# Table of Contents

Director’s Overview .................................................................................. 1  

Administrative Services  
  Administrative Services ................................................................. 6  
  Curriculum Materials Center ...................................................... 10  
  Regional Campus Libraries ......................................................... 12  
  Universal Orlando Foundation Library ................................. 14  

Collections & Technical Services  
  Acquisitions & Collections Services ........................................... 20  
  Cataloging Services ................................................................. 28  
  Public Services, Associate Director’s Summary ..................... 31  
  Circulation Services ................................................................. 32  
  Information Literacy & Outreach ............................................. 35  
  Interlibrary Loan/Document Delivery Services .................. 40  
  Reference Services ................................................................. 42  

Special Collections .............................................................................. 46  

Systems & Technology ....................................................................... 57  

Exhibits & Events .............................................................................. 64  

Statistical Summary 2008-2009 ......................................................... 67  

Media Volumes .................................................................................... 68  

Financial Profile (Expenditures) ....................................................... 69  

Sources & Uses of Materials Budget ............................................... 70  

NOTES: Funds from Other Sources .................................................. 71  

Faculty & Staff Accomplishments ................................................... 73  

Library Advisory Committee .......................................................... 88  

UCF Libraries Staff ............................................................................ 89  

Organizational Chart ........................................................................ 90  

Abbreviations & Acronyms ............................................................... 92
With the goal of using Technology Fee funding for the revitalization of space on the main library’s second floor, planning began in spring 2009. This new “Knowledge Commons” will bring learning, technology, resources, and academic support together in a way that meets today’s student demands for support of collaborative and individual study, research, and discovery. A task force was established to evaluate the relocation of collections on the main floor of the library and make recommendations. In addition, the task force was also asked to investigate and make recommendations as to a new design, layout, functionality, and modifications to that floor.

The university Technology Fee committee awarded the Libraries $902,000 in December 2009. The remainder of the total project cost of $1.5 million came from the Libraries. The Libraries’ application received the highest rating of the 68 proposals submitted this year. The project will expand public seating on the second (main) floor from 263 to 479, and increase the number of desktop PCs from 94 to 196. This is the first significant change to the building since 1984.

The planning team consisted of library faculty and staff, architects, contractors, Herman Miller Company, students, faculty, and UCF Facilities Planning. Frank Allen chaired the team. Members of the Second Floor Revitalization Committee were: Frank Allen (Chair); Michael Arthur, Ven Basco, Penny Beile, Lyn Case, Rich Gause, Selma Jaskowski, Marcus Kilman, Joel Lavoie, Rachel Mulvihill, and Meg Scharf. Construction on the project began in May 2010 and continued throughout the summer with an anticipated completion date well before the fall 2010 semester begins on August 23, 2010.

The project required reviewing and removing 61% of the Reference, Indexes, and Abstracts collections from the second floor, merging most of it into the regular stacks on other floors or sending it to storage. 15,000 linear feet of materials were reviewed and moved. All of the 1,800 shelves and 97 cabinets of microforms, CD-ROMs, and map and atlas cases in the Government Documents Collection were moved to the first floor. Overall 3,742 shelves of materials (75%) were removed from the second floor. In order to make room in the general collection stacks for the materials to be relocated, 5,500 linear feet of abstracts and indexes and journals having electronic access were sent to storage at Iron Mountain. This consisted of approximately 4,500 boxes of materials.

The entire general collection was shifted to make room for materials from the second floor. Over 1.2 million items were moved in eight weeks during what became affectionately known as the “Seismic Shift.” Shifting was underway just about every hour the main library was open during this time. Most of the shelving on the second floor was disassembled for storage or reassembly on other floors. In addition over 5,000 new shelves were installed on the first, second, and third floors.

Library faculty and staff from every department were involved in this massive project by participating in one or more of the following tasks: planning, organizing, providing vendor license information, inventorying, moving, stamping, taking apart furniture, constructing shelving, shifting books, packing, shelving, correcting bibliographic and holdings records, and shelf reading. Key project leaders were Marcus Kilman, Rich Gause, Frank Allen, and Penny Beile. A special thanks to everyone for a job well done!

The rather dismal fiscal situation continued for the third year, but without as severe a reduction to the Libraries’ budget as had been true the previous two years. The Libraries’ initial allocation was reduced by an additional $210,857 from 2008/2009. While the Libraries’ materials budget was sheltered by the Provost from any cuts, inflation continued to erode the Libraries’ purchasing power for library materials.

The library materials expenditure increased somewhat as non-recurring funding was again used to mitigate the impact of inflation. Overall, a total of $5,482,546 was spent on library materials.

Approval plan expenditures decreased to $582,651, down 47% from 2006/2007. Only 10,914 volumes were purchased during the year on the approval plan, down 57% from 2006/2007. The total number of print volumes purchased continued to decline as only 18,142 volumes were purchased, down 48% from 2006/2007. This was down an additional 11% over the number of volumes purchased last year (2008/2009). Expenditures for print and electronic serials increased 5% or $151,638 over last year. Electronic resources, not including electronic serials,
increased 9% or $85,309. The declining budget is not sufficient to support student and faculty instruction and research. No new continuing commitments for journal subscriptions and databases can be started without cancelling existing subscriptions.

While no additional library faculty or staff positions were lost during the year, funding has been lost for a total of 13 full-time positions over the past three years. Two additional positions remained unfilled in anticipation of further cuts in 2011/12. With 19 positions unfilled, it is increasingly difficult to provide necessary services to students and faculty.

The Libraries also submitted a Technology Fee Proposal for the purchase of the Complete Springer eBook Collection 2005-2009, which was funded for $150,299, enabling the Libraries to add approximately 17,000 e-books to our growing collection. During January to June 2010, the Springer e-books were accessed 13,348 times.

Information Literacy & Outreach, in collaboration with the Center for Distributed Learning’s Course Design & Development, created four new literacy modules during the year. The addition of these new modules brings the current total to twelve modules. The new modules are: Conducting a Literature Review; Managing References Using RefWorks; Selecting Sources for Academic Assignments; and Understanding the Information Cycle. Eight of the existing modules were revised and updated, including major revisions to both the APA and MLA modules for the new editions of the APA and MLA manuals.

Since the new information literacy modules became available in July 2009, 4,250 students completed 12,901 assessments in 139 unique course sections. There was an average score of 90.4%. A question bank for each information literacy module will be created during the next year to increase the rigor of assessment in each module.

The number of Web courses with embedded librarians continued to grow as the number of students participating increased by 52% to 3,271 students in 77 classes. Library faculty on both the regional campuses and the Orlando campus are involved in this program.

Students (10,337) attended 428 library instruction classes in the main library for an increase in the number of students attending (10%) and in the number of classes (9%). This was in spite of the fact that there were fewer librarians available to teach classes due to vacancies caused by budget reductions and one librarian on maternity leave. There were 23 classes in the CMC, the same number as last year with a slight decrease in the number of students attending.

Students attending classes on the regional campuses increased dramatically by 57% for a total of 6,368 students. The number of classes also increased by 50%. The number of students attending classes at the Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management also increased by 13% to 1,277 students, and there was a small increase in the number of classes.

The UOF Library collaborated with the UCF Writing Center and provided a group study room for writing consultations in the library so that their services could be offered on the Rosen campus.

With the growth in the student body on the Rosen campus demand has increased for additional desktop PCs and network printing. Ten new PCs and a new pay-for-print workstation were added in August.

The Third Annual Information Fluency Student Award was presented in collaboration with the Burnett Honors College. Two awards of $500 each are presented to upper division and lower division students who demonstrate excellent understanding of the research process. This year only one award was presented. The upper division award was presented to Lindsay Townsend.

Overall, Ask A Librarian usage decreased by 13% from last year, with Instant Messaging Chats decreasing by 43% due primarily to technical software problems on desktop PCs and IM software. In past years the IM chats routinely increased. This year only chat sessions increased (3%) over last year. UCF Ask A Librarian continued to participate in the Florida statewide Ask A Librarian collaborative chat service, which involves answering questions from participating community colleges and universities throughout the state.

In-depth research consultations are available for all students, and are heavily used by graduate students. This year the number of consultations grew by 27%. With the opening of the Knowledge Commons next year with its dedicated space for research consultations near the reference desk, the number will continue to increase.

The Campus Connections program was offered for a second year with 25 campus organizations participating in this popular program which provides a highly visible place for them to display information about services offered and to connect with students.

Circulation of the Libraries’ collections (not including reserves) decreased slightly (1%) from last year with a total circulation of 306,229 compared with 310,377 for last year. Use of the collection decreased 10% by undergraduates and 5% by graduate students; however, use of the collection by faculty increased by 33%.

The main library had a very slight decrease in the number of users for a total of 1,357,726.

The number of persons using the Curriculum Materials Center increased by 6% for a total of 84,874. Use at the UOF Library at the Rosen College of Hospitality Management continues to grow as 124,479 persons were served by the library for a 10% increase.
The total number of users for all UCF Libraries in Orlando was 1,567,079.

Two new joint-use library buildings opened during the year. Seminole State College and UCF opened a new library in the Partnership Center building on the Sanford/Lake Mary Campus. And the new joint-use library on the South Lake Campus opened in August. That facility is a collaborative library with a public library (Lake County Library System), a community college (Lake Sumter Community College), and UCF. One of the few such partnerships in the country. The UCF Bachelor of Design in Architecture program was approved for the Valencia West Campus.

Interlibrary Loan and Document Delivery Services implemented the RapidILL system last year, becoming the first state university library to participate in the system. Because of Rapid, ILL has been able to provide articles to students and faculty much faster than ever before and at a significant cost savings. 6,861 out of 7,366 requests were filled using the Rapid system with an average turnaround time of less than 24 hours. Because of Rapid, borrowing costs have dropped by $8,900.

The Lending unit continues to lend the highest number of books and articles throughout the state of Florida, and is known for its quick turnaround time, efficient workflow practices, and having the goal of filling as many requests as possible. During the past year Lending processed over 44,000 requests and averaged one request per 3.7 minutes. Rapid accounts for 10,292 of the lending requests, and ILL was able to fill 8,193 of those requests (80%).

The Borrowing unit filled 83% of requests received as borrowing requests were down slightly with 18,394 requests received.

Planning for an implementation of the statewide UBorrow system under development at FCLA involved ILL and Document Delivery Services. The system should be completed by 2011.

The Libraries’ print collections continued to grow more slowly as 31,931 volumes were added to the collections for a 6% increase over last year. The print collection now has 1,446,291 volumes, not including government documents. At least the collection is growing again, albeit very slowly. When compared to those added to the collection in 2006/2007, the number of print volumes added is down by 39%. This was a direct result of the continuing loss of purchasing power due to inflation.

The overall print collection now contains 1,762,277 volumes and increased by less than 2% over last year. In addition, access is provided to 593,041 electronic volumes for a total collection of both print and electronic volumes of 2,355,318.

The serials collection now consists of 29,659 titles including 2,227 print titles and 27,432 electronic titles. Access to electronic resources continues to grow rapidly. There were 5,401,775 searches with 2,545,607 full-text downloads of all electronic databases for which COUNTER compliant statistics are available.

Electronic formats, including monographs, serials, databases, and journal back files, make up an ever increasing part of the Libraries’ materials expenditure. This year $3,507,845 was expended as 64% of the library materials budget was spent on electronic formats.

Several new electronic collections, in addition to the Springer e-Book Collection mentioned above, were added: American Council of Learned Societies Humanities e-Book Collection; Reference Universe; Journal Citation Reports (JCR); Inspec Archive; JSTOR Arts & Sciences VI and Business III; AnthroSource; and the Congressional Research Digital Collection.

A core collection of materials was purchased to support the new Golf & Club Management program at the Rosen College of Hospitality Management.

The Libraries were very fortunate to receive a donation of a very significant volume for our Rare Books Collection. Ms. Sylvia Semel donated a bound velum folio manuscript, ca. 1600, a Spanish Antiphonary for Choir of the Divine Office of the Catholic Ritual Music for the first Sunday of Advent. It contains beautiful ornate illuminations.

The Book Arts Collection continued to grow as several unique titles were added including: A Guide to Higher Learning by Julie Chen and Robert J. Lang, published by the Flying Fish Press and issued in an edition of 100 copies; the Arch by Kitty Maryatt published by Scripps College press; and Ta Tung, an Organik Press title which includes dirt, water, metal, and organic egg shells gathered throughout the world in its composition.

The acquisition of an original typed manuscript of two journeys to Florida in 1908 and 1916 with two accompanying photograph albums illustrated by the author and photographer, Charles Melville Shipman, enhanced the Libraries’ collection of Floridiana. Bound in leather the volumes contain 193 hand-tinted photographs. Shipman was a naturalist with an interest in plant and bird life and documented his observations with photographs.

Among important acquisitions to the William J. Bryant West Indies Collection were two scarce maps: St Christophers or St. Kitts by Anthony Ravel, printed in 1794 and West India Islands drawn and engraved by Kirkwood & Son for Thomson’s New General Atlas, 1815. Two Haitian wood carvings were acquired as a gift from Dr. Carol Cuberley, a former UCF librarian.

The Libraries are partnering with the History Department on the Regional Initiative for Collecting the History, Experiences, and Stories (RICHES) of Central Florida. All materials acquired, both paper-based as
well as oral history interviews, will become part of the Libraries’ Special Collections & University Archives.

The Libraries are also partnering with the Library of Congress Veterans History Project, the UCF History Department, and the Burnett Honors College on developing a Veterans History Project at UCF.

Work on the LSTA granted-funded project, “Central Florida Memory: Picturing the Past” continued until the end of September 2009. Two additional partners, Bethune-Cookman University and Stetson University, were added to Central Florida Memory. 1,910 objects comprising 28,073 images were added to Central Florida Memory during the project.

Other additions to Central Florida Memory included more images from the Undertaker’s Memorandum and Funeral Register records from the Carey Hand Funeral Home in Special Collections. Central Florida Memory now contains over 100,000 images.

In the fall 2009 UCF and FAU made available the PRISM (Political Rights, Issues and Social Movements) digital collection. The collection covers political issues such as civil rights, women’s rights, and labor unions, and social movements such as the “ban the bomb” movement. The project has made available 628 unique materials from the Libraries’ Van Sickle Leftist pamphlet collection.

The Libraries contributed images to the Digital Library of the Caribbean project from the British Parliamentary Acts in the Bryant West Indies Collection.

Overall, Digital Services added 56,287 images to digital collections including Central Florida Memory, The Digital Library of the Caribbean (dLOC), the Van Sickle Leftist Collection, and Retrospective Theses and Dissertations.

The Electronic Theses & Dissertations Collection grew to 2,354 titles as of June 30, 2010 and continues to make scholarly content produced by UCF students available to the scholarly community.

Among the events and exhibits held during the year were:

- **Pride & Passion: The African American Baseball Experience.** The Libraries was selected as one of 50 libraries nationwide to host the exhibit, organized by the National Baseball of Fame and the American Library Association with funding from the National Endowment for the Humanities. The exhibit was on display from March 5, 2010 through April 15, 2010.

  Several programs held in conjunction with the exhibit, included: Dr. Leslie Heaphy, speaking on “Living the History of the Negro Leagues”; Matt Tavares, author of the children’s book, *Henry Aaron’s Dream*; Dr. Richard Lapchick, Director of the UCF DeVos Sport Business Management Program, speaking on “It Wasn’t Just Baseball: Great African-American Basketball Players Back in the Day”; Dr. Lee Lowenfish, author of *Branch Richey: Baseball’s Ferocious Gentleman*; and Dr. Richard Crepeau, UCF Professor of History, speaking on “The Negro Leagues: What Have We Learned and Where Do We Go from Here?”

  Lou Grant, an artist from New York City loaned 20 original paintings to display on the art wall depicting Negro League games during the 1940’s and 1950’s.

- **A Pilot Lights the Way: A Tribute to Jesse Leroy Brown: First African-American Aviator & Blacks in Aviation.**

- **Impressions of Cuba.** Photographs by Peter A Burg.

- **UCF Theatre Posters:** A retrospective of posters advertising plays by the UCF Theatre Department.

**Retirements**


**Promotions**

This year four librarians applied for and received promotions. Michael Arthur (Head, Cataloging Services) and Jason Martin (Acting Head, Curriculum Materials Center) were both promoted to Associate University Librarian. Ms. Lee Dotson (Digital Services Librarian) and John Venecek (Reference Services) were promoted to Assistant University Librarian.

**Awards**

Ms. Ming Tong, South Lake Regional Campus Librarian, received the UCF Excellence in Librarianship award this year. This award is a tribute and recognition from the University Libraries faculty members, who nominate and vote for the recipient. The award was presented at the Founders’ Day convocation in April 2010.

Dr. Penny Beile (Acting Head, Reference Services) received national recognition as the recipient of the 2010 ACRL/EBSS Distinguished Librarian award.
Service Awards

The Libraries was fortunate to have universitywide recognition for two of our employees. Manuela Santiago, our dedicated and indispensable in-house Facilities Operations housekeeper, received Employee of the Month for August 2009.

Blake Stephens (Web Applications Developer), who received Employee of the Month in September 2008, was awarded Employee of the Year for 2008-2009 at the annual USPS Awards Program in July 2009. This is the first time in its history that the Libraries has had an Employee of the Year!

June S. Stillman Memorial Scholarship

Ms. Malinda Ashford Watkins, UCF junior majoring in Foreign Language education (Spanish), received the 2010/11 June S. Stillman Memorial Scholarship for Libraries Student Assistants and USPS Employees. This $2,000 scholarship, offered specifically to Libraries student and USPS employees, was established in memory of June Stillman, a charter librarian of our university who tragically lost her life in 1998.

With the awarding of Technology Fee funding, the means became available to create what we had hoped and planned would become reality: the Knowledge Commons. With the first major change to the main library since 1984 being funded, preparations were underway much of the year involving most of the library staff and faculty in the numerous required tasks to clear much of the main floor to enable the contractor to begin construction at the end of the spring semester. There were also excitement and anticipation of our plans coming to fruition in the Knowledge Commons. The entire process involved detailed planning and collaboration among most departments in the main library. As the year ended, the project was going well with an opening date set for the first day of fall classes.

Thanks to everyone who participated in this massive project.

In the midst of all this, the continuation of budget reductions had a negative impact on our ability to provide services and resources to university students and faculty. Yet staff and faculty found a way to continue to provide the high standards of service to which the university community has become accustomed. I extend a heartfelt “Thank You” to all of our staff members for their outstanding work.
Administrative Services

The mission of Libraries Administrative Services is to provide seamless administrative, financial, human resource, and facilities support to enable library faculty, staff, and management to carry out the Libraries' primary service missions in the best possible manner.

Highlights of the Year in Retrospect

General Administrative
- Construction began on the Knowledge Commons, a repurposing of 24,000 square feet of public space on the 2nd floor of the main library. This $1.5 million project will expand public seating from 263 to 479, and increase desktop PCs from 94 to 196. The Knowledge Commons task force, chaired by Frank Allen, met 44 times from April 2009 through June 30, 2010. Various members of the committee met an additional 15 times with either Iron Mountain Storage, UCF Purchasing, or various members of the project partner team consisting of architects, contractors, Herman Miller Company, and UCF Facilities Planning.
- Library Administration sponsored two planning charrettes in summer 2009, with invited guests including UCF students, faculty, college deans and administrators, and library staff and faculty. These events were highly instrumental in shaping the design of the Knowledge Commons space.
- University Libraries wrote a successful application for $902,000 in funding from the student technology fee committee to fund two-thirds of the Knowledge Commons project. University officials reported later that committee gave the library proposal the highest score out of the 68 submissions.
- Library Administration negotiated arrangements to store 6,000 linear feet of print materials offsite with Iron Mountain Company.

Fiscal Office
- Contributed to the upcoming upgrade for UCF Financials scheduled for November 2010, sponsored by Finance & Accounting.
- Closed out a very challenging year with a surplus of $22,000, an amount that can safely be carried into the new year. Numerous mid-year budget changes and movement of non-recurring dollars into and out of the budget necessitated repeated revisions to budget forecasts.
- On a short deadline administered the procurement process for $517,000 in fixtures, equipment, and furniture for the Knowledge Commons, including meetings with UCF Purchasing, review of quotations, preparation of requisitions, and intermediation between vendor and UCF Purchasing.

Human Resources and Staff Development
- Deirdre Campbell:
  - Coordinated three staff development programs:
    - Brown Bag on Ergonomics, Yashira Frederick, UCF Office of Environmental Health & Safety
    - Microsoft Office 2007 Excel I, Dawn Jensen, representative from Central Florida Library Cooperative
    - Reduce Stress by “Resetting” Your Breathing, Alice Korosy, UCF Modern Languages & Literatures
  - Served as Search Manager for the Associate Director for Collections and Technical Services (ADCTs) Search Committee that successfully filled the position with Mary Page, and assisted the Reference Librarian Search Committee.
  - Organized and processed personnel information for three hires and five separations.
  - Continued to work part-time in ILL and completed all regular library HR duties.
- Jade Laderwarg:
  - Created injury information packets to assist employees in complying with Worker’s Comp process.
  - Updated Student Guidelines.
  - Improved the “time sheet adjustment” process by including more information from the processor report.
  - Created an e-mail distribution list to improve communication with student workers.
- Cynthia Kisby:
  - Adjusted procedures to accommodate changes in dual compensation rules.
  - Served as Search Manager for Reference Librarian Search, assisted with ads and travel for ADCTS search.
  - Assisted LPAC with evaluation of candidate credentials, Publix refreshments.

Parri Bolinger, Clare Vogt, and Janet Girard volunteered to assist with the Government Documents move to the first floor. They are continuing to assist with the shelf reading project as time permits.
- Reviewed PCard limits; some cards were canceled and others had limits upgraded. Recent changes in account coding for purchase orders and payments were incorporated into the Libraries’ procedures in preparation for the new fiscal year.
Facilities (Buildings, Shipping & Receiving, Supplies, Copy and Printing Services)

Facilities staff:
- Attended property and UCF financials meetings that contributed to the upgrade for property transfers.
- Participated in the Government Documents move.
- Assisted in the smooth delivery and receiving of construction materials, furniture, and the organization of the parking area for the Knowledge Commons project. Worked with several contractors helping their employees enter and exit the building through the loading dock area properly in a timely manner.

Front Office
- The front office staff of Library Administration continued to provide support for the operations, services, and events in the library, including making catering arrangements for numerous events including the Student Advisory Board and two employee recognition events (one for Employee of the Month Manuela Santiago and the other for Employee of the Year Blake Stephens).
- Staff reported and tracked building, elevator issues, and telecommunications to substantiate the effort it takes to hold a forty plus year old building together (see Table 2 for a summary of building problems) and to keep service to our staff and patrons running smoothly.
- Staff also served as library representatives and a central clearinghouse for information and answering and directing calls of all sorts each day.
- Susan Terrill completed a documentation and reorganization of the keys maintained in the mailroom to provide better access to them when needed.

Staffing Changes
- Copy Services rehired student assistant Valerie Moe.

Departmental Goals: 2009-2010

General Administrative
- Engineer well-defined plans for 2nd floor learning commons project. Completed
- Seek a solution for location of displaced library materials on 2nd floor, as well as general overcrowding. Completed
- Continue to advocate for statewide storage facility. Ongoing
- Refine library Continuity of Operations (COOP) plan. Ongoing

Fiscal Office
- Document duties handled by the Senior Accounting Officer for which there is no backup. 60% Completed
- All Fiscal Office staff will pursue training to maintain professional standards and keep skills current. 90% Completed
- Identify areas where fiscal forms, policies, and procedures may not be clear to library management and staff; research and implement better methods of communication – possibly to include Intranet pages, workshops, one-on-one sessions, handouts, and a survey. 100% Completed

Human Resources
- Enhance the Libraries’ Personnel Web and Intranet pages. Worked with Blake Stephens to create the online termination form for OPS. Updated Intranet information to reflect changes to HR-Records requirements for hire packets. In process - Online payroll tips, information, rules/guidelines
- Conduct staff training sessions on student hiring and timesheet preparation. Making information available on the Web, rather than in training sessions.
- Offer staff development programs presented by Central Florida Library Cooperative (CFLC) or UCF Human Resources. Three programs completed.

Facilities
- Continue to work down overstock items in the supply room. This can be better accomplished by inviting department heads and/or office managers to tour supply area to see what is available and evaluate their supply needs. Accomplished
- Continue to work down record retention boxes after the new year arrives. Follow all retention guidelines. Let department heads know when their departments’ records will be destroyed. Accomplished
- Cross-train two student assistants in the sorting and delivery of mail. Accomplished/Ongoing
- Continue recycling packing material for future use. Accomplished/Ongoing
- Continue to work with the College of Medicine Health Sciences Library to meet their delivery needs of library materials or other needed items. Accomplished

Front Office
- Continue to organize, update, & redesign as needed Administration and Intranet Web pages. Ongoing. This year Sue Terrill trained for and was approved to work on the Web pages, which is a big help to the official Web Editor for Administration.
Departmental Goals: 2009-2010

General Administrative
- Assist instrumentally with building renovation, remodeling, and automated storage efforts.
- Develop documents and visual aids to argue for protection and replenishment of library funding.
- Refine emergency procedures and COOP plan.
- Work with Head, Circulation Services, to reorganize public seating on the 1st floor of main library.

Fiscal Office
- Implement at least one of the ideas for better communication identified last fiscal year:
  - Fiscal Office survey to staff
  - Simplification of procedures & instructions for travel to include changes to the current form for travel requests
  - “Catalog” of minority vendor goods and services for staff
- All Fiscal Office staff will pursue training to maintain professional standards and keep skills current.
- Implement an overview of general fiscal procedures for changes or updates due to new policy and procedures changes over the last few years [already two procedures have been identified as obsolete and discontinued].

Human Resources
- Support the Libraries’ reorganization by completing 20 hours of shelf reading per employee.
- Continue to provide staff development opportunities in the library.
- Adapt to HR policy changes and continue to improve library payroll and HR procedures.

Facilities
- Clean and organize room 138 to accommodate carpet, paint, and left over building supplies from the Knowledge Commons Project.
- Continue to work on overstock and organization of supply room.
- Hire two new student assistants for the Copy Services unit. Cross train in sorting and mail delivery.
- Work with Copy Services staff on becoming more patron-oriented not just in the office but on the floor as well.
- Evaluate all furniture/fixture purchases in order to get items $1,000 or over tagged and properly registered with the property office.

Front Office
- Continue to organize, update, and redesign as needed Administration and Intranet Web pages.
- Continue to create, update, and maintain procedures manuals for front office responsibilities.
- Take a more active role in volunteering for the various service opportunities that arise in the library.

Advancement Toward the President’s Five Goals

Achieve international prominence in key programs of graduate study and research
Fiscal Office provided overview, reporting, and closeout for three (3) grants:
- Pride & Passion: the African American Baseball Experience
- Picturing the Past: Photographs and Postcards of Central Florida
- A General Preservation Survey of the Paper-Based Collections of the University of Central Florida Libraries Special Collection

Become more inclusive and diverse
Fiscal office participated in Library activities for Diversity Week and Purchasing’s Minority Suppliers Diversity Day.

Be America’s leading partnership university
The housekeeping unit of Facilities Operations applied for and received a grant (RFA NO: EPA-OEE-05-03) predicated on a survey of library employees and patrons regarding new recycling procedures. Late in the fall semester Sue Terrill worked diligently with housekeeping, on a very short turnaround time, to help them get the data they needed for the grant.
## Table 1

### Human Resources Selected Statistics Five Year Summary

<table>
<thead>
<tr>
<th></th>
<th>FY 09/10</th>
<th>FY 08/09</th>
<th>FY 07/08</th>
<th>FY 06/07</th>
<th>FY 05/06</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FWS Employment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Students</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPS Savings</td>
<td>$54,788.06</td>
<td>$62,980.57</td>
<td>$76,968.76</td>
<td>$58,516.45</td>
<td>$46,812.26</td>
</tr>
<tr>
<td><strong>Employee Turnover</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hired-USPS</td>
<td>2</td>
<td>2</td>
<td>9</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>Hired-FAP</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>Separated-USPS</td>
<td>3</td>
<td>3</td>
<td>8</td>
<td>16</td>
<td>10</td>
</tr>
<tr>
<td>Separated-FAP</td>
<td>3</td>
<td>2</td>
<td>5</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td><strong>Video &amp; Web</strong></td>
<td>5</td>
<td>5</td>
<td>13</td>
<td>21</td>
<td>8</td>
</tr>
<tr>
<td>Guest Presenters</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td>12</td>
<td>11</td>
</tr>
</tbody>
</table>

## Table 2

### Five Year Summary of Building Issues Reported to Facilities Operations

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning</td>
<td>43</td>
<td>43</td>
<td>69</td>
<td>49</td>
<td>49</td>
</tr>
<tr>
<td>Clocks</td>
<td>10</td>
<td>10</td>
<td>3</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Doors</td>
<td>14</td>
<td>14</td>
<td>13</td>
<td>28</td>
<td>13</td>
</tr>
<tr>
<td>Electrical</td>
<td>3</td>
<td>6</td>
<td>6</td>
<td>7</td>
<td>16</td>
</tr>
<tr>
<td>Elevators</td>
<td>22</td>
<td>22</td>
<td>6</td>
<td>26</td>
<td>28</td>
</tr>
<tr>
<td>HVAC (Temp/Leaks)</td>
<td>34</td>
<td>34</td>
<td>20</td>
<td>22</td>
<td>20</td>
</tr>
<tr>
<td>Insects</td>
<td>8</td>
<td>8</td>
<td>21</td>
<td>21</td>
<td>13</td>
</tr>
<tr>
<td>Install/Dismantle</td>
<td>49</td>
<td>48</td>
<td>22</td>
<td>22</td>
<td>83</td>
</tr>
<tr>
<td>Keys/Locks</td>
<td>16</td>
<td>16</td>
<td>20</td>
<td>20</td>
<td>58</td>
</tr>
<tr>
<td>Lights Out</td>
<td>12</td>
<td>12</td>
<td>15</td>
<td>15</td>
<td>36</td>
</tr>
<tr>
<td>Other (Carpet, Supplies, Moving, Restock, Misc.)</td>
<td>16</td>
<td>16</td>
<td>34</td>
<td>18</td>
<td>15</td>
</tr>
<tr>
<td>Paint/patch</td>
<td>13</td>
<td>13</td>
<td>10</td>
<td>13</td>
<td>7</td>
</tr>
<tr>
<td>Plumbing</td>
<td>34</td>
<td>34</td>
<td>25</td>
<td>25</td>
<td>20</td>
</tr>
<tr>
<td>Recycle</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Roofers and Leaks</td>
<td>2</td>
<td>2</td>
<td>19</td>
<td>19</td>
<td>33</td>
</tr>
<tr>
<td>Signs</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Vending Machines</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>452</td>
<td>400</td>
<td>433</td>
<td>433</td>
<td>392</td>
</tr>
<tr>
<td><strong>% Completed</strong></td>
<td>88.50%</td>
<td>100.00%</td>
<td>99.49%</td>
<td>100.00%</td>
<td>99.65%</td>
</tr>
</tbody>
</table>

---

Frank R. Allen
Associate Director, Administrative Services
Through access and circulation of professional education materials, the Curriculum Materials Center's (CMC) primary purpose is to support education majors at the University of Central Florida. Other UCF faculty, staff, students, area teachers, and community patrons are encouraged to use the facility and its collections.

**Highlights of the Year in Retrospect**

The 2009-2010 year was marked by change in the Curriculum Materials Center. Department Head Penny Beile left the CMC to become Acting Department Head of Reference Services, and Jason Martin became the Acting Department Head of the CMC. The day-to-day operations of the CMC continued smoothly thanks in large part to Sr. LTA Pam Jaggernauth and Sr. LTA Igor Kovalyov. Their hard work and tremendous knowledge of the CMC's collection and operations has ensured an easy transition between department heads. In addition, Pam's supervision of both the CMC LTAs and student assistants has created a well-trained, customer service oriented staff.

As Acting Head of the CMC Jason undertook an outreach campaign to the faculty and students of the College of Education. Informational packets complete with a CMC Newsletter were distributed to the entire faculty of the College of Education. These packets worked to inform the faculty of both the personnel changes in the CMC and the great services the CMC offers, such as face-to-face and online orientations and reserves. Promotional information was also created for distribution to new students via the College of Education’s new student orientation. These handouts highlighted the CMC resources which could prove useful to students in their studies. Jason also participated in the preliminary planning of the first ever Morgridge International Reading Center UCF Book Festival, and served on the Instructional Resources Committee in the College of Education.

**Staffing Changes**

- The CMC hired a new Sr. LTA Amber Schulze. Amber recently graduated from UCF, and was previously employed as a student assistant in the main library. Amber plans on pursuing her MLS.

**Departmental Goals: 2009-2010**

- Work on improving face-to-face and online orientations and instruction. The online orientation was updated to better accommodate student needs. The Tutorial for Information Literacy in Education (TILE) was also updated to incorporate changes to the databases as well as to better meet student needs. Face-to-face instruction was expanded to include hands-on use of the Smart Board that was donated by the Morgridge family.

**Departmental Goals: 2010-2011**

- Continue to look for opportunities to partner with the College of Education.
- Continue outreach efforts to partner with the College of Education.
- Complete a book shifting project.
- Complete a weeding project.
- Develop LibGuides for the CMC patrons.

**Performance Enhancement Recommendations**

The CMC still has a “space crunch.” Room was created for more wall shelving which was added during the summer. The biography and picture books were all shifted to create more room for fiction books. At this point the CMC is running close to full capacity in all areas including the collection, technology, and patrons served.
Offer the best undergraduate education available in Florida

- The CMC welcomed and served almost 85,000 patrons during 2009-2010. This number is on par with the previous few years. Over 10,000 patrons visited the CMC in the month of September and again in October. This marked the first time the CMC had over 10,000 visitors in one month. The vast majority of these visitors (past surveys indicate as many as 98%) are undergraduate students.
- The CMC staff held 23 face-to-face classes which were attended by 655 students. These numbers are equivalent to last year’s totals. The online orientation continues to be heavily used by College of Education classes.
- The CMC created promotional material aimed at new College of Education undergraduates.
- The CMC added 12 Netbook laptops. These Netbooks serve to meet the growing technology needs of undergraduate Education majors and are highly circulated.

Become more inclusive and diverse

- All of the CMC staff, a diverse population in itself, has attended diversity training, and continue to attend similar training.
- CMC displays often highlight the importance of diversity.

Be America’s leading partnership university

- The CMC continues to provide programming for students from the UCF Creative School and other area schools.
- The CMC staff collaborates on College of Education initiatives and committees, such as the UCF Book Festival, the Morgridge International Reading Center, and the IRC.
- The CMC has also partnered with the Orlando Museum of Art in placing Art education materials on reserve for students.
- The CMC staff constantly partners with the main campus library.

Statistics

<table>
<thead>
<tr>
<th>Classes Taught Five-Year Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005/06: 37</td>
</tr>
<tr>
<td>2006/07: 44</td>
</tr>
<tr>
<td>2007/08: 50</td>
</tr>
<tr>
<td>2008/09: 23</td>
</tr>
<tr>
<td>2009/10: 23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patron (Gate) Count Five-Year Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005/06: 73,274</td>
</tr>
<tr>
<td>2006/07: 80,381</td>
</tr>
<tr>
<td>2007/08: 81,611</td>
</tr>
<tr>
<td>2008/09: 79,908</td>
</tr>
<tr>
<td>2009/10: 84,874</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Students Taught Five-Year Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005/06: 914</td>
</tr>
<tr>
<td>2006/07: 1,214</td>
</tr>
<tr>
<td>2007/08: 1,385</td>
</tr>
<tr>
<td>2008/09: 658</td>
</tr>
<tr>
<td>2009/10: 655</td>
</tr>
</tbody>
</table>

Jason Martin
Acting Head, Curriculum Materials Center
Regional Campus Libraries

**Highlights of the Year in Retrospect**

- Seminole State College opened a new library in the UCF Partnership Center building. To support those efforts the library increased hours of UCF librarian coverage on the Sanford/Lake Mary campus. Dorothy Mitchell-Danzy quickly learned the UCF responsibilities and now offers all the services available at locations where a full-time UCF librarian is present.

- With the Interlibrary Loan Department, we examined ways to reduce delivery time for interlibrary loan and document delivery to the regional campuses. After review, the DLLI courier schedule for Daytona State campus added two days paid by UCF so that campus has daily deliveries. The other campuses did not feel that significant improvements would be gained by adding delivery days at this time.

- Regional campus librarians have made significant improvements in their ability to use the virtual meeting software Adobe Connect for monthly group meetings. Adobe Connect provides a sense of community, keeping librarians from feeling isolated on their individual campuses. To allow UCF librarians to practice with Adobe Connect technology and begin offering virtual research consultations to students and faculty, each librarian now has a personal virtual meeting room.

- Regional librarians continued to review and improve Web pages. This year we introduced a default group page and added a feedback form, “tell us what you think” link. This link sends complaints and suggestions to the Regional Campus department head’s e-mail.

- Librarians adapted to the new standard software used on library Web pages and developed LibGuides for each of their online classes.

- Although the use of shared spreadsheets via Google Docs has been working well, librarians were still hoping for a method of ordering that would not require multiple entry of information. With Acquisitions and Systems staff, we began working on a streamlined book ordering process to eliminate multiple tracking tools.

- After being nominated by the UCF Regional Campus administrators on the South Lake campus, Min Tong was selected by library faculty to receive the 2010 Excellence in Librarianship award.

- The UCF Bachelor of Design in Architecture was approved for the Valencia West campus with classes beginning in fall 2010. After preparing a library analysis and program review for the subject and after discussions with Valencia teaching faculty, we began selecting Architecture materials for the new UCF BA.

- The new joint-use classroom building on the Valencia West campus is expected to generate an increase in student credit hours at that site. We have also been examining the adequacy of legal research materials on several campuses based on teaching faculty requests. In order to adequately meet the demand for library services on the West and the Osceola campuses, Regional Campus Administration funded a librarian position. The search for a Valencia librarian began on June 15, 2010 with committee members representing four campuses: Orlando, Cocoa, West, and Osceola.

- As part of Reference Service’s transition to the new Knowledge Commons, a number of reference series were withdrawn. With Reference Services staff input we offered the available titles to all of our partner librarians. We delivered about 45 boxes of withdrawn Literary Criticism volumes to partners in Ocala and Leesburg.

**Staffing Changes**

- Regional Campus Vice-Provost David Harrison left UCF at the end of June to become the President of Columbus State Community College in Ohio. His charismatic leadership will be difficult to replicate.

- Dorothy Mitchell-Danzy joined UCF as a part-time Adjunct Librarian on the Sanford/Lake Mary campus in August 2009.

- Patsy Dyson, Regional Campus Libraries OPS Office Assistant in Cocoa, left the library and began working for Regional Campus Administration in Melbourne at the beginning of the new fiscal year.

- Lauren Marcus started to work at the LSCC/UCF Joint-use library at the South Lake Campus as the LSCC librarian in April 2010.

**Departmental Goals: 2009-2010**

- Dedicate meetings to sharing more specific information on instruction techniques and assessment of library services. Seven out of twelve meetings were dedicated to professional development topics as opposed to operational business. Dee Bozeman led a discussion on graphic novels and Andy Todd led a discussion on methods for engaging students in library instruction. We met with the librarians at the UCF Health Sciences library and visited the CMC.

- Increase contact with online faculty. Regular e-mail messages and newsletters are sent each semester.

---

UCF Libraries Annual Report 2009-2010
Page 12
Regional Campus Libraries

Regional librarians made an effort to contact online faculty and become embedded in online courses.

- Hold a meeting with all partner librarians at the new Cooper Memorial Library. Successfully completed a luncheon meeting on 11/5/09.
- Use Adobe Connect to improve meeting effectiveness. Each librarian became a host of his/her own Adobe Connect room.

Departmental Goals: 2010/2011

- Conduct and analyze a Regional Campus Libraries User Survey.
- Use Adobe Connect technology for online research consultations.
- Focus on e-resources for collection development.
- Increase faculty and student outreach.
- Create opportunities to strengthen partnerships.

