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Thomas G. Carpenter Library

1995

Annual Report 1994-1995

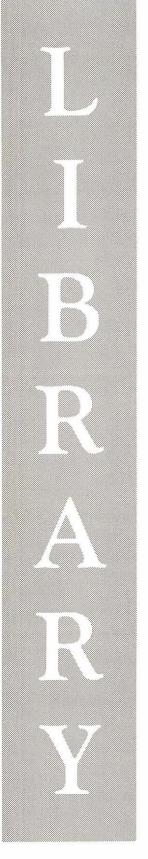Thomas G. Carpenter Library

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Annual Report
1994-1995

THOMAS G. CARPENTER LIBRARY
UNIVERSITY OF NORTH FLORIDA

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INTRODUCTION

After a cluster of years replete with fiscal constraints, it is gratifying to report that the Thomas G. Carpenter Library has concluded a second year with many positive advances. If the trend continues, as we hope it will, the Library may be restored to its former fiscal health by the end of the decade.

The newly established funding formula resulted in a dramatic increase in the materials budget for the Thomas G. Carpenter Library. The $1.2 million budget, the agreed-upon funding minimum for every State University System of Florida (SUS) library regardless of entitlement, is about $300,000 over that of the previous fiscal year. At the same time, it cannot obliterate the fact that it is still $413,000 less than the materials budget of 1989/90. Also, the unit costs of academic library materials continue to grow, diminishing the rate of acquisitions. Until funding growth significantly exceeds the inflationary percentages, collection development activities will not be able to keep pace with new publications and resource needs for new programs.

If there is a recurrent theme in these annual reports besides the budget, it is the problem of personnel. Periodically, at least once each decade, there has been an effort to examine library staffing and to establish or adopt a formula that would make the degree of deficiencies measurable, and, at the same time, set a staffing minimum. In the year past the Library Subcommittee of the Enrollment Services Committee took up the task to demonstrate numerically the extent of understaffing in our library.

In order to establish a standard, the Subcommittee chose to use 1989/90 as the reference year, because it was "the last time the Florida Legislature and the Board of Regents addressed the staffing needs of the SUS libraries." In that year the UNF Library had 41.5 FTE positions (15 library faculty, 26.5 USPS). The BOR allocated an additional 7.17 positions to the Library. Ignoring the fractional position, this established the UNF Library staffing at 48.5 FTE, representing **19 library faculty and 29.5 USPS positions**. Excerpting and condensing the Committee's findings, its report defined the problem as follows:

> In 1989-90, student enrollment was 7,800 Head Count (HC). Establishing a student-library faculty and student-USPS ratio, *with the newly allocated positions,* library staffing would have been [set] as follows: **1-410 library faculty ratio; 1-264 library support personnel.**

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Five years later... the Library has 44.5 FTE positions (17 library faculty, 27.5 USPS). Carrying out the above computation against the current enrollment of 10,000 HC, the ratio is as follows: 1-588 library faculty; 1-363 support personnel.

Using the 1989-90 benchmark year *as established by the BOR,* the Library should currently have 24.39 FTE library faculty and 37.88 FTE library support staff. This indicates a staffing deficiency of 43% for library faculty and 37.75% for support personnel.

The Committee recommended that "Library personnel be increased to meet the growing workload, using 1989-90 as a benchmark for computing current and future library staffing."

Another personnel matter that was addressed for the first time in this fiscal year dealt with salaries. According to legislative mandate, the SUS institutions were invited to examine and rectify faculty salary inversion and compression. By definition, library faculty were to be included in the process.

The study revealed that salary inversion — the salaries of newly hired personnel exceeding that of senior staff — did not exist in the Library. This was due as much to the stability of the UNF library faculty as to the infrequent addition of new staff. Additionally, paying rigorous attention to the internal pay plan, the library administration did not allow salary inversions to develop.

However, specifically because of their longevity at this institution, all librarians suffered from salary compression. This condition evolved over the decades, when salaries of comparable positions grew at a significantly greater rate than the raises given to an incumbent with long years of service. It is worth noting that in our case thirteen of the eighteen eligible faculty (including one Assistant in Libraries) have been with the Library for 13 to 24 years.

The Director asked Vicki Stanton to compile the pertinent statistics. The data showed the woeful inadequacy of library faculty salaries. Compared to their counterparts of the teaching faculty — i.e., assistant university librarian to assistant professor, associate to associate, and university librarian to full professor — the librarians' remuneration converted to 9-month equivalency was 30.26% percent less than *the established UNF minimum salary* of the teaching faculty. In precise dollar-and-cents terms this meant that should the institution wish to bring the library faculty salaries *only to the minimum* for each rank, the Library as an administrative unit should receive an additional $183,808 in salary rate.

In a valiant effort to rectify the matter campus wide, Provost Alan C. Ling set aside and allocated for the purpose $100,000. In dividing this amount among the five colleges and us, the library received a supplemental $15,000 in addition to its original share of

$5,300. Admittedly, even this combined amount represented but a fraction of the total necessary to eliminate the staggering salary discrepancies of librarians, yet it was a major and unprecedented step in a desirable direction. Furthermore, Provost Ling indicated that he planned to set aside a like amount in the next fiscal year to further reduce the remaining salary inversions and compressions.

As reported in last year's *Annual Report*, responding to a long-standing need, we initiated plans for a formal, for-credit bibliographic instruction course conducted by library faculty. In late 1994, it became fiscally possible to reclassify Reference Senior Library Technical Assistant Jim Alderman to a non-tenure earning faculty position effective January 1, 1995, commensurate with his teaching experience and academic credentials. In close collaboration, Jim and Reference Librarian Mary Davis, the Department's bibliographic instructor, worked out a course syllabus. Jointly, they nursed the new course through administrative channels, obtaining the requisite approvals from the Dean of the College of Arts and Sciences, Academic Programs Committee, and the Faculty Association. The new course, in two sections, is to commence in the fall 1995 semester. Concurrently, the College of Education and Human Services expressed an interest in a graduate level bibliographic instruction course.

In 1992, the Director of Libraries was asked to chair a campus committee to assess all — instructional as well as administrative — automation needs at UNF. The findings were incorporated in the Information Technology Strategic Plan Committee's *Report*. The committee's charge was to establish what was needed on campus, regardless of costs. The committee members, individually devoting hundreds of hours to the task, completed their work within the prescribed eleven-week time frame. When the *Report* indicated a cost of $6.8 million, the price tag prevented implementation.

At Provost Ling's initiative, the Technology Planning Committee was reconvened in September 1994, once more under the chairmanship of the Director of Libraries. The mandate this time was to chart the technological future of our university within the confines of what was *fiscally feasible*. The committee completed its work on schedule, in December 1994. The first notable result of the study, an implementation group, convened in spring 1995. With a broad-based and unusually large membership, the work of the newly formed University Technology Committee will be the ongoing planning, implementation and fiscal administration for automation on campus.

Ever since the library opened, copying machines have been the bane of auxiliary services provided to patrons. Both vendors and administrative oversight have changed frequently, but the improvements were always marginal and ephemeral. The recent emergence of well-managed companies placing sophisticated and reliable equipment in universities opened up the possibility of revamping copying services. To implement a major change, Auxiliary Services had to relinquish the administration of the service. We are grateful to all parties concerned that they acceded to this request.

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It was reported in the last *Annual Report* that Bob Jones, Head of Public Services, took it upon himself to draft the bid document. Upon completion, Bob shepherded the document through the difficult bid process. He also helped the Purchasing Department defuse the unfounded challenge of a losing bidder. When the contract was finally awarded to Capital Copy, Inc., in close collaboration with company personnel, Bob helped them set up the operation in the library.

We now have an adequate number of brand new copying machines on all floors as well as a battery of machines installed for use with the large microform collection. The latter are all high quality reader-printers, capable of interchangeably accommodating microfilm and microfiche. Additionally, Capital Copy has installed laser printers for the scholar workstations for public use. Copies now cost 10¢ with coin or 7.5¢ with prepaid cards. All maintenance and paper loading are the responsibility of on-campus company personnel. This arrangement promises to eliminate all, or nearly all copying services problems that have plagued the Library for over two decades. Our collective thanks go to Bob Jones for conceiving, masterminding, and executing this solution, clearing complex administrative hurdles along the way.

The year began with some important changes in personnel. After thirteen years in the Library and ten of those as Executive Secretary to the Director, Ms. Carolyn Mobley retired in order to relocate with her husband in Tampa. Her departure left a vacuum in the work force. Her duties were partially assumed by the new Executive Secretary, Judy Greuter, whose training period overlapped with Carolyn's last two months on the job. Soon after her resignation in September, Ms. Olga Brannon, Administrative Assistant in the Academic Vice President's Office, transferred to the Library. This restored the full secretarial support to the Library Office for the first time since the departure of Administrative Assistant Judy Hiden, on 28 July 1993.

Later in the fiscal year, through some creative rearrangement of the dollars allocated for positions, we were able to add "rate" to a former USPS position and create a new library faculty position in the Reference Department. A search committee began its work in late spring, 1995. At the time of writing, the interview process is in progress, and we expect to have the successful finalist identified early in the next fiscal year.

This was a fiscal year with many positive developments and nearly without notable setbacks. The University had an exceptionally strong administrative team in place, and the State, our university, and the library appeared to be on the way to fiscal recovery with the well-founded hope for better times ahead. Thus the great tragedy that ended the year burst upon us so unexpectedly and with such force, that it was almost impossible to comprehend and will take us a long time to accept.

In the morning hours of June 30, 1995, Provost Alan Campbell Ling unexpectedly died. His passing has far-reaching implications for the entire university community. Despite the brevity of his eighteen-months tenure at UNF, Dr. Ling left his lasting and

indelible mark on the institution. A man of vision, energy, and determination, he initiated important changes and had several more in the early stages of implementation that would have borne fruit in the years ahead. In his dual role of Provost and Vice President for Academic Affairs, he was an advocate of the students, a friend of the faculty, and a champion to all without partiality or favoritism. He had shown an in-depth understanding of our problems and an appreciation for libraries and library services in the electronic information age. Within the limits of his egalitarian approach to campus issues, he tried to help us as much as the resources at his disposal would allow.

Beyond a strong personal rapport with the Director, Dr. Ling was also, without a doubt, an institutional ally to us as well. With great sadness we mourn the loss of this remarkable man, a scholar, esteemed colleague, and friend. The memory of his legacy, so disproportionately greater than his brief tenure, will stay with us for a long, long time.

Andrew Farkas
Director of Libraries

UNIVERSITY OF NORTH FLORIDA LIBRARY
Library Budgets 1989/90 - 1994/95

	1989/90	1990/91	1991/1992	1992/1993	1993/94	1994/95
TOTAL LIBRARY BUDGET	$3,019,160	$2,446,907	$2,268,496	$2,116,429	$2,508,755	$2,790,010
PERSONNEL						
LINE ITEM	1,190,569	1,377,130	$1,394,755	$1,380,437	$1,455,764	$1,440,362
OPS	$68	$71	$66	$82,396	$70,175	$79,000
TOTAL	**$1,258,569**	**$1,447,930**	**$1,460,795**	**$1,462,833**	**$1,525,939**	**$1,519,362**
% OF BUDGET	41.69	59.61	64.39	69.12	60.82	54.45
OPERATING EXPENSE	**$56,000**	**$54,200**	**$51,395**	**$57,267**	**$71,540**	**$57,685**
% OF BUDGET	1.85	2.23	2.26	2.71	2.85	2.06
EQUIPMENT (OCO)	***$69,400**	**+$18,000**	**0**	**0**	**0**	**0**
% OF BUDGET	2.3	0.7	0	0	0	0
BOOKS & RESOURCES	**$1,635,191**	**$926,777**	**$756,306**	**$596,329**	**$911,276**	**$1,212,963**
% OF BUDGET	54.16	38.16	33.33	28.18	36.32	43.48

* Represents library OCO allocation as well as OCO purchases from other university sources.
+ Represents equipment purchases with allocations from other sources than library OCO.

