarly Communication Advisory Group meetings serve an educative function, but not all librarians attend these meetings. To address this library faculty were surveyed about their knowledge and needs related to Scholarly Communication issues. A workgroup (Penny, Corinne, Renee, Patti) also secured funding from the Director of Libraries for a nationally known consultant to hold an intensive 1.5 day workshop, planned all aspects of the event, and invited librarians from a local library to attend training.

- Plan Open Access Week activities, programming, and exhibits (Lee, Cindy, Andy, and Sai).
  At the end of the reporting year planning for Open Access Week was well under way.

- Monitor discussions and advocate for infrastructure that allows sharing and preserving of the scholarly work of the institution, including both data and research outputs (Selma, Penny, Lee, Ven, and Sandra).
  Discussions with the director of the Institute for Simulation and Training were conducted (Selma) and a meeting with pertinent people from IST and Computer Services and Telecommunications was called (Penny and Selma). Towards the close of the reporting year a questionnaire was obtained and refined for purposes of surveying faculty about their data management needs and practices (Penny, with input from Sai, Lee and Selma).

### Departmental Goals: 2013-2014

The direction of the Office of Scholarly Communication and its projects are determined by members of the Scholarly Communication Advisory Group. As such, actual projects in support of the goals may vary from those noted below as the Advisory Group prioritizes and selects them.

- **Scholarly Communication website:** Complete mapping of website information to research guide and, in lieu of additional staffing needed to provide high touch services, expand the unit’s Web page with more information and instructional videos.

- **Research Lifecycle development & dissemination:** Continue conversations with relevant campus units to further develop services related to institutional research and update as needed. Use lifecycle as a basis for discussing research needs with campus entities such as University administration, the Faculty Senate, the Research Council, etc. Submit manuscript(s) and/or presentation proposals to disseminate the lifecycle external to the institution.

- **Internal training:** Follow up on 1.5 day workshop with a series of brown bag sessions that cover all services provided by the library. Host presenter notes, slides, and Connect sessions on an internal-facing site.

- **Provide workshops for targeted audiences:** Develop a menu of possible presentations that range from 15 to 60 minutes. Create a script for each presentation so content is similar regardless of the presenter. Develop programming for graduate students and grants writers; market through appropriate venues.

- **Outreach:** Host programming and exhibits for Open Access Week. Ideas include a large scale exhibit on the art wall and exhibit cases, a series of webinars related to Open Access issues, and a reception for campus Open Access champions. Begin collecting citations to faculty works with the goal of creating a comprehensive bibliography of scholarly outputs throughout the 50 years of the institution’s history.

- **Institutional infrastructure:** Conduct a data management survey and share results with pertinent faculty from ORC, IST, CST, the Libraries, and the Vice-Provost for ITR. Continue to advocate for a data and institutional repository and processes and people to staff them.
Advancement Toward the President’s Five Goals

Achieve international prominence in key programs of graduate study and research

The work of the Office has potential to advance each of the President’s five goals, but most directly impacts Goal #2 through support of graduate study and research conducted by the institution. Specific projects that relate to this goal include a robust, information-rich website that provides information and services that support research; a well-developed graphic that illustrates the research process from inception to completion with campus services available to researchers; growing subject librarian knowledge through formal training so they can discuss scholarly publishing issues with faculty and students in their disciplines; promoting the Open Access publishing model through exhibits and outreach; and working toward an institutional solution for hosting, disseminating, and preserving the institution’s scholarship.

Performance Enhancement Recommendations

The Office depends on interested people from across the Libraries who attend Advisory Group meetings and volunteer for workgroups and to provide related services. Although enough cannot be said about the volunteers, the most pressing barrier to fully integrated services remains the lack of dedicated staff. The Associate Director for Information Services & Scholarly Communication has a 25% allocation to Scholarly Communication. With that percentage she sets agendas, conducts meetings, leads some workgroups and contributes to others, meets with institutional representatives to advocate for Open Access support and needed infrastructure, and provides frontline services in the form of presentations and workshops.

As the model moves to a functioning program there is concern that people who have volunteered to provide particular services may not be able to fully support their commitment due to other responsibilities. Towards the end of the reporting year Corinne Bishop assumed a 15% allocation to the department, however, she will be on leave for the better part of the upcoming year. The Office also relies on adjunct assistance, currently funded at approximately 10 hours per week. That person’s hours are allocated to the faculty bibliography project.

A second, but no less serious obstacle is the lack of dedicated space. The unit has a robust Web presence, but no identifiable physical space. This space is needed to provide programming, to meet with faculty and students, and to serve as a work space for the Office. Finally, the President’s Goal #2 places emphasis on international prominence of research. There is no better way for the library to support this goal than to institute a repository that hosts (or links to) the intellectual capital produced at the institution. A repository of this nature facilitates sharing and dissemination of research, increases its use, and ultimately results in greater institutional impact and prominence.

Summary of Selected Accomplishments of Faculty & Staff

The Research Lifecycle was initially conceived of in 2011-2012 by the UCF Libraries’ Research Lifecycle Committee. Original committee members included Penny Beile, Corinne Bishop, Bobby Ciullo, Cindy Dancel, Lee Dotson (chair), Rich Gause, Athena Hoeppner, Selma Jaskowski, Mary Page, Andy Todd, Therese Triumph, and Sandra Varry. Many other people have since contributed to and refined the model.

Dissemination of the Research Lifecycle, both internal and external to the institution, was a goal of the unit during the reporting year. Venues were discussed and members volunteered to present.on behalf of the Libraries and the RLC Committee members. The following list consists of the names of the presenters, the presentation venue, and the date. Additional conference presentations and manuscripts have been submitted and accepted and will be delivered and published in the forthcoming reporting year.

Institutional venues:
- Lee Dotson, Renee Montgomery, and Sandra Varry presented a poster session at the Faculty Center for Teaching and Learning’s Winter Institute, December 2012.
- Corinne Bishop, Lee Dotson, and John Venecek led think tank sessions at Winter and Summer Institutes, hosted by the Faculty Center for Teaching and Learning, December 2012 and May 2013.

Professional venues:
- Athena Hoeppner and Sai Deng presented a poster session at the Research Data Access and Preservation Summit, Baltimore, April 2013.
- Penny Beile, Lee Dotson, and Therese Triumph presented a poster session at the Academic and College Research Libraries Biennial Conference, Indianapolis, April 2013.
- Sandra Varry and Andy Todd delivered a presentation at the Society of Florida Archivists Annual Conference, Tallahassee, May 2013.
- Sai Deng and Andy Todd presented a poster session at the American Library Association Annual Conference, Chicago, June 2013.
During the current reporting year, Research & Information Services (RIS) initiated a new “Subject Librarian service model” to increase positive impacts on student learning, faculty teaching/research, and Scholarly Communication (SC) outreach. This new model aligns librarians more closely with particular UCF colleges and academic departments/programs. It seeks to increase Subject Librarian visibility and accessibility to UCF constituencies.

Subject Librarians are now featured on a special UCF Libraries’ Web page and are also featured in the John C. Hitt Library Digital Signage system as well as the UCF Libraries’ Home page banner.

To prepare them for their new roles, Subject Librarians are receiving specialized training. On May 10 an all-day Reference Services Retreat provided training programs on scholarly communication, curriculum mapping, academic department profiling, faculty profiling, goal-setting, creating e-newsletters/e-postcards for outreach to academic faculty and academic faculty expectations for librarians. On June 5-6, Penny Beile and the Scholarly Communication Advisory Group provided a two-day workshop by Stephanie Davis-Kahl on Open Access and Scholarly Communication outreach. A summer workshop by Athena Hoeppner taught the Subject Librarians how to “Control Subject Databases”; and Penny Beile and the Scholarly Communication Advisory Group scheduled an eight-workshop series for fall 2013 on specific SC topics such as: citation metrics, literature reviews, citation management tools, data management planning, data set metadata, discovery support, open access hosting and metadata services.

During spring and summer 2013, Subject Librarians have focused on accomplishing the following objectives for the 2013/14 academic year:

- reaching out to academic departments via e-newsletters, e-postcards and office visits
- designing new curriculum integrated research instruction that will serve to eliminate library instruction redundancy and increase relevance for students as they build year-by-year research expertise in their disciplines
- becoming UCF Libraries’ Scholarly Communication ambassadors to academic departments and academic faculty

RIS has participated in the new UCF Libraries’ Public Services Group on public service initiatives such as staff training through the Information Exchange, and the creation and adoption of the “Basic Competencies” staff training document. RIS Head Barbara Tierney currently serves as the Public Services Group Coordinator.

In addition, there has been RIS participation in various Graduate Student initiatives during this reporting year. For example, Education Librarian Terrie Sypolt systematically interviewed all College of Education Graduate Student cohorts to identify their needs and to create a plan for addressing these needs. Ms. Sypolt also worked with the College of Graduate Studies to investigate the possibility of creating a Graduate Writing Center at UCF. Hal Mendelsohn worked with the Graduate Student Center to coordinate library research workshops offered by the Information Literacy & Outreach (ILO) department. Linda Colding also led efforts to address Graduate Student needs (such as additional library programming, workshops, and enhanced facilities and resources for Graduate Students) identified by last year’s Graduate Student Survey.

Further, RIS has participated in pursuing an enhanced UCF New Faculty experience. During this reporting year RIS staff, led by John Venecek and Missy Murphey, worked to identify New Faculty, ascertain what these New Faculty should know about the library, and what were the best ways to reach them. RIS librarians have worked closely with the Faculty Center for Teaching and Learning by participating in the FCTL “Think Tank” program addressing the needs of New Faculty. Also, RIS staff spearheaded this year's initiative to give flash drives (with information about the library on them) to New Faculty, create a New Faculty research guide, and create an online newsletter entitled Illuminations that features the work of New Faculty.

Assessing service points in the library also has been a priority. This year RIS Assessment Team members Ven Basco, Linda Colding, Meredith Semones, and Barbara Tierney worked with Marcus Kilman, head, Circulation Services, to use a variety of methods to measure patron satisfaction in an effort to constantly seek ways to ensure the highest public service standards.

RIS assessed patron satisfaction at the Research & Information Desk (RAID) by conducting transactional surveys.

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1 http://library.ucf.edu/SubjectLibrarians/
Ven Basco, Linda Colding, and Meredith Semones created new Reference Staff training documents (a RAID Training Checklist, RAID Behavior Guidelines, and Ask A Librarian behavior guidelines) that are being used in training new RAID and AAL Staff and for refreshing and updating skills of veteran RAID and AAL Staff.

This year RIS librarians John Venecek and Patti McCall teamed up with ILO Staff to serve on an Information Literacy Committee that identified academic faculty partners with whom to collaborate to create a new library Web course entitled “Introduction to Library Research Strategies,” which is now embedded in the UCF course management software Canvas. This library online course is currently being offered to all SLS1501 and all ENC1102 instructors in an effort to embed “classroom flip” strategies for library research instruction within freshman level course work.

Further, RIS successfully collaborated with Dr. Pavel Zemliansky (Associate Professor and Director of Writing Across the Curriculum, UCF Department of Writing and Rhetoric) by providing professional writing projects for his spring 2013 “Professional Writing” students and his summer 2013 “Graduate Business Writing” students. The summer writing project helped to inform Library Administration about library services and resources that UCF Graduate Students recommend for our 21st Century Libraries.

This year RIS successfully sponsored a summer 2013 University of South Florida Library Science Intern, Erica England, from June 3 through July 17, 2013, and provided a rich variety of training and learning experiences for her. Ultimately, RIS hired Erica as an Adjunct Librarian for the 2013-14 academic year.

Further, RIS successfully collaborated with Dr. Pavel Zemliansky (Associate Professor and Director of Writing Across the Curriculum, UCF Department of Writing and Rhetoric) by providing professional writing projects for his spring 2013 “Professional Writing” students and his summer 2013 “Graduate Business Writing” students. The summer writing project helped to inform Library Administration about library services and resources that UCF Graduate Students recommend for our 21st Century Libraries.

### Staffing Changes

- Barbara Tierney is the new Head of RIS (as of January 2013)
- Cindy Dancel changed from Office Manager to Art Specialist (as of April 2013)
- Nola Pettit changed from full-time Sr. LTA to part-time AAL Assistant (as of January 2013)

### Departmental Goals: 2012-2013

- **Hire a permanent RIS department head who will assume responsibility for identifying and implementing departmental goals for the coming year. (Under the leadership of IS & SC Assoc. Director Penny Beile)**
  
  Barbara Tierney became RIS department head in January 2013 and is working to implement a new Subject Librarian service model that increases UCF Libraries’ positive impacts on student learning, faculty teaching and research, and Scholarly Communication outreach. This new model seeks to align librarians more closely with particular UCF colleges and academic departments and programs and to increase Subject Librarian visibility and accessibility to UCF constituencies.

- **All USPS positions in RIS and ILO were reviewed and updated for the purpose of reallocating responsibilities. (Under the leadership of IS & SC Assoc. Director Penny Beile)**

- **The Office Manager position in RIS and the Sr. LTA position in ILO were merged under the leadership of IS & SC Associate Director Penny Beile, with the purpose of hiring an Art Specialist.**

  The Art Specialist position reports to the Associate Director of IS & SC, but also supports graphic design, video production, and outreach and communication for the RIS department.

- **Improve the user’s face to face experience (Under the leadership of the IS & SC Strategic Planning Implementation Team)**

  RIS staff members worked with IS & SC Associate Director Penny Beile to help identify appropriate electronic device chargers for the John C. Hitt Library. They also worked with Penny Beile to encourage improvements for the library's Presentation Practice Room (306).

- **Automate certain information for asynchronous support. (Under the leadership of the IS & SC Strategic Planning Implementation Team)**

  RIS staff members worked with IS & SC Associate Director Penny Beile, Rachel Mulvihill, and Information Literacy Outreach to help identify “library-help video” topics and assist with the creation and update of these videos.

- **Offer programming to specific groups. (Under the leadership of the IS & SC Strategic Planning Implementation Team)**

  RIS staff members worked with IS & SC Associate Director Penny Beile to reach out to Graduate Students and New Faculty. For example, Hal Mendelsohn worked with the Graduate Student Center to coordinate library research workshops for Graduate Students. Also, Education Librarian Terrie Sypolt systematically interviewed all College of Education Graduate Student cohorts to identify their needs and to create a plan for addressing these needs. Ms. Sypolt also worked with the College of Education Faculty to investigate the possibility of creating a Graduate Writing Center at UCF. In addition, John Vinecek and Missy Murphey created and marketed services to New Faculty.

- **Create and market a suite of services for graduate students. (Under the leadership of the IS & SC Strategic Planning Implementation Team)**

  RIS staff members worked with IS & SC Associate Director Penny Beile on the following:
Services for Graduate Students were marketed through a new Research Guide “Graduate Students – Library Services”\(^1\) and “Graduate Research”\(^2\).

- **Create and market services to New Faculty. (Under the leadership of the IS & SC Strategic Planning Implementation Team)**
  RIS librarians John Vinecek and Missy Murphey worked with IS & SC Associate Director Penny Beile to collaborate with the Faculty Center for Teaching and Learning by participating in the FCTL “Think Tank” program that addressed the needs of New Faculty. Also, RIS staff spearheaded this year’s initiative to give flash drives (with information about the library on them) to New Faculty, create a New Faculty research guide, and create an online newsletter entitled *Illuminations* that features the work of UCF New Faculty.

- **Make the invisible library more visible. (Under the leadership of the IS & SC Strategic Planning Implementation Team)**
  New library Web pages, such as the Subject Librarian Web page\(^3\) and the refreshed Research and Information Services department Web page\(^4\) as well as the John C. Hitt Library digital signage system (that now features Subject Librarian photos and messages) make the Subject Librarians more visible to our library constituencies.

- **Institute a Mobile Librarian initiative**
  Linda Colding led this highly successful RIS departmental initiative which utilized RIS staff (including Cindy Dancel, Larry Cooperman, Nola Pettit, Missy Murphey, and Linda Colding) as “Mobile Librarians.” These staff members devoted a total of 198 hours to this service and answered 292 questions during this reporting year.

- **Populate digital signs; brand campus guides and handouts; and increase social media penetration. (Under the leadership of the IS & SC Strategic Planning Implementation Team)**
  RIS staff members worked with IS & SC Associate Director Penny Beile to help populate digital signs, create a branded and customizable brochure of library services for faculty, and alert patrons about library-related functions through the use of social media.

- **Assess services for reference staff knowledge & behavioral skills to inform training programs. (Under the leadership of the IS & SC Strategic Planning Implementation Team)**
  RIS librarians (led by Marcus Kilman) conducted patron satisfaction assessments at desk service points in spring 2013. Linda Colding and Ven Basco coordinated these assessments for RIS. Also, Ven Basco, Linda Colding, and Meredith Semones created new reference staff training documents (a RAID training checklist, RAID behavior guidelines, and Ask A Librarian behavior guidelines) that are being used in training new RAID and AAL staff and for refreshing and updating skills of veteran RAID and AAL staff.

- **Identify faculty partners and conduct an information literacy project. (Under the leadership of the IS & SC Strategic Planning Implementation Team)**
  RIS librarians John Vinecek and Patti McCall worked with IS & SC Associate Director Penny Beile to team up with ILO staff (led by Elizabeth Killingsworth) on an Information Literacy Committee that identified academic faculty partners with whom they collaborated to create a new library Web course entitled “Introduction to Library Research Strategies” which is now embedded in the UCF course management software Canvas. This library online course is currently being offered to all SLS1501 and all ENC1102 instructors.

- **Continue to participate in the ASERL MOU (Memorandum of Understanding) to create Centers of Excellence Collections at UCF. (Under the leadership of IS & SC Associate Director Penny Beile and Government Documents Librarian Rich Gause, with the support of UCF Libraries Administration).**
  The UCF Libraries Government Documents unit participates in this collaborative Federal Depository program wherein a depository library accepts the responsibility to collect all federal publications in particular subject areas and provides access and support to these collections. In keeping with identified areas of specialization at the institution and the locale, the UCF Government Documents unit continues to concentrate its collection efforts in the areas of Department of Energy solar energy documents and NASA space exploration documents, and is actively building UCF collections in these areas. This year, we received relevant materials from at least 47 sources including the discontinued Florida Solar Energy Center library.

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\(^1\) [http://guides.ucf.edu/content.php?pid=276397](http://guides.ucf.edu/content.php?pid=276397)


\(^3\) [http://library.ucf.edu/SubjectLibrarians/](http://library.ucf.edu/SubjectLibrarians/)

\(^4\) [http://library.ucf.edu/Reference/](http://library.ucf.edu/Reference/)
During the May 2013 Reference Services Retreat, the RIS department critically reviewed current services and envisioned how to improve services to patrons. Although not a comprehensive list, some of the goals for 2013-14 include:

■ Continue emphasizing and supporting the new “Subject Librarian” service model in an effort to increase positive impacts on student learning, faculty teaching/research, and Scholarly Communication outreach. This service model will support Librarians in their efforts to proactively take ownership of their subject liaison responsibilities that include:
  • Profiling their assigned academic departments, programs, and faculty.
  • Increasing outreach to their assigned academic departments, programs, faculty, and students.
    • Regularly getting out of the library building to visit assigned academic departments/programs and participating in meetings with department chairs, program coordinators, library representatives, other academic faculty, and students.
    • Creating customized electronic newsletters and postcards, research guides, and other Web-based publications to send to their assigned academic faculty and students.
  • Beginning curriculum mapping of courses offered within assigned academic departments and programs that will provide more effective curriculum integrated library instruction for these programs.
  • Working to create a new service model at the Reference and Information Desk which will not only provide excellent service to library patrons but also make the most effective use of RIS and volunteer staff.
  • Updating and refining Reference and Information Services Desk “Basic Competencies and Training Checklist” documents.
  • Participating in professional training opportunities and mentoring for RIS staff to increase their stature and value within the UCF Libraries organization and the university.
  • Continuing to collaborate with the UCF Libraries Scholarly Communication unit
    • Scholarly Communication outreach via Subject Librarians
  ■ Continue student outreach:
    • Meeting with student organization representatives and continuing to consider and act upon suggestions provided by the library’s 2012 Graduate Student Survey.
  ■ Continue creating and marketing library services to New Faculty:
    • Encouraging Subject Librarians to get more involved with New Faculty orientation. Subject Librarians will send customized e-postcards and e-newsletters to the New Faculty in their assigned academic departments.
    • Subject Librarians will continue working to find new ways to reach Adjunct Faculty in their assigned academic departments
  ■ Continue working with the UCF Libraries’ Public Services Group:
    • Participating in Public Services Group (PSG) inter-departmental work group to ensure excellence in public service across all UCF Libraries’ departments
  ■ Continue collaboration with Faculty Partners:
    • Continuing to identify faculty partners for information literacy projects.
    • Continuing to work with faculty partners on library-created Canvas modules.
    • Working to forge a closer partnership with Technology Commons staff.
  ■ Continue to create and market suites of services for graduate students and New Faculty:
    • Subject Librarians will work to do Graduate Student and New Faculty programming for their assigned academic departments.
  ■ Continue assessing RIS services for knowledge & behavioral skills to inform training programs:
    • Continuing with current workgroup for one year; may roll over to Public Services Group if other departments are interested.

During the May 2013 Reference Services Retreat, the RIS department critically reviewed current services and envisioned how to improve services to patrons. From August 20 through August 23, 2012, 683 students were served.

■ Continue to lead the “LibAnswers Knowledge Base” resource.
Under the leadership of Rich Gause, this resource provides asynchronous access to answers from UCF librarians. In 2012/13 the 449 question/answer pairs were viewed 25,341 times, an increase of 173% over the 14,665 views of 428 question/answers in 2011/12.

■ Continue to support the “CampusGuides” resources.
Under the leadership of Rich Gause, this 500+ guide resource was developed to support research on particular topics.

Departmental Goals: 2013-2014

Performance Enhancement Recommendations

Over the past several years RIS has reported the need to fill vacant positions to further develop services. That need continues in the current reporting year. In spring 2013 several “impact statements” were submitted to Library Administration that estimated the positive impact to UCF constituencies that would come from the hire of additional reference librarians with special skills (such as a GIS/Research Data Specialist, Business
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Research & Information Services (cont’d)

Specialist, a second Education Specialist, a second Science Specialist, a Graduate Student Coordinator).

Additionally, with the approval of funding for the library renovation, the possibility of an automated retrieval service continues into the current year. To prepare for the subsequent move of Government Documents resources into the automated retrieval center the collection will continue to be cataloged and some of the documents will be bound.

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

- A new Subject Librarian service model was initiated that increases UCF Libraries’ positive impacts on student learning, faculty teaching and research, and Scholarly Communication outreach. This new model seeks to align librarians more closely with particular UCF colleges and academic departments and programs and to increase Subject Librarian visibility and accessibility to UCF constituencies.
- A new UCF Libraries Public Services Group committee was created to identify, plan, and implement services for UCF constituencies.
- The Research & Information Services desk was open over 5,378 hours and librarians fielded 25,269 questions during that time. The service is extended to all who visit the library, but the majority of these queries are from undergraduate students.
- The Ask A Librarian (virtual reference) service received 6,093 chat questions and 4,300 email and phone questions, for a total of 10,393 electronic and phone interactions.
- The Information Kiosk service fielded 683 questions last fall. The kiosk is an outreach and information desk set up at the beginning of the semester to help students get acclimated to the library and campus.
- The Mobile Librarian service was asked 292 questions by students at their point of need in the library.
- The 500+ Campus Guides, which are guides developed to support research on a particular topic, were viewed 341,459 times in 2012/2013. These guides can be used by students, faculty, and others both internal and external to the institution, but are designed primarily for UCF undergraduate students.
- The Lib Answers Knowledge Base offers a bank of frequently asked questions. In 2012/13 the 449 question/answer pairs were viewed 25,341 times, an increase of 173% over the 14,665 views of 428 question/answer pairs in 2011/12.