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida

- With the assistance of Operational Excellence and Assessment Support, regional librarians designed and distributed a student survey to more than 4,300 students enrolled in any face-to-face class on a regional campus. The survey compares student self-assessment of online

Regional Campus Libraries

Table #1

Library Instruction Statistics

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Classes</td>
<td>Students</td>
<td>Classes</td>
<td>Students</td>
<td>Classes</td>
<td>Students</td>
<td>Classes</td>
<td>Students</td>
<td>Classes</td>
<td>Students</td>
</tr>
<tr>
<td>Cocoa</td>
<td>44</td>
<td>1,290</td>
<td>33</td>
<td>980</td>
<td>88</td>
<td>1,615</td>
<td>102</td>
<td>3,005</td>
<td>21</td>
<td>527</td>
</tr>
<tr>
<td>Daytona Beach</td>
<td>55</td>
<td>1,840</td>
<td>60</td>
<td>1,644</td>
<td>62</td>
<td>960</td>
<td>51</td>
<td>891</td>
<td>44</td>
<td>635</td>
</tr>
<tr>
<td>Leesburg</td>
<td></td>
<td></td>
<td>1</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ocala</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Osceola</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Palm Bay</td>
<td>37</td>
<td>988</td>
<td>30</td>
<td>747</td>
<td>66</td>
<td>793</td>
<td>59</td>
<td>1,577</td>
<td>8</td>
<td>181</td>
</tr>
<tr>
<td>Sanford/Lake Mary</td>
<td>72</td>
<td>1,480</td>
<td>19</td>
<td>325</td>
<td>14</td>
<td>265</td>
<td>31</td>
<td>42</td>
<td>796</td>
<td></td>
</tr>
<tr>
<td>South Lake</td>
<td>31</td>
<td>770</td>
<td>16</td>
<td>340</td>
<td>40</td>
<td>445</td>
<td>8</td>
<td>148</td>
<td></td>
<td></td>
</tr>
<tr>
<td>West</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>239</td>
<td>6,368</td>
<td>159</td>
<td>4,042</td>
<td>271</td>
<td>4,096</td>
<td>244</td>
<td>5,473</td>
<td>123</td>
<td>2,287</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. The 2008-2009 decline in classes is a result of a revised method of reporting online library instruction statistics.

Be America’s leading partnership university

Regional Campus librarians’ primary assignment is to continuously strengthen UCF partnerships. Librarians regularly work with Regional Campus Administrators and community college partners on committees, in staff meetings, on joint presentations, and in other library support and outreach activities.

- With the opening of the new joint-use library on the South Lake campus in August 2009, UCF libraries has become one of the few academic libraries which shares a joint-use facility with a public library. The facility is a collaborative Public and Academic Library with the Lake County Library System, Lake Sumter Community College, and the University of Central Florida.
- Participated in a joint BCC/UCF Reference/LINCC 2.0 Task Force to revise service and recommend features and changes to the new BCC library catalog page. Discussed the upcoming statewide changes, agreed on changes to the BCC page, reviewed other community college 2.0 pages, and made recommendations that updated the BCC library Web page. Primo launched in late spring.
- Assisted with training two new BCC circulation staff members during spring and summer on student services in the BCC Palm Bay Library.

RegionalCampusLibraries (cont’d)

Cynthia M. Kisby
Head, Regional Campus Libraries

UCF Libraries Annual Report 2009-2010
Page 13
The Universal Orlando Foundation (UOF) Library at Rosen College, a branch of the University Libraries, serves the needs and interests of the Rosen College of Hospitality Management’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**

It was another successful year at the Universal Orlando Foundation (UOF) Library, characterized by continued growth, high levels of activity, and successful initiatives and partnerships. Some of the highlights of the year include:

**Technology Highlights**
- Ten new public computer workstations were added in August 2009, representing the first increase in the number of public PCs since the opening of the facility in 2004. These additional computers have been very popular and have received heavy use.
- A second public pay-for-print station was added in December 2009, resulting in a significant improvement in the speed and reliability of printing.
- The Rosen Library Research Tutorials debuted in late summer 2009. These online asynchronous tutorials and accompanying quizzes, designed by Tim Bottorff and Jamie Conklin, are intended to serve as a viable, scalable alternative to traditional face-to-face library instruction. The tutorials were used successfully with 20 class sections in FY09-10.
- Awareness of the Rosen Library Blog was heightened and the number of hits on the blog increased, due to an increase in the number of posts and to the more prominent display of blog posts both on the UOF Library homepage and on the desktops of public PCs.

**Usage Highlights**
- The physical facility also continued to receive high usage, with statistics related to gate count, circulation, patron questions, and other categories meeting or exceeding previous high marks (see the Statistics section below for details).
- The UOF Library remained a focal point of campus and a popular gathering place, serving as the venue for many meetings and special events, including:
  - Cram 4 the Exam events in December 2009 and April 2010
  - Career Services workshops in fall 2009
  - Office of Diversity Initiatives workshops in spring 2010

**Collection Highlights**
- A core collection of Golf & Club Management materials, mostly purchased at the end of FY08-09, arrived and began receiving use in early FY09-10. The Golf & Club Management...
The program is an important new niche area of study at Rosen.
- The UOF Library received $3,000 worth of materials, in many collection areas, courtesy of a generous gift from the Horovitz Family Foundation. The gift marked the first major monetary gift to the UOF Library since its opening in 2004.
- The “Rapid Delivery” service, in which the UOF Library receives more frequent courier deliveries (through the statewide DLLI service), began in February 2010, allowing Rosen patrons to more quickly receive books from the main campus and other libraries.

Staffing Changes
- Nicole LeBoeuf joined the UOF Library team as a Sr. LTA in late March 2010, filling the role vacated by Sandra Varry (who moved into a role in the UCF Libraries’ Special Collections department) in late 2009. Nicole possesses a Master’s degree in Library and Information Studies from the University of Strathclyde-Glasgow and a Bachelor’s degree in European History from Hampshire College, as well as experience in academic libraries in the United States and Scotland. Her primary responsibilities at the UOF Library include periodicals (including check-in, claiming, shelving, and binding), interlibrary loan, stacks maintenance, circulation, and other public service duties.
- The UOF Library remained without a full-time Reference Librarian for the third consecutive fiscal year, due to continuing budgetary constraints faced by the university. The duties of the Reference Librarian position continue to be shared between Head Librarian Tim Bottorff and (part-time) Adjunct Librarian Jamie Conklin.

Reinvent library instruction at the Rosen College campus by transitioning (where possible) to online instructional offerings. This approach will lead to more consistent and effective student engagement with information literacy skills, as well as to more effective utilization of librarian time and expertise. The Rosen Library Research Tutorials, a set of online asynchronous library tutorials and accompanying quizzes, were rolled out as a pilot project in late summer 2009 and then offered full-scale starting in fall 2009. The Tutorials were advertised through the Faculty Lines newsletter, at a faculty meeting, and through word-of-mouth. They were used with 20 class sections throughout the year, accounting for more than 50% of library instruction offered.

Further establish the UOF Library as a community gathering place by repurposing existing spaces and adapting to shifting patron needs. Small changes to the facility – such as a plan to utilize the library’s meeting room for more group study space or additional educational meetings, and a plan to convert some study carrels to additional computer workstations – are simple and low-cost ways to ensure that the UOF Library remains a physical focal point of the Rosen College community. Several initiatives contributed to improving the UOF Library, leading to increased gate counts and higher visibility on the Rosen campus:
- The library’s meeting room was converted to group study space, serving as a supplement to the library’s existing three small study rooms; this room was also utilized more frequently for meetings and events, through collaborations with Career Services, Office of Diversity Initiatives, and other campus units.
- One of the small study rooms was utilized for University Writing Center consultations.
- Ten additional computers were added to the library, increasing the number of public PCs by more than 40%.

Fine-tune ongoing marketing efforts, taking into consideration cost effectiveness, staff time, and patron preferences. The UOF Library has developed a number of news and information vehicles, including two different newsletters and a frequently-updated blog. Future directions with these and other such efforts should be informed by more patron feedback, statistical analysis, or other assessment measures.
- A faculty survey was administered in November 2009, representing the first wide-scale patron survey ever conducted by the UOF Library. The feedback was overwhelmingly positive, with only a handful of negative comments or suggestions for improvement, indicating that the UOF Library is meeting faculty needs and providing timely and
helpful services and resources. Highlights included:

- More than 95% of the respondents rated the staff’s overall level of service as Good or Excellent, and many comments provided additional positive feedback in this area.
- More than 90% of the respondents rated the library’s collections as Good or Excellent.
- More than 80% of the respondents were thinking of using the Rosen Library Research Tutorials with their classes.
- More than 90% of the respondents were supportive of the initiative to provide University Writing Center services on the Rosen campus.

- Plans to administer a student survey were halted, due to the need to divert staff time to other priorities, such as filling a staff vacancy in early spring 2010.
- More detailed statistics were collected on the usage of the library’s Web pages, blogs, and other communication vehicles.

Departmental Goals: 2010/2011

The UOF Library (as well as the entire UCF Libraries system) continues to face unprecedented challenges, as the University of Central Florida remains in the midst of a prolonged financial crisis. The next several years are unlikely to bring significant improvements in the budget picture. At the same time, the Rosen College campus continues to grow and change. These realities dictate the establishment or continuation of goals that will help guide the UOF Library through the difficult and uncertain times ahead.

- Maintain high levels of service in a challenging environment where budget and staffing levels remain constant (or decrease) even while user populations, and user expectations, continue to grow and change. Timeline: ongoing.
  - The UOF Library has reached the point, with a small staff being stretched to the limit, where continuing to provide high levels of service in key areas may require cutting back on non-essential services, seeking alternative funding sources for staffing or collections, or further streamlining existing staff processes.
- Reinvent library instruction at the Rosen College campus by transitioning (where possible) to online instructional offerings. This approach will lead to more consistent and effective student engagement with information literacy skills, as well as to more effective utilization of librarian time and expertise. Timeline: 2009-2011.
  - With the Rosen Library Research Tutorials up and running, additional work on this initiative will focus on enhancements to the tutorials, on improving marketing efforts with the faculty, and on increasing the percentage of instruction offered in this manner.

- Fine-tune ongoing marketing efforts, taking into consideration cost effectiveness, staff time, and patron preferences. The UOF Library has developed a number of news and information vehicles, including two different newsletters and a frequently-updated blog. Future directions with these and other such efforts should be informed by more patron feedback, statistical analysis, or other assessment measures. Timeline: 2009-2011.
  - With a faculty survey having been conducted in late 2009, additional work on this initiative will focus on administering a student survey in 2010 or 2011. The feedback from the surveys, coupled with the expansion of statistics collected on Web page and blog usage, should present a more complete picture of patron preferences and expectations.

Advancement Toward the President’s Five Goals

- Offer the best undergraduate education available in Florida
  - The UOF Library continues to build collections in support of the Rosen College’s unique and highly-regarded curricula. In addition to acquiring more materials in support of long-standing areas of focus such as hotels, restaurants, and tourism, the library this year acquired additional materials for niche areas such as event management, golf and club management, timeshares, and theme park management – areas that are taught in very few Florida universities.
  - The development of the Rosen Library Research Tutorials, in addition to continuing services related to user education, will help the UOF Library meet the goal of providing Rosen College students with strong information literacy skills.

- Achieve international prominence in key programs of graduate study and research
  - The UOF Library continued to acquire materials in support of the Rosen College’s Master’s in Hospitality and Tourism Management program, as well as the Ph.D. program in Hospitality Education. For example, additional materials were acquired from scholarly publishers such as Elsevier, CABI, and the U.S. Travel Association.
  - Head Librarian Tim Bottorff offered a special research session for members of the Graduate Hospitality Association in October 2009. The session featured an emphasis on higher-level research tools, including bibliographic management software, citation indices, and advanced database search techniques.
**Provide international focus to our curricula and research programs**

The library’s continued status as a WTO Depository Library – a status held by only seven libraries in the United States – supports undergraduate, graduate, and faculty research, especially in the field of international tourism.

**Become more inclusive and diverse**

- The UOF Library served as the host site for workshops offered by the Office of Diversity Initiatives.
- Continuing a long-standing commitment to diversity in hiring, student assistants at the UOF Library this fiscal year hailed from many different parts of the globe, including Japan, Norway, Thailand, and several different U.S. states.

**Be America’s leading partnership university**

- The UOF Library continued to seek partnerships in the design and execution of its exhibits. Partners in exhibits this fiscal year included local restaurants (Five Guys Burgers, NYPD Pizza, and Panera Bread), the Baseball Hall of Fame, and the World Figure Skating Museum.
- LTA Supervisor T.J. Ormseth led the UOF Library in offering two “Cram 4 the Exam” events for students, in partnership with the Student Government Association.
- The UOF Library hosted a graduate-level researcher from the University of Cagliari (Italy) in February and March 2010.
- The UOF Library hosted meetings and training workshops for several other campus units, including Career Services, the Office of Diversity Initiatives, and the University Writing Center.

**Performance Enhancement Recommendations**

- The most pressing concern remains the need for a full-time Reference Librarian, a position that has remained open since mid-2007 due to a continuing budget crisis. In the time that the position has remained open, demand for reference, instruction, and other professional public service areas has increased dramatically. Simply put, one full-time professional librarian (whose primary duties are administrative) is not enough to serve nearly 3,000 Rosen College students, staff, and faculty members, especially when the program is still growing, adding areas of study, and generally requiring even greater levels of support from the library.
- The UOF Library also continued to be hampered this fiscal year by recurring technical issues with the card reader and pay-for-print station. It is hoped that a planned switchover to a new system, utilizing the magnetic strip on the UCF ID card, will improve the situation. In any case, a reliable, efficient method for the vending of printing, photocopying, and other basic services remains an important recommendation.
- Additional funding for collection development remains desirable. In addition to ongoing spending in key areas of collection, additional funds are needed to purchase more high-cost materials, such as instructional DVDs (to replace a VHS collection which is fading into obsolescence) and more scholarly tourism books (with price tags often exceeding $100 each).
- A library-sponsored, full-featured survey tool (such as SurveyMonkey or a similar option) would facilitate efforts to collect more feedback from students and other key patron groups. Existing resources require a significant investment of staff time and effort.

Restaurant Ownership Made Easy: Four Fast Franchises

If You Build It, They Will Come: The Scope and Impact of Sports Tourism

Images of 2009-2010 Exhibit Displays

The Biltmore, Coral Gables (courtesy of the Florida Memory, a project of the State Library and Archives of Florida, which can be accessed at [http://www.floridamemory.com](http://www.floridamemory.com))
Public Service Statistics

The UOF Library again achieved new highs in many public service categories, reflecting continued high use of services and resources both in the physical facility as well as in the virtual realm.

For example, compared to last fiscal year, physical Patron Count increased 10%, and Web page Hits increased 11%. More than half of the Web page Hits were on UOF Library research guides, tutorials, or other pages that directly impact patron education efforts. Similarly, the number of Students Taught in instruction sessions (including both face-to-face and online sessions) increased by more than 12%. Total Circulation of library materials also remained high, increasing by 7% over last fiscal year’s numbers.

Universal Orlando Foundation Library
Table 1
Public Service Statistics

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Use of the Facility:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patron Count</td>
<td>124,479</td>
<td>112,824</td>
<td>107,289</td>
<td>98,446</td>
<td>80,889</td>
<td>61,941</td>
<td>19,438</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hits on UOFL Web Pages</td>
<td>262,417</td>
<td>236,330</td>
<td>189,342</td>
<td>175,485</td>
<td>137,673</td>
<td>97,048</td>
<td>10,091</td>
</tr>
<tr>
<td><strong>Instruction:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Classes Taught</td>
<td>37</td>
<td>38</td>
<td>29</td>
<td>26</td>
<td>19</td>
<td>23</td>
<td>4</td>
</tr>
<tr>
<td>Students Taught</td>
<td>1,277</td>
<td>1,134</td>
<td>864</td>
<td>792</td>
<td>558</td>
<td>662</td>
<td>43</td>
</tr>
<tr>
<td><strong>Materials circulated:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Collection</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>1,884</td>
<td>1,328</td>
<td>354</td>
</tr>
<tr>
<td>Audio/Visual</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>228</td>
<td>116</td>
<td>51</td>
</tr>
<tr>
<td>Browsing</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>155</td>
<td>126</td>
<td>n/a</td>
</tr>
<tr>
<td>Reserve</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>365</td>
<td>1,007</td>
<td>76</td>
</tr>
<tr>
<td>Laptops</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>4,622</td>
<td>1,634</td>
<td>10</td>
</tr>
<tr>
<td>Audio Sets</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>190</td>
<td>83</td>
<td>10</td>
</tr>
<tr>
<td>Renewals</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>140</td>
<td>25</td>
<td>n/a</td>
</tr>
<tr>
<td>Total Reserve Circulation</td>
<td>5,227</td>
<td>4,596</td>
<td>3,732</td>
<td>5,266</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Total General Circulation</td>
<td>4,503</td>
<td>4,492</td>
<td>3,826</td>
<td>3,693</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Total Materials Circulated</td>
<td>9,730</td>
<td>9,088</td>
<td>7,558</td>
<td>8,959</td>
<td>7,584</td>
<td>4,319</td>
<td>501</td>
</tr>
<tr>
<td><strong>Reference:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Questions</td>
<td>5,570</td>
<td>6,152</td>
<td>4,124</td>
<td>3,819</td>
<td>3,233</td>
<td>3,618</td>
<td>1,090</td>
</tr>
<tr>
<td>Directional Questions</td>
<td>3,752</td>
<td>4,331</td>
<td>2,871</td>
<td>2,744</td>
<td>2,030</td>
<td>2,379</td>
<td>691</td>
</tr>
<tr>
<td>Library Reference, In Person</td>
<td>1,642</td>
<td>1,655</td>
<td>1,087</td>
<td>954</td>
<td>1,094</td>
<td>1,092</td>
<td>309</td>
</tr>
<tr>
<td>Library Reference, Via Phone</td>
<td>74</td>
<td>61</td>
<td>64</td>
<td>54</td>
<td>73</td>
<td>91</td>
<td>69</td>
</tr>
<tr>
<td>Library Reference, Via E-Mail</td>
<td>75</td>
<td>85</td>
<td>79</td>
<td>56</td>
<td>26</td>
<td>47</td>
<td>21</td>
</tr>
<tr>
<td>Research Consultations (PERCs)</td>
<td>27</td>
<td>20</td>
<td>23</td>
<td>11</td>
<td>10</td>
<td>9</td>
<td>n/a</td>
</tr>
</tbody>
</table>

*The Library opened in Jan. 2004; statistics for FY 03-04 are from Feb.-Jun. 2004 only
Collection Development Statistics

The collection at the UOF Library continues to grow in both quality and quantity, despite reduced budgets in recent years. The emphasis this fiscal year remained on developing both core areas (e.g., lodging, restaurants, and tourism) and newer niche areas (e.g., events, golf & club management, timeshares, and theme parks) of hospitality management.

Building a world-class collection in such a specialized area of study requires significant staff time and creativity. An approval “slip plan” helped the librarians to more wisely spend funds on new materials in select areas. This method was combined with special orders of materials discovered through industry associations, small vendors, and other non-standard sources. A thorough review of the reference collection also led to the purchase of several new reference sets, or to newer editions of existing materials. Regular shelf reading and shifting projects also continued, ensuring that the collection remains accessible and in good order.

The UOF Library collection also continues to benefit greatly from the generosity of students, staff, faculty, and community members.

A $3,000 gift from the Horovitz Family Foundation, the first major monetary gift to the UOF Library since its inception, allowed the library to purchase more than fifty academic books and DVDs. At the request of the donor, the funds were used to collect materials in a wide variety of hospitality management areas, including (1) food service and lodging, (2) career and professional development, (3) hospitality services, and (4) tourism, events, and attractions.

Other significant gifts this year included a series of research reports related to Caribbean tourism, a series of research reports from Cornell University, and a number of historical books on Florida history and travel. Many titles relating to casinos, food service, marketing, and travel were also accepted.

![Universal Orlando Foundation Library](93x176 to 130x183)

Table 2
Collection Growth

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Rosen General</td>
<td>7,671</td>
<td>7,210</td>
<td>6,906</td>
<td>6,480</td>
<td>5,359</td>
<td>4,640</td>
<td>2,880</td>
</tr>
<tr>
<td>Rosen Reference</td>
<td>684</td>
<td>675</td>
<td>624</td>
<td>620</td>
<td>526</td>
<td>472</td>
<td>302</td>
</tr>
<tr>
<td>Rosen Media</td>
<td>375</td>
<td>339</td>
<td>298</td>
<td>233</td>
<td>183</td>
<td>150</td>
<td>115</td>
</tr>
<tr>
<td>Rosen Heritage</td>
<td>35</td>
<td>28</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Total Collection</td>
<td>8,765</td>
<td>8,252</td>
<td>7,828</td>
<td>7,333</td>
<td>6,068</td>
<td>5,262</td>
<td>3,297</td>
</tr>
</tbody>
</table>

![Universal Orlando Foundation Library](93x176 to 130x183)

Table 3
Gifts Added to the Library’s Collection

<table>
<thead>
<tr>
<th>Monographic Titles Added to the Collection</th>
<th>2009/10</th>
<th>2008/09</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
<th>2004/05</th>
<th>2003/04*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>211</td>
<td>62</td>
<td>207</td>
<td>107</td>
<td>110</td>
<td>829</td>
<td>40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Different Donors (not including anonymous donors)</th>
<th>2009/10</th>
<th>2008/09</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
<th>2004/05</th>
<th>2003/04*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16</td>
<td>10</td>
<td>15</td>
<td>13</td>
<td>14</td>
<td>105</td>
<td>7</td>
</tr>
</tbody>
</table>

*The Library opened in Jan. 2004; statistics for FY 03-04 are from Feb.-Jun. 2004 only

Submitted by Tim Bottorff
Head, Universal Orlando Foundation Library
at the Rosen College of Hospitality Management
■ The UCF Libraries received student technology fee funds in the amount of $150,299 to purchase the Complete Springer e-Book Collection, 2005-2009. This collection was heavily marketed within the library and the wider campus community. A final report on the 2009 technology fee process was submitted by the library according to the tech fee agreement. This collection provides 24/7 access to over 17,000 e-books, site license, and any fair use for educational purposes including use of the content in WebCourses. For the period January – June 2010, Springer e-books were accessed 13,348 times.

■ The UCF Libraries added major new electronic collections including the American Council of Learned Societies (ACLS) Humanities E-Book collection, Reference Universe, Journal Citation Reports (JCR), Inspec Archive, JSTOR Arts & Sciences VI and Business III, AnthroSource, and the Congressional Research Digital Collection.

■ In addition to filling librarian and faculty requests for new books and receiving books on automatic shipment (approvals) the UCF Libraries also focused on adding $76,482 in new print encyclopedias and handbooks to support Reference Services and $13,000 to purchase 112 missing volumes of the Federal Reporter 3rd Series and 134 volumes of the Federal Appendix. This purchase closed collection gaps for both titles. The library also did a special project to identify Choice award winning books published during 2008-2009 that were not purchased in the last fiscal year due to reductions in automatic shipments and direct orders. A total of $22,256 was expended in support of this project.

■ As part of the Knowledge Commons project reference librarians reviewed the entire reference collection. The collection was reduced in size by 50 percent while some essential print indexes were integrated into the new reference collection.

■ The Serials unit collaborated with the Electronic Resources Librarian and Circulation staff to identify and measure bound volumes for transfer to remote storage. Over 6,000 linear feet of materials were transferred to offsite storage so that space could be made for the new Knowledge Commons.

■ A project to review current unbound print periodicals on the third floor was completed during this fiscal year. The current periodical shelves are now more user friendly and the project freed up 2.5 ranges that can be used for monograph collections. UCF Libraries still receives over 1,400 print titles.

■ Over 2,600 subscriptions were reviewed during the annual renewal process to ensure accuracy and currency of the titles. Approximately $1M per year is expended on the resources that were reviewed so completing this project is an important step toward ensuring effective operations.

■ The UCF Libraries joined several other State University Libraries in implementing a project to add object codes and material types that identify the types of purchases made. The project provides additional granularity and also allows for easier comparison across the State University Libraries. Librarians and staff within the department spent many hours on this important collaborative project.

■ The department collaborated with Cataloging Services to investigate services and options for acquiring a major portion of print monographs fully shelf ready including the electronic transfer of cataloging records. This is expected to be a major project in 2010-2011.
The Electronic Resources Librarian initiated a procedure for using SFX® to track perpetual rights to subscribed journals and purchased archives. The information will support collection development and maintenance decisions, as well as provide a virtual shelf list in case we lose access and need to approach vendors to honor our rights.

The Electronic Resources Librarian coordinated a project to examine the SFX® entry for every journal subscription, correcting SFX®’s reported holdings to match full-text accessibility on vendor sites. The changes will reduce errors that users encounter when trying to access full-text, and that ILL encounters while filling requests.

The Curriculum Materials Center expended approximately $4,000 during a purchasing trip to Mumford Books in Jacksonville. This has become an annual trip for the CMC and it is a rare opportunity to select materials one by one permitting the selectors to review the book jackets, content, and other factors important when selecting materials that support the CMC's mission.

The UOF Library at Rosen:
- purchased a major collection of materials in a new niche area, Golf and Club Management, in support of the new degree program.
- received $2,910 worth of materials courtesy of a gift from the Horovitz Family Foundation. Selected materials were across all subject areas supported at Rosen.
- focused limited collection funds on the niche areas of restaurants, lodging, tourism, special events, and theme parks.
- maintained its status as a WTO depository library, a status held by only seven libraries in the United States. The library received dozens of important tourism publications in English, French, Spanish, and Russian as part of the program.

A total of $15,215 was expended on various titles from Jane’s in support of the new UCF focus on Security Studies.

The UCF Libraries continued its relationship with Books on the Run, a private book dealer, and this continued to produce positive results though less than in the past fiscal year because fewer gift materials were donated and online sales by the vendor were lower. A total of $3,891.63 was received in 2009-2010 from book sales and monthly commission, down from $6,534.88 in 2008-2009.

Several donations were received this year including four books authored and donated by Dr. Naim Kapucu, faculty member at UCF Public Affairs, and ten books donated by Dr. A.P.J. Abdul Kalam, 11th President of India, as a Diplomatic Gift to President Hitt. The library also received several engineering books including some selected for the special Engineering collection housed in the UCF Special Collections & University Archives department.

In 2009-2010 the Florida State University Libraries continued to donate unwanted gift materials as well as second copies from their own collection. The UCF Libraries has added many of these gift materials and sold the remainder in routine book sales.

The UCF Libraries worked with Dr. Scott Warfield to identify and purchase music scores and other materials for use by Music Department faculty and students.

A project to review dated media was completed resulting in several VHS tapes being moved from the Media Desk area out to the general collection. The space savings will allow for growth in CD and DVD formats.

A review of library monograph vendors was arranged this year by the Head of Acquisitions & Collections Services as a way for librarians and staff to get an update on the latest technology and offerings including shelf ready services. The vendors included Coutts, Blackwell, and YBP.

UCF Libraries also explored new discovery tools and Electronic Resource Management Systems, and invited representatives from Serials Solutions and Ebsco to demonstrate their products.

The UCF Libraries began to house theses documents for the new M.A. in Music. These are generally performances on CD that serve as the thesis for students in this program. The library will continue to work with the department to explore ways to archive these important works.

The UCF Libraries began working with the Honor’s College to migrate the undergraduate theses from print to online.

The DeVos Sport Business Management Collection donated a few years ago by Dr. Richard Lapchick was relocated this year to the third floor of the Rosen department.

Department staff took part in the shelf reading project that followed the Big Move and preparation for the new Knowledge Commons.

Department staff assisted in the move of Government Documents.

**Special Funding:**
- $150,299 awarded to the UCF Libraries from the UCF Technology Fee Committee for the purchase of the Complete Springer e-Book Collection, 2005-2009
- $71,000 awarded to the UCF Libraries by Dr. Joel Hartman for the purchase of INSPEC Archives, Journal Citation Reports, and American Council of Learned Societies (ACLS) Humanities E-Book collection
- UCF Regional Campuses Administration provided $20,000 to the library toward the purchase of library materials for the three UCF Regions.
- $2,910 awarded to the UOF Library at Rosen by The Horovitz Family Foundation used for the purchase of materials to support programs at Rosen College.
New Program Proposals

- Ph.D. in Education – Education Research and Evaluation – Terrie Sypolt
- Accreditation Site Visit for College of Nursing – Elizabeth Killingsworth
- M.S. in Conservation Biology – Peter Spyers-Duran & Michael Arthur
- M.S. in Urban and Regional Planning – Dr. Linda Colding & Michael Arthur
- M.A. in Teaching with track in Social Science Education – Terrie Sypolt
- M.A. in Teaching with track in English and Language Art Education – Terrie Sypolt
- M.A. in Teaching with track in Art Education – Terrie Sypolt
- M.A. in Teaching with track in Mathematics Education – Terrie Sypolt
- B.A. in Women’s Studies – Hal Mendelsohn & Michael Arthur
- Ph.D. in Political Science – Dr. Linda Colding & Michael Arthur
- Bachelor of Design in Architecture, Regional Campuses – Cynthia Kisby

Key Purchases – Electronic Access 2009-2010 (Brief List)

ACLS Humanities E-Books
Over 2,500 full-text e-books for the humanities and related fields.

Congressional Research Digital Collection Historical Archive
Full PDF images and indexing to significant congressional documents.

JCR 2009
Citation data for evaluating and comparing scholarly journals.

INSPEC Archive (1890 - 1968)
The premier indexes to physics and related scientific and technical literatures.

JSTOR Arts & Sciences VI and Business III
Full-text of 170 core journals in social sciences and business from the year of their inception, the earliest dating back to the 1844.

Reference Universe
Index of more than 40,000 electronic and print reference works.

Springer eBooks Complete 2005-2009
Perpetual rights to over 17,000 online science, technology, and medicine books and access to Springer’s major book series from 1997 to 2009. The library is adding new content each year beginning with 2010 publications.

Key Purchases – Print & Media 2009-2010 (Brief List)

The Rosen Library continued to build a strong collection in support of its programs. Special funding from The Horovitz Family Foundation resulted in several new print titles including:

- Fine French Wines
- Ethics in the Hospitality and Tourism Industry (2nd ed.)
- Hotel Asset Management: Principles & Practices
- Organizational Behavior for Hospitality Industry
- Hospitality Law: Managing Legal Issues in the Hospitality Industry

Several Choice titles were selected including:

- C for Engineers and Scientists
- Latin American Social Movements in the Twenty-First Century
- Religion and Politics in Saudi Arabia
- Security of Information and Communication Networks
- Art of Game Design
- The City in South Asia
- Supramolecular Chemistry
- Cold War & the United States Information Agency
- Principles of Igneous and Metamorphic Petrology
- Sustainable Learning Community
- Twenty-First Century Gateways
- Yoruba Women, Work, and Social Change

Several new media selections were received including:

- Draughtsman’s Contract
- Bergman Island
- Glitterbox: Derek Jarman x 4
- Velvet Goldmine
- Absolutely Fabulous
- The Exquisite Short Films of Kihachiro Kawamuro (1968-1979)
- Farscape: The Complete Series
- Life (BBC/Discovery Channel)
- Shi Gan (Time)

Several new reference resources were added including:

- Health Information Systems
- Information Resources Management
- Encyclopedia of Neuroscience
- Encyclopedia of Industrial Biotechnology
- Micro Process Engineering
- Multimedia Technologies
- Wiley Encyclopedia of Computer Science & Engineering

Staffing Changes
There were no changes in staffing in 2009-2010.
Selective use in electronic access

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Searches</td>
<td>5,401,775</td>
<td>6,145,854</td>
<td>4,873,643</td>
<td>4,566,368</td>
<td>3,693,737</td>
</tr>
<tr>
<td>Sessions</td>
<td>1,128,754</td>
<td>1,543,674</td>
<td>1,591,530</td>
<td>2,517,100</td>
<td>1,081,638</td>
</tr>
<tr>
<td>Full Text</td>
<td>2,545,607</td>
<td>2,889,128</td>
<td>2,549,232</td>
<td>3,548,676</td>
<td>2,539,466</td>
</tr>
</tbody>
</table>

Detailed listing in Statistics section at the end of report.

Departmental Goals: 2009-2010

- Explore shelf-ready options to expedite the monograph approval acquisitions processes. Solutions may include adding vendor supplied accounting information, bibliographic records, and physical processing upon the time of shipment. The department collaborated with Cataloging Services to investigate services and options for acquiring a major portion of print monographs fully shelf ready including the electronic transfer of cataloging records. Shelf ready options were compared across three large vendors and each vendor visited UCF to go over all of their service options including shelf ready. The project was placed on hold pending the outcome of the Statewide Monograph Vendor ITN Process with its goal toward a shared statewide vendor. This is expected to be a major project in 2010-2011.

- Implement an integrated electronic order system between monograph vendors and Aleph to reduce redundancy in workflow and increase information sharing with all users. The Acquisitions Librarian explored options for addressing this goal. Working with Library Systems & Technology it is now possible for selectors to submit new requests and to track the requests through the Intranet. Future enhancements are tied to the final outcome of the Statewide Monograph Vendor ITN process. The process resulted in the selection of Coutts as the preferred vendor. Currently the majority of monographs purchased at UCF are through YBP. Once a final decision is made as to whether or not UCF will remain with YBP or transfer business to Coutts, additional planning will begin with the chosen vendor. It is anticipated that the final enhancement will allow selectors to track the status of orders from request through receipt of material.

- Explore new binding policies to ensure that those items that need to be bound to promote long-term shelf life receive quality binding. The Preservation Committee and new initiatives regarding preservation were placed on hold due to budget constraints. Proper care of materials for long-term shelf life requires a commitment to funding levels that are just not available at this time. Binding operations for monographic materials (excluding Special Collections) has been reduced to a very low level. Most incoming monographs are not given any binding and damaged materials are reviewed for relevance before any decision is made regarding repair or rebinding. Some small repairs are completed in-house.

- Analyze the impact of how the use of Metalib in the new Endeca catalog will impact our database usage statistics. It is anticipated that Metalib will be integrated into Endeca during the fall 2009 semester. Quick Articles was implemented in the Library OPAC, providing students convenient searching in our main aggregator databases. The feature is popular with students and the result was a drastic increase (306%) in searches through Metalib, up from 24,182 in 08/09 to 74,031 in 09/10. The increased usage should also drive an increase in full-text usage across all of our online resources.

- Continue to explore options for a homegrown electronic resource management system by working collaboratively with the Systems & Technology department. The e-Resources team furthered their use of SFX®, Excel, Access, and the Database Admin System on the Libraries’ Intranet to track e-resources acquisitions expenditures, rights, and other data. These systems were used to create reports in support of renewals and collection decisions. Blake Stephens, Libraries Web Applications Developer, added additional features to the Database Admin system that support both e-resources in Acquisitions and public services. We have reached the limits of feasible in-house development of ERMS functionality without committing considerable time and resources. There are several commercial and open source ERMS to consider in 2010-2011 and this remains a top priority for the department.

Departmental Goals: 2010-2011

- Work collaboratively with librarians and vendor representatives to implement shelf ready processing for incoming library monographs.

- Investigate various models for providing patron-driven acquisitions within the UCF Libraries.

- Explore options for integrating a library Discovery tool.

- Explore options for integrating an Electronic Resources Management System within UCF Libraries.

- Review and update current collection development policies and strategies with a focus on aligning library allocations with institutional priorities.
Evaluate departmental work flow and organizational structure with an eye toward emphasizing the current migration toward digital resources.

**Performance Enhancement Recommendations**

During fiscal year 2010-2011, the department will focus on reviewing and updating work flow, organizational structure, and policies with an eye toward the migration to digital resources and just-in-time access. Plans will be set for the implementation of automated shelf ready processing and enhanced discovery options for students and faculty as well as improved internal management options for electronic resources. The UCF Libraries will also reevaluate the way in which limited funds are allocated with a focus on university priorities.

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

- UCF Libraries continued to increase Internet resource access to provide course support to our students in different geographical areas. It is a priority for UCF Libraries to try to purchase online content that can be made accessible to all UCF locations and when possible to all users with a valid library user id.
- Librarians working through faculty liaisons routinely review the automatic shipments of monograph materials and make suggestions regarding access to the electronic resources currently provided by UCF Libraries. In addition, faculty requests and input are always considered. Several new electronic resources were added this year with a focus on providing information in support of undergraduate education. These collections are highlighted in this report. Special mention should be made of the procurement of Complete Springer e-Book Collection, 2005-2009. This collection provides access to over 17,000 e-books. Between January – June 2010 Springer e-books were accessed 13,348 times.

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

- Through consortia participation, UCF Libraries has been able to provide Internet access to a variety of scholarly, research publications to fit the needs of the university’s research programs. The library continues to pursue the latest options for providing information to our patrons.
- Several print and online resources were purchased in support of graduate programs. Many of these items have been outlined in this report and several of the electronic packages support both undergraduate and graduate levels. Of particular interest this year for graduate students is the purchase of INSPEC Archives, Journal Citation Reports, and Congressional Research Digital Collection Historical Archive.

**Provide international focus to our curricula and research**

The UCF Libraries expended allocated funds for materials in Spanish through new purchases (Spanish language approval plan) and also accepted several gifts in foreign languages. Several materials were added to the collection including print, electronic, and media that support an international focus including, Aki Kaurismäki’s Proletariat Trilogy; Park Chan-wook’s B：<script>akjui (Thirst) and Chineolhan Geumjassi (Lady Vengeance); The Exquisite Short Films of Kihachiro Kawamoto; Kenji Mizoguchi’s Fallen Women; Nikkatsu Noir; Jíří Barta’s Labyrinth of Darkness; Mira Nair’s Monsoon Wedding; Ki-duk Kim’s Shi Gan (Time), and Derek Jarman’s Wittgenstein. In addition, a suite of films relating to the Mexican/United States border issues were added, including The Border, Borderline, and And Starring Pancho Villa As Himself.

**Become more inclusive and diverse**

Acquisitions and Collections Services staff members were encouraged to participate in diversity programs. Jamie LaMoreaux served as Chair of the UCF Libraries’ Diversity Committee.

