
1986

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"Going to the Library" at UCF may mean sitting down at home in the middle of the night with a personal computer and a modem. Students and faculty members can dial into the library's on-line catalog almost 24 hours a day. The combination of computer and telecommunications technology has greatly expanded the potential of any university library, and since its beginning, UCF has been a pioneer in using automation to extend and humanize library service. On campus, the current system provides rapid access to holdings, location, and bibliographic information on books, periodicals, and other materials through an information retrieval system, with terminals conveniently located throughout the library building. Students will soon have access to all nine state university libraries in Florida, through a new system made available by an organization called FCLA (Florida Center for Library Automation). This has been made possible by a forward-looking and generous state legislature.

An annual report presents an opportunity to look back with pride and to develop strategies for the future. This one is no exception. Like earlier library annual reports, it summarizes information available in greater detail in the individual reports of departments (Access Services, Acquisitions/Collection Development, Cataloging, Reference, and Serials) as well as in documents prepared by the two librarians who supervise the Technical Information Center on the Orlando Naval Base. Those reports, and the even more detailed reports submitted monthly by each unit, cover individual and group accomplishments, list problems, detail responses to problems, outline goals, and include statistics on measurable achievements.

HIGHLIGHTS

The library's mission statement defines a commitment to provide materials and services needed by faculty and students to enrich and support their teaching and research. The work of each library department and the products of that work are designed to meet objectives required to accomplish that mission. Circulation statistics increased about 32 percent this year, and the foot count (number of people using the building) increased approximately 57 percent.
MEASURES OF LIBRARY USE*

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>1984-1985</th>
<th>1985-1986</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items circulated</td>
<td>118,555</td>
<td>155,862</td>
</tr>
<tr>
<td>Persons entering the building</td>
<td>559,178</td>
<td>878,149</td>
</tr>
</tbody>
</table>

Last year (1984/1985) had been a time of change. A small reorganization, a new department, some new services and new thrusts for existing services were introduced. In contrast, this year (1985/1986) was a time of maturing, enriching, and enhancing services already developed. The standard measures of service (use of materials and staff resources) increased in number and quality. Policies and procedures were refined, and the staff became acclimated to new routines. Many activities focused on externalization. The theory behind this was the idea that if the university and the public are going to support the library, they must know its strengths and needs. Outreach efforts included working with the Women's Club, Town and Gown, the Research Park, service clubs in the community, the Alumni Association, and others.

Library staff cataloged over 17,700 new items, entering them into local, statewide, and national library network databases. This year the library used "book OCO" funds to purchase 10,463 monographs (firm orders, standing orders, and approvals) in hard copy, and 17,011 microform items. These figures do not include subscriptions, which absorbed the greatest part of the materials budget. The research programs of any university depend heavily on journal subscriptions, and UCF is no exception. This year, the library spent almost $500,000 on subscriptions processed through the Serials Department, as shown on the next page. Retrospective volumes (both print and microform) for existing periodicals, continuations, and newspaper subscriptions were purchased, using over $120,000 to enrich the collection in response to faculty interest and requests.

*It is important to remember that circulation (actual check-out) is only a portion of total use, and does not reflect in-house use of materials. Journals are usually not checked out at all.
EXPENDITURES FOR CURRENT SUBSCRIPTIONS,
PAPER AND MICROFORM

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Periodicals (hard copy)</td>
<td>$419,553</td>
</tr>
<tr>
<td>Continuations (hard copy)</td>
<td>41,345</td>
</tr>
<tr>
<td>Newspapers (hard copy)</td>
<td>2,514</td>
</tr>
<tr>
<td>Microform (for all three categories)</td>
<td>14,444</td>
</tr>
<tr>
<td><strong>Total Subscriptions</strong></td>
<td><strong>$477,856</strong></td>
</tr>
</tbody>
</table>

These subscriptions (handled in the Serials Department) do not include items such as "Advances in..." or "Annual Review of...." These publications are considered "standing orders." During 1985-1986, the library used $73,342 to cover standing orders for these scholarly reports that are costly, but vital to research.