Library Budget as Percentage of Total University E & G Budget

	1989/90	1990/91	1991/92	1992/93	1993/94	1994/95
TOTAL LIBRARY BUDGET	$3,019,160	$2,446,907	$2,268,496	$2,116,429	$2,508,755	$2,790,010
UNIVERSITY E&G BUDGET	$33,801,425	$35,451,669	$36,597,383	$37,977,572	$41,122,532	$45,476,767
% OF E&G BUDGET REPRESENTED BY LIBRARY	8.93	6.9	6.2	5.6	6.1	6.1

UNIVERSITY OF NORTH FLORIDA LIBRARY
Acquisitions Department
Materials Expenditures 1989/90-1994/95

	1989/1990	% OF TOTAL	1990/1991	% OF TOTAL	1991/1992	% OF TOTAL	1992/1993	% OF TOTAL	1993/1994	% OF TOTAL	1994/1995	% OF TOTAL
MATERIALS: CONTINUATIONS												
CD ROMS	$0.00	0.00	$0.00	0.00	$0.00	0.00	$30,738.33	5.06	$34,457.77	3.78	$27,896.00	2.30
NEWSPAPERS	$5,103.90	0.31	$5,403.20	0.58	$4,954.95	0.66	$5,623.46	0.93	$5,699.98	0.63	$6,041.98	0.50
SERVICES	$55,535.22	3.40	$51,851.75	5.59	$44,167.03	5.84	$46,964.30	7.73	$54,950.90	6.03	$51,842.45	4.27
STANDING ORDERS	$51,562.67	3.15	$59,987.55	6.47	$49,125.99	6.50	$46,420.25	7.64	$52,190.44	5.73	$49,410.18	4.07
SUBSCRIPTIONS	$297,136.02	18.17	$298,275.15	32.18	$273,740.57	36.19	$269,871.10	44.44	$287,887.10	31.59	$365,015.34	30.09
SUBS-MICROFORM	$48,300.32	2.95	$66,844.57	7.21	$45,036.64	5.95	$55,349.07	9.11	$52,150.90	5.72	$58,855.00	4.85
SUBTOTAL	**$457,638.13**	**27.99**	**$482,362.22**	**52.05**	**$417,025.18**	**55.14**	**$454,966.51**	**74.92**	**$487,337.09**	**53.48**	**$559,060.95**	**46.09**
MATERIALS: NON-CONTINUATIONS												
AUDIO-VISUAL	$94,577.90	5.78	$38,961.17	4.20	$6,677.11	0.88	$1,164.93	0.19	$30,502.19	3.35	$70,238.46	5.79
BACKFILES	$114,236.30	6.99	$2,469.95	0.27	$1,754.85	0.23	$1,747.00	0.29	$10,409.65	1.14	$22,887.93	1.89
BOOKS-APPROVAL	$231,080.54	14.13	$99,975.09	10.79	$147,894.28	19.55	$2,713.69	0.45	$113,145.10	12.42	$276,439.35	22.79
BOOKS-ORDERED	$299,858.02	18.34	$147,079.24	15.87	$81,567.38	10.78	$37,414.51	6.16	$134,007.92	14.71	$133,980.11	11.05
CURRICULUM	$14,026.00	0.86	$2,200.70	0.24	$1,376.50	0.18	$4,508.23	0.74	$12,503.94	1.37	$9,105.68	0.75
DOCUMENTS	$197,225.50	12.06	$1,748.70	0.19	$400.00	0.05	$1,750.00	0.29	$3,000.00	0.33	$2,805.00	0.23
MISCELLANEOUS	$87,418.23	5.35	$24,347.14	2.63	$7,868.82	1.04	$16,226.34	2.67	$32,143.45	3.53	$37,103.56	3.06
SUBTOTAL	**$1,038,422.49**	**63.50**	**$316,781.99**	**34.18**	**$247,538.94**	**32.73**	**$65,524.70**	**10.79**	**$335,712.25**	**36.84**	**$552,560.09**	**45.55**
TOTAL MATERIALS	**$1,496,060.62**	**91.49**	**$799,144.21**	**86.23**	**$664,564.12**	**87.87**	**$520,491.21**	**85.71**	**$823,049.34**	**90.32**	**$1,111,621.04**	**91.65**
PROCESSING												
BINDING-BOOKS	$16,501.71	1.01	$10,827.23	1.17	$4,237.35	0.56	$7,775.48	1.28	$7,366.34	0.81	$5,843.89	0.48
BINDING-JOURNALS	$22,638.95	1.38	$27,464.03	2.96	$26,280.37	3.47	$21,663.52	3.57	$19,557.56	2.15	$18,931.53	1.56
POSTAGE, HANDLNG	$30,173.50	1.85	$23,023.08	2.48	$19,905.67	2.63	$20,030.64	3.30	$21,058.51	2.31	$23,084.77	1.90
SOLINET	$52,963.30	3.24	$54,127.52	5.84	$37,607.21	4.97	$35,417.85	5.83	$35,998.52	3.95	$44,213.10	3.65
SUPPLIES	$16,851.35	1.03	$12,190.60	1.32	$3,711.34	0.49	$1,919.75	0.32	$4,245.60	0.47	$9,268.41	0.76
SUBTOTAL	**$139,128.81**	**8.51**	**$127,632.46**	**13.77**	**$91,741.94**	**12.13**	**$86,807.24**	**14.29**	**$88,226.53**	**9.68**	**$101,341.70**	**8.35**
GRAND TOTAL EXPENDED ON LIBRARY RESOURCES *	**$1,635,189.43**	**100.00**	**$926,776.67**	**100.00**	**$756,306.06**	**100.00**	**$607,298.45**	**100.00**	**$911,275.87**	**100.00**	**$1,212,962.74**	**100.00**

* This sum does not include any "unexpended balances" recorded on the annual ledgers.

UNIVERSITY OF NORTH FLORIDA LIBRARY
Summary Volume/Piece Inventory
1989/90-1994/95

	HELD 6/30/90	6/30/91	6/30/92	6/30/93	6/30/94	HELD 6/30/95
PAPER VOLUMES/PIECES						
a. Monographs and Serials	389,266	409,216	427,351	434,687	445,513	462,028
b. Music Scores	4,688	4,947	5,068	5,160	5,231	5,429
c. Annual Reports	13,097	13,097	13,097	13,097	13,097	13,097
d. College Catalogs	240	240	240	240	240	240
e. Government Documents	120,605	122,681	125,393	128,153	134,075	137,239
	527,896	**550,181**	**571,149**	**581,337**	**598,156**	**618,033**
MICROFICHE PIECES						
a. Monographs and Serials	49,580	65,902	73,946	80,106	87,451	96,610
b. Music Scores	486	486	486	486	486	486
c. Annual Reports	82,267	88,745	93,531	100,522	105,401	107,140
d. College Catalogs	5,660	4,090	5,559	7,060	7,995	9,451
e. ERIC & Newsbank	444,849	467,485	488,456	507,323	526,163	543,002
f. Government Documents	322,627	338,603	340,681	348,555	353,662	358,126
	905,469	**965,311**	**1,002,659**	**1,044,052**	**1,081,158**	**1,114,815**
MICROFILM REELS						
a. Monographs and Serials	19,421	20,293	20,615	20,925	21,294	21,637
b. Government Documents	1,330	1,330	3,174	6,984	11,298	17,319
	20,751	**21,623**	**23,789**	**27,909**	**32,592**	**38,956**
MAPS	**4,163**	**4,244**	**4,319**	**4,591**	**4,709**	**4,919**
COMPUTER FILES						
a. Magnetic (Floppies, etc.)	3	5	5	7	7	7
b. Laser (CD ROM)	0	0	53	68	109	314
	3	**5**	**58**	**75**	**116**	**321**
AUDIOVISUAL MATERIALS						
a. Audiocassettes	1,200	1,199	193	208	208	212
b. Audiodiscs:CD	2,065	2,141	2,323	2,330	2,531	2,757
c. Audiodiscs:LP	6,910	6,914	7,034	7,039	7,033	7,037
d. Cards	14	14	14	14	14	14
e. Charts	13	13	13	13	13	13
f. Film Loops	328	328	301	33	0	0
g. Filmstrips	446	449	449	449	448	448
h. Games	15	15	15	15	15	14
i. Kits	698	717	717	717	751	754
j. Motion Pictures	531	521	521	521	440	381
k. Pictures/Portraits	10,352	11,993	13,460	14,514	15,311	16,196
l. Posters	42	42	42	42	43	43
m. Slides, Art	20,407	20,407	20,510	20,510	20,510	20,510
n. Slide Sets	595	604	604	604	627	621
o. Transparencies	12	12	12	11	11	11
p. Videocassettes	2,140	2,495	2,609	2,652	2,776	3,172
q. Videodiscs	0	3	26	47	64	64
	45,768	**47,867**	**48,843**	**49,719**	**50,795**	**52,247**

TECHNICAL SERVICES DIVISION

The past year saw the implementation of a new "minimum resources budget" concept first proposed by our own Director of Libraries. Hopefully, if the total pot remains sufficiently large, no library in the State University System should drop below the funding floor of $1.2 million, this being, with change, exactly what the University of North Florida received for the past year's acquisitions. Finally back to a more reasonable level of support, much larger quantities of new materials again began flowing through the Division. While the present institution seems destined to remain at the minimum budget level of $1.2 million either until its student enrollment increases a bit more or until a more munificent budget for State University System libraries is adopted, it is still far better than the wild dips in the resources budgets that have periodically been experienced. If managed carefully, this maintenance budget should provide for a modest acquisitions program, but only if inflation does not take a turn for the worse.

A phenomenon of each past collapse of the resources budget has been the attendant assumption by people, both within and without the Library, that an immediate and corresponding reduction would occur in the workload of the Division, thus leaving the staff underutilized. It is a logical hypothesis and one which either needs to be refuted or acted upon, and, consequently, it was the topic for extended treatment in this section two years ago.

Interestingly enough, even with the return to larger materials budgets, there still remains a constant tendency to require justification for technical services staffing levels, especially that of the Cataloging Department which is the Division's largest by far. At the present institution, this situation is undoubtedly the result of the tremendous, and growing, pressure being placed on the public, client-oriented areas of library service, and this is, in turn, a factor of the overall growth of the University — without a corresponding increase in the Library's public services staff — in addition to the relatively liberal access to staff services which has always been afforded to non-affiliated clientele.

Without wishing to claim that there are no further efficiencies to be gained in the manner in which the Technical Services Division's services are provided at this institution, I would like to suggest that we have historically used both staff and technology to produce the most efficient workflow possible under the given circumstances. There is an abundance of empirical and anecdotal evidence to suggest that we have done a better job of this than many other institutions — even those, believe it or not, within our own State University System!

The above notwithstanding, it is also true that we have never been able to assemble the quantity of staff which would be necessary to accomplish *all of the tasks* that are normally desirable in a full-service technical services operation. During the entire length of our existence as an institution, the usual dynamic has been to constantly create, or add to, a residual of work which has necessarily had to be regarded as being of secondary priority and postponed for lack of sufficient, current staff. This was certainly true under a completely manual system; it was especially true during the very labor intensive transition from a manual to an automated system; and it remains true in a relatively high-tech environment despite our best efforts to catch up. It is this residual work that we have always quickly turned to when any surplus staff time has become available for any reason: an increase in productivity through technological advance; a low resources budget freeing up staff time; availability of some volunteer help; or extra money suddenly at hand for hiring temporary staff.

Specifically, the type of work that I am talking about above can be placed in one of two broad categories: (1) maintenance of the physical collections; and (2) maintenance of the bibliographic and collection-inventory databases. The first category includes the tasks of materials processing, preservation, and reparation (including vast amounts of non-optional relabeling) of an ever-aging collection. This category is highly labor-intensive and will remain minimally amenable to automated efficiencies. The staff level necessary for first-category work is, on average, relatively low.

The second category is, in general, more intellectually demanding than the first. The range of tasks included in this category is broad and includes, for example: detecting and correcting typographical and other mistakes in the machine-readable bibliographic database (particularly those which affect retrieval in keyword searches in NOTIS or LUIS); transfering holdings data from the old card-based shelflist to the on-line NOTIS database; revising and updating ever-changing controlled-vocabulary headings in bibliographic records; upgrading the cataloging for materials previously added to the collections with only brief bibliographic records; completing the barcoding and creation of machine-readable inventory records of all legacy materials that have escaped earlier projects (specifically periodicals and index/abstracts); and, perhaps the largest operation of all, the matching of the physical collections against the NOTIS database in order to achieve a complete reconciliation of the inventory. The staff necessary for these tasks range from relatively low to the highest level in the Division; however, the procedures used here are all highly susceptible to ever-increasing efficiencies through automation.

Of course, in the end, it all comes down to priorities and management decisions regarding how to use scarce resources. Many of the value-added services provided by the Division are quite subtle in their impact on total Library service, and their absence or neglect is only cumulatively noticeable over long periods of time.

One technique being explored by many libraries now — and one certainly on the lips of all technical services librarians, many of whom feel threatened by the concept — is that

of "outsourcing." The practice is hardly new to the profession, and its first use in technical services occurred at the dawn of the current century with the beginning of distribution of Library of Congress cataloging, thus obviating the need for repetitious, totally original cataloging in each library that acquired the same title. With the current state of library automation, it has recently become possible to contemplate a much broader application of the concept of outsourcing. Indeed, our new Florida Gulf Coast University (FGCU), may achieve the unique distinction of acquiring virtually all of its technical services needs through commercial suppliers.

