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Thomas G. Carpenter Library

1994

Annual Report 1993-1994

Thomas G. Carpenter Library

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Annual Report

1993-1994

THOMAS G. CARPENTER LIBRARY
UNIVERSITY OF NORTH FLORIDA

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INTRODUCTION

Looking back on the fiscal year just concluded, it may not be premature to claim that after several difficult years, the Thomas G. Carpenter Library has turned a corner. There have been several developments during the year with broad, long-term implications.

First among these is the arrival in January 1994, of Alan Campbell Ling, the University's new Provost and Vice President for Academic Affairs. During the initial getting acquainted period, Provost Ling listened to the Director's account of the Library's history, achievements, and problems, and he made it clear that he was intent on helping in any way he could. As a token gesture he earmarked $14,000 to augment the stagnant expense (OE) budget to defray the cost of some crucial computer enhancement purchases that were kept on hold awaiting the availability of additional funds.

The Reference staff, the main information and research contact point with all the library's clientele, is the best positioned to assess our patrons' abilities and preparedness to use the library and its resources. The growing complexity of information nuclei, the increasing diversity of formats, and the concomitant necessity to master sophisticated research techniques convinced all of us that the need for formalized bibliographic instruction could no longer be postponed.

This realization was not new. The Reference staff has been long aware of our clientele's inadequate preparation for college and university level research. This is especially true in a library that is increasingly dependent on the utilization and exploitation of electronic resources, but the consistent staff shortage has been the sole hindrance that prevented the introduction of formal bibliographic instruction before this time. The Reference staff has always provided group tours, individualized instruction, and classroom visits at the instructor's request. In addition, a one hour lecture by a reference librarian on library use and research techniques has been a long-standing component of English Composition courses for nearly a decade.

However, we now had to accept the fact that if we wanted the students to be thoroughly prepared to do their academic work in the computer age, all these efforts were inadequate. Consequently, even at the price of sustaining a greater workload, the Reference staff decided to take the initiative and offer formal training in library use and research methods via a for-credit course.

Capitalizing on the fresh presence of the new Provost, i.e., an administrative authority to approve long-range plans, the Director of Libraries broached the subject in a Deans' Council in late February 1994. He proposed the introduction of a for-credit bibliographic instruction course. All participants enthusiastically endorsed the idea, and it was agreed that the library should offer a course of bibliographic instruction. The Council concluded that, at least initially, a one credit course would satisfactorily serve the purpose.

Planning and administrative details are to be worked out in the coming fiscal year. It is envisioned that two members of the library staff will develop the course to be introduced in the fall 1995 semester. The course will be taught in the library, either in the multipurpose classroom or directly at the public access terminals.

The decades-long problem of staffing has remained unresolved. 5.17 FTE positions allocated to the Library and frozen since 1989-90 remained frozen. Furthermore, Provost Ling elected to pool all vacant positions into one large campus reserve. In doing so, he effectively erased the demarkation of unit-specific vacancies. While this step must have been prompted by administrative expediency at the university level, it left the library's severe staffing problem without any relief.

The matter of staffing is not a matter of opinion, but a statistically demonstrable fact. The steady growth in enrollment in face of the absence of a comparable increase in personnel places a steadily mounting pressure on the staff. To document the issue, in the course of the year the Director compiled and presented a statistical chart. Using the base year of 1975/76 as the first and only time in its history that the library had come close to achieving full staffing, the statistics disclosed that since that time the print collection grew 263%, microforms 522%, patron assistance 729%, circulation 263%, interlibrary loan 524%, and the student headcount 113%. In stark contrast, during the same period staffing increased only by 17%.

These figures need no analysis nor an interpretation — they speak for themselves.

Because of the growing effects of an insufficient resources budget, the dominant concern of the Library has become finding a way to restore the budget to, or close to, the level before the multi-year cutbacks occurred in the early 1990s. Although it was hoped that the budget would improve in the new fiscal year, this optimism proved unwarranted. The total resources OCO allocation which amounted to $740,880 is now, three years after the first large cutback, still less than half of our funding in the peak 1989/90 fiscal year. Fortunately, the potentially disastrous effects of this inadequate budget were partially alleviated by a $157,000 allocation from carry-forward funds. The Library received this supplemental amount at the end of FY 1992/93; it was disbursed in the beginning of the year just concluded.

Although this placed the total spendable budget well over the $607,000 of the previous year, it became clear to all concerned that unless the library could achieve minimum

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funding — minimum in terms of a *maintenance budget* that would assure a basic acquisitions program if not sustained growth — the collection would become dysfunctional within a very short time. Current knowledge can be taught only with and from current material, and the staff, relying on their hands-on knowledge, was fearful that the Library would soon become unable to fulfill its mission. Without the infusion of additional funds the obsolescent collection would serve no other purpose than enabling the students to conduct retrospective research into the history of their respective fields. Creative new research would no longer be possible either as class projects or as faculty development.

While funding was a crisis issue at UNF, it had become equally clear that the equitable distribution of resource dollars has become a system-wide issue. The book-based modified Washington formula that had governed the division of resource dollars at the Board of Regents (BOR) level for well over a decade had clearly outlived its relevance in our rapidly changing educational world. At this juncture of our development it had to be replaced by an enrollment based formula as the only viable approach to permit the balanced distribution of moneys to equitably fund both print and non-print resources as a local discretion at all SUS institutions.

A related issue that had to be resolved was to assure minimum funding for all SUS libraries, regardless of size of collection or enrollment. The library directors recognized that independently of the provisions of any formula, there was a minimum budget essential for every library to carry out its mission and to satisfy academic support obligations and service demands. They concurred that a radical measure to revamp the distribution of funds had to be taken, and without delay.

The opportunity to resolve the matter presented itself at the joint meeting of the Council of Academic Vice Presidents and SUS Library Directors, on November 3, 1993. At this meeting, Sam Fustukjian, Director of Libraries of the University of South Florida, proposed a funding formula based on weighted enrollment (undergraduate, graduate, postgraduate). In order not to penalize any of the universities, the model adopted the lowest enrollment in the system as the basic factor.

Concurrently, the Director of Libraries of UNF proposed that the minimum resource funding for all SUS libraries regardless of formula entitlement be permanently set at $1,200,000.

Acknowledging the merit of these related proposals, following a brief discussion the library directors and academic vice presidents unanimously passed both. Because the budget had been set for the current fiscal year and funds had already been distributed, the benefits of the newly devised and adopted funding formula will not be felt until FY 1994/95. Nonetheless, an adherence to the new formula assures a degree of stability to the smaller institutions, the ability to plan, and the promise of being rewarded for growth in a fair and equitable manner. Clearly and without overstating the matter, the new funding formula saved the viability and assured the future of the UNF library.

During the year, upon learning of our funding needs, Mrs. Nancy Schultz, a prominent citizen and active member of the UNF Foundation Board, volunteered to organize luncheons whose purpose would be to give the Director the opportunity to address the attendees, showcase the Library's accomplishments and the position it occupies in the community, and to communicate its need for support. Faithful to her initiative, Mr. and Mrs. Fred Schultz sponsored two luncheons at the Jacksonville River Club, on November 9 & 23, 1993. They invited a large number of their personal friends and business associates who showed a genuine interest in Mrs. Schultz's introduction and the Director's presentation.

In a further effort to reach other citizens in the community, these luncheons were followed by similar informal presentations — on February 15, March 15 & 24, 1994 — to chapters of the Jacksonville Garden Club. It is hoped that those present will respond in a positive fashion and will volunteer some active help to relieve our fiscal problems.

Another fund raising effort was the library's biennial booksale. It generated a gross revenue of $3,446 (including sales tax) and, concurrently, freed a lot of storage space. As on all such previous occasions, the money collected was added to the library's book budget toward the purchase of new library materials. We are grateful to all those in-kind donors, far too numerous to list here, who made the booksale possible.

At the beginning of each semester, the small number (15) of locked study carrels and the increasing student population creates a lot of disappointment for carrel applicants. In the two main semesters the applications for carrels exceed availability by 150%. In order to alleviate the situation, two former typing rooms have been redesignated as study carrels; also, instead of the traditional single occupancy, all carrels are now assigned to two students. Although we anticipated complaints concerning the double assignment, thus far we have received none. Furthermore, the library has steadfastly maintained the decade-long policy that makes all individuals with permanently assigned space on campus ineligible for carrel application, and that, too, works.

On the positive side, the library made significant equipment purchases. In terms of cost, major among these were the addition of two state-of-the-art microfilm/microfiche reader/printers bought with year-end sweepup money. We also added six new computers from Friends of the Library funds, thereby upgrading and enhancing our automation hardware. Then, at the initiative of Bob Jones, Head of Public Services, the University Administration allocated $60,000 toward the purchase of a battery of computers, descriptively labeled as "scholars' workstations." As the library is soon to be connected to the optical cable network — the "campus backbone" — these workstations will give access to all users to cyberspace, and provide electronic linkage from offices and for ADA patrons. This connectivity can be rightly regarded as the first step in the direction of distance learning.

The Library's recently introduced newsletter, *Books & Bytes,* continued publication on a once-per-semester basis. Judging from the feedback received from faculty, it does reach the intended audience, and those who take the time to read it gain valuable information about library activities in general, and details of recent additions of new services and resources.

NEFLIN, the newly formed Northeast Florida Library Network, has been chartered and incorporated. The Library's Assistant Director, Kathleen Cohen, who has been active in the drafting of the charter and the preparation of the necessary legal documents, has been elected as NEFLIN's first President. This regional consortium, now uniting the libraries of Duval and 18 neighboring counties, will promote improved services, training, and resources to its member libraries. The first order of business will be a Union Catalog of serials; NEFLIN will use the UNF database as the starting point.

Ever since the library opened, copying services have remained difficult to provide and problematic to administer. The quality of copies and equipment, the cost and maintenance services fluctuated according to the state of the art and the copying machines used, the attention and responsiveness of service providers, and, at times, the campus authorities overseeing contract compliance. With the evolution of equipment, the emergence of new vendors and the reputation they have built, our options have multiplied. Because of the high volume and the importance of copying services for the campus community, in the course of the year we took the initiative to detach the library from the supervision of campus-wide copying services. Our plan was to negotiate, install, and supervise the library's own independent service contract.

Upon obtaining administrative approval at the university level, Bob Jones accepted the challenge of exploring available options, investigating and identifying viable vendors with a verified successful installation record, and the drafting of a request for proposal (RFP). His work on the latter produced an all-inclusive document that proved to be a model of thoroughness and circumspection. Because of the extent of his involvement with the project, Bob was asked to participate in the bid process as well, alongside the Purchasing Department personnel. The results of his diligent efforts will be seen in the next fiscal year.

After years of setbacks, the tally of the fiscal year is decidedly on the positive side. The Library has laid plans for formal bibliographic instruction, made significant headway in automation, achieved some budgetary stability with guaranteed growth, and is decidedly poised on the brink of adequate funding in the years ahead. Once again, we look to the future with renewed optimism.