A major accomplishment was conversion (from a manual receipt-check-in-and-claiming process) of over 4,400 serials titles into an automated serials control system. Mary Helen Howard, Myrtle White, and their colleagues merit special commendation for this project. While it was underway, they maintained both the manual and the new automated system. Peter Rossi and his colleagues in Cataloging operate parallel automated systems, and this responsibility will continue in the future.

The Reference Department makes periodic "snapshot" spot checks of service, and typical statistics captured in this way show that the Reference staff answered 879 reference questions and 314 directional questions (a total of 1,193 questions) in a week. In addition, they respond to queries on the telephone, requests for assistance with the on-line catalog, and other questions dealing with the library's impressive depository collection of government publications. This year, the librarians offered 113 classes reaching over 2,690 students with special programs designed to teach effective use of the library. This project was highlighted in an article in the UCF Report. Throughout the year, the Report and the Emphasis responded generously to the library's public information programs. David Feinberg reports that the Online Search service provided 1,751 searches for the UCF
academic community this year. This was an increase of 48 percent over the 1,182 searches conducted last year, matching the increasingly sophisticated inquiry patterns made by faculty and students.

Perhaps the most dramatic increase took place in ILL (Interlibrary Loan). In 1984/1985, the library responded positively to 3,781 ILL requests from other libraries. This year, that number rose to 5,512. The State Library of Florida provided a microcomputer to enhance the ILL office's OCLC terminal (its link to the national lending network). This made it possible for much of the searching and processing to be done more effectively. ILL service to other institutions is assisted somewhat by the state, and is a commendable service to the state and the national library communities. Nevertheless, it is a significant and growing burden on UCF. Cheryl Mahan's summary figures portray this graphically.

**INTERLIBRARY LOAN ACTIVITY**

<table>
<thead>
<tr>
<th></th>
<th>FY 1984-85</th>
<th></th>
<th>FY 1985-86</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowed Books</td>
<td>1192</td>
<td>1134</td>
<td>1509</td>
<td>1365</td>
</tr>
<tr>
<td>Photocopies</td>
<td>1163</td>
<td>1115</td>
<td>1255</td>
<td>1162</td>
</tr>
<tr>
<td>Total</td>
<td>2355</td>
<td>2249</td>
<td>2764</td>
<td>2527</td>
</tr>
</tbody>
</table>

| Lent Books     | 3635       | 2376          | 4159       | 3001          |
| Photocopies    | 2177       | 1405          | 3712       | 2511          |
| Total          | 5812       | 3781          | 7871       | 5512          |

The library currently subscribes to 4,400 periodicals and journals in print and subscribes to approximately 1,220 more in microform. In the year just completed, 230 new titles were added. An inventory count of the microform collections was made at the end of April. The SUS (State University System) libraries agreed to utilize ANSI (American National Standards Inventory) to tabulate inventory totals with a goal of developing compatible reporting on a state-wide basis. In preparation for the switch to the new
census-taking and reporting system, the library counted 40,000 microfilm reels and approximately 460,000 microfiche. Some impressive new titles were added to the Special Collections holdings this year, principally in the areas of early Florida history and the War between the States. Dan Friend, a UCF graduate, who is truly a "friend of the library," donated additional Civil War memorabilia to Special Collections.

The Reference Department, with some outstanding adjuncts, was able to provide double scheduling at the Reference desk in the evenings. This eliminated pressure on the single librarian on duty at night. Nevertheless, it created extra pressures during the daytime when staff had to deal with unexpected absences, meetings, or other assignments. Lucille Lloyd coordinated a special project. She reviewed the Documents collection and identified 8,000 document titles to be fully cataloged and added to the FCLA database. As a result, a student searching for a topic by subject will have increased access in the future to the library's valuable collection of government publications. June Stillman, Elaine Bazzo, and Marilyn Snow developed a slide tape orientation program focusing on the library. This was made possible by an Instructional Development grant.

