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Library Annual Reports

Thomas G. Carpenter Library

1997

Annual Report 1996-1997

Thomas G. Carpenter Library

UNF UNIVERSITY of NORTH FLORIDA.

L I B R A R Y

Annual Report
1996-1997

THOMAS G. CARPENTER LIBRARY
UNIVERSITY OF NORTH FLORIDA

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INTRODUCTION

It is with satisfaction that we report, for a second year in succession, that the state of the Library is stable and strong. The advances in most departments are modest but steady, and the progress we have made in several areas is significant and bodes well for the future.

RESOURCES BUDGET

The formula generated budgeting kept the Library's resource allocation at the established minimum of $1,200,000 for another year. Contrasting this amount with the actual funding needs, it can be best described as a maintenance budget. It keeps our development on track and the collection growing, yet it falls significantly short of the desirable funding level needed to cover the cost of developing a comprehensive collection that now includes paper and electronic formats, along with other established media. Also, this allocation does not keep us abreast with publisher price increases that are consistently and unreasonably greater than inflation in general.

AUTOMATION

The UNF share of the FCLA allocation for automation hardware purchases was $86,662, a nominal $1,305 over last year. Funding for computer hardware through FCLA is expected to continue for two more years. Such funding is considered vital for library operations, as much for the addition of new workstations as for the upgrading and replacement of old workstations and attendant infrastructure. In addition, the Library received $12,486 for hardware maintenance contracts.

Apart from the matter of hardware currency through new purchases, the Library faced a more pressing issue. Because OCLC established an early deadline for moving its operations into the Windows95 environment, it became imperative to upgrade without delay all library workstations. The University Administration made an out-of-cycle allocation of $37,800 to bring our workstations up to Windows95 compatibility. The understanding and helpfulness of the Administration is recognized and gratefully acknowledged.

LIBRARY STAFF

Staff members have always been active in university governance, but 1996-97 seems to have been an exceptional year. Four out of eight standing committees of the Faculty Association were chaired by librarians. In addition to *many* campus committee chair and

memberships, the library faculty (in alphabetical order) carried the following extramural professional appointments:

Kathy Cohen	— NEFLIN President
	ACRL—Florida Chapter Treasurer
	SUS Electronic Collections Committee Chair
Geraldine Collins	— SUS — Circulation Subcommittee
	SUS — Interlibrary Loan Subcommittee
	SUS — Distance Learning Subcommittee
John Hein	— SUS Technical Services Planning Committee
	Consultant to FIU, FSU, UF, FAMU on special projects
Bob Jones	— SUS Public Services Planning Committee
	SUS Public Services Circulation Services Subcommittee
	FCLA Public Services Committee
	FCLA UNF Liaison
Margaret Kaus	— FCLA — Format Integration Task Force
Bruce Latimer	— FLA — Government Documents Interest Group
	SLA, Florida & Caribbean Chapter — Board of Directors
Linda Smith	— FCLA — Format Integration Task Force

Another significant personnel development of the year was the addition of a Technical Coordinator, a position currently supported with OPS funds. The incumbent, Philip Ponchot, works in and for the Library, but is placed on the Computing Services' payroll. By a "gentlemen's agreement," the next permanent full-time Technical Coordinator position in FY 1997/98 has been committed to the Library.

In the second half of the fiscal year, the Library was authorized to begin recruiting for a faculty position to be filled in FY 1997-98. This is indeed a new addition to the library roster, and this position, too, will be assigned to the Reference Department to meet the steadily increasing service demands.

BIBLIOGRAPHIC INSTRUCTION

LIS1000, Beginning Library and Information Systems Strategies (BLISS), the one credit course taught by Jim Alderman and Mary Davis, continues to attract a steady stream of students. The reception and feedback have been consistently high. While several students have voiced their enthusiastic endorsement, the problem is that a one credit course does not fit into most students' course plans confined by the new 120 credit hour limit imposed by the legislature. While this "how to do research" course would clearly and demonstrably benefit every freshman, at the moment there is no ready solution how to work it into the curriculum. The best, though insufficient, substitute for it are the customized tours given by the Reference Department staff, and the single-lecture components integrated into some courses by the instructor's invitation.

DISTANCE LEARNING

A new development and a concomitant concern to us is the delivery of education to an off-campus clientele. We, and the SUS at large, have no prior experience delivering service to a large number of students in geographically distant areas. UNF and the other SUS libraries are very concerned about the expectations, organization, coordination, permanence, and adequacy of funding for distance learning library support.

SERVICE

The Library has conducted another general user survey. The practice hereafter will be annual. The returns were most encouraging, the overall approval rating of the Library is high. The negative comments have not disclosed any shortcomings unknown to us, the universal complaint being "not enough serials subscriptions." At the request of an accrediting agency we also introduced a separate user survey specifically soliciting input from the doctoral students. This survey, too, hereafter will be conducted annually.

BUILDING

The "broken record" of these annual introductions, and a theme common to several departmental reports, is the need for space and the disappointment over the continuous delay of the projected addition to the library building. The problems mount and compound; shelf congestion necessitates added shelving, the footprint of more shelves displace reader areas. Over 100 sections of double-faced shelving erected last year in various areas obliterated the last semblance of student comfort in seating arrangement and visual appeal of furniture layout. At the cost of crowding the other floors, we strenuously maintained the seating area on the second — public access — floor, but the question lingers: for how long? We had hoped to be in the queue for planning money much earlier than the now projected 1999-2000. With all the ingenuity of the staff and the constant rearrangement of the furniture, we fear that the library is slated for some extremely difficult times ahead — shall we call it congestive space failure?

To acquaint ourselves with the state of library construction and buildings, the Director, and on one occasion Provost David Kline, attended all-day programs at the ACRL conference (Nashville, April 1997) and the ALA conference in San Francisco (June 1997; all-day LAMA preconference "Nuts, Bolts, and Bytes: State of the Art Solutions for Library Buildings"). Among many other useful details we learned is the consensus of information practitioners: the news of the demise of the book is greatly exaggerated. Future libraries, the modern libraries of the future, must contend with the persistent presence of "Gutenberg technology." It is here to stay for the duration of our lifetime and beyond.

Some people treat books as consumable. They are not, especially not in a research environment. Collections are assembled to satisfy current needs and preserved for the use of future generations of students and scholars. Judicious weeding aims to eliminate the

obsolete and useless, but what is retained has predictable relevance for study, scientific investigation, and other intellectual pursuits.

In collection development the great dilemma of the moment is print *and* electronics, print *or* electronics, print *versus* electronics. It is an easily discernible fact that electronics will dominate in the century ahead, but existing book collections will not vanish and future book production is projected to grow. (The book industry anticipates a revenue stream of $32 billion in 2000.) Books are likely to persist, for the proven convenience and portability of bound sheets of paper are not likely to fade into oblivion; at the same time, the immense possibilities of electronics will continue to grow in yet unknown and even unimaginable directions. Even if the recent decades will come to be known as B.C., before computers, and A. D., after digitization, those who dedicate their professional lives to the creation, assembly, preservation, and dissemination of preserved text-based knowledge must contemplate and accommodate the coexistence of both media. The exclusion of either to promote the other is shortsighted, uninformed, and foolish.

Publishing in general, and scholarly publication in particular, is in a state of turmoil. Concepts, principles, objectives, products, marketing strategies are being reshaped and governed by the laws of the market place. Copyright and licensing, print vs. electronics, one-time sale vs. ongoing user charges, fair use vs. exclusive copyright ownership, and peer review logistics are pulling in opposite directions. These are the vital issues on which we have been forced to take a stand, because what we do now will revisit us in the future. But we are also aware that the practices that evolve and succeed in defining information storage, retrieval, and accessibility of the future will be determined by commercial considerations alone.

This brings to the fore the dichotomy of preservation and access. The *bona fide* experts of today agree that at the moment the only known medium of preservation with proven stability is microform, and the next in line is archival quality paper with ink or toner infused in, or fused to, the paper fiber. Electronic, magnetic, and other technologies have an unproven stability and unknown lifespan, and the obsolescence of technology will render, with absolute certainty, all currently stored electronic data *unreadable and inaccessible* in a century or less. In short, for preservation purposes and for the duration, the demonstrable dependability of the analog is superior to the digital.

The above overview serves to convey our cognizance of these pressing issues as we confront the next quarter century and stand on the threshold of the next millennium. We do not possess the collective wisdom to predict the future with greater accuracy than those whose business it is to lead the information field. We can only confirm our agreement with the general professional assumptions of the moment, that contrary to naive popular belief, libraries will continue to purchase, own, and circulate books.

The great unknown is whether readers will use them! Even now, after only a few years of the development of databases and widespread electronic access, students tend to forego

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the more labor-intensive use of paper format when another — not the same! — electronic source may yield some useful or merely adequate information. By our expanded role in the educational process, we teach the patrons how to become users expert in data and information manipulation and retrieval. Inadvertently, we contribute to the education and training of new generations who may come to judge the relevance of information not by intrinsic value but by format alone. Misguided as such an attitude may be, if educators fail to communicate and reinforce the value of current and historical paper-based information, they will raise students ignorant of a wealth of knowledge that has not yet been, and may never be, reincarnated electronically.

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UNF'S SILVER ANNIVERSARY — THE FIRST 25 YEARS

Because many of us were hard at work long before instruction began to the charter class on October 2, 1972, by Presidential decree 1997 was designated to have a series of events in a year-long celebration of the 25th anniversary of the University of North Florida. Thus the celebrations will fall on both sides of the actual anniversary date. The black tie event on January 25 launched the anniversary year. It was a banquet to recognize the charter faculty and staff, attended by three UNF Presidents, invited guests, and the university community. By common agreement, it was the most elegant occasion ever hosted by the University.

Chronicling the celebratory events of the year as they followed and are yet to come is beyond the scope of this report. However, as the founding director of the Thomas G. Carpenter Library and at the moment the most senior employee of the entire University, I feel it is not only my privilege but also a welcome obligation to offer a brief and selective overview of the Library and its staff.

The cornerstone of my objectivity is an open admission of bias. In my assessment the Library and its staff performed exceedingly well. We made the most of our resources; weathered well and survived even the worst setbacks and budget cuts; confronted and coped with stagnant staffing and low salaries; always maintained friendly, efficient, and competent service to our patrons; rose to every challenge as they came along or were placed in our way; and in the process developed and maintained an educational support unit of high quality. In short, our well-defined and well-organized operation compares favorably with any other library.

The charter staff was innovative, task oriented, common sense driven, and goal conscious. We had to be; we had a stated objective: the assembly of a 100,000 volume collection by the immovable target date of October 2, 1972. The measurement was simple and easy: we either met our goal or we did not. Because the adequacy of curricular planning could be assessed and its success measured only after instruction began, the Library was unique

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in that respect that it was the only unit within Academic Affairs whose work was tangible and the accomplishments visible, countable, and real *before* the University opened.

Our mandate determined what we had to do, and unencumbered by useless management fads, we set out to accomplish it. Without "planning to plan" and similar wasteful approaches that fritters away the time, dissipates energies and blurs focus, we had a unified understanding of a common goal and we collectively worked toward its achievement. The management theories were implicit: planning, organization, directing, coordination, reporting, budgeting — all sprang from the task at hand. In short, the common sense approach and the experience brought to the job by the senior staff superseded all textbook theories.

The pieces just fell into place. The task *was accomplished* on time, in defiance of published professional opinion (Rogers & Weber, 1969) that held it took twice the time — four years — to assemble a collection half that size. Without a doubt, and so confirmed by the incoming faculty, we gave our institution the best balanced, individually selected, curriculum-based collection our funds allowed us to assemble. The generous funding of the acquisitions program during the developmental years ($1 million for 24 months) was the joint decision of President Thomas G. Carpenter and Academic Vice President Roy L. Lassiter. With their active support and encouragement we were able to reach our target.

Historically, and by now traditionally, the staff always embraced automation. Among several important road markers in library automation development, three major milestones must be singled out. The first occurred in 1975, when UNF became a charter member of SOLINET, thereby gaining participation in the OCLC database and concurrently introducing online cataloging. The retrospective conversion of the monographic database was accomplished in two years (February 1975-June 1977), the first to achieve that among the SUS libraries.

The second major advancement came with the establishment of the Florida Center for Library Automation (FCLA) in 1985, and the successive introduction of the library management system NOTIS, and LUIS, the online public access catalog (OPAC) in September 1987. Although it has gone through numerous enhancements, NOTIS/LUIS has been the integrated library management system that serves the majority of technical and public service functions in the SUS libraries.

The third development that caused a "sea change" in information technology was the introduction of the Siamese twins of the computer age: the Internet and its current service, the World Wide Web. Their potential seems virtually limitless, not only in what they are but also in what they may yet become. Our library has been exploiting both utilities in every possible way.

Buildings are static, collections and personnel are dynamic, thus the former must be planned to accommodate the latter over time. The first library building of 30,000 square

feet opened in 1972; an expansion brought the available space to 60,000 sq ft in 1974. It soon became clear that a building of that size could not accommodate the projected student population of the 1980s. Plans for a new building began in 1976, in retrospect perfectly timed at the initiative of then campus planner R. William Munson. The present structure of 120,000 square feet was built in 1978-80 and occupied in September 1980. Its capacity was established at 8,000 head count students and 600,000 volumes, both of which have been exceeded by 20-25%. The University Master Plan called for an addition to double the building and be completed by 1996. As already mentioned, congestion, dislocation of readers, insufficient shelving and reader space, and other related problems persist and grow. Relief can only be brought by the construction of Phase-II, whose planning is now projected for the first years of the next century. With the passing of every year, the future construction cost continues to rise.

Library personnel and the work atmosphere have always been of paramount concern. Before the notion gained currency, quite possibly before the term was coined, we introduced *de facto* participatory management. The staff has always been involved in the decision making process as far down the organizational ladder as it was practical, and to the extent junior staff members wished to be involved. The objective was not shared or dispersed responsibility, but participation in a vision and reliance on the total expertise resident in the staff how to turn it into reality.