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

- All RIS librarians conducted one-on-one interviews with UCF Faculty and Graduate Students during spring 2013 to inform services to those patron groups for our 21st Century Library planning.
- Librarians conducted 490 in-depth, one-on-one research consultations. These research consultations are available to all students, but are heavily used by graduate students.
- The spring 2012 UCF Libraries questionnaire that was sent to all graduate students to survey their expectations, needs, and satisfaction with library services, facilities, and collections was analyzed and published for Library Administration and Library Faculty. These results are being used to inform services for Graduate Students.
- Combined research and scholarship efforts by the RIS unit included four publications and five papers, presentations, or poster sessions presented at local, state, and national venues.

**Be America’s leading partnership university**

- The department’s AAL service is part of the Tampa Bay Library Consortium (comprised of 135 libraries), which collaborates to provide statewide chat service.
- A total of 50 groups and organizations participated in the Campus Connections program, which was created to host campus organizations in the John C. Hitt Library in order to provide a visible place for them to market services and meet students. The organizations talked to 2,262 people and distributed approximately 2,000 brochures while in the library.
- Government Documents, a member of the Federal Depository Library Program, receives documents in nearly every subject area and makes a concerted effort to make this information accessible to the public. This year, 4,632 print volumes, 5,341 microfiche, and 119 electronic products were added to the collection and guides to many of the subject areas were created or updated. Government Documents also continued participating in the ASERL Centers of Excellence initiative.
- The InfoSource service conducted 181 transactions for UCF and other constituencies that included citation searches, literature searches, article delivery, and provision of Special Borrower Cards.

**Statistics**

Research and Information Services usage statistics serve as an important measure of departmental performance. While the department’s face-to-face statistics declined slightly during this reporting period, substantial growth in the use of online...
information by patrons was seen. The department offers a variety of ways to assist patrons with their information needs, including the RAID (Research and Information Desk), the Ask A Librarian service, the Info Kiosk desk, one-on-one Research Consultations, and the Mobile Librarian service. The following table summarizes the number of people and hours devoted to each service and the total interactions for the reporting year. (Additional statistics and five-year comparisons are located at the end of this report.)

### Summary of Services

<table>
<thead>
<tr>
<th>Service</th>
<th>People*</th>
<th>Hours</th>
<th>Interactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAID</td>
<td>18</td>
<td>5,378</td>
<td>25,269</td>
</tr>
<tr>
<td>Ask A Librarian</td>
<td>15</td>
<td>3,710</td>
<td>10,393</td>
</tr>
<tr>
<td>Info Kiosk</td>
<td>27</td>
<td>43</td>
<td>683</td>
</tr>
<tr>
<td>Research Consultations†</td>
<td>17</td>
<td>980</td>
<td>490</td>
</tr>
<tr>
<td>Mobile Librarian</td>
<td>10</td>
<td>198</td>
<td>292</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>10,309</strong></td>
<td><strong>37,127</strong></td>
<td></td>
</tr>
</tbody>
</table>

*The “# of People” column was not totaled as each person generally staffs multiple service points. Further, the RAID hours reflect 18 librarians and volunteers.
†Hours for Research Consultations were estimated at one hour to prep and schedule a session and one hour spent with the patron.

To complement the staffed service points noted above, the library also offers research guides and a LibAnswers Knowledge Base, which provides asynchronous access to answers from UCF librarians. In 2012/13 the electronic LibAnswers Knowledge Base’s 449 question/answer pairs were viewed 25,341 times, an increase of 173% over the 14,665 views of 428 question/answer pairs in 2011/12. In 2012/13 the 500+ electronic Campus Guides were viewed 341,727 times.

### Five Most Popular “Campus Guides” based on the number of hits for the past two years

<table>
<thead>
<tr>
<th>Guide Name</th>
<th>Developer</th>
<th>2012/13</th>
<th>2011/12</th>
<th>Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing Research</td>
<td>Andy Todd</td>
<td>23,330</td>
<td>17,446</td>
<td>134%</td>
</tr>
<tr>
<td>Business Research*</td>
<td>Rich Gause, Ven Basco</td>
<td>16,685</td>
<td>17,314</td>
<td>-4%</td>
</tr>
<tr>
<td>Frequently Asked Questions</td>
<td>Rich Gause</td>
<td>13,916</td>
<td>4,539</td>
<td>307%</td>
</tr>
<tr>
<td>Organic Chemistry Lab</td>
<td>Rich Gause</td>
<td>11,438</td>
<td>7,797</td>
<td>47%</td>
</tr>
<tr>
<td>LibGuides Tips &amp; Tricks</td>
<td>Rich Gause</td>
<td>10,531</td>
<td>7,798</td>
<td>39%</td>
</tr>
</tbody>
</table>

*The drop in hits for the Business Research guide is attributed to the creation of several new guides for business topics.

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Librarians conducted 490 one-on-one Personal Research Consultations.
The recent Mobile Librarian initiative, which is a proactive service designed to assist students in the stacks or their study areas, logged 292 interactions this year, a slight decline from last year’s 330 questions. This service is staffed by employees from across the library and has provided the added benefit of observing where patrons could benefit from clearer signage.

The 490 one-on-one Research Consultations provided this year also was a slight decline from last year’s 502 consultations. Each consultation takes up to an hour to prep and schedule, and the average consultation lasts approximately an hour. This equated to 17 librarians spending approximately 980 hours last year meeting with students on an individual basis. Although this constitutes a sizable effort for the department, student feedback is such that we consider this an essential service.

Campus Connections Program
A total of 50 groups and organizations participated in the Campus Connections program, which was created to host campus organizations in the library in order to provide a visible place for them to market services and meet students. The organizations talked to 2,362 people and distributed approximately 2,000 brochures while in the library.

InfoSource Program
InfoSource statistics dropped from 224 last year to 181 this year, for a decline of almost 15%. This may be attributed to more user-friendly databases that potential clients now access themselves.

Ask A Librarian
(Meredith Semones, Coordinator)
Fifteen librarians, staff and adjuncts contributed a total of 3,710 hours to staff Ask A Librarian, the virtual reference service, this past year. The service handled 6,093 chat questions, 3,434 phone calls, 866 emails, and 196 text messages, for a total of 10,393 total interactions. Telephone inquiries and commercial chats declined slightly although all other AAL services increased. This past year has been the busiest yet for Ask A Librarian. Instant Messaging (IM) chat increased 49% compared to last year, from 2,762 to 4,117 interactions. We believe one of the contributing factors for this increase is a result of the AAL IM chat widget being imbedded in OneSearch in January 2013. UCF students and staff can receive immediate help while searching in OneSearch. AAL staff monitoring IM can see exactly what the patron is searching in OneSearch. In addition, Libraryh3lp chat software has proven to be very reliable software for Instant Messaging, resulting in very few dropped IMs.

**Ask A Librarian Statistics 2012-2013**

- **Chat**: 5,897 57%
- **Email**: 3,434 33%
- **Text**: 196 2%

**Ask A Librarian Statistics Five-Year Comparison**

<table>
<thead>
<tr>
<th>Service</th>
<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
<th>2009/10</th>
<th>2008/09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citation Searches</td>
<td>2</td>
<td>14</td>
<td>13</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>InfoSource Research</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>4</td>
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<tr>
<td>Document Delivery</td>
<td>12</td>
<td>13</td>
<td>29</td>
<td>18</td>
<td>31</td>
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<tr>
<td>Special Borrower Cards</td>
<td>167</td>
<td>190</td>
<td>229</td>
<td>190</td>
<td>184</td>
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<tr>
<td>Special Collections Billing</td>
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<td>3</td>
<td>5</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td><strong>TOTAL INTERACTIONS</strong></td>
<td>181</td>
<td>224</td>
<td>278</td>
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<tr>
<td>Telephone calls</td>
<td>3,434</td>
<td>3,647</td>
<td>4,274</td>
<td>4,761</td>
<td>5,563</td>
</tr>
<tr>
<td>Email</td>
<td>866</td>
<td>841</td>
<td>744</td>
<td>914</td>
<td>997</td>
</tr>
<tr>
<td>Text Messaging†</td>
<td>196</td>
<td>122</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total Chats</strong></td>
<td>5,897</td>
<td>4,907</td>
<td>4,941</td>
<td>5,003</td>
<td>5,722</td>
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<tr>
<td>Commercial Chats</td>
<td>1,268</td>
<td>1,491</td>
<td>2,192</td>
<td>3,216</td>
<td>3,794</td>
</tr>
<tr>
<td>Instant Messaging Chats</td>
<td>4,117</td>
<td>2,762</td>
<td>2,055</td>
<td>1,099</td>
<td>1,928</td>
</tr>
<tr>
<td>Florida Desk Chats†</td>
<td>512</td>
<td>654</td>
<td>694</td>
<td>688</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>TOTAL INTERACTIONS</strong></td>
<td>10,393</td>
<td>9,517</td>
<td>9,959</td>
<td>10,678</td>
<td>12,282</td>
</tr>
</tbody>
</table>

† Text messaging was implemented as a new channel in 2011/12.

† Florida Desk chats started being counted separately 2009/10.
### 2012/13 Government Documents Activity

#### U.S. Documents
- U.S. Volumes Received: 4,632
- U.S. Volumes Deleted: -395
- **Total Volumes:** 4,237

#### Microfiche
- Microfiche Received: 5,341
- Microfiche Deleted: 0
- **Total Microfiche:** 5,341

#### Electronic Products
- Electronic Products Received: 119
- Electronic Products Deleted: 0
- **Total Electronic Products:** 119

#### Florida Documents
- Florida Documents Received: 204
- Florida Documents Deleted: -9
- **Total Florida Documents:** 195

#### Microfilm
- Total Patents Microfilm Received: 0
- Total Patents Microfilm Deleted: 0
- **Total Microfilm:** 0

#### Maps
- Maps Received: 12
- Maps Deleted: 0
- **Growth in U.S. Documents Collection (Approx. in ft):** 25.23

### Research Consultations
- 490

### Information Source Total Activity
- 181

### Citation Searches
- 2

### InfoSource Research
- Patents: 0
- Trademark: 0
- Literature Search: 0

### Document Delivery
- Articles: 6
- Books: 6

### Special Collections Billing
- 0

### Miscellaneous Research
- 0

### Special Borrower Cards
- 166
  - Individuals: 166
  - Contracts Agreements: 1
  - Contracts Entered: 0

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**Barbara Tierney**  
Head, Research & Information Services
As Isaac Asimov said, “the only constant is change,” and the IT & DI unit supports that statement. The migration from the library domain to the campus NET domain continued this year. CONTENTdm, our digital content management software for local digital collections, was upgraded and, at the same time, a common digital platform to manage statewide collections was being tested. Wireless printing was implemented to allow personal mobile devices to print in the John C. Hitt Library. Shibboleth authentication for access to library resources from off campus was brought up. In preparation for public login via NID on the public PCs in the fall a guest account with passwords that change daily was created for guest users. A new End User Computing Specialist was hired who will create a tech training program for staff and users to address the need for IT-based assistance. He will also manage the temporary tech help desk in Circulation Services until a more permanent location can be found and its services expanded.

Digital Initiatives

Content Management Systems
- **CONTENTdm**: Migrated our locally hosted digital collections from CONTENTdm 5.4 to version 6.5. This upgrade includes major changes to the user interface, how collections are searched and how materials are displayed. Each collection has a “landing” page and additional Web pages can be added. CONTENTdm 5.4 collections were copied over, metadata only collections are being created so that our content hosted by UF and FLVC will be searchable from a single UCF interface, and new local collections are being established to take advantage of new features such as the end-user submission form. The Library Image and Document Repository was the first new collection created specifically for CONTENTdm 6.5. This is a collection of the most recent versions of library-created resources distributed for public use. Library faculty and staff can upload an item via the Web form and a moderator approves the ingest into the collection.
- **Islandora**: Lee Dotson served on the Islandora subgroup of the Digital Initiatives and Services Committee that is working with the Florida Virtual Campus to implement Islandora (Fedora back-end, Drupal front-end) to replace DigiTool as the long-term common digital platform for all Florida Virtual Campus members.

Digital Collections
- Focused on current uploads to both the collections and the Florida Digital Archive (FDA).
- Day-to-day responsibility for creating packages and uploading materials was transferred to Page Curry, Digital Imaging Technician.
- Barbara Pomales, a Federal Work Study student, assisted with administrative duties for digital collections such as adding information to the digital projects management system and organizing information to process remaining backlogs.
Info Technology & Digital Initiatives (cont’d)

- Kerri Bottorff, adjunct librarian, acted as a project coordinator for the Retrospective Thesis and Dissertation project. Kerri’s efforts included vetting materials for copyright status, obtaining additional information not available in the original cataloging record, placing requests, tracking project progress, publicizing the project, and conducting research for future development. She created and maintained a guide for the project.¹

- Reinstituted the Digital Collections Interest Group (DigiCIG) meetings. The monthly meetings were attended by Special Collections & University Archives, Cataloging, and Digital Initiatives. The sessions provided a forum to discuss project timelines and workflows, provide progress updates, and consider upcoming projects. In addition to coordinating projects, we created a “Who Does What” chart for digital projects, examined CONTENTdm 6 migration issues, and started planning for harvesting by the WorldCat Digital Collection Gateway.

- Central Florida Memory
  - Work on the Carey Hand materials continued with an additional 90 registers and memorandums being made available online. Over the past 10 years, Special Collections and Digital Initiatives have contributed time and manpower to organizing, digitizing, uploading, and digitally preserving the Carey Hand materials. All memorandums and registers are now available online via Central Florida Memory.
  - Provided ongoing training and support to St. Luke’s Lutheran Church for their contributions to Central Florida Memory. A test batch of 40 materials was made available in Central Florida Memory. This allowed us to update the workflow and procedures to make it easier for Cataloging to receive and review materials and for Digital to process the materials into CONTENTdm and the Florida Digital Archive.

- Civil War Digital Library
  The Civil War Digital Library items were harvested by the Civil War in the American South site which acts as a central portal to Civil War Era (1850-1865) materials digitized by members of the Association of Southeastern Research Libraries (ASERL).

- Digital Library of the Caribbean (dLOC)
  A new submission process for dLOC materials was established to use the METS² Editor instead of the dLOC Toolkit. The workflow now includes a step to locally generate the derivative files and repurpose the METS package for submitting to the Florida Digital Archive.

- Electronic Theses and Dissertations
  - Continued to provide support for graduate electronic theses & dissertations and electronic honors theses by liaising with the College of Graduate Studies, Honors College, Florida Virtual Campus, and Cataloging
  - Maintained a guide that pulls together information and access to resources available to assist students with the process.³

- Retrospective Theses and Dissertations
  - Efforts continued on the retrospective conversion of print theses and dissertations (RTD) project. Worked with FLVC-Gainesville to establish possible workflow processes for uploading the pdf files to their server, submitting records to the library catalog, and automatically archiving the master files in the FDA.
  - Kerri Bottorff continued to identify theses and dissertations in the public domain as well as seek copyright permissions from authors.

- UCF Community Veterans History Project
  This project is a collaborative effort between the UCF Libraries and the RICHES (Regional Initiative for Collecting the History Experiences and Stories) of Central Florida program. Digital Services copied files to the server, converted any files not in appropriate formats, created duplicate CDs, uploaded materials to the digital collection, and sent materials to the Florida Digital Archive.

- University Archives Digital Collection
  - With the addition of digitized university publications such as the Central Florida Future and the university catalogs, the University Photograph Collection transformed into the University Archives Collection. This collection contains publications, records, photographs, and other materials on the University of Central Florida.
  - Collaborated with University Archives to establish workflow processes for the digitization process.
  - Created searches for subsets of materials so users can easily be directed to portions of the digital collection.

Digital Preservation
Coordinated Florida Digital Archive efforts to make better use of our server storage allocation by managing deposits for current and retrospective packages for the following digital collections:
  - Harrison “Buzz” Price
  - Central Florida Memory
  - University Archives
  - Digital Library of the Caribbean
  - Florida Heritage
  - Florida Historical Quarterly
  - Institute for Simulation and Training
  - Retrospective Theses and Dissertations
  - UCF Community Veterans History Project

¹ [http://guides.ucf.edu/thesesanddissertations](http://guides.ucf.edu/thesesanddissertations)
² Metadata Encoding and Transmission Standard
³ [http://guides.ucf.edu/thesesanddissertations](http://guides.ucf.edu/thesesanddissertations)
Digital Scholarship

Data Management
- Collaborated with the Office of Research and Commercialization to provide the researchers assistance with understanding the requirements of the plans.
- Provided online support via a campus guide on data management plans1.

Research Lifecycle
Actively participated in the creation of a mental model detailing the Research Lifecycle at UCF. The mental model illustrates institutional support and services provided to faculty through all four phases of the research lifecycle – planning, project, publication, and 21st century digital scholarship. The model has been used to collaborate with other campus units, promote currently available services, and advocate for services not yet provided.

The development and distribution of the research lifecycle provided opportunities for additional projects and presentations
- Collaborated with the Institute for Simulation & Training (STOKES), Office of Research & Commercialization, and the Faculty Center for Teaching & Learning.
- Unveiled and discussed the Research Lifecycle at UCF with Vice Provost for Information Technologies and Resources Joel Hartman and Provost and Executive Vice-President Tony Waldrop.
- Met with faculty and representatives from College of Medicine, College of Education, and College of Nursing.
- Displayed the lifecycle and promoted to faculty at the showcase for the UCF Winter Faculty Development Conference.
- Assisted in the overall design and creation of the Libraries’ Scholarly Communication website2.
- Created an online, clickable PDF of the Research Lifecycle at UCF that connects users to corresponding pages on the Scholarly Communication website. PDF can also be downloaded for off-line use3.
- Provided content for Web pages on the Libraries’ Scholarly Communication website:
  - Data Management Plans4
  - Open Access Hosting5
  - Digital Scholarship6
- Served on the Research Lifecycle Toolkit workgroup
- Led the Open Access Week workgroup

Open Journal System
Supported open access journal hosting via the Florida Virtual Campus’ Florida Open Journals service. This service runs the Public Knowledge Project’s Open Journal System to provide online journal publication and hosting services for Florida’s State University Libraries.

Collaborations
- Partnered with colleagues from the College of Education and the College of Arts and Humanities to create new digital projects as well as promote existing collections:
  - Collaborated with Dr. Waring in Social Sciences Education to participate in and support the Library of Congress’ Teaching with Primary Sources grant funded workshops.
  - Partnered with History Department for RICHES (Regional Initiative for Collecting the History, Experiences, and Stories) of Central Florida projects:
    - UCF Community Veterans History Project
    - Central Florida Mosaic Interface
    - Grant proposals
- Organized a meeting with Library, History, and Humanities faculty to determine feasibility of universitywide collaboration and sharing of resources and expertise for digital projects.
- Consulted with ChinaVine on digital preservation, metadata and content management
- Liaised with University of Oregon for possible inclusion of materials in their institutional repository, Scholars’ Bank.

Infrastructure

Servers
- NET682 – ILLiad
  - Current version of ILLiad brought online in NET domain.
  - Old Library ILLiad server retired.
- NET678 – CONTENTdm
  - Current version of CONTENTdm brought online in NET domain.
  - All collections moved.
  - Move to full production scheduled.
- NET688 – EZProxy
  - Current version of EZProxy brought online in NET domain.
  - Migrated from Ubuntu Linux to Windows.
  - Rebuilt work processes to allow easier editing of EZProxy by more staff members.

Wireless Printing
- Working with CS&T we were able to implement the PrinterOn wireless printing solution for public network printing.
- Provides a method for students to print from personal laptops and pick up inside the library.
  - https://print.techcommons.ucf.edu/cps/

Shibboleth Implementation
- Began a concerted effort to provide Shibboleth authentication for library applications. Three library applications were targeted for Shibboleth

---

1 http://guides.ucf.edu/data
2 http://library.ucf.edu/ScholarlyCommunication/
3 http://library.ucf.edu/scholarlycommunication/UCFResearchLifecycle.pdf
5 http://library.ucf.edu/scholarlycommunication/OpenAccessHosting.php
6 http://library.ucf.edu/scholarlycommunication/DigitalScholarship.php
implementation: EZProxy, Library LMS, and ILLiad.

- EZProxy and the Library LMS both successfully integrated Shibboleth into the authentication system. Library authentication using Library ID was maintained to provide a second authentication method.
- ILLiad Shibboleth implementation is in early planning stages
- Established better integration between library resources and university CMS.
  - Faculty members can now embed journals into Web courses because EZProxy now utilizes Shibboleth.
- Continued to explore better Shibboleth integration.
  - EBL and EBSCO targeted for future Shibboleth integration.

**Converted Universal Orlando Foundation Library at Rosen to managed DHCP servers.**

This allows library IT staff to quickly add and edit all DHCP settings for library computers.

**Implemented image deployment using Configuration Manager.**

- Enabled PXE booting on all library switches.
- Working with CS&T to enable multicasting inside the library.

**Created and implemented Lab_lib_Guest account to be used by guests in library.**

- Created automated script for generating password daily.
- Created scripts to push password to Intranet website.
- Built standardized guest profile.

**Technical Support & Training**

- The tech team continued to support the computing needs of staff, students, and faculty who use the Libraries’ 563 PCs, 105 laptops, 44 printers, 60 tablets, and assorted scanners.
- Recalled all library laptops
  - Decommissioned four laptops.
  - Installed TeamViewer on all remote devices.
- Installed KVM switch as a pilot project in Knowledge Commons.
- Deployed three new adaptive technology machines (Rosen, John C Hitt Library, and CMC).
- Continued part-time support desk to address the technology-based needs of users.
  - Offered support for four hours a day for six weeks for both fall and spring terms.
  - We did 50 days of support.
- Total questions answered = 1,124.
- Average questions per day = 22.48.
- Average questions per hour = 5.62.
- Assigned new training module creation to Matt DeSalvo.
- Worked with Ergotron to provide the library with two Sit-Stand desks and one mobile workstation free of charge.

**Web Services**

**Library Web**

- Worked with Cindy Dancel on developing the Scholarly Communications Group’s Research Lifecycle.
- Designed Prezi-based interactive interface for the new Scholarly Communications Group’s Lifecycle.