Desk audits for all the Career Service staff were completed by the University's Personnel Department. Quite a few received upgrades on the pay range classification scale. Completion of this project by Rosa McNealy and Mark Roberts was most appreciated, and had a positive effect on staff morale. The anticipated new USPS (University Support Personnel System) will take effect in the new year. The library staff is optimistic that the new program will be more sensitive to the special needs of university library employees.

SOMETHING NEW

Providing a place for students to type papers and reports, or to take notes, has always been a concern for libraries, both public and academic. Patron-owned typewriters create difficulties of their own, while library-owned machines present an unending array of problems, ranging from noise to maintenance, through vandalism and even theft. One answer has been to assign personnel to oversee a typing room, but this is not effective use of
salary dollars. This year, Chang Lee and Betty Lawrence of Access Services, working with Hale Pringle and Lou Oddo of the Computer Center, solved the problem. They set up five word processors, just opposite the Circulation Desk. These terminals are connected directly to the mainframe in the Computer Center. Some Library staff initially questioned the wisdom of a word processing island in a prime study area, but those fears were quickly laid to rest. A direct (telephone) "help" line to the Computer Center is part of the word processing island. This eliminated the need for all but the most simple interaction with library staff. The service has become popular with students, and operates "full speed" almost all 87 hours the Library is open to the public. This is a good example of two units of the University working cooperatively to solve a problem.

COLLECTION DEVELOPMENT

The Collection Development Department began the academic year with a wine and cheese event for the faculty members who serve as departmental representatives to the library. Faculty participation in the selection and ordering of books increased this year. According to Carol Cubberley, the approval profile was reviewed and revised in several disciplines, including computer science, hospitality management, health, and engineering with excellent results.

The automated acquisitions system continues to function well. It provides good management information on materials being ordered by academic departments. Data from the system are also used to monitor in-house work flow and to analyze vendor performance. The Collection Development librarian matches buying patterns against reports of use experience, to evaluate "collection stress." The information on use is a by-product of the automated circulation system. Analyzed data on use (in conjunction with data on purchasing) helps the library make sound decisions in spending tax dollars to obtain materials needed by the faculty.

PURCHASE OF A RETROSPECTIVE SPANISH COLLECTION

The Library acquired a significant collection of more than 2,000 volumes of Spanish language and literature. It was put together over the years by a noted scholar who was retiring from a university in Connecticut.
There is no economical way a young university like UCF could possibly duplicate such a collection. Some of the items might be obtained in microform, and/or individual volumes could be obtained by sending a representative to scour out-of-print bookshops in Spain and Latin America. The microform option is neither pleasant nor convenient for scholars, and the "buying trip" option would be out of the question. Many of these books would have been purchased by UCF had it been "in business" as a university library in the 40's, 50's, and early 60's.

Peter Rossi (the librarian responsible for Collection Development in Romance Languages) and Dr. Armando Payas (Chair of the Foreign Languages Department) flew to Connecticut to evaluate the collection. They agreed it would complement and supplement materials already owned by the library, with little duplication. They found a few Spanish classics and a few volumes of literary criticism written in French and English. However, the bulk of the collection consisted of contemporary literature from Latin America, published over a 30-year span. It is a Latin American equivalent of a collection in American literature that would have been built if authors like Hemmingway, Fitzgerald, and Faulkner had been purchased as issued. The collection was initially offered at $15,000, but the university was able to acquire it for $12,000.

WE TRY HARDER

The Library may be, in Frank Juge's words, "a victim of its own success." The staff does outstanding work in serving the public and in helping faculty use collections. These extraordinary efforts have pleased faculty, and the resulting good feeling (and conversely, the lack of complaints) may dull the university's sense of library shortcomings. The staff is in a difficult dilemma. They take pride in their work, and they want the library to be well received. As good citizens of the University, they are reluctant to "gripe." Nevertheless, while praising the collection and its strengths, they must communicate to the faculty and administration the serious need for further materials. They also must stress the need for OPS and new positions to increase staffing levels. Their caring and proprietary attitude toward faculty and the Library itself has been characterized by June Stillman as, "We try harder."