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

**Performance Enhancement Recommendations**

Leticia Abulencia (Cataloging) & Jamie LaMoreaux (Acquisitions) each received recognition awards for 15 year of library employment.
### Acquisitions Services

#### Table 1

Current Five Years

<table>
<thead>
<tr>
<th>2009/10</th>
<th>2008/09</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Items Received</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approvals</td>
<td>10,904</td>
<td>11,232</td>
<td>25,362</td>
<td>23,441</td>
</tr>
<tr>
<td>Firm Orders</td>
<td>5,604</td>
<td>4,444</td>
<td>10,163</td>
<td>10,899</td>
</tr>
<tr>
<td>Gifts</td>
<td>5,378</td>
<td>9,892</td>
<td>3,193</td>
<td>742</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>1,634</td>
<td>1,668</td>
<td>2,069</td>
<td>1,431</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>23,520</strong></td>
<td><strong>28,196</strong></td>
<td><strong>27,236</strong></td>
<td><strong>40,787</strong></td>
</tr>
</tbody>
</table>

| **Bound Periodicals** | | | | |
| **2,082** | **2,664** | **3,203** | **3,615** | **4,890** |

| **Microforms** | | | | |
| **Film** | 534 | 416 | 457 | 362 |
| **Fiche** | 20,198 | 27,350 | 30,707 | 30,119 | 35,030 |
| **TOTAL** | **20,732** | **28,561** | **27,766** | **31,164** | **30,681** |

| **Periodicals/Serials** | | | | |
| **Main (Print)** | 1416 | 4,021 | 4,523 | 4,523 | 4,487 |
| **CMC (Print)** | 12 | 15 | 15 | 15 | 15 |
| **Rosen (Print)** | 82 | 81 | 92 | 92 | 90 |
| **Brevard (Print)** | 3 | 5 | 146 | 158 | 163 |
| **Daytona (Print)** | 15 | 53 | 114 | 106 | 109 |
| **Newspapers** | 13 | 30 | 34 | 34 | 34 |
| **E-Databases** | 363 | 358 | 377 | 371 | 362 |
| **E-Journals** | 23,675* | 7,695 | 7,929 | 7,424 | 7,315 |
| **print+online** | (373) | (541) | (698) | (738) | (1120) |
| **e-only** | (23,302) | (7154) | (7231) | (6686) | (6195) |
| **Total Active Subscriptions** | **25,579** | **27,918** | **12,258** | **13230** | **12723** |

*Includes all E-Journals purchased and accessed

#### Acquisitions and Collection Services

#### Table 2

Percentage Comparison Current Five Years

<table>
<thead>
<tr>
<th>2009/10</th>
<th>2008/09</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expenditures</strong></td>
<td><strong>$5,482,546</strong></td>
<td><strong>$5,355,011</strong></td>
<td><strong>$5,193,130</strong></td>
<td><strong>$5,914,638</strong></td>
</tr>
<tr>
<td>Approval</td>
<td>11%</td>
<td>12%</td>
<td>10%</td>
<td>19%</td>
</tr>
<tr>
<td>Branches</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>Electronic</td>
<td>19%</td>
<td>18%</td>
<td>18%</td>
<td>17%</td>
</tr>
<tr>
<td>Monographs</td>
<td>6%</td>
<td>6%</td>
<td>5%</td>
<td>8%</td>
</tr>
<tr>
<td>Preservation</td>
<td>2%</td>
<td>3%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Serials</td>
<td>55%</td>
<td>54%</td>
<td>56%</td>
<td>43%</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>6%</td>
<td>6%</td>
<td>7%</td>
<td>6%</td>
</tr>
</tbody>
</table>

#### Acquisitions Services

#### Table 3

Branches and Regional Campuses

<table>
<thead>
<tr>
<th>Rosen</th>
<th>Monographs</th>
<th>Periodicals</th>
<th>Standing Orders</th>
<th>Databases*</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>$22,073</td>
<td>$27,366</td>
<td>$403</td>
<td>$1,305</td>
<td>$51,147</td>
<td></td>
</tr>
<tr>
<td>CMC</td>
<td>18,425</td>
<td>318</td>
<td>2,419</td>
<td>0</td>
<td>$21,162</td>
</tr>
<tr>
<td>Eastern</td>
<td>11,193</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$11,193</td>
</tr>
<tr>
<td>Southern</td>
<td>13,047</td>
<td>177</td>
<td>0</td>
<td>0</td>
<td>$13,224</td>
</tr>
<tr>
<td>Western</td>
<td>14,368</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$14,368</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>$79,106</strong></td>
<td><strong>$28,186</strong></td>
<td><strong>$2,822</strong></td>
<td><strong>$1,305</strong></td>
<td><strong>$111,094</strong></td>
</tr>
</tbody>
</table>

*Prorated cost based on FTE
### Acquisitions Services

#### Table 4

**Five-Year Expenditure History**

<table>
<thead>
<tr>
<th></th>
<th>2009/10</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
<th>2004/05</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monographs</strong></td>
<td>$925,645</td>
<td>$1,022,724</td>
<td>$766,635</td>
<td>$1,606,075</td>
<td>$1,623,263</td>
</tr>
<tr>
<td>Approvals</td>
<td>$582,651</td>
<td>$621,154</td>
<td>$512,072</td>
<td>$1,096,608</td>
<td>$1,062,690</td>
</tr>
<tr>
<td>Firm Orders</td>
<td>335,546</td>
<td>401,569</td>
<td>247,449</td>
<td>500,542</td>
<td>549,926</td>
</tr>
<tr>
<td>Replacements</td>
<td>7,448</td>
<td>111,40</td>
<td>7,114</td>
<td>6,925</td>
<td>10,647</td>
</tr>
<tr>
<td><strong>Serials</strong></td>
<td>$3,365,513</td>
<td>$3,213,875</td>
<td>$3,276,518</td>
<td>$2,926,368</td>
<td>$2,548,093</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>$312,563</td>
<td>$338,449</td>
<td>$396,410</td>
<td>$347,127</td>
<td>$364,036</td>
</tr>
<tr>
<td>Periodicals</td>
<td>582,944</td>
<td>1,283,426</td>
<td>1,437,456</td>
<td>1,120,031</td>
<td>642,189</td>
</tr>
<tr>
<td>Periodicals Online</td>
<td>2,470,006</td>
<td>$1,592,000</td>
<td>1,429,165</td>
<td>1,444,780</td>
<td>1,398,643</td>
</tr>
<tr>
<td>Newspapers</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>13,487</td>
<td>14,430</td>
</tr>
<tr>
<td>Reference</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>128,685</td>
</tr>
<tr>
<td><strong>Electronic</strong></td>
<td>$1,037,839</td>
<td>$952,530</td>
<td>$945,062</td>
<td>$979,922</td>
<td>$868,817</td>
</tr>
<tr>
<td>Periodical Databases</td>
<td>445,655</td>
<td>239,858</td>
<td>585,677</td>
<td>738,161</td>
<td>565,578</td>
</tr>
<tr>
<td>Databases</td>
<td>183,566</td>
<td>322,957</td>
<td>120,130</td>
<td>122,980</td>
<td>128,685</td>
</tr>
<tr>
<td><strong>Preservation</strong></td>
<td>$114,764</td>
<td>$137,277</td>
<td>$159,606</td>
<td>$204,425</td>
<td>$206,140</td>
</tr>
<tr>
<td>Microforms</td>
<td>$75,390</td>
<td>$72,496</td>
<td>$69,482</td>
<td>$72,648</td>
<td>$66,998</td>
</tr>
<tr>
<td>Microforms/Main</td>
<td>75,390</td>
<td>72,496</td>
<td>69,482</td>
<td>71,563</td>
<td>65,984</td>
</tr>
<tr>
<td>Microforms/Brevard</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1,085</td>
<td>1,014</td>
</tr>
<tr>
<td><strong>Binding</strong></td>
<td>$39,374</td>
<td>$64,781</td>
<td>$90,124</td>
<td>$131,777</td>
<td>$139,142</td>
</tr>
<tr>
<td>Main</td>
<td>39,374</td>
<td>64,781</td>
<td>90,124</td>
<td>131,080</td>
<td>137,866</td>
</tr>
<tr>
<td>Brevard</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>697</td>
<td>1,276</td>
</tr>
<tr>
<td><strong>Area Libraries</strong></td>
<td>$38,785</td>
<td>$28,605</td>
<td>$45,309</td>
<td>$197,847</td>
<td>$336,444</td>
</tr>
<tr>
<td><strong>Eastern</strong></td>
<td>$11,193</td>
<td>$7,719</td>
<td>$9,619</td>
<td>$84,988</td>
<td>$121,535</td>
</tr>
<tr>
<td>Firm Orders</td>
<td>11,193</td>
<td>6,354</td>
<td>7,069</td>
<td>67,627</td>
<td>101,398</td>
</tr>
<tr>
<td>Periodicals</td>
<td>-</td>
<td>1,365</td>
<td>2,074</td>
<td>13,651</td>
<td>16,517</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>-</td>
<td>476</td>
<td>3,710</td>
<td>3,621</td>
<td></td>
</tr>
<tr>
<td><strong>Southern</strong></td>
<td>$13,224</td>
<td>$6,042</td>
<td>$26,031</td>
<td>$81,306</td>
<td>$160,671</td>
</tr>
<tr>
<td>Firm Orders</td>
<td>13,047</td>
<td>4,535</td>
<td>12,285</td>
<td>44,597</td>
<td>113,769</td>
</tr>
<tr>
<td>Periodicals</td>
<td>177</td>
<td>1,507</td>
<td>2,662</td>
<td>19,376</td>
<td>25,927</td>
</tr>
<tr>
<td>Standing Orders</td>
<td>-</td>
<td>11,084</td>
<td>17,333</td>
<td>20,974</td>
<td></td>
</tr>
<tr>
<td><strong>Western</strong></td>
<td>$14,368</td>
<td>$14,844</td>
<td>$9,659</td>
<td>$31,553</td>
<td>$54,238</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>$5,482,546</strong></td>
<td><strong>$5,355,011</strong></td>
<td><strong>$5,193,130</strong></td>
<td><strong>$5,914,637</strong></td>
<td><strong>$5,582,757</strong></td>
</tr>
</tbody>
</table>

*In addition to the above noted funds that are used to support the teaching and research mission of UCF, the Florida Center for Library Automation (FCLA) also funds and maintains a collection of databases, e-books, and other online resources that are made available to all state universities in Florida. This fiscal year, FCLA spent $3,163,797 in support of statewide resources for the eleven universities.*
### Table 5
**Selected Database Usage 2009-2010**

<table>
<thead>
<tr>
<th>Database Packages</th>
<th>Searches</th>
<th>Sessions</th>
<th>Full-Text Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexander Street Press</td>
<td>11,862</td>
<td>4,717</td>
<td>-</td>
</tr>
<tr>
<td>Alexander Street Press Media</td>
<td>7,913</td>
<td>2,547</td>
<td>-</td>
</tr>
<tr>
<td>Compendex</td>
<td>10,547</td>
<td>2,947</td>
<td>-</td>
</tr>
<tr>
<td>CQ Press</td>
<td>15,416</td>
<td>11,885</td>
<td>30,123</td>
</tr>
<tr>
<td>CSA Illumina</td>
<td>313,097</td>
<td>41,418</td>
<td>12,827</td>
</tr>
<tr>
<td>EBSCOhost</td>
<td>4,130,453</td>
<td>527,931</td>
<td>1,303,966</td>
</tr>
<tr>
<td>FirstSearch</td>
<td>14,798</td>
<td>6,485</td>
<td>113</td>
</tr>
<tr>
<td>Gale</td>
<td>91,964</td>
<td>-</td>
<td>35,306</td>
</tr>
<tr>
<td>ISI Web of Knowledge</td>
<td>39,784</td>
<td>31,256</td>
<td>-</td>
</tr>
<tr>
<td>LexisNexis</td>
<td>71,951</td>
<td>59,558</td>
<td>-</td>
</tr>
<tr>
<td>Misc non-COUNTER</td>
<td>14,091</td>
<td>9,051</td>
<td>43,440</td>
</tr>
<tr>
<td>NewsBank</td>
<td>6,151</td>
<td>3,369</td>
<td>19,250</td>
</tr>
<tr>
<td>Ovid</td>
<td>16,001</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>ProQuest</td>
<td>100,580</td>
<td>32,364</td>
<td>-</td>
</tr>
<tr>
<td>SciFinder Scholar</td>
<td>26,872</td>
<td>5,222</td>
<td>-</td>
</tr>
<tr>
<td>WilsonWeb</td>
<td>185,986</td>
<td>71,915</td>
<td>64,921</td>
</tr>
</tbody>
</table>

**E-Books**

<table>
<thead>
<tr>
<th>Database Packages</th>
<th>Downloads</th>
<th>Unique Users</th>
<th>Total Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credo Reference</td>
<td>6,958</td>
<td>2,473</td>
<td>3,245</td>
</tr>
<tr>
<td>Morgan &amp; Claypool</td>
<td>-</td>
<td>-</td>
<td>199</td>
</tr>
<tr>
<td>NetLibrary</td>
<td>-</td>
<td>-</td>
<td>47,855</td>
</tr>
<tr>
<td>Springer e-Books</td>
<td>-</td>
<td>-</td>
<td>13,348</td>
</tr>
</tbody>
</table>

**E-Journals**

<table>
<thead>
<tr>
<th>Database Packages</th>
<th>Downloads</th>
<th>Unique Users</th>
<th>Total Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACM Collections</td>
<td>7,196</td>
<td>-</td>
<td>3,758</td>
</tr>
<tr>
<td>ACS Publications</td>
<td>14,004</td>
<td>37,671</td>
<td>41,151</td>
</tr>
<tr>
<td>BioOne</td>
<td>1,774</td>
<td>4,190</td>
<td>5,668</td>
</tr>
<tr>
<td>Cambridge University Press</td>
<td>1,437</td>
<td>-</td>
<td>6,605</td>
</tr>
<tr>
<td>Chicago Journals</td>
<td>800</td>
<td>5,732</td>
<td>3,763</td>
</tr>
<tr>
<td>Emerald</td>
<td>1,017</td>
<td>5,881</td>
<td>11,089</td>
</tr>
<tr>
<td>Highwire Journals</td>
<td>6,895</td>
<td>-</td>
<td>105,530</td>
</tr>
<tr>
<td>IEEE Xplore</td>
<td>38,158</td>
<td>-</td>
<td>25,188</td>
</tr>
<tr>
<td>informaworld Journal</td>
<td>4,585</td>
<td>5,438</td>
<td>32,090</td>
</tr>
<tr>
<td>IOP Electronic Journals</td>
<td>-</td>
<td>-</td>
<td>16,302</td>
</tr>
<tr>
<td>JSTOR</td>
<td>197,626</td>
<td>104,383</td>
<td>230,464</td>
</tr>
<tr>
<td>Miscellaneous Journals</td>
<td>4,194</td>
<td>16,527</td>
<td>21,116</td>
</tr>
<tr>
<td>Nature Journals</td>
<td>5,400</td>
<td>-</td>
<td>41,247</td>
</tr>
<tr>
<td>Ovid Journals</td>
<td>23,801</td>
<td>22,405</td>
<td>24,717</td>
</tr>
<tr>
<td>Project MUSE</td>
<td>7,498</td>
<td>6,656</td>
<td>14,267</td>
</tr>
<tr>
<td>PROLA APS</td>
<td>-</td>
<td>-</td>
<td>20,388</td>
</tr>
<tr>
<td>ScienceDirect</td>
<td>47,719</td>
<td>122,626</td>
<td>350,976</td>
</tr>
<tr>
<td>Scitation</td>
<td>7,096</td>
<td>1,240</td>
<td>10,579</td>
</tr>
<tr>
<td>Springer Journals</td>
<td>-</td>
<td>-</td>
<td>43,034</td>
</tr>
<tr>
<td>Wiley-Blackwell</td>
<td>13,075</td>
<td>66,268</td>
<td>83,751</td>
</tr>
</tbody>
</table>
Cataloging Services

**Highlights of the Year in Retrospect**

FY2009/10 was another highly active year for the department. Emphasis was split between cataloging newly acquired materials, especially electronic resources, and various bibliographic maintenance projects including the “Big Shift” relocation project for the second floor Knowledge Commons. Cataloging staff performed outstandingly in all areas and exceeded last year’s counts, adding 18,889 print titles, 395,401 electronic resource titles, 13,437 government document titles, and over 3,770 media titles. Three-day turnarounds were upheld for new materials. Workflows remained uninterrupted throughout most of the year even though staff was reduced even further when Jack Webb retired in September 2009. Several staff members served on the search committee for the Associate Director for Collections and Technical Services. The successful candidate Mary Page (formerly of University of California Davis and Rutgers) will start in August 2010.

**Cataloging Activities**

The increase in the number of electronic resources acquired during FY09/10 greatly impacted Cataloging Services. The e-resources unit has continued to handle this increase in an efficient and timely manner even without an increase in staffing. Records for both new and existing high profile electronic packages of monographs, serials, and databases were added to the catalog, including SpringerLink e-books, PsycBOOKS, Credo Reference, U. S. Congressional Serials Set, Synthesis Digital Library of Engineering and Computer Science, EEBO, and Classical Music Library. As part of the cataloging process, much work was done in the analysis of various vendor MARC records, development of additional load profiles, as well as records upgrading, character coding, and authorities work.

A great deal of time and resources were dedicated to the “Big Shift” relocation project in which 60% of the materials from the 2nd floor reference and indexes collections were transferred to various other locations and collections within the library. A “re-lo” project team consisting of seven cataloging staff members was pulled together based on expertise with the materials being moved. A workflow was devised for the treatment and handling of the bibliographic records and holdings for the various materials included in the shift. A system of Aleph “tickler” codes was developed to identify the different records for current and future actions to be taken. Shelf lists for each call number range were generated for both reference and cataloging staff. Team members kept separate statistics of worked on records. To date, 7,611 records have been revised to reflect location changes and tickler coding, and the project will continue for several years, involving many different phases.

In cooperation with FCLA and Library Systems & Technology, the Electronic Theses & Dissertations (ETDs) workflow was revised to streamline the process so that records are received from FCLA as unsuppressed, providing students with immediate access through the Aleph catalog. Cataloging activities (records review, subject analysis, diacritics work, and OCLC records uploading) now take place at the end of the process. Projects to perform retrospective cataloging on older theses and dissertations are ongoing.

**Facility**

Some reorganization was conducted in Room 502 this year. Various staff members rearranged their individual workstations and office spaces to accommodate better flow of materials and clear the isles between workstations. A permanent workstation was set up for review of materials by regional campus staff, and additional space was provided for cataloging staff members to pack materials for delivery.

**Organization**

Review of units and individual position descriptions is ongoing; planning for filling one exempted vacancy and assignment coverage for existing vacancies took place.

**Partnerships**

Cataloging Services staff members continue to participate on various levels in a variety of consortia activities and committees including OCLC Expert Community Cataloging project; Central Florida Library Cooperative (CFLC); Technical Services Planning Committee (TSPC); SUL Authorities and Metadata subcommittees; Statewide Bibliographic Standards Advisory Group; and RapidILL. Cataloging activities are contributed to the Digital Libraries of the Caribbean (dLOC); Van Sickle Leftist pamphlet digital collection, and PALMM collections.
Staffing Changes

- Special collections cataloger and monographic unit coordinator Jack Webb retired in September 2009. Due to budgetary uncertainty, a decision was made to postpone application for an exemption to fill the vacated position.
- An LTA Specialist position was established, advertised and filled. The successful candidate was Anna Dvorecky a Sr. LTA within the cataloging department. This position is mainly dedicated to full-time bibliographic maintenance activities as well as various retrospective cataloging projects.
- The Sr. LTA position vacated by Anna Dvorecky was dissolved creating a loss of one FTE staff member in the department.
- In January 2010, Eda Correa took on the additional duties of monographic unit coordinator and special collections monographic materials cataloging after Jack Webb’s retirement.
- Lyn Case acted as monographic unit coordinator until January 2010 and filled in for special collections cataloger as well.
- Burak Ogreten’s position description was revised to include his assignment of copy cataloging of the federal documents.

Departmental Goals: 2009-2010

- Investigate efficacy of using WorldCat Cataloging Partners system along with vendor supplied catalog records for approval and firm order materials. Attended presentations from YBP representatives, contacted appropriate OCLC staff as well as staff at peer SUL institutions, and reviewed sample records for comparisons on quality and workflows. Due to fluctuations in funding, uncertainty of budgets, and the statewide vendor program selection process, this issue will be addressed under the direction of the new Associate Director for Collections and Technical Services in FY 2010/11.
- Work to re-organize department to incorporate more standardization of policies and workflows to match other cataloging departments throughout the State University Libraries. Initial groundwork was laid to move in this direction through the increased attention on retrospective cataloging projects, bibliographic maintenance, and participation in the SUL Cataloging summit in October 2009.
- Continue to focus on bibliographic maintenance activity and database integrity. Established and filled LTA Specialist position and shifted staff to retrospective cataloging projects. Authorities clean-up projects are ongoing and involve staff from various cataloging units. E-resources unit staff continuously performs maintenance as part of their regular workflow.
- Coordinate with circulation, collection management, and administration on various projects involving materials relocation and building space issues. Cataloging staff actively participated on 2nd Floor relocation project team through attendance at regular meetings and various work groups with staff from Reference Services, Circulation Services, and collection management. In addition all cataloging staff has contributed required hours to library wide post materials shift shelf reading project. Various staff also volunteered time to assist with the physical move of the government documents collection from its previous 2nd floor location to the new 1st floor location of the library.
- Work with newly hired Associate Director for Collections and Technical Services to coordinate workflows and reorganize the department as necessary.
- Prepare for implementation of Resources Description and Access (RDA) cataloging standards.
- Continue to assist with the development of Statewide Bibliographic Standards and work towards consortia cataloging in a shared bibliographic environment.
- Support and maintain an adaptive, flexible workforce.
Cataloging Services (cont’d)

Performance Enhancement Recommendations

- Establish two additional LTA Specialist positions: one assigned to work with the electronic resources cataloging unit and the other to perform adaptive and some original cataloging of print serials.
- Investigate the possibility of filling an advanced level cataloger librarian position.
- Provide training for cataloging staff as needed.
- Improve/resolve network connectivity issues for all staff.

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida
Continued increased production levels even with staffing vacancies as well as maintaining three-day turnaround time to provide better access to materials.

Cataloging Services
Table 1
2009 - 2010 Added Materials

<table>
<thead>
<tr>
<th>TITLES</th>
<th>VOLUMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>18,889</td>
</tr>
<tr>
<td>Serials</td>
<td>92</td>
</tr>
<tr>
<td>Electronic</td>
<td>395,401</td>
</tr>
<tr>
<td>Microform</td>
<td>38</td>
</tr>
<tr>
<td>Gov’t. Docs.</td>
<td>13,437</td>
</tr>
<tr>
<td>Media</td>
<td>3,770</td>
</tr>
<tr>
<td>TOTAL</td>
<td>431,567</td>
</tr>
</tbody>
</table>

Cataloging Services
Table 2
2009/10 Deleted Materials

<table>
<thead>
<tr>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>1,542</td>
</tr>
<tr>
<td>Serials</td>
<td>3</td>
</tr>
<tr>
<td>Electronic</td>
<td>465</td>
</tr>
<tr>
<td>Microform</td>
<td>2</td>
</tr>
<tr>
<td>Gov’t. Docs.</td>
<td>22</td>
</tr>
<tr>
<td>Media</td>
<td>292</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2,326</td>
</tr>
</tbody>
</table>

Cataloging Services
Table 4
2009-2010 Cataloging Activity Highlights

<table>
<thead>
<tr>
<th>Bib Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barcodes (damaged, missing)</td>
</tr>
<tr>
<td>Labels (corrections, damaged, missing)</td>
</tr>
<tr>
<td>OCLC LHR</td>
</tr>
<tr>
<td>Location change</td>
</tr>
<tr>
<td>Move order record</td>
</tr>
<tr>
<td>Rebinds</td>
</tr>
<tr>
<td>Replacements</td>
</tr>
<tr>
<td>Review of bib maintenance request</td>
</tr>
<tr>
<td>Transfers</td>
</tr>
<tr>
<td>Upgrade existing catalog record</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cataloging</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original cataloging</td>
</tr>
<tr>
<td>OCLC error reports</td>
</tr>
<tr>
<td>Priorities</td>
</tr>
<tr>
<td>Upgraded cataloging</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

Achieve international prominence in key programs of graduate study and research
Provided increased access to electronic and digital resources, research, foreign language, media, special collections and archives materials, and US government documents. Participated in campus process to convert and provide access to electronic theses and dissertations.

Provide international focus to our curricula and research
Employed multi-lingual staff thereby increasing the number of foreign languages in which the department can catalog; remaining language materials were outsourced to OCLC TechPro.

Become more inclusive and diverse
Employed a diverse staff that is reflective of the student and faculty body of UCF.

Be America’s leading partnership university
Worked in cooperation with the State University Libraries (SULs) and Florida Center for Library Automation (FCLA) supporting upgrades and enhancements to MANGO user interface. Participated in TSPC, SUL Metadata and Authorities Subcommittees, Statewide Bibliographic Standards Advisory Group, and dLOC.

Offer the best undergraduate education available in Florida
Continued increased production levels even with staffing vacancies as well as maintaining three-day turnaround time to provide better access to materials.

Cataloging Services
Table 3
Titles & Volumes Cataloged – All Location

<table>
<thead>
<tr>
<th>2009/10</th>
<th>2008/09</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Titles</td>
<td>431,567</td>
<td>55,595</td>
<td>44,615</td>
<td>200,089</td>
</tr>
<tr>
<td>Volumes</td>
<td>434,704</td>
<td>60,877</td>
<td>50,811</td>
<td>208,704</td>
</tr>
</tbody>
</table>

Cataloging Services
Table 5
Five-Year Comparison

Advancement Toward the President’s Five Goals

Performance Enhancement Recommendations

- Establish two additional LTA Specialist positions: one assigned to work with the electronic resources cataloging unit and the other to perform adaptive and some original cataloging of print serials.
- Investigate the possibility of filling an advanced level cataloger librarian position.
- Provide training for cataloging staff as needed.
- Improve/resolve network connectivity issues for all staff.

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida
Continued increased production levels even with staffing vacancies as well as maintaining three-day turnaround time to provide better access to materials.

Cataloging Services
Table 1
2009 - 2010 Added Materials

<table>
<thead>
<tr>
<th>TITLES</th>
<th>VOLUMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>18,889</td>
</tr>
<tr>
<td>Serials</td>
<td>92</td>
</tr>
<tr>
<td>Electronic</td>
<td>395,401</td>
</tr>
<tr>
<td>Microform</td>
<td>38</td>
</tr>
<tr>
<td>Gov’t. Docs.</td>
<td>13,437</td>
</tr>
<tr>
<td>Media</td>
<td>3,770</td>
</tr>
<tr>
<td>TOTAL</td>
<td>431,567</td>
</tr>
</tbody>
</table>

Cataloging Services
Table 2
2009/10 Deleted Materials

<table>
<thead>
<tr>
<th>Titles</th>
<th>Volumes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>1,542</td>
</tr>
<tr>
<td>Serials</td>
<td>3</td>
</tr>
<tr>
<td>Electronic</td>
<td>465</td>
</tr>
<tr>
<td>Microform</td>
<td>2</td>
</tr>
<tr>
<td>Gov’t. Docs.</td>
<td>22</td>
</tr>
<tr>
<td>Media</td>
<td>292</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2,326</td>
</tr>
</tbody>
</table>

Cataloging Services
Table 4
2009-2010 Cataloging Activity Highlights

<table>
<thead>
<tr>
<th>Bib Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barcodes (damaged, missing)</td>
</tr>
<tr>
<td>Labels (corrections, damaged, missing)</td>
</tr>
<tr>
<td>OCLC LHR</td>
</tr>
<tr>
<td>Location change</td>
</tr>
<tr>
<td>Move order record</td>
</tr>
<tr>
<td>Rebinds</td>
</tr>
<tr>
<td>Replacements</td>
</tr>
<tr>
<td>Review of bib maintenance request</td>
</tr>
<tr>
<td>Transfers</td>
</tr>
<tr>
<td>Upgrade existing catalog record</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cataloging</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original cataloging</td>
</tr>
<tr>
<td>OCLC error reports</td>
</tr>
<tr>
<td>Priorities</td>
</tr>
<tr>
<td>Upgraded cataloging</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

Achieve international prominence in key programs of graduate study and research
Provided increased access to electronic and digital resources, research, foreign language, media, special collections and archives materials, and US government documents. Participated in campus process to convert and provide access to electronic theses and dissertations.

Provide international focus to our curricula and research
Employed multi-lingual staff thereby increasing the number of foreign languages in which the department can catalog; remaining language materials were outsourced to OCLC TechPro.

Become more inclusive and diverse
Employed a diverse staff that is reflective of the student and faculty body of UCF.

Be America’s leading partnership university
Worked in cooperation with the State University Libraries (SULs) and Florida Center for Library Automation (FCLA) supporting upgrades and enhancements to MANGO user interface. Participated in TSPC, SUL Metadata and Authorities Subcommittees, Statewide Bibliographic Standards Advisory Group, and dLOC.
In 2009 - 2010 Circulation Services, Information Literacy & Outreach, Interlibrary Loan/Document Delivery Services, and Reference Services comprise the UCF Libraries Public Services. Each of these departments reports on accomplishments, highlights, goals, and statistics elsewhere in this report.

### Highlights of the Year in Retrospect

Work on the main floor Knowledge Commons, and meeting benchmarks to prepare for the Commons, were the highlights of 2009 - 2010.

Circulation Services planned and led the “Seismic Shift,” an effort that led to the physical move of every volume in the main library, for the first time since 1984. Reference Services evaluated, determined locations, and moved every volume in the Reference Collection, including Indexes & Abstracts and Federal & Florida documents. The intensive discussion, planning, replanning, and physical labor of these efforts occupied untold hours of work and tapped the boundless energies of these departments, as well as Information Literacy & Outreach and Interlibrary Loan.

Information Literacy and Outreach completed four new InfoLit Modules, and Interlibrary Loan/Document Delivery Services continued service improvements and provided statewide leadership in the implementation of RapidILL and UBorrow planning.

### Departmental Goals: 2009-2010

- Successfully implement the planned Integrated Service Model. Progress continues. The service model for public service points in the main library was discussed in detail this year as ongoing work on the planning and construction of the Knowledge Commons continues. Focus is on improvement of learning spaces, as well as services.
- Bring the department heads of Public Services together to plan for the times ahead, with a special emphasis on signage and wayfinding, effect of service, and consolidating resources wherever possible. Planning for Public Services focused on the shift of the entire collection and changes in service because of the opening of the Knowledge Commons. Wayfinding during the shift and following completion of the Commons, as well as potential consolidation of services have been addressed during the year. Wayfinding has been assisted by signs, blog notices, tweets, and a library redesign Web page.
- Form stronger partnerships with student groups, such as SGA and the Graduate Student Association.
- Strengthen informal channels of user feedback, particularly the Suggestion Boxes.
- Successfully administer LibQUAL+ 2011. Reach over 2,000 respondents, and analyze results with a special emphasis on differences between previous surveys administered before the opening of the Knowledge Commons.

### Departmental Goals: 2010/2011

- Form stronger partnerships with student groups, such as SGA and the Graduate Student Association.
- Strengthen informal channels of user feedback, particularly the Suggestion Boxes.
- Successfully administer LibQUAL+ 2011. Reach over 2,000 respondents, and analyze results with a special emphasis on differences between previous surveys administered before the opening of the Knowledge Commons.

Meg Scharf
Associate Director, Public Services
By far the largest and most time-intensive projects this year revolved around planning and implementing the department’s efforts related to the Knowledge Commons project. Two major tasks related to the project were removing and packing into boxes the indexes, bound periodicals, and other materials identified for removal to the Iron Mountain remote storage facility, and then shifting of the entire general collection of the library to accommodate materials moved from the reference and index collection into the general collection.

In staffing news, Danielle Harris graduated from UCF on Aug 8, 2009 with a Bachelor of Science in Health Sciences. Johnny Hill and Megan Humphries continued classes in the USF Masters in Library Science program and expect to graduate in December 2010. Gerald Dillon continues working toward a degree in Business Administration at Valencia Community College. Blake Robinson continues to work toward his Masters in Library Science degree from FSU. Amanda Branham developed and presented a class on Japanese and Korean folklore and how it has shaped their media through the years. Gloria Thomas assisted in the selection process for participants in the 2010 – 2011 Leadership Enhancement Program.

Knowledge Commons

During this reporting period various committee meetings, planning sessions, and extensive work were accomplished on the major revitalization and conversion of the second floor of the main campus library into the Knowledge Commons. Department staff members met with Iron Mountain representatives and other library staff to develop a plan for boxing and scheduling pick up of identified indexes and bound periodicals for removal to the Iron Mountain facility. Just over 4,500 boxes, or approximately 5,500 linear feet of materials, were boxed up for remote storage. In addition, most of the shelving on the second floor was disassembled for storage or reassembly on other floors of the library.

Once all of the materials for remote storage were boxed up and removed from the library, and some of the shelving from the second floor was reassembled on other floors, the actual shifting of the entire general collection began. This shifting of the collection was necessary to make room in the shelves for the reference and index materials that were removed from the second floor to accommodate the Knowledge Commons. Shifting of the approximately one million general collection items was accomplished in just over eight weeks and was a tremendous effort led by Johnny Hill and the Stacks Unit but involved every member of Circulation Services, as well as volunteers from other departments in the library. During the eight weeks of this effort, shifting of general collection items was taking place nearly every hour the library was open each week.

After completion of the “big shift,” library staff from other departments began a major shelf reading project to look for any major shifting problems or errors that resulted from the shift. This shelf reading project by library staff is a major help to Circulation Services and much appreciated.

Other Highlights and Projects

- Approximately 5,000 linear feet of newly purchased shelving was installed – distributed among the first, third, and fourth floors.
- On July 23, 2009 Aleph was upgraded to version 19. FCLA staff travelled to UCF to provide Circulation Services and other library staff training for ALEPH v19 Course Reserves, and to provide assistance related to the upgrade.
- The department participated in four “CRAM for the Exam” events during this reporting period. In addition to the two CRAM events held during the week of finals, two CRAM events were scheduled during the spring and fall semesters mid-term periods. CRAM nights, co-sponsored by the Libraries and the SGA, were held on September 10, December 5, February 27, and April 24. The main campus library remained open until 1:00 am for the mid-term CRAMS and until 3:00 am for the final exams CRAMS.
- Coordinated with and assisted Florida Fire and Sound on the installation of a new front door motion alarm system with “panic” buttons to alert police in emergency situations.
- 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. In addition, the library extended operating hours from 11:00 pm to 1:00 am during the Summer B finals for two nights.
- Twelve new Netbook laptops with power chords were processed and added to Media Reserves for checkout by student patrons.

Staffing Changes

- Blake Robinson was hired as full-time OPS in Media.
- Jose Vasquez resigned as OPS in Media.
- Nathan Schweer resigned as Sr. LTA in Circulation.
- Three permanent USPS positions remain open and frozen in the department.
To increase available shelving in the library, install a significant portion of the new shelving received during this reporting period. One area identified for shelf installation will be approximately 2,000 linear feet of shelving on the first floor of the library. Other areas for shelf additions will be identified and shelving installed. **New shelving was installed on the first, third, and fourth floors.**

Continue the effort to free up space behind the Media Desk to accommodate the growing DVD and CD collections. This will consist of identifying materials that can either be relocated to the General Collection shelves or removed from the collection. **Jim Mauk and other Media staff, working with Acquisitions and Cataloging, identified many older and unused items, such as audio cassettes and VHS tapes that were either surplused or transferred to the open stacks.**

Continue to work toward improved customer service through staff and student assistant training, including continued cross-training among the departmental units. **Department student assistants are required to cross train between the Circulation and Media Desks as well as Stacks and Reserves so that the students can fill in where and as needed from unit to unit within the department. Departmental staff members attended various university, library, and departmental training sessions, including: Aleph course reserves, U-Borrow training, ITS microfilm/fiche training, employee/patron injury procedures & forms, effective communication, teamwork training, stress management, and other sessions.**

Hire a permanent USPS for the Evening/Weekend Sr. LTA position formerly held by Nathan Schweer

Finish up the remaining tasks related to Knowledge Commons project, which include:

- Relocating some of the shelving removed from the second floor to other floors of the library as possible, given space constraints.
- Continuing to surplus the furniture and other unusable materials removed from the second floor.
- Finishing up the shelf reading of the General Collection and correct major errors or problems identified by other library staff participating in the shelf reading.

**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 departmental practice of hiring minority and international students and staff.

- **Be America’s leading partnership university**

Provided circulation privileges to:

- SUL, 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)

**Performance Enhancement Recommendations**

Having three permanent USPS position 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 members are having to double staff the Circulation Desk during most daytime hours, further reducing the ability of staff to fulfill their normal duties as they are having to spend more time assigned to the Circulation Desk.

**Circulation by Type 2009/2010**

- Undergraduate Students: 269,255 (61%)
- Graduate Students: 94,484 (21%)
- Faculty: 32,374 (7%)
- Staff: 16,473 (2%)
- Alumnae: 4,763 (1%)
- Special Borrowers: 20,184 (5%)
- Library Use (e.g., ILL): 12,886 (3%)
## Circulation Services

### Table 1

**Five-Year Comparison**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ITEMS CIRCULATED:</strong>*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-V, Music, Video, DVD</td>
<td>17,929</td>
<td>18,832</td>
<td>25,075</td>
<td>24,795</td>
<td>50,111</td>
</tr>
<tr>
<td>Browsing Collection</td>
<td>3,010</td>
<td>2,880</td>
<td>2,305</td>
<td>2,015</td>
<td>2,450</td>
</tr>
<tr>
<td>Documents</td>
<td>425</td>
<td>438</td>
<td>371</td>
<td>455</td>
<td>555</td>
</tr>
<tr>
<td>General Collection</td>
<td>284,865</td>
<td>288,227</td>
<td>287,766</td>
<td>299,297</td>
<td>305,524</td>
</tr>
<tr>
<td>Reserves**</td>
<td>138,170</td>
<td>127,762</td>
<td>109,925</td>
<td>128,215</td>
<td>113,091</td>
</tr>
<tr>
<td><strong>TOTAL ITEMS CIRCULATED</strong></td>
<td>444,399</td>
<td>438,139</td>
<td>425,442</td>
<td>454,777</td>
<td>471,731</td>
</tr>
<tr>
<td><strong>ITEMS SHELVED</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>287,272</td>
<td>283,154</td>
<td>275,496</td>
<td>294,772</td>
<td>317,788</td>
</tr>
<tr>
<td><strong>PATRON COUNT</strong></td>
<td>1,357,726</td>
<td>1,358,824</td>
<td>1,316,516</td>
<td>1,018,775</td>
<td>1,018,775</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

---

### Table 2

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate Students</td>
<td>269,235</td>
<td>271,941</td>
<td>249,465</td>
<td>269,109</td>
<td>277,901</td>
</tr>
<tr>
<td>Graduate Students</td>
<td>94,484</td>
<td>94,985</td>
<td>91,884</td>
<td>101,329</td>
<td>96,575</td>
</tr>
<tr>
<td>Faculty</td>
<td>32,374</td>
<td>24,373</td>
<td>35,980</td>
<td>36,696</td>
<td>37,939</td>
</tr>
<tr>
<td>Staff</td>
<td>10,473</td>
<td>11,394</td>
<td>10,869</td>
<td>11,675</td>
<td>11,202</td>
</tr>
<tr>
<td>Alumnae</td>
<td>4,753</td>
<td>5,378</td>
<td>5,459</td>
<td>4,745</td>
<td>4,798</td>
</tr>
<tr>
<td>Special Borrowers:</td>
<td>20,194</td>
<td>19,105</td>
<td>20,443</td>
<td>23,369</td>
<td>21,121</td>
</tr>
<tr>
<td>Affiliate</td>
<td>3,981</td>
<td>3,836</td>
<td>4,319</td>
<td>5233</td>
<td>4,463</td>
</tr>
<tr>
<td>Courtesy</td>
<td>7,867</td>
<td>7,586</td>
<td>8,875</td>
<td>9844</td>
<td>9,729</td>
</tr>
<tr>
<td>Associate/Subscriber</td>
<td>8,346</td>
<td>7,683</td>
<td>7,249</td>
<td>8292</td>
<td>6,929</td>
</tr>
<tr>
<td>Library Charges</td>
<td>12,886</td>
<td>13,647</td>
<td>12,155</td>
<td>11,586</td>
<td>16409</td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>10,192</td>
<td>11,335</td>
<td>9,852</td>
<td>11,279</td>
<td>12122</td>
</tr>
<tr>
<td>Binding</td>
<td>n/a in Aleph</td>
<td>n/a in Aleph</td>
<td>n/a in Aleph</td>
<td>n/a in Aleph</td>
<td>3065</td>
</tr>
<tr>
<td>Other</td>
<td>2,694</td>
<td>2,312</td>
<td>2,303</td>
<td>307</td>
<td>4287</td>
</tr>
<tr>
<td><strong>TOTAL ITEMS CIRCULATED</strong></td>
<td>444,399</td>
<td>438,139</td>
<td>425,442</td>
<td>454,777</td>
<td>471,731</td>
</tr>
</tbody>
</table>

---

Marcus Kilman, II
Head, Circulation Services
The Information Literacy and Outreach (ILO) department had another very busy year. We increased the number of information literacy modules, the number of face-to-face instruction sessions, the number of WebCourses with librarians, and the number of outreach opportunities.

Information Literacy Modules

Four new information literacy modules were completed during 2009-2010. They are:

- Conducting a Literature Review
- Managing References Using RefWorks
- Selecting Sources for Academic Assignments
- Understanding the Information Cycle

With the addition of these four new modules, there are as of May 2010 a total of twelve information literacy modules.

Corinne Bishop created two of the new modules: Conducting a Literature Review and Selecting Sources for Academic Assignments. Conducting a Literature Review teaches students how to effectively and efficiently search the literature in order to write a literature review. Selecting Sources for Academic Assignments teaches students the difference between popular, scholarly, and trade sources, and how to effectively match the type of source to the academic assignment.