Andrew Farkas
Director of Libraries

UNIVERSITY OF NORTH FLORIDA LIBRARY
Library Budgets 1988/89 - 1993/94

	1988/89	1989/90	1990/91	1991/1992	1992/1993	1993/94
TOTAL LIBRARY BUDGET	$2,304,374	$3,019,160	$2,446,907	$2,268,496	$2,116,429	$2,508,755
PERSONNEL						
LINE ITEM	$1,125,402	$1,190,569	$1,377,130	$1,394,755	$1,380,437	$1,455,764
OPS	$60	$68	$71	$66	$82,396	$70,175
TOTAL	$1,185,402	$1,258,569	$1,447,930	$1,460,795	$1,462,833	$1,525,939
% OF BUDGET	51.44	41.69	59.61	64.39	69.12	60.82
OPERATING EXPENSE	$53,200	$56,000	$54,200	$51,395	$57,267	$71,540
% OF BUDGET	2.3	1.85	2.23	2.26	2.71	2.85
EQUIPMENT (OCO)	$0	*$69,400	+$18,000	$0	$0	$0
% OF BUDGET	0	2.3	0.7	0	0	0
BOOKS & RESOURCES	$1,065,772	$1,635,191	$926,777	$756,306	$596,329	$911,276
% OF BUDGET	46.25	54.16	38.16	33.33	28.18	36.32

* 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

	1988/89	1989/90	1990/91	1991/92	1992/93	1993/94
TOTAL LIBRARY BUDGET	$2,304,374	$3,019,160	$2,446,907	$2,268,496	$2,116,429	$2,508,755
UNIVERSITY E&G BUDGET	$29,742,472	$33,801,425	$35,451,669	$36,597,383	$37,977,572	$41,122,532
% OF E&G BUDGET REPRESENTED BY LIBRARY	7.75	8.93	6.9	6.2	5.6	6.1

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UNIVERSITY OF NORTH FLORIDA LIBRARY
Acquisitions Department
Materials Expenditures 1988/89-1993/94

	1988/1989	% OF TOTAL	1989/1990	% OF TOTAL	1990/1991	% OF TOTAL	1991/1992	% OF TOTAL	1992/1993	% OF TOTAL	1993/1994	% OF TOTAL
MATERIALS: CONTINUATIONS												
CD ROMS	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$30,738.33	5.06	$34,457.77	3.78
NEWSPAPERS	$3,713.52	0.35	$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
SERVICES	$49,745.53	4.67	$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
STANDING ORDERS	$53,450.48	5.02	$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
SUBSCRIPTIONS	$246,271.24	23.11	$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
SUBS-MICROFORM	$39,892.95	3.74	$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
SUBTOTAL	**$393,073.72**	**36.88**	**$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**
MATERIALS: NON-CONTINUATIONS												
AUDIO-VISUAL	$59,026.47	5.54	$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
BACKFILES	$28,959.60	2.72	$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
BOOKS-APPROVAL	$240,642.87	22.58	$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
BOOKS-ORDERED	$189,061.93	17.74	$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
CURRICULUM	$16,881.63	1.58	$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
DOCUMENTS	$3,667.78	0.34	$197,225.50	12.06	$1,748.70	0.19	$400.00	0.05	$1,750.00	0.29	$3,000.00	0.33
MISCELLANEOUS	$6,105.01	0.57	$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
SUBTOTAL	**$544,345.29**	**51.08**	**$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**
TOTAL MATERIALS	**$937,419.01**	**87.96**	**$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**
PROCESSING												
BINDING-BOOKS	$15,081.30	1.42	$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
BINDING-JOURNALS	$24,236.55	2.27	$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
POSTAGE, HANDLNG	$20,853.00	1.96	$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
SOLINET	$45,196.45	4.24	$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
SUPPLIES	$22,985.57	2.16	$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
SUBTOTAL	**$128,352.87**	**12.04**	**$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**
GRAND TOTAL EXPENDED ON LIBRARY RESOURCES *	**$1,065,771.88**	**100.00**	**$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**

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

UNIVERSITY OF NORTH FLORIDA LIBRARY
Summary Volume/Piece Inventory
1988/89-1993/94

	HELD 6/30/89	6/30/90	6/30/91	6/30/92	6/30/93	HELD 6/30/94
PAPER VOLUMES/PIECES						
a. Monographs and Serials	365,462	389,266	409,216	427,351	434,687	445,513
b. Music Scores	4,622	4,688	4,947	5,068	5,160	5,231
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	121,116	120,605	122,681	125,393	128,153	134,075
	504,537	527,896	550,181	571,149	581,337	598,156
MICROFICHE PIECES						
a. Monographs and Serials	38,312	49,580	65,902	73,946	80,106	87,451
b. Music Scores	486	486	486	486	486	486
c. Annual Reports	78,303	82,267	88,745	93,531	100,522	105,401
d. College Catalogs	4,238	5,660	4,090	5,559	7,060	7,995
e. ERIC & Newsbank	431,700	444,849	467,485	488,456	507,323	526,163
f. Government Documents	202,199	322,627	338,603	340,681	348,555	353,662
	755,238	905,469	965,311	1,002,659	1,044,052	1,081,158
MICROFILM REELS						
a. Monographs and Serials	18,714	19,421	20,293	20,615	20,925	21,294
b. Government Documents	1,315	1,330	1,330	3,174	6,984	11,298
	20,029	20,751	21,623	23,789	27,909	32,592
MAPS	4,094	4,163	4,244	4,319	4,591	4,709
COMPUTER FILES						
a. Magnetic (Floppies, etc.)	2	3	5	5	7	7
b. Laser (CD ROM)	0	0	0	53	68	109
	2	3	5	58	75	116
AUDIOVISUAL MATERIALS						
a. Audiocassettes	1,195	1,200	1,199	193	208	208
b. Audiodiscs:CD	1,539	2,065	2,141	2,323	2,330	2,531
c. Audiodiscs:LP	6,582	6,910	6,914	7,034	7,039	7,033
d. Cards	14	14	14	14	14	14
e. Charts	13	13	13	13	13	13
f. Film Loops	368	328	328	301	33	0
g. Filmstrips	1,051	446	449	449	449	448
h. Games	13	15	15	15	15	15
i. Kits	680	698	717	717	717	751
j. Motion Pictures	529	531	521	521	521	440
k. Pictures/Portraits	8,181	10,352	11,993	13,460	14,514	15,311
l. Posters	42	42	42	42	42	43
m. Slides, Art	20,047	20,407	20,407	20,510	20,510	20,510
n. Slide Sets	653	595	604	604	604	627
o. Transparencies	12	12	12	12	11	11
p. Videocassettes	1,774	2,140	2,495	2,609	2,652	2,776
q. Videodiscs	0	0	3	26	47	64
	42,693	45,768	47,867	48,843	49,719	50,795

TECHNICAL SERVICES DIVISION

Regular readers of this annual publication will find this year's introduction to the Division's departmental reports greatly abbreviated. This is not because the longtime writer of this section has adopted an uncustomary modesty but, rather, because there occurs to him nothing pertinent or singularly important enough to discuss here which is not already generously treated either in the Director's introduction or in the detailed reports which follow. In a couple of words, the year has been either blissfully uneventful or frustratingly dull depending on your point of view. While all seems poised in anticipation of future events — the next technological innovation, the possibility of a return to minimally adequate resource budgets — there are perhaps two items not sufficiently covered elsewhere which I should not close without mentioning.

First, with great appreciation and some amusement, I must report that, partially due to the miserable sequence of resource budgets in recent years and partially in response to a natural inclination to stretch a buck, the Head of the Acquisitions Department has become one of the most parsimonious individuals I have ever heard of in the library book-acquisition business. In general, if a book can be had at a cheaper price, she will find that source of supply, and, if a book can be purchased in a durable or scholarly paperback rather than in an expensive cloth edition, she will acquire it that way.

Interestingly, the total number of monographs acquired by the Library in the last three years has not suffered proportionately to the decrease in the resources budget. This is largely due to the acquisition of paperback editions when available, and it seems that they are increasingly available due to the demand by many libraries faced with the necessity of seeking economies where they can find them. While it is considered undesirable, by the preservationists, to actually send to the shelves too many items in paperback format, it is usually more economical for a library to have a book bound by its own commercial bindery than to acquire the publisher's cloth edition. Experience shows that many publishers, aware of libraries' preference for hardbound copies, charge $30, $40, or even $50 more for a hardbound book versus the identical publication — identical in format, printing, and quality of paper — in the paperback edition. Considering that the actual cost (to the publisher) of binding may range from $2 to $5, the only way to describe this practice is price gouging. The library's expense for a buckram binding, in nearly all instances more durable than the publishers', is normally less than $10.

The other item worth mentioning here is one in the category of technological advance. While the library world is just beginning to talk about the concept of the staff workstation

(particularly in reference to a "cataloger's workstation") the paradigm can now be readily perceived in the networking and in the allocation of personal computers which we have achieved in the Division. By and large, all functions and accesses needed by a given staff member are available on a personal computer which is available to that person on a continuous basis and is permanently housed in that individual's work area. The paradigm is far from perfect on several counts. The platform, both in terms of hardware and operating system, is not ideal, and all the other software — including that for connectivity and networking — need to be upgraded. Nonetheless, the future has revealed itself, and it is definitely along these lines that additional productivity gains will be realized in divisional operations.

John Martin Hein
Head, Technical Services

UNIVERSITY OF NORTH FLORIDA
Acquisitions Department
1992/93 - 1993/94 Resources Budget Disbursements

	FISCAL YEAR 1993/94	% OF TOTAL EXPENDED	% OF TOTAL EXPENDED ON MATERIALS	$ CHANGE FROM 1992/93	% CHANGE FROM 1992/93	FISCAL YEAR 1992/93
MATERIALS: CONTINUATIONS						
CD ROMS	$34,457.77	3.78	4.19	$3,719.44	12.10	$30,738.33
NEWSPAPERS	$5,699.98	0.63	0.69	$76.52	1.36	$5,623.46
SERVICES	$54,950.90	6.03	6.68	$7,986.60	17.01	$46,964.30
STANDING ORDERS	$52,190.44	5.73	6.34	$5,770.19	12.43	$46,420.25
SUBSCRIPTIONS	$287,887.10	31.59	34.98	$18,016.00	6.68	$269,871.10
SUBS-MICROFORM	$52,150.90	5.72	6.34	($3,198.17)	(5.78)	$55,349.07
SUBTOTAL	**$487,337.09**	**53.48**	**59.21**	**$32,370.58**	**7.11**	**$454,966.51**
MATERIALS: NON-CONTINUATIONS						
AUDIO-VISUALS	$30,502.19	3.35	3.71	$29,337.26	2,518.37	$1,164.93
BACKFILES-ALL FORMAT	$10,409.65	1.14	1.26	$8,662.65	495.86	$1,747.00
BOOKS-APPROVAL	$113,145.10	12.42	13.75	$110,431.41	4,069.42	$2,713.69
BOOKS-ORDERED	$134,007.92	14.71	16.28	$96,593.41	258.17	$37,414.51
CURRICULUM	$12,503.94	1.37	1.52	$7,995.71	177.36	$4,508.23
DOCUMENTS	$3,000.00	0.33	0.36	$1,250.00	71.43	$1,750.00
MISCELLANEOUS	$32,143.45	3.53	3.91	$15,917.11	98.09	$16,226.34
SUBTOTAL	**$335,712.25**	**36.84**	**40.79**	**$270,187.55**	**412.34**	**$65,524.70**
TOTAL MATERIALS	**$823,049.34**	**90.32**	**100.00**	**$302,558.13**	**58.13**	**$520,491.21**
PROCESSING						
BINDING-BOOKS	$7,366.34	0.81	NA	($409.14)	(5.26)	$7,775.48
BINDING-JOURNALS	$19,557.56	2.15	NA	($2,105.96)	(9.72)	$21,663.52
POSTAGE, HANDLING	$21,058.51	2.31	NA	$1,027.87	5.13	$20,030.64
SOLINET	$35,998.52	3.95	NA	$580.67	1.64	$35,417.85
SUPPLIES	$4,245.60	0.47	NA	$2,325.85	0.00	$1,919.75
SUBTOTAL	**$88,226.53**	**9.68**	**NA**	**$1,419.29**	**1.63**	**$86,807.24**
UNSPENT BALANCE	$2.46	0.00	NA	$2.46	NA	$0.00
TOTAL	**$911,278.33**	**100.00**	**NA**	**$303,979.88**	**50.05**	**$607,298.45**

UNIVERSITY OF NORTH FLORIDA LIBRARY
VOLUME/PIECE Inventory by Type of Material
1993/1994