Partly due to this pooling of skills and knowledge, we can make the demonstrable claim that we have never made a wrong operational decision or committed a major policy or procedural error that would require backtracking, correction, or restart from scratch. All reworking of old processes came about, or were migrations necessitated, by revolutionary technological advances as we moved from IBM hollerith cards to barcodes, from cards to online catalogs, from typewriters and manual data management to personal computers and electronic workstations.

The library organization is flat. This is especially so because titular heads of units are part of the departmental work force. Their dominant job contents are a set of well-defined tasks. This is true for every unit head, up to and including the Assistant Director. The only administrative overhead in the conventional sense is the Director, whose traditional duties as chief administrator are extended by the assignments of intra- and interinstitutional committee representation of the Library.

The library has also functioned on the premise that primary duties spring from the position, all additional duties are assumed by interest, choice, ability, or proclivity. This has given a large number of our colleagues the opportunity to branch out, to grow in directions the bureaucratic strait-jacket of a traditional job description would not have allowed. In the process we have been able to exploit the cross-fertilization of ideas between like-minded colleagues. In several instances opportunities for growth arose when personnel were allowed to shift job assignments and even departmental affiliations. In most cases this lateral mobility enabled an individual to find a niche where his or her productivity and job

satisfaction could be optimized. The beneficiary of this approach to personnel management has been our patrons.

The product of a library is service. Service orientation cannot be ordained; it is a mindset that pervades an employee's attitude and governs his or her actions. It is manifested in an individual's performance, and never more so than in a public service position. It is to the credit of the entire Public Services Division that so many of our users speak highly about the competency and helpfulness of the personnel. Periodic compliments are often volunteered in informal conversations and in *many* individualized thank you notes.

We also care to know if our patrons have complaints. In the first year, at the initiative of then Circulation Librarian Bob Jones, we devised a special *TELL US...* form on which a library patron can communicate with us. This form serves its purpose well as the means to inform us of shortcomings of which we might be unaware and can remedy within the library or through another unit on campus. Examples of recurrent complaints: not enough leisure reading books, too few subscriptions, the building is too hot or too cold, some areas are too noisy, etc.

Although personalities and individual behavior can only be influenced and modified, not changed, a congenial atmosphere in the workplace has been promoted as much as administratively possible. We maintain a classless structure, first name basis, open door policy, informality, and direct channels of communication. It logically follows that the library staff has not been rank or title conscious either. Rather, the distinction of a promotion or the fulfillment of a supervisory role carries an implicit responsibility and obligation to excel, to perform in some way better than others. When a junior member consistently exceeds expectations, after the requisite time he/she will apply for and receive a promotion in rank. Because of staff longevity, there is an imbalance in favor of senior grades; had the Library received its share of new positions in loose lock-step with enrollment growth, this imbalance would not exist.

Staff development has been traditionally encouraged and supported to the fullest extent possible under the budget provisions of a given fiscal year. The library administration has always maintained an equitable distribution of available monies. Project relevance or importance and total cost to the faculty member are the determining factors and not position, rank, or any other arbitrary consideration. Job-related professional training and travel have also been encouraged and supported for USPS employees as well.

It is fair to state that within the boundaries of human likes and dislikes, a collegial atmosphere prevails in the Library. Open discussions and divergent opinions are accepted and can be expressed without fear of repercussions, retaliations, or need for self-censorship — again, bearing common courtesy and anticipated human reactions in mind. Employees are not devoid of feelings, and the "human factor," along with subjective reactions remain a concern in all social, professional, and intellectual exchanges.

Because of our dedication to service, library-faculty relationship has always been good. It is based on mutual trust and respect. A particularly reassuring example was given during the difficult period (1991-92) when the library budget was drastically cut for several years in a row. The faculty stood firmly behind us and willingly helped to reduce current subscriptions by $100,000 to make ends meet.

The Library built its credibility one university administrator at a time with each successive generation of administrators. At the time of writing, this included three Presidents, two Interim Presidents, and eight Academic Vice Presidents. Most of these individuals implicitly acknowledged the quality of the Library, its collection and services, and most significantly, its staff.

We can also claim that the Library was never a liability and never caused any embarrassment to the institution in the public, community, or political arena. It has been organizationally stable and provided quality academic support from a well-selected and easily accessible versatile collection. Because of its size and continuing growth, the Library now occupies an important position in the region as a major educational and cultural resource for Duval and neighboring counties. Service is good, library personnel comport themselves in a professional manner on the job, and they command a high regard among users.

The key to the Library's success has been its staff, in every hiring instance superior to what the starting salaries allowed. While no one would claim that all personnel performed all the time at their optimum, the good and the best have steadily invested 100% or more of their energies and abilities in their jobs. Luckily, the good and the best are still with us.

The stability of the library staff is unprecedented within the institution. While many paraprofessionals were obliged to seize employment opportunities elsewhere often for purely economic considerations, the librarians (or library faculty, as we have been called for over a decade) remained. Of the 20 positions, 13 are filled with librarians who have been at UNF for 17-28 years. It must be pointed out that six of the 20 positions were created in the last 12 years.

Longevity in our case translates into efficiency and stability. Old-timers as well as junior members are forward-looking, innovative, and for the most part driven by a perennial search for the new and the better. By common agreement, the single *un*acceptable justification for following old routines is "We have always done it this way" and we never used this glib excuse to maintain a status quo. While change for change's sake is discouraged, our continued quest for more efficient ways through exploiting all available technological advances supports our claim that as much as resources would permit, we always tried to stay at the forefront of our profession.

Collegiality prevails in salary issues too when it falls entirely within the Library's jurisdiction. Our merit guidelines drawn up 15 years ago empowers the library faculty to

determine individual merit increases for colleagues by vote — a clear indication of self-governance that is uncommon, and quite possibly unique, in libraries. In fact, it has been carried beyond the intended norm when (on more than one occasion) some faculty members declined *awarded* merit increases in favor of a colleague, or chose not to participate in the merit process to help increase the shares for the rest.

Luckily, our staff doesn't age, they only reach milestones. In this spirit we recognize four colleagues who in the course of this year have completed 25 years of service. All four started as beginners, without prior library experience. They learned, gained experience, grew in abilities and expertise, and deserve well-earned acclaim and recognition.

Mary Davis, chronologically first, joined the Library as a library assistant on September 1, 1971. Five years later, she took a year of leave to earn her Master of Science in Library Science degree at Florida State University and returned to rejoin the Reference Department. Following various assignments, she currently serves as reference librarian and half of the Library's instructional team of LIS1000, the bibliographic instruction course. She also conducts class tours and delivers lectures by invitation as a part of several courses.

Martha Solomon was hired only two weeks after Mary, on September 13, 1971, also as a library assistant. She has worked in Technical Services ever since, holding positions in all three departments: Serials, Acquisitions, and Cataloging. In the process she has gained invaluable expertise, and because of the breadth of her skills and knowledge she is a pillar of Technical Services.

Bob Jones finished his Master's degree in December 1971, and was hired on January 14, 1972. He planned and organized the future Circulation Department and was put in charge of the move from our temporary location to campus. Then and thereafter, he kept the Department on the developmental edge of automation and, in the process assembled a formidable body of knowledge in automation and all aspects of readers services. Eventually he became the Head of the Public Services Division and concurrently, in reflection of his acquired skills, Systems Librarian. Because of his wide-ranging interests, the library carries his mark and input in many ways, organizationally, operationally, and even structurally.

Linda Smith, another young graduate to join the Cataloging Department, was hired on May 8, 1972. After gaining initial experience, she was called upon to assume the headship of the Department in 1975. She consolidated and reorganized the unit, and took charge of it in a systematic and most dynamic manner. Striving for a level of excellence in spite of difficulties stemming from understaffing, she shepherded the Department into the computer age with results that defy criticism. She has also developed personal interests in rare books, special collections, and the assembly of a local history collection.

We all joined an institution that was nothing more than an idea without a plan. It had no history, no reputation, no standing in the academic world, only a shaky presence and a promising but uncertain future. In joining the University of North Florida, we all took a professional risk, staking a major career step on whether years hence we would be able to boast of a success story or obliged to explain our association with a failure. The University's charter faculty and staff through their combined and dedicated efforts created an institution that has attained standing, stature, and a growing national reputation. Therefore it is a mere observation and a statement of fact that the indebtedness of the institution is to its staff and not the other way around.

The very same consideration and conclusions apply to the Library. It began with absolutely nothing, not even a dealer's catalog or an order form. It is the staff, charter staff and beyond, that brought the Library to life and assembled an individually selected quality collection, it is the staff that made the Library flourish, and it is the staff that set it on a developmental course that stands ready to embrace the twenty-first century. Even more so and without any doubt, it is the library staff that deserves the enduring thanks of the entire university community, and above all, the recognition and profound personal gratitude of the Director.

Andrew Farkas
Director of Libraries

Thomas G. Carpenter Library
Library Budgets 1991/92 - 1996/97

	1991/1992	1992/1993	1993/94	1994/95	1995/96	1996/97
TOTAL LIBRARY BUDGET	**$2,268,496**	**$2,116,429**	**$2,508,755**	**$2,790,010**	**$2,894,876**	**$2,927,685**
PERSONNEL						
LINE ITEM	$1,394,755	$1,380,437	$1,455,764	$1,440,362	$1,539,475	$1,586,057
OPS	66.04	82396	$70,175	$79,000	$83,263	$79,000
TOTAL	$1,460,795	$1,462,833	$1,525,939	$1,519,362	$1,622,738	$1,665,057
% OF BUDGET	64.39	69.12	60.82	54.45	56.05	56.87
OPERATING EXPENSE	$51,395	$57,267	$71,540	$57,685	$59,745	$52,000
% OF BUDGET	2.26	2.71	2.85	2.06	2.06	1.78
EQUIPMENT (OCO)	0	0	$0	$0	$0	$0
% OF BUDGET	0	0	0	0	0	0
BOOKS & RESOURCES	$756,306	$596,329	$911,276	$1,212,963	$1,213,393	$1,210,627
% OF BUDGET	33.33	28.18	36.32	43.48	41.92	41.35

Library Budget as Percentage of Total University E & G Budget

	1991/92	1992/93	1993/94	1994/95	1995/96	1996/97
TOTAL LIBRARY BUDGET	$2,268,496	$2,116,429	$2,508,755	$2,790,010	$2,894,876	$2,927,684
UNIVERSITY E&G BUDGET	$36,597,383	$37,977,572	$41,122,532	$45,476,767	$49,218,440	$53,718,094
% OF E&G BUDGET REPRESENTED BY LIBRARY	6.2	5.6	6.1	6.1	5.9	5.5

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Thomas G. Carpenter Library
Acquisitions Department
Materials Expenditures 1991/92-1996/97

	1991/1992	% OF TOTAL	1992/1993	% OF TOTAL	1993/1994	% OF TOTAL	1994/1995	% OF TOTAL	1995/1996	% OF TOTAL	1996/1997	% OF TOTAL
MATERIALS: CONTINUATIONS												
CD ROMS #	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$52,023.00	4.29	$75,511.00	6.24
NEWSPAPERS	$4,954.95	0.66	$5,623.46	0.93	$5,699.98	0.63	$6,041.98	0.50	$4,130.72	0.34	$3,637.84	0.30
REMOTE DATABASES @	$0.00	0.00	$30,738.33	5.06	$34,457.77	3.78	$27,896.00	2.30	$27,928.00	2.30	$28,106.00	2.32
SERVICES	$44,167.03	5.84	$46,964.30	7.73	$54,950.90	6.03	$51,842.45	4.27	$52,462.14	4.32	$55,226.35	4.56
STANDING ORDERS	$49,125.99	6.50	$46,420.25	7.64	$52,190.44	5.73	$49,410.18	4.07	$53,192.58	4.38	$59,157.66	4.89
SUBSCRIPTIONS	$273,740.57	36.19	$269,871.10	44.44	$287,887.10	31.59	$365,015.34	30.09	$357,943.19	29.50	$399,555.02	33.00
SUBS-MICROFORM	$45,036.64	5.95	$55,349.07	9.11	$52,150.90	5.72	$58,855.00	4.85	$62,348.69	5.14	$57,711.96	4.77
SUBTOTAL	**$417,025.18**	**55.14**	**$454,966.51**	**74.92**	**$487,337.09**	**53.48**	**$559,060.95**	**46.09**	**$610,028.32**	**50.27**	**$678,905.83**	**56.08**
MATERIALS: NON-CONTINUATIONS												
AUDIO-VISUAL	$6,677.11	0.88	$1,164.93	0.19	$30,502.19	3.35	$70,238.46	5.79	$44,181.35	3.64	$41,752.76	3.45
BACKFILES	$1,754.85	0.23	$1,747.00	0.29	$10,409.65	1.14	$22,887.93	1.89	$5,997.70	0.49	$2,410.70	0.20
BOOKS-APPROVAL	$147,894.28	19.55	$2,713.69	0.45	$113,145.10	12.42	$276,439.35	22.79	$310,095.39	25.56	$284,615.83	23.51
BOOKS-ORDERED	$81,567.38	10.78	$37,414.51	6.16	$134,007.92	14.71	$133,980.11	11.05	$77,930.74	6.42	$62,177.43	5.14
CURRICULUM	$1,376.50	0.18	$4,508.23	0.74	$12,503.94	1.37	$9,105.68	0.75	$12,323.74	1.02	$10,975.62	0.91
DOCUMENTS	$400.00	0.05	$1,750.00	0.29	$3,000.00	0.33	$2,805.00	0.23	$2,855.05	0.24	$2,412.00	0.20
MISCELLANEOUS	$7,868.82	1.04	$16,226.34	2.67	$32,143.45	3.53	$37,103.56	3.06	$33,508.40	2.76	$3,161.66	0.26
SOFTWARE %	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$6,152.90	0.51	$12,994.10	1.07
SUBTOTAL	**$247,538.94**	**32.73**	**$65,524.70**	**10.79**	**$335,712.25**	**36.84**	**$552,560.09**	**45.55**	**$493,045.27**	**40.63**	**$420,500.10**	**34.73**
TOTAL MATERIALS	**$664,564.12**	**87.87**	**$520,491.21**	**85.71**	**$823,049.34**	**90.32**	**$1,111,621.04**	**91.65**	**$1,103,073.59**	**90.91**	**$1,099,405.93**	**90.81**
PROCESSING												
BINDING-BOOKS	$4,237.35	0.56	$7,775.48	1.28	$7,366.34	0.81	$5,843.89	0.48	$10,201.63	0.84	$8,128.13	0.67
BINDING-JOURNALS	$26,280.37	3.47	$21,663.52	3.57	$19,557.56	2.15	$18,931.53	1.56	$18,301.74	1.51	$19,453.00	1.61
POSTAGE, HANDLNG	$19,905.67	2.63	$20,030.64	3.30	$21,058.51	2.31	$23,084.77	1.90	$27,895.71	2.30	$26,912.80	2.22
SOLINET	$37,607.21	4.97	$35,417.85	5.83	$35,998.52	3.95	$44,213.10	3.65	$45,673.91	3.76	$44,353.43	3.66
SUPPLIES	$3,711.34	0.49	$1,919.75	0.32	$4,245.60	0.47	$9,268.41	0.76	$8,246.45	0.68	$12,373.28	1.02
SUBTOTAL	**$91,741.94**	**12.13**	**$86,807.24**	**14.29**	**$88,226.53**	**9.68**	**$101,341.70**	**8.35**	**$110,319.44**	**9.09**	**$111,220.64**	**9.19**
GRAND TOTAL EXPENDED ON LIBRARY RESOURCES *	**$756,306.06**	**100.00**	**$607,298.45**	**100.00**	**$911,275.87**	**100.00**	**$1,212,962.74**	**100.00**	**$1,213,393.03**	**100.00**	**$1,210,626.57**	**100.00**