Renee Montgomery created Managing References Using RefWorks. Renee’s module teaches students how to use the citation management software called RefWorks to manage citations, create a bibliography, and insert in-text citations into a paper.

Rachel Mulvihill created Understanding the Information Cycle. This module teaches students about the publication cycle and its effects on the availability of certain types of information throughout the cycle. Understanding the Information Cycle also contains a video at the beginning of the module to illustrate how information evolves over time. The video was conceived by Rachel and its creation was a collaboration with New Media.

In addition to the four new modules, the eight existing modules were revised and updated, including major revisions to both the APA and MLA modules to new editions. All of the revisions were completed by Corinne Bishop. Citing Sources Using APA Style was updated to the 6th edition of the APA Manual and Citing Sources Using MLA Style was updated to the 7th edition of the MLA manual. All eight of the revised modules were made public in May 2010.

In addition to module creation and revision, other aspects of the project moved forward throughout the year:

- Meetings with the system administrators of the Obojobo system in New Media were held each semester to prioritize new functionality for the Obojobo system. From these meetings, new system design features have been added.
- Update meetings were held for Joel Hartman, Vice Provost for Information Technologies & Resources; Alison Morrison-Shetlar, Dean of Undergraduate Studies; Tom Cavanagh, Director of the Center for Distributed Learning; Barbara Truman, Director, Course Design & Development; Barry Baker; and Meg Scharf twice a year on the changes and additions to the information literacy modules project.
- A five-year budget proposal was developed with Kelvin Thompson, Center for Distributed Learning (CDL), to estimate the amount of institutional support needed to continue the information literacy modules project. The budget proposal was submitted to Barry Baker and Tom Cavanagh in January 2010.
- The information literacy Web pages (http://infolit.ucf.edu) that were previously in Textpattern were converted to Wordpress by Sheila Suarez (CDL) to make updates and revisions faster and more efficient.

Marketing of Information Literacy Modules

Marketing of the information literacy modules continued with:

- Presentations at:
  - Winter and summer Faculty Center for Teaching and Learning Conferences
  - New Faculty Orientation
- E-mails were sent:
  - From the Office of Undergraduate Studies and Office of Graduate Studies to all faculty members at the beginning of the fall semester
  - By each librarian to his or her faculty liaisons with information about the modules.

ILO Staff:
Corinne Bishop
Renee Montgomery
Rachel Mulvihill
Elizabeth Killingsworth
Rosie Flowers
(hired August 2010)
• To all faculty members who had previously used the modules with new information and semester reminders.
• To the Office of Student Rights and Responsibilities and the College of Business to market the plagiarism module.
• To the entire Writing and Rhetoric program faculty. A short presentation was made at the Writing and Rhetoric Orientation.
  - One-on-one appointments with faculty members were conducted throughout the year to teach faculty how to assign modules for course instruction.

**Information Literacy Module Statistics**

From July 30, 2009 to June 30, 2010 there have been:

- 12,901 assessment completions by
- 4,250 students in
- 139 course sections (or projects) taught (or led) by
- 50 faculty members (non-duplicated) who created
- 361 instances of
  - 8 information literacy modules (4 additional modules added in May 2010) with an average score of
- 90.4% across all modules’ summative assessments.

The statistics are comparable to 2008-2009 when there were 11,039 assessment completions, by 4,055 students, in 151 course sections, by 77 faculty with 307 instances and an average score of 89.08%.

**Library Instruction**

The library instruction program consists of Rachel Mulvihill, Instruction Coordinator, with Renee Montgomery serving as her backup.

- **Face-to-face instruction**
  Eleven librarians have a percentage of his or her annual assignment/position description to teach face-to-face library instruction sessions. They are: Corinne Bishop, Linda Colding, Rich Gause, Richard Harrison, Aysegul Kapucu, Jason Martin, Hal Mendelsohn, Renee Montgomery, Rachel Mulvihill, Terrie Sypolt, and John Venecek.

  For part of the year, only 10 librarians were available to teach classes. Aysegul Kapucu was on maternity leave from February 2010 to August 2010.

  Despite being short-handed, the librarians taught more library instruction sessions in 2009-2010 than in 2008-2009. The number of sessions increased from 394 to 428 (9%).

- **Web Courses and Embedded Librarians**
  In addition to face-to-face instruction, librarians at the main campus collaborate with the regional librarians to teach classes online by monitoring WebCourses. This program keeps growing. There are approximately six librarians from the main campus and four librarians from the regional campuses that participated in the 2009-2010 fiscal year. The number of WebCourses increased from 60 to 77 (28%) in 2009-2010.
The number of students increased from 2,146 to 3,271 (52%).

Librarians monitoring WebCourses collaborate with the faculty member to provide as much library support as needed for the class. Some librarians monitor the course and answer questions throughout the semester. Some librarians offer additional services, like a face-to-face session plus monitoring online. Even more participation can occur when librarians have students complete a library assignment, offer chat sessions with students, or create customized LibGuides for each class.

**Partnerships**

- **Web Usability Study**
  During 2009-2010, the ILO department collaborated with Systems & Technology and the Center for Distributed Learning (CDL) to conduct a usability study on the library home page. The ILO department contributed to this project by drafting a set of tasks for students to perform from the Web page while being recorded by Manny Duarte, Lead Web Strategist (CDL). The results of the study informed changes to the library home page that hopefully resulted in increased usability.

- **3rd Annual Information Fluency Award**
  Our department also coordinated the 3rd Annual Information Fluency Award with the Burnett Honors College. The award is presented to two Honors students who demonstrate excellent understanding of the research process. The upper division award for $500 was presented to Lindsy Townsend at a reception in the Honors College on April 19, 2010. The lower division award was not presented this year.

**Collaborations with Reference Services**

The Information Literacy and Outreach department worked with Reference Services to shift and move the Reference and Government Documents Collections in preparation for the new Knowledge Commons. Rachel, Renee, and Corinne also participated in the comprehensive shelf reading project throughout the summer. Rachel and Renee worked with Reference Services on the communication and marketing side of the new Knowledge Commons project to prepare for the closing of the main floor during the summer and for the opening of the new space in the fall. Rachel and Renee created and kept the “New Look” Web pages up-to-date with pictures of the construction progress (http://library.ucf.edu/NewLook/Construction.asp).

**Outreach** (New Events indicated with ➔)

- **Campus Orientations:**
  - New Faculty Orientation: participation and presentations
  - New Faculty Orientation One-Stop Shop
  - Graduate Student Orientations: presentations
  - Library orientation for O-Team Leaders during summer training
  - 40 New Student Orientations reaching approximately 400-600 students in each session.

- **Campus Events:**
  - SARC Learning Fair Annual Event
  - UCF Welcome Expo to introduce the library to new students
  - Summer Research Week presentation “Need Help with Citations? Learn How RefWorks & EndNote Can Help.”

  ➔ Renee Montgomery & Aysegul Kapucu organized an event for the 2009 International Education Week, entitled “Go International @ Your Library” that was held in the library on November 19, 2009.

- **Campus Connections:**
  - Renee revised and updated library information for the UCF New Student In-Person and Virtual Orientations.

  ➔ Renee and Aysegul presented “Library Resources for International Students” to the Barbara Ying Center Faculty.

  - Completed revisions and updates to the Graduate Student Orientation Guide.

  - Provided Citation Management Sessions to specific groups on campus:
    - Research Experiences for Undergraduate (REU) Students (CREOL and National Science Foundation sponsored summer program).
Changes in Staffing

Erica Baker resigned as Sr. LTA in April 2010.

New Sr. LTA, Rosalie Flowers, has been hired. Her first day will be August 16, 2010.

Departmental Goals: 2009-2010

- Create a new set of information literacy modules and update the current modules for summer 2010 release. Completed. Four new modules and revisions to eight current modules were completed by May 2010.
- Update all Captivate streaming videos for summer 2010 release. Completed. The streaming videos have been updated for fall 2010.
- Identify all undergraduate and graduate courses with a research methods component for marketing of library instruction services and resources. In progress. Lists are being compiled.

Departmental Goals: 2010/2011

- Create a question bank for each information literacy module in order to increase the rigor of the assessment in each module.
- Work with the Obojobo systems team to make statistics for the information literacy modules easier to compile, and, as a result, compile statistics on a monthly basis from June 2008 to present.
- Develop effective marketing tools for the information literacy modules and all other instruction services.

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida

The Information Literacy and Outreach department supports this goal through all of our online and face-to-face instructional and outreach activities and resources. We taught 335 face-to-face instruction sessions to 8,544 undergraduate students and monitored 50 undergraduate WebCourses reaching 11,056 undergraduate students. Many of our Information Literacy Modules are targeted to undergraduate students as well.

In addition to instruction, we coordinated a library presence at all new student orientations and new student events (such as the Welcome Expo) reaching thousands of undergraduate students as they start their university careers.

Achieve international prominence in key programs of graduate study and research

ILO supports the graduate program through the face-to-face and online instruction to graduate courses. We taught 81 face-to-face instruction sessions to 1,578 graduate students and monitored 27 graduate level WebCourses reaching 759 online students for a total of 2,337 graduate students. Several of our Information Literacy Modules target more upper division and graduate students as well.

In addition to instruction, we reach out to graduate students through face-to-face and virtual graduate orientations and assist many graduate students with citation management software.

Provide international focus to our curricula and research

Our department supports this goal through outreach and services to international students by:

- Presenting library services and resources at the International Student Spring Orientation.
- Renee Montgomery & Aysegul Kapucu organizing an event for the 2009 International Education Week, entitled “Go International @ Your Library” that was held in the library on November 19, 2009.
- Presenting library services and resources at MASS (Multicultural Academic Support Services) Annual Extravaganza Event.
- Renee Montgomery and Aysegul Kapucu presenting “Library Resources for International Students” to the Barbara Ying Center Faculty.
This year’s recipients of the five-year awards:
Renee Montgomery (ILO), Lee Dotson (Systems), Jason Martin (CMC), and Kristine Shrauger (ILL)
Thanks to joining RapidILL in June 2009, Borrowing has provided articles to faculty, students, and staff faster than ever, and at a considerable cost savings. Around 6,861 requests were filled out of 7,344 requests using the Rapid system with an average turnaround time of less than 24 hours. Before joining Rapid, requests were being sent via OCLC to libraries that were both charging and non-charging. After joining Rapid, libraries that once charged us $15.00, $20.00, or $25.00 are now free. Looking at ILL Fee Management (IFM) costs, Borrowing IFM dropped over the past year by almost $8,900.

Lending continues to lend the highest number of books and articles throughout the state of Florida. The unit is known for its quick turnaround time, efficient workflow practices, and trying to fill as many requests as possible. Over the course of the past year, the Lending processed over 44,000 requests and averaged 1 request every 3.17 minutes, which included looking up call numbers, pulling the request, and either scanning the article or preparing the book for shipping. RapidILL accounts for 10,292 of the lending requests and we were able to fill 8,193 of those requests.

UBorrow committee work seemed to be on the forefront for most of the year. The UBorrow Task Force was formed to evaluate Aleph ILL and ILLiad as an unmediated borrowing product for the union catalog. The committee advised FCLA in the design and testing of Aleph ILL.

There are two department goals for 2010-2011.

- Evaluate the GIST (Getting It Systems Toolkit) software and how it could enhance the user’s interaction with the Interlibrary Loan, Acquisitions, and Gifts & Exchange departments, and how GIST could create a stronger bond between Acquisitions, Collection Development, and Interlibrary Loan.
- Implement the UBorrow concept throughout the University of Central Florida Libraries.

The goals for this year pertained to more collaboration with other Resource Sharing departments by:

- Participating in conversations and working with OCLC to beta-test a new electronic serials database. In Process
- Working with FCLA to beta-test the Aleph ILL module. Kristine continued to work with FCLA to implement UBorrow/Aleph ILL on the lending side.
- Designing and testing ILLiad as an unmediated borrowing module. Kristine continued to work on implementing ILLiad as an unmediated borrowing module.
- Creating a marketing plan to let faculty, students, and staff know about resource sharing services. The ILL/DDS department worked with Michael Author (Acquisitions) and Blake Stephens (Systems & Technology) to create the CRL display during July this summer to show the different types of materials that were available for loan.

Advancement Toward the President’s Five Goals

- **Offer the best undergraduate education available in Florida**
  The Interlibrary Loan and Document Delivery Services supports undergraduates by providing interlibrary loan requests.

- **Achieve international prominence in key programs of graduate study and research**
  As members of RapidILL, we are now providing fast article service to all graduate students and their faculty.

- **Become more inclusive and diverse**
  Continued the departmental practice of hiring minority and international students and staff.

- **Be America’s leading partnership university**
  Provided interlibrary loan and document delivery services to faculty, students, and staff at all regional campuses and all distance learners. Provided lending services to all public, community college, college, and university libraries throughout the state of Florida and the world.
Interlibrary Loan/Document Delivery Services

Table #1
Who Uses ILL? 2009-2010

<table>
<thead>
<tr>
<th>Department</th>
<th>Article 2009/10</th>
<th>Loan 2009/10</th>
<th>Total Requests Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing</td>
<td>1,764</td>
<td>105</td>
<td>1,869</td>
</tr>
<tr>
<td>History</td>
<td>361</td>
<td>900</td>
<td>1,261</td>
</tr>
<tr>
<td>English</td>
<td>626</td>
<td>530</td>
<td>1,156</td>
</tr>
<tr>
<td>Psychology</td>
<td>888</td>
<td>205</td>
<td>1,093</td>
</tr>
<tr>
<td>Anthropology</td>
<td>611</td>
<td>175</td>
<td>786</td>
</tr>
<tr>
<td>Biology</td>
<td>636</td>
<td>74</td>
<td>710</td>
</tr>
<tr>
<td>Mechanical Engineering</td>
<td>566</td>
<td>97</td>
<td>663</td>
</tr>
<tr>
<td>Foreign Languages</td>
<td>428</td>
<td>198</td>
<td>626</td>
</tr>
<tr>
<td>Chemistry</td>
<td>501</td>
<td>33</td>
<td>534</td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>518</td>
<td>9</td>
<td>527</td>
</tr>
</tbody>
</table>

Table #2
Top Five Requests owned by UCF Libraries & filled by the ILL/DDS staff 2009-2010

<table>
<thead>
<tr>
<th>Journal Name</th>
<th># of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dissertation abstracts international</td>
<td>525</td>
</tr>
<tr>
<td>Spine</td>
<td>76</td>
</tr>
<tr>
<td>Psychological Reports</td>
<td>54</td>
</tr>
<tr>
<td>Canadian Journal of Zoology</td>
<td>40</td>
</tr>
<tr>
<td>Advances in Nursing Science</td>
<td>39</td>
</tr>
</tbody>
</table>

Performance Enhancement Recommendations

In order to perform at a faster rate the Interlibrary Loan department needs an additional upright scanner for document delivery services and it needs a digitized microfilm/fiche reader. Additional funding for student assistant will also be required.

Interlibrary Loan staff members with the 2009/10 June Stillman Scholarship Recipient and ILL student assistant (third from the left); remaining staff (left to right) Deirdre Campbell, Pat Tiberii, Kristine Shrauger, Joanie Reynolds, and Kristen Palmiere.

Kristine Shrauger
Head, Interlibrary Loan/Document Delivery Services

Interlibrary Loan/DDS

STATISTICS
While reflecting upon 2009/2010 in preparation for this report, the enormity of accomplishments achieved over the course of the year began to emerge. Of course, what stands out most is the singular second floor renovation project and all the preparation it entailed. Members of the department were consumed with clearing the space and continuing to provide service on a daily basis; but it must be pointed out that involvement extended beyond Reference Services to include representatives from every department in the main library as well as past employees and other volunteers (over 60 non-student volunteers were involved in some aspect of the project). By the nature of departmental annual reports, however, this account is limited to describing Reference Services’ participation in the renovation.

Planning occupied most of fall 2009, and the start of 2010 saw the review, staging, and relocation of second floor materials begin in earnest. Three task forces were formed to oversee the projects: Reference Review, Government Documents, and Service Continuation. Responsibilities associated with preparing the space for the renovation included relocating Government Documents staff offices and collections to the first floor; prepping reference books and then reviewing them on an item by item basis for location decisions; and notifying students and faculty of changes (via signs, Web updates, Facebook posts, and Tweets) and relocating public desk operations, materials, and some computers.

To provide an indication of the scope of the project, approximately 5,000 shelves (close to 15,000 linear feet) of materials were reviewed and moved, many of them several times. One hundred percent of the 903 shelves of indexes and abstracts were inventoried and either sent to storage or moved to other locations in the building; 2,297 shelves of reference materials were dusted, checked against a shelflist, stamped and tapered, then individually reviewed by a team of three, relocated to a staging area, and either moved into the general collection or returned to the reference stacks; and 1,800 shelves of Government Documents were withdrawn or relocated to the first floor (along with 97 cabinets of microfiche/film, CD-ROM, and map and atlas cases). The following chart provides a visual representation of the numbers. Again, the goal could not have been accomplished without the tremendous support and cheerful assistance of dedicated people from across the library, who all came together to help turn a vision into reality.

With services on multiple floors and the promise of increased foot traffic, the department took advantage of the time allotted by the actual renovation to prepare for occupying the new space and to explore new service models. Tasks associated with this step were broken into four workgroups: internal communications, external communications, physical space, and training. Examples of priorities associated with the groups included creating a help icon for public PCs that links to the Ask a Librarian service; developing an internal communication policy using IM and phone protocols; generating a schedule for maintaining the new space; and devising guidelines for displays in the corner bookcase.

Preparation for the renovation overlaid regular departmental responsibilities (statistics follow) and department members continued to make other notable contributions during the year. It is difficult to identify a few of the many accomplishments, but the following bear mention. The number of LibGuides created and their usage grew at an impressive rate, with some pages being used by faculty from other institutions or cited as contributions to the profession by users. Department members also increased visibility in the area of scholarly communication by giving presentations at faculty workshops or graduate classes on the topic, rewriting the InfoSource letter that accompanies citation analysis requests, and creating a LibGuide dedicated to the topic. The department continued to embrace social networking technologies, and added Twitter and IM to build upon the Facebook account. Finally, department members were involved in hosting workshops such as the U.S. Patents and Trademark Organization training workshop, or planning future ones that meet the mandate to provide professional development opportunities to central Florida area members.

### Ask A Librarian

UCF Ask A Librarian (AAL) Service recently completed its second year of participation in the Florida statewide Ask A Librarian collaborative chat, answering chat questions from participating community colleges and universities throughout the state. UCF Ask A Librarian staff and library staff throughout the state celebrated ASK A Librarian Day, February 23, 2010. Staff wore ASK A Librarian shirts and distributed lanyards, stickers, and bookmarks to advertize the free virtual reference service. In March Florida Ask A Librarian sponsored “March Madness,” awarding certificates and prizes in various categories. UCF Ask A Librarian staff members won two awards: Nola Pettit was awarded the “Busiest Bee” award for answering the most chats statewide during the month.
of January; Meredith Semones was awarded the “Lean on Me Award” for being one of three librarians who volunteered most often to cover additional shifts on the Academic or Collaborative Desk.

**Research Consultations**

The number of Research Consultations (intensive one-on-one or small group sessions) rebounded greatly over 2009/2010 as compared to the previous year. This is especially heartening as departmental public space and collections were chaotic due to preparation for the renovation and may have adversely impacted students’ ability to schedule consultations.

**InfoSource**

InfoSource statistics are less than one-third of what they were five years ago, mainly due to the decrease in handling of document delivery and Special Borrower Cards requests. The number of citation searches has remained fairly consistent, which indicates that there is still a need for the service. The InfoSource co-ordinator created a new letter to accompany citation search results, which emphasizes the limitations of searching a singular database to inform high stakes promotion and/or tenure decisions.

**Government Documents**

In addition to planning and moving offices and collections, Government Documents staff maximized use of the space on the first floor by integrating a number of titles previously shelved in the general collection. This served to create more shelf space for shifting and future growth. Major titles that were moved into the Government Documents collection included *Foreign Relations of the United States*, *Public Papers of the Presidents*, and *Monthly Labor Review*. The relocation also provided opportunity for several print titles to be withdrawn, among them were *National Labor Relations Board Decisions*, *Congressional Record*, and *Federal Communications Commission Record*. The selected titles have full-text online counterparts so no content was lost.

**Staffing Changes**

- Melinda Gottesman submitted her resignation in August 2009 to take a job with the federal government. The department was awarded an exemption to the hiring freeze and Rebecca “Missy” Murphey was selected as the successful candidate to fill Melinda’s vacated position. Missy joined the department in June 2010.
- Aysegul Kapucu was on maternity leave.
- Several adjuncts were hired in anticipation of a busy year with less than optimal staffing. Jennifer Raraigh Hopper, Muriel Burrell, and Arwen Main joined the department in 2009. Muriel and Arwen resigned fairly early in the semester and were replaced by Kerri Bottorff.

**Departmental Goals: 2009-2010**

- Contribute to planning and implementing second floor renovation. Project outcomes include providing a more aesthetically pleasing area with flexible patron seating space and access to computer workstations and power outlets. **Implemented.**
- Review reference materials on an item by item basis for reassignment to other areas in the library. Project outcomes include relocating over 60% of the collection to create additional patron seating and a more functional reference collection. **Implemented.**
- Continue to refine current service delivery model and investigate additional options. **Implemented and continuing.**

UCF Libraries Ask A Librarian Team: (clockwise) Hal Mendelsohn, Ven Basco, Nola Petit, Meredith Semones, Rachel Mulvihill, Cindy Dancel, Robin Chan, John Venecek, Renee Montgomery, Linda Colding, and Aysegul Kapucu
Reference Services (cont’d)

- The Ask A Librarian service will pilot texting as a contact method.
- Efforts will be made to make scholarly communication efforts more visible on campus.

Performance Enhancement Recommendations

Departmental members are consistently working beyond their negotiated percentages (it is not unusual to see faculty teach at 150% their load, or provide reference assistance on the desk or via AAL well beyond their allotted hours). Vacant faculty lines need to be filled and sufficient OPS funding must be provided. The department received no initial OPS allocation last year; the acting head negotiated for funds to hire adjuncts, temporary help, and student assistants. Lack of an established budget impacts planning for services and staffing and insufficient allocations result in overworked staff or understaffed service points. Review of the print collections on the second floor project revealed that many of these materials are in dire need of updating. Some items were canceled in print in order to purchase electronic subscriptions, but often electronic subscriptions were subsequently canceled. The small number of librarians on staff (compared to institutional size) prohibits development of needed services and innovations (such as GIS and data set librarians, Web and social software support, further development of scholarly communication efforts, etc).

Advancement Toward the President’s Five Goals

Offer the best undergraduate education available in Florida
- The Reference Desk was open over 3,100 hours and librarians fielded 20,856 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 over 5,000 chat questions and approximately the same number of e-mail and phone questions, for a total of 10,678 electronic and phone interactions.
- The Information Kiosk service continued to be offered. 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.
- Faculty in the department continued to work with the institutional Information Fluency project by administering pre- and post-tests for every class of the Strategies for Success program and by conducting and analyzing assessments for selected Nursing classes.
- Members of the department continued to create and update LibGuides. Departmental faculty members have authored well over 100 guides on a variety of academic and informational topics.

Achieve international prominence in key programs of graduate study and research
Librarians conducted 385 in-depth, one-on-one Research Consultations. These consultations are available to all students, but are very heavily used by graduate students.
Department faculty reviewed 2,200 Education Research Reports that were slated for with-drawal and retained several dozen that had information unique to the institution or area.
Faculty served on two dissertation committees, in the capacity of committee member and co-chair.
Combined research and scholarship efforts by the unit’s ten librarians included two publications and seven papers or poster sessions presented at state, regional and national venues.

Provide international focus to our curricula and research
A member of the department co-created an International Students Service page and demonstrated it at the Center for Multilingual Multicultural Studies faculty meeting, with the result that library tours and orientations are being provided for CMMS and other international students.

Become more inclusive and diverse
Three members of the department were members of the committee that brought in the successful Pride and Passion: The African-American Baseball Experience exhibit.

Be America’s leading partnership university
- Government Documents, which is a member of the Federal Depository Library Program, receives documents in every subject area and makes a concerted effort to make this information accessible to the public. In the spirit of the program, 4,436 print volumes and maps, 9,787 microfiche, and 248 electronic products were added to the collection and guides to many of the subject areas were created or updated.
- The InfoSource service conducted 11 citation searches for faculty and candidates across the campus, in addition to 214 other transactions that included literature searching, article delivery, and extension of Special Borrower Cards.

Reference Desk Staff: Back Row: Richard Harrison, Cindy Dancel, Linda Colding, Ven Basco, Peter Spyers-Duran, Penny Beile; Middle Row: John Veneciek, Missy Murphey, Meredith Semones, Corinne Bishop, Hal Mendelsohn, Aysegul Kapucu, Patricia Hall, Renee Montgomery; Front Row: Rosie Flowers, Terrie Sypolt, Elizabeth Killingsworth, Nola Petit, Manuela Santiago, and Rachel Mulvihill
Departmental representatives facilitated reference materials donations to the English, Sociology, and Philosophy departments, and to partner libraries at the regional campuses.

A total of 25 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 reported that they talked to 1,173 people and distributed 1,914 brochures while in the library.

A department member hosted a very well received A department member hosted a very well received A department member hosted a very well received A department member hosted a very well received workshop for central Florida academics and U.S. Patent and Trademark Organization training distributed 1,914 brochures while in the library. reported that they talked to 1,173 people and
to host campus organizations in the library in order to provide a visible place for them to market services and meet students. The organizations reported that they talked to 1,173 people and distributed 1,914 brochures while in the library. Additionally, several library faculty members collaborated with other campus entities, including the UCF Center for Entrepreneurship and Innovation, and the Office of Research and Commercialization about program specific support.

Librarians in the department met with a number of faculty members on campus to discuss library support for their classes and research. Additionally, several library faculty members collaborated with other campus entities, including the UCF Center for Entrepreneurship and Innovation, and the Office of Research and Commercialization about program specific support.

Departmental representatives also met with area organizations, including the Tampa Bay Inventors Club and the Space Centers Inventors Club, or worked with such diverse offices and organizations as the UCF Arboretum, the Small Business Development Center, and the Asian Pacific American Library Association to create graphics, edit digital collections, or discuss UCF Libraries resources. The department was responsible for procuring a table at the UCF Book Festival, which was shared between Reference and Special Collections. Materials and services were to non-UCF patrons were part of the outreach efforts.

![Information Source Statistics Five-Year Comparison](image)

<table>
<thead>
<tr>
<th>Service</th>
<th>2009/10</th>
<th>2008/09</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citation Searches</td>
<td>11</td>
<td>7</td>
<td>8</td>
<td>15</td>
<td>13</td>
</tr>
<tr>
<td>InfoSource Research</td>
<td>2</td>
<td>4</td>
<td>10</td>
<td>12</td>
<td>36</td>
</tr>
<tr>
<td>Document Delivery</td>
<td>18</td>
<td>31</td>
<td>38</td>
<td>165</td>
<td>428</td>
</tr>
<tr>
<td>Special Borrower Cards</td>
<td>190</td>
<td>184</td>
<td>226</td>
<td>272</td>
<td>280</td>
</tr>
<tr>
<td>Special Collections Billing*</td>
<td>4</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Interactions</strong></td>
<td>225</td>
<td>230</td>
<td>282</td>
<td>464</td>
<td>757</td>
</tr>
</tbody>
</table>

**Special Collections billing started in 2008/09.**

![Ask A Librarian Statistics Five-Year Comparison](image)

<table>
<thead>
<tr>
<th>Service</th>
<th>2009/10</th>
<th>2008/09</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone calls</td>
<td>4,761</td>
<td>5,563</td>
<td>5,422</td>
<td>5,835</td>
<td>5,992</td>
</tr>
<tr>
<td>E-mail</td>
<td>914</td>
<td>997</td>
<td>1,172</td>
<td>1,254</td>
<td>966</td>
</tr>
<tr>
<td>Commercial Chats</td>
<td>3,904</td>
<td>3,974</td>
<td>4,719</td>
<td>4,462</td>
<td>3,757</td>
</tr>
<tr>
<td>Instant Messaging Chats*</td>
<td>1,099</td>
<td>1,928</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Transactions</strong></td>
<td>10,878</td>
<td>12,282</td>
<td>11,313</td>
<td>11,551</td>
<td>10,715</td>
</tr>
</tbody>
</table>

*The IM service started in 2008/09. Traditional, commercial chat grew last year while IM chats dropped in 2009/10. We believe that the IM decrease was due to technical software problems both on the desktops and with the IM software.

![Desk and Research Consultation Statistics Five-Year Comparison](image)

<table>
<thead>
<tr>
<th>Service</th>
<th>2009/10</th>
<th>2008/09</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research &amp; Info Desk</td>
<td>20,856</td>
<td>24,435</td>
<td>30,519</td>
<td>35,014</td>
<td>31,617</td>
</tr>
<tr>
<td>Research Consultations</td>
<td>385</td>
<td>304</td>
<td>414</td>
<td>331</td>
<td>141</td>
</tr>
</tbody>
</table>

Dr. Penny Belle
Acting Head, Reference Services
The mission of Special Collections, a department within the University Libraries created in August 2001, is to provide services central to the library and university community in support of research, teaching, and service. We collect material that has a central function to the curriculum and 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, in spite of the significantly reduced acquisition budget which limited our purchasing power. Therefore we attempted to purchase fewer but unique items, and titles not held by other Florida libraries, with the primary aim to support teaching and research at UCF. New purchases resulted in over 67 titles, 2 maps, and 3 manuscripts added to the 6 distinct areas of collection development, as per the department’s Collection Development Policy.

- University Archives
- Floridiana
- Travel & Tourism
- Book Arts
- Caribbean & West Indies
- African Americana

A total of 10 linear ft. of material was added to our manuscripts collection, while University Archives has been enriched by 26 linear ft. of new material received from UCF departments.

As part of the outreach efforts, we posted a new Web exhibit for the William Bryant West Indies Collection, available at: http://library.ucf.edu/SpecialCollections/Exhibits/BryantSite/Default.html

Also, the College & Research Libraries News, April 2010 issue, included a brief article, accompanied by an image, about The African American Legacy: The Carol Mundy Collection, as part of their “News in the Acquisition” section. In addition, the Orlando Arts Magazine, May/June 2010 issue, also included an article about the Carol Mundy Collection. We were again glad to organize and sponsor the 2010 UCF Student Book Arts Competition. Noteworthy is that our department now has a presence in both Facebook and Twitter.

**Book Arts**

The Book Arts Collection has been augmented with beautiful artists’ books. Just to mention a few: *A Guide to Higher Learning* by Julie Chen and Robert J. Lang, published by the Flying Fish Press, Berkeley, California in 2009 (Figures 1 & 2). This fine bookwork, Julie Chen’s latest, issued in an edition of 100 copies.

“... examines the experiential process of acquiring knowledge, on both academic and personal levels. The piece is comprised of eight sections of rigid square pages that are hinged together in unexpected ways, giving the reader a physical reading experience that mirrors the complex meaning of the content. The book in its fully unfolded form reveals an intricate and fascinating visual pattern of information.” – Cf. http://www.flyingfishpress.com/booksinprint/guidetohigherlearning.html

We have continued to acquire titles from the Scripps College Press. The latest addition is *Arch* by Kitty Maryatt, published in 2010.

“After extensive research and class discussion, a mission statement for the book evolved: Architecture, like books, is a delicate balancing act between stability and motion, interior and exterior, aesthetic values and structural practicalities. Books, like buildings, are fundamentally inhabited spaces. They are incomplete without human interaction” – Kitty Maryatt, introduction.

*Ta Tung* (Mandarin for “The Age of Great Harmony”), an Organik Press stunningly unique new artist book, published in 2010, is another new treasure (Figure 3 & 4) – a global compendium of text, image and material – includes dirt, water, metal, organic-egg shells – samples gathered throughout the world over a 14 month period. *Ta Tung* effectively excavates a monumental narrative of global history both liberatory and oppressive while also constructing an oblique incantation of poetic resistance activated with the reading of the book. Organik is a collaborative group that creates books, paintings and installations in a unique, intimate, spontaneous
and passionate mode of choreographed art-making. Worth mentioning is yet another fine title, *Eleven*, a photographic essay by Marshall Weber documenting the visual and textual environment of downtown New York City in the weeks after 9/11, with texts by various New York writers. This book is not held by other libraries in Florida.

Worth mentioning is yet another fine title, *Eleven*, a photographic essay by Marshall Weber documenting the visual and textual environment of downtown New York City in the weeks after 9/11, with texts by various New York writers. This book is not held by other libraries in Florida.

**Floridiana**

Our Floridiana collection has been enriched by a wonderful original typed manuscript of a journey to Florida with two photo albums, illustrated by the author/photographer Charles Melville Shipman with 192 original hand-tinted photographs (Figures 5 – 8). Mounted in limp suede scrapbooks, the first volume, a quarto, is an account of a journey to Florida in 1908, with 85 hand-tinted photographs; the second album, a folio, is from a later trip in 1916, with 107 hand-tinted photos. Shipman was a naturalist with a particular interest in plant and bird life. He was a keen observer and documented his observations with photographs. Early on in his life, Shipman developed his interest in nature which was further encouraged by contact with Frank Chapman, Henry Fairfield Osborn, Theodore Roosevelt, John Burroughs, and Louis Agassiz Fuertes. He was also a member of the Brooklyn Camera Club and won national and international awards for his photographs.
African Americana

In 2009, with the acquisition of African American Legacy: The Carol Mundy Collection – the department began collecting in this new area. This vast paper-based collection of African Americana, includes primary sources about the Civil Rights Movement, history, and culture of African Americans. During the past year, we were fortunate to receive additional items from Ms. Mundy, which are a nice addition to her larger collection, a well-rounded, balanced, and historically accurate representation of black culture in America that has the potential to offer students and scholars fertile material for many years to come. We also purchased some notable African Americana material from our book dealers to compliment Ms. Mundy’s collection. Among these purchases is a wonderful manuscript, *Speech on Colonization*, anonymous, ca. 1863, [24] pages, a speech delivered on the efficacy and possibilities of emancipation with colonization, suggesting the expatriation of American slaves to the Caribbean upon emancipation (Figures 9 & 10.) The fascinating speech, not entirely without compassion, is fairly adamant about removing freed slaves from the U.S. possibly to Haiti; so it also falls within our West Indies Collection.

“... I found it a fascinating glimpse into a part of history that most of our students are unfamiliar with (I would guess that most students don’t realize that Lincoln favored colonization in late 1862.)” – John Sacher, Professor UCF History Department, March 2010.

Bryant West Indies

Two scarce maps were purchased. *St Christophers or St. Kitts* by Anthony Ravell, printed in 1794, (Figure 11, next page) is, according to WorldCat, held by only one other library in United States (not in Florida)

The second map is *West India Islands*, drawn and engraved by Kirkwood & Son for Thomson’s New General Atlas, Feb. 1815 (Figure 12, next page.)

Dr. Carol Cubberley, retired former UCF librarian now residing in Cowan, Tennessee, donated two Haitian carvings, about two feet high and in excellent condition, for our West Indies Collection. Done in a dark wood, the carvings represent Haitian men (Figure 13). The two carvings were originally purchased by Dr. Cubberley’s son while in the Navy and stationed in Haiti in the 1970s. He purchased them directly from the artist in exchange for his belt.

Figure 9: A Speech on Colonization, 1st page.  
Figure 10: A Speech on Colonization, p. [24]

Figure 13: Two Haitian Carvings
**Tourism**

Additional scrapbooks from Harris Rosen have been added to the Harris Rosen Collection. We were also very pleased to receive one large box from Patrick Millay, to be added to George & Anne Millay Collection, which includes photographic prints of Wet ‘N Wild Arlington under construction (1982-1983); SEC registration for SeaWorld; stock prospectus (multiple) for SeaWorld; miscellaneous advertisements, press photos, brochures; ephemera; opening weekend materials for Wet ‘N Wild Arlington; photos and slides (both Wet ‘N Wild and SeaWorld); newspaper and magazine clippings, 1967-1968.

**Rare Books & Manuscripts**

Ms. Sylvia Semel donated an extremely valuable item to our department, a beautifully bound vellum folio manuscript (55 cm tall, 14 cm thick), 133 leaves (first page missing) in very good condition, with text in Latin, ca.1600, with beautiful ornate illuminations and decorated initials. This treasure is a Spanish Antiphonary for Choir of the Divine Office of the Catholic Ritual Music for the first Sunday of Advent (Figures 14 & 15.) This fine Antiphonary – a book containing antiphons – was inspected by the Morgan Library & Museum.

**University Archives**

We were very pleased to be able to acquire an additional 26 linear feet of material for the UCF Archives, including records from Facilities Planning; Dr. Charles Millican’s office items, images now displayed in the reading room; documents and photographs from the Arboretum; Ecology films from Research and Commercialization; records from USPS Staff Council; 17,000+ slides from News and Information; brochures, promotional material, etc., from UCF Marketing; and, finally Dr. Millican’s second donation of his diplomas, photo albums, and scrapbooks.
Other Accomplishments:
Many of the accomplishments Special Collections & University Archives have made this past year would not have been achieved without the help of our dedicated group of student assistants. Their projects, accomplishments, and changes in their professional and educational goals while with Special Collections in 2009-2010 are as follows:

- Heather Bollinger worked as a graduate assistant on part of an LSTA grant which involved creating metadata for Bethune-Cookman’s special collections materials, which they contributed to Central Florida Memory. She worked on creating an EAD finding aid as well. She also started re-processing the Harrison (Buzz) Price Collection and was able to complete six series (a total of seventy boxes) before leaving us in May 2010 to devote her time to working on her MA degree in History at UCF. We wish her well, as she is pursues her graduate degree in the Public History Program.

- Jonathan Boursiquot, a UCF undergraduate student majoring in Engineering, joined us at the end of January 2010. He began creating metadata for over 200 Haitian slides from our West Indies Collection that will be contributed to digital Library of the Caribbean (dLOC.) A native of Haiti, in addition to English he speaks French, and Creole. We have, therefore, been very fortunate to have him as a resource for describing the slides from Haiti. In addition, Jonathan started his work on translations (French and Creole) for dLOC Help Pages.

- Nava Cohen, our graduate assistant started work on her MA degree in History with the UCF History department. Nava’s projects this year included exhibit work, involving research, writing captions, and installations:
  - A Look Into the Past: UCF Homecoming Since 1971 – six-case exhibit using UCF Memorabilia Collection to display the importance of preserving UCF’s history for future generations. November to December 2009
  - Remembering our first ‘First Lady,’ Frances Hilliard Millican – three-case exhibit honoring the memory of the university’s first First Lady, including photographs, scrapbooks, and memorabilia. January to February 2010
  - Women’s History Month: UCF Women – six-case exhibit honoring the women of UCF for Women’s History Month. March to July 2010
  - Helped shift Special Collections & University Archives material between rooms 150 and 501; helped move theses; assisted Reference and Government Documents with their shift of material during summer 2010; handled numerous patron requests resulting in digitization of university photographs; assisted reorganization of Archive’s digitized images; completed processing University of Central

- Christopher Saclolo continued to work with us as our first book conservator through April 2010, when he moved to Chicago to start his graduate studies in the Interdisciplinary MFA in Book and Paper Arts program at Columbia College Chicago. We’ll miss him very much but wish him well as he pursues his graduate studies.

- Jonathon Teasley continued to work on his project: UCF Buildings: A Historical Tour.

- Whitney Broadway is a recent UCF graduate with a BA in Fine Arts with a focus in print making. She joined us in May 2010 as the new book conservator. Whitney worked as an intern under and was trained by Chris Saclolo, who highly recommended her. We are very fortunate to have her continue preservation and conservation work for our material at risk.

Staffing Changes

- Judith Beale, who worked in the department for over five years as a Senior Archivist, left in August 2009 to pursue personal interests and new professional opportunities. In February 2010 we were shocked and saddened to learn of Judith’s untimely demise. Unknown to us our beloved colleague and friend had been battling breast cancer in recent months.

- Sandra Varry joined us in December 2009 as our new Senior Archivist.