	HELD 7/1/93	ADD	WITHDRAW	HELD 6/30/94
PAPER VOLUMES/PIECES				
a. Monographs and Serials	434,687	11,278	452	445,513
b. Music Scores	5,160	71	0	5,231
c. Annual Reports	13,097	2,000	2,000	13,097
d. College Catalogs	240	0	0	240
e. Government Documents	128,153	9,252	3,330	134,075
	581,337	**22,601**	**5,782**	**598,156**
MICROFICHE PIECES				
a. Monographs and Serials	80,106	7,345	0	87,451
b. Music Scores	486	0	0	486
c. Annual Reports	100,522	4,879	0	105,401
d. College Catalogs	7,060	935	0	7,995
e. ERIC & Newsbank	507,323	18,840	0	526,163
f. Government Documents	348,555	5,953	846	353,662
	1,044,052	**37,952**	**846**	**1,081,158**
MICROFILM REELS				
a. Monographs and Serials	20,925	369	0	21,294
b. Government Documents	6,984	4,315	1	11,298
	27,909	**4,684**	**1**	**32,592**
MAPS (Cataloged & Uncataloged)	**4,591**	**415**	**297**	**4,709**
COMPUTER FILES				
a. Magnetic (Floppies, etc.)	7	0	0	7
b. Laser (CD ROM)	68	41	0	109
	75	**41**	**0**	**116**
AUDIOVISUAL MATERIALS				
a. Audiocassettes	208	7	7	208
b. Audiodiscs: CD	2,330	202	1	2,531
c. Audiodiscs: LP	7,039	40	46	7,033
d. Cards	14	0	0	14
e. Charts	13	0	0	13
f. Film Loops	33	0	33	0
g. Filmstrips	449	0	1	448
h. Games	15	0	0	15
i. Kits	717	35	1	751
j. Motion Pictures	521	0	81	440
k. Pictures/Portraits	14,514	797	0	15,311
l. Posters	42	1	0	43
m. Slides, Art	20,510	0	0	20,510
n. Slide Sets	604	23	0	627
o. Transparencies	11	0	0	11
p. Videocassettes	2,652	148	24	2,776
q. Videodiscs	47	17	0	64
	49,719	**1,270**	**206**	**50,795**

UNIVERSITY OF NORTH FLORIDA LIBRARY
TITLE Inventory by Type of Material
1993/1994

	HELD 7/1/93	ADDED	WITHDRAW	HELD 6/30/94
PAPER VOLUMES/PIECES				
a. Monographs and Serials	316,930	8,128	100	324,958
b. Music Scores	3,068	53		3,121
c. Annual Reports*				
d. College Catalogs*				
e. Government Documents*				
	319,998	8,181	100	328,079
MICROFICHE PIECES				
a. Monographs and Serials+	41	2		43
b. Music Scores	3			3
c. Annual Reports*				
d. College Catalogs*				
e. ERIC & Newsbank*				
f. Government Documents*				
	44	2		46
MICROFILM REELS				
a. Monographs and Serials+	143			143
b. Government Documents*				
	143			143
MAPS (Cataloged Only)	106	17		123
COMPUTER FILES				
a. Magnetic (Floppies, etc.)	7			7
b. Laser (CD ROM)@	29	10		39
	36	10		46
AUDIOVISUAL MATERIALS				
a. Audiocassettes	216	7	7	216
b. Audiodiscs: CD	2,205	159	1	2,363
c. Audiodiscs: LP	6,762	37	46	6,753
d. Cards	14			14
e. Charts	4			4
f. Film Loops	37		37	
g. Filmstrips	419			419
h. Games	14			14
i. Kits	230	9	1	238
j. Motion Pictures	497		72	425
k. Pictures/Portraits*				
l. Posters	11	1		12
m. Slides, Art*				
n. Slide Sets	359	20		379
o. Transparencies	11			11
p. Videocassettes	919	61	19	961
q. Videodiscs	46	16		62
	11,744	310	183	11,871

* Title counts are not currently maintained for these categories.
+ Microform serials are usually recorded as hard-copy titles.
@ The 1992/93 Report incorrectly gave this figure as 17 instead of 29.

UNIVERSITY OF NORTH FLORIDA LIBRARY
VOLUME/PIECE Inventory by Library Collection
1993/1994

	HELD 7/1/93	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1993/94	WITHDRW 1993/94	HELD 6/30/94
ANNUAL REPORTS						
TEXT	13,097	0	13,097	2,000	2,000	13,097
MICROFICHE	100,522	0	100,522	4,879	0	105,401
ATLAS COLLECTION	185	(38)	147	11	12	146
BIBLIOGRPHY COLL	1,384	0	1,384	4	0	1,388
CATALOGING DEPT						
TEXT	1,131	5	1,136	19	0	1,155
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
TEXT	240	0	240	0	0	240
MICROFICHE	7,060	0	7,060	935	0	7,995
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	178	0	178	0	1	177
GAME	15	0	15	0	0	15
KIT	696	0	696	34	1	729
POSTER	42	0	42	1	0	43
REALIA	0	0	0	0	0	0
RECORD	181	0	181	0	0	181
SLIDE SET	4	0	4	0	0	4
TEST	197	0	197	2	0	199
TEXT	9,366	0	9,366	510	1	9,875
VIDEOCASSETTE	6	0	6	0	0	6
DOCUMENTS COLL						
FLORIDA DOCS	15,269	0	15,269	1,159	801	15,627
FEDERAL DOCS:						
TEXT	112,884	0	112,884	8,093	2,529	118,448
CDROM	53	0	53	40	0	93
MICROFICHE	348,555	0	348,555	5,953	846	353,662
MICROFILM	6,984	0	6,984	4,315	0	11,299
DOCUMENTS DEPT						
TEXT	696	12	708	16	0	724
CDROM	2	0	2	0	0	2
MICROFICHE	23	0	23	10	0	33
MICROFILM	464	0	464	14	0	478
ERIC FICHE	466,570	0	466,570	16,964	0	483,534
FASTCAT	2,735	(1,347)	1,388	355	6	1,737
GENERAL COLL						
TEXT	330,452	1,907	332,359	6,218	67	338,510
MICROFICHE	11,628	0	11,628	0	0	11,628
MICROFILM	1,221	0	1,221	0	0	1,221
INDEX/ABST COLL						
TEXT	7,212	0	7,212	151	0	7,363
MICROFICHE	3,470	0	3,470	0	0	3,470
MICROFILM	70	0	70	0	0	70
LEISURE READING	696	(328)	368	405	0	773
MAP COLLECTION						
CATALOGED	202	(5)	197	24	0	221
UNCATALOGED	4,389	0	4,389	391	292	4,488
MEDIA DEPT COLLS						
AUDIOCASSETTE	157	0	157	7	7	157
AUDIODISC:CD	2,330	0	2,330	202	1	2,531
AUDIODISC:LP	6,858	0	6,858	40	46	6,852
CHART	1	0	1	0	0	1
COMPUTER FILE	7	0	7	0	0	7
FILM LOOP	33	0	33	0	33	0
FILMSTRIP	271	0	271	0	0	271
GAME	0	0	0	0	0	0
KIT	21	0	21	1	0	22
MOTION PICTURE	521	0	521	0	81	440
PICTURE, FLAT	14,514	0	14,514	797	0	15,311
POSTER	0	0	0	0	0	0
REF BOOKS	70	2	72	9	0	81
SLIDE, ART	20,510	0	20,510	0	0	20,510
SLIDE SET	600	0	600	23	0	623
SCORE	4,427	0	4,427	71	0	4,498
SCORE, MINI	733	0	733	0	0	733
SCORE, MFICHE	486	0	486	0	0	486
TEXTS WITH AV	127	0	127	52	0	179
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	2,646	0	2,646	148	24	2,770
VIDEODISC	47	0	47	17	0	64
NEWSBANK FICHE	40,753	0	40,753	1,876	0	42,629
OVERSIZE COLL	1,182	30	1,212	24	1	1,235
PERIODICLS COLL						
TEXT	57,682	3	57,685	2,024	17	59,692
TEXT, TEMPBND	714	0	714	36	0	750
MICROFICHE	61,376	0	61,376	7,081	0	68,457
MICROFILM	18,994	0	18,994	355	0	19,349
PERMANNT RESERVE	283	(37)	246	40	22	264
REFERENCE COLL						
TEXT	19,500	(211)	19,289	1,280	326	20,243
CDROM	13	0	13	1	0	14
MICROFICHE	3,607	0	3,607	254	0	3,861
MICROFILM	176	0	176	0	0	176
SERIALS DEPT	19	0	19	2	0	21
SPECIAL COLLS						
RARE BOOKS	755	7	762	88	0	850
THESES & BOXED	498	2	500	27	0	527

UNIVERSITY OF NORTH FLORIDA LIBRARY
TITLE Inventory by Library Collection
1993/1994

	HELD 7/1/93	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1993/94	WITHDRW 1993/94	HELD 6/30/94
ANNUAL REPORTS						
TEXT*						
MICROFICHE*						
ATLAS COLLECTION	176	-38	138	12	9	141
BIBLIOGRPHY COLL	67	0	67	0	0	67
CATALOGING DEPT						
TEXT	150	1	151	9	0	160
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	0	14
KIT	215	0	215	8	1	222
POSTER	11	0	11	1	0	12
REALIA	0	0	0	0	0	0
RECORD	147	0	147	0	0	147
SLIDE SET	2	0	2	0	0	2
TEST	114	0	114	2	0	116
TEXT	5169	0	5169	216	1	5384
VIDEOCASSETTE	5	0	5	0	0	5
DOCUMENTS COLL						
FLORIDA DOCS*						
FEDERAL DOCS:						
TEXT*						
CDROM	16	0	16	9	0	25
MICROFICHE*						
MICROFILM*						
DOCUMENTS DEPT						
TEXT	88	10	98	3	0	101
CDROM	1	0	1	0	0	1
MICROFICHE	0	0	0	1	0	1
MICROFILM	6	0	6	0	0	6
ERIC FICHE*						
FASTCAT*						
GENERAL COLL						
TEXT	298581	32	298613	7289	47	305855
MICROFICHE	23	0	23	0	0	23
MICROFILM	134	0	134	0	0	134
INDEX/ABST COLL						
TEXT	265	0	265	2	0	267
MICROFICHE	0	0	0	0	0	0
MICROFILM	3	0	3	0	0	3
LEISURE READING*						
MAP COLLECTION						
CATALOGED	106	0	106	17	0	123
UNCATALOGED*						
MEDIA DEPT COLLS						
AUDIOCASSETTE	178	0	178	7	7	178
AUDIODISC:CD	2205	0	2205	159	1	2363
AUDIODISC:LP	6615	0	6615	37	46	6606
CHART	1	0	1	0	0	1
COMPUTER FILE	7	0	7	0	0	7
FILM LOOP	37	0	37	0	37	0
FILMSTRIP	267	0	267	0	0	267
GAME	0	0	0	0	0	0
KIT	15	0	15	1	0	16
MOTION PICTURE	497	0	497	0	72	425
PICTURE, FLAT*						
POSTER	0	0	0	0	0	0
REF BOOKS	38	-1	37	1	0	38
SLIDE, ART*						
SLIDE SET	357	0	357	20	0	377
SCORE	2978	0	2978	53	0	3031
SCORE, MINI	90	0	90	0	0	90
SCORE, MFICHE	3	0	3	0	0	3
TEXTS WITH AV	101	0	101	49	0	150
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	914	0	914	61	19	956
VIDEODISC	46	0	46	16	0	62
NEWSBANK FICHE*						
OVERSIZE COLL	1117	12	1129	41	0	1170
PERIODICLS COLL						
TEXT	3764	0	3764	59	5	3818
TEXT, TEMPBND	0	0	0	0	0	0
MICROFICHE	7	0	7	1	0	8
MICROFILM	0	0	0	0	0	0
PERMANNT RESERVE	78	0	78	21	0	99
REFERENCE COLL						
TEXT	6792	-16	6776	384	38	7122
CDROM	12	0	12	1	0	13
MICROFICHE	9	0	9	0	0	9
MICROFILM	0	0	0	0	0	0
SERIALS DEPT	18	0	18	2	0	20
SPECIAL COLLS						
RARE BOOKS	418	1	419	35	0	454
THESES & BOXED	108	1	109	3	0	112

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

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ACQUISITIONS DEPARTMENT

The overview of the fiscal year that has just closed should begin with an analysis of our expenditures. Our total resources budget of $911,278 was comprised of the following: $740,880 Book OCO, including $6,018 mandated for document delivery; $13,398 from billings for lost/damaged materials; and $157,000 in carry forward funds that were allocated to us at the end of FY 1992/93. While it was a definite improvement over last year's inadequate $607,000 budget, it still left us with a sizable backlog of requests to meet our ever-growing curricular needs. This level of funding was slightly less than our 1987/88 total of $916,000. Obviously, library funding, rather than keeping apace with campus growth, has declined in recent years.