REVISED 8/29/86
BREVARD AND DAYTONA BEACH CAMPUSES

Lynn LaBrake, June Stillman, Cheryl Mahan, and Carol Cubberley worked with Bob Westrick and the Brevard Community College librarians this year to purchase books through a grant provided by the Gannett Foundation. They bought books and journals requested by UCF faculty in Public Administration and Business. Faculty required these books for courses they taught at Brevard. The new titles were purchased and cataloged here, and they will be counted in the inventory total (which will ultimately provide additional dollars from the Board of Regents through the Washington Formula). They are checked out on a long-term loan to Brevard.

Lynn LaBrake and Harold Green worked with Don Thigpen and the librarians at Daytona Beach Community College to orchestrate the move of UCF library materials to the college campus library. Dr. Westrick and Dr. Green both deserve special praise for the good work they did in helping the library coordinate its efforts with the two community colleges. Special credit goes to Cheryl Mahan, who has assumed added responsibilities for intercampus loan (i.e., to the off campus centers). This was on top of her major responsibilities in Interlibrary Loan (i.e., service to and from other institutions).

AUTOMATION

The real function of libraries has always been the preservation and transmission of the cultural, intellectual, and scientific records of society. No matter how fine a library's collection might be, reliable access to the information in that collection is essential for both clients and staff. Technology makes more data available to more people more quickly than ever before. The UCF Library is using technology to provide better service to its users.

Next year, UCF library patrons will have improved access when they begin to use the new automated system, made possible by FCLA. FCLA is based at a Type I Center, housed in Gainesville, and is a part of the State University System. It will provide integrated online library services to all of the state universities. It is governed by an advisory board that

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includes the directors of the nine university libraries, plus the State Librarian, and a representative of the Board of Regents.

The new system will provide a much better automated "card catalog." The system currently in use at UCF is called CLSI (CLSI is a vendor's name, not an acronym). It has many problems, principally caused by the fact that its software was originally developed for circulation and inventory control activities. Its screen display (which most UCF library patrons have finally accepted) was designed for use by library staff rather than by the public. Last fall, the CLSI central processing unit was upgraded. This permitted the addition of two more dial access ports for off-campus users, plus 16 additional terminals in the building. The upgrade resulted in greatly improved response time. A disk drive and an increased storage capacity will be made available soon. This, coupled with the upgrade just described, should relieve some of the disappointment some faculty now feel about CLSI.

Librarians know that some UCF users are dissatisfied with CLSI, but they are encouraged because the problems cited are not inherent in automated processing. Rather, they are caused by deficiencies of one particular system. The library staff is confident they will be able to offer faculty a new system that will be user-friendly.

IN THE MEANTIME

One excellent feature of the current software is the fact that users have immediate access to information about a book's location and status, right along with its bibliographic description and call number. A patron can determine whether or not a desired item is checked out. When the new terminals begin to operate, this benefit will temporarily be lost. Eventually FCLA will include a circulation module, and once again UCF will "have it all." That is, students will have information about a book as well as information on its circulation status within a single record.

The new system will provide online access here at UCF to the collections of all nine of the SUS libraries. The "card catalog" information on the screen will be easy to interpret. The subject access process should be
rewarding. During the transition period (which may span up to 18 months), the check-out process will be continued on CLSI. The new year (1986/1987) will be a challenging and exciting time for librarians and users.

**STAFF ACHIEVEMENTS**

Anyone writing an annual report feels a sense of pride and a natural desire to highlight accomplishments. Nevertheless, a writer has a dilemma, not wishing to overlook some notable achievement. Individual departments' annual reports listed conferences attended, career landmarks, and special contributions. This report will highlight just a few. One example was the unusual number of letters received this year that complimented Nick Bazemore's exceptional service at the Reference desk. Carol Cubberley received the UCF Foundation's coveted "Librarian of the Year" award, that included a stipend of $500.