Departmental Goals: 2009-2010

- Evaluate collections and establish processing priorities, both for printed material, manuscripts, and University records. Ongoing. Printed material: reviewed the backlog and selected items for immediate cataloging; established high processing priority for cataloging based on use pattern and high
demand items (mostly book arts); prioritized a list for cataloging printed items and processing collections for the University Archives.

- Review and update the Collection Development Policy (CDP) to expand and/or narrow individual areas. Ongoing. Important to note is that the CDP has expanded to include African Americana. As a result of acquiring The Carol Mundy Collection, we started building on it with additional important and unique acquisitions. In addition, we began seeking home movies (8mm, super 8 mm, and 16 mm films) for our Home Movie Archive, as well as veterans’ oral histories and related material for the Veterans History Project.

- As per the Collection Development Policy, strengthen collections, through new acquisitions and gifts, to build quality, in-depth collections in the history of Florida and the central Florida region; tourism and attraction development in the United States and the Caribbean; rare material in the Caribbean; and the artists’ books in Book Arts.
  - Important new acquisitions were added to the African Americana, Book Arts, Floridiana, West Indies, and University Archives.
  - Acquired additional material for African Americana, which has an important local focus.
  - Continued with the appraisal of the existing backlog and unprocessed collections.
  - Started discussions with Michael Spencer about acquiring additional manuscript and printed material to be added to his fine Bromeliac Research Collection.
  - Notable Gifts:
    - Additions to the African America Legacy: The Carol Mundy Collection.

- Continue identifying new potential library donors, as well as cultivating and stewarding current donors.
  - Identified, cultivated, and solicited donors for the UCF Libraries.
  - Invited Mrs. Jean Gould to participate as one of the judges for the 2010 UCF Student Book Arts Competition.
  - Continued to stay connected with Denise Hall via e-mail and telephone calls.
  - Continued to connect via e-mail with Michael Spencer to discuss additional acquisition of his Bromeliac Research manuscript collection and his rare botanical monographs.
  - Continued to cultivate and steward Carol Mundy, donor of the African American Legacy Collection.
  - Continued to maintain excellent relationship with Harris Rosen.
  - Continued to maintain excellent relationship with Giuliana Scott, daughter of late Archimedes L.A. Patti, to finalize the Deed of Gift and MoU for the Archimedes L.A. Patti Collection.
  - Initiated and developed a relationship with Sylvia Semel, donor of a wonderful treasure, a Spanish Antiphonary, ca. 1600
  - Initiated a relationship with Robert Foster, a former Real Estate Attorney for Walt Disney land acquisition and real estate transactions, and started discussions about acquiring his papers.
  - Visited Dr. Charles Millican to discuss transfer of additional material to be added to his existing collection.

- Continue to provide access to manuscripts and university records collections through the continued implementation of EAD, and collection level bibliographic records, as the end result of the thoughtful processing of collections.
  - Significant series have been processed and their corresponding finding-aids (EAD) have been made available on the Internet.
  - Over 120 EAD finding aids are currently available on the Internet, including our Website, Archives Florida and Archive Gnd.

- Upgrade access to print collections, manuscript collections, and university archives by eliminating the backlog, and by immediately cataloging/processing new acquisitions.
  - Continued to meet with Cataloging Services to ensure that policies and procedures for creating bibliographic records both for item level and collection level be followed.
  - Coordinated a regular workflow for cataloging activities.
  - New acquisitions and gifts as acquired were selected for cataloging to ensure immediate access, with the intent of not adding them to the existing backlog (which will eventually help eliminate the backlog). In addition, selectively pulled titles from the backlog and had them cataloged.

- Provide better access to Digital Collections by establishing metadata standards and by continuing metadata quality control.
  - Ongoing. Continued working with the Digital Services unit on establishing metadata standards, and supervised creation of metadata to ensure metadata quality control.
  - Ongoing: Continued discussions with Digital Services to utilize CONTENTdm, the digital collection management software, for creating digital databases for visual, print, and manuscript material held in the department.
  - Continued to contribute material from the Van Sickel Collection (over 550 titles) to PRISM (a PALMM collection), and from Funeral Registers from Cary Hand Funeral Records Collection to Central Florida Memory.

- Continue to collect, preserve, and provide access to the university records by working with university offices and organizations.
  - Ongoing: Continued to acquire university records, such as publications, photographs, etc.
- Received additional records from the UCF Women’s Club, the UCF Arboretum, UCF Marketing, Fraternities and Sororities, and from Dr. Charles Millican, President Emeritus.
- Ongoing: Continued discussions with UCF News & Information with regard to preserving, handling, and creating a digital database for their large collection of digital born photographs.
- Initiated contacts and established new relationships with UCF departments, resulting in material that had not been acquired in the past.
- Maintained excellent relationship with Cataloging Services to ensure regular workflow for cataloging University Archives.
- Curate the art collections including those acquired as pieces to support the academic program and those acquired through donation to be used in the building. Ongoing. Supported the creation of a William Bryant virtual exhibit; a small exhibit on the Book Arts; and access to Mrs. Frances Millican’s slide show.
- Develop and implement strategies for cultivation public service outreach through exhibits, partnerships, and public relations.
  - Taught 13 classes to a total of 194 students.
  - Continued to produce additional documentation about the department with a specific focus on art and book arts including brochures and general information about the department.
  - Continued to use the Special Collections & University Archives exhibit area to feature material from our department’s collections.
  - Remembering our First ‘First Lady’ Frances Hilliard Millican.

http://library.ucf.edu/SpecialCollections/Exhibits/MillicanMemorial/Default.asp

- Initiate, develop, and implement a number of projects to enhance Internet access to department’s resources, and to advance public service. Ongoing. Additional material from the Van Sickle Pamphlet contributed to PALMM; West Indies British Parliamentary Acts contributed to dLOC.
- Develop delivery of new innovative services.
  - Ongoing. Started planning phase for building digital collections in CONTENTdm.
  - Outreach efforts aimed at young adults resulted in the creation of a FaceBook and Twitter presence for the department.
- Continue enhancements to virtual exhibit based on the Caribbean materials held in the Bryant Collection. Bryant West Indies Archeological Collection.

http://library.ucf.edu/SpecialCollections/Exhibits/BryantSite/Default.html

- Initiate and develop a preservation program within the department. Ongoing. Planning began with the Preservation Assistance Grant, which included a consultant’s on-site visit and survey, and 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.
- Explore opportunities to partner and collaborate with university units and organizations external to the university to further the Libraries’ and the university’s goals.
- UCF Internal partnerships
  - The Regional Initiative for Collecting the History, Experiences and Stories of Central Florida (RICHES) has been proposed by the members of the History department. The projects are all interdisciplinary. In July 2009, a RICHES steering committee was established to help advise and coordinate these efforts. Any acquired material (paper based), and oral history interviews will become part of Special Collections & University Archives’ permanent collections.
  - Partnered with UCF Film and History departments with a goal to create a Home Movie Archive. Facilitated Mr. Harris Rosen’s request in regard to his home movie collection, i.e., preserving the footage, cleaning, transferring to DVDs, etc. Supervised an USF Library School intern.
- External Partnerships:
  - Library of Congress (LC) Veterans History Project (VHP): UCF History department, University Libraries, and the Burnett Honors College began developing a Veterans History Project at the University of Central Florida to support the LC VHP.
  - Completed the project with the American Automobile Association (AAA) to develop a Plan of Action and guidelines for housing, processing, and storing their archives.
- Develop a list of projects for outside funding, targeting both individuals and foundations. Complete sponsored projects. Explored outside funding sources to enhance access to collections and to address preservation; submitted a Cataloging Hidden Collections proposal grant to Council on Library & Information Resources (CLIR).
- Build recognition of the University Archives as the source for university history, heritage, and memory.
  - Continued to update a permanent University History exhibit in UCF Alumni Center.
  - Assisted several campus organizations and departments in finding materials for their outreach needs.
  - Assisted University Archives researchers in finding materials.
- Continue to cultivate good relationship with UCF Alumni Association and arranged for 30,000 digital images to be transferred to UCF Archives.
- Advocate a department budget of at least 1% of state materials budget. Due to continued budget cuts the funding request was not close to the 1%.
- Advocate filling a Special Collections/Manuscripts Librarian position. Ongoing.

1 Website for RICHES: http://riches.cah.ucf.edu/
2 Website for LC VHP: http://www.loc.gov/vets/
Departmental Goals: 2010/2011

- Continue to evaluate collections and establish processing priorities, both for printed material, manuscripts, and University records.
- Update Collection Development Policy to expand and/or narrow individual areas.
- Per Collection Development Policy, continue to strengthen collections through new acquisitions and gifts to build quality, in-depth collections in the history of Florida and the central Florida region; tourism and tourist attraction development in the United States and the Caribbean; rare material in the Caribbean and the West Indies; and artists' books in Book Arts.
- Continue to provide access to manuscripts and university records collections through the continued implementation of EAD and collection level bibliographic records, with the end result of the thoughtful processing of collections.
- Broaden access to print collections, manuscript collections, and university archives by eliminating the backlog, and immediately cataloging/processing new acquisitions.
- Create Digital Collections to broaden access to unique resources, primary source materials, and University Archives.
- Continue to collect, preserve, and provide access to the university records by working with university offices and organizations.
- Continue to develop and implement strategies for cultivating public service outreach through exhibits, partnerships, and public relations.
- Continue identifying new potential library donors, as well as cultivating and stewarding current donors.
- Initiate, develop, and implement a number of projects to enhance Internet access to the department's resources, and to advance public service: [http://library.ucf.edu/SpecialCollections/](http://library.ucf.edu/SpecialCollections/)
- Continue enhancements to virtual exhibit based on the Caribbean materials held in the Bryant Collection.
- 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).
- Continue to explore opportunities to partner and collaborate with university units and organizations external to the university to further the Libraries' and the university's goals.

Advancement Toward the President’s Five Goals

- Continue to develop a list of projects for outside funding, targeting both individuals and foundations. Complete sponsored projects.
- Continue to build recognition of the University Archives as the source for university history, heritage, and memory.

Offer the best undergraduate education available in Florida

- Hosted lectures and student events.
- Participated in university events to encourage use of the Special Collections in research.
- Sponsored Book Arts Contest for student-produced artists' books.
- Continued to offer internship opportunities for UCF students.
- Made over 120 EAD finding aids available on the UCF Libraries Special Collections and University Archives Website.
- Contributed finding aids to the statewide finding aid database, PALMM's Archival Collections.

Achieve international prominence in key programs of graduate study 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 Image, Tourism and Travel.

Provide international focus to our curricula and research

- Participated in the digital Library of the Caribbean (dLOC)
- Participated and presented at the Summer School in the Study of Old Books, Zadar, Croatia
- Participated in ACURIL XL Conference in San Domingo, Dominican Republic.

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.

Be America’s leading partnership university

UCF Internal Partnerships

- Partnered with UCF History department to create undergraduate and graduate internship opportunities.
- The Regional Initiative for Collecting the History, Experiences and Stories of Central
Special Collections & University Archives (cont’d)

Florida (RICHES)\(^1\) 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. In July 2009, a RICHES steering committee was established to help advise and coordinate these efforts. The primary goals of RICHES are to use humanities and arts to strengthen ties between UCF and the community; bolster Central Floridians’ sense of themselves and their communities; and promote interdisciplinary cooperation within the College of Arts & Humanities. The secondary goals are to solidify the community’s awareness of the importance of arts and humanities; develop UCF’s status as a center for research and archival materials; and provide opportunities for graduate research and scholarly production. The main outcomes are opportunities for interdisciplinary collaboration in research and teaching; support for programs and projects in individual departments; and community exposure that will make the humanities and arts more central to UCF’s mission. Any acquired material (paper based) and oral history interviews will become part of Special Collections & University Archives’ permanent collections.

- UCF Home Movie Archive Project is a partnership which includes the UCF Film department, UCF History department, and UCF Libraries’ Special Collections & University Archives. It shall be the mission of the 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 Libraries shall create and maintain a Digital Home Movie Archive available through a Website. The Libraries’ desire is to partner and collaborate with the UCF Film department to acquire home movies, and with the History department to offer internship opportunities for their students. In addition, in partnership with the Film and History departments, the Libraries will organize and participate in symposiums, educational workshops, and lecture series for the purpose of studying our history and heritage through family memories. As Martin Scorsese eloquently noted, “Saving our film heritage should not be limited to commercially produced films. Home movies do not just capture the important private moments of our families’ lives, but they are historical and cultural documents as well.”

- Assisted with the Central Florida Memory LSTA Grant project by processing the Bethune-Cookman University Booklet Collection, 1937-1968, and creating an EAD finding aid.

- Supervised collection metadata creation for the CFM LSTA grant, including Stetson University and Bethune-Cookman material.

External Partnerships:

- Library of Congress (LC) Veterans History Project (VHP)\(^2\) – UCF History department, UCF Libraries, and Burnett Honors College are developing a Veterans History Project at the University of Central Florida to support the LC VHP. Burnett Honors College will pilot a model seminar and course around VHP and will encourage other units to participate. There is a wonderful capacity for collaboration across many sectors at UCF to potentially include history, communications, sociology, political science, digital media, honors units, the Office of Veterans Services, ROTC, LEAD Scholars, the Office of Undergraduate Research, and/or the Office of Interdisciplinary Studies. LC VHP is looking at new ways to partner with universities, particularly in Florida where they are laying groundwork for a pilot program, the first of its kind in the nation, aimed at gathering the oral history of Florida’s veterans on an ambitious scale. This is an excellent time for UCF to begin building collections at the Library of Congress. As plans progress in the coming year, UCF looks to their strongest, most established Florida donors to be integral to this initiative. Special Collections & University Archives (SCUA) will coordinate the Veterans History Project (VHP) at UCF, and work closely with the Library of Congress (LC) on establishing procedures for acquiring the material, and for contributing it to the LC Veterans History Project. Special Collections & University Archives shall keep copies of the original material sent to LC VHP, including oral histories, and make them available to the public.

- Completed the project with the American Automobile Association (AAA) to develop a Plan of Action and guidelines for housing, processing, and storing their archives.

\(^1\) Website for RICHES: http://riches.cah.ucf.edu/

\(^2\) Website for LC VHP: http://www.loc.gov/vets/
Special Collections & University Archives (cont’d)

Special Collections & University Archives
Chart 1
Five Year Comparison Patrons & Classes

Special Collections & University Archives
Table 2
Manuscript Collections: Total 828.6 Linear Feet

Bold & Italicized Text indicates a change from 2008-2009.

<table>
<thead>
<tr>
<th>Artist’s Papers</th>
<th>Linear Feet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rose Feinman Papers, 1986-1996</td>
<td>3.0</td>
</tr>
<tr>
<td>Walter Gaudnek Collection, 1945-2003</td>
<td>4.9</td>
</tr>
<tr>
<td>Iva Kittel-Webster Papers, 1947-1984</td>
<td>0.5</td>
</tr>
<tr>
<td>Doris Leeper Papers, 1951-1999</td>
<td>6.0</td>
</tr>
<tr>
<td>Sol &amp; Sadie Maloff Papers, 1939-1999</td>
<td>7.0</td>
</tr>
<tr>
<td>Albin Polasek Collection, 1910-1982</td>
<td>4.0</td>
</tr>
<tr>
<td>Joy Postle Papers, 1912-2006</td>
<td>6.0</td>
</tr>
<tr>
<td>Joseph and Mary Velezdy Papers, 1947-1999</td>
<td>0.5</td>
</tr>
<tr>
<td>Zines Collection, 1996 – ongoing</td>
<td>1.0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>African Americana</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American Legacy, The Carol Mundy Collection</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Book Arts Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book Arts Ephemerata Collection, 1993-2007</td>
</tr>
<tr>
<td>Susan King Papers</td>
</tr>
<tr>
<td>Walter and Dorothy Donnelly Family Papers, 1887-1976</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Florida History Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christian Bauer Collection on the Orange County Big Box Store Task Force, 2006-2007</td>
</tr>
<tr>
<td>Children’s Home Society of Florida Collection, 1886-2000 (bulk 1902-1997)</td>
</tr>
<tr>
<td>Cultural Byways Project Collection, 2002</td>
</tr>
<tr>
<td>Cultural Heritage Alliance Collection, 2002-2006</td>
</tr>
<tr>
<td>Educator’s Oral History Collection, 1997-2002</td>
</tr>
<tr>
<td>Florida Ephemerata Collection, 1841-2007</td>
</tr>
<tr>
<td>Florida Folklife Program Collection, 1984-2004</td>
</tr>
<tr>
<td>Florida Folklife Society Records, 1981-2006</td>
</tr>
<tr>
<td>Florida Image Collection, 1898-1986</td>
</tr>
<tr>
<td>Florida Lifestyle Radio, 1997-1999</td>
</tr>
<tr>
<td>Florida State Music Teachers Association Collection, ca. 1934-2009</td>
</tr>
<tr>
<td>Paul Hartman Slide Collection</td>
</tr>
<tr>
<td>Phyllis J. Hudson United Faculty of Florida Papers, 1973-2003</td>
</tr>
<tr>
<td>Bob Kealing Kerouac Research Collection, 1958-2008</td>
</tr>
<tr>
<td>Thomas &amp; Georgine Mickler Collection of Arnold, Bennett, and Tanner Family Diaries, 1899-1974</td>
</tr>
<tr>
<td>Thomas &amp; Georgine Mickler Sermon Collection, 1838-1933</td>
</tr>
<tr>
<td>Thomas &amp; Georgine Mickler Map Collection, 1735-1985</td>
</tr>
<tr>
<td>Henry Nehrfing Papers, 1886-1970</td>
</tr>
<tr>
<td>Old Florida Structures Photographs Collection, 1971-2002</td>
</tr>
<tr>
<td>Michael A. Spencer Bromeliad Research Collection, 1910-1990</td>
</tr>
<tr>
<td>Michael A. Spencer Collection on Theodore Maud, 1887-1939</td>
</tr>
<tr>
<td>Michael A. Spencer Collection on Julian Nalty, 1908-1977</td>
</tr>
<tr>
<td>Michael A. Spencer Collection on Henry Nehrfing, 1894-1997</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Literary Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duerr, Howard J. Papers, 1911-1978</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Local &amp; Central Florida History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carey-Hand Funeral Home Records, 1891-1952</td>
</tr>
<tr>
<td>Dr. John McMillon Correspondence, 1929-1935</td>
</tr>
<tr>
<td>Wekiva River Basin Maps and Aerial Photographs Collection, 1956-1990</td>
</tr>
<tr>
<td>Ben White Raceway Papers, 1947-1978</td>
</tr>
<tr>
<td>Zora Neale Hurston Festival Collected Materials, 1990-2006</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Political Papers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Democratic Women’s Club of Florida Inc. Collection, 1957-2007</td>
</tr>
<tr>
<td>Beatrice B. Ettinger Papers, 1964-1998</td>
</tr>
<tr>
<td>Lou Frey Papers, 1947-2006</td>
</tr>
<tr>
<td>Gunnerston Collection of Nuclear Power Booklets, 1966-1981</td>
</tr>
<tr>
<td>Phyllis J. Hudson Political Papers, 1966-2005</td>
</tr>
<tr>
<td>Archimedes L. A. Patti Research Papers, 1922-1993</td>
</tr>
<tr>
<td>George L. Stuart Jr. Political Papers, 1977-1990</td>
</tr>
<tr>
<td>Lynsay Van Scyoc Women's Political Caucus, 1970-2000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social Movement Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td>James C. Clark Research Papers, 1937-1996</td>
</tr>
<tr>
<td>Van Sickle Leftist Pamphlet Collection, 1920’s -1970’s</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Space Program Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td>NASA Photographs Collection, 1974-2001</td>
</tr>
<tr>
<td>Fred and Cheryl Mahan Space Collection</td>
</tr>
<tr>
<td>Scharf Space Shuttle Collection, 1991-2001</td>
</tr>
<tr>
<td>Scott Simpson Papers, ca.1943-1989</td>
</tr>
<tr>
<td>Wager Space Collection, 1945-1986</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Travel &amp; Tourism</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bryant Archaeological Artifacts Collection, 1956-1964</td>
</tr>
<tr>
<td>Bryant Archaeological Artifacts Collection, 1956-1964</td>
</tr>
<tr>
<td>Bryant Slide Collection</td>
</tr>
<tr>
<td>Bryant West Indies British Parliamentary Acts Collection, 1712-1873</td>
</tr>
<tr>
<td>Bryant West Indies Ephemerata Collection</td>
</tr>
<tr>
<td>Disney Ephemerata Collection, 1971-2002</td>
</tr>
<tr>
<td>Stephen Danks Lodwick Papers, 1964-2002</td>
</tr>
<tr>
<td>George and Anne Millay Collection, 1964-2004</td>
</tr>
<tr>
<td>Harrison “Buzz” Price Papers, 1956-2003</td>
</tr>
<tr>
<td>Harris Rosen Scrapbooks &amp; Papers, 1939-2005</td>
</tr>
<tr>
<td>Splash Magazine Archives, ca. 1985-2002</td>
</tr>
<tr>
<td>Wet ’n Wild Collection, 1975-2002</td>
</tr>
</tbody>
</table>

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

UCF Libraries Annual Report 2009-2010
Page 55
<table>
<thead>
<tr>
<th>Table 3</th>
<th>UCF University Archives: Total 748.2 Linear Feet</th>
<th>Bold &amp; Italicized Text indicates a change from 2008-2009.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Office of the President</strong></td>
<td>Linear Feet</td>
<td><strong>University Office Records</strong></td>
</tr>
<tr>
<td>Office of the President, 1968-2005</td>
<td>81.75</td>
<td>New</td>
</tr>
<tr>
<td>H. Trevor Colbourn Presidential Papers, ca. 1978-1989</td>
<td>34.5</td>
<td>Arboretum Scrapbook Collection, 1981-2003</td>
</tr>
<tr>
<td>Collected Materials on Robert A. Bryan, 1991-1997</td>
<td>0.2</td>
<td>Board of Trustees Minutes, 2001-current</td>
</tr>
<tr>
<td>Hitt, John, Inauguration Records, 1992</td>
<td>2.0</td>
<td>Budget Office (undated)</td>
</tr>
<tr>
<td>Gambrell, Carroll B. Vice-Presidential Papers, 1967-1978</td>
<td>20.0</td>
<td>Center for Research in Electro-Optics and Lasers (CREOL) Records (undated)</td>
</tr>
<tr>
<td>Ellis, Leslie L. Vice-Presidential Papers, 1978-1986</td>
<td>7.5</td>
<td>History of the Center for Research in Electro-Optics and Lasers, 1984-1991</td>
</tr>
<tr>
<td><strong>Photographs, Audio and Visual Materials</strong></td>
<td></td>
<td>College of Medicine, 2007 – ongoing</td>
</tr>
<tr>
<td>University Photographs, 1965-1998</td>
<td>42.9</td>
<td>Department of Nursing, 1978-1988</td>
</tr>
<tr>
<td>UCF Commencement Video Collection, 1998-2005</td>
<td>3.0</td>
<td>Facilities Planning (undated)</td>
</tr>
<tr>
<td>UCF Metro with Linda Chapin Video Collection, 2001-ongoing</td>
<td>2.0</td>
<td>Finance and Accounting Office</td>
</tr>
<tr>
<td>Medicine and Morality Audi-Visual Collection, 1974-1975</td>
<td>2.5</td>
<td>General Counsel’s Office Records (undated)</td>
</tr>
<tr>
<td>University Poster Collection (undated)</td>
<td>0.2</td>
<td>Graduate Studies Office Records, 1970-1991</td>
</tr>
<tr>
<td>WUCF Jewish Radio Hour Records, 1992-1997</td>
<td>2.25</td>
<td>Health Sciences Records</td>
</tr>
<tr>
<td><strong>University History</strong></td>
<td></td>
<td>Judaic Studies Program, Distinguished Lectures Series Records, 1985-2004</td>
</tr>
<tr>
<td>H. Trevor Colbourn Oral History Collection</td>
<td>8.0</td>
<td><strong>Marketing Office Publications Collection, 1966-2006</strong></td>
</tr>
<tr>
<td>History of the University Seal, 1966-1968</td>
<td>0.5</td>
<td>Physical Plant (undated)</td>
</tr>
<tr>
<td>Mary Monroe Collection on UCF Theatre, 1973-1976</td>
<td>1.0</td>
<td>Police Department Records (undated)</td>
</tr>
<tr>
<td>News and Information Records, 1968-2005</td>
<td>6.0</td>
<td>Public Affairs Office Manuscripts, undated</td>
</tr>
<tr>
<td>University Memorabilia, 1963-ongoing</td>
<td>29.0</td>
<td>Registrar Records, undated</td>
</tr>
<tr>
<td>University Publications Collection, 1962-2006</td>
<td>21.1</td>
<td><strong>Research &amp; Commercialization</strong></td>
</tr>
<tr>
<td>University Scrapbooks Collection, 1960-2000</td>
<td>27.0</td>
<td>Research and Graduate Study Office Records, 1980-1987</td>
</tr>
<tr>
<td>Walter Taylor Collection on UCF Campus History, 1972-1987</td>
<td>0.5</td>
<td><strong>University Sports</strong></td>
</tr>
<tr>
<td><strong>University Organizations Records</strong></td>
<td></td>
<td>Patrick Cucci UCF Wrestling Collection, 1983-1986</td>
</tr>
<tr>
<td>University of Central Florida Faculty and Alumni Manuscripts, 1972-2001</td>
<td>2.0</td>
<td>Ron Johnson Collection (UCF Football game footage from 1981)</td>
</tr>
<tr>
<td>Staff Council, 1971-1992</td>
<td>7.0</td>
<td>Michael O’Shaughnessy Collection, ca. 1979-1981</td>
</tr>
<tr>
<td>University of Central Florida Theatre, 1969-ongoing</td>
<td>8.0</td>
<td><strong>University Athletics Collection, 1968-2006</strong></td>
</tr>
<tr>
<td>University of Central Florida Women’s Club, 1969-ongoing</td>
<td>14.5</td>
<td>Library Exhibits Records, 1969-1979</td>
</tr>
<tr>
<td>Alumni Association Records, 1964-2000</td>
<td>2.3</td>
<td>Library Franklinstein Exhibit Materials, 2004</td>
</tr>
<tr>
<td>UCF Sororities &amp; Fraternities</td>
<td>2.5</td>
<td>Allison, Anne Marie, Library Director, 1983-1997</td>
</tr>
<tr>
<td>Academic Affairs, 1993-2000</td>
<td>60.0</td>
<td>Library Blueprints</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Library Photographs</td>
</tr>
</tbody>
</table>

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

Laila Miletic-Vejzovic
Head, Special Collections & University Archives
Applications Development – Intranet

Redesigns

- **Intranet Notification System** – This system received a minor update that had a large speed improvement for users with hundreds or thousands of pending notifications.

- **Finance** – This system underwent required maintenance due to its source information – provided by FCLA (Florida Center for Library Automation) – changing permanently. The new system integrates directly with a foreign Oracle 10 database in Gainesville managed by FCLA. Programmer Blake Stephens worked with FCLA staff over the course of more than a month to open this channel for data, and now the UCF Libraries as a whole can benefit. The Financial Data Loader now pulls in data from its remote source very rapidly and reliably. This connection will be used for many projects down the road.

- **Personnel Database** – As an extensive ongoing project which is the hub and core to the entire Intranet, this system sees almost constant change, reinvention, and revision. The following are the major and most significant additions and modifications:
  - Added:
    - Location Manager which facilitates editing and management of local and branch campus building information, rooms and associated phone numbers, and room type classifications.
    - Printable phone numbers list for staff.
    - Hierarchical organization chart for managing departments and departmental units. The org chart has two related hierarchies and keeps track of job positions, people assigned to a position, and that position’s role in the hierarchy. A staff member can leave, or be promoted and the position and subordinates will remain intact.
  - The **Users & Departments page** has been redesigned with a greatly improved and simplified interface. Users can edit their own profiles which include only a select number of fields which should be editable by the owner of the profile (e.g., Emergency contact information, Bio, Birthday, Favorite books). An administrator can still modify all fields, except for the new private fields which can only be viewed by a user with personnel database access to Pay grade, Hire date, and Employee status information. The permissions component of this system, which regulates what fields are editable by whom, was reworked to keep the programming and development aspect extremely simple, error free, and easy to manage and update.

- **Meeting Minutes** – This system was reworked from the ground up to provide a faster interface with less reloading, and less customized programming on the back-end. It now uses QuickEdit and QuickSave, which is explained below, for all queries. This was a test application for the new system and has performed as well as expected.

- **Digital Projects** – Created an accountability component to the reporting and statistics component of this application. The system now accepts project estimate numbers: estimated total size, estimated total amount of scanned images, etc. This information is used in conjunction with running totals of each project which then creates a percentage of progress throughout the project. The number is also used to generate a visual representation of the progress via a progress bar. Projects can also now have a “parent” project to which many “children” projects can be linked. When a project with “children” is calculating its progress, each child’s progress is also factored into the calculation. This allows staff to plan ahead by seeing storage space used, what space has been allocated, and when more will be needed.

- **JavaScript Classes and Functions**
  - **Header Menus** got an overhaul which brings their code in line with the menus on the Central Florida Memory Website, allowing not only hover-based menu activation, but click-based menu activation as well. The mouse can hover over a menu title to activate it and when the mouse moves away, the menu closes. Conversely when the menu title is clicked, the menu opens and the mouse can move away, leaving the menu open. This not only provides an alternate, more intuitive approach to menus on a Web page, but allows for touch screen devices without mice to interact with the menus.
  - **Current Users** system displays the other Intranet users that are currently using the same application in the upper right corner of the screen. It was rewritten from scratch to use the DB system and improve its speed.
**New Systems**

- **Known simply as “DB”** – A template-based programming interface which was built to accommodate the need for a single, universal, standardized method for JavaScript to receive data from the database server, it can only be accessed from the Intranet. It can only be communicated with by a script sent from a registered Intranet application. Queries to it request a specific template and an arbitrary number of arguments or query values. Templates can be customized to suit anything that they need to return, from one returned record to thousands.

- **Terminations** – This system was built to streamline and organize the process of terminating a temporary student employee. Each student manager has the ability to submit terminations, which are then approved by payroll staff who oversees the hiring and terminating process. Once approved, the termination request is advanced to the Systems department for account deactivation on the domain server and the Intranet, so their permissions may be reassigned to their supervisor. All terminated staff must have their account deactivated on their last day, and this system keeps track of that.

- **Accounts Receivable** – This system was started to keep track of library fines paid, billed, collected, and written off. It pulls the data from FCLA through the direct database interface to their Aleph data warehouse servers.

- **Acquisitions** – Created a system that replaces an old Microsoft Access report and online form for tracking and processing Acquisitions books and materials orders. Users can follow the status of their request; filter by librarian, date, or fund code; search for an entry; group the records by librarian, date, or fund code; and see totals for each group.

- **JavaScript Classes and Functions**
  - **QuickEdit** – This system was created in an effort to simplify workflow and simultaneously speed up actions on the Intranet. Previously, loading a single record to be edited on the Intranet required adding a new function to each application’s decision tree, creating a custom form and format for each record type to be edited. There were numerous database queries, a lengthy development process to carefully link every database column to its proper field and add a static version for the case where the user doesn’t have permission to edit the data. A customized save operation (described below in QuickSave) was needed as well to sort out all the data and get it in the right format. For the user wanting to edit one record it meant starting a page load for the record list view, a page load to open the record in its editor, a page load for the save function, and a final page load for the list with updated information. Each page load takes between two and four seconds, meaning that to edit and save one record, the user could be waiting for up to 12 seconds. Now, the QuickEdit system simplifies that process down to one optional page refresh and zero wait time. When a record is clicked from the record list view, the background grays out and a custom form is presented, which was prepared and sent along with the initial record list. The form is immediately and automatically populated by the record data that was sent from the DB system. When the user is finished editing the record, he or she clicks save, the form closes, the screen un-grays, and the edited information is sent in the background to the application for processing. The idle time for the client using the new system is under a tenth of one second. Another advantage to this system is that it can have its code improved in one place and changes are immediately available to all applications that use it, instead of having to update every application separately, which could take months.
  - **QuickSave** is a new mechanism that interfaces with each application and is designed for simplifying and standardizing the code behind saving user input. Unlike previous methods, this function does not require a page refresh or a new window to pop-up. A save operation can now take place purely in the background without interrupting workflow. The customized code needed to interface with this system is easily installable and takes what could previously have been hundreds of lines of code per save operation per application down to a mere six lines of code.
  - **Fixed Table Header** is a new class that keeps a persistent header at the top of the screen when scrolling through list views. This improves usability by keeping the table header available after it is scrolled past. In addition to the column header titles being available, the ability to click them and sort the list also remains. Form controls, like bulk processing operations, can be added to the header so they are always available as well.

**Printing, Graphics, and Posters**

Since the Libraries began producing them in 2005, 1,600 linear feet of posters have been printed. At 2 feet wide, that’s 3,200 square feet of posters, which is one and a half regulation-size football field end-zones. Posters were used for everything from displaying the design for the new Knowledge Commons during construction to promoting library exhibits. For the *Pride and Passion* baseball exhibit, posters were printed on cloth, using durable flag material.

**Digital Services**

- **Continued work on the Central Florida Memory LSTA grant “Central Florida Memory: Picturing the Past,” through September 2009. The grant made possible the addition of two new partners to the project and increased the collection by 1,910 objects comprising 28,073 images.** UCF Libraries’ Digital Services, Systems & Technology, and Special Collections & University Archives worked with Bethune-Cookman University and Stetson University to digitize and describe a variety of materials such as pictures, postcards, and yearbooks. Other additions to Central Florida Memory included portions of the Undertaker’s Memorandum and Funeral Register records from...
In fall 2009, UCF and FAU virtually unveiled the
Continued partnership with Interlibrary Loan/
Collaborated with Social Sciences Education faculty
Consulted with faculty from the English and
UCF Libraries’ Special Collections. Central Florida
was asked to participate in beta testing for usability
services in FDA-related activities, the department
to the high level of interest expressed by Digital
Library of the Caribbean (dLOC).
Continued to participate in the development and implementation of the Digital Project Management system.

Infrastructure
Managed the Libraries’ network operations, servers, storage systems, security, and related infrastructure:
Applied service packs, patches, group policies, and updates
Upgraded antivirus product to an enterprise protection suite
Maintained key library server applications:
- ILLiad document delivery system with client upgrade to v8.0
- Configured ILLiad to interact with Aleph using Z39.50 protocol
- Pharos UniPrint “Pay-for-Print” network printing
- Added location database lookup to EZProxy instance to facilitate statistical analysis
- Converted Milestone cameras to virtual address space per campus standards
Created and preserved statistical data for Web services and “Pay-for-Print” network printing
Evaluated new products and services
Maintained data backup, retention, and recovery
- Upgraded backup software to Symantec Backup Exec 2010 (v13)
- Continued migrating static IP addresses to DHCP
Migrated Web services and all computer workstations to virtual address space per campus standards
Assisted with planning for new campus network pay-for-print solution
Improved to network infrastructure:
- Replaced remaining 10/100BT network switches to 10/100/1000BT for improved performance and user experience
- Discussed wireless network coverage and improvements with Network Operation’s staff which led to a Technology Fee project
- Coordinated and assisted with network enhancements for the Libraries’ Knowledge Commons project
- Installed additional batteries to server room UPS to extend runtime by 30%
- Installed and configured environmental sensors and monitoring to server room
Improved servers and storage:
- Installed a new domain controller with DNS and DHCP roles
- Installed a server cluster for conversion and planned virtual hosting of current servers and services
Systems & Technology (cont’d)

- Implemented a storage solution for digital imaging activities
- Migrated and consolidated all user and departmental data to Windows Storage server
- Retired old FiberChannel systems and related servers

Technical Support
The tech team continued to support the computing needs of staff, students, and faculty who use the Libraries’ 475 PCs, 103 laptops, 41 printers, and assorted scanners.

- Worked with Business Services on converting network printing from Pharos to ITC Systems. Attended several informational meetings. ITC network printing was prepped but not deployed in this reporting period.
- Worked with the ETD working group to discuss and explore ProQuest ETD manager. It was decided that submitting ETDs to ProQuest would no longer be required in the fall semester 2010.
- Began preliminary work on prepping CONTENTdm for use with projects other than Central Florida Memory. This will include the metadata for UCF’s ETDs.
- Worked on the Digital Signage committee to choose a campuswide signage solution. FourWinds Interactive was chosen as the vendor.

Web Services

UCF Libraries Public Website

- Added “Like” and “Dislike” reader feedback to the Library News/Blog system.
- Added social networking features like Share, Facebook, and Twitter buttons to the footer.
- Rewrote all aesthetic customizations to use HTML5 and CSS3 features instead of older image-based styling. The result is faster, cleaner, and crisper visuals on the site which use less bandwidth. The method allows for graceful degradation so unsupported browsers still work, but don’t leverage the new styling.
- Rewrote every header function into its own JavaScript class. This improves reliability and code longevity as well as makes them easier to edit in the future.
- Rewrote Google Website search to integrate with Google’s current business practices.
- Performed individually motivated optimization of information positions and identification, by comparing usage statistics from this year’s new design vs. last year’s old design. This confirmed that the average person required fewer clicks and performed less searches to get the majority of information than the older design. The few resources which were not more efficient this year over last were emphasized and made more clearly visible.
- Created the public front end to the online Digital Projects Manager. This system allows partners and content providers to not only view their submitted materials, but also follow the progress of their submitted items and see live statistics about their project.
- Created a system for the digitization of print master’s and doctoral theses for the Retrospective Thesis and Dissertation (RTD) project.
- Redesigned the Library Floor Maps and Branch Campus maps. The new system is built using the Google Maps API version 3 and employs custom map types, custom controls, polygons, points of interest, and custom icons.

- The system is also linked to our PC and Study Room status system and shows live, up to the second, information about what is available to our patrons directly overlaid on to the map.
- The maps themselves have been redrawn from scratch based on the actual architectural plans for the building and are now accurate, including furniture, down to three inches.
- Wrote a program that slices up the exported maps and outputs over 3,500 map tile images for the new system. Each of the five floors (plus the Knowledge Commons plans) has five zoom levels that range from 1 tile at the smallest to 495 tiles at the largest, which totals 637 tiles on average, per floor.
- Rewrote the driving directions to use Google maps driving directions.
- Redesigned the header for the new site to be more compact and use a more low-profile, expandable quick-navigation system. Incorporated the Website Search into the header as well.
- Rewrote the News sidebar list to use less space and be more useful at the same time. It shows one story at a time and expands/contracts the frame to match the size of the news headline. The frame can be expanded to show all stories or paused to disable automatic scrolling.
- Added an Emergency Alerts system to the website’s homepage, the public PC desktop, and the news system to allow emergency alerts to be displayed everywhere instantly without anything more than a designated set of staff using the Intranet.
- Designed and built the “New Knowledge Commons” sub-site to provide an interactive...
experience for the outside world regarding the new Knowledge Commons. The sub-site contains pictures of the construction, finished pictures of the space, lists of features, history, and an interactive tour of the new space.

**Changes in Staff**
LAN Administrator Greg McCoy was out for three months on FMLA leave after neck surgery.

### Departmental Goals: 2009-2010

- Working with other IT&R units, create a plan for implementing thin client technology on campus that is appropriate to the needs of all users. Met with CS&T for several months examining options for implementing thin client technology. The Libraries’ plan to use Citrix with Dell FX160 PCs was found to be feasible. The VMWare solution was preferred by CS&T. A report was planned for submission to the Vice Provost. It is not known if that report was submitted.

- Develop a strategy for the maintenance, support, and future implementation of library servers that preserves the efficiency of service, strives for cost savings, and partners with campus computer services to deliver a cohesive model for IT management. The formation of the task force was delayed because Greg McCoy, the Libraries’ LAN Administrator, was on Family Medical Leave for three months. A task force was formed and its first meeting scheduled for 1 July 2010.