THE BUDGET

• Carry Forward

These funds were disbursed as follows: subscriptions, $1,200; serial backfiles, $7,492; A/V, $13,200; curriculum, $7,700; software, $9,900; maps, $1,400; monographs, $113,400; postage & freight, $2,656; and miscellaneous, $52. Because these are non-recurring funds, library faculty thought that they should be used primarily for books and audiovisual materials rather than serials.

• Book OCO

These funds were disbursed as follows: subscriptions, $486,142; binding, $26,924; serial backfiles, $2,918; monographs, $133,753; A/V, $17,303; curriculum, $4,803; government documents, $3,000; document delivery, $6,018; software, $9,802; online services, $4,924; cataloging expenses, $35,999; supplies, $4,246 (barcodes, spine labels, tattletape strips); postage, freight, & service charges, $18,403; and miscellaneous, $42.

OPERATIONS

• Accounting

Since we handled two major budgets this year (Book OCO and carry forward), we monitored payments very carefully to ensure that each invoice was paid from the appropriate account. We also handled purchases from other special accounts for Physical Therapy, Engineering, International Studies, and IPTM. Reggie Caldwell also continued to review the Serials Department online order/pay/receipt (O/P/R) records for a third year.

The time-consuming data input required by NOTIS Acquisitions has become more of a problem as the budget increases and our need for more accurate collection and funding statistics grows. Firm orders have always been assigned individual NOTIS fund codes by subject, while approval books have been assigned to one large fund. This year, considerable staff time was spent informally monitoring our approval program commitments and expenditures by subject. Next year we will need to assign individual subject fund codes before creating the online orders for approval books.

● Searching

We searched and verified nearly 4,600 firm order requests. About 1,400 were received in request card format, while another 3,200 request documents were created by Acquisitions personnel from requestors' lists, journals, and other selection sources. OCLC's implementation of costly service charges led us to experiment with using the NOTIS SUS-wide index as our first search point. Since we've been able to verify at least half of our requests there, it has proven to be a very cost-effective change.

● Purchasing

CARRY FORWARD ACCOUNT

	Cost	# vols.	cost per vol.
Approval plan	$37,174	1336	$27.84
Firm orders	76,226	3416	22.31
Total	$113,400	4752	$23.86

BOOK OCO ACCOUNT

	Cost	# vols.	cost per vol.
Approval plan	$75,971	2081	$36.50
Firm orders	57,782	2822	20.48
Total	$133,753	4903	$27.28
GRAND TOTAL:	**$247,153**	**9655**	**$25.60**

● Gifts & Processing

Gifts increased this year, especially after the announcement of our book sale — the first we have had in several years. We received and reviewed 3,062 volumes, of which 884 were selected to be retained for the general collection. Professors Chris Rasche and Gary Harmon each gave a large number of volumes.

The combination of regular Book OCO, carry forward funds, and gifts provided steady processing work for our student assistant. Processing has stabilized in spite of increased spending because the vacant LTA II position in Cataloging has had a negative impact on the processing of new titles.

We also handled over 6,700 volumes in our on-going re-labeling project. Once again we discussed the possibility of adopting the SE-LIN system, but cost is a prohibiting factor at this time.

● **Collection Development**

After reviewing the 1992/93 reports of our approval vendor, we found that much of the subject data wasn't sufficient or timely enough for our needs. Our collection development program requires more detailed information, some different breakdowns, and more up-to-date information than that provided by our approval vendor. While the availability of more accurate funding statistics by college and subject is very useful in accreditation studies, it may prove to be more labor-intensive than our present staff can handle, given the growth projections of future materials budgets under the new SUS allocation system that will be implemented next year.

PERSONNEL

Because our USPS staffing remained constant and work level increased, we were unable to provide much assistance to other departments this year. Both of our experienced student assistants graduated, so we hired one new student to handle most of the processing.

Sheila Mangum
Head, Acquisitions Department

SERIALS DEPARTMENT

The Serials Department spent the year in a holding pattern, neither canceling nor ordering new titles, and operating for the second year with one frozen position. The department was able to keep up with posting, binding, and invoice processing thanks to the efficient and stable staff, but many projects of lesser urgency had to be postponed. The department continued to benefit from computer enhancements written by John Hein, Head of Technical Services, and these enhancements enabled the Serials Department to update files and maintain critical activities during a time of staff shortages.

OPERATIONS

Acquisitions

While we did not order any new journals out of library funds, we did order $450.00 worth of mental health titles, and $900.00 worth of international journals funded by grant money. This gave us the opportunity to order through NOTIS, abandoning our paper based purchase order files. We used USBE to fill in missing issues, and also ordered $8,000 worth of backfiles. Major purchases included *The Florida Star* backfiles, *ASI* Cumulative Indexes, and CD-ROM backfiles for *Social Science Citation Index, Ethnic Newswatch,* and *ABI/Inform.*

John Hein developed the programming to load our Faxon renewals locally. This made it possible for us to add specific title identification that will help compare Faxon and NOTIS data elements as we move to new invoice posting procedures.

We successfully negotiated a lower service charge from the Faxon Company, then to our dismay, we were compelled to observe at a distance the fluctuating fortunes of the firm as the owners of Faxon offered the company for sale. Negotiations floundered and took some unusual turns. At this writing, the Swets company has purchased Faxon's European services, and the U.S. portions of Faxon are still up for sale. We will spend the new year carefully analyzing the situation with Faxon, and will continue to evaluate other vendors should we feel it prudent to switch subscription agents.

With John's guidance and expertise, we made initial inquiries into EDI (Electronic Data Interface). This methodology offers us the ability to send and receive ordering, invoicing, and claiming in a data-protected electronic format. The protocol is exciting because it also offers the opportunity to pay and post invoices electronically, with data

going from library to vendor to publisher with little human intervention. We purchased conversion software and investigated several Value Added Networks, which will serve as the vehicle for data transmission. It is hoped that we will put this technology to use in the new fiscal year.

Cataloging

Cataloging continued for title changes and the few new titles that we purchased. Bob Farnsworth continued to keep all NOTIS files up to date, and to perform all copy cataloging. We spent the year clearing up problems involved in analytics, and simplified some procedures. Brief records were created for local UNF publications, and holdings records created. Bob also kept up with item records creation, handling 2,006 new volumes this year.

We also began creating bibliographic records for all new theses and dissertations submitted by UNF students. The brief "bib record" is input by serials to permit us to create a binding record, eliminating the need to use a hand written bindery form. Linda Smith, Head of Cataloging, continued to catalog all CD-ROM materials, including all serials. This enabled us to have a full bibliographic record for holdings and receipt information.

In the absence of adequate staffing, plans to start barcoding the periodicals backfiles had to be abandoned, as well as efforts to clean up the Serials and Request Files.

Preservation

While the department was without the bindery paraprofessional employee (as the position has been frozen for two years), we were able to hire a second student. Lien Phan proved to be reliable and skilled, and helped in binding and book repair, augmenting the work of student James Bennett. Martha Solomon absorbed journal binding, while Tracey Britton prepared all the monographs for binding. We accepted our first dissertations from the College of Education doctorate program, and worked closely with the doctoral candidates.

Thanks to the student assistants and help from Sally West (Acquisitions), routine repairs continued at last year's production pace. We were not able to continue some in-house repairs that were initiated by our previous Senior Library Technical Assistant. Most items that required recasing, boxing, signature sewing, or extensive repairs were sent to the bindery rather than be repaired by UNF staff. Lien kept up with all requests for missing or damaged pages, and copied and tipped in all replacement pages. The Department mended 1,258 volumes during the year, including 256 hinge repairs, 354 spine repairs, and 114 tip-ins. We ordered 1,374 pages to replace those torn or mutilated by patrons.

The department hosted and organized two SOLINET workshops on preservation. The SOLINET staff praised the organization of the two-day Book Repair Workshop, and said it was the best organized of the many book repair workshops they have presented. The SOLINET staff also chose to take the participants on a tour of the UNF repair area, another first for the workshop. The participants had many positive comments. One month later, the UNF staff also assisted with a one-day Bindery Workshop. The department head attended workshops on hurricane preparedness and pest control, and assisted NEFLIN in writing a $10,000 grant for environmental monitoring equipment and disaster response equipment. The proposal was funded by the State Library.

CONCLUSIONS

The Department continued to keep the workflow moving during a year of staff shortages and lower OPS funding. Job duties were shifted, and the staff worked very hard to keep all critical functions operating. Special funding and backfile allocations enabled us to do a small amount of new orders, but the year was mainly one of keeping the *status quo*.
It is hoped that additional funding in the new fiscal year will enable us to fill our binding position, to place new subscriptions, and to work on the long delayed barcoding project.

Vicki T. Stanton
Head, Serials Department

SERIALS ORDERS PLACED AND RECEIVED

	HELD 6/30/93	NET CHANGE 1993-1994	HELD 6/30/94
SUBSCRIPTIONS			
NEWSPAPERS	20	0	20
PERIODICALS	2,214	162	2,376
BUSINESS & LEGAL SERVICES	92	(20)	72
MICROFILM	129	(8)	121
FREE/GIFT	149	0	149
SUBTOTAL	2,604	134	2,738
STANDING ORDERS	415	(69)	346
GRAND TOTAL SERIALS ACQUISITIONS	3,019	65	3,084

CHECK-IN WORKLOAD: NUMBER OF ITEMS

	1992/93	CHANGE	1993/94
Periodicals and Serials			
Current issues	21,386	(113)	21,273
Back issues	155	(49)	106
Backfile vols (incl micro)	0	37	37
Microfilm reels	274	42	316
Microfiches	31,074	155	31,229
Gifts received	1,130	(187)	943
Gifts retained	473	(90)	383
Standing Orders	2,043	(37)	2,006
Claims	2,783	(424)	2,359
TOTAL	59,318	(666)	58,652

BINDERY STATISTICS

	1992/93	CHANGE	1993/94
BOOKS	*1,147	(196)	#951
PERIODICALS	2,630	(208)	2,422
THESES	131	37	168
TOTAL	3,908	(367)	3,541

* (Incl. 944 rebinds)   # (Incl. 309 rebinds)

PRESERVATION STATISTICS BY TYPE OF REPAIR

NUMBER OF ITEMS

	1992/93	CHANGE	1993/94
Cover Repaired	52	(43)	9
Hinge Repaired	216	40	256
Pages Tipped In	386	(272)	114
Pamphlet Binding	435	(195)	240
Pocket Made	9	(5)	4
Replace End Papers	186	(35)	151
Recase	50	(40)	10
Rebind	14	(14)	0
Spine Repaired	200	154	354
Torn Pages Mended	105	(67)	38
Trimmed Pages	7	(1)	6
Other Types of Repairs	87	(11)	76
TOTAL	1,747	(489)	1,258

OTHER PRESERVATION WORK*

TITLE COUNT	CLASS	NO. OF PAGES
5	A	19
7	B	118
4	D	36
11	G	52
32	H	298
3	J	189
3	K	12
9	L	193
1	M	2
4	N	12
13	P	165
6	Q	95
5	R	109
6	T	61
2	Y	9
2	LEISURE	4
TOTAL 113		1,374

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

CATALOGING DEPARTMENT

During 1993/94, Cataloging's LAN environment stabilized. Each person now has a fully functioning workstation with access to multiple sessions, including NOTIS and OCLC. A few small ergonomic touches such as wrist rests, foot rests, and keyboard trays provide some additional comfort. In September, the Department hosted two SOLINET workshops on OCLC Searching techniques and the Interlibrary loan system. Several staff members participated in the workshops free of charge in recognition of UNF's role as host site.