**Student OPS Chris Craig helps staff the temporary tech help desk in Circulation Services.**

- Worked with CDL to create an orphan page with a “best of library website” features for the UCF Library Tools page that is being used in new Canvas Course system. The page includes a OneSearch box, Ask A Librarian chat window, and buttons to the library website’s popular pages.
- Worked with Barbara Tierney and Natasha White on a new Subject Librarians page. The page contains a new horizontal accordion with every subject librarians’ photo, description, and email, and also contains a list of every subject and links to the individual librarian’s profile page.
- Designed new graphics and styles for the new Digital Collections / CONTENTdm website. Created custom headers and document icons for each collection and additional custom Web pages as needed per collection. Updating all links on CFM website to point to new CONTENTdm.
- Designed and coded new content submission form for the new library Image & Document repository on the digital collections site.
- Worked with CDL on new library LTI (Learning Tool Interoperability) for inserting OneSearch links inside Canvas Courses.
- Testing new NET Domain website and Intranet so that we can switch over to the NET Domain.
- Worked with Cindy Dancel and Rosie Flowers on fixing and updating to the Scholarly Communications pages.
- Worked with Joel Lavoie to add in a Shibboleth authentication option for logging into EZProxy on the library pages.
- Performed general website maintenance and updates throughout the year.
**Digital Signs and Posters**

- Developed a new way for staff to update specially designated signs dynamically without needing access to the content management software. This allows weekly content updates to signs like word of the day without resubmitting and deploying new signs.
- Created a range of new digital signs including templates for welcoming visitors on the front entrance sign.
- Managed digital sign system and new sign requests.
- Created and printed several large posters used by librarians for presentations at different conferences throughout the year as well as dozens of iterations of the Research Lifecycle.
- Worked closely with Meg Scharf to develop a new UCF Libraries marketing campaign. Shot and edited the photo for a USB drive use in campaign.

**Changes in Staff**

Matt DeSalvo was hired as End User Computing Specialist.

**Departmental Goals: 2012-2013**

- **Improve communication with CS&T with regard to equipment, storage, printing, and wireless issues.**
  
  Library IT staff regularly attend CS&T-sponsored and campus IT meetings to share information, discuss issues and challenges, and learn about new technologies.

- **Continue to participate in Digital Scholarship, Institutional Repository, Research Computing and Scholarly Communication initiatives.**
  
  IT&DI staff are active in all activities related to the development of services and regularly participate on committees, attend meetings with faculty and other units on campus, and volunteer to advise and present on topics of data management, open access, and cyberinfrastructure.

- **Increase open access hosting options.**
  
  IT&DI continues to support open access hosting.

- **Evaluate the technology support desk pilot with an eye toward a full-time service.**
  
  The tech support desk has been a success. It is believed that combining a tech support service desk in a “digital commons” area would be of great benefit by having IT professionals provide hardware and software support, equipment, and training in an openly accessible space available to faculty, staff, and students.

- **Implement monthly online training sessions on a variety of technology topics.**
  
  With the arrival of the End User Computing Specialist, a training program is being developed. Several training guides are already available.

**Departmental Goals: 2013/2014**

- Update the current Intranet
- Overhaul and update the design and architecture of the library website
- Implement System Center 2012 (shared service)
- Partner with campus units on Digital Scholarship initiatives
- Promote digital collections through traditional and social media venues
- Create and implement a technology training program
- Pursue the establishment of a permanent tech service desk and digital commons

**Performance Enhancement Recommendations**

Information Technology & Digital Initiatives has had a small staff of six (IT Manager, Systems Administrator, Computer Support Analyst, Web Applications Developer Assistant, Digital Initiatives Librarian, and Digital Imaging Technician) to support and maintain the Libraries’ IT needs, digital initiatives, website, and applications development. In addition, technical support is provided for the Curriculum Materials Center and the Universal Orlando Foundation Library at Rosen. With the addition of Matthew DeSalvo as End User Computing Specialist, the unit is preparing for the opportunity to develop and manage a Technology Support Desk and Digital Commons to provide expanded tech assistance, including hardware and software configuration, operation, and training to address the technology needs of library users. These are services the unit would like to provide should a space to house staff and equipment become available. Expanding permanent staffing is desired to ensure continued technological growth.

IT&DI continues to work with CS&T to implement changes and enhancements to support equipment,
storage, printing, and wireless needs. It is hoped that more improvements to communication and collaboration will ensure that the Libraries’ needs are met in a timely manner.

**Be America’s leading partnership university**

- The collaboration with the Regional Initiative for Collecting the History Experiences and Stories of Central Florida (RICHERS) program has resulted in the addition of their Veterans’ Oral Histories to Central Florida Memory.
- Information Technology & Digital Initiatives continues to participate in partnerships with the other state university libraries to maintain PALMM (Publication of Archival Library & Museum Materials) and the Florida Heritage Collection; with the Orange County Library System, Orange County Regional History Center, Rollins College, and the Museum of Seminole County History, Bethune-Cookman University, and Stetson University on Central Florida Memory; and the Digital Library of the Caribbean (dLOC) with state university and Caribbean university participants.

**STATISTICS**

**Information Technology & Digital Initiatives**

**Table 1**  
**Technical Support Statistics (Main, CMC, Rosen)**  
**Three-Year Summary**

<table>
<thead>
<tr>
<th></th>
<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Work Orders</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Logged</td>
<td>1,713</td>
<td>1,659</td>
<td>1,713</td>
</tr>
<tr>
<td>Completed (by techs)</td>
<td>1,243</td>
<td>991</td>
<td>1,166</td>
</tr>
<tr>
<td><strong>PCs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public</td>
<td>360</td>
<td>401</td>
<td>361</td>
</tr>
<tr>
<td>Main</td>
<td>298</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>CMC</td>
<td>26</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Rosen</td>
<td>36</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Staff</td>
<td>162</td>
<td>162</td>
<td>205</td>
</tr>
<tr>
<td><strong>Classrooms</strong></td>
<td>41</td>
<td>41</td>
<td>41</td>
</tr>
<tr>
<td><strong>Laptops</strong></td>
<td>105</td>
<td>109</td>
<td>109</td>
</tr>
<tr>
<td>Public</td>
<td>83</td>
<td>83</td>
<td>83</td>
</tr>
<tr>
<td>Staff</td>
<td>22</td>
<td>26</td>
<td>25</td>
</tr>
<tr>
<td><strong>Printers</strong></td>
<td>44</td>
<td>44</td>
<td>44</td>
</tr>
<tr>
<td>Public</td>
<td>11</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Staff</td>
<td>33</td>
<td>33</td>
<td>33</td>
</tr>
<tr>
<td><strong>Tablets</strong></td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Public iPad</td>
<td>45</td>
<td>45</td>
<td>45</td>
</tr>
<tr>
<td>Staff iPads</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Staff Android</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Servers</strong></td>
<td>30</td>
<td>37</td>
<td>37</td>
</tr>
<tr>
<td>Windows</td>
<td>15</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>Unix (Virtualized in 2010)</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Virtual</td>
<td>14</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td>Physical</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

1 Total tech, Web, poster & supplies

2 Including 2 instructor PCs

**Information Technology & Digital Initiatives**

**Table 2**  
**Network Printing Statistics (No. of Pages)**

<table>
<thead>
<tr>
<th>Printer</th>
<th>2012-2013</th>
<th>2011-2012</th>
<th>2010-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd Floor Main - BW1</td>
<td>29,117</td>
<td>29,964</td>
<td>36,403</td>
</tr>
<tr>
<td>2nd Floor Main - BW2</td>
<td>40,834</td>
<td>46,748</td>
<td>43,670</td>
</tr>
<tr>
<td>2nd Floor Main - BW3</td>
<td>137,227</td>
<td>142,747</td>
<td>133,582</td>
</tr>
<tr>
<td>2nd Floor Main - BW4</td>
<td>217,159</td>
<td>216,709</td>
<td>190,989</td>
</tr>
<tr>
<td>3rd Floor Main - BW5</td>
<td>22,691</td>
<td>30,617</td>
<td>28,901</td>
</tr>
<tr>
<td>Lobby</td>
<td>78,128</td>
<td>82,231</td>
<td>90,951</td>
</tr>
<tr>
<td>Main (Color)</td>
<td>9,845</td>
<td>7,819</td>
<td>8,517</td>
</tr>
<tr>
<td>CMC (BW)</td>
<td>96,752</td>
<td>95,645</td>
<td>89,363</td>
</tr>
<tr>
<td>CMC (Color)</td>
<td>4,601</td>
<td>4,239</td>
<td>3,713</td>
</tr>
<tr>
<td>Rosen 1</td>
<td>47,995</td>
<td>57,256</td>
<td>48,260</td>
</tr>
<tr>
<td>Rosen 2</td>
<td>44,366</td>
<td>49,536</td>
<td>47,440</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>728,715</td>
<td>763,511</td>
<td>721,789</td>
</tr>
</tbody>
</table>

**Information Technology & Digital Initiatives**

**Table 3**  
**Electronic Theses & Dissertations Submissions**

<table>
<thead>
<tr>
<th>Graduates Jan 2004 - 30 June 2012</th>
<th>4,167</th>
</tr>
</thead>
<tbody>
<tr>
<td>Honors 1 July 2011 - 30 June 2013</td>
<td>460</td>
</tr>
<tr>
<td>Retrospective Theses &amp; Dissertations Sept 2010 – 30 June 2013</td>
<td>506</td>
</tr>
</tbody>
</table>

*Began supporting Honors College theses submissions. No longer handle graduate thesis and dissertation submissions. These are now being handled by Graduate Studies.
### Florida Digital Archive Statistics (2012-2013)

<table>
<thead>
<tr>
<th>Project</th>
<th>Number of pkgs</th>
<th>Number of files</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harrison &quot;Buzz&quot; Price</td>
<td>6</td>
<td>301</td>
<td>14.15GB</td>
</tr>
<tr>
<td>Central Florida Memory</td>
<td>453</td>
<td>9,558</td>
<td>471.79GB</td>
</tr>
<tr>
<td>University Archives</td>
<td>697</td>
<td>22,453</td>
<td>861.06GB</td>
</tr>
<tr>
<td>Digital Library of the Caribbean</td>
<td>143</td>
<td>23,215</td>
<td>108.89GB</td>
</tr>
<tr>
<td>Florida Heritage Project</td>
<td>18</td>
<td>22,909</td>
<td>32.85GB</td>
</tr>
<tr>
<td>Florida Historical Quarterly</td>
<td>16</td>
<td>2,425</td>
<td>54.24GB</td>
</tr>
<tr>
<td>Institute for Simulation and Training</td>
<td>1</td>
<td>2</td>
<td>7.60MB</td>
</tr>
<tr>
<td>Retrospective Theses &amp; Dissertations</td>
<td>331</td>
<td>26,377</td>
<td>1.10TB</td>
</tr>
<tr>
<td>Veterans Oral Histories</td>
<td>64</td>
<td>226</td>
<td>42.14GB</td>
</tr>
</tbody>
</table>

### Digital Services Statistics

<table>
<thead>
<tr>
<th>Project</th>
<th>2012-2013</th>
<th>2011-2012</th>
<th>2010-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Images</td>
<td>Images</td>
<td>Images</td>
<td>Images</td>
</tr>
<tr>
<td>Bob Kealing Collection</td>
<td>4</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Central Florida Future</td>
<td>1,849</td>
<td>1,311</td>
<td>-</td>
</tr>
<tr>
<td>Central Florida Memory</td>
<td>9,747</td>
<td>44</td>
<td>4,210</td>
</tr>
<tr>
<td>Civil War</td>
<td>208</td>
<td>-</td>
<td>2,555</td>
</tr>
<tr>
<td>College of Education</td>
<td>-</td>
<td>601</td>
<td>-</td>
</tr>
<tr>
<td>Digital Library of the Caribbean</td>
<td>22</td>
<td>494</td>
<td>3,118</td>
</tr>
<tr>
<td>Florida Historical Quarterly</td>
<td>602</td>
<td>618</td>
<td>1,289</td>
</tr>
<tr>
<td>Harrison Price Papers</td>
<td>2,414</td>
<td>47</td>
<td>-</td>
</tr>
<tr>
<td>ILL</td>
<td>-</td>
<td>160</td>
<td>110</td>
</tr>
<tr>
<td>Other</td>
<td>221</td>
<td>305</td>
<td>473</td>
</tr>
<tr>
<td>Reserves</td>
<td>10</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Retrospective Theses &amp; Dissertations</td>
<td>18,880</td>
<td>13,749</td>
<td>7,095</td>
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<tr>
<td>RICHES</td>
<td>-</td>
<td>47</td>
<td>1,137</td>
</tr>
<tr>
<td>Special Requests</td>
<td>-</td>
<td>-</td>
<td>473</td>
</tr>
<tr>
<td>University Archives</td>
<td>8,439</td>
<td>2,997</td>
<td>4</td>
</tr>
<tr>
<td>University Catalogs</td>
<td>12,236</td>
<td>-</td>
<td>-</td>
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<tr>
<td>University Photograph Collection</td>
<td>1</td>
<td>24</td>
<td>-</td>
</tr>
<tr>
<td>Van Sickle Project (PRISM)</td>
<td>-</td>
<td>-</td>
<td>6,463</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project</th>
<th>Audio/Video</th>
<th>Audio/Video</th>
<th>Audio/Video</th>
</tr>
</thead>
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| Total Audio/Video                | 141         | 216         | 151         |
| Total Images                     | 54,633      | 20,614      | 26,927      |
| Total Digital                    | 54,744      | 20,830      | 27,078      |
## Web Page Statistics (using Google Analytics)

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### Stats for LibGuides

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<td>216</td>
<td>-</td>
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*Stats for LibGuides (1/26/2011 - 6/30/2011)
The mission of Special Collections, a department within the University Libraries created in August 2001, is to provide services central to the Libraries and university community in support of research, teaching, and service. We collect material that has a central function to the curriculum that cannot be replaced, and primary source materials that support long-term research goals.

**Highlights of the Year in Retrospect**

Adding to the collections has continued to be a focus for the year. This year’s acquisition budget was better than for the past few years, which enabled us to purchase more material, with an attempt to acquire unique items, and titles not held by other Florida libraries, with the main aim to support teaching and research at UCF. New acquisitions (including gifts-in-kind) resulted in over one hundred titles, seven manuscripts, and six manuscripts collections added to our holdings, as per our Collection Development Policy.

**Donations & Gifts**

We have continued to seek donations and gifts, which resulted in:

- From our donor **Denise Hall**, we received 12 lovely murals and 14 beautiful paintings by a notable Florida artist, Joy Postle.
- From **Michael Spencer**, we acquired as a gift, 25 fine titles; personal correspondence; and a Haitian oil painting, to be added to his Bromeliad Research Collection, and to his Book Collection. Among monographs noteworthy is a rare and scarce 16th century notable Aldus Press title, *Enarrationes in Sacrosanctum Jesu Christi Evangelium secundum Matthæum*, by Pauli de Palacio. A fine collection of cartoon art was acquired from a local editorial cartoonist, **Glenn ‘Marty’ Stein**, who started drawing editorial cartoons and illustrations for the *Orlando Business Journal*. Afterwards, Marty worked for *The Apopka Chief*, and finally 8½ years for *La Prensa* (Orlando), a Spanish-language newspaper where for over 3½ years he created weekly editorial cartoons in Spanish, in addition to his original comic strip El Oasis. The collection consists of published and unpublished original drawings, sketches, comic strips, and one piece of editorial cartoon art by Bruce McKinley Shanks (1955) a Pulitzer Prize winner for editorial cartooning.
- From UCF Professor Emeritus **Dr. Walter Kingsley Taylor** we received his papers which include professional correspondence, pre-publication drafts, page proofs, corrected proofs, final copies, working copies, unbound color prints, and final printouts of his published monographs: *Florida Wildflowers in their Natural Communities*; *Andre-Michaux in Florida*; *A Guide to Florida Grasses*; and, *Florida Wildflowers: A Comprehensive Guide*. In addition, a final copy of *Introducing Florida Grasses* sent to University Press of Florida.
- **Ms. Helen M. Clarke**, a resident of Oviedo, gave us three derogatory postcards depicting African American children to be added to our African Americana Collection.
A total of 32.66 linear ft. of material was added to our Manuscripts Collection, while university archives have been enriched by 34.25 linear ft., and 2.33 Terabytes of digital images of new material received from UCF departments.

The Book Arts Collection has been augmented by beautiful artists’ books. Just to mention a few, Last Cloud by Brighton Press, “poems by Chard deNiord and Ruth Stone; etchings by Michele Burgess printed on Gampi paper. Text hand set in Spectrum. Long stitch binding in hand-printed vellum housed in a silk covered clamshell box.”—cf. prospectus. Our Deluxe edition of 10 includes a suite of all six etchings. Not held by other libraries in Florida. Noteworthy is yet another fine title, Calling Farmers to Action, by Laura Smith, a unique Organik Press title, which “… contains various rubbings taken from war, pop culture and historical memorials from all over the world. Put together in a book, they create a fragmented narrative of colonial American history.”—cf. prospectus. Also added, Migration Now, a limited-edition portfolio of 37 handmade prints addressing the full spectrum of migrant issues – from drug war to deportation – from the artists of Justseeds and Culture Strike. Memento and Cat’s Cradle, another two fine titles by acclaimed book artist, Julie Chen, were acquired. Memento is about the fragility of the book and the power of reading. It includes a miniature book that is housed in a metal locket that allows the reader to wear the book close to the body. The simple act of carrying a book on one’s person has diverse implications depending on circumstance and place. The locket also houses a triptych that contains a woven token commemorating Al-Mutanabbi Street in Iraq. Memento is not held by other libraries in Florida. Cat’s Cradle translates thoughts about the nature of existence from idea to form by employing the book structure itself as a visual/physical model of concepts portrayed in the text. The book as object can be displayed in two distinct ways: circularly or linearly. This dual display feature contributes its own conceptual meaning to the book as a whole. From Peter and Donna Thomas, we acquired The Alder, a limited edition of 30 copies. It consists of six pages that are housed in a beige cloth covered clamshell box with leather closures and the title, printed on a paper label, on the spine. Inside is the frame-as-a-page alder wood binding of William Everson’s poem, letterpress printed on Peter’s handmade paper using Goudy Newstyle type.
and paper-pulp pochoir illustrations created by Donna Thomas. Also in the box is a leather satchel, what Everson called a *parfleche* that holds *The Companion to The Alder*, which has been Coptic bound between alder wood boards. Not held by other libraries in Florida. Another fine title, worth noting is *Ad Libitum* by Students of Scripps College under the direction of Professor Kitty Maryatt. “The students were asked to create a song cycle based on songs that were important to them, using them as a device to capture strong memories. The colorful graphics were hand-carved into linoleum, or drawn by hand and made into photopolymer printing plates. The dominant colors used are blues, reds, and browns. The song cycle was bound as a single signature, while the performative sections were bound as an accordion fold.” – Colophon. Not held by other libraries in Florida.

Our **Floridiana Collection** has been enriched by some important new acquisitions, e.g., a very nice *Photograph Album of Florida and the Caribbean*. The 92 photographs, including 77 photographs of Florida, mainly its Atlantic coast resort hotels and scenery, and an additional 15 photographs of Nassau in the Bahamas, are the highlight of this souvenir album of vernacular photographs. Another two acquisitions that nicely fit in our Florida holdings are two World War II correspondence collections consisting of: 47 letters from a soldier, private D.A. Parkhurst, who was a Florida native and wrote to his wife in St. Petersburg while he was undergoing training...
at the newly formed Air Force School of Applied Tactics in Orlando, from 1942 – 1943; and, 364 letters between Bradenton Florida native, Ted McDuffie, and his sweetheart (and eventual wife) Madge (Mary) Echlos while he was with the Navy, from 1940 until 1946. The collection also includes six telegrams, three postcards, and various military documents and photographs. During this time he was trained as a radar and radioman and served on numerous fronts during the war. Also included are a few personal effects such as a photograph of the two of them, a war ration booklet, and various Navy forms. These two collections are an interesting and extensive assemblage of a significant tour of duty during World War II. Noteworthy is also a nice early map, Gulf of Mexico, Mexico & Central America, hand-colored copper engraved map of the Gulf of Mexico including southern Florida, Mexico (with an exaggerated Yucatan peninsula), and parts of Guatemala & Honduras, dated 1602 (as per WorldCat, only one other holding, none in USA.)

■ We continued to acquire notable African Americana material from our book dealers to compliment Carol Mundy’s African American Legacy Collection. Among new acquisitions are letters by three politicians: Hubert H. Humphrey, former Vice-President; James Roosevelt, former U. S. Congressman and the oldest son of U.S. President Franklin D. Roosevelt; and, Thruston B. Morton, former U. S. Senator. All three letters dated July 1963 are responding to a letter from a Mr. Steingarten who asked the three politicians how they would react if civil rights demonstrators, during their human rights March to Washington (coincidentally 50 years ago), were to stage a sit-in in their offices. In addition, we acquired 10 issues of the radical Civil Rights magazine The Crusader Newsletter, a privately produced African-American newsletter published by Robert F. Williams, a civil rights activist. Williams was an unapologetic public advocate of what he termed “armed self-reliance” of African Americans in response to the violence of the Ku Klux Klan. This newsletter was created and written while Williams
and his family were in self-exile in Cuba, and later in China. Not held by other libraries in Florida.

- For our **Bryant West Indies Collection**, we acquired some important material. Worth mentioning is a *Ship’s Logbook and Shipwreck Diary for a Schooner out of Philadelphia and Sailing throughout the Caribbean to South America* by Payne William. Also, two 18th century manuscript legal documents each signed by Anthony Stokes – a future Georgia chief justice – and dated Antigua, May 24, 1765, and October 16, 1765. The documents relate to real estate and property laws on the island of Antigua. A nice addition of two scarce maps: (1) *The Antilles or West India Islands*, a detailed map of the Caribbean extending from Florida to Trinidad including parts of Central America. Colonial holdings are color coded, dated 1857 (as per WorldCat only one other holding, none in USA); and (2) *West India Island, Guadalupe Mariegante & Antigua*, a detailed map of the Caribbean extending from Florida to Trinidad including parts of Central America, by John Thompson one of the most respected 19th century Scottish cartographers. Colonial holdings are color coded, dated 1814 (as per WorldCat, only one other holding, none in Florida.)

- As noted earlier, we were very fortunate to receive from **Michael Spencer** a rare and scarce 16th century notable Aldine Press title, *Enarrationes in Sacrosanctum Jesu Christi Evangelium secundum Matthæum*, by Pauli de Palacio, (volume 2 only), Aldus Press, Venetiis, 1571. This important Aldine Press title has been added to our small Rare Book Collection. WorldCat lists only two other libraries in the United States.

- We devoted a great deal of time to continue to build recognition of the **University Archives** as the source for university history, heritage, and memory.

Throughout the year we initiated and maintained contacts with UCF departments to ensure regular transfer of records. As a result of UCF’s 50th Anniversary festivities and events, we received additional material of historical significance that has enhanced our holdings. Worth noting is a nice donation from **Robert Van Meter**, the son of the late Norman Van Meter. The creator of the *Pegasus*, Norman Van Meter also created the Citronaut that graced the front cover of the first Student Handbook. The gift included an updated version...
introduced in December 1968 of the drawing of Citronaut. The new version sought to modernize the first incarnation – not well-received by students – in the event it might be used again in the future. The Citronaut was never intended to be a mascot. However, the updated version of Citronaut was never adopted, and was immediately followed by Vincent the Vulture and later the Knight, our official mascot. This original, signed marker drawing is the only colorized version in the University Archives. We believe this to be the original of the black and white version presented in the Central Florida Future (former title FuTUre) in January 1969.

**Outreach**

As part of the outreach efforts:

- We posted two new virtual exhibits, WOMEN, African American Legacy: The Carol Mundy Collection, and 2012 UCF Student Book Arts Competition.
- We continued to build our historical tour of UCF buildings, depicting campus architecture through the decades, starting with the library, the first building to be constructed on the campus of Florida Technological University (FTU), in 1968.
- Our finding aids/guides for manuscripts and University Archives are available online.
- Department taught 18 classes, attended by 344 students.
- We continued to contribute news about our special events and exhibits on our departmental Facebook page – with a desire to cater to the Millennial generation.