- Partner with UCF colleges and departments for the development of digital projects including creating an action plan for an institutional repository and expanding the retrospective conversion of print theses and dissertations pilot project.
  - Continued partnerships with the Center for Humanities & Digital Research and Social Studies Education for digital collection outreach and development.
  - Worked with the College of Education’s Department of Educational Research, Technology, and Leadership to identify issues related to the implementation of an institutional repository.
  - Collaborated with FCLA for options on hosting and archiving digitized print theses and dissertations. Interlibrary Loan part-time staff pursued coordination, organization, and outreach efforts. Currently working with the Alumni Association to send copyright permission e-mails on our behalf to authors of print theses and dissertations.

### Departmental Goals: 2010/2011

- Submit a technology fee proposal for a technology lending project that includes iPads, cameras, scanners, and other mobile equipment.

- Expand and enhance access to local partnership digital collections, while consolidating management of them, through the implementation of discrete collections in CONTENTdm and a new digital initiatives Web page.

- Resurrect discussions for the implementation of thin client technology in the public area.

- Complete consolidation of library servers into the CS&T data center.

- Complete transition from Pharos to ITC as the Libraries’ pay-for-print solution in collaboration with CS&T and UCF Business Services.

- Implement digital signage in the public area.

### Performance Enhancement Recommendations

Systems & Technology has a “lean and mean” staff of seven (one IT Manager and two Support Analysts, one LAN Administrator, one Web Applications Developer, one Digital Initiatives Librarian, and one Digital Imaging Technician) that 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. There are projects and services the department would like to undertake but is unable to because of its small staff. Expanding staffing is desired to ensure continued technological growth.

### Advancement Toward the President’s Five Goals

**Be America’s leading partnership university**

Systems & Technology continues to participate in partnerships with the other state university libraries to expand 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, the Museum of Seminole County History, Bethune-Cookman University, and Stetson University on Central Florida Memory; and developing the Digital Library of the Caribbean (dLOC) with state university and Caribbean university participants. A collaboration with Florida Atlantic University created a joint digital collection in PALMM. The newly created PRISM: Political & Rights Issues & Social Movements collection digitally joins the UCF Libraries’ Van Sickle Leftist Pamphlet Collection with FAU’s Socialist Monographs Collection.

### Electronic Theses & Dissertations Submissions

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 January 2004 - 30 June 2009</td>
<td>2,000</td>
</tr>
<tr>
<td>1 July 2009 - 30 June 2010</td>
<td>459</td>
</tr>
<tr>
<td>Total as of 30 June 2010</td>
<td>2,459</td>
</tr>
</tbody>
</table>
### Systems & Technology

#### Table 1

**Web Page Statistics – Five Year Summary**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Hits</strong></td>
<td>137,752,323</td>
<td>98,354,063</td>
<td>87,795,712</td>
<td>74,072,826</td>
<td>45,984,103</td>
</tr>
<tr>
<td><strong>Average Hits per day</strong></td>
<td>377,402</td>
<td>269,462</td>
<td>240,398</td>
<td>202,954</td>
<td>125,982</td>
</tr>
<tr>
<td><strong>Visitors</strong></td>
<td>4,880,212</td>
<td>1,442,644</td>
<td>1,504,322</td>
<td>1,252,397</td>
<td>1,069,674</td>
</tr>
<tr>
<td><strong>Unique IPs</strong></td>
<td>1,353,215</td>
<td>593,051</td>
<td>573,039</td>
<td>504,610</td>
<td>453,641</td>
</tr>
<tr>
<td><strong>Total data transferred (Mbytes)</strong></td>
<td>1,636,969</td>
<td>411,021</td>
<td>510,574</td>
<td>343,025</td>
<td>354,201</td>
</tr>
<tr>
<td><strong>Data transfer per day (Mbytes)</strong></td>
<td>4.485</td>
<td>1.122</td>
<td>1.388</td>
<td>937</td>
<td>969</td>
</tr>
</tbody>
</table>

#### Stats for Library Main

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Hits</strong></td>
<td>122,962,082</td>
<td>87,331,340</td>
<td>78,157,697</td>
<td>66,773,165</td>
<td>41,440,519</td>
</tr>
<tr>
<td><strong>Average Hits per day</strong></td>
<td>336,882</td>
<td>240,634</td>
<td>214,131</td>
<td>182,940</td>
<td>113,536</td>
</tr>
<tr>
<td><strong>Visitors</strong></td>
<td>4,445,919</td>
<td>1,154,977</td>
<td>1,126,521</td>
<td>1,010,262</td>
<td>904,462</td>
</tr>
<tr>
<td><strong>Unique IPs</strong></td>
<td>1,313,995</td>
<td>546,101</td>
<td>530,725</td>
<td>461,382</td>
<td>414,789</td>
</tr>
<tr>
<td><strong>Total data transferred (Gbytes)</strong></td>
<td>1,200,404</td>
<td>568.01</td>
<td>443.47</td>
<td>317.19</td>
<td>209.224</td>
</tr>
<tr>
<td><strong>Data transfer per day (Mbytes)</strong></td>
<td>3.289</td>
<td>1.594</td>
<td>1.244</td>
<td>889.87</td>
<td>573.22</td>
</tr>
</tbody>
</table>

#### Stats for Reserves

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Hits</strong></td>
<td>30,876</td>
<td>72,186</td>
<td>44,999</td>
<td>84,766</td>
<td>387,147</td>
</tr>
<tr>
<td><strong>Hits per day</strong></td>
<td>84</td>
<td>197</td>
<td>122</td>
<td>231</td>
<td>1,060</td>
</tr>
<tr>
<td><strong>Visitors</strong></td>
<td>3,469</td>
<td>8,140</td>
<td>6,415</td>
<td>14,618</td>
<td>36,618</td>
</tr>
<tr>
<td><strong>Unique IPs</strong></td>
<td>755</td>
<td>2,612</td>
<td>3,015</td>
<td>5,640</td>
<td>11,232</td>
</tr>
<tr>
<td><strong>One-time visitors</strong></td>
<td>519</td>
<td>1,547</td>
<td>1,814</td>
<td>3,187</td>
<td>5,993</td>
</tr>
<tr>
<td><strong>Total data transferred (Gbytes)</strong></td>
<td>5,724</td>
<td>8.67</td>
<td>7.87</td>
<td>23.02</td>
<td>148,511</td>
</tr>
<tr>
<td><strong>Data transfer per day (Mbytes)</strong></td>
<td>15.68</td>
<td>24.32</td>
<td>22.01</td>
<td>64.42</td>
<td>406.88</td>
</tr>
</tbody>
</table>

#### Stats for CFM

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Hits</strong></td>
<td>13,371,824</td>
<td>9,489,693</td>
<td>8,628,679</td>
<td>5,867,581</td>
<td>3,060,751</td>
</tr>
<tr>
<td><strong>Hits per day</strong></td>
<td>36,635</td>
<td>25,999</td>
<td>23,511</td>
<td>16,075</td>
<td>8,385</td>
</tr>
<tr>
<td><strong>Visitors</strong></td>
<td>384,316</td>
<td>228,255</td>
<td>327,131</td>
<td>177,971</td>
<td>73,340</td>
</tr>
<tr>
<td><strong>Unique IPs</strong></td>
<td>27,202</td>
<td>33,317</td>
<td>28,727</td>
<td>26,003</td>
<td>15,978</td>
</tr>
<tr>
<td><strong>One-time visitors</strong></td>
<td>20,551</td>
<td>23,704</td>
<td>17,839</td>
<td>18,535</td>
<td>12,436</td>
</tr>
<tr>
<td><strong>Total data transferred (Gbytes)</strong></td>
<td>391,209</td>
<td>351.02</td>
<td>451.52</td>
<td>275.41</td>
<td>171,489</td>
</tr>
<tr>
<td><strong>Data transfer per day (Mbytes)</strong></td>
<td>1,071.81</td>
<td>984.79</td>
<td>1,259.52</td>
<td>772.66</td>
<td>469.83</td>
</tr>
</tbody>
</table>

#### Stats for ILLiad

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Hits</strong></td>
<td>1,383,878</td>
<td>949,760</td>
<td>960,469</td>
<td>1,347,137</td>
<td>1,081,517</td>
</tr>
<tr>
<td><strong>Hits per day</strong></td>
<td>3,791</td>
<td>2,602</td>
<td>2,624</td>
<td>3,690</td>
<td>2,963</td>
</tr>
<tr>
<td><strong>Visitors</strong></td>
<td>43,319</td>
<td>48,632</td>
<td>40,903</td>
<td>44,215</td>
<td>45,406</td>
</tr>
<tr>
<td><strong>Unique IPs</strong></td>
<td>10,317</td>
<td>10,169</td>
<td>9,462</td>
<td>10,106</td>
<td>9,204</td>
</tr>
<tr>
<td><strong>One-time visitors</strong></td>
<td>5,761</td>
<td>5,546</td>
<td>5,156</td>
<td>5,561</td>
<td>4,902</td>
</tr>
<tr>
<td><strong>Total data transferred (Mbytes)</strong></td>
<td>39,629</td>
<td>41,062</td>
<td>38,912</td>
<td>36,536</td>
<td>33,608</td>
</tr>
<tr>
<td><strong>Data transfer per day (Mbytes)</strong></td>
<td>108.57</td>
<td>112.51</td>
<td>106.32</td>
<td>100.10</td>
<td>92.08</td>
</tr>
</tbody>
</table>

#### Stats for SELA

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Hits</strong></td>
<td>-</td>
<td>11,084</td>
<td>3,868</td>
<td>177</td>
<td>14,169</td>
</tr>
<tr>
<td><strong>Hits per day</strong></td>
<td>-</td>
<td>30</td>
<td>10</td>
<td>18</td>
<td>38</td>
</tr>
<tr>
<td><strong>Visitors</strong></td>
<td>-</td>
<td>2,640</td>
<td>3,352</td>
<td>5,331</td>
<td>9,848</td>
</tr>
<tr>
<td><strong>Unique IPs</strong></td>
<td>-</td>
<td>852</td>
<td>1,110</td>
<td>1,479</td>
<td>2,438</td>
</tr>
<tr>
<td><strong>One-time visitors</strong></td>
<td>-</td>
<td>539</td>
<td>793</td>
<td>979</td>
<td>1,672</td>
</tr>
<tr>
<td><strong>Total data transferred (Mbytes)</strong></td>
<td>-</td>
<td>2.61</td>
<td>2.61</td>
<td>7</td>
<td>21</td>
</tr>
<tr>
<td><strong>Data transfer per day (Mbytes)</strong></td>
<td>-</td>
<td>0.05</td>
<td>0.01</td>
<td>0.02</td>
<td>0.06</td>
</tr>
</tbody>
</table>

*The Southeastern Library Association website is no longer hosted by UCF Libraries.*
The dramatic drop in pages printed is probably due to the relocation of the printers from the 2nd floor of the main campus library to accommodate the construction project in the Knowledge Commons. Though the printers were located elsewhere in the building, patrons may not have realized it.

*Additional Printer Added December 2009

**The 33 PCs were removed from the 2nd floor for Knowledge Commons construction in May.

Selma K. Jaskowski
Assistant Director, Library Systems & Technology
The following is a report on the exhibits and events coordinated in 2009-2010 by the Exhibits Committee:

- Carole Hinshaw, Marketing & Program Officer (chair)
- April Anderson, Senior Archivist, Special Collections & University Archives
- Cindy Dancel, Office Manager, Reference Services
- Jamie LaMoreaux, LTA Specialist, Acquisitions & Collection Services
- Pat Tiberii, Senior LTA, Interlibrary Loan/Document Delivery Services
- John Venecek, Librarian, Reference Services

### Highlights of the Year in Retrospect

#### Pride & Passion: the African American Baseball Experience

Timothy Bottorff, Cynthia Dancel, Richard Harrison, Carole Hinshaw (principal investigator), and John Venecek wrote a grant proposal funded by the National Endowment for the Humanities for $2,500, which was awarded in 2009. In addition, the committee was awarded a $500 Diversity Activity Grant from the UCF Office of Diversity Initiatives.

The UCF Libraries was selected as one of 50 sites nationwide to display the exhibit, which was organized by the National Baseball Hall of Fame and the American Library Association. The traveling exhibit is based on a permanent exhibit at the National Baseball Hall of Fame in Cooperstown, N.Y. To tell the story of Central Florida's rich but often forgotten baseball history, UCF displayed collections from partners such as the Sanford Museum, the Wells' Built Museum of African-American History, and Orlando resident Carol Mundy.

#### Attendance:
Total attendance for all speakers (six) and programs was 1,361. The Guest Book had signatures and comments from 127 visitors.

The actual foot count in the main library March 3-April 16 was 192,520. The exhibit was stationed in the main aisle of the library inside the front door. Anyone who entered the building would see at least part of the exhibit.

Negro League Legends appeared at the Jay Berman Field baseball park. Attendance was 921.

#### Publicity:
- 1,000 brochures and schedules were distributed in the main campus library and on campus, and 5,000 postcards were distributed on campus and at community libraries, history centers, and bookstores.
- The exhibit & programming was advertised on the Libraries Web page and blogs, and the UCF News & Information Office.
- Rosen College of Hospitality Management distributed 200 brochures & postcards and advertised the exhibit and programs on the Rosen Library’s blogs.
- In collaboration with Chad Binette, Associate Director of the UCF News & Information Office, promotions were done through campus and local media. These included the Orlando Sentinel, Channel 2 WESH, Channel 6 WKMG, Channel 35 WOFL, 90.7 WMFE, UCF TV, several neighborhood publications in east Orlando, and the UCF Alumni Association’s Pegasus Magazine.
Speakers and programs included:

- "Living the History of the Negro Leagues" Dr. Leslie Heaphy, Assistant Professor of History at Kent State University. A reception followed.
- Lou Grant, a notable artist from New York City, loaned 20 original paintings to exhibit on the art wall. These paintings depicted Negro League games during the 1940s & 1950s.

Negro League legends discussed their experiences barnstorming during the heyday of the Negro Leagues. They also participated in festivities at a UCF home baseball game against Presbyterian College at 6:30 p.m. Players who participated included Bob “Peach Head” Mitchell, who pitched for the Kansas City Monarchs and two Florida teams from 1951 to 1957; Arthur Hamilton, a catcher from 1953 to 1959; Leon L. Harris, who pitched for the Kansas City Monarchs in 1954; and James “Son” Copeland, who played for the Bradenton Nine Devils in the Florida State Negro Leagues.

- “Conservative Revolutionary: How Branch Rickey’s Signing of Jackie Robinson Jump-Started the Civil Rights Movement After World War Two,” Dr. Lee Lowenfish, baseball scholar and lecturer in History in the Columbia University’s Graduate Master’s Program in Sports Management, and author of *Branch Rickey: Baseball’s Ferocious Gentleman*, which won a Choice “Outstanding Academic Book” designation from the American Library Association and the coveted Seymour medal from the Society for American Baseball Research (SABR). Dr. Lowenfish’s presentation was made possible with the grant from the UCF Office of Diversity Initiatives.
- “Jackie Robinson: Intended and Unintended Consequences of Breaking the Color Barrier,” Dr. William Sutton, UCF’s DeVos Sport Business Management Program
- “The Negro Leagues: What Have We Learned and Where Do We Go from Here?” Dr. Richard Crepeau, UCF History professor

Other notable Library Exhibits and Events July 2009 – March 2010:

- “Let’s Learn Creole!!” Learning the Creole Language with the Bryant West Indies Collection, from UCF Libraries Special Collections & University Archives
- “Award Winning Nature Photography by Wayne Bennett” depicted wildlife, as well as, ethereal landscapes, and vibrant floral images from several countries and the U.S.
- “UCF Artists Exposed.” Staff members from UCF offices and departments displayed paintings, sculptures, jewelry, and other media.
Exhibits & Events (cont’d)


- “Impressions of Cuba.” Peter A. Burg showcased photographs from his recent trip to Cuba depicting the colorful contrasts of Cuban life, architecture, and landscapes.

- “Academic Opportunities Abroad.” Office of International Studies. Presentation of a travel journal/scrapbook of possibilities available to UCF students who wish to study abroad.

- “UCF Theatre Posters,” a retrospective collection of posters seeking to reflect the diversity, depth, and emotional power of the plays presented at UCF. The program has won numerous awards, including Kennedy Center honors.

- “Diverseita,” UCF Diversity Initiatives. Panel of war veterans discussing issues they face as students and family members.

---

<table>
<thead>
<tr>
<th>Exhibit/Event</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCF Artists Exposed, reception - August 2009</td>
<td>90</td>
</tr>
<tr>
<td>UCF Engineers without Borders. Sustainable Water Resources in Haiti - September 2009</td>
<td>38</td>
</tr>
<tr>
<td>A Pilot Lights the Way: Jesse L. Brown, documentary and reception - September 2009</td>
<td>72</td>
</tr>
<tr>
<td>Jean-Robert Cadet and Restevik Foundation - October 2009</td>
<td>45</td>
</tr>
<tr>
<td>Impressions of Cuba - October 2009</td>
<td>75</td>
</tr>
<tr>
<td>Diverseita: UCF Office of Diversity Initiatives &amp; Veterans Services Offices - October 2009</td>
<td>34</td>
</tr>
<tr>
<td>People Get Ready, book talk and signing, Dr. Marie Leticée and Dr. Kevin Meehan - November 2009</td>
<td>53</td>
</tr>
<tr>
<td>Exploring the Global Legacy of Zora Neale Hurston. Panel Discussion - January 2010</td>
<td>34</td>
</tr>
<tr>
<td>Light Up Your Life, Seminar of Light &amp; Health - February 2010</td>
<td>7</td>
</tr>
<tr>
<td>Jazz Lounge Live: open microphone readings &amp; music - April 2010</td>
<td>25</td>
</tr>
</tbody>
</table>

Grand Total (not including Pride & Passion events) 473

---

Carole S. Hinshaw  
Marketing & Program Officer & Chair, Exhibits Committee
### VOLUMES HELD

<table>
<thead>
<tr>
<th>Location</th>
<th>OWN 6/30/09</th>
<th>ADDED</th>
<th>DELETED</th>
<th>OWN 6/30/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Library*</td>
<td>1,279,996*</td>
<td>28,166</td>
<td>1,552</td>
<td>1,287,207</td>
</tr>
<tr>
<td>Brevard</td>
<td>40,635</td>
<td>293</td>
<td>1,122</td>
<td>39,806</td>
</tr>
<tr>
<td>Daytona</td>
<td>21,381</td>
<td>180</td>
<td>39</td>
<td>21,522</td>
</tr>
<tr>
<td>South Lake, Leesburg</td>
<td>2,554</td>
<td>35</td>
<td></td>
<td>2,589</td>
</tr>
<tr>
<td>Universal Orlando Foundation Library at Rosen College</td>
<td>8,186</td>
<td>516</td>
<td>66</td>
<td>8,636</td>
</tr>
<tr>
<td>Curriculum Materials Center (CMC)</td>
<td>36,103</td>
<td>1,378</td>
<td>83</td>
<td>37,398</td>
</tr>
<tr>
<td>MetroWest, Osceola</td>
<td>396</td>
<td>162</td>
<td></td>
<td>558</td>
</tr>
<tr>
<td>Ocala</td>
<td>265</td>
<td>57</td>
<td></td>
<td>322</td>
</tr>
<tr>
<td>Sanford/Lake Mary</td>
<td>480</td>
<td>63</td>
<td>5</td>
<td>538</td>
</tr>
<tr>
<td>Offsite Storage</td>
<td>19,403</td>
<td></td>
<td></td>
<td>19,403</td>
</tr>
<tr>
<td>Florida Solar Energy Center (FSEC) volumes</td>
<td>27,249</td>
<td>1,081</td>
<td>18</td>
<td>28,312</td>
</tr>
<tr>
<td>Subtotal print volumes</td>
<td>1,417,245</td>
<td>31,931</td>
<td>2,885</td>
<td>1,446,291</td>
</tr>
<tr>
<td>Electronic volumes (netLibrary, other)</td>
<td>207,200</td>
<td>386,294</td>
<td>453</td>
<td>593,041</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>1,624,445</td>
<td>418,225</td>
<td>3,338</td>
<td>2,039,332</td>
</tr>
</tbody>
</table>

### CATALOGED TITLES ALL LOCATIONS & MATERIALS

<table>
<thead>
<tr>
<th>Type</th>
<th>OWN 6/30/09</th>
<th>ADDED</th>
<th>DELETED</th>
<th>OWN 6/30/10</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subtotal</strong></td>
<td>1,501,197</td>
<td>431,567</td>
<td>2,376</td>
<td>1,930,438</td>
</tr>
<tr>
<td><strong>MICROFORM UNITS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microfilm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main Library</td>
<td>62,857</td>
<td>534</td>
<td>-</td>
<td>63,391</td>
</tr>
<tr>
<td>Microfiche - General</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main Library</td>
<td>1,177,813</td>
<td>1,563</td>
<td>-</td>
<td>1,179,376</td>
</tr>
<tr>
<td>FSEC</td>
<td>56,522</td>
<td>-</td>
<td>-</td>
<td>56,522</td>
</tr>
<tr>
<td>Documents Microfiche (ASI, CFR, CIS, IIS, SRI)</td>
<td>905,792</td>
<td>18,635</td>
<td>-</td>
<td>924,427</td>
</tr>
<tr>
<td>Microfiche Government Documents</td>
<td>850,105</td>
<td>9,789</td>
<td>2</td>
<td>859,892</td>
</tr>
<tr>
<td>U.S. Patents (Microfilm)</td>
<td>8,906</td>
<td>-</td>
<td>-</td>
<td>8,906</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>3,061,995</td>
<td>30,521</td>
<td>2</td>
<td>3,092,514</td>
</tr>
</tbody>
</table>

### GOVERNMENT DOCUMENTS

<table>
<thead>
<tr>
<th>Type</th>
<th>OWN 6/30/09</th>
<th>ADDED</th>
<th>DELETED</th>
<th>OWN 6/30/10</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Print</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U.S. Government</td>
<td>275,983</td>
<td>4,709</td>
<td>589</td>
<td>280,103</td>
</tr>
<tr>
<td>Florida Government</td>
<td>35,586</td>
<td>458</td>
<td>161</td>
<td>35,883</td>
</tr>
<tr>
<td><strong>Subtotal Print Gov't Documents (for IPEDS)</strong></td>
<td>311,569</td>
<td>5,167</td>
<td>750</td>
<td>315,986</td>
</tr>
<tr>
<td>(Total IPEDS holdings incl. Gov Docs)</td>
<td>1,936,014</td>
<td>42,020</td>
<td>3,395</td>
<td>2,355,318</td>
</tr>
<tr>
<td><strong>Non-Print</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U.S. Electronic (CD-ROM, DVD, floppy)</td>
<td>4,508</td>
<td>91</td>
<td>2</td>
<td>4,597</td>
</tr>
<tr>
<td>Florida Electronic (CD-ROM, DVD, floppy)</td>
<td>32</td>
<td>1</td>
<td>-</td>
<td>33</td>
</tr>
<tr>
<td>U.S. Patents (CD-ROM, DVD)</td>
<td>1,632</td>
<td>158</td>
<td>-</td>
<td>1,790</td>
</tr>
<tr>
<td>Maps</td>
<td>3,885</td>
<td>19</td>
<td>-</td>
<td>3,904</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>321,626</td>
<td>5,436</td>
<td>752</td>
<td>326,310</td>
</tr>
</tbody>
</table>

### SERIALS SUBSCRIPTIONS

<table>
<thead>
<tr>
<th>Type</th>
<th>OWN 6/30/09</th>
<th>ADDED</th>
<th>DELETED</th>
<th>OWN 6/30/10</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Periodicals all locations:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print Journals</td>
<td>2,811</td>
<td>-</td>
<td>1,283</td>
<td>1,528</td>
</tr>
<tr>
<td>E-Journals (Dual format + e-only)</td>
<td>24,730</td>
<td>-</td>
<td>1,055</td>
<td>23,675</td>
</tr>
<tr>
<td>Newspapers</td>
<td>19</td>
<td>-</td>
<td>6</td>
<td>13</td>
</tr>
<tr>
<td>E-Databases</td>
<td>358</td>
<td>5</td>
<td>-</td>
<td>363</td>
</tr>
<tr>
<td>FSEC Serials</td>
<td>93</td>
<td>-</td>
<td>11</td>
<td>82</td>
</tr>
<tr>
<td>Federal Depository Program (FDP) print serials</td>
<td>604</td>
<td>-</td>
<td>-</td>
<td>604</td>
</tr>
<tr>
<td>FDP e-serials (dual format + e-only)</td>
<td>3,394</td>
<td>-</td>
<td>-</td>
<td>3,394</td>
</tr>
<tr>
<td><strong>Total Active Serial Subscriptions</strong></td>
<td>32,009</td>
<td>5</td>
<td>2,355</td>
<td>29,659</td>
</tr>
<tr>
<td><strong>Total Electronic Serial Subscriptions</strong></td>
<td>28,124</td>
<td>5</td>
<td>1,055</td>
<td>27,074</td>
</tr>
<tr>
<td><strong>Total Inactive Titles</strong></td>
<td>4,793</td>
<td>-</td>
<td>-</td>
<td>4,793</td>
</tr>
</tbody>
</table>

### MEDIA VOLUMES

<table>
<thead>
<tr>
<th>Location</th>
<th>OWN 6/30/09</th>
<th>ADDED</th>
<th>DELETED</th>
<th>OWN 6/30/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td>32,418</td>
<td>3,822</td>
<td>1,214</td>
<td>35,026</td>
</tr>
<tr>
<td>Curriculum Materials Center</td>
<td>5,400</td>
<td>216</td>
<td>9</td>
<td>5,607</td>
</tr>
<tr>
<td>Regional Campuses and Rosen</td>
<td>1,728</td>
<td>176</td>
<td>61</td>
<td>1,843</td>
</tr>
<tr>
<td>Florida Solar Energy Center</td>
<td>8,014</td>
<td>28</td>
<td>1</td>
<td>8,041</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>47,560</td>
<td>4,242</td>
<td>1,285</td>
<td>50,517</td>
</tr>
</tbody>
</table>

*Beginning count restated to break out offsite storage.
<table>
<thead>
<tr>
<th></th>
<th>Own 6/30/09</th>
<th>Added</th>
<th>Deleted</th>
<th>OWN 6/30/10</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cassettes/Audio Tapes</td>
<td>2,100</td>
<td>21</td>
<td>509</td>
<td>1,612</td>
</tr>
<tr>
<td>CD/ROMs</td>
<td>2,597</td>
<td>145</td>
<td>492</td>
<td>2,250</td>
</tr>
<tr>
<td>Compact discs (music)</td>
<td>5,037</td>
<td>207</td>
<td>5</td>
<td>5,239</td>
</tr>
<tr>
<td>Compact discs (other)</td>
<td>14</td>
<td>-</td>
<td>-</td>
<td>14</td>
</tr>
<tr>
<td>DVDs</td>
<td></td>
<td></td>
<td>2,930</td>
<td></td>
</tr>
<tr>
<td>DVD ROMS</td>
<td>4,732</td>
<td>473</td>
<td>13</td>
<td>5,192</td>
</tr>
<tr>
<td>E-sound recordings</td>
<td>5</td>
<td>-</td>
<td>-</td>
<td>5</td>
</tr>
<tr>
<td>Filmstrips</td>
<td>500</td>
<td>-</td>
<td>-</td>
<td>500</td>
</tr>
<tr>
<td>Laserdiscs 12&quot;</td>
<td>203</td>
<td>-</td>
<td>-</td>
<td>203</td>
</tr>
<tr>
<td>Media kits</td>
<td></td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>106</td>
<td>32</td>
<td>57</td>
<td>81</td>
</tr>
<tr>
<td>Phonograph records</td>
<td>2,326</td>
<td>-</td>
<td>-</td>
<td>2,326</td>
</tr>
<tr>
<td>Pictures</td>
<td>11</td>
<td>-</td>
<td>-</td>
<td>11</td>
</tr>
<tr>
<td>Slides</td>
<td></td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Video Recordings</td>
<td>14,787</td>
<td>14</td>
<td>138</td>
<td>14,663</td>
</tr>
<tr>
<td><strong>Total - Main</strong></td>
<td>32,418</td>
<td>3,822</td>
<td>1,214</td>
<td>35,026</td>
</tr>
</tbody>
</table>

|                        |             |       |         |             |
| **Curriculum Materials Center** |         |       |         |             |
| Cassettes/Audio tapes  | 412         | 16    | 6       | 420         |
| CD-ROMs                |             | -     | -       | 385         |
| Compact discs          | 304         | 7     | -       | 377         |
| DVD                    | 171         | 94    | 1       | 222         |
| Filmstrips             | 399         | -     | -       | 399         |
| Games                  | 219         | 17    | -       | 229         |
| Kits                   | 522         | 50    | -       | 566         |
| Laserdiscs 12"        | 60          | -     | -       | 60          |
| Maps                   | 15          | -     | -       | 13          |
| Media kits             | 41          | -     | -       | 41          |
| Models                 | 43          | -     | -       | 38          |
| Pictures               | 165         | -     | -       | 200         |
| Multi-media            | 156         | -     | -       | 156         |
| Other                  | 36          | 23    | 2       | 68          |
| Phonograph records     | 961         | -     | -       | 961         |
| Realia                 | 172         | 9     | -       | 129         |
| Software               | 724         | -     | -       | 724         |
| Transparencies         | 15          | -     | -       | 15          |
| Video Recordings       | 985         | -     | -       | 973         |
| **Total - CMC**        | 5,400       | 216   | 9       | 5,976       |

|                        |             |       |         |             |
| **Regional Campuses and Rosen** |         |       |         |             |
| Compact discs (music)  | 63          | 13    | -       | 76          |
| Cassettes/Audio tapes  | 27          | -     | -       | 27          |
| CD/DVD                 | 948         | 130   | 1       | 957         |
| CD-ROMs                | 80          | 31    | -       | 111         |
| Other                  | 67          | 2     | 59      | 10          |
| Video Recordings       | 543         | -     | 1       | 536         |
| **Total - Regional Campuses** | 1,728       | 176   | 61      | 1,717       |

|                        |             |       |         |             |
| **Florida Solar Energy Center** |         |       |         |             |
| Cassettes/Audio tapes  | 58          | -     | -       | 58          |
| CD-ROMs                | 150         | -     | -       | 132         |
| Films                  | 10          | -     | -       | 10          |
| Slides                 | 7,572       | -     | -       | 7,572       |
| Video Recordings       | 224         | 28    | 1       | 241         |
| **Total - FSEC**       | 8,014       | 28    | 1       | 8,013       |

**TOTAL MEDIA VOLUMES**

47,560 4,242 1,285 50,732
## Financial Profile (Expenditures)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries - Full-time (1)</td>
<td>$5,297,513</td>
<td>$5,474,755</td>
<td>$5,615,037</td>
<td>$5,757,430</td>
<td>$5,384,859</td>
<td>$5,194,929</td>
<td>$4,888,517</td>
<td>$4,296,132</td>
<td>$4,079,542</td>
<td>$3,772,100</td>
</tr>
<tr>
<td>Part-time Personnel (2)</td>
<td>$517,565</td>
<td>$458,727</td>
<td>$537,698</td>
<td>$615,997</td>
<td>$579,478</td>
<td>$600,094</td>
<td>$629,670</td>
<td>$485,397</td>
<td>$498,804</td>
<td>$531,520</td>
</tr>
<tr>
<td>Operating Expense (3)</td>
<td>$466,140</td>
<td>$408,650</td>
<td>$641,580</td>
<td>$912,573</td>
<td>$643,044</td>
<td>$670,940</td>
<td>$640,077</td>
<td>$580,051</td>
<td>$466,875</td>
<td>$582,724</td>
</tr>
<tr>
<td>Capitalized Furniture and Equipment (4)</td>
<td>$632,672</td>
<td>$308,758</td>
<td>$346,366</td>
<td>$326,322</td>
<td>$309,754</td>
<td>$278,665</td>
<td>$265,957</td>
<td>$291,864</td>
<td>$248,930</td>
<td>$276,841</td>
</tr>
<tr>
<td>Library Materials (5)</td>
<td>$5,482,546</td>
<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>
<td>$5,494,106</td>
<td>$5,303,915</td>
<td>$5,680,840</td>
</tr>
<tr>
<td><strong>Library Total Expenditures (E&amp;G)</strong></td>
<td><strong>$12,396,436</strong></td>
<td><strong>$12,563,237</strong></td>
<td><strong>$12,690,820</strong></td>
<td><strong>$13,769,274</strong></td>
<td><strong>$12,877,073</strong></td>
<td><strong>$12,368,613</strong></td>
<td><strong>$11,463,049</strong></td>
<td><strong>$11,147,550</strong></td>
<td><strong>$10,598,066</strong></td>
<td><strong>$10,844,025</strong></td>
</tr>
</tbody>
</table>

(1) Includes fringe benefits.
(2) Includes students, Federal Work Study, and part-time staff and faculty 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, and backfiles regardless of format.

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>(7) Total Expenses (4+5+6+7+8)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996/1997</td>
<td>$3,108,297</td>
<td>261,736</td>
<td>3,370,033</td>
<td>1,785,522</td>
<td>1,397,518</td>
<td>76,695</td>
<td>N/A</td>
<td>110,298</td>
<td>3,370,033</td>
</tr>
<tr>
<td>1998/1999</td>
<td>4,240,673</td>
<td>475,209</td>
<td>4,715,882</td>
<td>1,876,814</td>
<td>1,810,244</td>
<td>584,049</td>
<td>322,392</td>
<td>122,383</td>
<td>4,715,882</td>
</tr>
<tr>
<td>1999/2000</td>
<td>4,435,521</td>
<td>737,836</td>
<td>5,173,357</td>
<td>1,992,461</td>
<td>2,314,228</td>
<td>437,290</td>
<td>243,303</td>
<td>186,075</td>
<td>5,173,357</td>
</tr>
<tr>
<td>2001/2002</td>
<td>5,070,877</td>
<td>233,038</td>
<td>5,303,915</td>
<td>2,494,547</td>
<td>1,853,618</td>
<td>581,560</td>
<td>154,986</td>
<td>219,204</td>
<td>5,303,915</td>
</tr>
<tr>
<td>2002/2003</td>
<td>4,414,238</td>
<td>1,079,868</td>
<td>5,494,106</td>
<td>2,385,428</td>
<td>1,960,508</td>
<td>820,920</td>
<td>153,037</td>
<td>174,213</td>
<td>5,494,106</td>
</tr>
<tr>
<td>2003/2004</td>
<td>4,657,717</td>
<td>381,111</td>
<td>5,038,828</td>
<td>2,198,148</td>
<td>1,481,547</td>
<td>1,057,110</td>
<td>113,018</td>
<td>189,005</td>
<td>5,038,828</td>
</tr>
<tr>
<td>2004/2005</td>
<td>5,119,744</td>
<td>504,241</td>
<td>5,623,985</td>
<td>1,755,693</td>
<td>1,771,959</td>
<td>1,902,793</td>
<td>64,622</td>
<td>128,918</td>
<td>5,623,985</td>
</tr>
<tr>
<td>2005/2006</td>
<td>5,221,715</td>
<td>738,223</td>
<td>5,959,938</td>
<td>1,546,789</td>
<td>1,817,561</td>
<td>2,267,460</td>
<td>188,986</td>
<td>139,142</td>
<td>5,959,938</td>
</tr>
<tr>
<td>2006/2007</td>
<td>5,117,519</td>
<td>1,039,433</td>
<td>6,156,952</td>
<td>1,656,816</td>
<td>1,638,870</td>
<td>2,545,859</td>
<td>183,630</td>
<td>131,777</td>
<td>6,156,952</td>
</tr>
<tr>
<td>2007/2008</td>
<td>5,156,000</td>
<td>394,139</td>
<td>5,550,139</td>
<td>2,042,154</td>
<td>795,648</td>
<td>2,552,731</td>
<td>69,482</td>
<td>90,124</td>
<td>5,550,139</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.
### Notes to Materials Budget

#### FY 2009/10

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Purchase Award</td>
<td>$71,000</td>
</tr>
<tr>
<td>Planning money</td>
<td>$34,066</td>
</tr>
<tr>
<td>Operations conversion</td>
<td>$92,024</td>
</tr>
<tr>
<td>Research and Contracts</td>
<td>$10,000</td>
</tr>
<tr>
<td>Biomolecular</td>
<td>$62,000</td>
</tr>
<tr>
<td>Regionals money</td>
<td>$20,000</td>
</tr>
<tr>
<td>Rosen Horowitz gift</td>
<td>$2,910</td>
</tr>
<tr>
<td>Springer Tech Fee Award</td>
<td>$150,299</td>
</tr>
<tr>
<td>Thesis and book replacements</td>
<td>$18,181</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$34,469</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$494,949</strong></td>
</tr>
</tbody>
</table>

#### FY 2008/09

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research and Contracts</td>
<td>$10,000</td>
</tr>
<tr>
<td>Planning money conversion</td>
<td>$160,000</td>
</tr>
<tr>
<td>Biomolecular</td>
<td>$62,000</td>
</tr>
<tr>
<td>Internal revenue</td>
<td>$21,561</td>
</tr>
<tr>
<td>Fines Money for Mundy and King Collections</td>
<td>$80,310</td>
</tr>
<tr>
<td>Internal conversions</td>
<td>$125,414</td>
</tr>
<tr>
<td>Carry forward from 08</td>
<td>$445,465</td>
</tr>
<tr>
<td>Regional Campuses</td>
<td>$20,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$924,750</strong></td>
</tr>
</tbody>
</table>

#### FY 2007/08

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>History Dept</td>
<td>$3,000</td>
</tr>
<tr>
<td>Film Dept</td>
<td>$18,000</td>
</tr>
<tr>
<td>Research and Contracts</td>
<td>$10,000</td>
</tr>
<tr>
<td>Planning money conversion</td>
<td>$160,000</td>
</tr>
<tr>
<td>Music Dept</td>
<td>$30,000</td>
</tr>
<tr>
<td>Biomolecular</td>
<td>$62,000</td>
</tr>
<tr>
<td>Internal conversions</td>
<td>$111,139</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$394,139</strong></td>
</tr>
</tbody>
</table>

#### FY 2006/07

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Departmental program funds loaded into base budget</td>
<td>$131,542</td>
</tr>
<tr>
<td>Flood Expenditures - Materials</td>
<td>$65,890</td>
</tr>
<tr>
<td>Sociology, Statistics, anthropology program funding</td>
<td>$14,178</td>
</tr>
<tr>
<td>Library internal operating conversions</td>
<td>$261,937</td>
</tr>
<tr>
<td>Temporary loan from renovation funds</td>
<td>$524,586</td>
</tr>
<tr>
<td>Lost Book Fees</td>
<td>$31,300</td>
</tr>
<tr>
<td>Office of Research</td>
<td>$10,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,039,433</strong></td>
</tr>
</tbody>
</table>

#### FY 2005/06

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA Undergraduate Studies</td>
<td>$9,500</td>
</tr>
<tr>
<td>Departmental program funds loaded into base budget</td>
<td>$160,042</td>
</tr>
<tr>
<td>Education Sports and Fitness</td>
<td>$12,000</td>
</tr>
<tr>
<td>Library internal operating conversions</td>
<td>$100,116</td>
</tr>
<tr>
<td>Regional Campus Support</td>
<td>$396,000</td>
</tr>
<tr>
<td>Lost Book Fees</td>
<td>$19,565</td>
</tr>
<tr>
<td>Economics Ph.D.</td>
<td>$31,000</td>
</tr>
<tr>
<td>Office of Research</td>
<td>$10,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$738,223</strong></td>
</tr>
</tbody>
</table>
### Notes to Materials Budget (cont’d)

**FY 2004/05**

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$300,000</td>
<td>Regional Campus funds</td>
</tr>
<tr>
<td>$138,020</td>
<td>Departmental program funds loaded into base budget</td>
</tr>
<tr>
<td>$16,550</td>
<td>Film, A&amp;S and Sports</td>
</tr>
<tr>
<td>$20,000</td>
<td>IST</td>
</tr>
<tr>
<td>$6,000</td>
<td>Theater</td>
</tr>
<tr>
<td>$10,000</td>
<td>Office of Research</td>
</tr>
<tr>
<td>$13,671</td>
<td>Replacements (Binding Revenue of T&amp;D discontinued)</td>
</tr>
<tr>
<td><strong>$504,241</strong></td>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

**FY 2003/04**

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$250,000</td>
<td>University Special</td>
</tr>
<tr>
<td>$6,411</td>
<td>Arts and Sciences</td>
</tr>
<tr>
<td>$30,000</td>
<td>Rosen College of Hospitality Management</td>
</tr>
<tr>
<td>$43,909</td>
<td>Revenue (Replacements and thesis/dissertation)</td>
</tr>
<tr>
<td>$20,000</td>
<td>IST</td>
</tr>
<tr>
<td>$10,000</td>
<td>Office of Research</td>
</tr>
<tr>
<td>$20,791</td>
<td>Operations sweep</td>
</tr>
<tr>
<td><strong>$381,111</strong></td>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

**FY 2002/03**

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$136,998</td>
<td>Operating budget sweeps</td>
</tr>
<tr>
<td>$62,000</td>
<td>Molecular Biology Support</td>
</tr>
<tr>
<td>$500,000</td>
<td>University Special</td>
</tr>
<tr>
<td>$32,680</td>
<td>Thesis reimbursements and book replacement</td>
</tr>
<tr>
<td>$43,190</td>
<td>Additional academic program support</td>
</tr>
<tr>
<td>$195,000</td>
<td>Regional Campus Support</td>
</tr>
<tr>
<td>$100,000</td>
<td>AA Reserve</td>
</tr>
<tr>
<td>$10,000</td>
<td>Sponsored Research</td>
</tr>
<tr>
<td><strong>$1,079,868</strong></td>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

**FY 2001/02**

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$62,000</td>
<td>Mid-year operating budget sweep</td>
</tr>
<tr>
<td>$27,087</td>
<td>Thesis reimbursements</td>
</tr>
<tr>
<td>$5,152</td>
<td>Book replacements</td>
</tr>
<tr>
<td>$28,799</td>
<td>Academic program support</td>
</tr>
<tr>
<td>$10,000</td>
<td>Sponsored Research</td>
</tr>
<tr>
<td>$100,000</td>
<td>Area campus support</td>
</tr>
<tr>
<td><strong>$233,038</strong></td>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

**FY 2000/01**

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$350,000</td>
<td>lapsed full-time salary monies</td>
</tr>
<tr>
<td>$4,531</td>
<td>Book replacements</td>
</tr>
<tr>
<td>$32,842</td>
<td>Thesis reimbursements</td>
</tr>
<tr>
<td>$10,000</td>
<td>Sponsored Research</td>
</tr>
<tr>
<td>$27,000</td>
<td>Engineering materials support</td>
</tr>
<tr>
<td>$682</td>
<td>Other</td>
</tr>
<tr>
<td><strong>$425,055</strong></td>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>
Leticia Abulencia  
Sr. LTA  
Cataloging Services  
- Training/Development:  
  - Ethical Decision Making  
  - UCF Preparedness Fair

Barbara Alderman  
Regional Campus Librarian  
Palm Bay/Cocoa  
- Creative works:  
  - “Embedded Librarians: Partnering with Faculty in the Virtual Classroom,” panel presentation with Dee Bozeman, Rachel Owens (Daytona State), Min Tong, and Andy Todd, Georgia Conference on Information Literacy, September 25, 2009, Savannah, Georgia.  
  - Completed Information Fluency 3-year Grant Project in May 2010: “Integrating writing and research: A collaborative project to promote Information Fluency on a Regional Campus.” Participants were Denise Young, Lauren Miller, Barbara Alderman, Barbara Kyle, Andrew Todd, James Katt, Charles Viggiano, Maria Lavooy, Jacqueline Lamanna, Krisann Draves, Bob Boettcher, and Jerry Sublette.