MATERIALS CATALOGING

The workflow consisted of a reduced number of approval and firm orders combined with a continuous flow of documents (print, microform and computer files) and media and music materials of all types. The department fully cataloged a total of 13,568 titles of which 6,816 had Library of Congress (LC) copy; 810 were modified LC copy; and 951 were original (new or member level) copy. In addition, 4,360 titles received update or quick review cataloging and 631 titles were recataloged. These figures include all print and media for all library collections.

The Fastcat collection was reviewed, including those titles in Reference and all titles with Library of Congress (LC) copy were cataloged immediately. Angela Randtke, with Martha Solomon's assistance, will be working systematically on the original cataloging of 1988/89 titles (a very large budget year) for some time. Processing of withdrawals and lost titles and added copies continued. We received a large group of replacement copies for lost titles, all of the above categories processed by Shelley Anderson. Shelley and Doris Barie work on documents cataloging, partially covering the duties of the vacant position. Shelley also assists Verna Urbanski, Head Media Cataloger, in cataloging videos. Verna is responsible for keeping the entire complex copy cataloging workflow going. She also completed a group of video disks and a steady flow of books accompanied by computer media (and vice versa)!

Margaret Kaus, Music Cataloger, working with Rosa Rodriguez, began a major project to assign LC classification numbers to several subcollections of LP recordings, such as "Browsing," which are currently arranged by accession numbers. The Media Department staff identified the integration of these subcollections as a first priority because of the major improvement it would be to retrieval and browsing. This is a multi-year project and in order to save time, the classification process will not include a full review

of the descriptive cataloging or access points. Other music cataloging activities such as full cataloging of audiocassettes already in the collection will be deferred. At the same time, Margaret is making an effort to do full cataloging of a small but steady number of music videos.

Several other special projects were completed or begun during the year. After an investigation of possibilities, an expanded classification scheme was developed and implemented for Jacksonville history material. Rosa Rodriguez completed the reclassification of material already in the collection. The Acquisitions Department returned to Cataloging slips for many older, lost titles which they had reviewed and would not be replacing. Martha Solomon, Tracey Britton, and Anita Pitkin began a project to mark these on NOTIS and in the shelflist. A smaller project involved the design and establishment of a database of the local history postcard collection. Angela Randtke and Linda Smith designed the database and Anita did the inputting of postcard information. Also in the Special Collections area, discussions began on formulating bibliographic records for the several archive collections such as the Eartha White papers. Finally, several cataloging documents were developed (e.g., boxed items) or rewritten (e.g., location changes).

AUTHORITY WORK

Both current and retrospective cataloging generate a lot of authority work. 12,249 authority records were added to LUIS, of which 1,640 were keyed in as local, original records.

In current authority work, the speed of change, particularly in subject headings, seems to quicken daily. The Library of Congress is working through a process of subject heading simplification in order to implement a basic, consistent, subject heading order of: Topic--place--chronological period--form. This is certainly improving subject retrieval but is causing tremendous changes, both to specific heading patterns, such as Indians of North America, and in rearrangement of topic/place name juxtaposition. Angela Randtke, assisted by Tracey Britton, has worked out both automated and manual procedures to try to keep up with these changes. In 1993/94, local automated routines changed approximately 12,000 subject entries. This is in addition to a very large number of manual changes which could not be automated.

Verna Urbanski, assisted by Shelley Anderson and Rosa Rodriguez, stabilized the name authority workflow and is using a modified names list which combines in one alphabet, name and subject usage of the same heading. This should produce more efficient work patterns. The special music project of LPs is also generating a lot of authority work in the name area. In series, the filling of the vacant LTA position (see below) allowed Rosa Rodriguez to resume current series authority review duties and to expand her responsibilities in this area.

A particularly exciting new activity began when the Department submitted its first new subject heading proposal to the Library of Congress. The entire proposal process took place electronically and it is hoped that the catalogers, primarily Angela Randtke, original cataloger, can continue to contribute new heading and authority record modifications that will improve the LC subject heading system. Similarly, Verna Urbanski established regular electronic communication with LC's Office of Cataloging Policy and Support, to ask and receive responses on name authority questions.

In retrospective work, Angela Randtke, working with John Hein, Head of Technical Services, produced a group of computer files which contained headings with no authority records, grouped by tag (600=personal names, 610=corporate names, etc.). These files have the advantage of taking a "snapshot" of the headings in the database, cumulating in one alphabet the retrospective work spread over many older printed lists. Work on these files has begun in several ways, e.g., Doris Barie is doing personal names and Tracey Britton is working on unused authorities (records coded as not matching any bibliographic heading in the database). Verna Urbanski and Rosa Rodriguez completed the online integration of the author's literary number file information into the authority file. Linda Smith, ably assisted by Anita Pitkin, made great strides in the retrospective series authority review, completing over half the entries to be done.

PERSONNEL

Although the department still lacks one full-time staff member, we were able to fill a second vacant LTA position within four months. Anita Pitkin started in November and has been very successful in integrating herself into the departmental workflow and community. Anita is filling one of the two remaining LTA level positions in the Library. Recognizing the increasingly complex nature of the work of the positions and the need for flexibility in the workflow, Angela Randtke began the process of reclassification of the two positions. Delays due to university restructuring of the budget process have slowed the request but it is hoped that the budgeting and new job description reviews can go forward after the first of the fiscal year.

In terms of work schedule, Verna Urbanski requested and received permission to split her work day half-time at home and half-time in the Library in order to care for a seriously ill family member. Through the use of communications software, John Hein was able to arrange for her to have access to her office work station in her home, enabling her to perform many cataloging tasks there.

Briefly, the coming year's budget is a substantial one. We hope to replace the missing Department staff member soon and plunge into a very full year of work ahead.

Linda L. Smith
Head, Cataloging Department

UNIVERSITY OF NORTH FLORIDA LIBRARY
Cataloging Activity by Classification, 1993/94

Excluding Periodicals, Indexes, Audiovisual Materials, and Microforms

CLASS		TITLES	% TOTAL	VOLUMES	% TOTAL
A-AZ	General Works	13	0.159	84	0.840
B-BD,BH-BJ	Philosophy	190	2.324	201	2.010
BF	Psychology	233	2.849	265	2.651
BL,BN-BQ	Religion	67	0.819	77	0.770
BM	Religion - Judaism	5	0.061	5	0.050
BR-BX	Religion - Christianity	73	0.893	82	0.820
C-CT,D,DX	History - General	143	1.749	171	1.710
DA	History - Great Britain	54	0.660	56	0.560
DB-DJ,DL-DQ	History - Other West European	65	0.795	70	0.700
DJK,DK,DR	History - U.S.S.R. & East European	66	0.807	68	0.680
DS	History - Asia	115	1.406	118	1.180
DT	History - Africa	31	0.379	31	0.310
DU	History - Australia, Oceania	5	0.061	5	0.050
E	History - United States	295	3.608	321	3.211
F	History - The Americas	199	2.434	247	2.470
G-GT	Geography, Anthropology	95	1.162	108	1.080
GV	Sports, Recreation	68	0.832	72	0.720
H	Social Sciences - General	10	0.122	11	0.110
HA	Statistics (Soc. Sci. Data & Methods)	6	0.073	11	0.110
HB-HD	Economics	500	6.115	602	6.021
HE	Transportation, Communications	42	0.514	48	0.480
HF-HJ	Commerce & Finance	332	4.060	574	5.741
HM-HT	Sociology	380	4.647	403	4.031
HV	Public Welfare, Criminology	189	2.311	205	2.050
HX	Socialism, Communism	20	0.245	21	0.210
J-JX	Political Science	208	2.544	241	2.410
K	Law - General	4	0.049	4	0.040
KB-KE,KG-KZ	Law - Foreign (inclu. Ancient)	2	0.024	2	0.020
KF	Law - United States	167	2.042	395	3.951
L-LB	Education	291	3.559	368	3.681
LC-LT	Education - Special	113	1.382	124	1.240
M	Music - Scores	53	0.648	71	0.710
ML	Music - History & Criticism	242	2.960	283	2.831
MT	Music Instruction & Study	18	0.220	19	0.190
N,NX	Visual Arts, General Art	128	1.565	134	1.340
NA	Architecture	22	0.269	23	0.230
NB-NE	Art Media	93	1.137	97	0.970
NK	Art - Decorative & Applied	9	0.110	9	0.090
P	Philology & Linguistics	36	0.440	39	0.390
PA	Classical Language & Literature	11	0.135	17	0.170
PB-PD,PF	Modern European Languages	10	0.122	10	0.100
PE	English Language	35	0.428	38	0.380
PG-PM	African/Oriental/Slavic Lang. & Lit.	47	0.575	47	0.470
PN,PZ	Literature - General	238	2.911	345	3.451
PQ	Literature - Romance Languages	66	0.807	67	0.670
PR	Literature - English	316	3.864	332	3.321
PS	Literature - American	651	7.961	691	6.911
PT	Literature - Germanic Languages	13	0.159	13	0.130
Q	Science - General	37	0.452	43	0.430
QA1-74,77+ (1)	Mathematics	114	1.394	117	1.170
QA75-76	Computer Science	344	4.207	386	3.861
QA273-299	Statistics (Math. Theory and Methods)	15	0.183	18	0.180
QB	Astronomy	16	0.196	18	0.180
QC	Physics	36	0.440	36	0.360
QD	Chemistry	15	0.183	19	0.190
QE	Geology	8	0.098	8	0.080
QH	Natural History, Ecology	58	0.709	65	0.650
QK	Botany	4	0.049	4	0.040
QL	Zoology	46	0.563	48	0.480
QM-QP	Physiology & Human Anatomy	35	0.428	40	0.400
QR	Microbiology	5	0.061	6	0.060
R	Medicine - General	41	0.501	44	0.440
RA	Public Health	104	1.272	114	1.140
RB	Pathology	9	0.110	10	0.100
RC	Internal Medicine	259	3.167	270	2.701
RD-RS,RZ	Surgery and Medical Specializations	146	1.785	151	1.510
RT	Nursing	83	1.015	88	0.880
S-SK	Agriculture, Forestry, Animal Culture	16	0.196	16	0.160
T-TZ	Technology & Engineering	430	5.259	492	4.921
U-V	Military & Naval Science	62	0.758	61	0.610
X	UNF Masters Theses	22	0.269	43	0.430
YA-YO,YQ-YZ	Curriculum Text Materials	70	0.856	186	1.860
YP	Children's Literature	151	1.847	329	3.291
Z (2)	Bibliography & Library Science	82	1.003	161	1.610
TOTAL CATALOGED		**8177**	**100**	**9998**	**100**

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

PUBLIC SERVICES DIVISION

As documented in the reports from the various Public Service Division departments, staff resources are still stretched. While statistics show only a modest increase in desk services, the gate count shows a dramatic 8% (51,191) increase in the number of library users from the previous year. Service desks appeared to be busier than previous years, and the statistics reflect that there was a considerable increase in instructional services, requiring more time for each transaction. This one-on-one instruction could be made more efficient if the University could channel these efforts to group tours and classes.