My purpose in bringing up the topic of outsourcing is not to imply that the present institution should or could emulate FGCU in its approach to the technical services operations, but rather to suggest that, if selectively and sensitively used, it might offer a way to gain more of the present staff's time for accomplishing the type of work mentioned above which may, otherwise, remain permanently backlogged. In any case, this is, predictably, not the last *Annual Report* from this library which will turn to the topic of "outsourcing." In the meantime, the following reports detail the past year's activities in the Division's constituent departments.

John Martin Hein
Head, Technical Services

UNIVERSITY OF NORTH FLORIDA LIBRARY
Acquisitions Department
1993/94 - 1994/1995 Resources Budget Disbursements

	FISCAL YEAR 1994/95	% OF TOTAL EXPENDED	% OF TOTAL EXPENDED ON MATERIALS	$ CHANGE FROM 1993/94	% CHANGE FROM 1993/94	FISCAL YEAR 1993/94
MATERIALS: CONTINUATIONS						
CD ROMS	$27,896.00	2.30	2.51	($6,561.77)	(19.04)	$34,457.77
NEWSPAPERS	$6,041.98	0.50	0.54	$342.00	6.00	$5,699.98
SERVICES	$51,842.45	4.27	4.66	($3,108.45)	(5.66)	$54,950.90
STANDING ORDERS	$49,410.18	4.07	4.44	($2,780.26)	(5.33)	$52,190.44
SUBSCRIPTIONS	$365,015.34	30.08	32.84	$77,128.24	26.79	$287,887.10
SUBS-MICROFORM	$58,855.00	4.85	5.29	$6,704.10	12.86	$52,150.90
SUBTOTAL	**$559,060.95**	**46.07**	**50.29**	**$71,723.86**	**14.72**	**$487,337.09**
MATERIALS: NON-CONTINUATIONS						
AUDIO-VISUALS	$70,238.46	5.79	6.32	$39,736.27	130.27	$30,502.19
BACKFILES-ALL FORMAT	$22,887.93	1.89	2.06	$12,478.28	119.87	$10,409.65
BOOKS-APPROVAL	$276,439.35	22.78	24.87	$163,294.25	144.32	$113,145.10
BOOKS-ORDERED	$133,980.11	11.04	12.05	($27.81)	(0.02)	$134,007.92
CURRICULUM	$9,105.68	0.75	0.82	($3,398.26)	(27.18)	$12,503.94
DOCUMENTS	$2,805.00	0.23	0.25	($195.00)	(6.50)	$3,000.00
MISCELLANEOUS	$37,103.56	3.06	3.34	$4,960.11	15.43	$32,143.45
SUBTOTAL	**$552,560.09**	**45.53**	**49.71**	**$216,847.84**	**64.59**	**$335,712.25**
TOTAL MATERIALS	**$1,111,621.04**	**91.60**	**100.00**	**$288,571.70**	**35.06**	**$823,049.34**
PROCESSING						
BINDING-BOOKS	$5,843.89	0.48	NA	($1,522.45)	(20.67)	$7,366.34
BINDING-JOURNALS	$18,931.53	1.56	NA	($626.03)	(3.20)	$19,557.56
POSTAGE, HANDLING	$23,084.77	1.90	NA	$2,026.26	9.62	$21,058.51
SOLINET	$44,213.10	3.64	NA	$8,214.58	22.82	$35,998.52
SUPPLIES	$9,268.41	0.76	NA	$5,022.81	0.00	$4,245.60
SUBTOTAL	**$101,341.70**	**8.35**	**NA**	**$13,115.17**	**14.87**	**$88,226.53**
UNSPENT BALANCE	$556.03	0.05	NA	$553.57	22,502.85	$2.46
TOTAL	**$1,213,518.77**	**100.00**	**NA**	**$302,240.44**	**33.17**	**$911,278.33**

UNIVERSITY OF NORTH FLORIDA LIBRARY
VOLUME/PIECE Inventory by Type of Material
1994/1995

	HELD 7/1/94	ADD	WITHDRAW	HELD 6/30/95
PAPER VOLUMES/PIECES				
a. Monographs and Serials	445,513	17,285	770	462,028
b. Music Scores	5,231	198	0	5,429
c.. Annual Reports	13,097	2,000	2,000	13,097
d. College Catalogs	240	0	0	240
e. Government Documents	134,075	8,167	5,003	137,239
	598,156	**27,650**	**7,773**	**618,033**
MICROFICHE PIECES				
a. Monographs and Serials	87,451	9,159	0	96,610
b. Music Scores	486	0	0	486
c. Annual Reports	105,401	1,739	0	107,140
d. College Catalogs	7,995	1,456	0	9,451
e. ERIC & Newsbank	526,163	16,839	0	543,002
f. Government Documents	353,662	7,445	2,981	358,126
	1,081,158	**36,638**	**2,981**	**1,114,815**
MICROFILM REELS				
a. Monographs and Serials	21,294	343	0	21,637
b. Government Documents	11,299	6,020	0	17,319
	32,593	**6,363**	**0**	**38,956**
MAPS (Cataloged & Uncataloged)	**4,709**	**502**	**292**	**4,919**
COMPUTER FILES				
a. Magnetic (Floppies, etc.)	7	0	0	7
b. Laser (CD ROM)	109	212	7	314
	116	**212**	**7**	**321**
AUDIOVISUAL MATERIALS				
a. Audiocassettes	208	11	7	212
b. Audiodiscs: CD	2,531	227	1	2,757
c. Audiodiscs: LP	7,033	6	2	7,037
d. Cards	14	0	0	14
e. Charts	13	0	0	13
f. Film Loops	0	0	0	0
g. Filmstrips	448	0	0	448
h. Games	15	0	1	14
i. Kits	751	3	0	754
j. Motion Pictures	440	0	59	381
k. Pictures/Portraits	15,311	885	0	16,196
l. Posters	43	0	0	43
m. Slides, Art	20,510	0	0	20,510
n. Slide Sets	627	2	8	621
o. Transparencies	11	0	0	11
p. Videocassettes	2,776	510	114	3,172
q. Videodiscs	64	0	0	64
	50,795	**1,644**	**192**	**52,247**

UNIVERSITY OF NORTH FLORIDA LIBRARY
TITLE Inventory by Type of Material
1994/1995

	HELD 7/1/94	ADDED	WITHDRAW	HELD 6/30/95
PAPER VOLUMES/PIECES				
a. Monographs and Serials	324,958	12,566	183	337,341
b. Music Scores	3,121	165	0	3,286
c. Annual Reports*	0	0	0	0
d. College Catalogs*	0	0	0	0
e. Government Documents*	0	0	0	0
	328,079	**12,731**	**183**	**340,627**
MICROFICHE PIECES				
a. Monographs and Serials+	43	2	0	45
b. Music Scores	3	0	0	3
c. Annual Reports*	0	0	0	0
d. College Catalogs*	0	0	0	0
e. ERIC & Newsbank*	0	0	0	0
f. Government Documents*	0	0	0	0
	46	**2**	**0**	**48**
MICROFILM REELS				
a. Monographs and Serials+	143	0	0	143
b. Government Documents*	0	0	0	0
	143	**0**	**0**	**143**
MAPS (Cataloged Only)	123	84	0	207
COMPUTER FILES				
a. Magnetic (Floppies, etc.)	7	0	0	7
b. Laser (CD ROM)	39	32	1	70
	46	**32**	**1**	**77**
AUDIOVISUAL MATERIALS				
a. Audiocassettes	216	11	7	220
b. Audiodiscs: CD	2,363	217	1	2,579
c. Audiodiscs: LP	6,753	5	2	6,756
d. Cards	14	0	0	14
e. Charts	4	0	0	4
f. Film Loops	0	0	0	0
g. Filmstrips	419	0	0	419
h. Games	14	0	1	13
i. Kits	238	3	0	241
j. Motion Pictures	425	0	56	369
k. Pictures/Portraits*	0	0	0	0
l. Posters	12	0	0	12
m. Slides, Art*	0	0	0	0
n. Slide Sets	379	2	6	375
o. Transparencies	11	0	0	11
p. Videocassettes	961	279	105	1,135
q. Videodiscs	62	0	0	62
	11,871	**517**	**178**	**12,210**

* Title counts are not currently maintained for these categories.
+ Microform serials are usually recorded as hard-copy titles.

UNIVERSITY OF NORTH FLORIDA LIBRARY
VOLUME/PIECE Inventory by Library Collection
1994/1995

	HELD 7/1/94	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1994/95	WITHDRW 1994/95	HELD 6/30/95
ANNUAL REPORTS						
TEXT	13,097	0	13,097	2,000	2,000	13,097
MICROFICHE	105,401	0	105,401	1,739	0	107,140
ATLAS COLLECTION	146	(3)	143	9	3	149
BIBLIOGRPHY COLL	1,388	0	1,388	2	0	1,390
CATALOGING DEPT						
TEXT	1,155	1	1,156	13	1	1,168
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
TEXT	240	0	240	0	0	240
MICROFICHE	7,995	0	7,995	1,456	0	9,451
CURRICULUM COLL						
AUDIOCASSETTE	51	0	51	0	0	51
CARD	14	0	14	0	0	14
CHART	12	0	12	0	0	12
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	177	0	177	0	0	177
GAME	15	0	15	0	1	14
KIT	729	0	729	3	0	732
POSTER	43	0	43	0	0	43
REALIA	0	0	0	0	0	0
RECORD	181	0	181	0	1	180
SLIDE SET	4	0	4	0	0	4
TEST	199	0	199	15	0	214
TEXT	9,875	2	9,877	470	108	10,239
VIDEOCASSETTE	6	0	6	0	0	6
DOCUMENTS COLL						
FLORIDA DOCS	15,627	0	15,627	1,208	729	16,106
FEDERAL DOCS:						
TEXT	118,448	0	118,448	6,959	4,274	121,133
CDROM	93	0	93	162	0	255
MICROFICHE	353,662	0	353,662	7,445	2,981	358,126
MICROFILM	11,299	0	11,299	6,020	0	17,319
DOCUMENTS DEPT						
TEXT	724	(11)	713	16	1	728
CDROM	2	0	2	0	0	2
MICROFICHE	33	0	33	0	0	33
MICROFILM	478	0	478	14	0	492
ERIC FICHE	483,534	0	483,534	15,142	0	498,676
FASTCAT	1,737	(351)	1,386	714	0	2,100
GENERAL COLL						
TEXT	338,510	1,123	339,633	10,953	174	350,412
MICROFICHE	11,628	0	11,628	0	0	11,628
MICROFILM	1,221	0	1,221	0	0	1,221
INDEX/ABST COLL						
TEXT	7,363	(1)	7,362	127	4	7,485
MICROFICHE	3,470	0	3,470	0	0	3,470
MICROFILM	70	0	70	0	0	70
LEISURE READING	773	(495)	278	490	0	768
MAP COLLECTION						
CATALOGED	221	0	221	111	0	332
UNCATALOGED	4,488	0	4,488	391	292	4,587
MEDIA DEPT COLLS						
AUDIOCASSETTE	157	0	157	11	7	161
AUDIODISC:CD	2,531	0	2,531	227	1	2,757
AUDIODISC:LP	6,852	0	6,852	6	1	6,857
CHART	1	0	1	0	0	1
COMPUTER FILE	7	0	7	0	0	7
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	271	0	271	0	0	271
GAME	0	0	0	0	0	0
KIT	22	0	22	0	0	22
MOTION PICTURE	440	0	440	0	59	381
PICTURE, FLAT	15,311	0	15,311	885	0	16,196
POSTER	0	0	0	0	0	0
REF BOOKS	81	(31)	50	61	0	111
SLIDE, ART	20,510	0	20,510	0	0	20,510
SLIDE SET	623	0	623	2	8	617
SCORE	4,498	0	4,498	197	0	4,695
SCORE, MINI	733	0	733	1	0	734
SCORE, MFICHE	486	0	486	0	0	486
TEXTS WITH AV	179	1	180	102	0	282
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	2,770	0	2,770	510	114	3,166
VIDEODISC	64	0	64	0	0	64
NEWSBANK FICHE	42,629	0	42,629	1,697	0	44,326
OVERSIZE COLL	1,235	16	1,251	39	4	1,286
PERIODICLS COLL						
TEXT	59,692	(1)	59,691	2,370	12	62,049
TEXT, TEMPBND	750	0	750	77	12	815
MICROFICHE	68,457	0	68,457	8,938	0	77,395
MICROFILM	19,349	0	19,349	329	0	19,678
PERMANNT RESERVE	264	(5)	259	27	1	285
REFERENCE COLL						
TEXT	20,243	(264)	19,979	1,696	449	21,226
CDROM	14	0	14	50	7	57
MICROFICHE	3,861	0	3,861	221	0	4,082
MICROFILM	176	0	176	0	0	176
SERIALS DEPT	21	1	22	1	1	22
SPECIAL COLLS						
RARE BOOKS	850	0	850	92	0	942
THESES & BOXED	527	19	546	25	0	571