Based on BOR statistics, it is easy to see the UCF Library serves its students with a staff-per-student ratio significantly lower than that of other libraries (see Appendix 3). Yet, the higher level of faculty satisfaction is a remarkable achievement for all library personnel. The productivity of Career Service, student staff, and professional librarians is impressive. This is a good opportunity to comment on the unusual spirit of cooperation and understanding that exists among the three groups.

June Stillman completed work on a degree in English literature. Marilyn Snow and Jeannette Ward worked together on the massive effort required by the shift to the new FCLA automated system. They served with distinction on statewide committees, each focusing on her particular area of expertise. In Ms. Snow's case, this was direct service to clientele. In Ms. Ward's case this was choreographing changes in the Library's technical processing and automated systems, essential as back-up for client services. Ms. Snow worked on a statewide committee that was charged with developing learning tools, as well as a packet to introduce patrons to the new electronic catalog. The finished product will be printed by FCLA, but it is actually an adaptation of UCF's familiar green "flip chart" created here by June Stillman and her Reference staff. This has long been a popular item with UCF faculty and students. Anne Marie Alllison was elected for another
term as Vice Chair of FCLA, continues as a member of its Executive Committee, and was made Chair of the Center's new Priorities and Budget Committee.

Lynn LaBrake's publication, Directory of Agencies Collecting Statistical Data from College and University Libraries has been published will be issued soon by LAMA (Library Administration and Management Association), a Division of the American Library Association. Laurie Linsley presented a paper entitled, "Dual Job Assignment in Law School Libraries," at the American Association of Law Libraries in July. With Maggie Hogue, she authored, "Librarian as Entrepreneur," which has been accepted for publication. Meg Scharf and Jeannette Ward were selected in a national competition to present a paper at the biennial national meeting of the Association of College and Research Libraries, which was held in Baltimore. Their paper described and analyzed the library's use of Focus groups (a marketing technique) to determine student response to the library as a product.

BACK TO THE FUTURE
Phyllis Hudson presented a poster session at the June national conference of the American Library Association held in New York. Her poster session focused on UCF's move from CLSI to LUIS (Library Users' Information System), made possible through FCLA. On the national scene, most libraries are making the transition from a paper (card catalog) environment to a series of terminals. Here at UCF, library patrons have been working with terminals for a number of years. UCF students are among the few in the nation making the transition from one online integrated library system to another. In most libraries, it is easy to say, "If you give up on the terminals, go look at the old card catalog." Here we will be working with "new terminals" and "old terminals." The title of Ms. Hudson's poster session was "Back to the Future." The program and materials she presented were developed earlier in the year as a joint project by several librarians. They presented it successfully at the fall meeting of the Florida Chapter of the Association of College and Research Libraries.
EXTERNALIZATION

A major effort this year centered on outreach. The goal was to increase awareness of the Library on campus and in the community. As part of this, the Library Director participated in the Orlando Chamber of Commerce Fly-In to Tallahassee. On campus, externalization was intended to increase faculty awareness of the Library as a critical central unit in the University. This seems to have been successful. Both the Faculty Senate and the UFF (United Faculty of Florida) showed great interest in supporting the Library. In the case of the Faculty Senate, the Faculty Senate Instruction Committee, headed by Dr. Phil Taylor, met with representatives of the Library staff, saying, "What do you need, and how can we help you get it?" In the case of UFF, Dr. Hernandez and Dr. Addicks met with Dr. Colbourn in a Consultation, assuring the President that the Library was high on their list of priorities.

TOWN AND GOWN and UCF WOMEN'S CLUB

The library was successful in attracting the Town and Gown group, who held its fall meeting in the Special Collections Conference Room. As a result of this session, a strong and effective organization of well-informed women know and care about the Library and its needs. Almost all who attended pledged to serve as "lobbyists." The UCF Women's Club once again recognized the Library as one of just a few beneficiaries of the Club's fund-raising projects. In the Spring, they presented Ms. Allison with a check for $500 to be used for the purchase of new books.