\# A new category beginning with 1996/97 (retrospectively calculated for 1995/96) earlier included in the Subscriptions category.

@ Until discovered in 1996/97, this category was erroneously reported as "CD ROMS"

% A new category beginning with 1995/96. These expenditures were formerly absorbed in the Miscellaneous category.

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

Thomas G. Carpenter Library
Summary Volume/Piece Inventory
1991/92-1996/97

	HELD 6/30/92	6/30/93	6/30/94	6/30/95	6/30/96	HELD 6/30/97
PAPER VOLUMES/PIECES						
Monographs and Serials	427,351	434,687	445,513	462,028	481,981	501,611
Music Scores	5,068	5,160	5,231	5,429	5,668	5,744
Annual Reports	13,097	13,097	13,097	13,097	13,097	13,097
College Catalogs	240	240	240	240	240	240
Government Documents	125,393	128,153	134,075	137,239	139,514	140,600
	571,149	**581,337**	**598,156**	**618,033**	**640,500**	**661,292**
MICROFICHE PIECES						
Monographs and Serials	73,946	80,106	87,451	96,610	106,550	115,832
Music Scores	486	486	486	486	486	486
Annual Reports	93,531	100,522	105,401	107,140	108,871	110,035
College Catalogs	5,559	7,060	7,995	9,451	10,346	10,346
ERIC & Newsbank	488,456	507,323	526,163	543,002	560,970	577,634
Government Documents	340,681	348,555	353,662	358,126	357,741	353,222
	1,002,659	**1,044,052**	**1,081,158**	**1,114,815**	**1,144,964**	**1,167,555**
MICROFILM REELS						
Monographs and Serials	20,615	20,925	21,294	21,637	22,149	22,981
Government Documents	3,174	6,984	11,298	17,319	19,523	22,998
	23,789	**27,909**	**32,592**	**38,956**	**41,672**	**45,979**
MAPS	**4,319**	**4,591**	**4,709**	**4,919**	**5,387**	**5,686**
COMPUTER FILES						
Magnetic (Floppies, etc.)	5	7	7	7	21	23
Laser (CD ROM)	53	68	109	314	469	554
	58	**75**	**116**	**321**	**490**	**577**
AUDIOVISUAL MATERIALS						
Audiocassettes	193	208	208	212	201	202
Audiodiscs:CD	2,323	2,330	2,531	2,757	3,314	3,760
Audiodiscs:LP	7,034	7,039	7,033	7,037	7,095	7,098
Cards	14	14	14	14	14	14
Charts	13	13	13	13	13	13
Film Loops	301	33	0	0	0	0
Filmstrips	449	449	448	448	448	447
Games	15	15	15	14	13	13
Kits	717	717	751	754	754	750
Motion Pictures	521	521	440	381	172	150
Pictures/Portraits	13,460	14,514	15,311	16,196	18,574	19,844
Posters	42	42	43	43	43	48
Slides, Art	20,510	20,510	20,510	20,510	20,510	20,510
Slide Sets	604	604	627	621	621	621
Transparencies	12	11	11	11	11	11
Videocassettes	2,609	2,652	2,776	3,172	3,824	4,208
Videodiscs	26	47	64	64	64	64
	48,843	**49,719**	**50,795**	**52,247**	**55,671**	**57,753**

TECHNICAL SERVICES DIVISION

By far the most notable occurrence of the past year in the Division overall was the introduction of high-performance staff workstation technology, with extensive connectivity to the campus backbone in addition to external networks, and the introduction of high-level staff assistance for the maintenance of this technology. Eighteen Dell computers running Windows95 have been allocated to the Division, and fifteen of these machines had been installed by the end of the fiscal year. Much work remains to be done in terms of upgrading software and adapting procedures to take advantage of the speed and advanced connectivity provided by this technology; however, the fact of the initial installation of these workstations has already provided a great benefit to the Division if for no other reason than that it has completely eliminated the struggle to maintain the aging equipment which it has replaced (old age, in this case, meaning, at most, six or seven years!). Much of the work of the past two years, such as the upgrading of network connectivity and the redesign of certain automated functions, has turned out to be a great prologue for this latest advance. Furthermore, the much anticipated hiring by Computing Services of a network specialist devoted exclusively to the Library has finally put in place the level of personnel essential for the maintenance of a more sophisticated technology base.

In the coming year the Division will complete the installation of new staff workstations and will continue the process of software replacement and workflow modification in order to greatly enhance the exploitation of the capabilities of this new technology. As one example, Division personnel will begin testing a new, locally developed system for inventorying the collections. Additionally, it is a major goal of the Division to use the new technology base to rachet up the productivity level of the constituent departments by another degree or two of magnitude. Exactly what this means is difficult to precisely specify at the moment because it also depends on the outcomes of another divisional goal: to seriously re-evaluate the structure and work patterns within the Division's departments precisely with an eye towards improving the efficiency of providing the current levels of service and/or of providing new or more highly valued services altogether.

To end this brief introduction to the departmental reports, I would like to point out two milestones for the Division. First, the library resources budget has remained above one million dollars for the third consecutive year. Indeed, the budget was even slightly higher last year than the year before, and, as of this writing, we are relatively sure that next year's budget will not be less than this year's. Unprecedented over the past two decades, within a three-year period the resources budget has not drastically spiked in either direc-

tion. Consistency being the best friend of good planning, we fervently hope this proves to be a new trend.

In a second milestone, the Division, more specifically the Cataloging Department, finally closed its one remaining card catalog, that being the official inventory file known as the Shelf List. Having been wildly progressive in automating and discarding other parts of the manual card catalog system about ten years ago, maintenance of the Shelf List has not continued for any nostalgic or reactionary reasons but, rather, because we felt it filled a function, albeit a rather esoteric one, not duplicable, until recently, through an automated methodology. Simply put, filing in the Shelf List catalog has allowed us to catch certain types of errors in classification numbers (even some made by the Library of Congress itself!), and we felt that the function was useful enough that, through our own internal programming capabilities, we finally invented and put into place an automated, equivalent procedure. With the closing of the Shelf List, the Library's bibliographic and resource inventory systems are now completely automated, and the remaining paper-based files in the Division are restricted to those in support of the acquisitions functions, for example the vendor invoice file and that containing non-electronic commercial correspondence.

It was an interesting and productive year for the Technical Services Division, and, besides those mentioned above, many other events occurred which are described in the reports of the constituent departments which immediately follow this introduction.

John Martin Hein
Head, Technical Services Division

Thomas G. Carpenter Library
Acquisitions Department
1996/1997 Resources Budget Disbursements

	FISCAL YEAR 1996/97	% OF TOTAL EXPENDED	% OF TOTAL EXPENDED ON MATERIALS	$ CHANGE FROM 1995/96	% CHANGE FROM 1995/96	FISCAL YEAR 1995/96
MATERIALS: CONTINUATIONS						
CD ROMS	$75,511.00	6.24	6.87	$23,488.00	45.15	$52,023.00
NEWSPAPERS	$3,637.84	0.30	0.33	($492.88)	(11.93)	$4,130.72
REMOTE DATABASES	$28,106.00	2.32	2.56	$178.00	0.64	$27,928.00
SERVICES	$55,226.35	4.56	5.02	$2,764.21	5.27	$52,462.14
STANDING ORDERS	$59,157.66	4.89	5.38	$5,965.08	11.21	$53,192.58
SUBSCRIPTIONS	$399,555.02	33.00	36.34	$41,611.83	11.63	$357,943.19
SUBS-MICROFORM	$57,711.96	4.77	5.25	($4,636.73)	(7.44)	$62,348.69
SUBTOTAL	**$678,905.83**	**56.08**	**61.75**	**$68,877.51**	**11.29**	**$610,028.32**
MATERIALS: NON-CONTINUATIONS						
AUDIO-VISUALS	$41,752.76	3.45	3.80	($2,428.59)	(5.50)	$44,181.35
BACKFILES-ALL FORMAT	$2,410.70	0.20	0.22	($3,587.00)	(59.81)	$5,997.70
BOOKS-APPROVAL	$284,615.83	23.51	25.89	($25,479.56)	(8.22)	$310,095.39
BOOKS-ORDERED	$62,177.43	5.14	5.66	($15,753.31)	(20.21)	$77,930.74
CURRICULUM	$10,975.62	0.91	1.00	($1,348.12)	(10.94)	$12,323.74
DOCUMENTS	$2,412.00	0.20	0.22	($443.05)	(15.52)	$2,855.05
MISCELLANEOUS	$3,161.66	0.26	0.29	($30,346.74)	(90.56)	$33,508.40
SOFTWARE	$12,994.10	1.07	1.18	$6,841.20	111.19	$6,152.90
SUBTOTAL	**$420,500.10**	**34.73**	**38.25**	**($72,545.17)**	**(14.71)**	**$493,045.27**
TOTAL MATERIALS	**$1,099,405.93**	**90.81**	**100.00**	**($3,667.66)**	**(0.33)**	**$1,103,073.59**
PROCESSING						
BINDING-BOOKS	$8,128.13	0.67	NA	($2,073.50)	(20.33)	$10,201.63
BINDING-JOURNALS	$19,453.00	1.61	NA	$1,151.26	6.29	$18,301.74
POSTAGE, HANDLING	$26,912.80	2.22	NA	($982.91)	(3.52)	$27,895.71
SOLINET	$44,353.43	3.66	NA	($1,320.48)	(2.89)	$45,673.91
SUPPLIES	$12,373.28	1.02	NA	$4,126.83	0.00	$8,246.45
SUBTOTAL	**$111,220.64**	**9.19**	**NA**	**$901.20**	**0.82**	**$110,319.44**
UNSPENT BALANCE	$0.00	0.00	NA	($4.33)	(100.00)	$4.33
TOTAL	**$1,210,626.57**	**100.00**	**NA**	**($2,770.79)**	**(0.23)**	**$1,213,397.36**

* Comprised of $1,200,000 State allocation, and $10,626.57 recovered from patrons for lost and damaged materials. This total does not include $44,000 of State allocation withheld by the University, or $1,975.63 of special acquisitions made through University Foundation-monitored funds (Institute of Police Technology & Management and the Library Acquisitions Gift Fund)

A breakdown of the physical items and services received through the disbursement of the above funds can be found as part of the reports of the Acquisitions and Serials Departments respectively.