Both the Circulation and Documents Departments have been handicapped by considerable staffing problems caused by position vacancies. While operations suffered, services never collapsed.

Public copier services remained a problem. Current equipment and service for photocopiers continued to deteriorate. The Library had to compete for capital outlay (OCO) funding to maintain microformat reader/printers and provide a crude coin-vend service. The Library had no vended printing services for its LUIS terminals and public CD-ROM workstations. I took these issues to the University's Auxiliary Services Department. Because the University was considering outsourcing campus vending services, I was able to integrate the Library's need into Auxiliary Services plans. The results of this effort will be known next year.

The Florida Center for Library Automation has increased the number of databases and services. LUIS software enhancements continue to make searching more powerful. Since LUIS searching now identifies more resources, interlibrary loan requests have increased dramatically. Document delivery experiments have proved successful in providing journal articles on a timely basis — but at much higher cost. This should balance over time.

Gopher services on the Internet have proved popular, but a newer resource, the World Wide Web, is gaining greater popularity with libraries because of its ability to deliver text, graphics, and even sound information. Unfortunately, most of our access technologies (terminals and workstations) support only text, so this library will have to wait until we have Internet connectivity through public workstations to use this resource effectively.

Working to establish a network infrastructure to complement the University's networking efforts, I submitted a ($49,860) grant proposal, "Networked CD-ROM Library Services Accessible from Multi-Platform Workstations and Terminals." With the

information still fresh, I also submitted to the UNF Administration a proposal requesting $119,731.82 for a CD-ROM network and server. Because the University was in the process of enhancing and upgrading the campus (backbone) network and wished to provide services via the new network, the proposal was approved if I could reduce the budget to $60,000 and have it installed by the start of the 1994 fall term. An order was placed May 16 and the project was initiated. If the Library's network is installed as planned and the University connects us to the Internet, some of our vision may be realized as early as next year.

Early efforts have been made to convert Course Reserve listings to the LUIS environment so that students will learn LUIS skills when searching for reserve readings. These efforts have also included a tightening of the copyright restrictions on Course Reserve items which may not meet fair use guidelines.

STATISTICS

Service statistics continued to increase this year in the face of increased enrollment and the continued introduction of new technology-based services. These increases are reflected mainly in desk service transactions.

Door/Gate count	up 8.38%
Desk Service transactions	up 1.86%
Stacks services (shelving)	down 4.55%

The decline of stack services can be attributed to the fact that more non-book resources are being used, and/or book budgets are not sufficient to provide what is needed, and/or the faculty may not be assigning as many research oriented projects as in the past.

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:

— The copy vending operations of the library need to be unified; appropriate machines need to be installed; responsive, effective management needs to supervise the operation.

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

— Staffing needs to be increased and skills upgraded.

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— 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 tap 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 | | |
	1992/1993	1993/1994	%CHANGE
CIRCULATION/RESERVES			
Desk Services			
Charges/Renewals - Circ	102,530	101,019	-1.47%
Charges/Renewals - Rsv	23,936	22,640	-5.41%
Patron Applications	4,037	4,401	9.02%
Copiers - questions	609	534	-12.32%
Copiers - equipment	679	421	-38.00%
Copiers - change requests	676	555	-17.90%
ILL - borrowing	3,526	3,425	-2.86%
ILL - lending	7,371	7,845	6.43%
AR - Manual Posting	1,373	1,515	10.34%
Reserve Requests	1,965	4,187	113.08%
TOTAL:	146,702	146,542	-0.11%
Stack Services			
Automated - Circ checkins	101,638	98,373	-3.21%
Automated - In Lib Use	101,660	94,353	-7.19%
Automated - Rsv checkins	24,023	22,734	-5.37%
Automated - Rsv In Lib	891	1,424	59.82%
TOTAL:	228,212	216,884	-4.96%
DOCUMENTS			
Desk Services			
Charges/Renewals-automated	2,862	2,650	-7.41%
Charges/Renewals-manual	162	30	-81.48%
Direction	600	624	4.00%
Information	5,657	4,237	-25.10%
Instruction	232	298	28.45%
Reference	1,787	1,892	5.88%
CD-Rom Services	589	324	-44.99%
Map Inquiry	205	163	-20.49%
Microform pull requests	255	304	19.22%
TOTAL:	12,349	10,522	-14.79%
Stack Services			
Automated - checkins	806	944	17.12%
Automated - In lib use	12,780	14,562	13.94%
In-house pickups-US	1,357	1,548	14.08%
In-house pickups-FL	437	280	-35.93%
Maps	404	369	-8.66%
Microformat	1,360	618	-54.56%
TOTAL:	17,144	18,321	6.87%

MEDIA RESOURCES	FISCAL YEAR 1992/1993	1993/1994	%CHANGE	
Desk Services				
Charges/Renewals	17,365	17,566	1.16%	
Manual circulation	6,229	7,676	23.23%	
Information	10,405	9,900	-4.85%	
Equipment support	18,784	19,377	3.16%	
Instruction	5,607	5,095	-9.13%	
TOTAL:	58,390	59,614		2.10%
Stack Services				
Automated - checkins	16,297	17,271	5.98%	
Automated - In lib use	29,501	30,527	3.48%	
Manual returns/pickups	6,193	6,936	12.00%	
TOTAL:	51,991	54,734		5.28%

PERIODICALS

	1992/1993	1993/1994	%CHANGE	
Desk Services				
Charges/Renewals	53	82	54.72%	
Direction	2,862	2,526	-11.74%	
Information	12,729	12,114	-4.83%	
Instruction	9,019	10,653	18.12%	
Microform pull requests	11,530	11,347	-1.59%	
Binder service	5,374	7,280	35.47%	
TOTAL:	41,567	44,002		5.86%
Stack Services				
Automated	598	371	-37.96%	
Shelving	131,444	128,928	-1.91%	
Microforms	65,454	59,781	-8.67%	
TOTAL:	197,496	189,080		-4.26%

REFERENCE

	1992/1993	1993/1994	%CHANGE	
Desk Services				
Charges/Renewals	84	156	85.71%	
Direction	2,358	2,850	20.87%	
Information	11,184	12,288	9.87%	
Instruction	9,646	10,713	11.06%	
Reference	9,117	10,634	16.64%	
Tours/Workshops	142	111	-21.83%	
Computer Searches	95	45	-52.63%	
Equipment support	2,333	1,905	-18.35%	
TOTAL:	34,959	38,702		10.71%
Stack Services				
Automated	816	754	-7.60%	
Shelving	40,754	34,484	-15.38%	
Microforms	5,963	2,204	-63.04%	
TOTAL:	47,533	37,442		-21.23%

SPECIAL COLLECTIONS	FISCAL YEAR 1992/1993	1993/1994	%CHANGE	
Desk Services				
Direction	6	1	-83.33%	
Information	61	45	-26.23%	
Instruction	8	8	0.00%	
Reference	106	191	80.19%	
TOTAL:	181	245		35.36%
Stack Services				
Shelving	1,911	3,085	61.43%	

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	1992/1993	1993/1994	%CHANGE
DOOR/GATE COUNT	610,870	662,061	8.38%
Desk Services, Library Wide	294,148	299,627	1.86%
Stack Services, Library Wide	544,287	519,546	-4.55%
Mutilated books reported/Value	50	2,562	
Mutilated serials reported/Value	25	319	

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

	1992/1993	1993/1994	%CHANGE
DESK SERVICES	294,148	299,627	
+ RSV checkins	24,023	22,734	
+ RSV pickups	891	1,424	
+ MEDIA Stack Svc	51,991	54,734	
+ Special Coll Stack Svc	1,911	3,085	
TOTAL	372,964	381,604	2.32%
STACK SVC, adjusted	465,471	437,569	-5.99%

LIBRARY SYSTEMS

Having fully developed an implementation plan to network the Library's CD-ROMS, we are excited that the University has funded a portion of the project. This networking will give us the basis to provide library services using resources in the library, on campus, and on the Internet. Our inability to connect directly with the Internet is now a major deterrent to our use of the vast resources available through the Internet. Connection of the Library to the campus ethernet backbone would dramatically enhance and enrich library services.

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

The Florida Center for Library Automation (FCLA) has submitted to the Florida Legislature a five-year plan to migrate from terminals to workstations so that both text and graphic resources can be provided (served) by LUIS (or its successor) to library users. This influx of new replacement hardware will be welcome when the plan is implemented.

The UNF Computing Services Lab, which is a service unit on the UNF Library's NOTIS circulation system, accounted for 14% of the NOTIS transactions. These transactions are not included in the library's statistics.

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.

— The need for computer paper has dramatically increased. This need for workstation printers and printing should be met by a vending service.

— 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

This year's NOTIS statistics reveal that the Circulation Department experienced a slight drop in total number of charge transactions compared to last year. However, applications for borrowing privileges were up by 9% and the gate count rose by a similar figure. The biggest surprise is the drop in Course Reserve charge transactions by 5%. The large increase in the number of items placed on reserve and the heavy use of these materials appeared to indicate a definite increase.

The UNF Photo ID, fully initiated last year, is in regular use and has been accepted by most students as the official library card. The few resistors are primarily long time students, or those taking few credits, who complain that they are being asked to pay for a service (library privileges) that they previously received without additional charge. Unaware of the source and background to this administrative change, they criticize the Library for this. We direct them to Student Affairs to voice their opposition to the ID card. Otherwise, the primary problems encountered last year in coordinating with the ID Card office have been resolved.

Photocopy services in the Library continue to present a public relations problem. Although the overall complaints and questions about the service decreased over the year, there are still major problems to be resolved. Lack of evening and weekend service in particular remain a source of frustration and resentment for students and Library staff.

High School Programs

We continue to support the International Baccalaureate Program of Stanton College Preparatory High School and National Merit Scholar students as rosters are updated and received from the sponsoring institutions.

Unless the current or future Superintendent of Schools decides to revive it, next year will prove to be the last for our involvement in the 100 Scholars program. The students presently on our rosters to receive borrowing privileges are seniors and will be graduating in 1995.

STAFFING

Staffing in Circulation Services underwent changes this year with the loss of two Senior LTA's and the addition of two new ones. Long time Interlibrary Loan manager Peggy Pruett retired in early October. Sandra Nojiri-Howarth, the evening/weekend supervisor decided to resign shortly after returning from maternity leave in December. Joan Foley, a former teacher and librarian, was hired for the interlibrary loan (Borrowing) position in January. Her experience as a trained librarian will prove useful in searching the databases now available on LUIS to verify ILL requests.

Sheril Chaffee, a former student assistant in the department, filled the vacancy in the weekend/evening supervisor position. While the experience of Pruett and Nojiri-Howarth have been missed, both Foley and Chaffee have adjusted well to the demands of their positions and brought a new energy to the department.

ACCOUNTS RECEIVABLE

The number of manual transactions in A/R processing increased by 10% over last year. This is primarily due to the problems that developed in the system adjusting to a new default price for book replacements. For some reason, our interface program would not always credit an account for the full default price, but would resort to the old default of $35.77.

The problem has been corrected, however, we expect it to recur in the next fiscal year, unless the bugs have been permanently worked out. Late this year, the SUS Library Directors accepted a proposal from the SUS Circulation Librarians Committee to raise the default book replacement price each year. The current average academic book cost as reported in the *Bowker Annual* would be used as the common source for the new rate.

COURSE RESERVES

The number of items placed on course reserve this year increased by over 100% while the number of reserve charges decreased somewhat. This is a surprising statistic for the circulation staff, because our perception was that there were more course reserve transactions than ever. We experienced heavy traffic in reserves throughout the year.

A more strict course reserve photocopy policy was initiated during this fiscal year. Faculty are required to provide either a royalty paid copy, or evidence of permission from the copyright owner before a photocopy may be placed on reserve. Also, items cannot be placed on reserve consecutive semesters if the above mentioned requirements are not met. The Library has registered with the Copyright Clearance Center and our ability to purchase royalty paid copies from commercial vendors will assist us in providing legal copies for reserve as well as interlibrary loan.