**Digital Resources**

As per our desire to broaden access to our material, we have contributed to the following:

- UCF Libraries Digital Collections, with an emphasis on University Archives, e.g., Central Florida Future, University Catalogs, Yearbooks, Photographs, etc.
- Digital Library of the Caribbean Project (dLOC), the number of items currently available online has increased to a total of 458, while there are an additional 6 items in queue to be uploaded.
- Publication of Archival, Library & Museum Materials (PALMM), at present there are 850 titles from our Van Sickle Collection available online in Political & Rights Issue & Social Movements (PRISM.)
- Central Florida Memory (CFM), from the Carey Hand Funeral Home Records, now totaling over 262 funeral home registers.
- Library of Congress Veterans History Project. Currently, over 170 interviews have been contributed.
- Association of Southeastern Research Libraries (ASERL), Civil War in the American South central portal for accessing digital collections from Civil War Era (1850-1865).

**Departmental Goals: 2012-2013**

- Continue to strengthen collections through new acquisitions and gifts to build high quality, in-depth collections as per our collection development policy.
  - Important new acquisitions were added to African Americana, Book Arts, Floridiana, Bryant West Indies, and University Archives.
  - Personal correspondence and 25 titles from Michael Spencer added to his Bromeliad Research collection.
  - Acquired as gifts: 14 beautiful Joy Postle paintings, and 12 of her murals; a wonderful original cartoon art collection from Glen “Marty” Stein, a local editorial cartoonist; 25 titles, and personal correspondence from Michael Spencer added to his Bromeliad Research collection; and from Dr. Walter Kingsley Taylor we received his papers which include professional correspondence, pre-publication drafts, page
provides, corrected proofs, final copies, and working copies, unbound color prints, and final printouts of his published monographs.

- Provide access to print collections, manuscripts, and University Archives by creating item and collection level bibliographic records, implementing EAD for finding-aids, eliminating backlog, immediately cataloging/processing new acquisitions and gifts.
  - New acquisitions and gifts as acquired were selected for cataloging to ensure immediate access, and to keep from adding them to the existing backlog (which will eventually help eliminate the backlog).
  - In regard to the printed material: reviewed and evaluated the backlog, and selected items for immediate cataloging; a high processing priority established for cataloging as per the use pattern and high demand items, mostly book arts; the backlog has been considerably reduced by 868 titles, and by selected 37 printed items from University Archives.
  - UCF Thesis & Dissertation collection barcoding project started in May 2013 in preparation for the Automated Retrieval Center (ARC) – part of the proposed 21st Century Library Project. Out of 6,606 items, 534 have been barcoded. Also, identified 1,414 items that did not have proper holding records (all fixed in Aleph).
  - Significant series have been processed and their corresponding finding-aids (Encoded Archival Description or EAD) have been made available on the Internet.
  - Over 125 EAD finding aids are currently available on the Internet, including our website, Archives Florida1 and ArchiveGrid2.

- Broaden access to print collections, manuscript collections, and University Archives by building digital collections; initiating, developing, and implementing a number of projects to enhance Internet access to department’s resources; adopting new innovative services to advance public services both on-site and off-site; and creating virtual exhibits.
  - Continued working with the Information Technology & Digital Initiatives and Cataloging Services departments to establish metadata standards, and supervised creation of metadata to ensure metadata quality control.
  - Continued building digital collections in CONTENTdm, the digital collection management software for creating digital databases for visual, print, and manuscripts material held in the department, available through UCF Libraries website.
  - Worked with Information Technology & Digital Initiatives to coordinate contributions to University Photograph Collection3.
  - Worked with Information Technology & Digital Initiatives to coordinate contributions of Central Florida Future4, University Catalogs, and Yearbooks5.
  - Continued to contribute material to: PRISM6 (a PALMM collection); to Central Florida Memory7 (CFM); Digital Library of the Caribbean8 (dLOC); LC Veterans History Project9 (VHP); Association of Southeastern Research Libraries (ASERL) Civil War in the American South Project10.

- Develop and implement strategies for public service outreach cultivation through exhibits, partnerships, and public relations.
  - Taught 18 classes, attended by 344 students.
  - Continued to produce promotional material about the department with a specific focus on art and book arts including brochures and general information about the department.
  - Special Collections & University Archives exhibit area display showcased two exhibits: WOMEN African American Legacy: The Carol Mundy Collection, and 2012 UCF Student Book Arts Competition.
  - In the John C. Hitt Library exhibit area for UCF’s 50th Anniversary, curated UCF50: An Anniversary Celebration of the University of Central Florida exhibit.
  - Also in the library’s exhibit area, in February for the Black History Month, WOMEN African American Legacy: The Carol Mundy Collection exhibit was installed.
  - Loaned selected Haitian paintings, from our Bryant Art Collection, to Creadle School of Art, for their exhibit Keeping Haiti in Our Hearts on display from Friday, September 14 through Saturday, December 29, 2012.
  - Throughout the year, selected images and news were contributed to the UCF Libraries Digital Signs.

- Collect and ensure longevity of University Records by initiating contacts and working with University offices and student organizations.
  - Continued to acquire University Records, in terms of publications, photographs, etc.
  - Received additional records from the UCF Women’s Club; UCF Arboretum; UCF Marketing; Music department; Michael O’Shaughnessy (an alumnus and former

1 http://palmm.fcla.edu/aff
2 http://www.archivegrid.org/web/index.jsp
4 http://digital.library.ucf.edu/cdm/centralfloridafuture/collection/ARC
5 http://digital.library.ucf.edu/cdm/pegasusyearbooks/collection/ARC
6 http://palmm.fcla.edu/prism/
7 http://www.cfmemory.org/Collection/CareyHand/
8 http://www.dloc.com/
9 http://www.loc.gov/vets/
10 http://american-south.org/
Current donors.

- Continue identifying new potential library donors, as well as cultivating and stewarding current donors.
  - Continued to stay connected with our donors, and to cultivate excellent relationships with them.
  - Initiated and established new donor relationships and contacts with: Steven Provost, a member of the Bromeliad Society International (BSI), about acquiring their archive; Glenn “Marty” Stein, a local editorial cartoonist, and acquired his fine cartoon art collection; continued conversations with Abdul Muhammad about acquiring the Nation of Islam papers and printed material.
  - Maintained excellent relationship with Denise Hall who gave us 14 of Joy Postle’s paintings, and 12 of her murals.

- Explore opportunities to partner and collaborate with university units and external organizations to further Libraries’ and university’s goals

Currently our partners and collaborators include the following:

- The Regional Initiative for Collecting the History, Experiences and Stories of Central Florida (RICHEES). The projects are all interdisciplinary. The RICHES steering committee has continued to help, advise, and coordinate these efforts. Any acquired material (paper-based), and oral history interviews have become part of Special Collections & University Archives permanent collections.
- UCF Film and UCF History departments to create a Home Movie Archive.
- Provided internship opportunities to UCF students, and also to University of South Florida, and Simmons College Library Science students.
- External Partnerships:
  - Library of Congress (LC) Veterans History Project (VHP), UCF History Department, UCF Libraries, and the Burnett Honors College have started developing the UCF Community Veterans History Project at the University of Central Florida to support the LC VHP.
  - Continue to work toward implementing, and developing a permanent preservation/conservation program within the department, based on the Comprehensive Report received from North Eastern Document Conservation Center (NEDCC).

The planning has started with the Preservation Assistance Grant, which included a consultant’s on-site visit and survey, with an extensive detailed report that followed. A Preservation Program has been implemented – still in its infancy but very active with numerous minor, intermediate, and major preservation activities.

Changes in Staffing

- Mary Rubin (OPS) accepted a full-time Sr LTA position at UCF Libraries, in Curriculum Materials Center (CMC.)
- Heidi Williamson (OPS) accepted a full-time Reference Librarian position at the Orange County Library after working with Special Collections & University Archives for over a year.

Departmental Goals: 2013-2014

- Continue to strengthen collections:
  - through new acquisitions and gifts to build high-quality, in-depth collections as per our collection development policy
  - Provide access to print collections, manuscripts, and University Archives by:
    - creating item and collection level bibliographic records
    - implementing EAD for finding-aids
    - eliminating backlog
    - immediately cataloging/processing new acquisitions and gifts
  - Broaden access to print collections, manuscript collections, and University archives by:
    - building digital collections
    - initiating, developing, and implementing a number of projects to enhance Internet access to department’s resources
    - adopting new innovative services to advance public services both on-site and off-site
    - creating virtual exhibits

1 http://ucfretrolab.org/
2 http://riches.cah.ucf.edu/
3 http://riches.cah.ucf.edu/veterans/
4 http://l owe2.loc.gov/d plib/vhp/search?query=university+of+central+florida+field=affiliation
- Develop and implement strategies for public service outreach cultivation through exhibits, partnerships, and public relations
- Collect, and ensure longevity of University Records by initiating contacts and working with University offices and student organizations
- Continue identifying new potential library donors, as well as cultivating and stewarding current donors.
- Explore opportunities to partner and collaborate with University units and external organizations to further Libraries’ and University’s goals.
- Continue to work toward implementing, and developing a permanent preservation/conservation program within the department, based on the Comprehensive Report received from North Eastern Document Conservation Center (NEDCC).

### Performance Enhancement Recommendations

During 2012-2013, the department will continue to work collaboratively with UCF faculty and community colleagues with an effort to develop new innovative services; forge partnerships; initiate, develop and implement a number of projects to enhance Internet access to department’s resources; advance public service; and become more proactive in developing creative undergraduate research opportunities.

### Advancement Toward the President’s Five Goals

#### Offer the best undergraduate education available in Florida
- As per faculty requests, department taught 18 classes, attended by 344 students, which resulted in increased use of our resources.
- Another record high number of undergraduate students, i.e., 1,367, came to the department seeking information and embarking on their research.
- From History classes, 292 undergraduate students used our Floridiana collection both print, and non-print.
- We organized and sponsored the 2012 UCF Student Book Arts Competition for student produced artists’ books.
- Participated in university events to encourage use of Special Collections & University Archives in class assignments and research.
- Continued to offer internship opportunities for UCF students.
- Over 125 EAD finding aids can now be found on the UCF Libraries Special Collections and University Archives website.

#### Achieve international prominence in key programs of graduate study and research
- Contributed finding aids to the statewide finding aid database, PALMM’s Archival Collections
- Continued to contribute to “University Photograph Collection,” over 639 images available online. One of the most popular collections among undergraduates, now brought to their desktops and mobile devices.
- Created a Historical Tour of UCF Buildings, depicting campus architecture through the decades.
- Started to provide online access to Central Florida Future, University catalogs, Yearbooks, etc.

#### Provide international focus to our curricula and research
- Provided access and information on collections held in the department both in person and through the Internet.
- Assisted several graduate students with the use of our collections in researching their theses. Collections included Florida Ephemera, Florida Images, and Tourism and Travel. A total of 44 graduate students came to our department.
- There were approximately 20 research requests.

#### Become more inclusive and diverse

University Archives collects and provides access to historical documents that showcase the university’s continuing dedication to diversity, international curricula and research.

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1 [http://palmm.fcla.edu/afl/](http://palmm.fcla.edu/afl/)
Be America’s leading partnership university

UCF Internal partnerships

- The Regional Initiative for Collecting the History, Experiences and Stories of Central Florida1 (RICHES) is an umbrella program housing interdisciplinary public history projects that bring together different departments at UCF, including UCF Libraries’ Special Collections & University Archives, with profit and non-profit sectors of the community. The projects are all interdisciplinary and provide opportunities for graduate research and scholarly production.

- UCF Home Movie Archive Project, the partnership includes: UCF Film Department, UCF History Department, and UCF Libraries’ Special Collections & University Archives. It shall be the mission of the UCF Libraries to administer, permanently house, preserve, inventory, process, maintain, and make available the Home Movie Archive to the public, researchers, and scholars, in accordance with the UCF Libraries established policies and procedures. As a part of broadening access to the acquired materials, the UCF Libraries shall create and maintain a Digital Home Movie Archive available through a website.

- Assisted UCF History department with their NEH grant proposal – a partnership to also include the Sanford Historical Museum.

External Partnerships:

- Library of Congress (LC) Veterans History Project (VHP)2 – UCF History department, UCF Libraries, and the Burnett Honors College have continued to conduct and contribute to Veterans Oral History interviews collection at SCUA, in support of the LC VHP. Consequently, we have acquired over 64 new oral history interviews. Original interviews were sent to VHP at the Library of Congress.

- In support of showcasing Haitian arts in Central Florida, SCUA loaned eight paintings from Bryant West Indies Collection for the Haitian art exhibit “Keeping Haiti in our Hearts: Interpreting Heritage in the Diaspora” held at Creadlé School of Art in Winter Park, Florida. The exhibit brought a large number of individuals from local communities interested in exploring Haitian heritage and culture.

STATISTICS

Special Collections & University Archives

Table 1

Volumes in the Catalog, Listed by Individual Collections

NOTE: Not every collection represented

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<td>TOTAL VOLUME</td>
<td>24,747</td>
<td>1,934</td>
<td>26,681</td>
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TOTAL CATALOGED MATERIALS 11/12 24,747
MATERIALS ADDED 1,934
MANUSCRIPTS ADDED -1
TOTAL CATALOGED MATERIALS 12/13 26,680

1 http://riches.cah.ucf.edu/
2 http://www.loc.gov/vets/
Chart 1
Conservation Statistics for 2012-2013

- Minor Repairs, 1,851,…
- Repair Total, 1,935, 49%
- Intermediate Repairs, 84, 2%
- Clamshells, 26,…
- Volumes Dis-Bound, 26,…

Chart 2
Patron Counts

11-Year Summary

<table>
<thead>
<tr>
<th>Year</th>
<th>Minor Repairs</th>
<th>Intermediate Repairs</th>
<th>Clamshells</th>
<th>Volumes Dis-Bound</th>
<th>Repair Total</th>
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<tr>
<td>FY02-03</td>
<td>1,851</td>
<td>84</td>
<td>26</td>
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Gate Count

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Students Taught

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<td>FY07-08</td>
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<td>FY08-09</td>
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<tr>
<td>FY09-10</td>
<td>110</td>
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<tr>
<td>FY10-11</td>
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<td>FY11-12</td>
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<tr>
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Classes Taught

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### Manuscript Collections 2012-2013: Total 936.75 Linear Feet

**NOTE:** Not all holdings in linear footage count are listed here. Linear footage count only reflects manuscript collections.

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<td>Iva Kitchell-Webster Papers, 1947-1984</td>
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<tr>
<td>Doris Leeper Papers, 1951-1999</td>
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<tr>
<td>Sol &amp; Sadie Maikoff Papers, 1939-1999</td>
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<tr>
<td>Albin Polasek Collection, 1910-1982</td>
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<tr>
<td>Joy Postle Papers, 1912-2006</td>
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<tr>
<td>Joseph and Mary Veleszky Papers, 1947-1999</td>
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<td>Zines Collection, 1996 – ongoing</td>
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<table>
<thead>
<tr>
<th>Book Arts Collections</th>
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<tr>
<td>Book Arts Ephemera Collection, 1993-2007</td>
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<td>Walter and Dorothy Donnelly Family Papers, 1887-1976</td>
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<table>
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<th>Florida History Collections</th>
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<td>Children’s Home Society of Florida Collection, 1886-2000</td>
<td>54.00</td>
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<tr>
<td>Cultural Byways Project Collection, 2002</td>
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<tr>
<td>Cultural Heritage Alliance Collection, 2002-2006</td>
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<tr>
<td>Educator's Oral History Collection, 1997-2002</td>
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<tr>
<td>Florida Ephemera Collection, 1841-2007</td>
<td>12.25</td>
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<tr>
<td>Florida Folklore Program Collection, 1984-2004</td>
<td>1.40</td>
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<tr>
<td>Florida Folklore Society Records, 1981-2006</td>
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<tr>
<td>Florida Image Collection, 1898-1986</td>
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<tr>
<td>Florida Lifestyle Radio, 1957-1997</td>
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<tr>
<td>Florida State Music Teachers Association Collection, ca. 1934-2009</td>
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<tr>
<td>Paul Hartman Slide Collection</td>
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<tr>
<td>Bob Kealing Kerouac Research Collection, 1958-2008</td>
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<td>Thomas &amp; Georgne Mickler Collection of Arnold, Bennett, and Tanner Family Diaries, 1899-1974</td>
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<tr>
<td>Thomas &amp; Georgine Mickler Sermon Collection, 1838-1933</td>
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<tr>
<td>Thomas &amp; Georgine Mickler Map Collection, 1735-1995</td>
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<td>Henry Nehrling Papers, 1886-1970</td>
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<tr>
<td>Old Florida Structures Photographs Collection, 1971-2002</td>
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<td>New Florida Free Highway Association, ca. 1950, 1947-1953</td>
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<tr>
<td>New Spanish Plays Collection, 1835-1941</td>
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<td>Dr. John McMillion Correspondence, 1929-1935</td>
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<td>Zora Neale Hurston Festival Collected Materials, 1990-2006</td>
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<td>Beatrice B. Ettinger Papers, 1964-1998</td>
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<td>Phyllis J. Hudson Political Papers, 1966-2005</td>
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<td>George L. Stuart Jr. Political Papers, 1977-1990</td>
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### Social Movement Collections


### Space Program Collections

- NASA Photographs Collection, 1974-2001: 22.50
- Fred and Cheryl Mahan Space Collection: 1.00
- Scott Simpkinson Papers, ca.1943-1989: 12.8
- Waglar Space Collection, 1945-1986: 18.6
- NASA Ephemera Collection, 1969-2005: 3.00

### Travel & Tourism

- Bryant Archaeological Artifacts Collection, 1956-1964: 15.00
- Bryant West Indies Audio Collection, 1940-1970: 2.50
- Bryant Slide Collection: 1.25
- Bryant West Indies British Parliamentary Acts Collection, 1712-1873: 1.00
- Bryant West Indies Ephemera Collection: 1.00
- Disney Ephemera Collection, 1971-2002: 3.00
- Stephen Danks Lodwick Papers, 1964-2002: 5.50
- George and Anne Millay Collection, 1964-2004: 20.25
- Harrison "Buzz" Price Papers, 1956-2003: 72.00
- Harris Rosen Scrapbooks & Papers, 1939-2010: 15.00
- Splash Magazine Archives, ca. 1985-2002: 3.00
- Wet 'n Wild Collection, 1975-2002: 0.25

### Unprocessed Collections

- Dr. Val Bradley Union: 3.50
- Confederate Shot and Ball: 0.50
- Paul O. Schaller: 1.00
- James Sheppard: 3.00
- Otto Frohlich: 4.25
- John Young Gooch: 0.50
- Finney Accounting: 1.50
- Fonel: 3.00
- NASA Negatives: 7.00
- George and Anne Millay Collection: 1.00
- Walter Gaudnek Collection: 0.50
- Democratic Women's Club of Florida Inc.: 1.75
- Susan King Papers: 31.00
- Joy Postle (materials from Judy Johnson): 3.00
- Howard Eves tapers: 0.25
- Jack Rosen Scrapbooks: 5.50
- Harris Rosen papers: 7.00
- Michael Spencer - additional materials for Bromeliad Coll.: 0.75
- Phyllis J. Hudson United Faculty of Florida Papers, 1973-2003: 29.00
- S. F. Travis Company: 2.00
- Florida State Music Teachers Association Collection, ca. 1934-2009: 1.00
- Meg Scharf Space Materials: 0.50
- Volusia County Music Teachers Association: 2.00
- League of Women Voters of Volusia County: 2.10
- UCF Veterans History Project: 2.50
- John L. Ducker: 4.00
- Rose Feinman Papers, 1986-1996: 3.00
- Robert P. Foster: 5.00
- Harrison "Buzz" Price Papers (series 7 only): 70.00
- Michael Spencer's Personal Papers: 1.00
- Susan Pitman Collection: 2.00
- Walter Kingsley Taylor Papers, 1997-2013: 2.50
### Special Collections & University Archives

**UCF University Archives 2012-2013: Total 791.96 Linear Feet**

*Unprocessed additions to existing collections are listed in parentheses next to the total for each collection. Once publications are processed and catalogued they are no longer included in the linear footage of the collections.*

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<td>Scrapbooks Collection, 1960-2009</td>
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<td>Assistant Director of Maintenance Records, 1964-2000</td>
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<td>Department of Nursing Records, 1968-1987</td>
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<td>Finance and Accounting Office, 1983-2003</td>
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<tr>
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*Unprocessed records are listed in parentheses next to the total for each collection.*
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<th>OWN 6/30/12</th>
<th>ADDED</th>
<th>DELETED</th>
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<tbody>
<tr>
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<td>1,329,988</td>
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<td>308</td>
<td>697</td>
<td>39,554</td>
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<tr>
<td><strong>Daytona</strong></td>
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<td><strong>Ocala</strong></td>
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<td><strong>Sanford/Lake Mary</strong></td>
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<td>5</td>
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<td>41,804</td>
<td>3,387</td>
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| CATALOGED TITLES ALL LOCATIONS & MATERIALS | 2,092,807 | 48,225 | 3,827 | 2,137,205 |

| MICROFORM UNITS | 3,174,016 | 38,512 | - | 3,212,528 |

| GOVERNMENT DOCUMENTS | 329,656 | 4,978 | 404 | 334,230 |

| SERIALS SUBSCRIPTIONS | 40,978 | 2,424 | 21 | 43,381 |

| MEDIA VOLUMES | 51,662 | 6,192 | 2,061 | 55,793 |

* Restated beginning count
## Media Volumes

### Main

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### Curriculum Materials Center

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### Regional Campuses and Rosen

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### Florida Solar Energy Center

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**TOTAL MEDIA VOLUMES**

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<th>OWN 6/30/13</th>
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<tbody>
<tr>
<td><strong>Total</strong></td>
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<td><strong>6,192</strong></td>
<td><strong>2,061</strong></td>
<td><strong>55,793</strong></td>
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### Financial Profile (Expenditures)

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</thead>
<tbody>
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<td>$458,727</td>
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<td>$346,366</td>
<td>$326,322</td>
<td>$309,754</td>
<td>$278,665</td>
<td>$265,957</td>
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<tr>
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<td>$5,912,347</td>
<td>$5,550,139</td>
<td>$6,156,952</td>
<td>$5,959,938</td>
<td>$5,623,985</td>
<td>$5,038,828</td>
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<td>$13,769,274</td>
<td>$12,877,073</td>
<td>$12,368,613</td>
<td>$11,463,049</td>
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</tbody>
</table>

(1) Includes fringe benefits.
(2) Includes students and part-time staff and faculty wages. Includes Federal Work Study wages.
(3) Includes small equipment, document delivery, bibliographic utilities, alterations & improvements, general expenses.
(4) Includes furniture, computer hardware and software > $1,000. Includes equipment purchases funded through FCLA.
(5) Includes monographs, serials, e-resources, binding, backfiles regardless of format.
(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 Funding</th>
<th>(2) Funds from Other Sources (see Notes following)</th>
<th>(3) Total Materials Budget (1 + 2)</th>
<th>(4) Disbursed for Serials (a) (Print &amp; Electronic)</th>
<th>(5) Disbursed for Monographs (c) (Print &amp; Electronic)</th>
<th>(6) Electronic Resources (b) (Databases)</th>
<th>(7) Other Library Materials (Microfilms, A/V, other)</th>
<th>(8) Contract Binding</th>
<th>(9) Total Expenses (4+5+6+7+8)</th>
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<td>1,853,618</td>
<td>581,560</td>
<td>154,986</td>
<td>219,204</td>
<td>5,303,915</td>
</tr>
</tbody>
</table>