	HELD 7/1/96	ADD	WITHDRAW	HELD 6/30/97
PAPER VOLUMES/PIECES				
Monographs and Serials	481,981	20,517	887	501,611
Music Scores	5,668	76	0	5,744
Annual Reports	13,097	2,000	2,000	13,097
College Catalogs	240	0	0	240
Government Documents	139,514	7,202	6,116	140,600
	640,500	**29,795**	**9,003**	**661,292**
MICROFICHE PIECES				
Monographs and Serials	106,550	9,282	0	115,832
Music Scores	486	0	0	486
nnual Reports	108,871	1,164	0	110,035
College Catalogs	10,346	0	0	10,346
ERIC & Newsbank	560,970	16,664	0	577,634
Government Documents	357,741	4,800	9,319	353,222
	1,144,964	**31,910**	**9,319**	**1,167,555**
MICROFILM REELS				
Monographs and Serials	22,149	832	0	22,981
Government Documents	19,523	3,485	10	22,998
	41,672	**4,317**	**10**	**45,979**
MAPS (Cataloged & Uncataloged)	**5,387**	**394**	**95**	**5,686**
COMPUTER FILES				
Magnetic (Floppies, etc.)	21	2	0	23
Laser (CD ROM)	469	222	137	554
	490	**224**	**137**	**577**
AUDIOVISUAL MATERIALS				
Audiocassettes	201	3	2	202
Audiodiscs: CD	3,314	446	0	3,760
Audiodiscs: LP	7,095	5	2	7,098
Cards	14	0	0	14
Charts	13	0	0	13
Film Loops	0	0	0	0
Filmstrips	448	0	1	447
Games	13	0	0	13
Kits	754	6	10	750
Motion Pictures	172	0	22	150
Pictures/Portraits	18,574	1,270	0	19,844
Posters	43	5	0	48
Slides, Art	20,510	0	0	20,510
Slide Sets	621	0	0	621
Transparencies	11	0	0	11
Videocassettes	3,824	603	219	4,208
Videodiscs	64	0	0	64
	55,671	**2,338**	**256**	**57,753**

Thomas G. Carpenter Library
TITLE Inventory by Type of Material
1996/97

	HELD 7/1/96	ADD	WITHDRAW	HELD 6/30/97
PAPER VOLUMES/PIECES				
Monographs and Serials	354,097	16,040	150	369,987
Music Scores	3,492	34	0	3,526
Annual Reports*	0	0	0	0
College Catalogs*	0	0	0	0
Government Documents*	0	0	0	0
	357,589	**16,074**	**150**	**373,513**
MICROFICHE PIECES				
Monographs and Serials+	46	1	0	47
Music Scores	3	0	0	3
Annual Reports*	0	0	0	0
College Catalogs*	0	0	0	0
ERIC & Newsbank*	0	0	0	0
Government Documents*	0	0	0	0
	49	**1**	**0**	**50**
MICROFILM REELS				
Monographs and Serials+	185	41	0	226
Government Documents*	0	0	0	0
	185	**41**	**0**	**226**
MAPS (Cataloged Only)	**345**	**76**	**0**	**421**
COMPUTER FILES				
Magnetic (Floppies, etc.)	21	2	0	23
Laser (CD ROM)	99	30	1	128
	120	**32**	**1**	**151**
AUDIOVISUAL MATERIALS				
Audiocassettes	210	3	1	212
Audiodiscs: CD	3,115	332	0	3,447
Audiodiscs: LP	6,808	3	2	6,809
Cards	14	0	0	14
Charts	4	0	0	4
Film Loops	0	0	0	0
Filmstrips	419	0	1	418
Games	12	0	0	12
Kits	241	3	1	243
Motion Pictures	169	0	20	149
Pictures/Portraits*	0	0	0	0
Posters	12	5	0	17
Slides, Art*	0	0	0	0
Slide Sets	375	0	0	375
Transparencies	11	0	0	11
Videocassettes	1,503	350	138	1,715
Videodiscs	62	0	0	62
	12,955	**696**	**163**	**13,488**

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

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Thomas G. Carpenter Library
VOLUME/PIECE Inventory by Library Collection
1996/1997

	HELD 7/1/96	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1996/97	WITHDRW 1996/97	HELD 6/30/97
ANNUAL REPORTS						
TEXT	13,097	0	13,097	2,000	2,000	13,097
MICROFICHE	108,871	0	108,871	1,164	0	110,035
ATLAS COLLECTION	169	1	170	11	2	179
BIBLIOGRPHY COLL	1,399	0	1,399	0	0	1,399
CATALOGING DEPT						
TEXT	1,184	0	1,184	16	4	1,196
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
TEXT	240	0	240	0	0	240
MICROFICHE	10,346	0	10,346	0	0	10,346
CURRICULUM COLL						
AUDIOCASSETTE	50	0	50	0	0	50
CARD	14	0	14	0	0	14
CHART	12	0	12	0	0	12
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	177	0	177	0	1	176
GAME	13	0	13	0	0	13
KIT	732	0	732	2	10	724
POSTER	43	0	43	5	0	48
REALIA	0	0	0	0	0	0
RECORD	179	0	179	0	1	178
SLIDE SET	4	0	4	0	0	4
TEST	214	0	214	23	0	237
TEXT	10,771	20	10,791	675	2	11,464
VIDEOCASSETTE	6	0	6	0	0	6
DOCUMENTS COLL						
FLORIDA DOCS	17,078	0	17,078	986	532	17,532
FEDERAL DOCS:						
TEXT	122,436	0	122,436	6,216	5,584	123,068
CDROM	286	0	286	44	0	330
MICROFICHE	357,741	0	357,741	4,800	9,319	353,222
MICROFILM	19,523	0	19,523	3,485	0	23,008
DOCUMENTS DEPT						
TEXT	740	0	740	21	2	759
CDROM	2	0	2	1	0	3
MICROFICHE	33	0	33	0	0	33
MICROFILM	648	0	648	268	0	916
ERIC FICHE	515,570	0	515,570	15,500	0	531,070
FASTCAT *	3,157	(1,319)	1,838	1,401	0	3,239
GENERAL COLL						
TEXT	365,036	1,926	366,962	13,560	131	380,391
MICROFICHE	11,628	0	11,628	2	0	11,630
MICROFILM	1,221	0	1,221	13	0	1,234
INDEX/ABST COLL						
TEXT	7,588	0	7,588	92	9	7,671
MICROFICHE	3,470	0	3,470	0	0	3,470
MICROFILM	70	0	70	0	0	70
LEISURE READING@	909	(413)	496	366	0	862
MAP COLLECTION						
CATALOGED	483	0	483	97	0	580
UNCATALOGED	4,904	0	4,904	297	95	5,106
MEDIA DEPT COLLS						
AUDIOCASSETTE	151	0	151	3	2	152
AUDIODISC:CD	3,314	0	3,314	446	0	3,760
AUDIODISC:LP	6,916	0	6,916	5	1	6,920
CHART	1	0	1	0	0	1
COMPUTER FILE	21	0	21	2	0	23
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	271	0	271	0	0	271
GAME	0	0	0	0	0	0
KIT	22	0	22	4	0	26
MOTION PICTURE	172	0	172	0	22	150
PICTURE, FLAT	18,574	0	18,574	1,270	0	19,844
POSTER	0	0	0	0	0	0
REF BOOKS	72	(5)	67	13	19	61
SLIDE, ART	20,510	0	20,510	0	0	20,510
SLIDE SET	617	0	617	0	0	617
SCORE	4,925	0	4,925	76	0	5,001
SCORE, MINI	743	0	743	0	0	743
SCORE, MFICHE	486	0	486	0	0	486
TEXTS WITH AV	369	(65)	304	118	0	422
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	3,818	1	3,819	602	219	4,202
VIDEODISC	64	0	64	0	0	64
NEWSBANK FICHE	45,400	0	45,400	1,164	0	46,564
OVERSIZE COLL	1,308	13	1,321	19	0	1,340
PERIODICLS COLL						
TEXT	64,277	(8)	64,269	2,357	59	66,567
TEXT, TEMPBND	896	0	896	164	41	1,019
MICROFICHE	87,276	0	87,276	9,060	0	96,336
MICROFILM	20,007	0	20,007	551	0	20,558
PERMANNT RESERVE	305	1	306	35	0	341
REFERENCE COLL						
TEXT	22,085	(161)	21,924	1,545	618	22,851
CDROM	181	0	181	177	137	221
MICROFICHE	4,141	0	4,141	220	0	4,361
MICROFILM	203	0	203	0	0	203
SERIALS DEPT	25	0	25	5	0	30
SPECIAL COLLS						
RARE BOOKS	1,085	3	1,088	89	0	1,177
THESES & BOXED	606	8	614	29	0	643

Thomas G. Carpenter Library
TITLE Inventory by Library Collection
1996/1997

	HELD 7/1/96	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1996/97	WITHDRW 1996/97	HELD 6/30/97
ANNUAL REPORTS						
TEXT*						
MICROFICHE*						
ATLAS COLLECTION	170	(1)	169	12	0	181
BIBLIOGRPHY COLL	67	0	67	0	0	67
CATALOGING DEPT						
TEXT	173	(3)	170	8	0	178
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
TEXT*						
MICROFICHE*						
CURRICULUM COLL						
AUDIOCASSETTE	37	0	37	0	0	37
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	1	151
GAME	12	0	12	0	0	12
KIT	225	0	225	2	1	226
POSTER	12	0	12	5	0	17
REALIA	0	0	0	0	0	0
RECORD	145	0	145	0	1	144
SLIDE SET	2	0	2	0	0	2
TEST	131	0	131	8	0	139
TEXT	6,065	4	6,069	386	1	6,454
VIDEOCASSETTE	5	0	5	0	0	5
DOCUMENTS COLL						
FLORIDA DOCS*						
FEDERAL DOCS:						
TEXT*						
CDROM	74	0	74	27	0	101
MICROFICHE*						
MICROFILM*						
DOCUMENTS DEPT						
TEXT	101	0	101	3	1	103
CDROM	1	0	1	1	0	2
MICROFICHE	1	0	1	0	0	1
MICROFILM	45	0	45	22	0	67
ERIC FICHE*						
FASTCAT*						
GENERAL COLL						
TEXT	332,811	107	332,918	14,784	71	347,631
MICROFICHE	23	0	23	1	0	24
MICROFILM	134	0	134	1	0	135
INDEX/ABST COLL						
TEXT	271	0	271	1	0	272
MICROFICHE	1	0	1	0	0	1
MICROFILM	3	0	3	0	0	3
LEISURE READING*						
MAP COLLECTION						
CATALOGED	345	0	345	76	0	421
UNCATALOGED*						
MEDIA DEPT COLLS						
AUDIOCASSETTE	173	0	173	3	1	175
AUDIODISC:CD	3,115	0	3,115	332	0	3,447
AUDIODISC:LP	6,663	0	6,663	3	1	6,665
CHART	1	0	1	0	0	1
COMPUTER FILE	21	0	21	2	0	23
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	267	0	267	0	0	267
GAME	0	0	0	0	0	0
KIT	16	0	16	1	0	17
MOTION PICTURE	169	0	169	0	20	149
PICTURE, FLAT*						
POSTER	0	0	0	0	0	0
REF BOOKS	42	0	42	1	1	42
SLIDE, ART*						
SLIDE SET	373	0	373	0	0	373
SCORE	3,392	0	3,392	34	0	3,426
SCORE, MINI	100	0	100	0	0	100
SCORE, MFICHE	3	0	3	0	0	3
TEXTS WITH AV	340	(61)	279	118	1	396
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	1,498	0	1,498	350	138	1,710
VIDEODISC	62	0	62	0	0	62
NEWSBANK FICHE*						
OVERSIZE COLL	1,239	0	1,239	30	0	1,269
PERIODICLS COLL						
TEXT	4,014	0	4,014	31	8	4,037
TEXT, TEMPBND	0	0	0	0	0	0
MICROFICHE	8	0	8	0	0	8
MICROFILM	1	0	1	18	0	19
PERMANNT RESERVE	104	1	105	4	0	109
REFERENCE COLL						
TEXT	7,988	(54)	7,934	612	67	8,479
CDROM	24	0	24	2	1	25
MICROFICHE	11	0	11	0	0	11
MICROFILM	2	0	2	0	0	2
SERIALS DEPT	22	0	22	0	0	22
SPECIAL COLLS						
RARE BOOKS	550	3	553	46	0	599
THESES & BOXED	140	6	146	2	0	148

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

ACQUISITIONS DEPARTMENT

This fiscal year was the third of a program guaranteeing a minimum of $1,200,000 for each SUS school's library resources budget. As one of the smaller schools, our funding remained stable at that level, with an additional $10,627 from billings for lost and damaged materials. The absence of a budget increase, combined with a serials inflation rate of over 10%, resulted in a decrease of our monographic purchasing power.

BUDGET

Our resource funds were spent in the following manner: subscriptions, $678,906; binding, $27,581; serial backfiles, $2,411; monographs, $346,793; curriculum, $10,976; A/V, $41,753; documents, $2,412; document delivery, $2,000; on-line computer services, $1,162; cataloging expenses, $44,353; staff software, $12,994; supplies, $12,373; and postage, freight, & serial service charges, $26,913. The monograph total includes $52,200 worth of orders which were certified forward at the end of June and received by August, 1997.

PURCHASING

The majority of our new monographs were received through an Approval Program with Blackwell North America. We made some changes in the approval plan profile at the end of the last fiscal year, after a cautious beginning and more than a year's experience with this program. This resulted in our receiving more books from automatic shipments rather than from selection forms. Unfortunately, our return rate increased from 6.8 to 8.3%, which is higher than it should be if the plan was working optimally. We will address this problem in the new fiscal year and try to identify the cause for the high percentage of returns.

Most of our firm order monographs were bought from Ingram (primarily trade titles), special publishers' sales, and out of print booksellers' catalogs. We also used The Book House as a vendor for some of our children's books and hard-to-get titles.

Approval	Volumes	Returns	Kept	Cost	Cost/vol.
Automatic	6,337	525	5,812	$160,742	$27.66
Forms	3,783	9	3,774	$123,874	$32.82
Subtotal	10,120	534	9,586	$284,616	$29.69
Firm orders	2,839	28	2,865	$62,177	$21.70
Totals	**12,959**	**562**	**12,451**	**$346,793**	**$27.85**

Our average per volume cost of $27.85 is the result of very careful purchasing, selecting the proper format (paperback vs. hard bound), the right vendor, searching out or negotiating for the highest possible discount, or purchasing from sale or discount lists. It is revealing to compare this $27.85 figure with the average cost of North American academic books for 1996, which is $49.86 according to the *Bowker Annual*.

GIFTS

We received 2,780 gift volumes this year, of which we kept 652, or 22%. Mumford Library Books, Inc., a local remainder dealer of high repute, was the largest donor, accounting for 1,726 of the volumes (we kept 266). UNF faculty donors included Professors Harmon, Siudzinski, Roach, and Bolden, as well as many others.

Gift books can present a problem in that they require a considerable amount of staff time to search bibliographically and review, while generally providing limited returns in the addition of really useful items. As in previous years, we have been trying to discourage the donation of outdated textbooks, which make up the largest portion of our gifts. Those volumes which we don't keep are usually placed in the Library's book-sale.