UNIVERSITY OF NORTH FLORIDA LIBRARY
TITLE Inventory by Library Collection
1994/1995

	HELD 7/1/94	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1994/95	WITHDRW 1994/95	HELD 6/30/95
ANNUAL REPORTS						
TEXT*						
MICROFICHE*						
ATLAS COLLECTION	141	-2	139	6	0	145
BIBLIOGRPHY COLL	67	0	67	0	0	67
CATALOGING DEPT						
TEXT	160	1	161	3	0	164
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
TEXT*						
MICROFICHE*						
CURRICULUM COLL						
AUDIOCASSETTE	38	0	38	0	0	38
CARD	14	0	14	0	0	14
CHART	3	0	3	0	0	3
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	152	0	152	0	0	152
GAME	14	0	14	0	1	13
KIT	222	0	222	3	0	225
POSTER	12	0	12	0	0	12
REALIA	0	0	0	0	0	0
RECORD	147	0	147	0	1	146
SLIDE SET	2	0	2	0	0	2
TEST	116	0	116	15	0	131
TEXT	5384	2	5386	431	45	5772
VIDEOCASSETTE	5	0	5	0	0	5
DOCUMENTS COLL						
FLORIDA DOCS*						
FEDERAL DOCS:						
TEXT*						
CDROM	25	0	25	25	0	50
MICROFICHE*						
MICROFILM*						
DOCUMENTS DEPT						
TEXT	101	-6	95	2	1	96
CDROM	1	0	1	0	0	1
MICROFICHE	1	0	1	0	0	1
MICROFILM	6	0	6	0	0	6
ERIC FICHE*						
FASTCAT*						
GENERAL COLL						
TEXT	305855	53	305908	11235	73	317070
MICROFICHE	23	0	23	0	0	23
MICROFILM	134	0	134	0	0	134
INDEX/ABST COLL						
TEXT	267	-1	266	4	1	269
MICROFICHE	0	0	0	1	0	1
MICROFILM	3	0	3	0	0	3
LEISURE READING*						
MAP COLLECTION						
CATALOGED	123	0	123	84	0	207
UNCATALOGED*						
MEDIA DEPT COLLS						
AUDIOCASSETTE	178	0	178	11	7	182
AUDIODISC:CD	2363	0	2363	217	1	2579
AUDIODISC:LP	6606	0	6606	5	1	6610
CHART	1	0	1	0	0	1
COMPUTER FILE	7	0	7	0	0	7
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	267	0	267	0	0	267
GAME	0	0	0	0	0	0
KIT	16	0	16	0	0	16
MOTION PICTURE	425	0	425	0	56	369
PICTURE, FLAT*						
POSTER	0	0	0	0	0	0
REF BOOKS	38	-1	37	7	0	44
SLIDE, ART*						
SLIDE SET	377	0	377	2	6	373
SCORE	3031	0	3031	164	0	3195
SCORE, MINI	90	0	90	1	0	91
SCORE, MFICHE	3	0	3	0	0	3
TEXTS WITH AV	150	1	151	103	0	254
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	956	0	956	279	105	1130
VIDEODISC	62	0	62	0	0	62
NEWSBANK FICHE*						
OVERSIZE COLL	1170	2	1172	47	1	1218
PERIODICLS COLL						
TEXT	3818	-1	3817	134	0	3951
TEXT, TEMPBND	0	0	0	0	0	0
MICROFICHE	8	0	8	0	0	8
MICROFILM	0	0	0	0	0	0
PERMANNT RESERVE	99	-3	96	4	0	100
REFERENCE COLL						
TEXT	7122	-62	7060	537	62	7535
CDROM	13	0	13	7	1	19
MICROFICHE	9	0	9	1	0	10
MICROFILM	0	0	0	0	0	0
SERIALS DEPT	20	0	20	1	0	21
SPECIAL COLLS						
RARE BOOKS	454	0	454	45	0	499
THESES & BOXED	112	18	130	6	0	136

* Title counts are not maintained for these categories; for data on
statistical units, see the separate report on "Volumes/Pieces"

ACQUISITIONS DEPARTMENT

Fiscal year 1994/95 brought some welcome changes. The Board of Regents adopted a recommendation made by the SUS library directors that every SUS library receive a minimum of $1.2 million resources budget provided that overall SUS library funding does not fall below last year's level. This year was our first under these funding guidelines. Our total resource budget of $1,212,963 was comprised of the following: $1,200,000 from Book OCO and $12,963 from billings for lost or damaged materials. For UNF it meant a 33% increase over the $911,278 budget from last fiscal year, which allowed us to start tackling our sizable backlog of requests.

THE BUDGET

• Book OCO

The funds were disbursed as follows: subscriptions, $559,061; binding, $24,775; serial backfiles, $22,888; monographs, $410,419; curriculum, $9,106; A/V, $70,238; cataloging expenses, $44,213; LAN expansion, $25,602; government documents, $2,805; supplies, $9,268; software, $2,214; document delivery, $5,000; on-line services, $3,763; misc. (desk copies, maps, etc.) $526; and postage, freight, & services charges, $23,085.

OPERATIONS

• Accounting

This year we began assigning individual subject fund codes to all books purchased via our approval program. While it helped us track subject expenditures more accurately, the time consuming data input required by our acquisitions system continues to put a strain on our department.

• Searching

We searched and verified approximately 5400 firm order requests. About 1400 were received in request card format, while another 4000 request documents were created by Acquisitions personnel from requestors' lists, journals, and other selection sources. This is the first year that we used SUS/NOTIS rather than OCLC for most of our verification process. As the materials budgets of most SUS schools have increased, at least one of the

larger schools has already purchased many of the titles which we want. In addition, near the end of the fiscal year, we became a Blackwell North America customer and now have access to Blackwell's NTO system, which we expect to use heavily in the future for both verification and ordering.

● **Purchasing**

While we purchased over 5400 volumes through the firm order process, the bulk of our monographs were received via the approval program, which we've had for years with Ballen Booksellers. Because of perceived problems with this program, it was closely monitored for the first half of the fiscal year. In January 1995, I took the data to Ballen's New York warehouse to discuss our findings and possible solutions, unaware that Ballen was already in the process of being sold to Blackwell North America. When the sale was announced in April 1995, our business relationship with Ballen ended and we became a Blackwell client.

Because Ballen had been unable to fill many of our approval form selection orders, they were still outstanding at the time of the sale which, unfortunately, occurred near the end of the fiscal year. This meant that we had to certify forward approximately $125,000 that was left in the budget to cover these unfilled orders.

The transition from one approval program to the other was not without problems. Discrepancies in Ballen's systems operations caused many books which Ballen had already supplied to remain as open orders when data was transferred to BNA. The problem was discovered when we received over 100 duplicates in May and June. We also received too many approval books having a narrow geographical focus, so some fine tuning and careful monitoring of the new plan will be necessary in the coming fiscal year.

Between new approval books and form selections we received 10,491 volumes, returning 706 (6.7%) and keeping 9,875. Our average cost remained low because we purchased so many volumes in paperback rather than clothbound.

	Cost	# Vols.	Cost per vol.
Approval plan	$276,439	9,785	$28.25
Firm orders	133,980	5,434	24.65
TOTAL	$410,419	15,219	$26.97

● **Gifts & Processing**

Since the larger budget increased our order/accounting/receiving workload, we actively discouraged gifts of outdated books. This resulted in a decrease of donations received to 2,008 items from 3,062 of last year. Of these, we added 687 to the collection.

20

Because there were more current materials to be processed by our student assistant and we kept up with this demand, we were unable to maintain last year's pace in our on-going relabeling project. It dropped down to 1,500, as compared with 6,700 volumes last year.

PERSONNEL

Fortunately for the workflow, our USPS and student staffing has remained stable. High budget years are always an exciting challenge — there is a real sense of accomplishment in stretching the funds as far as we can in purchasing so many of the faculty and staff requests. However, should our resources budget increase without additional growth in staffing, we will be under a considerable strain to maintain our efficient and timely processing of requests and receipt of materials.

Sheila Mangum
Head, Acquisitions Department

SERIALS DEPARTMENT

The Serials Department had a productive year in many respects. We were able to order new journals for the first time in four years, and we filled a long-term vacancy, bringing the Serials Department to its full staffing for the first time in three years. Thus, the year was one of rebuilding and retraining.

ACQUISITIONS

With an increase in the resources budget, we were able to recommence collection development activities. For the first time in four years, the Serials Department ordered new journal titles. After two years of cancellation projects, and an additional year with no new titles added, the Department ordered 133 new titles at a cost of $22,887. Many of the titles were reinstatements of formerly canceled journals, but critical new titles were also added in support of new programs and courses. We purchased $14,963 worth of backfiles (in paper, microformat, and CD-ROM formats) to augment the new titles. As the CD-ROM server in Reference was upgraded, several new CD-ROM products were acquired. These included *Sociofile, America: History and Life,* and *Historical Abstracts.* We also upgraded several older titles from single user to multi-user licenses, and acquired backfiles when available.

Our students have responded enthusiastically to the new format, and the multi-user upgrades have proven to be fortuitous. The library also absorbed the cost of FCLA databases that had been paid by the FCLA consortium in prior years. The 15 FCLA mounted databases cost $27,896 to renew for 1995. The Library also absorbed the cost of the physical therapy journals and a portion of the Electrical Engineering titles that had been funded with start-up monies from the respective departments.

We made progress in our efforts to convert to EDI (Electronic Data Interchange) for all business transactions with our subscription agent, the Faxon Company, and to conform to Faxon's new computer system, called Source. John Hein, Head of Technical Services, converted our claiming process to a file transfer system. We also started receiving our invoices via a monthly file transfer, eliminating the need for a diskette sent through the mail. We expect the continued need for a paper copy of the invoice for audit purposes, but we hope to eliminate paper files as the opportunity arises.

Two of our major vendors were purchased this year. In late fall 1994, our subscription agent, the Faxon Company, was purchased by the Dawson Company, a British firm.

The Department evaluated two other subscription agents (Ebsco and Readmore), and decided to stay with Faxon. Our standing order supplier, Ballen Booksellers, was sold to Blackwell North America in May 1995. The Faxon purchase was long, drawn out, and fairly public, while the Ballen purchase was quite sudden and to all of their customers wholly unexpected. The library had no indication that Ballen was up for sale, and we were presented with the announcement that we were now customers of Blackwell North America (BNA). The transfer had some difficulties, and we received no standing orders for the last two months of the fiscal year. The new year will be one of transition as we continue to monitor standing order services with BNA and work with Faxon as they make a major systems switch to new hardware and software.

CATALOGING

Serials cataloging duties included cataloging title changes, cessations, and supplementary materials. The newly ordered journal titles brought an additional cataloging load, but Bob Farnsworth handled the cataloging and data input with efficiency. Linda Smith, Head of Cataloging, continued to catalog all CD-ROM titles, as well as CD and media materials that are arriving with journal issues in increasing numbers. The Department absorbed OCLC inputting duties, placing all serials cataloging procedures within the Department.

PRESERVATION

Many preservation activities were put on hold during the year, as staff shortages forced us to concentrate on binding rather than book repair. Despite the staffing problems, 1,390 volumes were repaired in-house and 3,311 were sent to the bindery, thanks to Tracey Britton, and our student, James Bennett. When our binder, the Heckman Book Bindery, purchased Hershberger Bindery, we experienced an upsurge of problems with our bound volumes. We evaluated several other binderies, doing a test shipment with Southeast Bindery. We have noticed an improvement with Heckman, and have chosen to stay with them for the present.

UNF hosted three preservation workshops on environmental monitoring, fumigation, and mold control, sponsored by NEFLIN and SOLINET. Vicki Stanton served on the NEFLIN Preservation Committee, which selected and purchased a variety of environmental equipment for member borrowing and use. UNF also served as a source for book repair and preservation information throughout the year.

PERSONNEL

The Serials Department had an occasion to celebrate when in October 1994, Tracey Britton was hired to fill the position of Binding Senior Library Technical Assistant which had been vacant since 1992. During the past years, the Serials personnel had worked diligently to fill the essential binding and book repair duties. As Tracey had worked half time posting journal issues, with her hiring, her previous position that had been split

between Serials and Cataloging became open. Because another split position was also vacant, we decided to create one full time LTA position for Serials.

The rearranging was done with a great deal of apprehension, as Martha Solomon, who had been working in the Serials Department since 1973, agreed to move to Cataloging full time. Martha's contribution to the Serials Department is gratefully acknowledged, and she still serves as a "consultant" to department personnel. Lien Phan, formerly a student assistant working in Serials, was hired in April 1995 as the posting and ordering LTA. After hiring freezes and staff vacancies, the Serials Department finally has all positions filled.