GREEK WEEK

Student Affairs was generous. Victor Collazo, working with Carol Wilson, arranged for the Library to receive over $1,700 in profits from the sorority and fraternity Greek Week events. Ms. Allison (along with Coach McDowell and Rick Goodenough, Director of Student Financial Aid) served as a judge for the week's concluding singing contest. The students presented the library with a check. Under the arrangement worked out among the Collection Development Librarians, the students, and Mr. Collazo, the Library will receive (each year) a basis amount to be spent in the subject area of greatest need, and a greater amount to be put into the Greek Week endowment account for purchase of new books.

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FRIENDS OF THE LIBRARY

A landmark event took place when Dr. Rex Brown agreed to join the staff in January. He began to develop an oral history archive that will trace the birth and growth of UCF. This will concentrate on an audio and video tape interview series with the political and educational personalities who were involved in the development of UCF. This is expected to produce a valuable archive and may rekindle old friendships for the university. Dr. Brown's primary responsibility is his service as Executive Director of the Friends of the Library. His success has been remarkable.

A "Friends" organization is common in public library circles, but unusual among academic libraries. Dr. Brown met with leaders of local public libraries' friends groups, assuring them that UCF is not competing, but plans to work in parallel ways. The UCF Library Friends have several objectives. One, of course, is to raise funds. Another is to identify and contact individuals or groups who will support the Library with significant contributions (those who may have not been approached before). Perhaps the most important task of the Friends is to develop a cadre of informed supporters who understand the Library and its role as a resource for Central Florida. Dr. Brown, these supporters, and those they contact, hope to become a team of informed lobbyists who will communicate with the Legislature. To date, he has organized a board, a steering committee, and a general membership (see Appendix II).

VOLUNTEERS

A recent editorial in the Chronicle of Higher Education stressed the potential of using volunteer workers in universities. It suggested that academic institutions could learn from hospitals in tapping this valuable community resource. The Library has been doing this for several years. During 1985/1986, we had one senior citizen volunteer, who was especially successful in working with the Library patrol. (This is the group who actually "patrol" the building, reminding patrons about eating, drinking, and smoking regulations; and generally establishing a "library presence" that has a detrimental effect on theft and mutilation.) Perhaps because of his age and grandfatherly appearance, Wally Achison was successful in handling this responsibility and was not resented by out-of-line patrons as
younger persons in the patrol sometimes are. We were sorry to lose him, and hope to obtain a replacement soon.

The library's weekly book sale was more successful than ever. It continues to provide income that is used to purchase new books, and it is also a good public relations opportunity. Dorothy Wagenhurst, the volunteer who manages the sales, is popular with the book sale "regulars," and she was the subject of a feature article in the UCF Report.

The Library is grateful to the local Volunteer Service Agency. Several departments have been successful in working with the Agency's Alternative Volunteer Service program. This provides work in a non-profit public service setting (in our case, a university library) for individuals who accept the option of service in lieu of a sentence or fine for a DUI offense. The library has carefully screened volunteers involved in this program, and has been able to obtain help ranging from dusting shelves to high-level accounting and computer science expertise.

SPECIAL EVENTS

Carol Cubberley, as Collection Development Librarian, sponsored a contest focusing on the theme of National Library Week, "A Nation of Readers." President Colbourn and a group of English professors volunteered to serve as judges. Ms. Cubberley arranged a luncheon, at which Dr. Colbourn awarded prizes to the winners. One of the prize-winning essays compared the Library to a bar, saying, "It provides something special for everyone."

June Stillman and Carol Cubberley attended a conference at the School of Library Science in Tallahassee. It focused on cooperation between public, academic, and specialized libraries. This is expected to lead to some exciting new projects next year.

SPECIAL EVENTS - ART IN STATE BUILDINGS

The new building was the beneficiary of a grant under Florida's Art in State Buildings legislation. Under this program, the state earmarks one-half of one percent of the total construction cost of any new state building and mandates that this be set aside for the purchase of art. In the Library's case, the amount was $30,400. The Library developed a blue ribbon committee to select the work. This board included the university's own art selection panel, plus a wide-ranging community group. It included
faculty members, students, library staff, the building architect, some community leaders who had been on museum boards, art professors, and three representatives of Town and Gown. Margie Roberts (Cataloging) and Lucille Lloyd (Reference) represented the library staff on the board.