Note (a): Effective 2008/09 "Serials" includes print and electronic formats. Prior to 2008/09 serials was defined as "print serials"  
Note (b): Effective 2008/09 "Electronic resources" excludes serials. Prior to 2008/09 e-resources includes e-serials  
Note (c): Effective 2009/10 "Disbursed for monographs includes print and electronic monographs. For previous years this included print only.
### Funds from Other Sources – 10 Year Synopsis

#### Notes to Materials Budget

<table>
<thead>
<tr>
<th>FY 2012/13</th>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$307,523</td>
<td></td>
<td>Tech Fee Awards</td>
</tr>
<tr>
<td>30,000</td>
<td></td>
<td>Latin American Studies</td>
</tr>
<tr>
<td>62,000</td>
<td></td>
<td>Biomedical</td>
</tr>
<tr>
<td>10,000</td>
<td></td>
<td>Research and Contracts</td>
</tr>
<tr>
<td>12,341</td>
<td></td>
<td>College of Nursing</td>
</tr>
<tr>
<td>583,918</td>
<td></td>
<td>Transfer from Operations</td>
</tr>
<tr>
<td>10,000</td>
<td></td>
<td>Replacements</td>
</tr>
<tr>
<td>20,000</td>
<td></td>
<td>Regionals</td>
</tr>
<tr>
<td>78,302</td>
<td></td>
<td>Medical College - Wiley and Endnote</td>
</tr>
<tr>
<td>10,000</td>
<td></td>
<td>Hospitality Management</td>
</tr>
<tr>
<td><strong>$1,124,084</strong></td>
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<table>
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<th>Amount</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>455,263</td>
<td></td>
<td>Tech Fee Awards: Cambridge Books Online; Sage Deep Backfile; EBSCO’s Discovery Service</td>
</tr>
<tr>
<td>57,040</td>
<td></td>
<td>Biomolecular funds</td>
</tr>
<tr>
<td>10,000</td>
<td></td>
<td>Research and Contracts</td>
</tr>
<tr>
<td>558,886</td>
<td></td>
<td>Transfer from Operations</td>
</tr>
<tr>
<td>100,000</td>
<td></td>
<td>Transfer from ITR - Advance against next year</td>
</tr>
<tr>
<td>30,000</td>
<td></td>
<td>Latin American Studies</td>
</tr>
<tr>
<td>87,975</td>
<td></td>
<td>Planning Monies</td>
</tr>
<tr>
<td>11,494</td>
<td></td>
<td>UCF Foundation – Hospitality Management</td>
</tr>
<tr>
<td>18,436</td>
<td></td>
<td>EBSCO Credit Liquidated</td>
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<tr>
<td>20,000</td>
<td></td>
<td>Regional Campuses</td>
</tr>
<tr>
<td>14,152</td>
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<td>Replacements</td>
</tr>
<tr>
<td>9,000</td>
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<td>Medical College Endnote</td>
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<tr>
<td><strong>$1,371,946</strong></td>
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<table>
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<th>FY 2010/11</th>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
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<tr>
<td>$10,000</td>
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<td>Research and Contracts</td>
</tr>
<tr>
<td>370,000</td>
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<td>Transfer from Operations</td>
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<tr>
<td>57,024</td>
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<td>Biomolecular funds</td>
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<tr>
<td>28,900</td>
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<td>ITR Planning Money</td>
</tr>
<tr>
<td>123,338</td>
<td></td>
<td>Knowledge Commons Owner Savings</td>
</tr>
<tr>
<td>3,600</td>
<td></td>
<td>College of Education - Bib of Asian Studies database</td>
</tr>
<tr>
<td>20,000</td>
<td></td>
<td>Regional Campuses</td>
</tr>
<tr>
<td>10,993</td>
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<td>Book replacements</td>
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<tr>
<td>4,234</td>
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<td>Thesis and dissertation</td>
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<tr>
<td><strong>$1,052,579</strong></td>
<td><strong>Total</strong></td>
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<table>
<thead>
<tr>
<th>FY 2009/10</th>
<th>Amount</th>
<th>Description</th>
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<tbody>
<tr>
<td>$71,000</td>
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<td>Strategic Purchase Award</td>
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<tr>
<td>34,066</td>
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<td>Planning money</td>
</tr>
<tr>
<td>92,024</td>
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<td>Operations conversion</td>
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<tr>
<td>10,000</td>
<td></td>
<td>Research and Contracts</td>
</tr>
<tr>
<td>62,000</td>
<td></td>
<td>Biomolecular</td>
</tr>
<tr>
<td>20,000</td>
<td></td>
<td>Regionals money</td>
</tr>
<tr>
<td>2,910</td>
<td></td>
<td>Rosen Horowitz gift</td>
</tr>
<tr>
<td>150,299</td>
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<td>Springer Tech Fee Award</td>
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<tr>
<td>18,181</td>
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<td>Thesis and book replacements</td>
</tr>
<tr>
<td>34,469</td>
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<td>Miscellaneous</td>
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<td><strong>$494,949</strong></td>
<td><strong>Total</strong></td>
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<tr>
<td>Fiscal Year</td>
<td>Amount</td>
<td>Source Description</td>
</tr>
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<td>-------------</td>
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<td>FY 2008/09</td>
<td>$924,750</td>
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<tr>
<td>FY 2007/08</td>
<td>$394,139</td>
<td>Total</td>
</tr>
<tr>
<td>FY 2006/07</td>
<td>$1,039,433</td>
<td>Total</td>
</tr>
<tr>
<td>FY 2005/06</td>
<td>$738,223</td>
<td>Total</td>
</tr>
<tr>
<td>FY 2004/05</td>
<td>$504,241</td>
<td>Total</td>
</tr>
<tr>
<td>FY 2003/04</td>
<td>$381,111</td>
<td>Total</td>
</tr>
</tbody>
</table>

### FY 2008/09
- Research and Contracts: $10,000
- Planning money conversion: $160,000
- Biomolecular: $62,000
- Internal revenue: $21,561
- Fines Money for Mundy and King Collections: $80,310
- Internal conversions: $125,414
- Carry forward from 08: $445,465
- Regional Campuses: $20,000

### FY 2007/08
- History Department: $3,000
- Film Department: $18,000
- Research and Contracts: $10,000
- Planning money conversion: $160,000
- Music Department: $30,000
- Biomolecular: $62,000
- Internal conversions: $111,139

### FY 2006/07
- Departmental program funds loaded into base budget: $131,542
- Flood Expenditures - Materials: $65,890
- Sociology, Statistics, anthropology program funding: $14,178
- Library internal operating conversions: $261,937
- Temporary loan from renovation funds: $524,586
- Lost Book Fees: $31,300
- Office of Research: $10,000

### FY 2005/06
- AA Undergraduate Studies: $9,500
- Departmental program funds loaded into base budget: $160,042
- Education Sports and Fitness: $12,000
- Library internal operating conversions: $100,116
- Regional Campus Support: $396,000
- Lost Book Fees: $19,565
- Economics Ph.D.: $31,000
- Office of Research: $10,000

### FY 2004/05
- Regional Campus funds: $300,000
- Departmental program funds loaded into base budget: $138,020
- Film, A&S and Sports: $16,550
- IST: $20,000
- Theater: $6,000
- Office of Research: $10,000
- Replacements (Binding Revenue of T&D discontinued): $13,671

### FY 2003/04
- University Special: $250,000
- Arts and Sciences: $6,411
- Rosen College of Hospitality Management: $30,000
- Revenue (Replacements and thesis/dissertation): $43,909
- IST: $20,000
- Office of Research: $10,000
- Operations sweep: $20,791
Faculty & Staff Accomplishments

**Leticia Abulencia**  
Sr. LTA  
Cataloging Services

- **Training/Development:**
  - Introducing RDA, October 2012
  - Field Guide to new RDA MARC tags, November 2012
  - RDA Toolkit Essentials, webinar, January 2013
  - Applied RDA, Parts 1 & 2, February 2013
  - RDA Serials, February 2013
  - E-Z Moving of Order and Holdings Records, March 2013
  - RDA Toolkit Virtual User Group, webinar, March 2013
  - RDA for Special Formats, April 2013
  - RDA Cataloging on a Shoestring, April 2013

- **Service:**
  - National:
    - ACRL EBSS:
      - ERIC Users Committee, co-chair
      - Co-organized the ERIC Users Committee Meeting at ALA, June 2012
      - Advisory Committee
      - Psychology Committee
  - Local:
    - Connecting with our Veterans session offering research assistance, October 2012
    - Ask-A-Librarian online reference service that BCC provides beyond the assigned BCC hours
    - Library Association of Brevard, Annual Banquet committee member, June 2012
    - Consultant services to the UCF Palm Bay Speech Team/Debate Group
  - Libraries:
    - On-site coordinator for FSEC project

- **Creative Works:**
  - “OneSearch: Capturing Quick Results from Many Resources,” presented with Andy Todd, UCF Cocoa & Palm Bay Faculty Brown Bag Lecture series, October 2012

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

- **Kudos:** Outside reviewers gave an “Exemplary” rating to the library module in the Public Administration Master of Nonprofit Management online classes due to the incorporation of appropriate pedagogical support for students and instructors.
- **Creative Works:** “A Fall Potpourri: An Electric Mix of Gadgets & Guests,” Library Association of Brevard workshop, Kaiser University provided update on ALA 2013 conference, October 2012
- **Training/Development:**
  - Training on BCC Pay for Print technology and policies, August 2012
  - Online APA Advanced Search Techniques and PsycTests training, October 2012
  - Canvas Training, online, October 2012
  - Canvas Training, Orlando, March 2013

- **Attended:**
  - ACRL EBSS Advisory Council meeting via iLincc, July 2012
  - “Fears, Behaviors, and Outcomes: Victimization and women’s college experience,” Brown Bag, Dr. A. Pritchard, Sociology, November 2012
  - ALA Midwinter Tech Wrap-Up, online, February 2013
  - Library Association of Brevard spring meeting, Florida Tech’s College of Aeronautics Research Showcase, March 2013
  - Information Fluency Conference, Orlando Campus, March 2013
  - Four Psychology Honors in the Major presentations, Palm Bay, April 2013
  - Florida Virtual Campus Users Meeting, Region 3, Valencia Osceola, Kissimmee, April 2013
  - BCC Librarians’ Cluster meeting to discuss UCF’s participation in the TSAREV process for books, December 2012

**Frank Allen**  
Associate Director  
Administrative Services

- **Creative Works:**
  - “UCF Knowledge Commons – A Student and Library Partnership,” invited solo speaker, Tampa Bay Library Consortium Annual Meeting – Remixing our World, Tampa, November 2012
  - “Academic Library Building Design: Resources for Planning,” co-author/editor, Wiki resource guide for planning library buildings and learning spaces”
- **Libraries and Information Science Research:**
  - June 2012, invited guest reviewer
- **Service:**
  - National:
    - Outside referee for College and Research Libraries manuscripts
    - LLAMA:
      - Building & Equipment Section (BES)
      - Interdivisional Committee on Building Academic Libraries, 2011-13
      - LOMS Financial and Administrative Services committee, concluded service, June 2013
  - State: CSUL Statewide Storage Task Force, 2012-13
  - University: UCF strategic planning committee, 2012-13, Libraries representative
- **Attended:**
  - ASERL workshop to discuss possible adoption of JRNL software for FLARE holdings, Atlanta, February 2013
Field trip to North Carolina State Libraries, including the Hill and Hunt Libraries, December 2012, to tour automated retrieval system. Debriefed staff with a photo slide show upon return, including narrative and discussion.

Michael A. Arthur
Department Head
Acquisitions & Collections Services

Creative Works:
- “How Technology Fee Funding Transformed Collection Decisions at the University of Central Florida,” co-author with Natasha White, Against the Grain, 25(2), 32-34: 2013.
- “Innovation through New Partnerships: Collaboration and New Funding Sources in the Digital Age,” presented at the Innovation Conference, Florida State University-Panama City Campus, Panama City, FL, August 2012
- “Achieving positive results through collaboration: How Libraries, Publishers, and Vendors can work together to create better products and services,” paper presented with M. Zeoli and R. Seger, 32nd Annual Charleston Conference: Issues in Book and Serial Acquisition, Charleston, November 2012
- “Bringing it all together: Improving journal management with EBSCO package renewal,” paper, American Library Association Midwinter Meeting, EBSCO Information Services Luncheon, Seattle, January 2013

Service:
- National:
  - Springer Library Advisory Board
  - Alibris for Libraries Advisory Board
  - Sage Publications, Inc. Advisory Board
  - Association of Southeastern Research Libraries, Collection Development Committee, co-chair
- NASIG:
  - Conference Planning Committee
  - Conference Registrar in Training
- ALA/ALCTS:
  - Policy and Planning Committee
  - Continuing Resources Subcommittee
- State: SUS Collections Planning Committee (CPC), chair, UCF representative
- University:
  - UCF University Athletics Committee
  - Game Day Ambassador for UCF home football games as scheduled
- Libraries:
  - Weeding Committee
  - Weeding Task Force
- Attended:
  - Charleston Conference: Issues in Book and Serial Acquisition Annual Conference, November 2012
  - North American Serials Interest Group Annual Conference, Buffalo, NY, June 2013
  - ALA
    - Midwinter Meeting, Seattle, January 2013
    - Annual Conference, Chicago, June 2013

Joseph Ayoub
Sr. LTA
Circulation Services

Service: Libraries:
- Diversity Week Team
- Library Quick Videos Group

Training/Development: UCF HR:
- Conflict Resolution Using TK1
- Gender Differences
- Building Skills to Handle Life’s Pressures
- SR FERPA Training
- Emotional Intelligence
- Customer Service 101
- Intellectual Property Rights
- Doing the Right Thing: What Every Graduate Student Should Know About Research Misconduct

Barry Baker
Director of Libraries

Creative Works:
- “From Idea to Realization: The Knowledge Commons at the John C. Hitt Library of the University of Central Florida,” ACURIL XLIII, San Juan, PR, June 2013
- “In the Beginning ... to the UCF Library of the Future,” UCF Retirees Association, October 2012
- Editor, “Technical Services Report” in Technical Services Quarterly

Service:
- International:
  - ACURIL:
    - Academic Libraries Special Interest Group, chair
    - Finance committee, chair
    - Digital Library of the Caribbean (dLOC) Executive Committee, vice-chair
  - National:
    - ALA: Library Leadership & Management Association,
      - Building and Equipment Section, Buildings for College and University Libraries Committee, 2011-2013
      - Interior Design Award Committee, 2013-
    - Library Furnishings, Interiors, and Equipment Committee, 2013-
    - Association of Southeastern Libraries, Membership Committee
    - EBSCO Publishing Academic Advisory Board
  - State:
    - Florida Virtual Campus, Library Services Members Council, Executive Committee
    - Council of State University Libraries
    - Florida Center for Library Automation Board
    - Florida Library Network Council
- Memberships:
  - Florida Library Association, 1998-
  - Southeastern Library Association
Debbie Barnes  
Facilities Specialist  
Library Administration  

Service:  
- Libraries:  
  - Exhibits & Events Committee  
  - Evacuation Team  
  - Director’s Advisory Group Holiday Party  
  - Assisted in library tour for visiting patrons to view and learn about our pay to print and card services policies and procedures, April 2013  
  - Libraries classrooms remodel project, June 2013  

Attended:  
- Office Plus vendor show, May 2013  
- Safety Training, June 2012

Buenaventura Basco  
Coordinator, Information Source  
Research & Information Services  

Service:  
- National:  
  - ALA:  
    - Asian/Pacific American Librarians Association:  
      - Executive Director, 2012 – 2014; coordinates APALA’s participation in ALA Emerging Leader’s program as well as all volunteer activities for members  
      - Award for Literature Committee, co-chair, 2011 - ; Adult Non-Fiction, category chair  
    - International Relations Round Table (IRRT) International Papers Committee, chair, 2011-2013  

- University:  
  - Faculty Senate Parking Advisory Committee, 2011 - 2012  
  - Mentor, Education Ph.D. International Student from South Korea, 2011 – 2012  
  - Library information session for GrowFL (promotes business growth), with Meg Scharf and Rich Gause, April 2013  

- Libraries:  
  - Faculty and Staff Campaign, co-chair  
  - Faculty Affairs Committee, mentoring coordinator  
  - Diversity Week Team, chair  
  - Space Management Group, Research & Information Services, head  
  - Director’s Advisory Group  
  - Holiday Committee, co-chair

Dr. Penny Beile  
Associate Director  
Information Services & Scholarly Communications  

Creative Works:  
- The State of Academic Library Jobs: What You Need to Know to be Competitive, presented ALA Annual Conference, Chicago, June 2013. (Sponsored by the ALA Office for Human Resource Development & Recruitment and New Members Round Table, research conducted by Penny Beile and Therese Triumph.)  

Poster Sessions:  
- The Research Lifecycle at UCF: A Library-led Institutional Collaboration to Develop a Mental Model of Research Support and Services, with Lee Dotson and Therese Triumph, Academic and College Research Libraries Biennial Conference, Indianapolis, April 2013  
- The Research Lifecycle at UCF: A Library-led Institutional Collaboration to Develop a Mental Model of Research Support and Services, with Corinne Bishop and Lee Dotson, Florida Academic and College Research Libraries Annual Conference, Ft. Lauderdale, FL, October 2012.

Service:  
- National:  
  - Southern Association of Colleges & Schools (SACS) QEP Lead Evaluator, East Tennessee State University reaffirmation, February 2013  
- American Library Association  
  - Association of College and Research Libraries Division  
  - College & University Personnel Association – Human Resources (CUPA-HR) Committee, 2012-13

¹ http://lj.libraryjournal.com/2013/02/careers/academic-library-jobs-increase-specialize/
Acquisitions & Collections Services

Sr. LTA

Elena Beredo

Information Literacy Librarian

Corinne Bishop

Information Literacy & Outreach

Creative Works:

Presentations:
- “Digital Scholarship and the Research Lifecycle,” a Think Tank session with co-presenter Lee Dotson, Faculty Center for Teaching & Learning (FCTL) Winter Conference, December 2012
- “Getting to Know the Neighborhood: Forming New Partnerships to Expand Opportunities,” with co-presenter Elizabeth Killingsworth, Florida Library Association Annual Conference, Orlando, April 2013
- “Design and Integration of a Distributed Model for Information Literacy,” with Elizabeth Killingsworth, Association of College and Research Libraries (ACRL) Annual Conference, Indianapolis, April 2013
- “Publishing and Author’s Rights: And they said writing was the hard part!” with co-presenter Lee Dotson, Faculty Center for Teaching & Learning (FCTL) Summer Conference, May 2013

Poster Sessions:
- “Developing a Design for an Online Community of Practice for Ed.D. Students,” with co-presenter Cherie Mazer, International Conference on Doctoral Education: Organization Diversity and Difference in Practice, University of Central Florida, April 2013

Service:
- University:
  - Faculty Center for Teaching & Learning
    - Advisory Committee, 2011-2014
    - Participated in the Winter Conference open house held at the library during 2012-2013
  - Office of Information Fluency, grant proposal reviewer, 2013
  - Information Fluency Conference, session facilitator, 2013

1 http://www.ala.org/acrl/acrl/conferences/2013/papers
2 http://guides.ucf.edu/georgialiteracyconference
Joe Bizon
LTA Supervisor
Acquisitions & Collections Services

- Libraries
  - Scholarly Communication Task Force, 2012 -
  - Promotion Coordinating Committee (PCC), 2012-2013, secretary
  - Library Faculty Meeting, co-facilitated the “MOOCs in Higher Education” presentation, 2013

- Training/Development: Completed four education/instruction technology courses in the UCF Ed.D. program.

-- Parri Bolinger
Accountant
Library Administration

- Training/Development: Webinars
  - Eight Dimensions of Leadership: Being more than a one-dimensional leader! Part 1, July 2012
  - Introducing RDA

--- Deirdre Campbell
Sr. LTA
Library Administration

- Creative Works: “Hiring Student Assistants: Our Expectations Versus Their Expectations,” panel presentation, Florida Virtual Library Campus Library Services User Meeting, Region 3, Kissimmee, April 2013
- Service: Libraries:
  - Information Kiosk
  - Search Committee Manager: Head, Reference Services
  - Reference Librarian

--- Tim Bottorff
Department Head
Universal Orlando Foundation Library at the Rosen College of Hospitality Management

- Creative Works:
  - “A Hospitality Program Like No Other: A Brief History of UCF’s Rosen College of Hospitality Management,” (published in the Rosen College’s Celebrating 30 Years of Excellence commemorative program)
  - Book review of “Landing in Las Vegas: Commercial Aviation and the Making of a Tourist City” (published in Choice magazine)
  - “Is it worth it? Assessing online instruction,” with co-panelists Carol McCulley, Association of College and Research Libraries Distance Learning Section (ACRL DLS), ALA Annual Conference, Chicago, June 2013

- Training/Development:
  - HR liaison meetings and shared updated information with Library staff, July 2012, October 2012, January 2013, April 2013
  - Federal Work Study Fall, August 2012
  - Library Information Sessions: how to use resource guide, one search, databases and question and answer session, August 2012
  - UCF HR
    - I-9 E Verify Training, November 2012
    - Compensation Training, December 2012
- Attended: Faculty Activity Focus Group, April 2013
Tina Candela  
**LTA Supervisor**  
**Acquisitions & Collections Services**

**Service:** Libraries:
- Information Kiosk, August 2012
- UCF Book Sale, volunteer, November 2012

**Training/Development:**
- Eight Dimensions of Leadership: Being more than a one-dimensional leader, Part 1, July 2012
- Training for new functionality in GOBI for ASERL-EBL ebook orders, July 2012
- Library Sessions for Staff and Students, August 2012
- Elluminate, Shared Bib Implementation Project, September 2012
- Basic Chinese Language class, October 2012 instructor Sai Deng (part of the John C. Hitt Library’s Diversity Week activities)
- RDA Workshop, October 2012
- Elsevier eBooks on SciVerse/ScienceDirect presentation, November 2012
- Video WebEx discussion – New Alexander Street Interface—Music & Video WebEx, June 2013

**Attended:**
- 19th Annual Joseph C. Andrews Mentoring Breakfast, January 2013
- 2013 Faculty & Staff Campaign Celebration Event, March 2013
- Annual USPS Staff Council Assembly, April 2013

Bobby Ciullo  
**Web Applications Developer Assistant**  
**Information Technology & Digital Initiatives**

**Service:**
- Central Florida Memory, Web Design and Server Support
- Web Working Group
- Wordpress@UCF
- Four Winds Interactive (FWi) User Group

Martha Cloutier  
**LTA Specialist**  
**Circulation Services**

**Service/Libraries:**
- Director’s Advisory Group
- Library Assessment Committee
- Student Disability Services Committee
- Information Kiosk
- New Student Orientation Desk

**Training/Development:**
- Red Flags – ID Theft Prevention
- UCF Student Accounts
- Collections – Best Practices
- Customer Service and Collections

Dr. Linda K. Colding  
**Librarian**  
**Research & Information Services**

**Kudos:** Played an important part in the exemplary rating received by the Master of Nonprofit Management (MNM) program. Mary Ann Feldheim, Ph.D. Director, UCF School of Public Administration, sent the following commendation for Dr. Colding:

“This exemplary designation was based in part on the support we have received from UCF Librarian, Dr. Linda Colding. I want to commend Dr. Colding for her support of this online program, which contributed to this strong positive feedback from the outside reviewers.”