CONCLUSIONS

The Department spent the year retraining staff, ordering new journals, and making sure all critical functions were covered. The staff worked hard covering the receiving, cataloging, posting, binding, and repair functions, and their assistance is appreciated. As we look to the future with some apprehension in respect to funding, we hope to improve functions within the department, continue progress on EDI, and renew efforts to barcode the Periodicals Collection.

Vicki T. Stanton
Head, Serials Department

UNIVERSITY OF NORTH FLORIDA LIBRARY
Serials Department
1994/1995

SERIALS ORDERS PLACED AND RECEIVED

	HELD 6/30/94	NET CHANGE 1994-1995	HELD 6/30/95
SUBSCRIPTIONS			
NEWSPAPERS	20	(2)	18
PERIODICALS	2,376	(174)	2,202
BUSINESS & LEGAL SERVICES	72	0	72
MICROFILM	121	0	121
FREE/GIFT	149	(1)	148
SUBTOTAL	**2,738**	**(177)**	**2,561**
STANDING ORDERS	346	1	347
GRAND TOTAL SERIALS ACQUISITIONS	**3,084**	**(176)**	**2,908**

CHECK-IN WORKLOAD: NUMBER OF ITEMS

	1993/94	CHANGE	1994/95
Periodicals and Serials			
Current issues	21,273	(237)	21,036
Back issues	106	(13)	93
Backfile vols (incl micro)	37	313	350
Microfilm reels	316	94	410
Microfiches	31,229	(2,143)	29,086
Gifts received	943	1,668	2,611
Gifts retained	383	467	850
Standing Orders	2,006	129	2,135
Claims	2,359	(56)	2,303
TOTAL	**58,652**	**222**	**58,874**

BINDERY STATISTICS

	1993/94	CHANGE	1994/95
BOOKS	*951	(141)	#810
PERIODICALS	2,422	(93)	2,329
THESES	168	(85)	83
TOTAL	**3,541**	**(319)**	**3,222**

* (Incl. 309 rebinds)   # (Incl. 476 rebinds)

PRESERVATION STATISTICS BY TYPE OF REPAIR

NUMBER OF ITEMS

	1993/94	CHANGE	1994/95
Cover Repaired	9	22	31
Hinge Repaired	256	(83)	173
Pages Tipped In	114	175	289
Pamphlet Binding	240	90	330
Pocket Made	4	8	12
Replace End Papers	151	(29)	122
Recase	10	15	25
Rebind	0	0	0
Spine Repaired	354	(94)	260
Torn Pages Mended	38	26	64
Trimmed Pages	6	8	14
Other Types of Repairs	76	(6)	70
TOTAL	**1,258**	**132**	**1,390**

OTHER PRESERVATION WORK*

TITLE COUNT	CLASS	NO. OF PAGES
3	A	13
3	B	127
4	C-D	11
1	E-F	24
3	G	18
29	H	307
1	J	18
2	K	42
12	L	86
7	M-N	58
6	P	56
7	Q	105
9	R	124
7	T	213
TOTAL 94		**1,202**

* The above statistics represent pages ordered through Interlibrary Loan to repair mutilated/damaged books and serials.

CATALOGING DEPARTMENT

The report for this year must begin with the changes which occurred in the Department's USPS personnel as they affected so many other activities. Change came about from an unprecedented combination of circumstances: funds became available to fill the Senior LTA position vacant since 1993; one long-time staff member left the university; we exchanged a half-time LTA position for half of the supervising LTA position; and approval came through for the upgrade of the Department's full-time LTA position to Senior LTA.

In the first instance, Anita Pitkin, the full-time Cataloging LTA, was the successful internal candidate for the vacant Senior LTA position. Anita's transfer filled the Senior LTA position but then left her former LTA position vacant.

Later in the year, Senior LTA Rosa Rodriguez left the University. Rosa is greatly missed by the Department, both for her cooperative and enthusiastic work ethic and the unique place she made for herself in the hearts of Library staff. Martha Smith, a librarian with archival experience, was hired to fill this position.

Meanwhile, the Serials Department was also trying to fill a vacant Senior LTA position and Tracey Britton, the half-time Cataloging LTA, applied and moved into the Serials Department. Tracey occupied a split position between Serials and Cataloging and it was felt that, as the opportunity presented itself, both Serials and Cataloging would gain from having full-time staff rather than a split position. So while we gave up a half-time LTA position to Serials, we gained the full time of Martha Solomon, a supervising LTA and the longest serving (1971-) Technical Services USPS staff member.

Finally, Doug Walton was hired to fill the vacant LTA position; several months later the long standing application to upgrade this position was approved. The combination of these changes provided the opportunity to review and revise job assignments and, in the end, every USPS position description in the Department was modified in fairly significant ways. No doubt job assignments will stabilize over the coming year but we are now a Department of six full-time Senior LTAs.

Given the above, much of the professional time was engaged in personnel activities. Verna Urbanski and Angela Randtke were extremely successful in recruiting and filling positions and, at the same time, maintaining the workflow. They completed new job descriptions and worked with new staff to begin the training process. In addition, Dr. Randtke applied for and was granted a professional development leave for the coming year

in which she will work on programs related to call number checking, working toward closing the shelflist. Ms. Urbanski completed a major revision of the curriculum collection classification document and reviewed and rewrote many copy cataloging procedures for new personnel. Margaret Kaus, music cataloger, applied and was accepted into the prestigious national Name Authority Cooperative Program (NACO), directed by the Library of Congress.

There were also several general changes in the workflow this year. Online ONI began, in which bibliographic and authority records could be identified, captured, and transferred to NOTIS on the same day. While not essential for cataloging, this immediacy has affected the workflow and introduced a new element of convenience and choice of time for transfer. Also on NOTIS, keyword searching was introduced in Technical Services mode and we took advantage of the facility to review and correct a list of previously identified typographical errors in the database. Keyword enables cataloging to do more sophisticated searching, identify unindexed entries on records and thereby improve controlled access points.

OCLC began format integration (phase one of two), as a part of the nationwide change in MARC cataloging structure. All eight bibliographic formats for different material types (books, sound recordings, etc.) are being integrated into one machine-readable format for cataloging description and access points. This will necessitate in turn a lot of manipulation to local NOTIS record structure, and the process of determining changes to be incorporated for LUIS display is just beginning. Some retraining of catalogers is involved and more will take place as the new structure is interpreted and refined, primarily by the Library of Congress.

The cataloging activity for the year was fairly routine with a mix of commercially received print materials, documents in print and microform, and media in many forms and increasing numbers. In total, 13,545 titles received full cataloging (11,290 LC copy, 998 modified LC copy, and 1,257 original and OCLC member level copy). 4,673 titles received "quick" or update cataloging and 560 titles were recataloged.

Media materials continue to increase in importance in the cataloging workflow and some of the changes made in job descriptions are to accommodate this fact. The effort is to spread media cataloging skills throughout the department so that our workflow can be as flexible and responsive as possible to public service needs. For example, a second LTA, Martha Smith, is being trained to work with videos, and Anita Pitkin has been assigned books with Library of Congress cataloging that are accompanied by computer disks. Several cataloging-related tasks such as lost title routines and location changes are in the process of being re-assigned to Martha Solomon, the supervising LTA, and Doug Walton, giving some additional time for full cataloging. Shelley Anderson, our most experienced media LTA, should have more time to work with videos. Anita Pitkin is assuming primary responsibility for documents cataloging and Doris Barie, while keeping her hand in with documents microfiche, is able to take on score cataloging, a neglected category of material. Martha Smith is also working with Margaret Kaus in continuing the

LP classification project, which is more than half (56%) completed. Verna Urbanski continues to do an outstanding job coordinating both the media and copy cataloging workflow during these stimulating times.

Angela Randtke completed the bulk of the fastcat titles which had been identified for full cataloging from the 1989-90 year when the Library had its largest materials budget. Dr. Randtke also cataloged a growing number of CD-ROM titles for the library's CD-ROM network. She and Linda Smith have incorporated serials cataloging skills for the CD-ROM titles. Linda Smith completed collection level catalog records for the archival materials in Special Collections and investigated map cataloging, as a very large number of maps was purchased.

The major project to withdraw all 16mm films from the media collection continued. Local history materials were reclassified into an expanded and modified Library of Congress arrangement both in the general and Special Collections. As a part of the effort to update holdings in NOTIS, the long-term lost titles from the base collection (BIN titles) which Acquisitions determined were not to be replaced, were checked in the shelflist for historical information and fully annotated on NOTIS.

Authority work received continuing emphasis, with some aspect of the quality of the online catalog structure integrated into every staff position in the Department. In a major move toward a more efficient workflow, FCLA was able to purchase and load the full Library of Congress name authority file for use by all SUS institutions. Earlier NOTIS access was only to the LC subject headings file, but now all authority records may be derived which is much more immediate and independent of OCLC connection. FCLA also established an Authorities Subcommittee within the Technical Services Planning Committee process and this should give impetus to discussions of statewide cooperative authority work.

Locally, we continue refinement of the basic authority workflow, although personnel changes and increased materials have meant less time to spend on authority control. During the year, the Department added 14,400 authority records to the database, of which 1,656 were locally created. In terms of subject headings, approximately 2,400 corrections were made to new topical headings added to the database. This represents about 10% of the new headings added. Changes to LC authority records resulted in an additional 5,908 corrections to subject and name headings. Various categories of problems such as geographic names, coding problems, and changes to geographic subdivision patterns received attention and work continued to a limited degree on large retrospective files of headings for names used as subjects which lack authorities.

Shift in personnel and lack of time have caused retrospective series authority work to be halted indefinitely. As mentioned above, we are now a NACO music site and the NACO name authority work will need to be integrated into the other authority control routines of the Department.

Next year, cataloging must investigate alternative workflow for books with Library of Congress copy and government documents. The results of these investigations may cause yet more changes in position descriptions. A major area of work will be holdings transfer from the shelflist, both to add information to the online catalog and to further withdraw from the manual file. More media and document cataloging will form the backbone of the Department's work. At least one Senior LTA should begin map cataloging. Further refinements will be made in authority procedures and call number control, hopefully eliminating card production. Another year of momentous change!

Linda L. Smith
Head, Cataloging Department

UNIVERSITY OF NORTH FLORIDA LIBRARY
Cataloging Activity by Classification, 1994/95

Excluding Periodicals, Indexes, Audiovisual Materials, and Microforms

CLASS		TITLES	% TOTAL	VOLUMES	% TOTAL
A-AZ	General Works	19	0.150	81	0.558
B-BD,BH-BJ	Philosophy	258	2.040	261	1.799
BF	Psychology	259	2.048	287	1.979
BL,BN-BQ	Religion	103	0.815	107	0.738
BM	Religion - Judaism	11	0.087	11	0.076
BR-BX	Religion - Christianity	77	0.609	82	0.565
C-CT,D,DX	History - General	282	2.230	299	2.061
DA	History - Great Britain	125	0.989	127	0.876
DB-DJ,DL-DQ	History - Other West European	138	1.091	146	1.007
DJK,DK,DR	History - U.S.S.R. & East European	121	0.957	128	0.882
DS	History - Asia	217	1.716	232	1.599
DT	History - Africa	41	0.324	42	0.290
DU	History - Australia, Oceania	4	0.032	4	0.028
E	History - United States	550	4.350	604	4.164
F	History - The Americas	291	2.301	333	2.296
G-GT	Geography, Anthropology	185	1.463	199	1.372
GV	Sports, Recreation	118	0.933	122	0.841
H	Social Sciences - General	26	0.206	27	0.186
HA	Statistics (Soc. Sci. Data & Methods)	11	0.087	21	0.145
HB-HD	Economics	986	7.798	1090	7.515
HE	Transportation, Communications	28	0.221	33	0.228
HF-HJ	Commerce & Finance	562	4.445	790	5.446
HM-HT	Sociology	671	5.307	710	4.895
HV	Public Welfare, Criminology	352	2.784	365	2.516
HX	Socialism, Communism	55	0.435	57	0.393
J-JX	Political Science	402	3.179	444	3.061
K	Law - General	24	0.190	30	0.207
KB-KE,KG-KZ	Law - Foreign (inclu. Ancient)	10	0.079	10	0.069
KF	Law - United States	202	1.598	706	4.867
L-LB	Education	535	4.231	595	4.102
LC-LT	Education - Special	194	1.534	207	1.427
M	Music - Scores	161	1.273	194	1.337
ML	Music - History & Criticism	262	2.072	281	1.937
MT	Music Instruction & Study	49	0.388	49	0.338
N,NX	Visual Arts, General Art	163	1.289	170	1.172
NA	Architecture	14	0.111	14	0.097
NB-NE	Art Media	134	1.060	138	0.951
NK	Art - Decorative & Applied	10	0.079	10	0.069
P	Philology & Linguistics	90	0.712	95	0.655
PA	Classical Language & Literature	9	0.071	11	0.076
PB-PD,PF	Modern European Languages	13	0.103	13	0.090
PE	English Language	78	0.617	85	0.586
PG-PM	African/Oriental/Slavic Lang. & Lit.	65	0.514	70	0.483
PN,PZ	Literature - General	481	3.804	571	3.937
PQ	Literature - Romance Languages	155	1.226	154	1.062
PR	Literature - English	520	4.113	552	3.806
PS	Literature - American	753	5.955	795	5.481
PT	Literature - Germanic Languages	52	0.411	52	0.358
Q	Science - General	74	0.585	78	0.538
QA1-74,77+ (1)	Mathematics	95	0.751	98	0.676
QA75-76	Computer Science	291	2.301	315	2.172
QA273-299	Statistics (Math. Theory and Methods)	9	0.071	10	0.069
QB	Astronomy	28	0.221	31	0.214
QC	Physics	44	0.348	44	0.303
QD	Chemistry	20	0.158	22	0.152
QE	Geology	14	0.111	15	0.103
QH	Natural History, Ecology	45	0.356	50	0.345
QK	Botany	12	0.095	18	0.124
QL	Zoology	45	0.356	47	0.324
QM-QP	Physiology & Human Anatomy	54	0.427	57	0.393
QR	Microbiology	9	0.071	11	0.076
R	Medicine - General	60	0.475	67	0.462
RA	Public Health	116	0.917	120	0.827
RB	Pathology	13	0.103	13	0.090
RC	Internal Medicine	303	2.396	314	2.165
RD-RS,RZ	Surgery and Medical Specializations	194	1.534	203	1.400
RT	Nursing	196	1.550	205	1.413
S-SK	Agriculture, Forestry, Animal Culture	27	0.214	32	0.221
T-TZ	Technology & Engineering	483	3.820	559	3.854
U-V	Military & Naval Science	67	0.530	68	0.469
X	UNF Masters Theses	29	0.229	51	0.352
YA-YO,YQ-YZ	Curriculum Text Materials	124	0.981	148	1.020
YP	Children's Literature	308	2.436	325	2.241
Z (2)	Bibliography & Library Science	118	0.933	200	1.379
		12644	100	14505	100