PROCESSING

Processing is a significant and substantial part of the departmental workload. Left unattended, the units accumulate at an alarming rate into an unmanageable backlog. Because the career service position in charge of this area turned over twice before we were able to hire Eddie Jones in March 1997, we continued to rely on Martha Solomon from the Cataloging Department for help with label production. We were able to keep current with the processing load thanks to Martha, Eddie, and our excellent student assistant, Thuan Phan.

PERSONNEL

For the second year in a row, after the resignation of long-time employee Reginald Caldwell, our career service staffing situation continued to be unstable. Veronica Davis, hired in April 1996, resigned at the end of July to accept a better paying position with the federal government. Janice Trissell-Cahill, hired in September 1996, resigned at the end of November, when her husband was unexpectedly transferred out of town. Sally West, our long time receiver and bibliographic searcher, took a six-month maternity leave from mid-November to early May. Departmental staffing this year gave a new meaning to the term "skeleton crew."

Because of the historically low starting salary paid to Library Technical Assistants, the advertised vacancy did not always attract a sufficient number of qualified, experienced applicants. Searches sometimes had to be extended, leaving positions vacant for longer than usual, and certainly longer than anticipated. As mentioned above, in March 1997,

we were able to hire Eddie Jones, an employee without library background but with high promise. He is well-educated with some experience in financial and detailed work, and we are confident that he will prove to be a valuable addition to the Department. A brief spell of relief in staffing shortage came with the temporary rehiring of Reggie Caldwell on a part-time OPS basis, from January through June, to help in the financial and searching areas. We are also grateful to the LTAs of the Cataloging Department, who helped immensely with online ordering and receiving. We couldn't have made it through the year without their valued assistance.

Sheila Mangum
Head, Acquisitions Department

SERIALS DEPARTMENT

The Serials Department spent the year working on special projects and resolving acquisitions challenges. The major accomplishment was the barcoding of 75% of the Periodicals Collection. By year's end, over 33,000 item records had been created. Cataloging was kept up to date, and repairs continued throughout the year.

ACQUISITIONS

Although the book budget remained stable, the library chose to keep a conservative approach to new subscriptions. We allocated $10,000 for new titles, mostly those with electronic format.

We assessed the value of electronic formats, and moved several titles from paper to electronic access. We felt confident enough with access on CD-ROM and via WebLUIS to drop the paper subscriptions to most of the Wilson indexes. We moved from CD-ROM to Internet access for the *Florida Administrative Code* and the *IRA Letter Rulings*. The one reversal of formats occurred with our chemistry titles. Due to accreditation standards requiring paper subscriptions, we canceled some microfiche subscriptions and moved back to paper for several titles.

We received two large gifts this year, from Mr. Kim Miller and from the Florida State Attorney General's Office. One of these was the *American Mercury*, the well-known literary publication edited by H. L. Mencken; we added vols. 1-30, covering the seminal period of 1924-1933. We also added *West's Federal Supplement*, augmenting the *Federal Reporter*, and providing 241 volumes of historic material.

We began receiving our Faxon invoice via FTP, and loaded additional data into the NOTIS database. We combined several small lists into our large renewal file, resulting in fewer supplemental invoices and more timely receipt of invoice material.

CATALOGING

Lien Phan barcoded over 33,000 volumes in the Periodicals Collection. She proofed and corrected a file of all bound volumes, created a list of required barcodes, and placed the appropriate barcode in each volume. John Hein, Head of Technical Services, designed programming to assign barcodes to the volumes, then create item records on NOTIS. Lien finished 75% of the project by June 1997. When the project is completed, the Periodicals

Section will initiate a new reshelving routine. This will enable us to study usage levels by subject area, or by specific title, resulting in accurate data for collection use and title evaluation.

Bob Farnsworth kept all current cataloging and title changes up to date, making new titles available to the public in a timely manner. We migrated to a Windows environment for cataloging, giving each cataloger more autonomous control over data files.

PRESERVATION

Book repair decreased for the first time in many years, as we experienced a high turnover rate with our student assistants. We spent a lot of time training students, only to find that they had other obligations. The Department continued to do as much repair as possible in-house, providing high quality service at a reasonable cost. In spite of the turnover, we began making pockets for computer disks and CD-ROM materials that come with books. Tracey Britton developed expertise in map repair and encapsulation, working with many maps of local significance, as well as maps published prior to World War II.

We evaluated three binderies this year, comparing Heckman, Southeast, and Mid Atlantic. We selected Mid Atlantic, a bindery held by ICI (Information Conservation, Inc.). The public service areas are especially pleased with the two week turn around we receive.

The year provided several challenges to our environmental controls. Because of a deficiency in the Library's HVAC system we weathered high humidity and a mold out-break, a water leak in the mail room, and a two day period with no running water. All problems were successfully resolved with no damage to library materials.

The Department continues to provide preservation and book repair information to the campus and the general community. The Borland Medical Library staff consulted with us about creating a local repair area, and we fielded several calls concerning personal collections.

The combination of a stable staff and an adequate budget provided opportunities to make strides on barcoding, binding, and cataloging. The Department upgraded to a Windows environment for many serials functions, and cleaned up several problem files that required special attention. We look forward to another year of progress and growth.

Vicki T. Stanton
Head, Serials Department

Thomas G. Carpenter Library
Serials Department
1996/1997

SERIALS ORDERS PLACED AND RECEIVED

		HELD 6/30/96	NET CHANGE 1995/1996	HELD 6/30/97
SUBSCRIPTIONS				
Newspapers		18	0	18
Periodicals		2,242	15	2,257
Business & Legal Services		75	0	75
Microfilm		123	0	123
Free/Gift		147	0	147
	SUBTOTAL	**2,605**	**15**	**2,620**
STANDING ORDERS		**347**	**(5)**	**342**
GRAND TOTAL SERIALS ACQUISITIONS		**2,952**	**10**	**2,962**

CHECK-IN WORKLOAD—NUMBER OF ITEMS

		1995/96	CHANGE	1996/97
Periodicals and Serials				
Current issues		21,957	1,141	23,098
Back issues		217	(20)	197
Backfile vols (incl micro)		122	9	131
Microfilm reels		364	9	373
Microfiches		31,200	(5,811)	25,389
Gifts received		3,711	(1,458)	2,253
Gifts retained		607	811	1,418
Standing Orders		2,361	(376)	1,985
Claims		2,688	(372)	2,316
	TOTAL	**63,227**	**(6,067)**	**57,160**

BINDERY STATISTICS

		1995/96	CHANGE	1996/97
Books		1,567	(401)	1,166
Periodicals		2,552	118	2,670
Theses		155	(4)	151
	TOTAL	**4,274**	**(287)**	**3,987**

* (Incl. 808 rebinds)   # (Incl. rebinds)

PRESERVATION STATISTICS BY TYPE OF REPAIR

NUMBER OF ITEMS

	1995/96	CHANGE	1996/97
Boxes Made	31	(26)	5
Covers Repaired	14	19	33
Enclosures Made	127	(121)	6
Folders Made	40	(22)	18
Hinges Repaired	122	(44)	78
Pages Tipped In	278	(78)	200
Pamphlet Binding	524	(180)	344
Pockets Made	33	(25)	8
Replace End Papers	177	(125)	52
Recasings	0	59	59
Spines Repaired	178	(87)	91
Torn Pages Mended	65	(3)	62
Trimmed Pages	10	(1)	9
Other Types of Repairs	82	(39)	43
TOTAL	**1,681**	**(673)**	**1,008**

REPLACEMENT OF MISSING PAGES, 1996/97*

MONOGRAPHS Titles(Pages)	CLASS	PERIODICALS Titles(Pages)
-	A	2 (12)
2 (34)	B	2 (22)
1 (6)	C	-
1 (2)	D	-
1 (34)	E	-
3 (168)	G	1 (6)
6 (46)	H	11 (140)
1 (1)	J	-
1 (32)	K	1 (2)
2 (16)	L	4 (32)
1 (10)	N	-
5 (153)	P	-
-	Q	4 (18)
-	R	9 (60)
1 (2)	S	-
1 (8)	T	2 (8)
1 (2)	U	-
27 (514)	**TOTALS**	**37 (300)**
	TOTAL	
	64 (814)	

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

CATALOGING DEPARTMENT

Another big year for technological breakthroughs: the Cataloging Department received all new workstations — Windows95 with all the "bells and whistles" one could want! With this upgrading project completed, almost all the tools for efficient cataloging are now on each staff member's desk. Notable among these is the "Cataloger's Desktop" which combines several reference tools frequently consulted by the catalogers and "Classification Plus," which contains many of the Library of Congress classification schedules. It will probably take a fairly long training period to learn and apply all the new desktop capabilities.

We also closed the card shelflist. John Hein, Head of Technical Services, and Angela Randtke, cataloger and "programmer extraordinaire," developed programs to capture and automatically review call numbers being added through machine load (i.e., not typed in) to the UNF database. The new numbers are searched against the online shelflist and all new subject numbers and identifiable problem categories are extracted for human — non-programmatic — review. These new routines allowed us to stop producing cards as of December 31, 1997, which simplified the workflow in several ways, and also saved the cost of the cards and card filing.

Statistically, 18,112 new titles were fully cataloged of which 15,399 had LC copy, 973 represented modified LC copy and 1,740 were OCLC member or original records. In addition, 4,006 titles received update or brief cataloging, and 266 titles were recataloged for a variety of reasons. Added to the above are 935 music titles which were part of a classification project described below for a grand total of 23,319 titles handled.

In terms of authority routines, we added an average of 3,143 new authority records to the database each month, of which an average 79 were locally created. The record high average of monthly authorities derived is accounted for by the retrospective automatic derivation routines run this past year.

Two major, multi-year projects were concluded in the course of the year. Angela Randtke, with various assistants over time, completed the retrospective review of all topical subject headings in the database. This major accomplishment represents several years of consistent and thorough work and makes the UNF database a model for LC subject heading practice. At the same time, Angela drafted a subject headings process manual, beginning to document the many complicated routines necessary to keep the subject headings workflow going.

Secondly, Margaret Kaus, again with assistance of several senior LTAs over the duration of the project, completed the LC classification of the library's musical LP collections, which had been arranged in various browsing categories. From 1993 through 1997, 3,390 recordings were fully classified.

Many other routines evolved and projects concluded or remained active during the year. In an effort to reduce the number of titles receiving brief cataloging, we eliminated the "fastcat" routine for the Reference collection, performing original cataloging for those titles which do not have Library of Congress catalog copy. Also, when the senior Documents Department LTA who had been doing part of the documents cataloging retired, the Department absorbed the remaining documents cataloging. Monthly Florida document shipments are now fully cataloged and we are also attempting to keep up with new serial document titles. As things would have it, another long-time Acquisitions employee resigned and several senior LTAs, principally Doris Barie, filled in with ordering routines for a number of months until the position was filled. Anita Pitkin resumed her duties after maternity leave and quickly took on new duties such as working with books accompanied by computer software. Doug Walton continued his work with Angela on subject heading maintenance and with Linda Smith, doing map cataloging.

Verna Urbanski completed a major rewrite of the name heading procedures, based upon the highly successful automation of the new headings process for names. New automated names routines, begun last year, have saved a lot of time and will permit us to take up problem solving of categories of headings which need human attention. A complete retrospective run-through of the database derived many new name authorities into the database — and there are many heading conflicts to be resolved!

The documents tickler review project (the full cataloging of older documents), continued as time permitted by Angela, Linda, and Shelley Anderson. Angela and Martha Solomon continued the full classification of law titles which had partial call numbers and the withdrawal of large categories of older format material from the media collections. As a result of a study committee's recommendations, the cataloging and processing routines for books arriving with computer software changed. These materials which formerly went to the Protect collection in Media, now go to the General Collection. New routines to handle these materials were written and coordinated among the departments in both Public and Technical Services Divisions and older material will be moved to the General Collection, or withdrawn, as time permits.

Personnel changes occurred as always. Yun Wang, an MLS graduate and our newest senior LTA, left to take a professional library position and we will be filling that job as soon as possible in the new fiscal year. For the librarians, Margaret Kaus was awarded a professional development leave and will be spending the fall of 1997 at the Library of Congress, doing a cataloging practicum with LC music catalogers. She will be missed but should return with lots of new information to share. Margaret and Linda both served on a state level format integration task force which is making recommendations for revised

online catalog public displays, integrating new bibliographic format elements adopted as national standards. Verna Urbanski received prestigious recognition when she was asked to participate in a "by invitation only" international conference on the future of the cataloging code, to be held in October 1997.

On a personal note, I can look back from my twenty-fifth year at the UNF Libary with both amazement at all the changes I see in how we do things and great satisfaction at the continuity in the strong purpose and high standards of quality we maintain in our work. It has been a privilege over the years to work with many staff members at all levels who take pride in their work. I plan to be able to say the same thing for several more years to come.

Linda L. Smith
Head, Cataloging Department

Includes all Monographic additions to the collections except Government Documents.
Excludes Periodicals, Indexes, Audiovisual Materials, Microforms, and Electronic Resources.