**Creative Works:** “Advancing First-Year Student Success by Integrating the Library and Research Skills into First-Year Initiatives,” with Douglas F. Hasty, a pre-conference workshop at the First Year Experience Conference (FYE), Florida International University, Miami, February 2013

**Service:**
- **National:** ALA
  - ACRL/Instruction Section Membership Committee, 2011 – 2013, appointed member
- **University:** Graduate Policy Committee

Eda Correa  
**Monographs Librarian**  
**Cataloging Services**

**Service:**
- Contributed to Shared Bib Database Project / Local Implementation Team, by performing testing and ALEPH data cleanup.
- Trained new staff on OCLC and Aleph monograph cataloging.
- Indexed for the Hispanic American Periodical Index.

**Training/Development:**
- Discovery and Delivery: Innovations and Challenges, NISO webinar, September 2012
- Holding Statements for Bibliographic Items, September 2012
- Introducing RDA, October 2012
- Transforming Discovery and Resource Sharing with OCLC: FirstSearch, WorldCat Resource Sharing and More, October 2012
- HAPI Central Testing, webinar, October 2012
- Field Guide for New RDA MARC tags, November 2012
- OCLC Cataloging Credits & Incentives, December 2012
- Applied RDA, Parts 1 & 2, February 2013
- RDA Serials, February 2013
- Transitioning from Cataloging to Creating Metadata, ALCTS webinar, February 2013
- RDA Toolkit Virtual User Group, March 2013
Faculty & Staff Accomplishments (cont’d)

- **HAPI Central Indexer tutorial**, March 2013
- **RDA for Special Formats**, April 2013
- **Programmatic Changes to the LC/NACO Authority File for RDA**, May 2013

**Memberships:**
- American Library Association
  - Association of College and Research Libraries (ACRL)
  - Rare Books and Manuscripts (RBMS)
- Seminar on the Acquisition of Latin American Library Materials (SALALM); Affinity group: *Hispanic American Periodicals Index* (HAPI)

**Alice Crist**

**Sr. LTA**

**Cataloging Services**

**Service:**
- United Way Campaign, July-November 2012
- Library Evacuation Team
- Annual Halloween Party (“Tombstone”)

**Training/Development:**
- Holding Statements for Bibliographic Items, September 2012
- Introducing RDA, October 2012
- Field Guide to new RDA MARC tags, November 2012
- RDA Toolkit Essentials, webinar, January 2013
- Applied RDA, Parts 1 & 2, February 2013
- RDA Serials, February 2013
- E-Z Moving of Order and Holdings Records, March 2013
- RDA Toolkit Virtual User Group, webinar, March 2013
- RDA for Special Formats, April 2013
- RDA Cataloging on a Shoestring, April 2013
- Helping the Distressed Person, May 2013

**Page Curry**

**Digital Imaging Technician**

**Information Technology & Digital Initiatives**

**Service:** Central Florida Memory, Digital Services Support

**Cindy Dancel**

**Office Manager**

**Research & Information Services**

**Awards:**
- Received ITR’s Employee of the Year award for outstanding service.
- Part of the team that received Honorable Mention for video *More than Just Books* at the Library Leaders and Management Association (LLAMA) PR Xchange Best in Show competition, which had over 200 entries

**Creative Works:**
- Created graphics for:
  - Director’s Advisory Group Chili Cook Off
  - Browsing Books display shelves
  - QR Codes
  - Faculty Brochures
  - Fine Romance Traveling Exhibit
  - Mobile Librarian service
  - Patent Workshop
  - Campus Connections
  - Digital Signs and others.
- Co-created two new videos to promote the Libraries and its services.

**Sai Deng**

**Metadata Librarian**

**Cataloging Services**

**Awards & Kudos:**
- 2013 CALA President’s Recognition Award
- 2012 CALA/JCLC

**Creative Works:**
- **Connecting the Dots: Defining Scholarly Services in a Research Lifecycle Model**
- Powerpoint presentation, Chinese American Librarians Association (CALA), Southeast Chapter, 2013 Annual Conference, May 2013
- **Distinguishness, Challenges, and Opportunities: The Research Lifecycle at the University of Central Florida**, PowerPoint presentation, Chinese American Librarians Association (CALA), Southeast Chapter, 2013 Annual Conference, May 2013
- **Building Collections in IRs from External Data Sources**
  - presentation with Susan Matveyeva, 15th Annual LITA National Forum, Columbus, Ohio, October 2012
- **The Life of Dr. Huwa-Wei Lee: A Scholar, A Library Leader, An Ambassador**
  - script writer and co-creator of video (with Rosie Flowers), Chinese American Librarians Association (CALA) YouTube channel, 2013
- **Spotlight on CALA Members: Dr. Huwa-Wei Lee**, with Shali Zhang, Chinese American Librarians Association (CALA) 40th special publication, 2013
- **UCF Research Guide: Metadata**
- **The Research Lifecycle: A mental model to jumpstart coordinated researcher support**, poster session with Athena Hoeppner, Research Data Access & Preservation Summit, Baltimore, March 2013

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1. [https://www.academia.edu/4664800/Connecting_the_Dots_Defining_Scholarly_Services_in_a_Research_Lifecycle_Model](https://www.academia.edu/4664800/Connecting_the_Dots_Defining_Scholarly_Services_in_a_Research_Lifecycle_Model)
2. [https://www.academia.edu/4664835/Distinctiveness_Challenges_and_Opportunities_The_Research_Lifecycle_at_the_University_of_Central_Florida](https://www.academia.edu/4664835/Distinctiveness_Challenges_and_Opportunities_The_Research_Lifecycle_at_the_University_of_Central_Florida)
3. [https://soar.wichita.edu/xmlui/handle/10057/5329](https://soar.wichita.edu/xmlui/handle/10057/5329)
4. [http://www.youtube.com/watch?v=2w7qjXQPbhE](http://www.youtube.com/watch?v=2w7qjXQPbhE)
Service:
- National:
  - Library Information Technology Association (LITA):
    - Coordinating Committee
    - International Relations Committee
  - Chinese American Librarians Association (CALA):
    - 40th Anniversary Celebration Ad-Hoc Committee
    - Publications Committee
    - Newsletter Co-Editor
  - Libraries:
    - Digital Collections Interest Group
    - Scholarly Communication Advisory Group
    - Basic Chinese Language, taught classes, October 2012 (part of the John C. Hitt Library’s Diversity Week activities)
- Metadata Projects:
  - New Collections in CONTENTdm:
    - University Catalogs
    - Central Florida Future
    - Civil War Collection
  - Contributed to Existing Collections in CONTENTdm:
    - UCF Community Veterans History Project
    - Harrison Price Papers
    - Metadata Transformation and Transfer: Retrospective Theses and Dissertations Test
  - Community Project: Central Florida Memory, St. Luke’s Lutheran Church Collection
- Training/Development:
  - Webinars:
    - ASERL, April 2013
      - Preservation Planning and Overview of PREMIS for Beginners, Part 1
      - Forbearing the Digital Dark Age: Capturing Metadata for Digital Objects, Part 2
      - Management of Incoming Born-Digital Special Collections, Part 3
    - Introduction to the DMPTool, Virginia Tech, May 2013
  - Library and IT collaboration in support of digital scholarship: How and where do we even get started? EDUCAUSE, March 2013
  - ResearcherID and ORCID, March 2013
  - Transitioning from Cataloging to Creating Metadata, ALCTS, February 2013
  - CONTENTdm and WorldCat Digital Collection Gateway Overview, February 2013
  - RDA Training (Departmental)
  - RDA for serials, February 2013
  - RDA for Special Formats, April 2013
  - ABCs of Diversity, UCF Office of Diversity Initiatives, May 2013
- Memberships:
  - American Librarians Association (ALA)
  - Library Information Technology Association (LITA)
  - Chinese American Librarians Association
- Attended:
  - 2012 National Joint Conference of Librarians of Color (JCLC), Kansas City, Missouri. September 2012
  - The 15th Annual LITA National Forum, Columbus, Ohio, October 2012
  - Research Data Access & Preservation Summit 2013, Baltimore, April 2013
  - Chinese American Librarians Association Southeast Chapter 2013 Annual Conference, online, May 2013

Lee Dotson
Digital Services Librarian
Information Technology & Digital Initiatives

Kudos:
- Travel scholarship recipient for the Cooperative Curation Symposium and Workshop held at the Georgia Institute of Technology, Atlanta, August 2012

Creative Works:
- Presentations:
  - “Central Florida Memory Journeys,” Gateway Center for the Arts, DeBary, FL, September 2012
  - “Digital Scholarship and the Research Lifecycle,” with co-presenter Corinne Bishop, Think Tank session at the Winter Faculty Development Conference, Orlando, December 2012
  - “Digital Services Update,” on behalf of the Digital Initiatives Standing Committee, Florida Virtual Campus, Region 3, Users meeting, Kissimmee, April 2013
  - “Publishing and Author’s Rights: And they said writing was the hard part!” with Corinne Bishop, UCF Summer Faculty Development Conference, Orlando, May 2013

Poster Sessions:
- The Research Lifecycle: A library-led institutional collaboration to develop a mental model of research support and services, with Penny Beile and Therese Triumph, Association of College & Research Libraries conference, Indianapolis, April 2013
- The Research Lifecycle at UCF: A library-led institutional collaboration to develop a

Lee Dotson
mental model of research support and services, with Corinne Bishop and Penny Beile, Florida Association of College and Research Libraries Fall Program, Ft. Lauderdale, October 2012.

**Service**
- **Regional**: Association of Southeastern Research Libraries
- **Information Technology / Digital Initiatives Interest Group**

**State**
- Florida Virtual Campus (FLVC)
- Digital Initiatives Subcommittee (DISC), chair
- DISC Islandora subgroup
- Florida Scholarly Communication Interest Group

**Local**
- Central Florida Memory:
  - Digital Services Support
  - Grant Writing Committee

**Libraries**
- Library Technology Advisory Group
- UCF Electronic Theses & Dissertations Group
- Scholarly Communication Task Force, chair
- “Mental Model” Working Group
- Scholarly Communication Advisory Group
- Digital Collections Interest Group

**Digital Project Development**
- Institutional Repository project
- Library Image and Document Repository

**Digital Project Management**
- Central Florida Memory
- Digital Library of the Caribbean (dLOC)
- Electronic Theses and Dissertations
- Florida Heritage
- Florida Historical Quarterly
- PRISM: Political & Rights Issues & Social Movements
- Institute for Simulation & Training
- Retrospective conversion of print theses and dissertations
- UCF Community Veterans Oral Histories
- University Archives

**Training/Development**
- Cooperative Curation Symposium and Workshop, Atlanta, August 2012

**Attended**
- Florida Association of College and Research Libraries Fall Program, Ft. Lauderdale, October 2012
- UCF Grants Day: Shining the Light on S.T.E.M., Orlando, November 2012
- Florida Library Association Annual Conference, Orlando, May 2013

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**Anna Dvorecky**
**LTA Specialist**
**Cataloging Services**

**Service**
- **University**: USFS Staff Council
- UCF Parking & Transportation Advisory Committee

**Libraries**
- Information Kiosk
- Evacuation Team
- Employee of the Year Award Committee

**Training/Development**
- Holding Statements for Bibliographic Items, September 2012
- Field Guide to new RDA MARC tags, November 2012
- RDA Toolkit Essentials, webinar, January 2013
- Applied RDA, Parts 1 & 2, February 2013
- RDA Serials, February 2013
- E-Z Moving of Order and Holdings Records, March 2013
- RDA for Special Formats, April 2013
- RDA Cataloging on a Shoestring, April 2013

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**Seth Dwyer**
**Sr. LTA**
**Circulation Services**

**Training/Development**
- UCF Office of Diversity Initiatives:
  - Discrimination Prevention
  - ABCs of Diversity

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**Rosie Flowers**
**Sr. LTA**
**Information Literacy & Outreach**

**Awards**
- First ever UCF Libraries Employee of the Year, 2012

**Creative Works**
- The Life of Dr. Hwa-Wei Lee: A Scholar, A Library Leader, An Ambassador
- co-creator of video (with Sai Deng) and narrator, Chinese American Librarians Association (CALA) YouTube channel

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**Michael Furlong**
**Regional Campus Librarian**
**Daytona State**

**Awards**
- One of three winners of the IAFA first-ever 10-Minute Play Festival for the play Brides of Cthulhu, performed at the International Association of the Fantastic in the Arts conference, Orlando Airport Marriott, March 2013. [Director: Carrie J. Cole. Performers: Frances Auld, Sharon Diane King and Anne Crimmins.]

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1 http://www.youtube.com/watch?v=2w7qjXQPbhE
Faculty & Staff Accomplishments (cont’d)

- **Creative Works:** “Adapting a Profession: Depictions of Librarians in Stephen King’s fiction,” reading, *International Association of the Fantastic in the Arts Annual Conference*. Airport Marriott, Orlando, March 2013

- **Service:** Faculty Advisor to the Jacksonville Arboretum UCF Fall Alternative Break Program

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**Janet Girard**
Sr. Accounting Officer
Library Administration

- **Service:** Libraries: Served on the first Library Employee-of-the-Year Selection Committee, July 2012
- **Training/Development:**
  - Microsoft Lync Instruction, UCF Library, January 2013
  - Mastering Excel Database Management Tools, webinar, January 2013
  - UCF F&A
    - Red Flags ID Theft Prevention, online course, February 2013
    - Petty Cash Establishment & Replenishment, April 2013
    - UCF Financials Xpansion General Ledger & Requisitions, April 2013
    - AIMs Basic Training, UCF Facilities Operations, April 2013

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**Mary Lee Gladding-Swann**
Sr. LTA
Circulation Services

- **Service:** Libraries:
  - Director’s Advisory Group
  - Libraries Evacuation Team
  - Department contributor to Libraries UNBOUND
  - New Student Orientation Desk
- **Training/Development:** UCF HR: Red Flags – ID Theft Prevention, February 2013

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**Andrew Hackler**
Sr. LTA
Circulation Services

- **Service:** Libraries:
  - Public Services Group
  - Public Signs Committee
  - MLIS Day Planning Committee
  - Info Exchange Subcommittee
  - Basic Competencies Subcommittee
- **Training/Development:**
  - UCF HR:
    - Performance Appraisals
    - Parents + Child = Parental Leave
    - Red Flags – ID Theft Prevention, February 2013
    - Myers-Briggs Type Indicator
    - Emerging Leader Series, Parts 1 - 3
    - Leadership Practicum
    - Customer Service, Tampa Bay Library Consortium

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**Rich Gause**
Librarian
Research & Information Services/Government Documents

- **Creative Works:**
Faculty & Staff Accomplishments (cont’d)

Patrick Hadlock
Sr. LTA
Cataloging Services
- Training/Development:
  - Holding Statements for Bibliographic Items, September 2012
  - Introducing RDA, October 2012
  - Field Guide to new RDA MARC tags, November 2012
  - RDA Toolkit Essentials, webinar, January 2013
  - Applied RDA, Parts 1 & 2, February 2013
  - RDA Serials, February 2013
  - E-Z Moving of Order and Holdings Records, March 2013
  - RDA for Special Formats, April 2013

Patricia Hall
Sr. LTA
Research & Information Services/ Government Documents
- Kudos:
  - Live United Spirit Leadership Award Finalist and Honorary Mention Certificate
  - United Way Campaign Certificate of Excellence (Nominated as one of the United Way Outstanding Campaign Ambassadors for 2012)
  - One of the top eight honorees for the campuswide Spirit Leadership Award
- Service: University:
  - Live United Campaign, library ambassador
  - Coalition for the Homeless, collected supplies
  - UCF Black Faculty and Staff Association
  - Served on the campuswide committee for the UCF Flea Market and was instrumental in helping to get many donations of toys for kids.

Richard Harrison
Librarian
Research & Information Services
- Kudos: Honored with John “Rick” Schell for “unwavering dedication to the development and success of undergraduate Research at UCF,” 10th Annual Showcase of Undergraduate Research Excellence, April 2013. Harrison founded and coordinated the Showcase for four years, from 2004-2007, and is the sole remaining charter member of the faculty Undergraduate Research Council.
- Service:
  - State: Council of State University Libraries, Electronic Resources Subcommittee
  - University: Faculty Senate IT Resource Advisory Committee, 2011 -
  - Libraries:
    - Scholarly Communications Task Force, 2011 -
    - Web Working Group
    - Electronic Resources Workgroup
- Attended:
  - Internet Librarian, Monterey, CA. October 2012
  - Charleston Conference, Charleston, November 2012
  - Research Data Access and Sharing Summit, Baltimore, March 2013

David Healy
Sr. LTA
Cataloging Services
- Training/Development:
  - Holding Statements for Bibliographic Items, September 2012
  - Introducing RDA, October 2012

Athena Hoeppner
Electronic Resources Librarian
Acquisitions & Collections Services
- Creative Works:
  - “In Pursuit of Articles: Investigating the Use of OneSearch with Graduate Education,” with Linda Gibson-Young, Information Fluency Conference, Orlando, March 2013; and Summer Faculty Development Conference, Orlando, May 2013
  - “The Bibliometrics of Satisficing: Web Scale Discovery for Graduate and Faculty Literature Reviews,” Internet Librarian 2012, Monterey, CA, October 2012
  - The Research Lifecycle: A mental model to jumpstart coordinated researcher support, poster session with Sai Deng, Research Data Preservation and Access Summit, Baltimore, March 2013

- Service:
  - State: Council of State University Libraries, Electronic Resources Subcommittee
  - University: Faculty Senate IT Resource Advisory Committee, 2011 -
  - Libraries:
    - Scholarly Communications Task Force, 2011 -
    - Web Working Group
    - Electronic Resources Workgroup
- Attended:
  - Internet Librarian, Monterey, CA. October 2012
  - Charleston Conference, Charleston, November 2012
  - Research Data Access and Sharing Summit, Baltimore, March 2013
Megan Humphries  
Sr. LTA  
Circulation Services  
- **Service:** Libraries:  
  - Diversity Week Team, chair  
  - Electronic Resources Group  
  - Service Awards Committee  

- **Training/Development:**  
  - Red Flags – ID Theft Prevention, UCF HR, February 2013

Pam Jaggernauth  
LTA Supervisor  
Curriculum Materials Center  
- **Training/Development:** Two classes towards accounting degree.

Selma K. Jaskowski  
Assistant Director  
Information Technology & Digital Initiatives  
- **Creative Works:**  
  - Awarded $433,628.00 for the Student Technology Fee grant proposal for Public PC & Laptop Replacement and increasing available iPads  

- **Service:**  
  - Florida Virtual Campus Committee Assignments:  
    - LMS Project Coordinator  
    - CSUL Technology Advisory Group, coordinator  
    - UCF Libraries, PALMM, ETDs, and FDA, project manager  
  - **University:**  
    - Information Technology & Resources Coordinating Council  
    - ITR Shared Services Group  
  - **Libraries:**  
    - 3rd Floor Planning Committee, chair  
    - Discovery Tool Task Force  
    - “Mental Model” Working Group  
    - Libraries’ Technology Advisory Group, chair  
    - Library Advisory Committee  
    - Student Advisory Committee  
    - Central Florida Memory  
      - Operations Committee  
      - Digital Services and Server Support  
      - Scholarly Communications Advisory Group  
  - **Digital Project Development:**  
    - Institutional Repository  
    - Cyberinfrastructure  
  - **Digital Project Management:**  
    - Central Florida Memory  
    - Digital Library of the Caribbean (dLOC)  
    - Electronic Theses and Dissertations  
    - Florida Heritage  
    - Florida Historical Quarterly  

- **PRISM:** Political & Rights Issues & Social Movements  
- **Institute for Simulation & Training**  
- **Training/Development:**  
  - Cooperative Curation Symposium and Workshop, Atlanta, August 2012  
  - Administrative HR Training, November 2012  
  - Research Data Management Implementation Workshop, teleconference, March 2013  

- **Attended:**  
  - UCF Grants Day: Shining the Light on S.T.E.M., Orlando, FL, November 2012  
  - Coalition of Networked Information (CNI)  
    - Fall Meeting, Washington, DC, December 2012  
    - Spring Meeting, San Antonio, April 2013

Michael “Mike” Jimenez  
Office/Payroll Manager  
Library Administration  
- **Service:**  
  - University: IT&R Social Planning Committee 2013  

- **Training/Development:**  
  - HR Liaison Meetings, January 2013 & April 2013  
  - I9 Training, January 2013  
  - Lync Training, January 2013  
  - Notary Certification & Training, January 2013  
  - Discrimination Prevention, webinar, January 2013  
  - ABCs Diversity Training, March 2013  
  - Became certified hiring manager for Libraries in PeopleSoft system

Jacqui Johnson  
Sr. LTA  
Cataloging Services  
- **Creative Works:** Hidden Artist Exhibition and Reception, August 2012

- **Training/Development:**  
  - Holding Statements for Bibliographic Items, September 2012  
  - Introducing RDA, October 2012  
  - Field Guide to new RDA MARC tags, November 2012  
  - RDA Toolkit Essentials, webinar, January 2013  
  - Microsoft Outlook LYNC Training, January 2013  
  - Applied RDA, Parts 1 & 2, February 2013  
  - RDA Serials, February 2013  
  - E-Z Moving of Order and Holdings Records, March 2013  
  - RDA Toolkit Virtual User Group, Webinar, March 2013  
  - RDA for Special Formats, April 2013  
  - RDA Cataloging on a Shoestring, April 2013
Faculty & Staff Accomplishments (cont’d)

Schuyler Kerby  
Sr. LTA  
Universal Orlando Foundation Library, Rosen College of Hospitality Management

- **Training/Development:**
  - Started an associate’s degree program in Network Engineering
  - UCF Office of Diversity Initiatives:
    - ABCs of Diversity
    - Preventing Discrimination

- **Attended:**
  - IT&R Social
  - New Employee Orientation

Raynette Kibbee  
Sr. Administrative Assistant  
Library Administration

- **Service: Libraries:**
  - Director’s Advisory Group (ex-officio)
  - Web Working Group

- **Training/Development:**
  - Microsoft Office 2013, in-house sessions, October 2012:
    - Overview
    - Word
    - Excel
    - Outlook
    - PowerPoint
    - Publisher

  - Finding, Using and Publishing Creative Commons Works, Florida Library webinar, March 2013

Elizabeth Killingsworth  
Department Head  
Information Literacy & Outreach

- **Creative Works: Presentations:**
  - “Assessing our Assessment: Building a Question Bank and Aligning Assessments with Learning Outcomes,” with co-presenters Corinne Bishop, Rachel Mulvihill, & Renee Montgomery, Georgia International Conference on Information Literacy, Savannah, September 2012. 1
  
  - “Roundtable: Information Literacy Modules at UCF,” with Kelvin Thompson, Information Fluency Conference, Orlando, March 2013
  