(1) QA1-74,77-271,297-939
(2) UNF classes all subject bibliographies with that subject.

PUBLIC SERVICES DIVISION

The statistics for this fiscal year are difficult to interpret. While we had a marked net decrease of people coming into the library (-11.84%) and stack shelving services (-3.35%), we had a net increase in service desk transactions (+5.76%). I can only speculate possible reasons for this trend reverse:

— Our researchers are using other types of information (electronic, from remote locations) and/or other libraries.
— There is something wrong with our counting devices.
— Our users are coming with fewer library skills than in previous years.
— Our users need more instruction in the use of technologies.
— The faculty are assigning less research than in previous academic years.

All Library departments are feeling the staffing pinch. Since the library at this University is significantly different from traditional school and public libraries, our users need more one-on-one training. Also, new technologies require user training. Our student assistant dollars buy fewer hours of work and College Work Study funding has all but ceased. Our bottom line is that we don't have adequate staffing at any level.

In March 1995, we were able to rejoice in the resolution to one of our major problems — photocopy services. Using a successful Request for Proposal document borrowed from the University of Florida Libraries, I revised it to this Library's needs. Through the RFP process the University was able to award the contract to Capital Copy, Inc. This contract provided photocopiers, microform reader/printer machines, computer printers, and the associated management services. Likewise, pricing was set at common price (7.5 cents) per page on any of the machines. All machines take bill, coin, and discount card with full change services at each machine. Paper loading and other service has been particularly good, especially during evening and weekend hours. This is a three year contract with two possible one-year extensions.

We are now seeing the emergence of and importance of the Internet. While we have had our Gopher services, our Reference staff is now venturing into the world of the World Wide Web. The Library has installed a Web Page on the University's server. While still a novelty, I am convinced that as content improves it will be a valuable resource for Reference Services.

Technology has invaded not only Reference services. The U.S. Government Printing Office has now started a trend of issuing many important documents on CD-ROM. This has implications for staffing skills and equipment needs in this library.

Responding to the faculty concerns that the Library is often unable to process course reserve submissions on a timely basis, we have now written and instituted automated systems to facilitate this process and to permit even a student assistant with the tools ("fill in the blank" templates) to accomplish this task without prior skills or knowledge.

Continuing a project from last fiscal year, we were able to install our CD-ROM local area network (LAN). It features 32 CD-ROM drives, 20 workstations, and connectivity to the Internet. We have increased licenses on our CD-ROM products to provide more simultaneous accesses.

The Circulation statistics as provided by FCLA continue to have a +/- 10% estimated error rate, with no apparent interest or remedy from FCLA or the SUS Directors.

CONTINUING CONCERNS:

These concerns are echoed from previous years:

— Continuous, reliable funding for hardware to support alternate information resources needs to be identified and allocated.

— Staffing needs to be addressed, personnel increased and skills upgraded.

— The SUS Library Directors have not yet specified required NOTIS system functionality or compensating procedures to comply with the inventory responsibility statutes.

— The Library is still unable to use library resources funding to implement new technologies requiring special hardware (capital outlay funding) to use the information medium (library resources funding).

Robert P. Jones
Head, Public Services Division

THOMAS G. CARPENTER LIBRARY
PUBLIC SERVICES DIVISION
CUMULATIVE ANNUAL STATISTICS

	FISCAL YEAR			
CIRCULATION/RESERVES	1993/1994	1994/1995	% CHANGE	
Desk Services				
Charges/Renewals - Circ	101019	95213	-5.75%	
Charges/Renewals - Rsv	22640	24352	7.56%	
Patron Applications	4401	4132	-6.11%	
Copiers - questions	534	427	-20.04%	
Copiers - equipment	421	351	-16.63%	
Copiers - change requests	555	335	-39.64%	
ILL - borrowing	3425	3829	11.80%	
ILL - lending	7845	8678	10.62%	
AR - Manual Posting	1515	1189	-21.52%	
Reserve Requests	4187	4481	7.02%	
TOTAL:	146542	142987		-2.43%
Stack Services				
Automated - Circ checkins	98373	95380	-3.04%	
Automated - In Lib Use	94353	86927	-7.87%	
Automated - Rsv checkins	22734	24454	7.57%	
Automated - Rsv In Lib	1424	1187	-16.64%	
TOTAL:	216884	207948		-4.12%
DOCUMENTS				
Desk Services				
Charges/Renewals-automated	2650	2681	1.17%	
Charges/Renewals-manual	30	34	13.33%	
Direction	624	828	32.69%	
Information	4237	5685	34.18%	
Instruction	298	327	9.73%	
Reference	1892	2108	11.42%	
CD-Rom Services	324	342	5.56%	
Map Inquiry	163	168	3.07%	
Microform pull requests	304	412	35.53%	
TOTAL:	10522	12585		19.61%
Stack Services				
Automated - checkins	944	1093	15.78%	
Automated - In lib use	14562	13936	-4.30%	
In-house pickups-US	1548	1138	-26.49%	
In-house pickups-FL	280	425	51.79%	
Maps	369	316	-14.36%	
Microformat	618	1090	76.38%	
TOTAL:	18321	17998		-1.76%
MEDIA RESOURCES				
Desk Services				
Charges/Renewals	17566	16669	-5.11%	
Manual circulation	7676	6247	-18.62%	
Information	9900	12251	23.75%	
Equipment support	19377	22814	17.74%	
Instruction	5095	6454	26.67%	
TOTAL:	59614	64435		8.09%
Stack Services				
Automated - checkins	17271	17906	3.68%	
Automated - In lib use	30527	25568	-16.24%	
Manual returns/pickups	6936	5793	-16.48%	
TOTAL:	54734	49267		-9.99%

PERIODICALS

Desk Services

	1993/1994	1994/1995	% CHANGE	
Charges/Renewals	82	129	57.32%	
Direction	2526	4517	78.82%	
Information	12114	16377	35.19%	
Instruction	10653	16821	57.90%	
Microform pull requests	11347	11449	0.90%	
Binder service	7280	6857	-5.81%	
TOTAL:	44002	56150		27.61%
Stack Services				
Automated	371	567	52.83%	
Shelving	128928	130421	1.16%	
Microforms	59781	56736	-5.09%	
TOTAL:	189080	187724		-0.72%

REFERENCE

Desk Services

	1993/1994	1994/1995	% CHANGE	
Charges/Renewals	156	28	-82.05%	
Direction	2850	2967	4.11%	
Information	12288	11558	-5.94%	
Instruction	10713	9957	-7.06%	
Reference	10634	10761	1.19%	
Tours/Workshops	111	189	70.27%	
Computer Searches	45	32	-28.89%	
Equipment support	1905	4962	160.47%	
TOTAL:	38702	40454		4.53%
Stack Services				
Automated	754	452	-40.05%	
Shelving	34484	30967	-10.20%	
Microforms	2204	2825	28.18%	
TOTAL:	37442	34244		-8.54%

SPECIAL COLLECTIONS

Desk Services

	1993/1994	1994/1995	% CHANGE	
Direction	1	2	100.00%	
Information	45	66	46.67%	
Instruction	8	3	-62.50%	
Reference	191	202	5.76%	
TOTAL:	245	273		11.43%
Stack Services				
Shelving	3085	4975	61.26%	

	1993/1994	1994/1995	% CHANGE
DOOR/GATE COUNT	662061	583693	-11.84%
Desk Services, Library Wide	299627	316884	5.76%
Stack Services, Library Wide	519546	502156	-3.35%
Mutilated books reported/Value	51	$2,634.69	
Mutilated serials reported/Value	42	$599.25	

Weighted Analysis: Adjusted for
faculty/staff doing stacks work:

		1993/1994	1994/1995	% CHANGE
DESK SERVICES		299627	316884	
+ RSV checkins		22734	24454	
+ RSV pickups		1424	1187	
+ MEDIA Stack Svc		54734	49267	
+ SpColl Stack Svc		3085	4975	
	TOTAL	381604	396767	3.97%
STACK SVC, adjusted		437569	422273	-3.50%

LIBRARY SYSTEMS

Two very exciting and positive events took place this year which will ensure the library's ability to use emerging technologies:

1. The 20-seat CD-ROM local area network was installed. Funded from UNF Campus allocations, the turnkey LAN was installed by Interface Electronics, Inc. It provides 32 CD-ROMS and disk space to serve other research tools, including those to access the Internet (Gopher, World Wide Web).

2. The Florida Center for Library Automation's Five Year Plan to offer databases and full-text services was approved. We have received our Year 1 allocation which was used to install the infrastructure (wiring, hubs, etc.) required to support new networked work-stations, and communications equipment between the Library and the mainframe computer in Gainesville (NERDC). The goal is to replace 3270 terminal technology with worksta-tion access.

Our computer-based equipment and terminals continue to age, requiring more and more staff time and library expense funding to trouble-shoot and remedy problems.

CONTINUING CONCERNS:

— Replacement OCO (capital outlay funding) from both UNF and FCLA sources needs to be allocated on a continuing basis to replace worn-out or obsolete technologies. These needs are *not* cosmetic but are functional requirements for continuity of minimum existing services.

— Standardization on protocols, software, and support systems needs to be implemented at the campus level.

— We need a source of capital outlay funding from which new equipment (needed to support information accesses) can be purchased.

Robert P. Jones
Library Systems Coordinator

CIRCULATION DEPARTMENT

CIRCULATION SERVICES

The year in Circulation Services has been marked by increases in those Desk services that require the most interchange between Circulation staff and library patrons. The introduction of LUIS access to course reserve materials and increases in course reserve circulation and interlibrary loan borrowing requires more instructional assistance from the desk attendants. This often means that more time is spent with an individual patron than had been the practice, so quite often two or more staff persons must provide services at the same time in order to meet the demands at the service desk.

During the year new job descriptions have been written for the majority of Circulation staff in order to more accurately define the duties assigned to each position in the department, and also to update descriptions to the new forms required by Human Resources to facilitate ADA compliance. In the process of updating job descriptions, new, additional, or different tasks were assigned to most of the LTA staff. For example, more LTA assistance is being provided to Interlibrary Loan and Stack Maintenance. Specific regular ILL tasks were assigned to two staff persons who previously did not perform ILL duties except in emergencies.

The creation of a Library Auxiliary, and contracting library copy services to an outside entity, has changed somewhat the responsibilities of the Circulation desk staff for copy services. Circulation staff act as intermediaries between copier customers and patrons and the Capital Copy Inc. service staff. We work with Capital Copy to provide the highest quality service possible for our library patrons. This may include providing copier cards to patrons, and sometimes providing limited refunds for bad copies.

STAFFING

A new Senior Library Technical Assistant, Felicia Williams, joined the Circulation Department in February in the position of new ILL Borrowing Manager, replacing Joan Foley, who resigned in November. Felicia came to us from Jacksonville Public Library's ILL department, and is a most promising new addition to the Circulation Department.