CLASS		TITLES	% TOTAL	VOLUMES	% TOTAL
A-AZ	General Works	9	0.056	47	0.263
B-BD,BH-BJ	Philosophy	381	2.371	387	2.165
BF	Psychology	515	3.204	533	2.981
BL,BN-BQ	Religion	166	1.033	172	0.962
BM	Religion - Judaism	8	0.050	8	0.045
BR-BX	Religion - Christianity	132	0.821	134	0.750
C-CT,D,DX	History - General	346	2.153	357	1.997
DA	History - Great Britain	173	1.076	175	0.979
DB-DJ,DL-DQ	History - Other West European	245	1.524	251	1.404
DJK,DK,DR	History - U.S.S.R. & East European	144	0.896	149	0.833
DS	History - Asia	240	1.493	242	1.354
DT	History - Africa	46	0.286	47	0.263
DU	History - Australia, Oceania	5	0.031	5	0.028
E	History - United States	788	4.903	832	4.654
F	History - The Americas	275	1.711	309	1.728
G-GT	Geography, Anthropology	254	1.580	270	1.510
GV	Sports, Recreation	216	1.344	222	1.242
H	Social Sciences - General	46	0.286	46	0.257
HA	Statistics (Soc. Sci. Data & Methods)	15	0.093	25	0.140
HB-HD	Economics	1,233	7.672	1,334	7.462
HE	Transportation, Communications	44	0.274	52	0.291
HF-HJ	Commerce & Finance	894	5.562	1,090	6.097
HM-HT	Sociology	990	6.160	1,021	5.711
HV	Public Welfare, Criminology	524	3.260	534	2.987
HX	Socialism, Communism	47	0.292	47	0.263
J-JX	Political Science	602	3.746	640	3.580
K	Law - General	24	0.149	27	0.151
KB-KE,KG-KZ	Law - Foreign (inclu. Ancient)	7	0.044	8	0.045
KF	Law - United States	232	1.444	538	3.009
L-LB	Education	721	4.486	795	4.447
LC-LT	Education - Special	296	1.842	301	1.684
M	Music - Scores	36	0.224	78	0.436
ML	Music - History & Criticism	358	2.227	369	2.064
MT	Music Instruction & Study	40	0.249	42	0.235
N,NX	Visual Arts, General Art	304	1.891	348	1.947
NA	Architecture	19	0.118	20	0.112
NB-NE	Art Media	191	1.188	195	1.091
NK	Art - Decorative & Applied	18	0.112	19	0.106
P	Philology & Linguistics	126	0.784	127	0.710
PA	Classical Language & Literature	71	0.442	74	0.414
PB-PD,PF	Modern European Languages	7	0.044	8	0.045
PE	English Language	83	0.516	84	0.470
PG-PM	African/Oriental/Slavic Lang. & Lit.	108	0.672	113	0.632
PN,PZ	Literature - General	471	2.931	573	3.205
PQ	Literature - Romance Languages	172	1.070	175	0.979
PR	Literature - English	632	3.932	642	3.591
PS	Literature - American	888	5.525	926	5.180
PT	Literature - Germanic Languages	61	0.380	62	0.347
Q	Science - General	110	0.684	122	0.682
QA1-74,77+ (1)	Mathematics	108	0.672	108	0.604
QA75-76	Computer Science	237	1.475	248	1.387
QA273-299	Statistics (Math. Theory and Methods)	15	0.093	16	0.089
QB	Astronomy	44	0.274	44	0.246
QC	Physics	91	0.566	94	0.526
QD	Chemistry	34	0.212	38	0.213
QE	Geology	15	0.093	15	0.084
QH	Natural History, Ecology	107	0.666	109	0.610
QK	Botany	17	0.106	17	0.095
QL	Zoology	94	0.585	97	0.543
QM-QP	Physiology & Human Anatomy	113	0.703	115	0.643
QR	Microbiology	14	0.087	16	0.089
R	Medicine - General	44	0.274	46	0.257
RA	Public Health	117	0.728	120	0.671
RB	Pathology	13	0.081	13	0.073
RC	Internal Medicine	291	1.811	297	1.661
RD-RS,RZ	Surgery and Medical Specializations	181	1.126	187	1.046
RT	Nursing	148	0.921	162	0.906
S-SK	Agriculture, Forestry, Animal Culture	18	0.112	18	0.101
T-TZ	Technology & Engineering	431	2.682	500	2.797
U-V	Military & Naval Science	69	0.429	72	0.403
X	UNF Masters Theses	29	0.180	56	0.313
YA-YO,YQ-YZ	Curriculum Text Materials	170	1.058	219	1.225
YP	Children's Literature	218	1.356	474	2.651
Z (2)	Bibliography & Library Science	141	0.877	222	1.242
		16,072	100	17,878	100

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

PUBLIC SERVICES DIVISION

This year has been exciting because technical advances and stabilization have permitted UNF and the SUS to realize some of its goals. Library services have logically moved more and more to the World Wide Web (WWW) platform. Web services have been developed, enhanced, and contracted to benefit all members of the SUS communities, including the University of North Florida. LUIS, with over 35 catalogs and databases, has evolved to WebLUIS and has been enhanced with more than 1.2 million full-text articles available online. In June 1997 OCLC's FirstSearch, a commercial database supplier, made its SUS debut and added a worldwide-scope library union catalog, more than 60 databases, and more than 1.5 million full-text articles available online. Eureka has evolved its services to Eureka on the Web product, offering the prestigious Research Library Group catalogs and six specialized databases. These offer a very substantial beginning to a true "Library on the Web." These offerings target undergraduate needs, but are not comprehensive or robust enough to support specialized or graduate programs. As we gain more experience with off-campus commercial electronic resources, we may try to exchange CD-ROM services (available only in the Library) for web-accessed counterpart products or versions. Our criteria include cost, response time, user-friendliness, and quality of information.

The primary impetus for action this year was driven by the Florida Legislature's Distance Learning Library Initiatives (DLLI). Realizing the important realities of these initiatives, the SUS Library Public Services Planning Committee organized and directed its subcommittees to develop strategies for interlibrary hosting of services and privileges for constituencies of the member institutions. Strategies and implementations are being considered for common policies and privileges, interlibrary loans, document delivery, remote access to services, remote reference and referral services, etc. These will involve changes both in the supporting technologies, SUS policies, and institutional and library policies and procedures.

With information and technologies changing so rapidly, our public services staff has had to maintain knowledge, skills, and abilities to stay current. The scope of librarianship has already changed from print and related resources to any information in any format available anywhere. Although mounting service demands keep the staff constantly occupied without allowing sufficient uninterrupted span of time for learning new skills, in my estimation our staff has done a splendid job in providing services *and* meeting the new challenges. They have successfully migrated from print-based library staff to all-media Information Specialists!

Bibliographic Instruction, better called Information Instruction, has been a required remedial service. We must educate both faculty and all users who are steeped in bias against electronic information, whether it is from lack of understanding, or exposure; or embarrassment or anxiety in the use of technology; or lack of skills to evaluate the information. We hope to extend acceptance of all information in any format from any source. Users (faculty, staff, students) have not been reared on the new library skills required to access information. Those skills must be taught, usually on a one-on-one basis. As detailed elsewhere in this report, the Library has implemented a formal course (LIS-1000) to provide customized workshops and skills training to larger groups. To expand and maximize our instructional role, using funding from the 7% tuition increase, we have hired student assistants to provide one-on-one technology tutorials to library users who may be computer-resistant, computer-anxious, or just unfamiliar with our local services. This peer assistance has been helpful for those intimidated by change and for the librarians who may now concentrate on information content rather than access.

While service statistics are down this year, we attribute that to
- the expansion of options for access both inside and outside the Library;
- the requirement of more time to teach users computer skills and then help them find what they need. A five-minute answer in print resources may now take 30 minutes and beyond for other computer-based resources;
- moving to online resources rather than just print materials;
- the Library's declining comfort levels (temperature, seating, ambiance) is not inviting as a general study location.

While we don't have the staff resources to extend library hours, our operating hours appear to be adequate, although individual departments within the library must close some nights and weekends. We continue to offer most of the services common to a large academic library.

Our main concerns in the migration into electronic resources are copyright, licenses, archiving, and economics. As we are tempted to divert print resource funding for electronic accesses, we must keep in mind that there are no archival rights to accesses; when and if we cease subscribing to an electronic access, our access to the data that we already paid for is lost. We must continue collecting print versions for important resources even if they are redundant to electronic accesses.

The information market is driven by economics. Resources, whether electronic or print, are priced as the market will bear. Likewise, potentially unprofitable resources will never be available electronically. This reality is particularly true in the hard sciences and specialized disciplines. Since corporate and research users are willing to pay top prices for instantaneous access to information, those resources will be commercially developed at the expense of disciplines of lesser means. Price and specific constraints of copyright and licenses will control the availability, cost, and accessibility of information. Publishers

are now beginning to license print materials in addition to the electronic resources. Obviously, a library at UNF's funding level cannot offer all the resources and services that might be appropriate.

Compensating for gaps in our own collection, use of the interlibrary loan network has been the traditional means of connecting the user to the information. Libraries who borrow must also agree to lend. Luckily and commendably from the collection development point of view, the UNF Library has been a net supplier in the network, supplying more than we borrow. Because all libraries are underfunded for their needs, the load on the interlibrary loan network has significantly increased. Likewise, in comparison to electronic full-text, the expectation of immediate response is prevalent. Existing contracts and rules at the state level prohibit us from charging our users or any other in-state library for borrowing services. Staffing is desperately needed in this area, particularly during peak periods. The Distance Learning Library Initiatives are expected to dramatically increase the load as we will be expected to provide these services to students of other SUS institutions taking distance learning courses from other than their host institutions.

Concerns:

- No library service unit is adequately staffed at any level. Training opportunities are minimal and needed skills are usually self-taught, out of necessity. The Library desperately needs more space to house its print and related materials, to expand its electronic information availability, and to offer class-type instruction without disturbing or interrupting other library users. Our only current recourse is to displace seating and study areas for users. Should we be forced to seek off-site storage areas, staffing issues will impact us even more.

- There is a dramatic need to fix or replace the air conditioning system and all three elevators. It would be very desirable to provide computer network connectivity to study areas, and particularly the study carrels.

- The Library's security systems (theft detection system and associated camera surveillance) need updating, expansion, and replacement. Some components are so old that not only are they out of warranty, but service contracts are no longer available.

Continuing concerns from previous years:

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

- Funding needs to be identified and allocated to support the burgeoning costs for postage and other costs for mailing notices, shipping interlibrary loans, meeting contractual obligations.

- The SUS Library Directors have not yet specified required NOTIS system functionality or compensating procedures to comply with inventory responsibility statutes concerning library resources.

Robert P. Jones
Head, Public Services Division

	FY 1995/1996	FY 1996/1997	% CHANGE	
CIRCULATION/RESERVES				
Desk Services				
Charges/Renewals - Circ	98713	105087	6.46%	
Charges/Renewals - Rsv	22457	24777	10.33%	
Patron Applications	8752	5772	-34.05%	
ILL - borrowing	3808	3443	-9.59%	
ILL - lending	9287	9782	5.33%	
AR - Manual Posting	976	1004	2.87%	
Reserve Requests	5335	4056	-23.97%	
TOTAL:	149328	153921	3.08%	
Stack Services				
Automated - Circ checkins	86122	91247	5.95%	
Automated - In Lib Use	82221	79945	-2.77%	
Automated - Rsv checkins	22525	24817	10.18%	
Automated - Rsv In Lib	1414	1105	-21.85%	
TOTAL:	**192282**	**197114**		**2.51%**
DOCUMENTS				
Desk Services				
Charges/Renewals-automated	3026	3004	-0.73%	
Charges/Renewals-manual	43	23	-46.51%	
Direction	800	479	-40.13%	
Information	4872	3795	-22.11%	
Instruction	511	268	-47.55%	
Reference	1784	1352	-24.22%	
CD-Rom Services	400	236	-41.00%	
Map Inquiry	142	104	-26.76%	
Microform pull requests	1035	219	-78.84%	
TOTAL:	**12613**	**9480**		**-24.84%**
Stack Services				
Automated - checkins	1588	1850	16.50%	
Automated - In lib use	11571	8667	-25.10%	
In-house pickups-US	744	197	-73.52%	
In-house pickups-FL	133	63	-52.63%	
Maps	468	172	-63.25%	
Microformat	970	426	-56.08%	
TOTAL:	**15474**	**11375**		**-26.49%**
MEDIA RESOURCES				
Desk Services				
Charges/Renewals	18673	22726	21.71%	
Manual circulation	5385	4837	-10.18%	
Information	12061	12420	2.98%	
Equipment support	21753	22032	1.28%	
Instruction	5029	4239	-15.71%	
TOTAL:	**62901**	**66254**		**5.33%**
Stack Services				
Automated - checkins	17364	20740	19.44%	
Automated - In lib use	33306	29868	-10.32%	
Manual returns/pickups	5260	5074	-3.54%	
TOTAL:	**55930**	**55682**		**-0.44%**

PERIODICALS

Desk Services				
Charges/Renewals	123	138	12.20%	
Direction	3298	3150	-4.49%	
Information	13520	10436	-22.81%	
Instruction	18279	16335	-10.64%	
Microform pull requests	15014	11796	-21.43%	
Binder service	5166	4786	-7.36%	
TOTAL:	**55400**	**46641**		**-15.81%**
Stack Services				
Automated	347	227	-34.58%	
Shelving	124957	123787	-0.94%	
Microforms	59087	50005	-15.37%	
TOTAL:	**184391**	**174019**		**-5.63%**

REFERENCE

Desk Services				
Charges/Renewals	114	31	-72.81%	
Direction	3140	2755	-12.26%	
Information	11242	12312	9.52%	
Instruction	9614	10575	10.00%	
Reference	9458	9303	-1.64%	
Tours/Workshops	203	202	-0.49%	
Computer Searches	28	50	78.57%	
Equipment support	5944	5192	-12.65%	
TOTAL:	**39743**	**40420**		**1.70%**
Stack Services				
Automated	427	540	26.46%	
Shelving	27499	29556	7.48%	
Microforms	3805	4966	30.51%	
TOTAL:	**31731**	**35062**		**10.50%**

SPECIAL COLLECTIONS

Desk Services				
Direction	6	9	50.00%	
Information	71	108	52.11%	
Instruction	4	3	-25.00%	
Reference	227	247	8.81%	
TOTAL:	**308**	**367**		**19.16%**
Stack Services				
Shelving	6752	8996	33.23%	

DOOR/GATE COUNT	549585	562979	2.44%	
Desk Services, Library Wide	320293	317083	-1.00%	
Stack Services, Library Wide	486560	482248	-0.89%	
Mutilated books reported/Value	31	$1,542.10		
Mutilated serials reported/Value	12	$153.00		

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

DESK SERVICES	320293	317083	
+ RSV checkins	22525	24817	
+ RSV pickups	1414	1105	
+ MEDIA Stack Svc	55930	55682	
+ SpColl Stack Svc	6752	8996	
TOTAL	406914	407683	0.19%
STACK SVC, adjusted	399939	391648	-2.07%

LIBRARY SYSTEMS

We are grateful, if not ecstatic, that by using the annual FCLA allocation ($86,662.67) for equipment "capable of interacting with FCLA services" and a special allocation from the University, we were able to provide nearly $125,000 of new Pentium workstations. This permitted us to provide all library staff with state-of-the-art workstations, to add a dedicated server for staff support, and to add to the number of public workstations. We were also able to add a staff server to the library's network. This gives staff the same access we have been providing students and other users for two years and provide access to current productivity and specific application software which requires current level workstations. Likewise, library staff may take advantage of software and services provided to the entire campus by Computing Services. This need became more of an emergency when OCLC, our Library's utility vendor for cataloging and other services, formally announced that it would no longer support DOS level machines after December 1997.