  - “A Librarian’s Tips and Tricks to Improved Literature Searching,” National Kidney Foundation 2013 Spring Clinical Meetings, Orlando, April 2013
  
  - “Getting to Know the Neighborhood: Forming New Partnerships to Expand Opportunities,” with co-presenter Corinne Bishop, Florida Library Association Annual Conference, Orlando, April 2013

- **Service:**
  - **State:** Florida Library Association (FLA) Executive Board, Director, Region 3, 2011-2013
  
  - **University:**
    - Honors College Information Fluency Student Award Committee, 2011-2012
    - Graduate Appeals Committee, 2011-2012
    - Information Fluency Conference Program Committee, 2011-2013
    - PROGRESS Academic Support Group, April 2013 -

  - **Libraries:**
    - Discovery Tool Task Force, 2011-2012
    - Promotion Coordinating Committee, 2011-2013
    - Public Services Group, 2013 -
    - Strategic Planning Implementation Team, Leader: Information Literacy Team
    - Search Committees:
      - Head of Research and Information Services, 2012
      - Art Specialist position, 2013

Marcus Kilman  
Department Head  
Circulation Services

- **Service: Libraries:**
  - 21st Century Service Committee
  - 3rd Floor Renovation Committee

- **Search Committees:**
  - ILO Department Head
  - Senior Art Specialist
  - Weeding Implementation Committee
  - Public Services Assessment Committee

- **Memberships:**
  - American Library Association
  - Association of College & Research Libraries

Katie Kirwan  
Sr. LTA  
Acquisitions & Collections Services

- **Service: Libraries:**
  - FLARE Project Team
  - eResources Support Team

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1 http://guides.ucf.edu/georgialiteracyconference
Cynthia Kisby  
**Department Head**  
**Regional Campus Libraries**

- **Creative Works:**
  - “What Do Library Directors Really Expect from Applicants” panel speaker, *FLA Annual Conference*, Orlando, May 2013
  - “Three Things You Need to Know About Being Unemployed,” *ALA Annual Conference Placement Center Workshop*, Chicago, June 2013

- **Service:**
  - **State:** Florida Library Association (FLA) HR Committee May 2013 – May 2015
  - **Libraries:**
    - Faculty Market Equity Task Force
    - Promotion Coordinating Committee, *ex officio*
    - Mobile Librarian, fall semester 2012
    - Information Kiosk
    - Java Jive, Bookkeeper

- **Attended:**
  - FACRL, October 2012
  - *FLA Annual Conference*, May 2013
  - *ALA Annual Conference*, June 2013

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Jamie LaMoreaux  
**LTA Specialist**  
**Acquisitions & Collections Services**

- **Libraries:**
  - Assisted Circulation Services with library head count
  - FLARE Project Team
  - Library Services Award Committee, chair
  - Exhibit Committee
  - Director’s Advisory Group
    - Tea Party Fundraiser, chair
    - Chili/Potato Bar Fundraiser
  - Mobile Librarian
  - Library Heart Walk Team
  - eResources Team
  - Library Evacuation Team
  - UCF Libraries Awards Committee, chair
  - Information Kiosk

- **University:** Staff Council Reporter

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Joel Lavoie  
**Library IT Manager**  
**Information Technology & Digital Initiatives**

- **University:**
  - Information Technology & Resources Coordinating Council
  - UCF Departmental Security Coordinator
  - ITR Shared Services Group
  - NET Domain Committee
  - Pay for Print User group
  - College/Division IT Managers Group
  - System Center Configuration Manager shared service work group

- **Libraries:**
  - UCF Electronic Theses & Dissertations Group
  - Library Technology Advisory Group
  - Web Working Group
  - Central Florida Memory Web Design and Server Support Committee
    - Digital Signage Committee
    - Digital Signage Governance Subcommittee

- **Training/Development:** Red Flags – ID Theft Prevention, UCF HR, February 2013

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Tatyana Leonova  
**Sr. LTA**  
**Acquisitions & Collections Services**

- **Creative Works:** Set up two exhibits of her own work in the John C. Hitt Library, “I love beads!” and “Sankt Petersburg, Russia”

- **Service:**
  - **Libraries:** Director’s Advisory Group

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Susan MacDuffee  
**Sr. LTA**  
**Acquisitions & Collections Services**

- **Training/Development:**
  - Library Resources training, Public Services
  - ALEPH Cataloging training
  - Library Lync training, Library IT
  - Art in the Last 25 Years (UCF Summer A)
  - Continued work toward a B.A. in Art History at UCF

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Stacy Marchant  
**Sr. LTA**  
**Curriculum Materials Center**

- **Training/Development:**
  - Internship at Valencia Community College
  - Took eight Classes towards the MLIS degree.
Allison Matos  
**Sr. LTA**  
**Circulation Services**
- **Training/Development:**
  - UCF Office of Diversity Initiatives
  - ABCs of Diversity
  - Diversity Certificate Series, Modules 1 – 4
  - Rise and Fall of Jim Crow, Programs 1 – 4

Jim Mauk  
**Sr. LTA**  
**Circulation Services**
- **Service:** KRAM 4 the Exam volunteer
- **Training/Development:**
  - ABCs of Diversity, Diversity Initiatives
  - “Red Flags – ID Theft Prevention,” UCF HR

Patti McCall  
**Librarian**  
**Research & Information Services**
- **Service:**
  - **National:** New York Library Association, Academic and Special Library Section, 2012 conference programmer.

Andria McKinney  
**Sr. LTA**  
**Circulation Services**
- **Training/Development**
  - UCF HR: Red Flags – ID Theft Prevention
  - PeopleSoft SA/HR Basic Navigation
  - SR FERPA Training
  - SR Inquiry One
  - SR Inquiry Two
  - UCF Office of Diversity Initiatives:
    - ABCs of Diversity
    - Discrimination Prevention

Hal Mendelsohn  
**Librarian**  
**Research & Information Services**
- **Awards/Promotions:** The Southeastern Library Association created the new “Hal Mendelsohn Award” and presented the first award to Hal in October 2012 for his “overall service to librarianship and the Southeastern Library Association.”
- **Creative Works:**
  - Panelist on a SELA Panel program on Social Media. 2012 annual SELA Conference
  - Presented a Poster Session on Mentoring at the 2012 annual SELA Conference
- **Service:**
  - **Regional:**
    - Southeastern Library Association (SELA)
    - Membership Committee
    - Mentoring Committee
  - **University:** Faculty Senate Commencement Committee
  - **Libraries:** Director’s Advisory Group

Laila Miletic-Vejzovic  
**Department Head**  
**Special Collections & University Archives**
- **Kudos:** *Included in Who is Who in Sciences in Croatia*¹. This e-project of the Ministry of Science, Education and Sport, intends to promote Croatian academics in Croatia and abroad, and to foster the communication and information exchange among the academics themselves.
- **Creative Works:**
  - “Special Collections & University Archives at UCF Libraries: An Overview,” presentation, *Faculty of Organization & Informatics, University of Zagreb*, Varazdin, Croatia, April 2013
  - Taught at the School of Library and Information Studies, University of Zadar, Croatia, April 2013

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² [http://floridabookawards.lib.fsu.edu/juries.php](http://floridabookawards.lib.fsu.edu/juries.php)
• Regional Initiative for Collecting the History, Experiences and Stories of Central Florida (RICHES) Steering Committee, July 2009 –
• Honors College Committee, August 2011 –

• Libraries:
  • Faculty Affairs Committee, chair, January 2013 –
  • Public Services Group, April 2013
  • Management Council, March 2008–
  • Collection Development Committee, March 2008 –
  • Information Exchange Workgroup, May 2013 –
  • Salary Market Equity Task Force, September 2012-January 2013

Attended:
• ALA Annual Conference, and actively participated in RBMS committee meetings and discussion groups, Chicago, June 2013
• ALA Midwinter Conference, and actively participated in RBMS committee meetings and discussion groups, Seattle, January 2013

Memberships: American Library Association
• ACRL Division
• RBMS Section
• SEES Section

Kim Montgomery
Librarian
Cataloging Services

Service:
• SUL Groups and Activities
  • Metadata Subcommittee
    ▪ Vendor Records Task Force, chair.
  • Proprietary Records Working Group, only cataloger member
  • Bibliographic Control and Discovery Subcommittee. This group is a morphed version of the Metadata Subcommittee, with an altered charge.
    ▪ PDA Task Force
    ▪ Participant in various state-level discussions relating to cooperative initiatives
    ▪ Hosted USF catalogers. Demonstrated and discussed software and workflows used for electronic resources cataloging.
• Libraries
  • Search Committee, head, Reference
  • Shared Bib Local Implementation Team
• Training/Development:
  • Webinars:
    ▪ Eight Dimensions of Leadership: Being More Than a One-Dimensional Leader, Part 1, July 2012
    ▪ Introducing the Book as iPad App, July 2012

Renee Montgomery
Outreach Librarian
Information Literacy & Outreach

Creative Works:
• Presentations:
  “Assessing our Assessment: Building a Question Bank and Aligning Assessments with Learning Outcomes,” with co-presenters Elizabeth Killingsworth, Corinne Bishop, & Rachel Mulvihill, Georgia International Conference on Information Literacy, Savannah, September 2012
  “Organizing YOUR Research Literature!” 2013 UCF Student Research Week, April 2013
  Is Graduate Student Use of Mobile Technology Changing the Research Process?, with Rachel Mulvihill, poster session, ACRL 16th National Conference, Indianapolis, April 2013

1 http://guides.ucf.edu/georgialiteracyconference
Faculty & Staff Accomplishments (cont’d)

Service:

- State:
  - Association for College and Research Libraries, Florida chapter:
    - Web & Newsletter Editor, 2012-2014
  - University:
    - Honors College Information Fluency Student Award Committee, 2008 -

Libraries:

- OneSearch Publicity Committee, spring 2012 -
- New Faculty Outreach Committee, May 2012 -
  - Illuminations, new faculty e-newsletter, co-editor with John Veneczek
- Graduate Student Programming, August 2012 -
- Scholarly Communication Advisory Group, August 2012 -
- Communications Committee, September 2012 -
- Library Social Media Group, February 2013 -
- Mobile/e-Textbook Focus Group, April 2013 -

Attended:

- FACRL Annual Fall Program 2012
- FLA Annual Conference 2013
- Faculty Center for Teaching and Learning, Summer Conference, 2013

Carrie Moran
Regional Campus Librarian
Valencia Osceola

Training/Development:

- UF’s Steps to Prevent Discrimination, May 2013
- Health & Wellness Competencies, InfoPeople, June 2013
- Essentials of Webcourses@UCF, June 2013

Service: National: ALA/ACRL:

- DLS ALA Annual Conference 2013 Planning Committee
- DLS ALA Annual Conference 2014 Planning Committee, co-chair
- DLS Executive Committee

Attended: ALA Annual Conference, Chicago, June 2013

Rachel Mulvihill
Acting Head
Curriculum Materials Center

Creative Works:

- Is Graduate Student Use of Mobile Technology Changing the Research Process?, poster session with Renee Montgomery, ACRL 16th National Conference, Indianapolis, April 2013

Rebecca (Missy) Murphey
Librarian
Research & Information Services

Service:

- National:
  - ALA, ACRL, GODORT
  - Online Learning Research Committee,2 ACRL’s Education and Behavioral Sciences Section, 2011-2013.
- University:
  - University Travel Committee, 2011-2013
- Libraries:
  - PDRA (Professional Development and Research Award) Committee, 2011-2012
  - Student Disability Services Committee, chair, March 2011 - present

Stephen Nordlinger
Sr. LTA
Circulation Services

Training/Development: Red Flags – ID Theft Prevention, UCF HR, February 2013

Peggy Nuhn
Regional Campus Librarian
Sanford/Lake Mary

Awards: “Exemplary Teaching Chat” by Statewide “Ask a Librarian” service, November 2012

Creative Works:

- “A Marriage Made in Heaven: Supporting the University-College Partnership as a UCF Regional Campus Librarian,” Florida Libraries, 55(2), 43-47

Service: State:

- Florida Library Association
  - Elected Director, Region 3, May 2013 - May 2015
  - FLA booth at the Florida Association for Media in Education (FAME), coordinated set-up, staffing, and take-down for Annual Conference, Hilton Bonnet Creek, Orlando, November 2012
  - Membership Committee, appointed Chairman, 2013-14

Attended:

- Information Fluency Conference, UCF, March 2013
- Florida Library Association (FLA) Annual Conference, Orlando, May 2013

1 http://guides.ucf.edu/georgialiteracyconference
2 http://www.ala.org/acrl/aboutacrl/directoryofleadership/sections/ebss/ebsswebsite/ebsscommittees/onlinelearningresearch/onlinelearningresearch

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BURAK OGREтен
Senior Archivist
Special Collections & University Archives
- Service: Libraries:
  - Annual Fall Welcome Expo
  - Web Working Group, January 2012 –
  - Training/Development:
    - ILO Library Sessions for Staff and Students
    - Regional Initiatives for Collecting the History, Experiences and Stories (RICHES) of Central Florida - Database Training/updates
    - Veterans History Project Presentation
    - Applied RDA, Parts 1 & 2, February 2013
    - RDA for Special Formats, April 2013
- ASERL Digital Preservation Webinars:
  - Forbearing the Digital Dark Age: Capturing Metadata for Digital Objects, Part 2
  - Management of Incoming Born Digital Special Collections, Part 3
  - Using FITS to Identify File Formats and Extract Metadata, Part 4
  - Digital Preservation in Theory and Practice: A Preservation and Archiving Special Interest Group (PASIG) boot-camp, webinar
  - Pegasus Mine Information Portal hands-on Workshop

TANYA JO (TJ) ORMSETH
LTA Supervisor
Universal Orlando Foundation Library, Rosen College of Hospitality Management
- Service:
  - Hosted Diversity Week Allies training session
  - Library Diversity Team
- Training/Development: UCF:
  - Rosen College Staff Retreat
  - UCF Allies training
- Attended: UCF Diversity Luncheon

MARY PAGE
Associate Director
Collections & Technical Services
- Creative Works: Operational Changes to Support Patron-Driven. Acquisitions:
  - Experiences at UCF, Ole Miss, Johns Hopkins, and East Carolina, ASERL, webinar, panelist, February 2013
- Service:
  - National:
    - ALA/ALCTS:
      - March 2013 elected vice-president/president-elect for 2013/14
      - Annual Conference Program Committee, co-chair, July 2012 – June 2013
      - Division Chairs, July 2012 – June 2013
    - National Academy of Sciences. Proceedings of the National Academy of Sciences (PNAS), Library Advisory Board. 2006 –

REYNALDO PARULAN
Office Assistant
Cataloging Services
- Training/Development:
  - Holding Statements for Bibliographic Items, September 2012
  - Field Guide to new RDA MARC tags, November 2012
  - Applied RDA, Parts 1 & 2, February 2013
  - E-Z Moving of Order and Holdings Records, March 2013
  - RDA for Special Formats, April 2013
  - RDA Cataloging on a Shoestring, April 2013
  - Helping the Distressed Person, May 2013

NOLA PETTIT
Sr. LTA
Research & Information Services/Ask A Librarian
- Awards: Chosen USPS Employee of the Month for August 2012
- Service: Libraries: Participated on Mobile Librarian service

JEANNE PIASCICK
Special Formats Coordinator Librarian
Cataloging Services
- Creative Works: Presentations:
  - Applied RDA, parts 1 & 2 with Peter Spyers-Duran, February 2013
  - RDA for Special Formats, April 2013
  - RDA for Public Services, April 2013
  - RDA Cataloging on a Shoestring, Florida Library Association Annual Conference, Orlando, May 2013
- Service:
  - SUL TSPC Authorities Subcommittee. Participated in writing of Authorities “white paper”
  - Statewide Shared Bib (SB) Implementation Team (2012) and Shared Bib Task Force (2013)
Joanie Reynolds
Sr. LTA
Interlibrary Loan / Document Delivery Services
- Awards: Received 25-Year Library Service Award, August 2012
- Mobile Librarian
- Fitness Frenzy Participant = MVP

Amanda Richards
Sr. LTA
Universal Orlando Foundation Library, Rosen College of Hospitality Management
- Creative Works:
  - “Cross-training Opportunities for Library Students and Staff,” with co-presenters Natasha White and Ariana Santiago, Florida Virtual Campus Library Services User Meeting, Region 3, Kissimmee, April 2013
  - “Thinking Outside the Box: Cross-Departmental Relations Expand MLIS Knowledge,” with co-presenters Natasha White and Ariana Santiago, FLA Annual Conference, Orlando, May 2013
  - “Tips, Tricks, and Hacks,” library session, Eau Gallie High School
- Service: Libraries: Director’s Advisory Group:
  - Service Awards Committee
  - Mad Hatter Tea Room Committee
  - Holiday Party (co-chair)

Yvonne Rivera
Sr. LTA
Cataloging Services
- Training/Development:
  - Introducing RDA, October 2012
  - Field Guide to new RDA MARC tags, November 2012
  - ABCs of Diversity, Office of Diversity Initiatives, November 2012
  - RDA Toolkit Essentials, webinar, January 2013
  - Microsoft Outlook LYNC Training, January 2013
  - Applied RDA, Parts 1 & 2, February 2013
  - RDA Serials, February 2013
  - E-Z Moving of Order and Holdings Records, March 2013
  - RDA Toolkit Virtual User Group, webinar, March 2013
  - RDA for Special Formats, April 2013

Kelly Robinson
Public Services Librarian
Universal Orlando Foundation Library, Rosen College of Hospitality Management
- Creative Works:
  - Publications:
    - “Enhanced Instruction Using Tech Camp Tools” (published in Faculty Focus)
    - “Please Like Us!: The Challenges of Marketing a Library Facebook Page” (published in New Members Roundtable (NMRT) Footnotes)
    - “There’s a Librarian for That! Interesting Possibilities and Partnerships” with co-panelists Theresa Burruss, Andrew Nelson, Denise Stereff, and Cynthia Snyder, FLA Annual Conference, Orlando, May 2013
- Poster Sessions:
  - 30 Years of Excellence: Partnering to Celebrate Rosen College’s 30th Anniversary through Learning Opportunities, FACRL Conference, Ft. Lauderdale, October 2012
  - Strengthening Student Career Information Literacy through Library Resources, 2013 Information Fluency Conference, UCF Orlando Campus, March 2013
  - “Celebrating 30 years of Excellence,” exhibit, Rosen Library

- Service:
  - National: ALA New Member’s Roundtable Web Committee
  - State:
Faculty & Staff Accomplishments (cont’d)

- FLA Planning Committee
- Florida Publisher’s Association President’s Book Awards judge for children’s fiction and children’s nonfiction categories
- University: Rosen College UCF 50th Anniversary Committee
- Libraries:
  - Communications Committee
  - Director’s Advisory Group:
    - Holiday Party
    - Mad Hatter Tea Room
- Training/Development:
  - Webinars:
    - Beyond Springshare: Embedding Additional Technology into your LibGuides
    - Census Data to the Rescue: Live Online
    - Getting the Most Out of Facebook for Your Library
    - Live Online Webinars
      - HTML 5 Fundamentals, Two Parts
      - Introduction to Cascading Style Sheets, Two Parts
  - UCF Allies training
  - UCF Red Cross Adult CPR

Memberships:
- American Library Association
- Florida Library Association
- Attended: Florida Library Association Annual Conference

Mary Rubin (see Accomplishments-Other elsewhere in this report)
Sr. LTA
Curriculum Materials Center
- Took one graduate class during Summer A.

Timothy Ryan
Sr. Clerk
Library Administration
- Assisted the Special Collections & University Archives with an art display pick up of the Joy Postle collection of paintings and murals, March 2013
- Assisted the Special Collections & University Archives in the transfer of murals for restoration, to the Jan Suberman and Associates, Art Restoration, May 2013
- Assisted in the packing and transport of materials from the FSEC library to the Government Documents department here to the John C. Hitt Library, June, July 2013
- Assisted in the libraries classroom remodel project, June 2013

Ariana Santiago
Sr. LTA
Interlibrary Loan/Document Delivery Services
- Kudos: Graduated with an MLIS from the University of South Florida
- Creative Works:
  - “Cross-training opportunities for library students and staff,” with co-presenters Natasha White and Amanda Richards, Florida Virtual Campus Library Services User Meeting, Region 3, Kissimmee, April 2013
  - “Thinking Outside the Box: Cross-Departmental Relations Expand MLIS Knowledge,” with co-presenters Natasha White and Amanda Richards, FLA Annual Conference, Orlando, May 2013

Jorge Santiago
Sr. LTA
Cataloging Services
- Training/Development:
  - Introducing RDA, October 2012
  - Field Guide to new RDA MARC tags, November 2012
  - RDA Toolkit Essentials, webinar, January 2013
  - Applied RDA, Parts 1 & 2, February 2013
  - RDA Serials, February 2013
  - E-Z Moving of Order and Holdings Records, March 2013
  - RDA Toolkit Virtual User Group, webinar, March 2013
  - RDA for Special Formats, April 2013
  - RDA Cataloging on a Shoestring, April 2013

Meg Scharf
Associate Director
Communications, Assessment, & Public Relations
- Creative Works:
  - “Closing the Loop: How are LibQUAL+ results being communicated to students?” with research assistance from Nancy Cunningham (University of South Florida), Building Effective, Sustainable, Practical Assessment, 2012 Library Assessment Conference, Charlottesville, Virginia, October 2013
- Service:
  - ALA LLAMA:
    - Presidential Program Committee, for the Annual Conference 2014. Appointed and began work March 26, 2013.
  - MAES Section:
    - Board member 2011-2012
    - Nominating Committee, Chair, 2012-2013.

University:
- Advisory Board of the Karen L. Smith Faculty Center for Teaching and Learning (FCTL). Reviewed proposals for the 2012 Winter Workshop, and reviewed candidate packages for the University’s Excellence in Teaching awards. At the conclusion of the Winter Workshop 2012 and the Summer Conference 2013, the Faculty Showcase was held in the Knowledge Commons.
- University Master Planning Committee
- UCF Information Fluency Conference: Reviewer, applications for Information Fluency grants; facilitator for two programs at the IF Conference, March 2013
- IT&R 50th Anniversary Celebration Committee, beginning January, 2013
- Conducted library tour and presentation to students from the University of Zagreb who partner with RAMP students, March 2013;
- Reviewer, UCF’s Information Fluency Conference program committee, March 2013. Facilitator for two Conference programs.
- Libraries: Worked with Penny Beile, Marcus Kilman, and Frank Allen on a proposal to extend John C. Hitt Library hours to 24/5, using Student Government Association funds; unfunded.