Frank Allen  
Associate Director  
Administrative Services  
- Creative Work:  
  - Invited reviewer and manuscript referee, *College and Research Libraries.* C&RL is the official publication of the Association of College and Research Libraries.  
  - “UCF Libraries Knowledge Commons,” presentation, FCTL Spring Faculty research forum, May 7, 2010

Michael A. Arthur  
Department Head  
Acquisitions & Collections Services  
- Awards/Promotions: Promoted from Assistant University Librarian to Associate University Librarian, March 2010  
- Creative Work:  
  - Rais, S., Arthur, M.A., & Hanson, M., “Creating Core Lists for Print Subscription Retention & Storage/Weeding,” *Serials Librarian,* 58 (1-4), 244-249.

April Karlene Anderson  
Sr. Archivist  
Special Collections & University Archives  
- Creative Work:  
  - Consultant/Project Archivist for the American Automobile Association (AAA) and their materials, including training and overseeing volunteer/interns  
  - “Using Primary Resources in the Classroom,” presentation, Library of Congress Workshops, Orange County regional History Center, Orlando, June 2010  
  - Taught requested Special Collections classes on: Book Arts; History and Historians; etc.

Joseph Ayoub  
Sr. LTA  
Circulation Services  
- Awards: Libraries 10 Years of Service Award  
- Service:  
  - Libraries Diversity Week Team
Faculty & Staff Accomplishments (cont’d)

- Library Information Kiosk
- Training/Development: UCF HR:
  - Effective Communication
  - Teamwork
  - Stress Management
- Library holiday committee
- ITR social planning committee
- Library Staff Picnic committee
- Training/Development: Ergonomics workshop, UCF Office of Environmental Health & Safety, October 2009

Grenka Bajramoski
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management

Creative Works:
- Curated (with TJ Ormseth) the exhibit Florida’s Grand Beach Resorts (Summer 2010)
- Compiled information for Rosen submissions to Unbound

Service: Director’s Advisory Group

Training/Development:
- Workshops/Training:
  - “Customer Service 101”
  - “Reach for the Stars”
- “Going Green,” environmental awareness training session
- Took additional coursework at the UCF main campus.

Buenaventura Basco
Coordinator, Information Source Reference Services

Service:
- Asian Pacific Librarians Association (APALA): Executive Board Member and Immediate Past President; 30th Anniversary, Chair; Nominating Committee, Chair; Publicity Committee, Chair; Planning Committee
- Florida SUL Electronics Collection Committee (ECC), Business Subcommittee, Chair
- ALA Council International Relations Committee (Standing, Council), Appointed Member
- International Papers Committee, ALA International Relations Round Table (IRRT), Invited Member

Barry Baker
Director of Libraries

Creative Works:
Moderator: Elements of Evidence---Based Practice in the Daily Work of the Information Professional, Association of Caribbean University, Research, and Institutional Libraries Conference XL, Santo Domingo, Dominican Republic, June 2010

Service:
- International:
  - ACURIL:
    - Academic Libraries Special Interest Group, chair
    - Finance committee, chair
    - Executive Council
    - Digital Library of the Caribbean (dLOC) Executive Committee
  - ACURILEANA (electronic journal), editorial board
- National:
  - ALA:
    - Library Leadership & Management Association, Building and Equipment Section, Buildings for College and University Libraries Committee
    - Southeastern Library Association, Constitution & Handbook Committee
- State:
  - Council of State University Libraries
  - Florida Center for Library Automation Board
  - Florida Library Network Council

Debbie Barnes
Facilities Specialist
Library Administration

Kudos: Accounted for 100% of the libraries tagged furniture and equipment

Service:
- Assisted in the move of the Government Documents collection to the first floor.

Dr. Penny Beile
Acting Department Head
Reference Services

Awards/Promotions: Awarded the 2010 ACRL/EBSS Distinguished Librarian

Creative Works:
- Librarian/Scholar: From Research Question to Results, (invited speaker) with Peter Hernon (Simmons College) and Robert Labaree (University of Southern California), delivered at the American Library Association Annual Conference for the Education and Behavioral Sciences Section program, Chicago, IL, July 2009.
- iCritical Thinking/SAILS Correlation Study, with Chuck Dziuban (UCF), Irv Katz, (Educational Testing Service), and Joseph Salem (Kent State University), presentation, American Library Association Annual Conference, Education and Behavioral Sciences Section Research Forum, Washington, DC, June 2010.

Service:
- ACRL/Education and Behavioral Sciences Section:
  - Nominating Committee
  - Research Committee
  - C&RL reviewer

Elena Beredo
Sr. LTA
Acquisitions & Collections Services

Attended:
- Serials Solutions Presentation
- YBP Demo Shelf-Ready Books
- YBP Presentation
Corinne Bishop  
Information Literacy Librarian  
Information Literacy & Outreach  
- Creative Works:  
  • In 2009, “Frequency and content of chat questions by time of semester at the University of Central Florida: Implications for training, staffing and marketing,” with Donna Goda – published in Public Services Quarterly 4 (4). Article selected by American Library Association’s Research & Statistics Committee (RUSA/RSS) as one of the best research articles of 2008. The Committee publishes the Reference Research Review annually. In 2009, the Committee reviewed articles published in 2008 in sixteen key journals and selected articles using sound research methodologies that furthered the understanding of reference.  
  • “Using Social Software to Facilitate Blended Learning for Information Literacy,” presented with Francisca Yonekura, Course Development and Web Services, SLOAN-C Conference, Orlando, October 2009  
  • “IF and InfoLit Modules,” co-presented with Elizabeth Killingsworth, 2010 Summer Faculty Development Conference, CTL  
  • “Frequency and Content of Chat Questions,” Showcase of Scholarship & Creative Works program, Library Faculty Meeting, March 2010  
- Service:  
  • ALA/ACRL  
    - Educational and Behavioral Sciences Section (EBSS) Online Learning Research Committee, which continued its work on preparation of the OLRC Toolkit; submitted an article “Creating Learning Objects for Information Literacy: An Exploration in Best Practices” to the EBSS Publications Committee  
    - Led a workshop for library faculty/staff about Obojobo features that included a discussion of how the system is used to develop the Information Literacy Online Modules.  
    - Collaborated on a collection development project with librarians at Valencia Community College, West Campus Library to select materials for UCF students enrolled at Valencia Community College  
  • 2009 Florida State Employees Charitable Campaign (FSECC) committee  
  • Information Literacy Mentorship Program, James B. Duke Memorial Library, Johnson C. Smith University – concluded duties mentor and consultant for the Information Literacy Buddy Program, which is an extension of the initiative, “Building Partnerships for Success: Information Literacy Across the Curriculum.” The program is led by Johnson C. Smith University in Charlotte, North Carolina, and is part of a planning grant for 13 Historically Black Colleges and Universities (HBCUs) as they work to develop information literacy programs at their institutions.  
  • UCF Librarians’ Personnel Advisory Committee; co-chair (2010-2012), Mentoring Committee  
  • Attended: American Library Association Annual Conference, Chicago, Boston, July 2010  

Joe Bizon  
LTA Supervisor  
Acquisitions & Collections Services  
- Service: Search Committee, Reference Services Librarian  

Parri Bolinger  
Accountant  
Library Administration  
- Service: Library Holiday Party Committee, December 2009  

Tim Bottorff  
Department Head  
Universal Orlando Foundation Library at the Rosen College of Hospitality Management  
- Creative Works:  
  • Co-investigator (with Carole Hinshaw, Cindy Dancel, John Venecek, and Richard Harrison) on the ALA/NEH grant-funded ($2,500) traveling exhibit Pride & Passion: The African American Baseball Experience  
  • Curated (with Kerri Bottorff) the exhibit If You Build It, They Will Come: The Scope and Impact of Sports Tourism (spring 2010)  
  • “How Do You Count That?: Statistical Reporting and Analysis of Online Library Instruction Activities,” paper presentation with Andy Todd, LOEX Annual Conference  
  • “A World Ranking of the Top 100 Hospitality and Tourism Programs,” with Dr. Denver Severt, Dr. Dana Tesone, and Monica Carpenter, a peer-reviewed article in the Journal of Hospitality and Tourism Research, November 2009 33: 451-470.  
  • “A Hospitality Program Like No Other: A Brief History of UCF’s Rosen College of Hospitality Management,” UCF Today blog  
- Service:  
  • Faculty Judge for the 2010 Graduate Research Forum  
  • Word Judge for the 2010 Orlando Sentinel District Spelling Bee  
- Committees:  
  • FLA Conference Planning Committee  
  • UCF Libraries’ Electronic Resources Workgroup (ERW)  
  • UCF Libraries’ Web Working Group (WWG)  
- Training/Development:  
  • “2010 Economic Outlook” (CVB Hot Topics session)  
  • “Libraries and Copyright in the Digital Age” (webinar)  
  • UCF HR Workshops:  
    - “Family and Medical Leave Act”  
    - “Injury Procedures”
Faculty & Staff Accomplishments (cont’d)

- “Manager’s Boot Camp”
  - Memberships:
    - American Library Association:
      - Association of College & Research Libraries
    - Library Administration & Management Association
    - Reference & User Services Association
    - Florida Library Association
  - Attended:
    - Florida Library Association Annual Conference, Orlando, FL
    - LOEX Annual Conference, Dearborn, MI

Dee Bozeman
Regional Campus Librarian
Daytona Beach
  - Creative Works:
    - “Embedded Librarians: Partnering with Faculty in the Virtual Classroom,” panel presentation with Andy Todd, Barbara Alderman, Min Tong, and Rachel Owens (DSC), Georgia Conference on Information Literacy, September 25, 2009
    - PowerPoint slideshow presentation at the Opening Session, 2010 FLA conference
  - Service:
    - FLA:
      - FLA Awards Committee
      - FLA Scholarship Committee
    - Museum of Florida Art - Education Committee

Amanda Branham
Sr. LTA
Circulation Services
  - Service:
    - Libraries Diversity Week Presentation
    - Department contributor to Libraries UNBOUND
  - Training/Development: UCF HR:
    - Slumdog Millionaire
    - Crash: Film and Discussion
    - Bullies in the Work Place
    - Stress Management DOTS: Understand Hidden Biases

Deirdre Campbell
Sr. LTA
Library Administration
  - Service:
    - Information Kiosk
    - UCF Human Resources Leave of Absence Focus Group
    - Assisted with
      - Pride & Passion: The Legacy of the African American Negro League
      - Physical move of Governments Documents
    - Shelf Reading Project - Completed 7.5 hours towards the 20 required hours
  - Training/Development:
    - FWS Employers Orientation
    - Human Resources Liaison Workshop

- Microsoft Office 2007 Excel I Training
- “Reduce Stress by Resetting Your Breathing,” UCF, February 2010
- Ergonomics workshop, UCF Office of Environmental Health & Safety, October 2009
- First Report of Injury information session, UCF HR
- ITR Human Resources Recruitment
- ITR Human Resources FMLA
- New USPS Regulations Training
  - Attended:
    - UCF HR 37th Annual Employee Awards Program - Blake Stephens USPS Employee of the Year
    - A Pilot Lights the Way: A Tribute to Jesse Leroy Brown: First African American Aviator & Blacks in Aviation
    - 2009 Diversity Breakfast
    - Founders Day
    - J.T. Washington Luncheon

Tina Candela
LTA Supervisor
Acquisitions & Collections Services
  - Service:
    - USPS Staff Council, Research subcommittee
    - Volunteered at Libraries’ Information Kiosk for “New Student Orientation”
  - Training/Development:
    - Completed 2007 EXCEL Workshop
    - CRL Access and Collections Workshop
  - Attended:
    - 2009 Diversity Breakfast
    - 16th Annual Joseph C. Andrews Mentoring Breakfast, including special guest, student assistant, Cara Calabrese
    - World Book Presentation
    - YBP Presentation
    - Serials Solutions
    - YBP Demonstration - Shelf-Ready Books

Lyn Case
Department Head
Cataloging Services
  - Service:
    - SUL TSPC
    - Statewide Cataloging Summit, USF Library, Group Facilitator
    - Library:
      - Digital Collections Interest Group
      - ADCTS Search Committee
      - Learning Commons Task Force
  - Training/Development:
    - “Train the Trainer,” Library of Congress RDA Webcast
    - LC RDA Test Training
    - “From AACR2 to RDA: A Comparison of Examples,” Adam Schiff slide presentation
    - “RDA changes from AACR2 for Texts,” Barbara Tillett, Webcast
    - “Cataloging Principles and RDA: Resource Description and Access”
    - CRL Webinar
    - “Libraries and Copyright in the Digital Age,” Kevin L. Smith, Webcast
    - “Where Are We Going?” OCLC Webinar
    - CFLC Cataloging Interest Group Meeting, SSC, Cataloging Streaming Video
Faculty & Staff Accomplishments (cont’d)

- Office Ergonomics
  - Memberships:
    - American Library Association
    - Central Florida Library Cooperative

**Martha Cloutier**  
**LTA Specialist**  
**Circulation Services**
- **Service:**
  - Libraries Information Kiosk
  - Libraries Student Orientation
- **Training/Development:** Microsoft Excel and Word, UCF HR

**Dr. Linda K. Colding**  
**Librarian**  
**Reference Services**
- **Service:**
  - American Library Association’s Library Instruction Round Table: President and Past-President; Organization and Planning Committee, Chair
  - Association of College and Research Libraries, Information Literacy Coordinating Committee, Immersion Program Committee
  - ALA Cavendish, Clift, and Hoy Scholarship Jury member, 2009
  - American Council on Education, Military Installation Voluntary Education Review (MIVER) Team Member, visits to Fort Stewart/Hunter Army Airfield, GA; Yuma, AZ; and Cherry Point, NC.

**Jamie Conklin**  
**Adjunct Librarian (OPS):**  
**Universal Orlando Foundation Library at the Rosen College of Hospitality Management**
- **Training/Development:** Took additional coursework at the UCF main campus

**Eda Correa**  
**Monographs Librarian**  
**Cataloging Services**
- **Creative Works:**
- **Service:**
  - Indexer for Hispanic American Periodical Index
- **Training/Development:**
  - Office Ergonomics
  - First Report of Injury or Illness
- **Memberships:**
  - Association of College & Research Libraries
  - Seminar on the Acquisition of Latin American Library Materials (SALALM)

**Alice Crist**  
**Sr. LTA**  
**Cataloging Services**
- **Service:**
  - Library Evacuation Team
  - Florida State Employees Charitable Campaign (FSECC), keyworker
  - Annual Halloween Party (Old Hollywood)
- **Training/Development:**
  - Emergency Management Training
  - UCF Preparedness Fair
  - Time Management/Accomplishing More

**Page Curry**  
**Digital Imaging Technician**  
**Systems & Technology**
- **Service:**
  - Central Florida Memory, Digital Services Support
  - Director’s Advisory Group

**Gerald Dillon**  
**LTA Supervisor**  
**Circulation Services**
- **Awards:** Libraries 5 Years of Service Award
- **Service:**
  - Libraries Information Kiosk
  - CRAM for Exam volunteer

**Lee Dotson**  
**Digital Services Librarian**  
**Systems & Technology**
- **Awards/Promotions:** Promoted from Instructor University Librarian to Assistant University Librarian, March 2010
- **Creative Works:**
- **Service:**
  - UCF Committee Assignments:
    - Central Florida Memory, Digital Services Support
    - Central Florida Memory Grant Writing Committee
    - Library Technology Advisory Group
    - UCF Electronic Theses and Dissertations Group
Faculty & Staff Accomplishments (cont’d)

- Libraries Preservation Committee
- Digital Collections Interest Group
- Web Working Group

FCLA Committee Assignments:
- Cataloging and Access Guidelines for Electronic Resources Revision Joint Working Group, 2008-present
- Council of State University Libraries Technology Advisory Group Digital Initiatives Subcommittee, 2008-present
  - 2009-2010, chair
  - 2008-2009, vice-chair

Other Committee Assignments:
- Scholarly Communications Committee for the Education and Behavioral Sciences Section of the Association of College and Research Libraries (a division of the American Library Association), 2009-present
- Association of Southeastern Research Libraries Information Technology/Digital Initiatives Interest Group
- CONTENTdm Southeast Region Users Group Meeting Planning Committee, 2007-present
  - 2008-2009, chair of program planning committee
  - 2007-2008, co-chair

Digital Project Development:
- Retrospective conversion of print theses and dissertations
- Institutional Repository pilot project
- Digital Open Stacks

Digital Project Management:
- Central Florida Memory
- Digital Library of the Caribbean (dLOC)
- Electronic Theses and Dissertations
- Florida Heritage Project
- Florida Historical Quarterly
- PRISM: Political & Rights Issues & Social Movements


Attended:

Janet Girard
Sr. Accounting Officer
Library Administration

Training/Development: UCF Courses:
- IT&R Property Training Session, July 2009
- Asset Management Workshop, September 2009
- Property Custodian Training, September 2009
- Red Flags – ID Theft Prevention, October 2009
- Financials Upgrade Presentation, April 2010
- Purchasing Diversity Supplier Pre-Session, April 2010

Attended:
- Purchasing Diversity Supplier Lunch, July 2009
- UCF Diversity Suppliers Day, October 2009
- UCF Diversity Suppliers Day, May 2010

Mary Lee Gladding-Swann
Sr. LTA
Circulation Services

Service:
- Libraries Evacuation Team
- Department contributor to Libraries UNBOUND

Becky Hammond
LTA
Special Collections & University Archives

Service:
- Libraries Diversity Week Team

Jonathon Hanie
Sr. LTA
Circulation Services

Training/Development: UCF HR:
- Stress Management
- Bullies in the Workplace

Danielle Harris
Sr. LTA
Circulation Services

Awards: Bachelor of Science in Health Sciences, UCF

Richard Harrison
Librarian
Reference Services

Creative Works: “CASTL at the University of Central Florida: Integrating the Scholarship of Teaching and Learning and Undergraduate Research,” presentation with Dr. Kimberly Schneider, Florida Statewide Symposium on Engagement in Undergraduate Research, September 2009.

Service:
- Florida Statewide Symposium on Engagement in Undergraduate Research, Planning Committee
- Knowledge Commons Public Information Committee

Ana Dvorecky
LTA Specialist
Cataloging Services

Service:
- UCF USPS Staff Council Representative
- Library Evacuation Team
- Relay For Life-USPS Staff Council Team
- Library Information Kiosk, first week of fall semester 2008-present
- USPS Staff Council Info Kiosk at UCF Benefits Fair

Training/Development:
- Preventing Discrimination
- “Acu-pressure, How to Deal with Stress and Pain”

David Healy
Sr. LTA
Cataloging Services

Training/Development: Excel I Class, CFLC
Johnny Hill  
LTA Supervisor  
Circulation Services  
- Awards: Libraries 5 Years of Service Award  
- Training: Stress Management, UCF HR  
- Memberships:  
  - Florida Library Association  
  - Special Library Association  
  - American Library Association  
- Attended:  
  - SLA Annual Conference  
  - FLA Annual Conference  

Carole Hinshaw  
Marketing & Program Director  
Library Administration  
- Creative Works: Chaired committee that was awarded a National Endowment for the Humanities/American Library Association grant for traveling exhibit *Pride & Passion: the African American Baseball Experience*. The exhibit and related events took place March 3-16, 2010.  
- Service: Knowledge Commons Public Information Committee  

Athena Hoeppner  
Electronic Resources Librarian  
Acquisitions & Collections Services  
- Service: State University Libraries (SUL) Electronic Resources Subcommittee, 2010 chair  

Davina Hovanec  
Computer Analyst  
Systems & Technology  
- Service: Knowledge Commons Public Information Committee  

Megan Humphries  
Sr. LTA  
Circulation Services  
- Training: Stress Management, UCF HR  
- Memberships:  
  - American Library Association  
  - Florida Library Association  
- Attended: FLA Annual Conference  

Pam Jaggernauth  
LTA Supervisor  
Curriculum Materials Center  
- Training/Development: Completed three classes toward Accounting degree  

Selma K. Jaskowski  
Assistant Director  
Systems & Technology  
- Service:  
  - UCF Committee Assignments:  
    - Learning Commons Task Force  
    - Thin Client Working Group  
    - Digital Signage Evaluation Team  
    - Computer Store Advisory Committee  
    - Campus Network Printing Committee  
    - Principal Investigator, LSTA grant project, “Picturing the Past: Photographs and Postcards of Central Florida”  
  - Chair, Libraries’ Technology Advisory Group  
  - Chair, Web Working Group  
  - Digital Collections Interest Group  
  - Library Advisory Committee  
  - Student Advisory Committee  
  - Central Florida Memory  
    - Operations Committee  
    - Digital Services and Server Support  
  - FCLA Committee Assignments:  
    - LMS Project Coordinator  
    - Coordinator, CSUL Technology Advisory Group  
  - Activities for the year included attendance at the CSUL Quarterly meeting, New College, Sarasota, 3-4 December 2009  
    - Project Manager, UCF Libraries, PALMM, ETDs, and FDA  
    - DigIt! Working Group  
    - Digital Project Management:  
      - Central Florida Memory  
      - Electronic Theses and Dissertations  
      - Florida Heritage Project  
      - Institutional Repository development  
    - Digital Library of the Caribbean (dLOC)  
- Attended:  
  - Handheld Librarian Conference, 17-18 February 2010 (Coordinated UCF Libraries’ participation)  
  - Manager’s Boot Camp, 16 November 2009  
  - UCF Departmental Security Coordinator’s Conference, 21 October 2009  
  - Diversity Breakfast, 19 October 2009  
  - IT&R Property Training Session, 31 July 2009  

Jacqui Johnson  
Sr. LTA  
Cataloging Services  
- Training/Development:  
  - UCF Preparedness Fair  
  - Excel I Class  

Aysegul Kapucu  
Librarian  
Reference Services  
- Creative Works:  
  - “Connections and Partnerships: Academic Library outreach to International Students Across Campus,” poster session, with Renee Montgomery,
Faculty & Staff Accomplishments (cont’d)

Florida Association of College and Research Libraries, Orlando, October 2009
Service:
- Florida Library Association, Continuing Education and Scholarship Committees
- Central Florida Library Cooperative, Reference Interest Group

Raynette Kibbee
Sr. Administrative Assistant
Library Administration

Service:
- Web Working Group - Web Design Team
- DAG (ex-officio)

Training/Development:
- “Information Literacy Education: A National Overview,” College of duPage Teleconference, March 2010
- “How to Plan Successful Events,” National Seminars Web Conference, June 2010

Elizabeth Killingsworth
Acting Department Head
Information Literacy & Outreach

Creative Works:
- “Teaching Smarter, Not Harder with New UCF Information Literacy Modules,” presented with Kelvin Thompson, 2009 Winter Conference at the Faculty Center for Teaching and Learning, December 2009.
- “IF and Information Literacy Modules,” presented with Corinne Bishop, 2010 Summer Faculty Development Conference at the Faculty Center for Teaching and Learning, May 2010

Service: Completed term as Past President on the Executive Board of the Florida Association of College and Research Libraries (FACRL), May 2010

Cynthia Kisby
Department Head
Regional Campus Libraries


Service: FLA Executive Board – Director at Large (elected) 2009-2011.

Training & Development:
- Florida Library Association Annual Conference, April 7-9, 2010
- Florida Association of College & Research Libraries Conference, fall 2009

Igor Kovalyov
Sr. LTA
Curriculum Materials Center

Creative Works: Created the following displays for the CMC:
- “Exploration and Explorers”
- “Holocaust Remembrance”
- “Primary Documents Display,” display highlighted brand new sets of primary document reproductions added to CMC collection
- “Freedom Fighters”

Jade Laderwarg
Office/Payroll Manager
Library Administration

Service:
- Mentored an International Student
- Non-traditional Knights (NTK)
- BFSA; Elected Co-Recording Secretary, 10/11
- IT&R Social Committee
- Leave of Absence Focus Group
- Libraries Committees
  - 2009 Diversity Committee
  - 2009 Holiday Party Committee
- Craft & Bake Sale Committee
- Staff Picnic Committee, Chair
- Information Kiosk 8/27

Training/Development:
- Completed Diversity Series, July 2009
- Federal Work Study Meeting, August 2009
- Open Enrollment Information Session, September 2009
- Intranet editing training with Blake Stephens, October 2009, now able to edit HR Intranet pages
- HR Sessions:
  - HR Liaison Training, October 2009
  - I-9 Workshop, April 2010
  - Leave of Absence Seminar, April 2010
  - New Termination Procedure, June 2010
- “Reduce Stress by Resetting Your Breathing,” UCF, February 2010
- Ergonomics workshop, UCF Office of Environmental Health & Safety, October 2009
- Career Enhancement Workshop, April 2010

Memberships:
- American Library Association
- Association of College & Research Libraries
Joel Lavoie
Library IT Manager
Systems & Technology
Service:
- Campus ETD Working Group
- Web Working Group
- Central Florida Memory, Web Design and Server Support Committee
- Knowledge Commons Task Force
- Thin Client Working Group
- Associate Director for Collections & Technical Services Search Committee
- ITR Coordinating Committee (attended while Greg McCoy was on leave)
- Digital Signage Evaluation Team
- Campus Network Printing Committee
Training/Development:
- IT&R Property Training Session, 31 July 2009
- Webinars:
  - Apple iPad Overview and Demo, 8 April 2010
  - Handheld Librarian Online Conference, 17 February 2010
  - Serial Solutions, 10 February 2010
  - Microsoft Forefront, 1 October 2009
- Other:
  - iTunes support for iTunes University, 8 September 2009
  - Utilizing CS&T RIS server, 26 August 2009
  - Altiris Deployment Solution, 20 August 2009
  - Citrix Proof of Concept, 4-6 August 2009

Jamie LaMoreaux
LTA Specialist
Acquisitions & Collections Services
Service:
- University: Staff Council
- Libraries
  - Exhibits & Events Committee
  - Student Orientation Kiosk
  - LibraryEvacuation Team
  - Library Heart Walk Team
  - Libraries Diversity Week Committee, Chair
  - Libraries Picnic Committee
- Presented awards at the Library Service Award ceremony
- Profession: Worked/Attended FLA

Nicole LeBoeuf
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
Completed HR New Employee Orientation

Tatyana Leonova
Sr. LTA
Acquisitions & Collections Services
Attended: YBP presentation

Susan MacDuffee
Sr. LTA
Acquisitions & Collections Services
Service:
- Search Committee: Associate Director for Collections & Technical Services
- Library Evacuation Team
- Libraries Picnic Committee
- Completed two classes toward degree in Art History

Jason Martin
Acting Department Head
Curriculum Materials Center
Awards/Promotions: Promoted from Assistant University Librarian to Associate University Librarian, March 2010
Creative Works:
- Publications:
  - Presentations:
    - “The Effect of Library Instruction on the Information Seeking Behavior of Undergraduate Education Majors,” 2009 Georgia Conference on Information Literacy
    - “Sunshine State Library Leadership Institute: The Efficacy of Leadership Training,” panel member, 2009 Florida Library Association Annual Conference
    - Moderated the panel discussion “Leadership Through Advocacy,” 2009 Florida Library Association Annual Conference
- Service:
  - Association of College and Research Libraries Education and Behavioral Sciences Section Research Committee
  - State Library and Archives of Florida 2010-2015 Leadership Development Committee
  - Wrote five book reviews for Library Journal
  - UCF Student Conduct Review Board; hearing officer on 11 conduct hearings
  - Mediator for UCF Dispute Resolution Services
  - Heart Walk team member and UCF Libraries Heart Walk team captain; raised the third most money of all the UCF walkers
- Training/Development: Completed class work for EDI and successfully defended dissertation proposal

Jim Mauk
Sr. LTA
Circulation Services
Service: CRAM for Exam volunteer
Training/Development:
- Employee Injury Procedures & Forms, UCF HR
- Libraries UBorrow session
Faculty & Staff Accomplishments (cont’d)

Greg McCoy
LAN Administrator
Systems & Technology

Service:
- Information Technology & Resources Coordinating Council
- Network Security Team
- UCF Departmental Security Coordinator
- Web Working Group
- Library Emergency Team
- UCF Student Conduct Review Board & Disciplinary Review Board

Training/Development:
- Various seminars presented by Microsoft, Cisco, Dell, Citrix, and Symantec
- First Aid, UCF Human Resources training
- MS Virtual Lab on Failover Clustering
- USPTO Hands-on Patent Workshop
- Survived three month experience of FMLA due to neck injury

Hal Mendelsohn
Librarian
Reference Services

Service: Southeastern Library Association, Membership and Mentoring Committee

Traci Milbuta
Office Assistant
Acquisitions & Collections Services

Awards/Honors: Graduated with B.A. in Interdisciplinary Studies, UCF, December 2009

Service:
- Library Information Kiosk
- Director’s Advisory Group:
  - Holiday Party Committee
  - Libraries Picnic Committee
  - Library Bake Sale Committee

Training/Development: CFLC:
- Windows XP
- Microsoft Office I
- Microsoft Word I

Laila Miletic-Vejzovic
Department Head
Special Collections & University Archives

Creative Works:
- “Metadata Research and Application in the Management of Digital Collections,” presentation, ACURIL XL, Santo Domingo, Dominican Republic, June 2010
- “Special Collections & University Archives: An Overview,” presentation, 2010 University of Central Florida Summer Faculty Development Conference, May 2010.
- Mentor/Instructor of Record, for a semester-long Seminar: “Academic Libraries as Leaders in Developing Digital Collections to Preserve and Provide Access to their Cultural Heritage Collections,” for Mirko Duic, a graduate student at the School of Library and Information Studies, in Zadar, Croatia. Spring 2010.
- Lecturer, School of Library and Information Studies, University of Zadar, Croatia, October 2010
- “Collection Management of Special Collections Material: Emphasis on Digital Projects,” presentation, Summer School in the Study of Old Books, University of Zadar, Croatia, October 2009, more information available at: http://ozk.unizd.hr/lsob/?page_id=342
- On-Site supervisor, MLIS Supervised Field Work, LIS 6946, School of Library & Information Science, University of South Florida. Supervised Sandra Varry’s project in Special Collections & University Archives, fall 2009.
- Included in “Who is Who in Sciences in Croatia,” at: http://kojektir.irb.hr/en/index.php. 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.

Service:
- International:
  - OCLC Systems & Services (OSS) Editorial Board (EAB), 2002 –
  - Metadata Manager, Digital Library of the Caribbean (dLOC), 2009 –
- National:
  - ALA/ACRL/RBMS
  - RBMS Guidelines for Borrowing and Lending Special Collections Materials for Research Use and Exhibition Task Force (2-year appointment) June 2009 –
  - RBMS Publications Committee, (2-year appointment) July 2010 –
- State:
  - Central Florida Memory Project (CFM)
- UCF:
  - Planning Committee UCF Veterans History Project, January 2010 –
  - Regional Initiative for Collecting the History, Experiences and Stories of Central Florida (RICHES) Steering Committee, July 2009 –
  - Reviewer:
    - applications from the countries of the Eastern European Union area students studying in FL for participation in the Eastern European Linkage Institute (EELI) scholarship program, April 2010.
  - UCF Fall Study Abroad, Office of International Programs, August 2009.

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

UCF Libraries Annual Report 2009-2010
Page 82
Dorothy Mitchell-Danzy  
Regional Campus Adjunct Librarian (OPS)  
Sanford/Lake  
  ▪ Training/Development:  
    ▪ FACRL “Blurring Boundaries” Conference, Rollins College  
    ▪ Began learning the basics for building a WIKI page as a way to increase outreach and service with UCF faculty.  
    ▪ Attended: 2009 UCF Partnership Meeting, new Cooper Memorial Library, Clermont  

Kim Montgomery  
Librarian  
Cataloging Services  
  ▪ Creative Works: Internal Work Resources Web page  
  ▪ Service:  
    ▪ Metadata Subcommittee, TSPC - Vice-Chair (2009), Chair (2010)  
    ▪ Cataloging Summit (for the State University Libraries), Oct. 2, 2009, University of South Florida, Tampa - Facilitator for E-Resources Breakout Group  
    ▪ Search Committee, Associate Director for Collections and Technical Services  
  ▪ Training/Development:  
    ▪ “First Report of Injury or Illness,” March 4, 2010  
  ▪ Memberships:  
    ▪ American Library Association (ALA)  

Renee Montgomery  
Outreach Librarian  
Information Literacy & Outreach  
  ▪ Creative Works:  
    ▪ “Connections & Partnerships: Academic Library Outreach to International Students Across Campus,” poster presentation with Aysegul Kapucu, FACRL Fall Program, Rollins College, Winter Park, FL, October 2009  
    ▪ “E-Books at UCF,” presentation with Michael Arthur, 2010 UCF Summer Faculty Development Conference  
    ▪ “The Library and Faculty: What You Need to Know,” 2009 UCF New Faculty Orientation.  
  ▪ Service:  
    ▪ Public Services Planning Committee, Information Literacy Subcommittee, 2007 – present  
    ▪ FACRL Board (2010 – 2013)  
    ▪ Helped design an ad for the FATE (Florida Association of Teacher Education) 2009 Annual Conference Program in August 2009.  
    ▪ Commencements, Convocations, and Recognitions Committee, 2007 – present  
    ▪ Honors College Information Fluency Student Award Committee, 2008-present  
    ▪ Director’s Advisory Group (DAG), Faculty Representative, 2007-2009  
    ▪ December 2009 Holiday Party Committee, co-chair  
    ▪ Diversity Committee, October 2009  
    ▪ CRAM Committee, Spring 2007- present  
  ▪ Library Preservation Committee, 2008-present  
  ▪ Knowledge Commons Public Information Committee, 2009-present  
  ▪ Attended:  
    ▪ Handheld Librarian 2009 Virtual Conference  
    ▪ FACRL Annual Fall Program, Winter Park, FL, October 2009  

Rachel Mulvihill  
Librarian  
Information Literacy & Outreach  
  ▪ Creative Works: “Serving Unaffiliated Distance Learners: Strategies That Work,” with Lisa Nickel (UNC Charlotte), to be published in the July/August 2010 issue of the Journal of Library & Information Services in Distance Learning  
  ▪ Service:  
    ▪ Knowledge Commons Task Force, 2009-present  
    ▪ Knowledge Commons Public Information Committee, 2010  

Stephen Nordlinger  
Sr. LTA  
Circulation Services  
  ▪ Service:  
    ▪ Libraries Diversity Week Team  
    ▪ Blanchard Park Environment Volunteer  
  ▪ Training/Development:  
    ▪ Employee Injury Procedures and Forms, UCF HR  
    ▪ Undergraduate Research Presentation, UCF Office of Undergraduate Research  
    ▪ Libraries Recycling Program  
    ▪ Libraries UBorrow session  

Burak Oreten  
LTA Supervisor  
Cataloging Services  
  ▪ Service:  
    ▪ Commencements, Convocations, and Recognitions Committee, 2008-present  
    ▪ Honors College Information Fluency Student Award Committee, 2008-present  
    ▪ Director’s Advisory Group (DAG), Faculty Representative, 2007-2009  
    ▪ December 2009 Holiday Party Committee, co-chair  
    ▪ Diversity Committee, October 2009  
    ▪ CRAM Committee, Spring 2007- present  
  ▪ Library Preservation Committee, 2008-present  
  ▪ Knowledge Commons Public Information Committee, 2009-present  
  ▪ Attended:  
    ▪ Handheld Librarian 2009 Virtual Conference  
    ▪ FACRL Annual Fall Program, Winter Park, FL, October 2009  

Tanya Jo Ormseth  
LTA Supervisor  
Universal Orlando Foundation Library, Rosen College of Hospitality Management  
  ▪ Creative Works:  
    ▪ Co-wrote two Rosen Library newsletters  
    ▪ Curated (with Grenka Bajramoski) the exhibit Florida’s Grand Beach Resorts (summer 2010)  
    ▪ Curated the exhibit Restaurant Ownership Made Easy: Four Fast Franchises (fall 2009)  
    ▪ Wrote two “Rosen Top Read” reviews  
  ▪ Service:  
    ▪ Florida State Employees Charitable Campaign (FSECC) Keyworker
Kristen Palmiere  
Sr. LTA  
Interlibrary Loan/Document Delivery Services  
- Training/Development: "Injury Procedures," UCF HR

Reynaldo Parulan  
Office Assistant  
Cataloging Services  
- Training/Development:  
  - Emergency Management Training, January 28, 2010  
  - UCF Preparedness Fair, January 29, 2010  
  - Ethical Decision Making, February 25, 2010  
  - First Report of Injury or Illness, March 4, 2010  
  - Family and Medical Leave Act (FMLA) Workshop, May 26, 2010  
- Attended:  
  - Mentoring Breakfast  
  - "I Believe" Faculty & Staff Fund Campaign Kick Off Breakfast, March 16, 2010

Jeanne Piascik  
Special Formats Coordinator Librarian  
Cataloging Services  
- Service:  
  - SUL TSPC Authorities Subcommittee  
  - CPLC Cataloging Interest Group, chair (August 2009)  
  - Libraries Digital Collections Interest Group (DigiCIG)  
- Training/Development:  
  - CPLC Cataloging Interest Group meetings  
  - Vendor presentations, August 25 and September 1-2, 2009  
  - SUL Cataloging Summit, October 2, 2009  
  - Bibliographic Control Alphabet Soup: AACR to RDA and Evolution of MARC (webinar), October 14, 2009  
  - Microsoft Excel I, Feb. 12, 2010  
  - YBP presentation, March 26, 2010  
  - "Libraries and Copyright in the Digital Age" (webinar) March 30, 2010  
  - FMLA workshop, May 26, 2010  
  - Music Cataloging with Richard Smigralia, June 13-18, 2010  
- Attended:  
  - FLA Annual Conference, April 7-9, 2010  
- Memberships:  
  - American Library Association (ALA)  
  - Association for Library Collections and Technical Services (ALCTS)  
  - Cataloging and Classification Section (CCS)  
  - Florida Library Association (FLA)  
  - Online Audiovisual Catalogers (OLAC)

Joanie Reynolds  
Sr. LTA  
Interlibrary Loan/Document Delivery Services  
- Service: Director's Advisory Group

Yvonne Rivera  
Sr. LTA  
Cataloging Services  
- Training/Development:  
  - UCF Preparedness Fair  
  - Excel I Class  
  - Ethical Decision Making  
  - Time Management/Accomplishing More

Blake Robinson  
OPS  
Circulation Services  
- Training/Development: Libraries USPTO Patent Workshop  
- Memberships:  
  - American Library Association  
  - Special Library Association  
  - Florida Library Association  
- Attended:  
  - ALA Annual Conference  
  - FLA Annual Conference

Tim Ryan  
Sr. Clerk  
Library Administration  
- Service:  
  - Participated with great care in the shipping and receiving of the traveling exhibit, Pride and Passion.  
  - Worked with contractors and Facilities Operations staff to facilitate receiving and delivery of supplies; helped a great deal in parking lot organization.