With the support of the University Technology Committee (UTC) and subsequent funding by the University Administration, the Library was able to fill a Technical Support temporary position. Attached to Computing Services, but reporting to the Library Systems Coordinator, Phillip Ponchot installs and maintains more than 100 computer workstations, two Novell servers, and a variety of other equipment and associated software. It is the intent of the UTC that the position be made permanent in the next fiscal year.

An emerging problem is the necessity to lock-down public workstation software setups so that users will not intentionally or unintentionally corrupt the functionality. We have been using commercial lock-down software for this purpose.

It is our intention to upgrade all Library workstations, both public and staff, to the Windows95 environment and to maintain electronic library services through the Library's web page. Likewise, we hope to totally replace 3270 terminal accesses with workstations during the coming year. It is our hope that workstation and software can be replaced and upgraded continuously in the future.

Continuing concerns:

1. Replacement and new OCO (capital outlay funding) from both UNF and FCLA sources needs to be allocated on a recurring basis to replace worn-out or obsolete equipment and enhance technologies, particularly staff workstations.

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

Robert P. Jones
Library Systems Coordinator

CIRCULATION DEPARTMENT

CIRCULATION SERVICES

It is apparent that the Department will undergo changes over the next couple of years to accommodate the statewide Distance Learning Library Initiative. This year some initial preparations are underway within the SUS to provide services to SUS students and faculty involved in distance learning courses. The SUS Circulation Services Librarians and the SUS ILL Librarians are reviewing policies and procedures to determine what changes will be necessary to provide borrowing and ILL services to all SUS patrons. All SUS libraries are willing to make the adjustments necessary to provide the needed services; our task is to create policies and procedures to complement the technological changes that must be developed to make it all possible.

STAFFING

There were changes in the Interlibrary Loan staff this year necessitated by the resignation of the ILL Borrowing Manager, Felicia Williams, in October 1996. While Ms. Williams resignation created difficulties for the Department in providing this essential service, it was also an opportunity to initiate changes within the unit. The ILL Lending Manager, Alisa Craddock, was assigned the borrowing duties of Ms. Williams. Before this appointment, Ms. Craddock had worked in the unit for seven years, first as weekend/evening supervisor and student coordinator, and later as ILL Lending Manager. Working alongside the ILL Borrowing Manager allowed her to gain some knowledge of the ILL borrowing process. She had performed well on the lending side of the unit, and she and her supervisor agreed she was ready to handle the more demanding borrowing tasks.

We advertised the Lending Manager position and in February hired Daniel Kibler, a former student assistant in the Department who had Circulation Desk experience and ILL lending experience. Both Alisa and Daniel have responded to their new positions enthusiastically and have produced positive results for the ILL Unit.

A chronic problem within the Department is the lack of sufficient resources to provide adequate student workers, or OPS employees to provide better stacks maintenance and evening/weekend services. In the last couple of years, we have been faced with a continuous and rapid turn-over problem among student assistants. They either leave just as they have reached some maturity in their training, or, just before the end of the semester when they are most needed. If we were able to hire more students, or OPS staffers, we

could better manage daily stack maintenance routines as well as the term end deluge of returned items.

HIGH SCHOOL PROGRAMS

We continue to support the International Baccalaureate Program of Stanton College Preparatory High School. Each year, approximately 100 new juniors are invited to apply for borrowing privileges at the Carpenter Library, while seniors are invited to update their library cards in order to continue their access to UNF research materials. We estimate that about 30% of those invited will actually apply for privileges, however those that do take advantage of this assistance are very heavy users, particularly during the Fall semester. Stanton's administrative staff has been very helpful in monitoring the students and making sure they are accountable for any financial obligations they may have incurred during the year.

STACK MAINTENANCE

The difficulty in maintaining the General Collection stacks remain, due to the inherent shift in numbers and quality of student staff available to do the work. Lack of sufficient and continuous staffing for shelving, straightening, and reading the collection has not been remedied.

At the beginning of the fiscal year, the shifting initiated by the purchase of new shelving last year was completed. However, we are already in need of another shift of materials to accommodate the rapid growth in some areas. The shelving purchased was not enough to accommodate our growth and adequately house the collection.

Providing sufficient space to allow study areas for library users will continue to be problematic as the general collection expands and occupies more floor space. In order to allow as much study space as possible for students, the lounge furniture on the 4th floor should be reduced and replaced with more tables and chairs.

MUTILATED/DAMAGED MATERIALS

Twenty-six books and the same number of journals were reported damaged or mutilated this year. The replacement value or repair costs of these items is estimated at $1,688. These figures do not, however, represent the total items damaged/mutilated during the year; these are only those items reported to the Circulation Department.

ACCOUNTS RECEIVABLE

There were over 1,000 manual accounts receivable transactions this year which is about average. We have not experienced the program problems of the last couple of years although the transfer to the new workstations using Windows95 created a few problems

initially. Reconciling accounts continues to be one of the essential tasks of the Department and Circulation Staff involved in this activity perform a difficult service. Each fine appeal must be dealt with accurately and efficiently while maintaining a positive public service attitude in often stressful circumstances.

COURSE RESERVES

The circulation of course reserve materials continues to be one of the busiest areas of service. The availability of course reserves on LUIS has made access much easier for library users as well as staff. This year the Department processed over 4,000 items and lists for the collection. We now have the capability to download use statistics and inform faculty of the circulation activity of the items they have placed on reserve for their classes. Some faculty have taken advantage of this information and either removed items that have low usage, or construct the course in such a way as to require usage of the material.

INTERLIBRARY LOANS

The staff changes in the ILL unit caused some setback in the number of borrowing requests processed this fiscal year, however the ILL Office did fill over 3,500 requests for library materials from UNF faculty, staff, and students through resource sharing activity this fiscal year. Approximately, 80% of these requests were supplied through reciprocal agreements with Florida libraries. The Lending unit filled over 6,400 requests from other libraries and research institutions with materials held in our collections. The office received nearly 10,000 requests overall from other institutions with about 90% per cent of those requests coming from Florida libraries.

The acquisition or access to software such as ARIEL, and the large number of databases available through FirstSearch, along with the installation of new hardware (scanner and Telefax equipment) has enabled us to provide a better quality ILL services to UNF patrons. The availability of full-text articles, online direct ILL requesting and Web access to online document delivery systems from our desktops has facilitated the ability of the ILL Office to provide improved, faster, document delivery to the UNF community and to our resource sharing partners throughout the state and region. The ILL Summary that follows demonstrates the distribution of requests sent and received by the ILL Office.

Geraldine Collins
Head, Circulation Services

ILL STATISTICS SUMMARY
1996-97

UNF as BORROWER:

All Transactions:

	Filled	Unfilled	Total
Books	918	204	1,122
Copies	2,033	526	2,559
Totals	**2,951**	**730**	**3,681**

Florida Transactions (Filled):

SUS	1,751
FLIN	619
Other FL	17
Total FL	**2,387**

Out of State (Filled): 343   **Document Delivery Services:** 221

UNF as LENDER:

All Transactions:

	Filled	Unfilled	Total
Books	4,316	2,245	6561
Copies	2,170	1,262	3,432
Totals	**6,486**	**3,507**	**9,993**

Florida Transactions (Filled):

SUS	1,093
FLIN	2,413
NEFLIN	14
Other FL	151
Total FL	**3,671**

Out of State (Filled): 647

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REFERENCE DEPARTMENT

REFERENCE DESK SERVICES

Cumulative annual statistics for second floor reference desk services, when compared with months for the previous year, showed a slight increase in instructional and informational reference questions during the months of July, October, January through April, and June. Statistics decreased for directional and reference questions and equipment support. Equipment support statistics, which reflect instruction in use of databases available through LIRN (Library Information and Research Network) on the Local Area Network, decreased by 13%. At the end of the year, the criteria for categorizing desk services was redefined so that counts would more closely reflect the types of questions answered.

In order to provide additional instruction to library users in effective use of electronic databases and services, the Department hired three student assistants, Electronic Library Assistants, to monitor LIRN and assist with machine problems, location of databases, and basic search techniques. In June, the student assistants were trained to take part in a tutoring service which was made available by appointment to students requiring more detailed instruction.

PERIODICALS SECTION[1]

The year saw a decrease of 18% in instructional services at the Periodicals Service Desk while shelving statistics were commensurate with 1995-96 statistics. In analyzing these statistics, we feel that the advent of WebLUIS full-text databases, the increasing number of indexes containing extensive abstracts, and the heavy use of Internet resources are having a direct impact on the users' need for assistance in the Periodicals Section. This assumption is borne out by the fact that Reference Desk statistics have increased where direct assistance is provided for those using the Library's computer workstations to access the above resources.

The Periodicals staff, under the direction of University Librarian Eileen Brady, worked throughout the year on the labor-intensive but necessary project of erecting new shelving and shifting periodical volumes in critical subject areas to redeploy much needed space and allow for growth in the most congested areas. As new periodicals are added to the collec-

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[1](This part of the report was prepared by Eileen Brady.)

tion and the current volumes encroach on patron seating, it is a challenge to work with the given physical restraints of the third floor. Even with creative shifting as a temporary solution to our periodicals crunch, the fact is that we are running out of space to hold them.

The year also saw the beginning of the long anticipated project by the Serials Department of barcoding the periodical hard copy volumes. After a projected completion date of Fall 1997 for the barcoding project, we will begin to scan each volume as it is reshelved. The end result will be automated statistical data which will give us, for the first time, accurate and detailed subject use statistics for future collection development decisions.

The Periodicals Section's student assistants, under the adroit supervision of Senior Library Technical Assistant Signe Evans, continued to provide excellent assistance to library users. Once again, as in previous years, there was a minimum of student assistant turnover, which translates into a more experienced team better trained to help our users. On this subject, we were sorry to lose our most senior student assistant of three years and eight month, Leslie Anderson, but we were delighted to see her hard work and diligence culminate in her spring semester graduation. Good luck, Leslie!

Lastly, we look forward to the addition of electronic journal subscriptions to our Periodicals Collection. Eileen Brady has been researching potential acquisitions for consideration by our collection development team, who will be making decisions on online subscriptions during the coming year.

SPECIAL COLLECTIONS[2]

As in previous years, there was a substantial increase of 19% in use services and 33% in shelving services, as compared with 1995-96 statistics. Heavier demand for university archival materials was a major cause of this increase, as many departments throughout campus sought historical information and details relating to the University for use in twenty-fifth anniversary publications and promotional materials.

As part of the Library's efforts to celebrate the University's anniversary, Librarian Eileen Brady created an exhibit in the Special Collections, *"Treasures of the UNF Library."* The focus was on displaying interesting and representative materials from our rare books collection, local history materials, and personal papers and manuscripts collections. Other library exhibits honoring the University's anniversary featured the historical growth and development of the campus, early faculty and staff, Distinguished Professor Award winners, faculty publications, and UNF leadership through the years with emphasis on our University Presidents.

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[2](This part of the report was prepared by Eileen Brady.)

We are always happy to report major and significant donations to our Library, and specifically one that is so historically important. We received over 1200 photographs depicting student activities, faculty and staff, and miscellaneous campus scenes throughout the 1970s, a time period greatly lacking in our nascent photographic University Archives. This donation will form the nucleus of what we expect to become a valuable and heavily used university resource. Organizing these photographs is a challenging goal for the coming year.

The year also saw the opening of the William M. Jones Collection. Mr. Jones is an avocational archaeologist who is considered to be an authority on the area's archaeological sites. His personal archives, which he donated to the Library, a working collection accumulated over many years of field experience at Northeast Florida fort and water mill sites. The donation of the Jones papers are a result of UNF professor Dr. Robert Thunen's efforts. They will prove invaluable for future researchers performing archaeological and anthropological work in Northeast Florida.

The Eartha M. M. White Collection continues to be our most heavily used personal paper collection. As a result of the Earth White Internet home page, introduced last year, we have received queries via e-mail about Miss White's life and achievements. We also cooperated in a joint project with the Clara White Mission in the Karpeles Manuscript Library Museum exhibit by contributing photographs and documents relating to Miss White. Finally, another long term goal of automating the Earth White Collection card file was started by Eileen Brady.

Projects in the next year will include creating home pages for the major personal papers collections and University archives, completing the automated index to the White Collection and continuing to work on the organization of our university photographic collection.

LIBRARY USER INSTRUCTION

In Fall 1995, Jim Alderman and Mary Davis designed and began teaching LIS1000, Beginning Library and Information Systems Strategies (BLISS), a one credit course designed to acquaint students with traditional library resources and current library research technology. In 1995-96, forty-three students completed in the course. During the three semesters of 1996-97, sixty students were enrolled.