Following all requirements set out by the Florida Council on the Arts for the selection of the artists, the Board reviewed 59 proposals submitted by artists who responded to extensive advertising in the art community and in publications. The selection committee narrowed the field to seven candidates. Those seven prepared more elaborate proposals which were reviewed by the Board. On June 10, 1986, the unanimous choice was the "Flame of Hope" by Leonardo Nierman. Plans call for this to be forged in December, and set up with a dedication and a gala event in the Spring of 1987.

SPECIAL EVENTS - CARIBBEAN ART

In Spring of 1986, Ute Stebich, a nationally known expert on Caribbean art, spoke at UCF in a program cooperatively sponsored by the Library and the Art Department. Funding for this was provided by Mr. William Bryant of Tangerine, Florida, and Woodstock, Vermont. The colorful and distinctive art of Haiti and its niche in that island nation's culture and politics was the topic of her talk. Ms. Stebich is associate curator of Caribbean art at the Wadsworth Antheneum, Hartford, Connecticut.

SPECIAL EVENTS - BLACK HISTORY

The carpeted exhibit wall on the second floor was used to showcase part of the Bryant collection of Afro-Caribbean art. This was used to celebrate Black History Month. The display stressed the interrelationship between Afro, Afro-Caribbean, and Afro-American Art.

SPECIAL EVENTS - POLISH CULTURAL EXHIBIT

A 60-panel illustrated history depicting the first 1,000 years of Polish history and culture was exhibited in the Library to coincide with Heritage Month. The panels traced the years prior to the division of Poland in the latter part of the 18th century. Mrs. Verna M. Lopatkiewicz, President of the Polish American Cultural Society of Metro Orlando, Incorporated,
officially presented the panels to the Library. She described the Society as a chartered non-profit group that sponsored cultural events. She and her husband presented a display of native dress, jewelry, coins and early maps of Poland that was well received by library patrons.

SPECIAL EVENTS - CHINESE VISITORS

As part of the Library's continuing efforts for greater involvement with the University as a whole, Dr. Chang Lee agreed to teach an introductory course in Chinese. This was well received by faculty members and students. Those who studied under him enjoyed several opportunities to meet with visitors from China. Harcourt Brace Jovanovich has always been a good "Friend of the Library," and continued this year. The President of Academic Press, Edwin Beschler (also a Vice President of HBJ), and a member of the Board of the Library's new Friends organization, was hosting a group of Chinese responsible for purchasing books from foreign countries for use in China. Mr. Beschler asked to bring them here to spend a day in the UCF Library. They were interested in using automation to process information about books, and Dr. Lee acted as interpreter for this important delegation.

SPECIAL EVENTS - RETIREMENT

When the year began, the library staff included eight staff members who were counted among the university's "opening day" personnel (i.e., who were here on the first day of classes in 1968). That changed this year. Two senior staff, Edna Kinsey and J. C. Kinsey, retired. They were part of the original group who worked "over the drug store" in downtown Orlando with the first Library Director. They had helped to lay the groundwork for today's impressive collection. They were very special members of the UCF family. They first met one another in the Library and were married by the University's original president. The entire Library staff; Lynn Walker, the former Director; and former Vice President Goree returned to share the retirement celebration.

EXHIBITS

Norbert St. Clair's exhibit program expanded in depth and breadth this year. Displays of faculty publications were followed other displays featuring: the Karate Club; UCF's landmark baseball team; faculty and
student art; a collection of paintings by Janice Milner, a secretary in the Political Science Department; and others. Responding to a renewed interest in the history of UCF, Mr. St. Clair developed an exhibit on the early days of the University. Elaine Bazzo created a display on how to use the library, featuring all the ways a library can "help" in preparing a research paper.