At this time next year we hope to have a new automated course reserve program that will allow access to reserve lists from any LUIS terminal. The Library Systems Office has been working with FCLA and campus Computing Services on this program over the past year and we are now close to implementation.

STACK MAINTENANCE

The primary area of concern in stack maintenance is the same as that expressed last year — dwindling shelf space and limited areas available for expansion without decreasing seating areas for students. No new shelving was added this fiscal year as we had hoped, therefore, the collection is being forced up — to the top shelf which makes physical access difficult for some students. In order to assist students in accessing materials from the top shelf a number of step stools were purchased during the year, but more are needed.

INTERLIBRARY LOANS

The Library purchased an interlibrary loan data management system called SAVEIT to assist in maintaining interlibrary loan statistics and files. SAVEIT has the capacity to create local databases of all ILL transactions. Those databases are then used for searching individual or groups of requests; maintaining borrowing and lending statistics; and generating bills and invoices. SAVEIT works in conjunction with the OCLC Microenhancer to convert files from the OCLC ILL Subsystem to the SAVEIT databases and vice versa.

The ILL staff has been training with the system since April and will incorporate SAVEIT into the regular ILL workflow beginning with the 1994/95 fiscal year. We will continue to maintain manual statistics, however, until we are assured that the SAVEIT system will satisfy all our needs with minimal disruption of necessary office routines.

The Interlibrary Loan Unit participated in a document delivery study conducted by the SUS Library Directors in conjunction with FCLA. All SUS Libraries were given a portion of State book purchase funds to provide access to needed articles from journals not owned by the home institutions. A study to evaluate the performance of commercial document delivery suppliers was initiated to provide each SUS Library with the information needed to make good decisions on how to provide the best document delivery service to their clientele.

The UNF library used the $6,000 in document delivery funds to purchase articles from the UNCOVER Company and University Microfilms International (UMI) Article Delivery Clearinghouse. UNCOVER provided 24 hour turn around and filled all requests via telefax. Some articles can be provided within one hour! The average cost of the UNCOVER service was $11.00 per article. UMI offered a five day turn around mail delivery, as well as ARTIFAX, a 24 hour fax service, with a $10.00 surcharge. Since mail delivery was most often used when ordering UMI articles, and utilizing our SOLINET members'

discount, the average UMI article cost approximately $8.00. During the year, we provided over 200 articles through commercial document delivery services.

We were fortunate to receive the document delivery funds when we did because ILL was going through a staffing problem which caused us to lose ground in the race to keep up with borrowing requests. The veteran ILL Borrowing manager, Peggy Pruett, retired at the beginning of October, one of the busiest periods in resource sharing activity. The vacancy in ILL was not filled until December. The document delivery funds allowed us to eliminate the backlog and maintain currency with the new requests, even as the personnel search was in progress.

As usual, our manual count of interlibrary loan borrowing and lending statistics varies from the OCLC count. As previously explained this variance has to do with the process used by OCLC which automatically produces what is basically a preliminary count each month. In addition, requests sent/received by other methods (mail, fax etc.) are included in the final count. Next fiscal year we will be able to provide accurate statistics more easily using SAVEIT software.

Geraldine Collins
Head, Circulation Services

ILL STATISTICS SUMMARY
1993/1994

UNF as BORROWER:

All Transactions:

	Filled	Unfilled	Total
Books	1380	103	1483
Copies	1822	321	2143
Totals	**3202**	**424**	**3626**

Florida Transactions:

SUS	1123
FLIN	1652
Other FL	0
TOTAL FL	**2775**

OUT-OF-STATE	**851**

UNF as LENDER:

All Transactions:

	Filled	Unfilled	Total
Books	3542	1859	5401
Copies	1827	1271	3098
Totals	**5369**	**3130**	**8499**

Florida Transactions:

SUS	2531
FLIN	4090
Other FL	390
Total FL	**7011**

OUT-OF-STATE	**1440**

REFERENCE DEPARTMENT

With a review of the introductory paragraph of last year's annual report came the realization that 1993/94 was very much a continuation of 1992/93, with similar challenges and increases in demand for service. New and changing electronic resources created additional requirements and opportunities for staff training, public relations, and library user instruction as more and more avenues of access to information became available to library users.

REFERENCE DESK SERVICES

Second floor reference desk services, when compared with the previous year, showed an increase for all months except October and January. The greatest increases were recorded in June (22%), February (25%), and March (20%). The total number of requests for the year, including tours and computer searches, increased by 9.3%.

The arrangement of the Reference Services area was modified during August. To increase users' perception of the visibility and approachability of staff members working in the Reference desk area, low (42") shelving was installed on two sides of the Reference desks. Slanted shelving for displaying Library guides was erected on the wall outside of Circulation and in front of the main Reference desk.

Under Barbara Tuck's direction, the Department's collection of library guides continued to be developed and displayed to provide user assistance in searching LUIS databases, CD-ROMs, and specific areas of the Reference Collection. Subject guides include information on grants, scholarships, business, and periodicals. The guides are very popular and have been well used.

During National Library Week, April 17 through May 1, a Customer Satisfaction Survey was conducted campuswide. Copies of the survey were distributed to faculty and staff via campus mail, delivered to students in apartments and dormitories, and placed at Library service desks and in Auxiliary Services areas. The low response rate of 11.8% can be attributed to the fact that the survey was administered two weeks before the final exam period of Spring Semester when faculty and students were very busy. Survey results indicate that the majority of respondents (82%) are either extremely or very pleased with library services. The complete survey results may be reviewed in the Reference Office.

The collection of test guides for standardized tests — GRE, LSAT, CLAST, LSAT, GMAT, etc. — was relocated to Circulation and placed on seven-day reserve. One non-circulating copy of the most popular guides was retained in Reference Reserve. The move eliminated the problem of circulation control and lost items.

PERIODICALS DESK SERVICES
(A major portion of this section of the report was contributed by Eileen Brady.)

The Periodicals Section continued to operate smoothly under the direction of Reference Librarian Eileen Brady and Senior Library Technical Assistant Signe Evans. As the Periodicals service statistics reflect, the year was marked by a substantial increase (18%) in instructional support as patrons received assistance in interfacing the new LUIS data-bases. Fortunately, the section experienced a relatively small turnover of student assistants which enabled a well-trained staff to answer the more sophisticated LUIS questions.

Requests for reserve items and removal of issues from temporary binders increased 35%. Statistical figures for all Periodicals desk services were up over last year for eight months of the year but were slightly down from October through January. The greatest increases occurred in July (24%) and April (34%). Annual summary figures showed a total increase for the year of 5.8%.

Major projects included the completion, under Ms. Evans' supervision, of an ERIC microfiche collection shift comprising approximately 80% of our total microfiche (in excess of 1 million pieces). A welcome addition to our microform reading room were two new Minolta 605Z reader/printers. They are easy to use, make dry copies on plain paper, and feature vendacard capabilities with universal microfilm-microfiche carriers. Patron response to these new printers has been overwhelmingly positive, with use statistics of 40% of the total number of microform copies documenting patron satisfaction. We hope to add more of these state of the art microform printers in the 1994/95 fiscal year.

SPECIAL COLLECTIONS
(This portion of the report was contributed by Eileen Brady.)

The Special Collections Section, under the direction of Eileen Brady, experienced a busy year as use statistics show: the number of patrons increased 34% and shelving 64%. Primary user groups continued to be local community members researching Jacksonville history and UNF students working on class assignments. The Eartha M. M. White Collection in particular received considerable interest as a number of researchers from a cross-section of U.S. museums, colleges, and newspapers phoned or visited seeking information on African-American history.

A highlight of the year was the section's participation in a major museum exhibit, *Treasures of Florida Libraries*, at the Historical Museum of Southern Florida. The exhibit featured rare and representative materials from libraries throughout the State and was held

in conjunction with the annual conference of the American Library Association in Miami. The two items lent by the Thomas G. Carpenter Library included a unique photograph, circa 1892, of the Oriental American Opera Company, the first black opera company in America. Our second selection, Harriet Beecher Stowe's *Palmetto-Leaves* (describing her life in Mandarin where she maintained a home), was accompanied by two postcards of the Mandarin home. Both selections were well received and provided excellent exposure and publicity for our collections.

A long-held goal was realized with the organization of the Joe Carlucci Collection, now available for scholarly research. The collection contains correspondence, administrative and subject files and printed materials relating to the political activities of Mr. Carlucci. The bulk of the items concentrate on the years of Mr. Carlucci's tenure on the Jacksonville City Council, 1968-78. Newspaper clippings and other published material form the core of the collection.

Several interesting donations to the University Archives unit deserve special mention: early UNF staff photographs and architectural plans and drawings for campus buildings. Special Collections also continues to expand with the addition of UNF master's theses and local history resources. At this junction in our history, we particularly encourage the donation of materials relating to the history of the University and the Northeast Florida region.

LIBRARY USER INSTRUCTION

Although it seemed that there was increased activity in the area of formal tours, statistics show that the number of tours and instruction sessions decreased by 22%, with 143 in 1992/93 and 111 presented in 1993/94. During the year, Mary Davis, Library User Instruction Coordinator, began to schedule English Composition classes in the IBM Computer Lab to provide students with hands-on experience in searching LUIS databases and later expanded the lab instruction to other classes. Instruction in the lab was very effective, but toward the end of the year, reservations became increasingly difficult to secure. During the summer, priorities for lab use were set by a Space Committee according to demand and type of class. Policies adopted placed library classroom use low on the waiting list. The lab is used now for library instruction only when the professor or instructor is successful in reserving the lab.

STACKS MAINTENANCE

Shelving statistics showed a decrease in all categories recorded. The number of items shelved in the Periodicals stacks was down 2% while microform shelving was down 9%. Shelving in the Reference stacks was down 14%. Microform shelving in Reference showed a decrease of 63%. There is no clear explanation for the dramatic decrease in shelving statistics for Reference microfiche. Because new microform items are added in with the total number of reshelved items, it can be speculated that the large shipment of

company annual reports that the Library receives each year did not arrive in time to be reflected in this report.

Two major projects in the Reference stacks were accomplished during the Summer Semester break of August 1993. A shift of the Reference Collection was completed with the participation of all staff members. Shelving was installed along the wall in the elevator alcove and outside the Reference office addition and the collection shifted toward the Reference Office to alleviate crowding in the heavily used tax resources area. Several ranges were erected along the west wall of the Collection and volumes of the discontinued *Prentice-Hall Federal Taxes 2d* were relocated to the shelves to allow even more room in the tax reference section. Jim Alderman and Paul Mosley provided much of the physical labor and creativity in designing the shelving arrangement.

The Map/Atlas Collection was weeded with the assistance of Bruce Latimer, Head of the Documents Department, who evaluated the atlases published by federal or state agencies for their usefulness in the Documents Collection. Atlases which were outdated and determined to have no historic value or were no longer useful in the Reference Collection were either withdrawn or transferred to the General Collection.

ELECTRONIC RESOURCES

• CD-ROMs

Jim Alderman installed 386 upgrades in the workstations for *Cumulative Index to Nursing and Allied Health (CINAHL)* and *PsycLit*, completing the upgrading for the CD-ROM workstations. Robert Jones submitted a proposal to the campus administration which would provide the Library with a Novell Local Area Network (LAN) to network the major CD-ROMs and provide access to LUIS and the campus Gopher, thereby providing access to the Internet. The approval of the proposal in June marked the beginning of the end of queues in the CD-ROM area on the second floor, the need to acquire new workstations, and the struggle to maintain antiquated equipment.

In November, the Matthew Bender tax service was replaced by *OnPoint*, the tax service published by the Research Institute of America. The service includes the Florida tax service and the IRS Revenue Rulings and Proceedings from 1954 to the present.