Jorge Santiago  
Sr. LTA  
Cataloging Services  
- Training/Development:  
  - Office Ergonomics, October 21, 2009  
  - UCF Preparedness Fair, January 29, 2010

Meg Scharf  
Associate Director  
Public Services  
- Creative Works:  
  - "50 Things Library Employees Should Never Do," presentation with Marcus Kilman, ACRL/LLAMA Spring Virtual Institute, April 21, 2010.  
  - Facilitated ALA 2009 program, Through Their Eyes.  
  - Contributed to redesign of the library Suggestion Box http://library.ucf.edu/News?channel=sb&mode=basic  
- Service:  
  - Knowledge/Learning Commons Task Force.  
    - Coordinated:  
      - All-library celebration of the "Seismic Shift", May 6, 2010, with dinner from Bubbalou's and a commemorative mug. The "Seismic Shift" created space for the Commons.  
• With Barry Baker, Frank Allen, and Selma Jaskowski, assisted in the formulation of objectives and assessment methods for the University’s Organizational Effectiveness process. Continuing service as a Divisional Reviewer for “provost B” assessment plans.
• Continued to coordinate office hours in the main library for the University Writing Center, beginning with pilot in summer 2009, and expanding to longer hours beginning with fall semester 2009.
• Planned and held a Student Government Association-co-sponsored party featuring extended library hours, called CRAM 4 the EXAM, April and October (for midterms) and December and May (for finals).
• Chair, Search Committees for the Associate Director for Collections and Technical Services (started fall 2009), and for the Public Services Librarian for the College of Medicine (started summer 2009); both concluded successfully, spring 2010.
• Advisory Board of the Karen L. Smith Faculty Center for Teaching and Learning (FCTL).
  • Reviewed proposals for the 2009 Innovative Teaching and Learning Grants, and for the Winter Workshop.
  • Member, Search Committee for FCTL Director, beginning fall 2009; concluding, spring 2010.
  • Served on planning committee for FCTL Summer Institute.
  • Recruited members and hosted the Libraries’ Student Advisory Board meetings, in April 2010, and November 2009.
• Central Florida Memory (CFM) project.
• SUL Public Services Planning Committee
• Library Leadership Management & Administration (LLAMA)
  • MAES Chair, beginning July 2009.
  • LLAMA Board
  • Conference program committees, such as Mythbusting, held June 2010.
  • Judge, Orlando Sentinel District Spelling Bee, March 25, 2010.
  • Attended: SUL PSPC meeting, Florida State University, November 2009.

Amber Schulze
Sr. LTA
Curriculum Materials Center
  • Completed HR orientation for new hires

Meredith Semones
Ask A Librarian
Reference Services
  • Service: Sunshine State Library Leadership Conference, mentor

Linda Seward
Sr. LTA
Acquisitions & Collections Services
  • Service:
    • Libraries Picnic Committee
  • Attended:
    • Coutts Presentation
    • Blackwell Book Services Presentation
    • YBP Demo: Shelf Ready

Kristine J. Shrauger
Department Head
Interlibrary Loan/Document Delivery Services
  • Creative Works:
  • Service:
    • Library: Disability Services Committee, Chair
    • University:
      • University Research Council
        ▪ In-House Grants Committee
        ▪ Honors Undergraduate Research Award Committee
      • Faculty Senator
    • State:
      • SUL Access Services Subcommittee
      • SUL Unmediated Borrowing Task Force
      • Central Florida Library Cooperative (CFLC)
        ▪ Voting member
        ▪ Board member
    • National:
      • Resource Sharing Best Practices Task Force, Association of Southeastern Research Libraries (ASERL)

Peter Spyers-Duran
Serials Coordinator Librarian
Cataloging Services
  • Service:
    • Florida State Employees Charitable Campaign, keyworker
    • Cataloging liaison, Knowledge Commons Task Force
  • Training/Development:
    • UCF Supervisory Skill Series
    • Library of Congress RDA Train-the-Trainer Webcasts
    • FMLA Workshop
  • Membership: American Library Association (ALA)

Blake Stephens
Web Applications Developer
Systems & Technology
  • Awards:
    • 2008/09 UCF Employee of the Year
    • Graduated from the University of Central Florida with a bachelor of arts degree in Digital Media - Internet Interaction.
Faculty & Staff Accomplishments (cont’d)

- **Service:**
  - Central Florida Memory Web Design and Server Support
  - Web Working Group
  - Knowledge Commons Public Information Committee

- **Training/Development:** Discrimination and Retaliation Workshop, Course Development and Web Services, July 2009

**Terrie Sypolt**
Librarian
Reference Services
- **Creative Works:**
  - “Technology, Library Research and Distance Education Learners,” paper presented, Florida for FATE, Daytona State College in Daytona Beach, October 2009

- **Service:**
  - Florida Association of Teacher Educators:
    - Planned, organized and held the East Central regional meeting
  - Membership Chair, East Central College & University Regional Director
  - Sponsorship, co-chair
  - Elected as College and University At-Large Director; Nominations and Elections standing committee, chair
  - SELA Membership committee

**Sue Terrill**
Office Assistant
Library Administration
- **Service:**
  - Assisted with T-Shirt design for 08/09 Employee of the Year.
  - Library Holiday Party committee
  - Co-Chaired Director’s Advisory Group Chili Cook-off (held jointly with CDL)
  - Set up Library Staff Appreciation BBQ for helping with the 2nd floor revitalization project.
  - Provided instruction on procedures for all “backup” front desk staff

- **Training/Development:**
  - Self study Web page creation & maintenance training for SharePoint
  - CPLC Microsoft ‘07 Excel workshop, February 2010

**Gloria Thomas**
LTA Supervisor
Circulation Services
- **Service:**
  - UCF Leadership Enhancement Program
  - Libraries Evacuation Team

**Patricia Tiberii**
Sr. LTA
Interlibrary Loan/Document Delivery Services
- **Creative Works:** Displayed collection in exhibit cases
- **Service:** Exhibits & Events Committee

**Andy Todd**
Regional Campus Librarian
Cocoa
- **Awards/Promotions:** National Network of Libraries of Medicine (NN/LM) Southeastern Atlantic Region Exhibit Award. Represented UCF Libraries and NN/LM during the Florida Nursing Students Association conference in Daytona Beach, Florida, October 2009
- **Creative Works:**
  - UCF Quality Enhancement Grant. As a part of an interdisciplinary team including administrators, teaching faculty, writing center staff, and librarians, successfully implemented and completed the last phase of the IF Grant project.
  - “Embedded Librarians: Partnering with Faculty in the Virtual Classroom,” presented with DSC Librarian Rachel Owens and UCF Librarians Dee Bozeman, and Min Tong, Georgia Conference on Information Literacy, September 2009.

- **Service:**
  - Quality Assurance Workgroup Committee for Florida Statewide Ask-A-Librarian Service
  - Florida Library Association Scholarship Committee
  - UCF Librarians’ Personnel Advisory Committee (LPAC)
  - Web Advisory Committee and Web Working Group

**Min Tong**
Regional Campus Librarian
South Lake
- **Awards/Promotions:** 2010 Excellence in Librarianship Award
- **Creative Works:**
  - “A Partnership Approach to Multi-campus Library Services,” with Cynthia Kisby, article published in the scholarly articles section of the electronic journal “Collaborative Librarianship”, vol. 1, no. 4.
  - “Embedded librarians: Partnering with faculty in the virtual classroom,” presented with three other regional campus librarians, Georgia Conference on Information Literacy, September 2009.
  - “Maximize your value for a successful job searching and transitioning,” presentation, 2010 Chinese American Librarians Association (CALA) Midwest Annual Conference, River Forest, IL.

- **Service:**
  - FLA Continuing Education Committee for 2010-2011, chair
  - Southeast Chapter, CALA (2010-2011), president
  - SUL OPAC Sub-committee, UCF representative
Sandra Varry  
Senior Archivist  
Special Collections & University Archives  

Creative Works: Completed Supervised Fieldwork: processed the photographic materials portion of the A.L.A. Patti Collection to include, research, preservation and organization. Developed a unique numbering system for these materials (fall semester 2009)

Service:  
- Volunteered at the Anton Brees Library, Bok Tower Garden  
- Steering Group project participant for Advancing Access and Preservation Best Practices in Florida, funded by the National Endowment for the Humanities

Training/Development:  
- Completed 9 hours toward MLIS at USF, with anticipated graduation summer 2011

Memberships:  
- Society of American Archivists  
- Society Florida Archivists  
- Society for Photographic Education  
- American Library Association  
- Florida Library Association  
- Florida Association of Museums

Attended: Society of Florida Archivist’s Conference, Ybor City, May 2010

John Venecek  
Librarian  
Reference Services  

Awards/Promotions: Promoted from Instructor University Librarian to Assistant University Librarian, March 2010

Creative Works:  
- “Shakespeare 2.0: Exploring History, Identity & Literacy in a Digital Environment,” presentation, 2009 Georgia Conference on Information Literacy in Savannah, GA.

Service: Janus Task Force, Scholarly Communication Committee

Debbie Weatherford  
LTA Supervisor  
Acquisitions & Collections Services  

Service: Libraries Evacuation Team  
Training/Development: ETD Workshop

Shelly Wilson  
Sr. LTA  
Circulation Services  

Service:  
- Disabilities Services Committee  
- Web Working Group  
Training/Development: Stress Management, UCF HR

Ying Zhang  
Acquisitions Librarian  
Acquisitions & Collections Services  

Service: Technical Services Planning Committee Acquisitions Subcommittee

Clare Vogt  
Accountant  
Library Administration  

Service: Holiday Party Committee

Training/Development:  
- Microsoft Excel Training, CFLC, February 2010  
- “Reduce Stress by Resetting Your Breathing,” UCF, February 2010  
- UCF F&A:  
  - Accounts Payable Fit/Gap Agenda, April 2010  
  - Accounts Payable Fit/Gap Day 2, April 2010

Attended: UCF Diversity Suppliers Day, October 2010
The Library Advisory Committee is a Reporting Committee of the UCF Faculty Senate.

### Colleges

<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buchoff, Rita</td>
<td>Education/Teaching &amp; Learning Principles</td>
<td>07/08-09/10</td>
</tr>
<tr>
<td>Dexter, Nadine</td>
<td>Medicine/Harriet F. Ginsburg Health Sciences Library</td>
<td>08/09-10/11</td>
</tr>
<tr>
<td>Divo, Eduardo</td>
<td>Engineering &amp; Computer Sciences/ Engineering Technology</td>
<td>07/08-09/10</td>
</tr>
<tr>
<td>Kallina, Edmund</td>
<td>Arts &amp; Humanities/History</td>
<td>08/09-10/11</td>
</tr>
<tr>
<td>Lafferty, Patricia</td>
<td>Nursing</td>
<td>07/08-09/10</td>
</tr>
<tr>
<td>LiKamWa, Patrick</td>
<td>School of Optics</td>
<td>08/09-10/11</td>
</tr>
<tr>
<td>Matejowsky, Ty</td>
<td>Sciences/Anthropology</td>
<td>08/09-10/11</td>
</tr>
<tr>
<td>Milman, Ady</td>
<td>Rosen College of Hospitality Management/Events &amp; Attractions</td>
<td>08/09-10/11</td>
</tr>
<tr>
<td>TBA</td>
<td>Business Administration/Mgmt Information Systems</td>
<td>07/08-09/10</td>
</tr>
<tr>
<td>Tucker, Jennifer</td>
<td>Health &amp; Public Affairs/Health Professions-Physical Therapy</td>
<td>09/10-11/12</td>
</tr>
</tbody>
</table>

### Libraries

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baker, Barry</td>
<td>Director of Libraries</td>
<td>Ex Officio</td>
</tr>
<tr>
<td>Allen, Frank</td>
<td>Libraries/Associate Director, Administrative Services</td>
<td>Ex Officio</td>
</tr>
<tr>
<td>Jaskowski, Selma</td>
<td>Libraries/Assistant Director, Systems &amp; Technology</td>
<td>Ex Officio</td>
</tr>
<tr>
<td>Scharf, Meg</td>
<td>Libraries/Associate Director, Public Services</td>
<td>Ex Officio</td>
</tr>
</tbody>
</table>

### Faculty Senator

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gause, Richard</td>
<td>Senate Representative Library Reference Services</td>
<td>09/10-10/11</td>
</tr>
</tbody>
</table>

### Administrators

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eaglin, Ron</td>
<td>Department Chair ECS/ Engineering Technology</td>
<td>07/08-09/10</td>
</tr>
<tr>
<td>Morrison-Shetlar, Alison</td>
<td>College Dean Undergraduate Studies</td>
<td>08/09-10/11</td>
</tr>
</tbody>
</table>

### Student Representative(s)

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rionda, Jennifer</td>
<td>Undergraduate Student Student Government</td>
<td>09/10</td>
</tr>
</tbody>
</table>
Abulencia, Leticia (05/94) Cataloging Services
Alderman, Barbara (10/02) Regional Campus Libraries
Allen, Frank (05/98) Administrative Services
Anderson, April (05/07) Special Collections/Archives
Arthur, Michael (07/06) Acquisitions & Collection Services
Ayoub, Joe (07/99) Circulation Services
Bajramoski, Grenka
Baker, Barry B. (04/97) Administrative Services
Baker, Debbie (07/07) Administrative Services
Barnes, Debbie (06/98) Reference Services
Beile, Penny (06/98) Reference Services
Beredo, Elena (04/98) Acquisitions & Collection Services
Benson, Debbie
Bishop, Corinne (09/01) Information Literacy & Outreach
Bison, Joe (09/98) Acquisitions & Collection Services
Bolinger, Parri (04/03) Administrative Services
Bottorff, Tim (01/04) UOF Library at Rosen
Bozeman, Dee (02/06) Regional Campus Libraries
Branham, Amanda (05/08) Circulation Services
Campbell, Deirdre (11/99) Administrative Services
Candela, Tina (09/89) Acquisitions & Collection Services
Case, Lyn (02/98) Cataloging Services
Chan, Robin (06/05) Reference Services
Cloutier, Martha (10/06) Circulation Services
Colding, Linda (07/99) Reference Services
Correa, Eda (04/99) Cataloging Services
Crist, Alice (09/79) Administrative Services
Curry, Page (09/02) Systems & Technology
Dancel, Cindy (02/02) Reference Services
Dillon, Gerald (06/05) Circulation Services
Dotson, Lee (01/07) Systems & Technology
Dvorecky, Anna (01/08) Cataloging Services
Gause, Rich (04/98) Reference Services
Girard, Janet (09/97) Administrative Services
Gladding-Swann, Mary Lee (10/95) Circulation Services
Hadlock, Patrick (04/03) Cataloging Services
Hall, Patricia (09/83) Reference Services
Hammond, Rebecca (12/00) Special Collections/Archives
Hanie, Jon (09/00) Circulation Services
Harriss, Danielle (08/08) Circulation Services
Harrison, Richard (04/01) Reference Services
Healy, David (08/92) Cataloging Services
Hill, Johnny (04/05) Circulation Services
Hinshaw, Carole (08/89) Reference Services
Hoeppner, Athena (06/95) Acquisitions & Collection Services
Hovanec, Davina (02/00) Systems & Technology
Humphries, Megan (06/01) Circulation Services
Jaggersauth, Pamela (09/98) Curriculum Materials Center
Jaskowski, Selma (08/94) Systems & Technology
Johnson, Jacqui (09/97) Cataloging Services
Kapucu, Aysegul (05/07) Reference Services
Keyser, Aaron (10/08) Systems & Technology
Kibbee, Raynette (06/85) Administrative Services
Killingsworth, Elizabeth (01/00) Information Literacy & Outreach
Kilman, Marcus (07/96) Circulation Services
Kirwan, Katie (04/99) Acquisitions & Collection Services
Kisby, Cynthia (06/96) Regional Campus Libraries
Kolayov, Igor (08/07) Curriculum Materials Center
Laderwarg, Jade (08/08) Administrative Services
LaMoreaux, Jamie (09/93) Acquisitions & Collection Services
Lavoie, Joel (12/95) Systems & Technology
LeBoeuf, Nicole (03/10) UOF Library at Rosen
Leonova, Tatiana (11/00) Acquisitions & Collection Services
MacDuffee, Susan (03/96) Acquisitions & Collection Services
Martin, Jason (10/03) Curriculum Materials Center
Mauk, Jim (09/80) Circulation Services
McCoy, Greg (05/99) Systems & Technology
Mendelsohn, Hal (04/01) Reference Services
Milibuta, Traci (09/06) Acquisitions & Collection Services
Miletic-Vejzovic, Laila (03/08) Special Collections/Archives
Montgomery, Kimberly (08/89) Cataloging Services
Montgomery, Renee (09/03) Information Literacy & Outreach
Mulvihill, Rachel (01/02) Information Literacy & Outreach
Murphy, Missy (06/09) Reference Services
Nordlinger, Stephen (03/07) Circulation Services
Ogrenet, Burak (01/03) Cataloging Services
Ormseth, T.J. (01/04) UOF Library at Rosen
Palmiere, Kristen (06/08) Interlibrary Loan
Parulan, Reynaldo (02/01) Cataloging Services
Pettit, Nola (05/07) Reference Services
Piascik, Jeanne (09/95) Cataloging Services
Reynolds, Joan (12/86) Interlibrary Loan
Rivera, Yvonne (09/06) Cataloging Services
Ryan, Tim (02/00) Administrative Services
Santiago, Jorge (09/00) Cataloging Services
Scharf, Meg (06/84) Administrative Services
Schulze, Amber (09/09) Curriculum Materials Center
Semenes, Meredith (06/95) Reference Services
Seward, Linda (06/02) Acquisitions & Collection Services
Shrauger, Kristine (01/04) Interlibrary Loan
Spry-Duran, Peter (08/96) Cataloging Services
Stephens, Blake (02/05) Systems & Technology
Sypolt, Terrie (04/01) Reference Services
Terrill, Susan (03/07) Administrative Services
Thomas, Gloria (01/89) Circulation Services
Tiberii, Patricia (08/99) Interlibrary Loan
Todd, Andrew (12/04) Regional Campus Libraries
Tong, Min (06/07) Regional Campus Libraries
Varry, Sandra (07/07) UOF Library at Rosen
Venecek, John (01/07) Reference Services
Vogt, Clare (01/05) Administrative Services
Weatherford, Debbie (03/77) Acquisitions & Collection Services
Wilson, Shelly (12/04) Circulation Services
Zhang, Ying (08/96) Acquisitions & Collection Services

NOTE: Date in parentheses is the library date of hire.
<table>
<thead>
<tr>
<th>Abbreviation/Acronym</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>A &amp; I</td>
<td>Alterations &amp; Improvements</td>
</tr>
<tr>
<td>A &amp; P</td>
<td>Administrative &amp; Professional</td>
</tr>
<tr>
<td>AA</td>
<td>Academic Affairs</td>
</tr>
<tr>
<td>AAA</td>
<td>American Automobile Association</td>
</tr>
<tr>
<td>AABD</td>
<td>African American Biographical Database</td>
</tr>
<tr>
<td>AACE</td>
<td>Association for the Advancement of Computing in Education</td>
</tr>
<tr>
<td>AAL</td>
<td>Ask A Librarian</td>
</tr>
<tr>
<td>ACLS</td>
<td>American Council of Learned Societies</td>
</tr>
<tr>
<td>ACM</td>
<td>Association for Computing Machinery</td>
</tr>
<tr>
<td>ACRL</td>
<td>Association of College &amp; Research Libraries</td>
</tr>
<tr>
<td>ACS</td>
<td>American Chemical Society</td>
</tr>
<tr>
<td>ACURIL</td>
<td>Association of Caribbean University, Research &amp; Institutional Libraries</td>
</tr>
<tr>
<td>ADCTS</td>
<td>Associate Director for Collections &amp; Technical Services</td>
</tr>
<tr>
<td>ALA</td>
<td>American Library Association</td>
</tr>
<tr>
<td>ALCTS</td>
<td>Association for Library Collections &amp; Technical Services</td>
</tr>
<tr>
<td>Aleph</td>
<td>Automated Library Expandable Program</td>
</tr>
<tr>
<td>APA</td>
<td>American Psychological Association</td>
</tr>
<tr>
<td>APALA</td>
<td>Asian Pacific American Librarians Association</td>
</tr>
<tr>
<td>APS</td>
<td>American Physical Society</td>
</tr>
<tr>
<td>ARCHON</td>
<td>Archive Online</td>
</tr>
<tr>
<td>ARL</td>
<td>Association of Research Libraries</td>
</tr>
<tr>
<td>ASERL</td>
<td>Association of Southeastern Research Libraries</td>
</tr>
<tr>
<td>ASIS &amp; T</td>
<td>American Society for Information Science &amp; Technology</td>
</tr>
<tr>
<td>ASP</td>
<td>Application Service Provider</td>
</tr>
<tr>
<td>AV</td>
<td>Audiovisual</td>
</tr>
<tr>
<td>BA</td>
<td>Bachelor of Arts</td>
</tr>
<tr>
<td>BCC</td>
<td>Brevard Community College</td>
</tr>
<tr>
<td>BFSA</td>
<td>Black Faculty &amp; Staff Association</td>
</tr>
<tr>
<td>C&amp;RL</td>
<td>College &amp; Research Libraries</td>
</tr>
<tr>
<td>CS&amp;T</td>
<td>Computer Services &amp; Telecommunications</td>
</tr>
<tr>
<td>CABI</td>
<td>Centre for Agricultural Bioscience International</td>
</tr>
<tr>
<td>CCLA</td>
<td>College Center for Library Automation</td>
</tr>
<tr>
<td>CD</td>
<td>Compact Disk</td>
</tr>
<tr>
<td>CD</td>
<td>Collection Development</td>
</tr>
<tr>
<td>CDP</td>
<td>Collection Development Policy</td>
</tr>
<tr>
<td>CDL</td>
<td>Center for Distributed Learning</td>
</tr>
<tr>
<td>CFLC</td>
<td>Central Florida Library Cooperative</td>
</tr>
<tr>
<td>CFM</td>
<td>Central Florida Memory</td>
</tr>
<tr>
<td>CIS</td>
<td>Congressional Information Service</td>
</tr>
<tr>
<td>CLIR</td>
<td>Council on Library and Information Resources</td>
</tr>
<tr>
<td>CMC</td>
<td>Curriculum Materials Center</td>
</tr>
<tr>
<td>CMMS</td>
<td>Center for Multilingual Multicultural Studies</td>
</tr>
<tr>
<td>COE</td>
<td>College of Education</td>
</tr>
<tr>
<td>COHPA</td>
<td>College of Health &amp; Public Affairs</td>
</tr>
<tr>
<td>COM</td>
<td>College of Medicine</td>
</tr>
<tr>
<td>COOP</td>
<td>Continuity of Operations Program</td>
</tr>
<tr>
<td>CPC</td>
<td>Collection Planning Committee</td>
</tr>
<tr>
<td>CPU</td>
<td>Central Processing Unit</td>
</tr>
<tr>
<td>CREOL</td>
<td>College of Optics and Photonics</td>
</tr>
<tr>
<td>CRL</td>
<td>Center for Research Libraries</td>
</tr>
<tr>
<td>CSA</td>
<td>Cambridge Scientific Abstracts</td>
</tr>
<tr>
<td>CSC</td>
<td>Computer Sciences Corporation</td>
</tr>
<tr>
<td>CSS</td>
<td>Cascading Style Sheet</td>
</tr>
<tr>
<td>CSUL</td>
<td>Council of State University Libraries</td>
</tr>
<tr>
<td>CVB</td>
<td>Convention and Visitors Bureau’s</td>
</tr>
<tr>
<td>DAG</td>
<td>Director’s Advisory Group</td>
</tr>
<tr>
<td>DB</td>
<td>Database</td>
</tr>
<tr>
<td>DDS</td>
<td>Document Delivery Services</td>
</tr>
<tr>
<td>DHCP</td>
<td>Dynamic Host Configuration Protocol</td>
</tr>
<tr>
<td>DigiCIG</td>
<td>Digital Collections Interest Group</td>
</tr>
<tr>
<td>Dlli</td>
<td>Distance Learning Library Initiative</td>
</tr>
<tr>
<td>dlOC</td>
<td>digital Library of the Caribbean</td>
</tr>
<tr>
<td>DNS</td>
<td>Domain Name System</td>
</tr>
<tr>
<td>DOCS</td>
<td>Documents</td>
</tr>
<tr>
<td>DSC</td>
<td>Daytona State College</td>
</tr>
<tr>
<td>DVD</td>
<td>Digital Video Disc</td>
</tr>
<tr>
<td>E &amp; G</td>
<td>Educational &amp; General</td>
</tr>
<tr>
<td>EAD</td>
<td>Encoded Archival Description</td>
</tr>
<tr>
<td>EBSCO</td>
<td>Elton B. Stephens Company</td>
</tr>
<tr>
<td>EBSS</td>
<td>Education and Behavioral Sciences Section (ACRL)</td>
</tr>
<tr>
<td>ECC</td>
<td>Electronics Collection Committee</td>
</tr>
<tr>
<td>EdD</td>
<td>Doctor of Education</td>
</tr>
<tr>
<td>EEBO</td>
<td>Early English Books Online</td>
</tr>
<tr>
<td>EoM</td>
<td>Employee of the Month</td>
</tr>
<tr>
<td>ERIC</td>
<td>Education Resources Information Center</td>
</tr>
<tr>
<td>ERMS</td>
<td>Electronic Resources Management System</td>
</tr>
<tr>
<td>ERW</td>
<td>Electronic Resources Workgroup</td>
</tr>
<tr>
<td>ETB</td>
<td>Electronic Theses &amp; Dissertations</td>
</tr>
<tr>
<td>F &amp; A</td>
<td>Finance &amp; Accounting</td>
</tr>
<tr>
<td>F2F</td>
<td>Face-to-Face</td>
</tr>
<tr>
<td>FACRCL</td>
<td>Florida Chapter, Association of Colleges &amp; Research Libraries</td>
</tr>
<tr>
<td>FAME</td>
<td>Faculty &amp; Administrator Modules in Higher Education</td>
</tr>
<tr>
<td>FAP</td>
<td>Faculty/A &amp; P</td>
</tr>
<tr>
<td>FAU</td>
<td>Florida Atlantic University</td>
</tr>
<tr>
<td>FBA</td>
<td>Florida Book Award</td>
</tr>
<tr>
<td>FC offspring</td>
<td>Florida Center for Library Automation</td>
</tr>
<tr>
<td>FCTL</td>
<td>Faculty Center for Teaching &amp; Learning</td>
</tr>
<tr>
<td>FEL</td>
<td>Florida Electronic Library</td>
</tr>
<tr>
<td>FIU</td>
<td>Florida International University</td>
</tr>
<tr>
<td>FLA</td>
<td>Florida Library Association</td>
</tr>
<tr>
<td>FMLA</td>
<td>Family and Medical Leave Act</td>
</tr>
<tr>
<td>FSEC</td>
<td>Florida Solar Energy Center</td>
</tr>
<tr>
<td>FSECC</td>
<td>Florida State Employees’ Charitable Campaign</td>
</tr>
<tr>
<td>FSU</td>
<td>Florida State University</td>
</tr>
<tr>
<td>FTE</td>
<td>Full-Time Equivalent</td>
</tr>
<tr>
<td>FTU</td>
<td>Florida Technology University</td>
</tr>
<tr>
<td>FWS</td>
<td>Federal Work Study</td>
</tr>
<tr>
<td>FY</td>
<td>Fiscal Year</td>
</tr>
<tr>
<td>GEP</td>
<td>Graduate Education Program</td>
</tr>
<tr>
<td>GIS</td>
<td>Geographic Information Systems</td>
</tr>
<tr>
<td>GIST</td>
<td>Getting It System Toolkit</td>
</tr>
<tr>
<td>GOVT</td>
<td>Government</td>
</tr>
<tr>
<td>GSA</td>
<td>Graduate Students Association</td>
</tr>
<tr>
<td>HR</td>
<td>Human Resources</td>
</tr>
<tr>
<td>HTML</td>
<td>HyperText Markup Language</td>
</tr>
<tr>
<td>HVAC</td>
<td>Heating, Ventilating, &amp; Air Conditioning</td>
</tr>
<tr>
<td>ID</td>
<td>Identification</td>
</tr>
<tr>
<td>IEP</td>
<td>Intensive English Program</td>
</tr>
<tr>
<td>IF</td>
<td>Information Fluency</td>
</tr>
<tr>
<td>IFM</td>
<td>ILL Fee Management</td>
</tr>
<tr>
<td>ILL</td>
<td>Interlibrary Loan</td>
</tr>
<tr>
<td>ILO</td>
<td>Information Literacy &amp; Outreach</td>
</tr>
<tr>
<td>IM</td>
<td>Instant Messaging</td>
</tr>
<tr>
<td>IMLS</td>
<td>Institute for Museum and Library Services</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
</tr>
<tr>
<td>INSPEC</td>
<td>Information Service for Physics, Electronics, and Computing</td>
</tr>
<tr>
<td>IOP</td>
<td>Institute of Physics</td>
</tr>
<tr>
<td>IP</td>
<td>Internet Protocol</td>
</tr>
<tr>
<td>IRC</td>
<td>Instructional Resources Committee (CoE)</td>
</tr>
<tr>
<td>ISI</td>
<td>Institute for Scientific Information</td>
</tr>
<tr>
<td>IST</td>
<td>Institute for Simulation &amp; Training</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>IT &amp; R</td>
<td>Information Technologies &amp; Resources</td>
</tr>
<tr>
<td>ITC</td>
<td>Integrated Transaction Control</td>
</tr>
<tr>
<td>ITN</td>
<td>Invitation to Negotiate</td>
</tr>
<tr>
<td>JCR</td>
<td>Journal Citation Reports</td>
</tr>
<tr>
<td>JSTOR</td>
<td>Journal Storage</td>
</tr>
<tr>
<td>KBART</td>
<td>Knowledge Bases &amp; Related Tools</td>
</tr>
<tr>
<td>LAMA</td>
<td>Library Administration &amp; Management Association (ALA)</td>
</tr>
<tr>
<td>LC</td>
<td>Library of Congress</td>
</tr>
<tr>
<td>LCD</td>
<td>Liquid Crystal Display</td>
</tr>
<tr>
<td>LI</td>
<td>Library Instruction</td>
</tr>
<tr>
<td>LLAMA</td>
<td>Library Leadership &amp; Management Association (ALA)</td>
</tr>
<tr>
<td>LMS</td>
<td>Library Management System</td>
</tr>
<tr>
<td>LPAC</td>
<td>Librarians’ Personnel Advisory Committee</td>
</tr>
<tr>
<td>LSCC</td>
<td>Lake Sumter Community College</td>
</tr>
<tr>
<td>LSTA</td>
<td>Library Services and Technology Act</td>
</tr>
<tr>
<td>LTA</td>
<td>Library Technical Assistant</td>
</tr>
<tr>
<td>MA</td>
<td>Master of Arts</td>
</tr>
<tr>
<td>MAES</td>
<td>Measurement, Assessment, and Evaluation Section</td>
</tr>
<tr>
<td>MANGO</td>
<td>Metasearch and Next-Gen OPAC</td>
</tr>
<tr>
<td>MARC</td>
<td>Machine Readable Cataloging</td>
</tr>
<tr>
<td>MASS</td>
<td>Multicultural Academic Support Services</td>
</tr>
<tr>
<td>MCP</td>
<td>Morgan &amp; Claypool Publishers</td>
</tr>
<tr>
<td>MCASA</td>
<td>Microsoft Certified Systems Administrator</td>
</tr>
<tr>
<td>MIVER</td>
<td>Military Installation Voluntary Education Review</td>
</tr>
<tr>
<td>MLIS</td>
<td>Master of Library &amp; Information Science</td>
</tr>
<tr>
<td>MODS</td>
<td>Metadata Object Description Schema</td>
</tr>
<tr>
<td>MOU</td>
<td>Memorandum of Understanding</td>
</tr>
<tr>
<td>MS</td>
<td>Microsoft</td>
</tr>
<tr>
<td>NEDCC</td>
<td>North Eastern Document Conservation Center</td>
</tr>
<tr>
<td>NEH</td>
<td>National Endowment for the Humanities</td>
</tr>
<tr>
<td>NISO</td>
<td>National Information Standards Organization</td>
</tr>
<tr>
<td>NN/LM</td>
<td>National Network of Libraries of Medicine</td>
</tr>
<tr>
<td>OCLC</td>
<td>Online Computer Library Center</td>
</tr>
<tr>
<td>OCO</td>
<td>Operating Capital Outlay</td>
</tr>
<tr>
<td>OCPS</td>
<td>Orange County Public Schools</td>
</tr>
<tr>
<td>ODSN</td>
<td>Organization of Doctoral Students in Nursing</td>
</tr>
<tr>
<td>OECD</td>
<td>Organisation for Economic Co-operation and Development</td>
</tr>
<tr>
<td>OED</td>
<td>Oxford English Dictionary</td>
</tr>
<tr>
<td>OLAC</td>
<td>Online Audiovisual Catalogers</td>
</tr>
<tr>
<td>OLE</td>
<td>Open Library Environment</td>
</tr>
<tr>
<td>OPAC</td>
<td>Online Public Access Catalog</td>
</tr>
<tr>
<td>OPS</td>
<td>Other Personnel Services</td>
</tr>
<tr>
<td>OSS</td>
<td>Office of Strategic Services</td>
</tr>
<tr>
<td>OSS</td>
<td>OCLC Systems &amp; Services</td>
</tr>
<tr>
<td>PAF</td>
<td>Personnel Action Form</td>
</tr>
<tr>
<td>PALMM</td>
<td>Publication of Archival Library &amp; Museum Materials</td>
</tr>
<tr>
<td>PC</td>
<td>Personal Computer</td>
</tr>
<tr>
<td>phpBB</td>
<td>Hypertext Preprocessor Bulletin Board</td>
</tr>
<tr>
<td>PNG</td>
<td>Portable Network Graphics</td>
</tr>
<tr>
<td>PRISM</td>
<td>Political &amp; Rights Issues &amp; Social Movements</td>
</tr>
<tr>
<td>PROLA</td>
<td>Physical Review On-Line Archive</td>
</tr>
<tr>
<td>PSPC</td>
<td>Public Services Planning Committee</td>
</tr>
<tr>
<td>QEP</td>
<td>Quality Enhancement Program</td>
</tr>
<tr>
<td>RBMS</td>
<td>Rare Books &amp; Manuscripts Section</td>
</tr>
<tr>
<td>RC</td>
<td>Regional Campus</td>
</tr>
<tr>
<td>RDA</td>
<td>Resources Description and Access</td>
</tr>
<tr>
<td>REU</td>
<td>Research Experience for Undergraduate</td>
</tr>
<tr>
<td>RICHES</td>
<td>Regional Initiative for Collecting the History, Experiences, and Stories</td>
</tr>
<tr>
<td>SAA</td>
<td>Society of American Archivists</td>
</tr>
<tr>
<td>SACS</td>
<td>Southern Association of Colleges &amp; Schools</td>
</tr>
<tr>
<td>SALALM</td>
<td>Seminar on the Acquisition of Latin American Library Materials</td>
</tr>
<tr>
<td>SARC</td>
<td>Student Academic Resource Center</td>
</tr>
<tr>
<td>SSC</td>
<td>Seminole State College</td>
</tr>
<tr>
<td>SCH</td>
<td>Student Credit Hours</td>
</tr>
<tr>
<td>SDS</td>
<td>Student Disability Services</td>
</tr>
<tr>
<td>SEC</td>
<td>Securities and Exchange Commission</td>
</tr>
<tr>
<td>SEES</td>
<td>Slavic &amp; Eastern European Studies</td>
</tr>
<tr>
<td>SELA</td>
<td>Southeastern Library Association</td>
</tr>
<tr>
<td>SFA</td>
<td>Society of Florida Archivists</td>
</tr>
<tr>
<td>SFX</td>
<td>Special Effects</td>
</tr>
<tr>
<td>SGA</td>
<td>Student Government Association</td>
</tr>
<tr>
<td>Sr. LTA</td>
<td>Senior Library Technical Assistant</td>
</tr>
<tr>
<td>SUL</td>
<td>State University Libraries</td>
</tr>
<tr>
<td>SURE</td>
<td>Showcase of Undergraduate Research Excellence</td>
</tr>
<tr>
<td>TAG</td>
<td>Technology Advisory Group</td>
</tr>
<tr>
<td>TBLC</td>
<td>Tampa Bay Library Cooperative</td>
</tr>
<tr>
<td>TILE</td>
<td>Tutorial for Information Literacy in Education</td>
</tr>
<tr>
<td>TSPC</td>
<td>Technical Services Planning Committee</td>
</tr>
<tr>
<td>TV</td>
<td>Television</td>
</tr>
<tr>
<td>UC</td>
<td>University of California</td>
</tr>
<tr>
<td>UCF</td>
<td>University of Central Florida</td>
</tr>
<tr>
<td>UF</td>
<td>University of Florida</td>
</tr>
<tr>
<td>UNIX</td>
<td>Uniplexed Information and Computing System</td>
</tr>
<tr>
<td>UOF</td>
<td>Universal Orlando Foundation</td>
</tr>
<tr>
<td>UOFL</td>
<td>Universal Orlando Foundation Library</td>
</tr>
<tr>
<td>USDA</td>
<td>United States Department of Agriculture</td>
</tr>
<tr>
<td>USF</td>
<td>University of South Florida</td>
</tr>
<tr>
<td>USPS</td>
<td>University Support Personnel System</td>
</tr>
<tr>
<td>VCC</td>
<td>Valencia Community College</td>
</tr>
<tr>
<td>VHS</td>
<td>Video Home System</td>
</tr>
<tr>
<td>VHP</td>
<td>Veterans’ History Project</td>
</tr>
<tr>
<td>WebCT</td>
<td>Web Course Tools</td>
</tr>
<tr>
<td>WTO</td>
<td>World Tourism Organization</td>
</tr>
<tr>
<td>WWG</td>
<td>Web Working Group</td>
</tr>
<tr>
<td>YBP</td>
<td>Yankee Book Peddler</td>
</tr>
</tbody>
</table>