COMMUNITY SERVICE

The Library's LINE (Library Information Network and Exchange) unit actually consists of just one librarian, Meg Scharf. However, it represents a commitment on the part of the entire staff. Their support of the LINE librarian shows the Library is dedicated to the University's goal of service to the Central Florida community. Ms. Scharf averages about 20 telephone inquiries per week. Many of these calls are a first or single contact the caller has with UCF. In addition to questions about the possibility of using Library resources, callers often ask questions about the University itself — programs of study, services to the community, and history of the University. LINE provided 2,503 books for corporate borrowers, 73 brief library orientation hours, and many tutorials on the online catalog to members of the community. It also offered two full-scale Library orientations to corporate groups, plus 20 online hours of computerized literature searching. The LINE Librarian addressed a number of community groups this year, and she worked with representatives of the Research Park. Over 300 LINE brochures were sent out in addition to 50 brochures describing remote use (through personal computer and modem) of the library's online catalog.

NTSC

Since 1979, the Library has managed a satellite operation (called the Technical Information Center) at the Orlando Naval Base. This was done on a contract handled through Sponsored Research. It created considerable problems for the Library. Nevertheless, the library staff, particularly in the areas of Access Services, Serials, Reference, and the Administrative office, accepted this responsibility with positive attitudes. They felt it had a measurable effect on the University's effort to strengthen ties
between the University and the Navy in Orlando. The contract will be ending soon, as federal regulations now require the Technical Information Center be managed by a for-profit "small business" enterprise. The project is a good example of the Library's dedication to the motto that "If it is good for the University, it is good for the Library."

LONG-RANGE PLANNING

A formal Long-range Planning Committee began its work as a successor to the earlier Ad Hoc Planning Committee. The new group included June Stillman, Mary Helen Howard, Nick Bazemore and Jeannette Ward, i.e., two department heads of long tenure and two newer librarians. Like all good committee members, they tried to communicate with colleagues as they went about their work. They intend next year to develop a loose-leaf, long-range planning document that will respond to change.

The state has now formally announced its five year staffing design for the SUS libraries. UCF has a fair idea of what to expect from the state in terms of library positions. Knowing both the good news and the bad news calls for a new emphasis on the planning process. The Director will schedule a planning retreat/seminar in the fall. The librarians will be able to review their responsibilities, challenges, and opportunities; and to scrutinize these with a realistic sense of the resources that actually will be available.

CHALLENGES AHEAD

The statewide formula for distribution of materials OCO is generally unfavorable to the rapidly growing urban university libraries, and particularly unfavorable for UCF. Some steps have been taken to remedy this, notably Dr. Bolte's and Mr. Smith's decisions in 84/85 and in 85/86. They were able to divert $150,000 in each of these years to book OCO. In this way, UCF contributed funds over and above what was provided by Tallahassee. Additional funds produce additional volumes. Additional volumes, in turn, produce additional dollars from the state in subsequent years under the Washington Formula. This represents a significant advance. Another light at the end of the tunnel is the continuing hope of success with fundraising. Dr. McGinnis reported that the library will be the

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beneficiary of $200,000 from the capital development fund drive. Neverthe­less, the immediate outlook for change in basic book OCO funding is not promising.

This year the Washington Formula was used to determine number of staff needed in each SUS library through 1992. Because of the way the formula was applied, UCF faired poorly with staffing distribution projections. The task of the librarians next year will be to inform the faculty, the Friends, the university administration, and ultimately the Regents of the apparently inequitable way the formula has been interpreted. UCF must work to have it revised, with a goal of developing an allocation process that will recognize all universities (and ultimately all students) in an appropriate manner.

The library is enthusiastic about new programs such as Creole and the Human Factors program. Like other areas of the University, the library supports institutional opportunities. The task ahead this year will be to convince administrators and faculty that additional programs and additional faculty members create additional strain on an already overextended library. We must work to convince developers of new programs to invite us to work with them and to include a library funding component in their proposals.

All in all, this year was successful and productive. It is appropriate to close with a word of congratulations to each member of the UCF Library family.