Attended:
- RAMP and McNair breakfast presentation March 2013
- Organized and attended library information session for GrowFL (promotes business growth), presented by Rich Gause and Ven Basco, April 2013

Meredith Semones
Ask A Librarian
Research & Information Services

Service:
- State: Quality Assurance Group, statewide Florida Ask A Librarian Collaborative Chat, 2008-present
- University: University Bookstore Committee

Kristine J. Shrauger
Department Head
Interlibrary Loan / Document Delivery Services

Creative Works:
- “Hiring student assistants: Our expectations versus their expectations,” with co-presenters Deirdre Campbell and Cara Calabrese, Florida Virtual Campus Library Services User Meeting, Region 3, Kissimmee, April 2013

Service:
- State: Florida Virtual Campus Resource Sharing Task Force
- CSUL Resource Sharing, chair
- Libraries: Director’s Advisory Group:
  - Holiday Party, co-chair
  - Chili and Potato Feast, co-chair

Peter Spyers-Duran
Serials Coordinator Librarian
Cataloging Services

Creative Works:
- University of Central Florida Libraries Campus Connections Program, poster session with Hal Mendelsohn at the 2012 FACRL Conference, Ft. Lauderdale, October 2012
- Applied RDA, part 1-2, presentations with Jeanne Piascik, February 2013

Service:
- State: Florida Library Association
  - Outreach and Communication Committee, recording secretary
- University: Faculty Senate UCF Benefits Committee
- Libraries:
  - Promotion Coordinating Committee, chair, 2012-2013.
  - Communications Committee
  - eResources Support Team, 2010 -

Training/Development:
- Webinars:
  - Discrimination Prevention, July 2012
  - Eight Dimensions of Leadership: Being more than a one-dimensional leader!, Part 1, July 2012
  - Creating Mobile-Friendly Services for Library Users – Experiences at Vanderbilt, October 2012
  - Introducing RDA: A Workshop with Chris Oliver, ALA Workshop, October 2012
  - RDA Toolkit Essentials, CDL, January 2013
  - Mega-Regional Framework, ASERL / WRLC Collections, February 2013
  - Digital Preservation in Theory and Practice: A Preservation and Archiving Special Interest Group (PASIG) Boot-Camp, February 2013
  - CONSER RDA Core Elements for Serials, February 2013
  - Transitioning from Cataloging to Creating Metadata, ALCTS, February 2013
- Access to Science and Technology Collections, Linda Hall Library, March 2013
- RDA policy statement, OCLC, April 2013
Mobile and eTextbook Survey discussion, CDL, November 2012
- Demonstration of Elsevier ebook platform, November 2012
- RefWorks training videos to learn how to use the Write-n-cite feature of RefWorks, December 2012
- Lync IM software training, January 2013
- RDA Training (3 parts), February 2012
- Pegasus Mine Information Portal Hands-On Workshop (at UCF), February 2013
- How to Change Bib Tags and Indicators Using Global Change, March 2013
- FCLA Eluminate training sessions and meetings

**Memberships:**
- American Library Association
  - Association of College and Research Libraries (ACRL)
    - Science and Technology Section
    - University Libraries Section
- Florida Library Association

**Attended:**
- 2012 FACRL Conference, Ft. Lauderdale, FL, October 2012
- 2013 Florida Library Association Conference, Orlando, May 2013

**Creative Works:**
- Played an important role in the October 2012 Southeastern Library Association Conference by organizing the “Library Education section” of this Association and serving on the “Panel for Library Education in the 21st Century,” Macon, GA, October 2012
- “Using a Discovery Tool for Education Research,” presentation, Southeastern Regional Association of Teacher Educators (SRATE), Sarasota, October 2012

**Service:**
- **National:** Participating in a National Usage of Library Resources Study for Education as of January 2009 through December 2013.
- **Regional:**
  - Southeastern Library Association (SELA):
    - Membership committee, 2009-.
    - Library Education section, vice-chair /chair-elect, 2010-2012
  - Southeastern Regional Association of Teacher Educators (SRATE), Local Committee, Sarasota, October 2012
- **State:**
  - Florida Association of Teacher Educators:
    - College and University At-Large Director, elected by the membership, 2009-2013.
    - Nominations and Elections Standing Committee, chair, 2010-2013

**University:**
- College of Education, Curriculum Committee, ex officio, 2009-2012

**Libraries:**
- Electronic Resources Committee, 2007-
- Collections group, 2011-2012.
- Graduate Student Library Survey Committee, chair, 2011-2012.

**Sue Terrill**
Office Assistant
Library Administration

**Service:**
- **Library:** Organized and “surplused” dishes and trays inventory, Staff Lounge
- **Training/Development:**
  - Learned the new Facilities Operations system AIM. (also took their class)
  - Learned and used the updated online FedEx system

**Gloria Thomas**
LTA Supervisor
Circulation Services

**Service:**
- **University:**
  - UCF Black Faculty & Staff Association
  - UCF Women’s Prayer Band advisor and student mentor
  - Student Organization Advisor
- **Libraries:**
  - Evacuation Team

**Patricia Tiberii**
Sr. LTA
Interlibrary Loan/Document Delivery Services

**Service:**
- **Libraries**
  - Exhibits Committee
  - Emergency Response Team
- **Fitness Frenzy Participant** - MVP

**Barbara Tierney**
Department Head
Research & Information Services

**Kudos:** Began position as Head of Research and Information Services in January 2013

**Service:**
- **Libraries**
  - Exhibits Committee
  - Emergency Response Team
  - Scholarly Communications Advisory Group
  - Management Council
  - Search Committee, Art Specialist

**Andy Todd**
Regional Campus Librarian
Cocoa

**Award:** 2013 UCF Excellence in Librarianship Award
Faculty & Staff Accomplishments (cont’d)

■ Creative Works:
  • Connecting the Dots: Defining Scholarly Services in a Research Lifecycle Model, refereed poster session with Sai Deng, American Librarian Association (ALA) Annual Conference, Chicago, June 2013
  • “Is it worth it? Assessing online instruction,” with co-panelists Carol McCulley and Tim Bottorff, Association of College and Research Libraries Distance Learning Section (ACRL DLS), ALA Annual Conference, Chicago, June 2013
  • “OneSearch: Capturing Quick Results from Many Resources,” with co-presenter Barbara Alderman, UCF Cocoa & Palm Bay Faculty Brown Bag Lecture, October 2012

■ Service:
  • State:
    ▪ Florida Library Association Scholarship Committee
    ▪ Florida Statewide Ask-A-Librarian Service Quality Assurance Workgroup Committee, October 2006 –
  • University: Academic Calendar Committee, 2012
  • Libraries:
    ▪ Faculty Affairs Committee, Library Faculty Meeting Coordinator, 2012
    ▪ Scholarly Communication Task Force
    ▪ Coordinated local Library Snapshot Day events with BCC Librarians and staff
    ▪ Helped plan National Library Week activities with BCC Librarians and staff
  • Training/Development:
    ▪ Successfully completed FERPA training, May 2013
    ▪ Informatics for Librarians: Peeling the Onion, National Network of Libraries of Medicine class, November 2012. Awarded 3 hours of continuing education credit by the Medical Library Association (MLA).
    ▪ What’s New in Webcourses@UCF - Canvas Introduction, December 2013

■ Attended:
  • Information Fluency Conference at UCF, March 2013
  • Florida Library Association (FLA) Annual Conference, Orlando, May 2013

Min Tong
Regional Campus Librarian
Valencia West

Award: 2013 Chinese American Librarians Association (CALA) Conference $500.00 Travel Grant to attended 2013 ALA Annual Conference, Chicago, June 2013

■ Service:
  • National:
    ▪ Chinese American Librarians Association:
      ▪ Publications Committee, 2012-2013
      ▪ CALA Officer Handbook Task Force/ Organizational Manual Committee
  • Regional: UCF Western Region Campuses 50th Anniversary Celebration Committee, co-chair, 2013
  • Libraries:
    ▪ Faculty Affairs Committee, Mentoring Coordinator, 2012 -
    ▪ Director Advising Group
    ▪ Web Working Group
  • Training/Development: Participated in the self-directed, online professional development program, “Practice into Research, Research into Practice.” Identified a mentor and started working on the development of a research question.
  • Attended:
    ▪ ALA Midwinter Meeting, Seattle, January 2013
    ▪ Information Fluency Conference, UCF, March 2013
  • Memberships:
    ▪ Chinese American Librarians Association
    ▪ ALA/ACRL

Sandra Varry
Senior Archivist
Special Collections & University Archives

■ Creative Works:
  • Pegasus - The Magazine of the University of Central Florida, contributor for 50th Anniversary Issue, Spring 2013
  • “Partnering via the Research Lifecycle: A University Library’s Experience with a Collaborative Scholarly Communication Initiative,” with co-presenter Andrew Todd, Society of Florida Archivists Annual Meeting, Tallahassee, May 2013
  • UCF 50th Anniversary Celebration of the University of Central Florida, exhibit, June – July 2013, curator,
Faculty & Staff Accomplishments (cont’d)

• **Service:**
  - **National:** ACRL Publications and Research Committee - Arts Section, 2010-2012
  - **State:**
    - Society of American Archivists, Florida Key Contact, 2013-2016
    - Society of Florida Archivists:
      - Vice President, 2013-2014
      - Awards Committee
      - Local Arrangements Annual Meeting, chair, 2012
    - **University:** 50th Anniversary Planning Committee, 2011-2013
  - **Libraries:**
    - Scholarly Communications Advisory Group
    - Scholarly Communications Task Force
    - UCF Libraries Research Lifecycle Committee. The research lifecycle at UCF [Online Graphic] 1

• **Training/Development:**
  - Webinars:
    - Digital Preservation in Theory and Practice: A Preservation and Archiving Special Interest Group (PASIG) Boot-Camp, February 2013
    - ASERL, April 2013
      - Preservation Planning and Overview of PREMIS for Beginners, Part 1
      - Forbearing the Digital Dark Age: Capturing Metadata for Digital Objects, Part 2
      - Management of Incoming Born-Digital Special Collections, Part 3
      - Using FITS to Identify File Formats and Extract Metadata, Part 4

• **Memberships:**
  - American Library Association
  - Association of College & Research Libraries (ACRL) Division
    - ARTS Section
    - Rare Books and Manuscripts Section (RBMS)
  - Society of Florida Archivists
  - Society of American Archivists:
    - **Attended:** Society of Florida Archivists Annual Conference, Tallahassee, May 2013

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Clare Vogt
Accountant
Library Administration

• **Service:**
  - **University:** Liaison for PCard focus group run by Finance & Accounting
  - **Libraries:**
    - Director’s Advisory Group Chili & Spudtacular fundraiser
    - Halloween party

• **Training/Development:**
  - UCF Office Plus & Staples:
    - Sustainable Earth Remanufactured Toner Seminar, September 2012
    - ACCO Brand Vendor Showcase, November 2012
  - Microsoft Lync Instruction, UCF Library, January 2013

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John Venecek
Librarian
Research & Information Services

• **Creative Works:**
  - **Publications:**
    - “Your Experiment This Week: The Epic Tale of Mystery Science Theater and the Moral Imagination (In Color),” published in the inaugural issue of Season/Series/Show (summer/fall 2012). This article will be included as a chapter in a forthcoming Scarecrow Press book entitled Reading Mystery Science Theater 3000: Critical Approaches, edited by Shelley S. Rees.
    - “Exhibiting Kerouac in Florida: on the Road to Partnership,” Florida Library Review (fall 2012)
  - **Presentations:** “Digital Scholarship and the Research Lifecycle,” co-organized and facilitated with presenters Lee Dotson and Corinne Bishop, Think Tank session, UCF’s Winter Faculty Development Conference, December 2012

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Faculty & Staff Accomplishments (cont’d)

Natasha White
Sr. LTA
Acquisitions & Collections Services

Kudos: Graduated with Master of Arts in Library & Information Science from the University of South Florida, December 2012

Creative Works:
- “Marketing the Library: A View from the Next Generation Librarian,” presentation, *Innovation Conference*, Panama City, FL, August 2012
- “Cross-training opportunities for library students and staff,” with co-presenters Ariana Santiago and Amanda Richards, *Florida Virtual Campus Library Services User Meeting*, Region 3, Kissimmee, April 2013
- “Improving the Library Collection during Times of Difficult Budgets: How Technology Fee Funding Has Provided Resources that Enhance Instruction,” with co-presenter Michael Arthur, *UCF Faculty Development Conference Summer 2013*
- “Springer @ Your Library,” with co-presenter S. Schulman, *UCF Faculty Development Conference Summer 2013*
- *Thinking outside the box: Cross-departmental relations expand MLIS Knowledge*, poster session with Ariana Santiago and Amanda Richards, *Florida Library Association Annual Conference*, Orlando, May 2013

Service:
- **University:**
  - 2013 Information & Technology Resources Social Committee
  - 2012 Greater Orlando Heart Walk, Library Team
  - 2012 VHS to DVD Technology Fee Proposal, Contributor
- **Libraries:**
  - Acquisitions Planning Committee
  - eResources Support Team
  - Exhibits Committee
  - 2013 Faculty & Staff Campaign
  - Marketing & Communications Committee

Ying Zhang
Acquisitions Librarian
Acquisitions & Collections Services

Creative Works:
- “Retool, Retrain and Reinvent,” *Charleston Annual Conference*, Charleston, November 2012
- “Patron Driven Acquisitions, the UCF experience,” *Florida Virtual Campus Annual User Meeting*, Region 3, Kissimmee, April 2013

Service:
- **Regional:**
  - Chinese American Librarian Association Board Meeting, Southeast Chapter representative, ALA Midwinter Meeting, Seattle, January 2013
  - Southeast Chapter, president
- **State:** CSUL Acquisitions Subcommittee
- **University:**
  - Undergraduate Policy & Curriculum Committee
  - UCF Faculty Senator

Attended:
- *Charleston Conference: Issues in Book and Serial Acquisition Annual Conference*, November 2012
- *American Library Association Midwinter Meeting*, Seattle, January 2013
Other Staff Accomplishments

Acquisitions & Collection Services

Cara Calabrese

- Presentations: “Hiring student assistants: Our expectations versus their expectations,” with co-presenters Kristine Shrauger and Deirdre Campbell, Florida Virtual Campus Library Services User Meeting, Region 3, Kissimmee, April 2013

Special Collections

Many of the accomplishments in Special Collections & University Archives this past year could not have been achieved without the help of our dedicated group of student and non-student assistants. Their projects, accomplishments, and changes in their professional and educational goals while with Special Collections in 2012-2013 are as follows:

Whitney Broadaway, our book conservator, continued to provide safe housing and repair materials; gave presentations to Book Arts classes; assisted with research requests and scanning; continued disbinding the Central Florida Future to be digitized; disbound a set of yearbooks to be digitized; with Amanda Richards (Rosen) carved stamps from illustrations of Alice in Wonderland and supervised printing cards made from the stamps at the September 2012 Mad Hatter Tea Room fundraiser for the Director’s Advisory Group. Missy Murphey (RIS) looks on.

Circulation Services

Benjamin Boncaro
OPS Staff

Circulation Services

- Training/Development: UCF HR:
  - Red Flags – ID Theft Prevention
  - PeopleSoft Basic Navigation
  - SR FERPA Training
  - SR Inquiry One
  - SR Inquiry Two

Margaret Powell
OPS Staff

Circulation Services

- Training/Development: UCF HR:
  - SR Inquiry One
  - SR Inquiry Two
the evening and was featured in a solo exhibit at the Maitland Civic Center; and was a featured artist and designed a table at Art & History Museums – Maitland’s Participation event.

- **Nardia Cumberbatch** accessioned Department of Housing and Resident Life, Student Government Judicial Hearings, and Technology Transfer collections. She also accessioned, processed, and created a finding aid for our collection of Music Department Theses. In addition, she has been working on the ongoing identification and labeling of the *African American Legacy: The Carol Mundy Collection* photograph series. Nardia also assisted in weeding the university catalogs prior to their digitization. In addition, she created metadata (the process also involved a great deal of research) for the William Bryant Slide Collection to be contributed to the Digital Library of Caribbean (dLOC) website.

- **Tyler Owens** received his BFA from UCF in May, and joined us after graduation to assist with repair and preservation work. In addition, Tyler assisted with UCF Thesis and Dissertation collection barcoding project started in early 2013 in preparation for the transfer to the Automated Retrieval Center (ARC.)

- **Mary Rubin** worked on a variety of projects which included processing and creating finding aids for two collections: Library Faculty Affairs Committee and the Library Promotions Coordinating Committee. She was instrumental in annotating the timeline created by Dr. Colbourn for use as the official 50th Timeline then implemented as an interactive timeline on the 50th website. She also updated and added buildings to the Historical Tour of University Buildings project, and worked on the digitization project for the Carey Hand Funeral Records. She filled research and reproduction requests and assisted with day-to-day operations. Mary was instrumental in updating all of the finding aids for our collections to correct errors and standardize information. Mary left us in spring for a permanent staff position in Curriculum Materials Center.

- **Angie Villafane** assisted in day-to-day operations especially in filling research and reproduction requests. She researched topics as needed for archives projects, such as creating timelines for university archives, identifying slides for the Bryant Collection, and identifying photographs for *African American Legacy: The Carol Mundy Collection*. Angie also assisted in preservation activities by making book covers and clamshells. In addition, she accessioned the following collections: University Marketing, Students for a Democratic Society; Finance and Accounting; RETROLab; Center for Engineering & Business Administration; International Student Services; and Library Administration.

- **Heidi Williamson**, prepared “backlog” monographs for cataloging by identifying records in WorldCat and providing additional bibliographical descriptions. Heidi also assisted with labeling folders for the *African American Legacy: The Carol Mundy Collection*. After working for over a year in Special Collections & University Archives, Heidi accepted a full-time Reference Librarian position in the Orange County Library System.
Congratulations to Our Award-winning Employees

In addition to Andy Todd’s Excellence in Librarianship Award; Cindy Dancel’s IT&R Outstanding Service Award; Rosalie “Rosie” Flowers’ UCF Libraries Employee of the Year; and the 15 employees named for Libraries’ years of service awards reported in the Director’s Overview, the following are some of the other awards and honors earned by our excellent Libraries staff members this year.

The Southeastern Library Association (SELA) Awards Committee created the new “Hal Mendelsohn Award” and presented the first award to Mr. Hal Mendelsohn in October 2012 at the Joint Conference of SELA and the Georgia Council of Media Organizations (COMO) in Macon, GA. The award, inspired by Hal’s “overall service to librarianship and the Southeastern Library Association,” was created to recognize continual, dedicated, and outstanding service to SELA.

Ten years ago, Richard H. Harrison II founded the Annual Showcase of Undergraduate Research Excellence and coordinated the Showcase for four years, from 2004-2007. Along with Dr. John “Rick” Schell (former dean of Undergraduate Studies and now Vice President and Chief of Staff) Richard was honored at 10th Showcase in April 2013 for “unwavering dedication to the development and success of undergraduate Research at UCF.” Richard is the sole remaining charter member of the faculty Undergraduate Research Council.

Each month a committee comprised of Staff, Administrative & Professional and Faculty employees reviews nomination packets for USPS Employee of the Month (EoM). Any USPS employee who meets the minimum 2-years of USPS service is eligible. Anyone may nominate an employee. The EoM nominee is reviewed based on two letters of recommendation: one from the nominator and one from another willing to support the nomination. Each year at the USPS Annual awards celebration one of the EoMs is named Employee of the Year. Nola Pettit, Sr. LTA in Research & Information Services (specifically Ask A Librarian), was nominated by her supervisor Meredith Semones and supported in the nomination by Terrie Sypolt. She became the university’s USPS Employee of the Month for August 2012.
Whether serving the community or their Libraries coworkers, kudos to the UCF Libraries staff members who have served on these and other service groups:

**American Heart Association’s Wear Red Day**  
February 1, 2013

Libraries staff members support the American Heart Association’s Wear Red Day to increase awareness of heart disease, the No. 1 killer of women. Kneeling: Sai Deng; Meredith Semones; Selma Jaskowski; Cindy Dancel; Cynthia Kisby; Lee Dotson; Joel Lavoie; and Elizabeth Killingsworth. Standing: Jamie LeMorraus; Patricia Hall; Linda Colding; Robin Chan; Tina Candela; Nola Pettit; Raynette Kibbee; Ven Basco; Barbara Tierney; Rich Gause; Rebecca “Missy” Murphey; Susan MacDuffee; Hal Mendelsohn; Deirdre Campbell; Katie Kirwan; Natasha White; Bobby Ciullo; Margaret Powell; Gloria Thomas; Aaron Keyser; Letty Abulencia; Mike Jimenez; Jeanne Pascik; Clare Vogt; Jorge Santiago; Debbie Barnes; Pat Tiberii; Parri Bolinger; Ariana Santiago; Kristine Shrauger.

**Knights Helping Knights Pantry**  
April 2013

The team that spearheaded the John C. Hitt Library’s food drive for the Knights Helping Knights Pantry received a certificate of appreciation: Hal Mendelsohn; Debbie Barnes; Katie Kirwan; Natasha White; Ariana Santiago.

**Live United Campaign**  
October 2012

The Libraries Live United Campaign 2012 Ambassadors: Hal Mendelsohn; Patricia Hall; Mary Page; Peter Spyers-Duran; and Alice Crist.
People from many departments pitch in during the winter holiday party to be sure everyone has enough: CW beginning lower right: Kelly Robinson and Amanda Richards (Rosen); Ariana Santiago (ILL); Sarah Travis (CMC); and Hal Mendelsohn (RIS) Happy Holidays!

Director’s Advisory Group fundraiser – Mad Hatter Tea Room – lending a helping hand are Kelly Robinson (Rosen), Jamie LaMoreaux (Acquisitions), and Kerri Bottoni
The Library Advisory Committee is a Reporting Committee of the UCF Faculty Senate.

### Colleges
- **Buchoff, Rita**  
  *Education/Teaching & Learning Principles*  
  Term: 10/11-12/13
- **Gibson-Young, Linda**  
  *Nursing*  
  Term: 11/12-13/14
- **Jentsch, Florian**  
  *Sciences/Psychology*  
  Term: 11/12-13/14
- **Kallina, Edmund**  
  *Arts & Humanities/History*  
  Term: 11/12-13/14
- **LiKamWa, Patrick**  
  *School of Optics*  
  Term: 11/12-13/14
- **Milman, Ady**  
  *Rosen College of Hospitality Management/Events & Attractions*  
  Term: 11/12-13/14
- **Roush, Pamela**  
  *Business Administration/Accounting*  
  Term: 10/11-12/13
- **Siddiqi, Shadab**  
  *Medicine/Biomedical Sciences*  
  Term: 11/12-13/14
- **Falen, Thomas**  
  *Health & Public Affairs/Health Professions -- Physical Therapy*  
  Term: 12/13-14/15
- **Vaidyanathan, Raj**  
  *Engineering & Computer Sciences/Advanced Materials Processing & Analysis Center (AMPAC)*  
  Term: 10/11-12/13

### Libraries
- **Baker, Barry**  
  *Director of Libraries*  
  Term: Ex Officio
- **Allen, Frank**  
  *Associate Director Administrative Services*  
  Term: Ex Officio
- **Jaskowski, Selma**  
  *Assistant Director Information Technology & Digital Initiatives*  
  Term: Ex Officio
- **Page, Mary**  
  *Associate Director Collections & Technical Services*  
  Term: Ex Officio
- **Scharf, Meg**  
  *Associate Director Communications, Assessment & Public Relations*  
  Term: Ex Officio

### Faculty Senator
- **Gause, Richard**  
  *Library Representative*  
  Term: 12/13-14/15

### Administrators
- **Beiler, Rose**  
  *History [Representing Chairs]*  
  Term: 10/11-12/13
- **Fernández, José**  
  *College Dean Arts & Sciences*  
  Term: 11/12-13/14

### Student Representative(s)
- **Fashaw, Shekinah**  
  *Undergraduate Student Government*  
  Term: 12/13
- **Pruitt, Ashley**  
  *Graduate Student Association*  
  Term: 12/13
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**NOTE:** Date in parentheses is the library date of hire.