Our student OPS budget has remained constant for a number of years now, however, we have fewer hours of student assistance than in the past. In order to retain competent, experienced student help, and compete with other departments on campus, we raised the

pay rate of all student staff last fiscal year. Our stack maintenance workload has increased over the last three years, while the number of student hours has decreased, hence the need for more participation by the LTA staff in stack maintenance.

COPY SERVICES

In the recent past, copy services were the library's worst public relations problem and it was imperative that services be improved. In March 1994, work towards that end were begun by contracting Capital Copy Inc. to provide copying services for the Library.

New equipment has been installed that includes not only photocopiers, but computer printers, microform reader/printers and a public Telefax station. Copiers were added to the Atrium and the Fourth Floor stacks, for the first time. Capital Copy has provided nearly full time service staff to maintain all the equipment in the Library.

Reports of problem equipment are filtered through the Circulation Desk staff who are responsible for paging Capital Copy service staff and logging maintenance problems. So far, both library staff and users are pleased with the new service. The contract with Capital Copy is managed by the newly created Library Auxiliary.

HIGH SCHOOL PROGRAMS

We continue to support the International Baccalaureate Program of Stanton College Preparatory High School. Each year, approximately 100 new juniors are invited to apply for borrowing privileges at the Carpenter Library. About 30% of those invited will actually apply for privileges, but they are very heavy users. Stanton's administrative staff has been very helpful in monitoring the students and making sure they are accountable for any financial obligations they may have incurred during the year.

STACK MAINTENANCE

Shelving space for the General Collection is increasingly scarce. We expect to purchase more shelving in the near future, however floor space will remain a problem for some time to come. We must remove all extraneous materials from the 4th floor stack area to facilitate building new shelving units without reducing even more the seating available to library users. There is less space for students to sit at a table and study than ever before. We must find ways to correct this problem soon, if we are to continue to meet the needs of our clientele in any responsible way.

LTA staff has been assigned stack maintenance duties on a more regular basis, rather than simply lending support during the neediest periods. Some LTAs have been specific-ally assigned to assist in maintaining the pre-sort room, and to actively shelve materials in the stacks as necessary. This change has made a discernable improvement in preventing huge backlogs of unshelved books at the end of each semester. Our student staff has been

reduced through the years, while the shelving load has continuously increased which necessitates this measure.

We are now maintaining a shelving inventory in an effort to better determine equipment needs in a timely manner and to more easily utilize remaining parts. A storage room has been established on the first floor which will facilitate monitoring and maintaining inventory.

MUTILATED/DAMAGED MATERIALS

A total of fifty-one books, valued at $2,634.69 were reported mutilated or damaged during the year. Forty-two periodicals were found to be mutilated at a repair/replacement cost of over $599.25.

ACCOUNTS RECEIVABLE

The number of manual transactions in A/R processing decreased by over 20% this year. We believe this is due to the fact that a correction was made in SAMAS that allowed the system to accept the full credited amount for returned books. This eliminated the problem we were having last year after a new default price for lost books was initiated. Previously, our interface program was not crediting accounts for the full price of the item, making it necessary to manually post the corrections.

COURSE RESERVES

Course Reserves are now accessible via LUIS. We have to thank Bob Jones in his role of Head of Library Systems, for this revolution in the bibliographic control of the course reserve collection. The new Course Reserve Management System is easier to use than ever, and allows faster processing of materials. Patrons can access reserves either by course number, professor's name, or the title of the work. We ceased using the fat notebooks that held the lists of course reserve materials at the beginning of the Spring Term.

The new access virtually forces library users to learn to use the automated catalog, which is essential to their research competency. It is surprising how daunting some patrons found this to be. It is apparent that many users' only transactions with the library was accessing course reserve materials, and until now, they did not need to know LUIS to do that. This fact has required more instruction by the Desk staff in the use of LUIS for new and returning students.

Over 4,400 Reserve requests were processed this year (including individual items and reactivating old lists), a 7% increase over last fiscal year. Reserve circulation was also up by 7%. Both the number of reserve request from faculty and the circulation of those materials continue to increase each year. Lines form quickly and often at the Circulation Desk for reserve services. It remains our most active circulation service task.

INTERLIBRARY LOANS

Our Interlibrary Loan office seems to be constantly changing in terms of staff, but the strong activity in both borrowing and lending does not. Interlibrary loan requests increased this year by more than 10%. Although we were without a borrowing manager for a period of about three months, we managed to work together in maintaining the flow of requests until a new staff person could be trained.

Fortunately, we could avail ourselves of commercial document delivery services - UMI and Uncover - to expedite the borrowing requests of our users. We filled over 200 requests using commercial document delivery services. We hope to expand the use of fee based document suppliers with the Center for Research Libraries and the British Libraries Document Delivery Service to more readily supply foreign newspapers, and articles from European and Asian journals.

Our primary sources for filling borrowing requests remain the SUS libraries and FLIN which supply library materials without charge. This is a reciprocal agreement that is mutually beneficial to most SUS and FLIN members. We continue to be a net lender in both groups, i.e. we lend more than we borrow.

We began seeing requests from members of the recently incorporated consortium, NEFLIN late in the fiscal year. We lend and provide photocopies to the multi-type libraries who are members of NEFLIN reciprocally, without charge. This will require some revision of ILL policies regarding loans to high schools and correctional institutions.

Geraldine Collins
Head, Circulation Department

ILL STATISTICS SUMMARY
1994/1995

UNF as BORROWER:

All Transactions:

	Filled	Unfilled	Total
Books	1110	173	1283
Copies	2071	356	2427
Totals	**3181**	**529**	**3710**

Florida Transactions:

SUS	2279
FLIN	2877
Other FL	26
TOTAL FL	**2903**

OUT-OF-STATE Filled Transactions: 478

UNF as LENDER:

All Transactions:

	Filled	Unfilled	Total
Books	4167	1762	5929
Copies	1789	945	2734
Totals	**5956**	**2707**	**8663**

Florida Filled Transactions:

SUS	1987
FLIN	2820
Other FL	314
Total FL	**5121**

OUT-OF-STATE Filled Transactions: 835

REFERENCE DEPARTMENT

REFERENCE DESK SERVICES

Cumulative annual statistics for second floor reference desk services, when compared with months for the previous year, showed a slight increase in directional and reference questions. Total desk services increased by 4.5%. Equipment support, which shows the number of requests for instruction in certain electronic resources, was up over 160%. The tremendous increase can be attributed to the comparison made between instruction on data-bases on stand-alone CD-ROM workstations in 1993/94 to instruction on databases on the Novell Local Area Network (LAN) in 1994/95.

In August 1994, a Novell LAN was installed and twenty workstations were set up in the area behind the Reference desks. The network provided access to the major CD-ROMs, LUIS, and the Internet for in-library users and campus offices connected to the campus backbone. Users were given the option of downloading text to diskettes or provid-ing their own paper for limited printing from several obsolescent Okidata printers. As problems with the printers increased, the printers were removed from the area in anticipa-tion of a new copying services contract which was implemented in March 1995. (See Bob Jones' Public Services section of the Annual Report for a complete discussion of the installation of the LAN and improved copiers service.)

The network was given the name Library Information and Research Network (LIRN). Notebooks for public use were compiled to include search guides and journal coverage lists for LIRN databases. Barbara Tuck designed two bulletin boards describing databases on LUIS and LIRN and continuously updated guides to inform users of new databases and en-hancements to LUIS.

When Netscape was loaded on each network station and eventually became accessible from office computers, the staff became involved in surfing the Internet, setting bookmarks for useful sites, and instructing users. Jim Alderman assisted Bob Jones in publishing a Library home page, developed his own home page and encouraged other members of the Department to create home pages to keep track of sites that were found useful in providing information service, and to establish an Internet presence for the Library and the Univer-sity. Barbara Tuck's home page has been particularly helpful for users seeking resources on employment.

PERIODICALS SECTION
(Contributed by Eileen Brady)

The year was marked by a 27% increase of total Periodicals patron (desk) services over 1993-94 statistics, and with a hefty 58% increase in instructional questions as more patrons asked for assistance in utilizing our increasingly sophisticated automated resources. The Periodicals staff successfully met this challenge, helped by an unusually experienced and capable student assistant team, adroitly supervised by Ms. Signe Evans.

Approximately 120 new titles were added to the Periodicals Collection, with Eileen Brady providing background research for each title. The new titles reflected a cross-section of subjects and requests received from faculty and staff.

The high point of the year occurred with the installation of new photo and microform copiers under the auspices of a new copy service vendor, Capital Copy Inc. The older photocopiers were replaced with state of the art copying machines and one additional copier was placed on the third floor. In addition, four new microform reader/printers with universal carriers (capable of accepting both microfiche and microfilm) and coin/copy card features were added to the Library's two older reader printers. Coupled with a major rearrangement of the microform copy room, the new copy machines and accompanying features have helped improve immeasurably the quality of services on the third floor. Extremely positive oral and written feedback from library users reflect their appreciation of this upgrade.

SPECIAL COLLECTIONS SECTION
(Contributed by Eileen Brady)

User statistics compared with the previous year show a substantial increase in collection use: stack services jumped 61% and desk services 11%. University Archives showed a most impressive growth after Eileen Brady, head of the section, contacted university departments and colleges on campus to publicize and encourage donations to the collection. The Library is particularly grateful to the College of Education & Human Services for continuing to be a steady contributor of archival material, and we hope that other campus units will be just as diligent in saving historical materials relating to UNF.

The Eartha M. M. White Collection continued to be the primary attraction of the Section for researchers utilizing Special Collections. As the White collection is cited in more publications and photographs from the collection are featured in various exhibits, the attendant publicity is leading to more queries from around the country. A highlight of the year was our participation in a Cummer Gallery of Art exhibit featuring Miss White.

Other smaller but actively growing collections are the UNF master's theses and the local history collection. The latter includes rare materials relating to the Duval County area, e.g., early imprints, historical maps, postcards depicting Jacksonville scenes and places, and ephemera relating to local events and activities. We hope that more gifts of these special materials will serve as a foundation for a fine collection of local history resources.

LIBRARY USER INSTRUCTION

Statistics show that the number of tours and workshops increased 70% jumping from 111 in 1993/94 to 189 in 1994/95. In response to the demand for more detailed instruction for walk-in students, Mary Davis scheduled a series of individual LUIS/LIRN instruction sessions at the beginning of each semester. Separate statistics for the sessions were not maintained, but may partially account for the increase in the number of tours reported.

Three major instruction sessions were offered during the year to faculty. In July, a presentation was given by Nancy Bayers, a representative of the Institute for Scientific Information on searching the database *Current Contents*, which was added to LUIS the previous month. Approximately thirty faculty members attended. In January 1995, three workshops were offered for faculty members to provide them with an update on new data-bases on LUIS and to orient them in the use of LIRN databases and accesses. When the first CD-ROM discs for *America: History and Life* and *Historical Abstracts* were received, instruction sessions were scheduled for faculty members from the Department of History.

In January, James Alderman's position as Senior Library Technical Assistant was reclassified to Assistant in Libraries, a non-tenure earning faculty position. The reclassi-fication was designed to allow Jim, in collaboration with Mary Davis, Bibliographic Instruc-tion Coordinator, to develop and teach a one-hour credit course on library research skills through the Department of Language and Literature. On June 1, after the proposal cleared all the required committees, the Faculty Association approved the new course without discussion.

The deadline for inclusion in the fall 1995 course schedule was met, and Jim and Mary Davis began making plans for advertising the course across the campus. Prior to approval of the course, the College of Education & Human Services expressed interest in offering a required graduate course in library research. One of Jim's goals for next year is the development of this graduate level course, working with Dr. Michael Smith of Curriculum and Instruction.

STACKS MAINTENANCE

Percentages of use across the collections were inconsistent. The number of items shelved in the Reference stacks was down 10% for the year, while the number of items shelved in Periodicals stacks was up 1.16%. Microforms shelving was down 5% in Periodicals and up 28% in Reference. As indicated by Eileen Brady, Special Collections shelving was up over 61%.

A partial shift of the Reference Collection from the call number range KF through M was completed when the Research Institute of America's print version of *Federal Tax Coordinator 2d* was withdrawn and purchased on CD-ROM. The shift placed all the current tax reporters together in an area with work surfaces.

ELECTRONIC RESOURCES

• CD-ROMS on LIRN

ABC-CLIO's history databases on CD-ROM were added to LIRN in November. The coverage for the two databases, *America: History and Life* and *Historical Abstracts* includes articles published from 1982 through the present. Three additional subscriptions to databases on CD-ROM were added during the year, completing all pending requests from faculty members for electronic indexes to periodical literature. The databases are *EconLit*, *MLA*, and *Social Sciences Citation Index*. The subscription to *Social Sciences Citation Index* was begun in the fall of 1994 and backfiles for 1991 through 1993 were purchased to fill in the gap created by cancellation of the subscription in 1991.