The number of tours and instruction sessions increased by 21% from 167 to 202. The total number of participants increased by 49% from 2,777 to 4,145 with the average number of participants per session increasing from 17 to 21. The staff was very busy during the beginning of each semester.

LIBRARY SURVEY

A general library survey was conducted in March and April. Copies of the survey were distributed to all public services desks for library users to complete and mailed to faculty members through the campus mail. A report of the survey results was distributed to Library department heads, the Library administration, Provost David Kline, and President Adam Herbert. To fulfill a requirement for re-accreditation with NCATE, the first library user survey designed specifically for students of the Educational Leadership Program was conducted with the assistance of Dr. Yiping Wan, Director of the Program. Responses indicated that most library users who completed the survey were pleased with the quality of library service.

ELECTRONIC RESOURCES

Several trial subscriptions were evaluated, including Internet access to *Dialog@CARL*, a collection of over 600 online databases; *Ei Village*, links to Internet sites and *Compendex*; *Compass*, Congressional Information Service Congressional Publications; Galenet; and Elsevier fulltext periodicals. CD-ROM database trials included Wilson's *Current Biography* and *General Science Index, American Business Disc*, and *Index to Music Periodicals*.

Subscriptions to *American Business Disc* and *Index to Music Periodicals* were added to the Library's LAN (local area network). Through funding by the State Library, sixty online databases became available via the Internet from OCLC's *FirstSearch* in June. Guides and database documentation were prepared and made available to library users for each database or set of databases. Fulltext articles became available on *Academic Index* and *Business Index* through WebLuis, the Internet version of LUIS.

The Reference Department began to make extensive use of the Internet and home pages to publish guides and information sheets. Barbara Tuck and Jim Alderman developed an Internet home page for the Reference Department and included general information, mission and goals, directory of staff, hours, listing of electronic resources available in the Library, Internet bibliographies prepared by staff, library guides and instruction sheets, library instruction prepared for specific classes, guides to Internet searching and links to pertinent topics. Most of the staff members developed home pages based on their particular areas of expertise or interest. Jim Alderman and Mary Davis made the LIS1000 syllabus and class notes available to students through the BLISS home page. Reference staff also contributed to the development and design of the Library home page.

During the spring, Newsbank announced that a full-text CD-ROM with the *Florida Times-Union* would be available during the summer. It was decided that the Library would subscribe to the database in September and would continue to provide daily indexing of the *Florida Times-Union* through December to end with a complete year and a clean break.

The index, a valuable resource for the Jacksonville community, started in 1978, meticulously developed by Eileen Brady and continued by Barbara Tuck and Mark Yannie, was finally coming to a close.

Fifty mediated fee-based online searches were performed through Knight-Ridder's Dialog databases as compared to twenty-eight the year before. A total of $94.81 was spent on searches in Chemical Abstracts through Scientific and Technical Information Network (STN). The Library has an academic account through STN which allows discounts of 90% off regular commercial rates.

STACKS MAINTENANCE

New shelving was erected in all areas of the Department. Stacks maintenance for Periodicals and Special Collections was discussed in Eileen Brady's contribution to the report. The entire Periodicals Collection was shifted to allow for growth in critical areas and approximately half of the hard copy volumes in the Collection were barcoded.

The Reference and Index/Abstract Collections were shifted and compressed to make room for additional workstations in the Electronic Library area and to accommodate around fourteen-hundred volumes of the *Federal Supplement* and *Federal Reporter*, a gift from the State Attorney General's Office. The Annual Report Collection was weeded, reorganized, and shelving canisters re-labeled.

PERSONNEL

Just for the record: staff members include Signe Evans, Paul Mosley, and Ricky Moyer, Senior Library Technical Assistants; Jim Alderman, Assistant in Libraries; Eileen Brady, Mary Davis, Sarah Philips, Barbara Tuck, and Mark Yannie, Librarians; and a crew of student assistants.

In June, a new Assistant University Librarian position was approved and assigned to the Reference Department. The Search Committee was formed and began search proceedings as the year ended.

Sarah M. Philips
Head, Reference Department

MEDIA RESOURCES DEPARTMENT

Fiscal year 1996-97 was a year of change. The technical restructuring of the library systems combined with changing needs of students and faculty promoted new challenges and new policies in the Media Resources Department.

RESOURCES

The Department's budget for the FY 96/97 changed only slightly with an increase of about 5% over FY 95/97. The majority of new acquisitions were videos, CDs, and primary and secondary textbooks. Efforts to withdraw obsolete media including filmstrips, slide/sound sets, and pirated audiocassettes continued.

MEDIA BUDGET 1985-97
(Fund 11 and Fund 12 combined)

Year	Budget
FY 85/86	$27,400
FY 86/87	55,000
FY 87/88	63,000
FY 88/89	80,000
FY 89/90	108,600
FY 90/91	44,700
FY 91/92	6,645
FY 92/93	18,500
FY 93/94	24,000
FY 94/95	82,000
FY 95/96	65,000
FY 96/97	68,000

The Department received several gifts, chiefly videos and compact discs, from members of the UNF community. Most notable of the gifts was from Lanie Farnsworth, alumna, tutor in the Music Department, and a friend of Media. Lanie donated 43 Jamie Aebersold Play-Along CDS and 38 Jamie Aebersold Play-Along books in April 1997 and videos of well-known musicals in July 1996. These videos supplemented her gift of 9 other videos of musicals in January 1996.

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PERSONNEL

One area in which there was, thankfully, no change was personnel. Again it is a pleasure to report that the staff of Media remains stable with the Department Head and four other permanent employees. They are Carol Coughlin (since 1989), Winona Davis (halftime USPS since 1985), Cynthia Valentine (since 1977) and Donald Rhoades (since 1985), who continues in dual OPS lines with Public Services and the Florida Engineering Education Delivery System (FEEDS) program. Media also had four student workers. Regrettably, the chronic illness of one permanent employee caused changes in everybody's work schedules for several months.

OPERATIONS

Most of the year's challenges relate to technology. All permanent staff members were trained in Windows as the Library left behind old familiar DOS based microcomputers in favor of networked work stations. The Department Head designed and mounted a departmental home page with the help of members of the Reference staff. The Library approved a policy to integrate computer programs, currently in Media's Protect Collection, into the General Collection. This policy accommodated the remarkable growth of the software collection and made it more accessible. In video technology, Media conferred with the Office of General Counsel to initiate efforts to buy public performance rights of all videocassettes. Finally, for no discernible reason, service statistics declined slightly in all areas except instruction.

At the end of the fiscal year, problems with the Library's HVAC system caused the humidity level in Media to soar above 90% for several weeks (as measured by a hygrometer). The humidity promoted the growth of mildew on furniture and books, and generally made the Department an uncomfortable work place. Victoria Stanton, the Library's preservation officer, guided the staff in tasks to eliminate the mildew and control the humidity with portable dehumidifiers while the University's engineers worked on the HVAC system. The problem was corrected early in the new fiscal year.

The fiscal year brought changes and challenges to Media. These were not universally appreciated; however, the departmental staff has coped well and is ready to move forward.

Diane W. Kazlauskas
Head, Media Resources Department

GOVERNMENT DOCUMENTS & MAPS COLLECTION

COLLECTION MANAGEMENT

In the course of an extensive weeding project, the Documents staff systematically removed over ten thousand over-age publications from the collection. The work is not mere discarding, rather it entails doing the exact reverse of what it took to incorporate the publications into the collection in the first place, fully cataloged and processed. In addition, many publications had to be placed on a discard list and offered to each of the libraries in our Depository region, which added another clerical dimension to this very labor intensive work.

The retrospective updating of our SOLINET based holdings records was part of the weeding project described above. To date, this has resulted in well over 2,000 records updated for this material that will remain a part of Documents' permanent holdings.

PUBLIC SERVICE

It was a major effort to keep the Department at full alert due to an unusually long period of staff shortage. The Department is hardly ever at full formula, and thus having a .5 FTE position vacant is a notable burden. The part time Senior LTA position was vacant for a total of three months from time to time during the year, creating a major problem without any ready solution. The full time Senior LTA, Joan Pickett (since retired) was on sick leave March through May because of having, and recovering from, shoulder replacement surgery. Somehow the Department Head provided service every day of the week and Saturday and all but one evening (Thursday) until 9:00 p.m. User statistics were down, but we were busy just the same, because most of reference queries in documents are very complex.

STAFFING AND TECHNOLOGY

The Department received three new computers. They will eventually become assets, although now trying to stay ahead of the learning curve is testing one's patience. The difficulty stems from the fact that employees must juggle time devoted to learning periods and service to patrons.

Additionally, the new Senior LTA II needs a substantial amount of training time to gain familiarity with departmental operations and resources. The same will be true once the .5

Senior LTA position is filled; the incumbent's duties will be evening and weekend work. To further reduce staffing problems, we anticipate Reference Librarian Mark Yannie to relocate to the Documents Department work area in the next fiscal year. Thereafter, he will divide his time between Documents and Reference. His presence will give us more time to get up to speed on the new technologies: inhouse computers, government-generated CD-ROM, and online sources.

Once the Department is adequately staffed, it is our ambition to encourage the staff to take off-site training in technologies and bibliographic issues related to documents. Such training will temporarily overburden colleagues who are left behind "to mind the store," but the enhanced skills and knowledge will translate into better and more sophisticated service to our patrons. It is also staffing considerations that holds back the Department Head from applying for professional development leave to work on a special project.

Another major concern for Documents, as it is for all other departments, is space. The timing and extent of the weeding project was influenced in no small part by space considerations. Apart from wishing to withdraw obsolete items, we also want to relieve congestion and ensure that we have enough space to last for the next few years.

Bruce T. Latimer
Head, Government Documents

LIBRARY ADVISORY COMMITTEE

In the fiscal year just concluded, the Library Advisory Committee held only one meeting, during the spring semester. After two unsuccessful attempts, the fall meeting had to be canceled for a lack of quorum. The spring meeting followed the established format: announcements and comments followed by the Director of Libraries' report, and ending with question-answers and a general discussion.

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, 1997

LIBRARY FACULTY PERSONNEL

EMPLOYEE	DATE OF HIRE	POSITION
James E. Alderman	11/01/74	Assistant in Libraries
Eileen D. Brady	09/20/74	Periodicals/Special Collections Librarian
Kathleen F. Cohen	10/02/73	Assistant Director of Libraries
Geraldine A. Collins	07/01/88	Head, Circulation Department
Mary L. Davis	09/01/71	Reference Librarian
Andrew Farkas	05/04/70	Director of Libraries
John M. Hein	06/01/71	Head, Technical Services Division
Robert P. Jones	01/14/72	Head, Public Services Division
Margaret A. Kaus	03/22/91	Cataloger
Diane M.Kazlauskas	01/03/83	Head, Media Resources Department
Bruce T. Latimer	05/01/73	Head, Documents Department
Sheila A. Mangum	11/01/74	Head, Acquisitions Department
Sarah M. Philips	01/12/90	Head, Reference Department
Angela Randtke	07/01/77	Cataloger
Linda L. Smith	05/08/72	Head, Cataloging Department
Victoria Thomas-Stanton	09/17/76	Head, Serials Department
Barbara A. Tuck	03/15/92	Reference Librarian
Verna P. Urbanski	09/30/77	Head Cataloger
Mark J. Yannie	08/14/95	Reference Librarian

UNIVERSITY SUPPORT PERSONNEL SYSTEM EMPLOYEES

Marcy C. Andrea	11/01/96	Senior Library Technical Assistant
Shelley L. Anderson	01/18/85	Senior Library Technical Assistant
Doris A. Barie	08/31/79	Senior Library Technical Assistant
Julia M. Behler	05/11/84	Senior Library Technical Assistant
Olga T. Brannon	09/26/94	Administrative Assistant
Tracey L. Britton	06/12/92	Senior Library Technical Assistant
Reginald Caldwell	08/25/87	Senior Library Technical Assistant
Sheril L. Chaffee	01/28/94	Senior Library Technical Assistant
Carol J. Coughlin	01/31/89	Senior Library Technical Assistant
Alisa L. Craddock	10/23/89	Senior Library Technical Assistant
Veronica A. Davis	04/29/96	Senior Library Technical Assistant
Winona Davis (.5)	02/25/85	Senior Library Technical Assistant
Signe Evans	06/03/86	Senior Library Technical Assistant
Robert Farnsworth	06/08/87	Senior Library Technical Assistant

David Green	11/01/74	Senior Library Technical Assistant
Judy M. Greuter	06/13/94	Executive Secretary
John F. Lorio, Jr.	02/24/97	Senior Library Technical Assistant
Paul M. Mosley	09/01/87	Senior Library Technical Assistant
Ricky L. Moyer (.5)	10/25/88	Senior Library Technical Assistant
Lien T. Phan	05/05/95	Library Technical Assistant
Joan A. Pickett	10/24/83	Senior Library Technical Assistant
Anita K. Pitkin	11/05/93	Senior Library Technical Assistant
Martha S. Smith	03/20/95	Senior Library Technical Assistant
Martha A. Solomon	09/13/71	Library Technical Assistant Supervisor
John M. Touchton	01/03/89	Senior Library Technical Assistant
Cynthia L. Valentine	02/13/77	Senior Library Technical Assistant
Ralph D. Walton, Jr.	05/09/94	Senior Library Technical Assistant
Sally M. West	08/10/84	Senior Library Technical Assistant

RESIGNATIONS

Marcy C. Andrea	11/01/96	Senior Library Technical Assistant
Veronica A. Davis	04/29/96	Senior Library Technical Assistant
Janice Trissel-Cahill	03/30/95	Senior Library Technical Assistant
Yun Wang	05/20/96	Senior Library Technical Assistant
Felicia L. Williams	02/14/95	Senior Library Technical Assistant