In response to numerous requests for resources on multicultural issues, the Library purchased *Ethnic Newswatch* on CD-ROM at the end of the year. *Ethnic Newswatch* is a full-text database of newspapers and magazines from the ethnic and minority press in America and includes African-American, Arab/Middle Eastern, Asian-American, European/Eastern European, Hispanic/Latino, Jewish, and Native American publications.

- LUIS

Beginning in December, enhancements and additions to LUIS were completed so rapidly by the Florida Center for Library Automation that the staff was constantly involved in testing and evaluating the databases, creating guides, training staff, conducting public relations to announce the new databases, and providing user instruction.

RLIN, the Research Libraries Group's network, became available through a LUIS gateway in December. The connection to RLIN provided access to the online union catalog of major research libraries around the world and a collection of subject indexes including *ABI/INFORM* (business), *Avery Index* (architecture), *Dissertation Abstracts*, *Hispanic American Periodicals*, *History of Science and Technology*, and *Inside Info* (articles in the British Library). The most frequently used databases at UNF have been the RLIN catalog, *ABI*, and *Dissertation Abstracts*.

Also in December, *Carl UnCover* was added to the LUIS menu. *Carl UnCover* is a service that allows viewers to scan the tables of contents of major journals and provides the option of article delivery to a fax machine with fees charged to a credit card. The database has been very useful to the Reference Department in verifying citations from journals not owned by UNF.

Other databases added were *PsycINFO* (January), the tape version of *Psychological Abstracts*, *Engineering Index* (May), and *Current Contents* (June). *Current Contents* provides a valuable source of indexing of current issues of major journals, but cannot be used easily, in the LUIS version, as a table of contents service. Along with the guide for searching *Current Contents*, Barbara Tuck devised a form for users who want to conduct weekly current awareness searches. In July, the Institute for Scientific Information provided a training and information session on *Current Contents* which was attended by twelve faculty members. *Medline* was scheduled for loading in July, but due to staffing problems at FCLA, is not yet available.

In April and May, RLG's Cambridge Life Sciences databases were added to LUIS for a thirty-day trial period. In June, it was decided that *Applied Science and Technology Index* and *Biological and Agricultural Index* would be retained on LUIS.

Two major enhancements to searching LUIS were completed during the year. In April, Hook to Holdings allowed users to determine, from a subject index on LUIS, the Library's holdings of specific periodical items. Prior to the enhancement, to determine availability, a user had to go out of the subject index and into the UNF LUIS catalog. During April the capability of performing keyword searches with proximity operators in LUIS databases became available. The proximity operators, **adj**, **near**, **same**, and **within**, allow for more specific searching.

• ONLINE SERVICES

The total number of search requests for searches which were recharged to the requestor was thirty-six with thirty-three separate databases accessed to complete the searches. Nine subsidized searches were performed in *BIOSIS* through Dialog and four in *Chemical Abstracts* through STN. Following is a percentage breakdown by subject area or type of database for fee-based searches in Dialog.

Newspapers	56%
Business	23%
Medicine and Health	10%
Social Science	6%
Science	5%

A customer representative from STN presented a training session to the Reference Department in August.

PERSONNEL

Except for the changing force of student assistants, Reference Department staffing has remained constant. Staff members include Senior Library Technical Assistants James Alderman, Signe Evans, Paul Mosley, and Ricky Moyer; and Librarians Eileen Brady, Mary Davis, and Barbara Tuck. A sincere note of gratitude is extended to an extremely competent team of employees who continue to meet, with enthusiasm, the daily challenges and complications presented with new technology and an increasing student body.

Sarah M. Philips
Head, Reference Department

MEDIA RESOURCES DEPARTMENT

The Media Resources Department concluded a productive year on June 30, 1994. It included the standard departmental operations of acquisitions, service, and the utilization of technological advancements.

Constancy in personnel remains a point of pride in the Department. There have been no personnel changes since 1989. Carol Coughlin, Cynthia Valentine, and Winona Davis continue to work in their USPS positions, and Donald Rhoades maintains his dual positions with the Florida Engineering Education Delivery System (FEEDS) program and the Public Services Division. Ruth Hackenson, the library's only volunteer, contributed another 65 hours for a seven-year total of 766 hours. There were no student workers assigned to the Department this year.

The fiscal austerity of the previous years was somewhat relieved. Media spent $24,000 on resources; about $21,000 on audiovisual material and $3,000 on children's literature, textbooks, and test materials for the Curriculum Collection. Part of this amount had been carried over from FY 1992/93.

Service statistics in Media fluctuated following the service pattern of other Public Service Departments. Although use of equipment increased during FY 1993/94, information services and instruction in the use of equipment decreased. The use of the picture collection also decreased while use of the slide collection (exclusively manual transactions) increased drastically. The increase in slide use is attributable to the value of barcoding the slides, a project now in its third year.

Media continues to support two external programs, the Florida Engineering Education Delivery System (FEEDS) program and BAR/BRI, the Florida Bar Review Professional Testing Center. Both programs contribute resources to the Thomas G. Carpenter Library. FEEDS continues to provide staffing for Media's Saturday hours, and BAR/BRI contributes money to the Friends of Thomas G. Carpenter Library in recompense for services rendered in the Media Resources Department.

Gifts to the Department this year were in the form of promotional material or gifts from the university community. Of the latter, four gifts were from UNF academic departments and fourteen from individual donors on the UNF faculty or staff, including three library employees.

In the area of technological advancement, Media continues to embrace new technologies and phase out the old and obsolete. In 1993/94, the last film loops were finally withdrawn. Also, the Media staff began a project to weed and withdraw the majority of the 16mm films. In the field of new technology, the Library purchased interactive CD-ROM workstations and a modicum of software for the Media Resources Department.

Personnel administration, selection and acquisitions of new materials, service, and the acceptance of gifts are perennial activities. Tables on the following pages detail the Media Resources Department's activities for this year while showing comparative figures back to the beginning of the decade.

Diane W. Kazlauskas
Head, Media Resources Department

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MEDIA RESOURCES DEPARTMENT BUDGETS 1985-94

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

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FEEDS PROGRAM

	FY92/93	FY93/94
Courses taught	73	189
Student enrollment	201	138
Programs viewed	2412	2140
Universities participating	5	5

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BAR/BRI PROGRAM

	FY 92/93	FY 93/94
July	97	114
August	8	8
September	0	0
October	0	0
November	0	0
December	1	0
January	79	39
February	52	48
March	1	2
April	0	0
May	0	10
June	_187_	_70_
TOTAL	**425**	**291**

GOVERNMENT DOCUMENTS DEPARTMENT
& MAPS COLLECTION

Although libraries are still generally thought of as quiet, cloistered refuges, it is doubtful that this appellation will ever apply to the Thomas G. Carpenter library and its Public Services departments, not the least of which are Government Documents and the Maps Collection. The locations of these collections precludes a quiet atmosphere and the inexorable changes inherent in the world of federal government documents will never be associated with cloistered monasteries.

SPECIAL EVENT

In February, the inspector from the Federal Depository Library Program visited our library and performed the quinquennial examination of depository libraries. Although I have participated in three such rites during my tenure in my current position, this visit was surely the most challenging and certainly the most thorough, including such details as the inspector looking for rubber bands around the microfiche. As on previous such visits, the collection fully met the criteria stated in the guidelines and the Thomas G. Carpenter Library was approved to continue government documents service to the community.

COLLECTION DEVELOPMENT

The collections continue to grow. As requested in the federal guidelines, we begin each year at a zero-base and reevaluate all of our selections for currency and applicability to our communities, the academic as well as the larger community beyond our campus. With the ongoing acquisition and weeding processes, the net holdings remained constant for the period. A full description of our holdings will be found in the statistics sections of each division. At present 31.5 percent of the available item categories are selected. This is well within the range set by the Government Printing Office (GPO) for a general academic library.

The Map Collection is currently being weeded and updated due to a generous appropriation from the general budget. This is a welcome opportunity to regenerate this important collection, and I am pleased to report that many of the faculty whom I have contacted for advice and input are actively recommending countries and topics for which we need maps.

PERSONNEL

The long-frozen LTA position was released by the Administration, and at the beginning of the new year I hired a new employee. This was the first addition to the departmental staff in more than two years, and it has brought much needed relief to the small staff, enabling the Department to return to a regular full schedule. Mr. Walton, the incumbent, has expressed a willingness to update the service sheets for the many CD-ROMs we have acquired over the years. He comes to us from other state government positions, including the Florida State Archives, and thus has some experience in the material with which he works daily.

In March we mourned with Joan Pickett the death of her husband, Joe. He was a good friend of the library, and in years past he had worked with us on the biennial book sales.

Bruce T. Latimer
Head, Government Documents

LIBRARY ADVISORY COMMITTEE

The membership of the Library Advisory Committee remained unchanged. Following the established pattern, the Committee held one meeting in each main semester and the agenda of both the fall and spring meetings consisted of the Director's report and the usual question and answer period.

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, 1994

LIBRARY FACULTY PERSONNEL

Employee	Date of Hire	Position
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
Barbara A. Tuck	3/15/92	Assistant Reference Librarian
Angela W. Randtke	7/01/77	Assistant Cataloger
Linda L. Smith	5/08/72	Head, Cataloging Department
Victoria M. Thomas-Stanton	9/17/76	Head, Serials Department
Verna P. Urbanski	9/30/77	Head Cataloger

UNIVERSITY SUPPORT PERSONNEL SYSTEM EMPLOYEES

Employee	Date of Hire	Position
James E. Alderman	11/01/74	Sr. Library Technical Assistant
Shelley L. Anderson	1/18/85	Sr. Library Technical Assistant
Doris Barie	8/31/79	Sr. Library Technical Assistant
Laurie W. Baumgardner	12/07/93	Sr. Library Technical Assistant
Julia M. Behler	5/11/84	Sr. Library Technical Assistant
Tracey L. Britton	6/12/92	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

Sally M. Cruze	8/10/84	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
Joan R. Foley	12/13/93	Sr. Library Technical Assistant
Robert Farnsworth	6/08/87	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
Joan A. Pickett	10/24/83	Sr. Library Technical Assistant
Anita K. Pitkin	11/05/93	Library Technical Assistant
Rosa Rodriguez	10/06/86	Sr. Library Technical Assistant
Martha A. Solomon	9/13/71	Library Technical Assistant Supervisor
John M. Touchton	1/03/89	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

RESIGNATIONS

Laurie W. Baumgardner	3/09/94	Sr. Library Technical Assistant
Cameletha Duncan	9/07/93	Library Technical Assistant
Judy N. Hiden *(Retired)*	7/29/93	Administrative Assistant
Sandra M. Nojiri-Howarth	12/06/93	Sr. Library Technical Assistant
Peggy B. Pruett *(Retired)*	10/07/93	Sr. Library Technical Assistant

While we always regret the loss of capable staff and well-liked colleagues, without diminishing our gratitude for services rendered by the others, we must single out two from among the current retirees. **Judy Hiden** joined the library office staff after six years of increasingly responsible assignments in the President's office. Her outstanding abilities became apparent as soon as she assumed her position in the library office. In addition to standard office skills and the ability to take the initiative to prevent or solve problems, she had excellent interpersonal skills as well, and she was well liked by every member of the library staff. Her resignation is a major loss to the Library.

The same can and must be said of **Peggy Pruett**. After gaining several years' experience in the Jacksonville Public Library, she joined our Circulation Department in 1973. Discharging a variety of duties, she spent the larger part of her service here as the only full-time staff in our Interlibrary Loan Section. The service she provided, mostly single-handedly, was the envy of our sister institutions because of its quality, quantity, and above all: speed. Her retirement, precipitated by ill health, ends a long-term service only three months short of twenty years.

The Library and its patrons owe a great deal of thanks to these employees.