• LUIS

Art Index (1984 to date), *Books in Print, Index to Legal Periodicals* (1981 to date) and *Medline* (1992 to date) were added to LUIS. Enhancements to LUIS included the capability of qualifying a search by date, format, or language; ability to perform keyword searches with more than one truncation; use of SET commands to define searching to a specific institution or database without using the menu systems; and the use of the Expert Search Screen for long keyword searches.

ONLINE SERVICES

• Fee-based Searches

The total number of search requests which were recharged to the requestor was 32 with a total of 29 separate databases accessed. Following is an percentage breakdown by subject area or type of database for fee-based searches in Dialog.

Newspapers	59%
Business	24%
Labor relations	6%
Medicine	4%
Psychology	3%
Criminal justice	3%
Grants	1%

• FirstSearch

The Department offered a three month free trial of OCLC's FirstSearch beginning in August, and then purchased fifty blocks of ten tickets to use for those databases which the Library could not access through subscription or through LUIS. It was determined that the tickets would be given to UNF affiliates only. The union catalog, computer databases, business databases, and *Medline* received the most use during the first few months.

PERSONNEL

Staff members include Signe Evans, Paul Mosley, and Ricky Moyer, Senior Library Technical Assistants; Jim Alderman, Assistant in Libraries; Eileen Brady, Mary Davis, and Barbara Tuck, Librarians; and a crew of student assistants. When Jim Alderman's position was reclassified from Senior Library Technical Assistant, job descriptions for Paul Mosley and Ricky Moyer were revised and specific responsibilities were shifted to cover duties left over from the loss of an LTA position. Library Services, the company contracted to provide the updating service for the Department's loose-leaf services, was given increased hours and assigned additional titles for updating.

In May, the Library received another Assistant University Librarian position as a result of a reclassification of a position formerly assigned to the Director's Office. At the end of the year, the Search Committee was in the process of interviewing candidates for the position with the goal of having a new librarian on board for the beginning of classes in August. From among the Reference staff, Mary Davis, Paul Mosley, and Sarah Philips served on the five-member committee.

The entire staff is to be commended for the cooperative spirit and flexibility demonstrated during a year filled with changes in staffing and technology. The Department seems to thrive on the challenges presented by electronic resources which require constant training in order to meet the ever increasing demand from library users for instruction.

Sarah M. Philips
Head, Reference Department

MEDIA RESOURCES DEPARTMENT

In the fiscal year 1994/95, the Media Resources Department served more people with more resources during more hours then ever before in the history of the Department. This report summarizes the activities of the year.

In mid-October, the Media Resources Department began opening one hour earlier, at 8:00 a.m., to accommodate increased demands of students and faculty. From October through April, a student worker, Greg Weatherly, facilitated this additional hour of operation. He was not replaced in the summer semester. Permanent personnel in the Department, Cynthia Valentine, Carol Coughlin, and Winona Davis, continue to provide service in their USPS positions. Donald Rhoades continued in dual positions with the Library and the Florida Engineering Education Delivery System (FEEDS) program, which funds staffing for Media's Saturday hours.

In December, Media lost its faithful volunteer, Ruth Hackenson. After working 19 hours in October and November, her seemingly boundless energy finally met its limits. Over a period of eight years, Mrs. Hackenson had volunteered 785 hours of service in the Media Resources Department. Her primary activities included maintaining the picture file and checking the contents of curriculum kits.

Through the year, MEDIA enjoyed one of the largest budgets in the history of the department with $82,000 spent on audiovisual and curriculum materials. The following chart places the year's budget in context:

MEDIA BUDGET FIGURES 1985 TO 1995
(Fund 11 and Fund 12 combined)

Year	Budget
FY 85/86	27,400
FY 86/87	55,000
FY 87/88	63,000
FY 88/89	80,000
FY 89/90	108,600
FY 90/91	44,700
FY 91/92	6,645
FY 92/93	18,500
FY 93/94	24,000
FY 94/95	82,000

Approximately 25% of the budget was used to purchase VHS prints to replace 16mm film and 3/4 inch video titles already owned by Thomas G. Carpenter Library.

During the fiscal year, the majority of Media's services saw significant increase in use. Two areas that experienced major declines were the circulation of slides (exclusively manual transactions) and the use of the Media Resources Department by students studying for the Florida Bar Examination (BAR/BRI students). Diminished number of art courses taught in the summers of 1994 and 1995 explain the decline in slide circulation. A spokesperson for BAR/BRI cited declining enrollment in law schools as the cause of lesser demands by their students. BAR/BRI still contributed to the Friends of Thomas G. Carpenter Library in payment for services rendered in the Media Resources Department.

In late April, University of North Florida Provost, the late Alan Campbell Ling, provided funds to update equipment in the Media Resources Department. Bob Jones, Head of Public Services, bought eight state-of-the-art listening stations and five turntables for the Department with the money.

It was a good year.

Diane W. Kazlauskas
Head, Media Resources Department

GOVERNMENT DOCUMENTS & MAPS COLLECTION

The changes brought by the November 1994 election notwithstanding, the Government Printing Office (GPO) will be receiving approximately the same budget it had last fiscal year. For this we give special thanks for the support of Senator Connie Mack of Florida. The funding is vital if the Depository Library Program is to continue. In spite of "down-sizing" and "right-sizing," there is a point of diminishing returns, and everyone in the Government Documents part of the library community knows that the GPO has reached that point. There is no "fat" left to be cut, any further reduction in funding will adversely effect its viability.

The much heralded electronic products will not replace the paper copy for the foreseeable future. The *Statistical Abstract* or the *United States Code*, for example, are not going to be abandoned in favor of the CD version, at least not in this generation of librarians' lifetime. The CD formats are too awkward in many instances to be useful at this time.

However, we welcome the CD and floppy disk as integral parts of collection development in the 1990s. As of this writing, there are over 180 separate disks representing nearly 100 titles on CD and one-fourth as many floppy disk titles in our collection. The fact that so much more data can be stored on CDs guarantees the acceptance and proliferation of the format, certainly a desirable development. Data that were only available in half-inch tape format even ten years ago are now disseminated in these convenient little silver platters, and can be manipulated at a work station in the department. To ease access further, our Public Use Micro Samples (PUMS) of personal data from the 1990 Census of Population and other massive data sets designed for long-range research circulate to our university users.

The most significant challenge for us is how best to utilize space. We are running out of shelf space, cabinet space, and floor space. Even with a conservative amount of weeding, we are about to outgrow the large space we inherited in 1983 when Media and Documents Departments exchanged areas. The shelving shipment we hope to get in FY 1996 should carry us to the end of the century, but not without some extensive weeding. In March we were obliged to relocate the Interstate Commerce Commission reports to an unused range of the Technical Services area to ensure room for the expansion of the Departments of the Interior and Justice publications. It is interesting that paper and microfiche decreased 12 and 16 percent, respectively, according to the statistics of depository library program receipts, published by GPO. The trend may save us the space we need.

The use of the collection continues to increase as it has every year since relocating to the third floor. The overall increase in the nine categories for which we keep records was twenty percent, with the greatest increases coming in the time-consuming reference and information categories. The use of CD-ROMs increased by a modest eighteen users, but the category total of nearly 350 users indicates that these sources are used daily.

As I look forward to another productive year, as always, I wish to thank my loyal and hard-working staff: Joan, Janice, and Sam.

Bruce T. Latimer
Head, Government Documents

LIBRARY ADVISORY COMMITTEE

After many years of valued service, several members of the Library Advisory Committee resigned. Drs. Chris Rasche, Sally Coltrin, and Mary Grimes for professional and/or personal reasons elected to discontinue their service on the committee. We say thank you and good-bye to the departing colleagues and we will welcome the new committee members taking their place.

The first regular meeting was held during the fall semester. However, in deviation from long-standing established procedures, in part due to our inability to find a commonly acceptable meeting time for the majority of the membership and in part to the absence of any pressing issues that needed to be communicated or discussed, the spring semester meeting was omitted.

LIBRARY ADVISORY COMMITTEE MEMBERS

Dr. Bruce A. Gutknecht, **Chair**	Professor	Curriculum & Instruction
Dr. Ronald J. Adams	Associate Professor	Management, Marketing & Logistics
Mr. John H. Anderson	Investigator	Campus Police
Dr. Sally A. Coltrin	Professor	Business Administration
Mr. Andrew Farkas	Director of Libraries	Library (ex officio)
Dr. Mary L. Grimes	Associate Professor	Curriculum & Instruction
Dr. Kenneth M. Jennings	Professor	Business Administration
Dr. Satya S. Pachori	Professor	Language & Literature
Dr. Christine E. Rasche	Associate Professor	Sociology & Criminal Justice
Dr. Behrooz Seyed-Abbasi	Assistant Professor	Computer and Information Sciences
------	(2) Students	SGA representatives

LIBRARY STAFF
as of June 30, 1995

LIBRARY FACULTY PERSONNEL

Employee	Date of Hire	Position
James E. Alderman	11/01/74	Assistant in Libraries
Eileen D. Brady	9/20/74	Periodicals Librarian
Kathleen F. Cohen	10/02/73	Assistant Director of Libraries
Geraldine A. Collins	7/01/88	Head, Circulation Department
Mary L. Davis	9/01/71	Reference Librarian
Andrew Farkas	5/04/70	Director of Libraries
John M. Hein	6/01/71	Head, Technical Services Division
Robert P. Jones	1/14/72	Head, Public Services Division
Margaret A. Kaus	3/22/91	Assistant Cataloger
Diane W. Kazlauskas	1/03/83	Head, Media Resources Department
Bruce T. Latimer	5/01/73	Head, Documents Department
Sheila A. Mangum	11/01/74	Head, Acquisitions Department
Sarah M. Philips	1/12/90	Head, Reference Department
Angela W. Randtke	7/01/77	Assistant Cataloger
Linda L. Smith	5/08/72	Head, Cataloging Department
Victoria Thomas-Stanton	9/17/76	Head, Serials Department
Barbara A. Tuck	3/15/92	Assistant Reference Librarian
Verna P. Urbanski	9/30/77	Head Cataloger

UNIVERSITY SUPPORT PERSONNEL SYSTEM EMPLOYEES

Employee	Date of Hire	Position
Shelley L. Anderson	1/18/85	Sr. Library Technical Assistant
Doris A. Barie	8/31/79	Sr. Library Technical Assistant
Julia M. Behler	5/11/84	Sr. Library Technical Assistant
Olga T. Brannon	9/26/94	Administrative Assistant
Tracey L. Britton	6/12/92	Sr. Library Technical Assistant
Reginald Caldwell	8/25/87	Sr. Library Technical Assistant
Sheril L. Chaffee	1/28/94	Sr. Library Technical Assistant
Carol J. Coughlin	1/31/89	Sr. Library Technical Assistant
Alisa L. Craddock	10/23/89	Sr. Library Technical Assistant
Winona Davis (.5)	2/25/85	Sr. Library Technical Assistant

Carolyn (Mobley) Dawson	6/22/81	Executive Secretary
Signe Evans	6/03/86	Sr. Library Technical Assistant
Robert Farnsworth	6/08/87	Sr. Library Technical Assistant
Joan R. Foley	12/13/93	Sr. Library Technical Assistant
David Green	11/01/74	Sr. Library Technical Assistant
Judy M. Greuter	6/13/94	Executive Secretary
Paul M. Mosley	9/01/87	Sr. Library Technical Assistant
Ricky L. Moyer (.5)	10/25/88	Sr. Library Technical Assistant
Lien T. Phan	5/05/95	Library Technical Assistant
Joan A. Pickett	10/24/83	Sr. Library Technical Assistant
Anita K. Pitkin	11/05/93	Library Technical Assistant
Rosa A. Rodriguez	10/06/86	Sr. Library Technical Assistant
Martha S. Smith	3/20/95	Sr. Library Technical Assistant
Martha A. Solomon	9/13/71	Library Technical Assistant Supervisor
John M. Touchton	1/03/89	Sr. Library Technical Assistant
Janice Trissel-Cahill (.5)	3/30/95	Sr. Library Technical Assistant
Cynthia L. Valentine	2/13/77	Sr. Library Technical Assistant
Ralph D. Walton, Jr.	5/09/94	Sr. Library Technical Assistant
Sally M. West	8/10/84	Sr. Library Technical Assistant
Felicia L. Williams	2/14/95	Sr. Library Technical Assistant

RESIGNATIONS

Carolyn (Mobley) Dawson	9/08/94	Executive Secretary
Joan R. Foley	12/16/94	Sr. Library Technical Assistant
Rosa A. Rodriguez	1/27/95	Sr. Library Technical Assistant