

1998

Annual Report 1997-1998

Thomas G. Carpenter Library

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Annual Report

1997-1998

THOMAS G. CARPENTER LIBRARY
UNIVERSITY OF NORTH FLORIDA

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INTRODUCTION

It is encouraging to report that the year just concluded had several highlights and no significant setbacks. On the whole, it was a good and productive year with a fair — slowly increasing — resources budget, minimal staff turnover, new and upgraded furniture, and improved air quality throughout the building.

RESOURCES BUDGET

Increasing student enrollment has finally raised the Library's formula-generated resources budget over the established \$1,200,000 minimum. The base Book OCO budget rose to \$1,244,740, and additionally, UNF received a one-time (non-recurring) allocation of \$131,731. With an extra \$15,311 collected from delinquent borrowers for lost and damaged materials, the total resources budget for the year was \$1,391,782.

AUTOMATION

As detailed elsewhere in this report, Florida Center for Library Automation (FCLA) funding for computer hardware (\$89,448) remained in place. This external funding is vitally important for our activities in terms of what this money makes possible, and also from the practical standpoint, that without it, there is no comparable on-campus funding source that would make these essential hardware purchases possible.

Along with the recurring allocation for hardware for public access, FCLA funds electronic collections for system-wide use. This form of assistance essentially serves as an extension of our own resources budget for library materials. The databases so leased or purchased support our collection development efforts. Obligated to rely only on the regular budget allocations, we would be unable to afford many or most of these resources.

LIBRARY STAFF

In the course of the year, the Library filled its first Technical Coordinator position. Phillip Ponchot served in this capacity in the second half of the previous fiscal year on a temporary (OPS) basis. When the Technical Coordinator became a permanent position, Phillip applied and was hired. His budgetary home is the Computing Services Department, however his work assignment and supervisory oversight are in the Library. In light of the technical support need that exists in the library and with the anticipated growth of both hardware and the sophistication of an ever-increasing number of software applications, the need for such in-house expertise has been critical and long-overdue. It is expected that Phillip's presence will make maintenance and developmental work easier and better for the entire library staff.

DISTANCE LEARNING

The \$2 million allocated by the legislature for distance learning places high expectations on the SUS libraries. Because there is no prior experience that would guide us or enable us to plan for the future, we remain concerned about our ability to deliver on expectations and provide adequate service for the distance learner. We are also unable to gauge the demands this new arrangement will impose on our material and human resources. Only time will tell whether we were able to meet this new challenge.

Another question that awaits resolution is the funding allocated by the legislature for distance learning. Of major importance is the exact amount of FCLA's share, its timely distribution, and an analysis of what that money would buy for us. Certainly payment for the important resource FirstSearch has been a major concern; it is an expenditure the libraries could hardly afford without additional extra-institutional funding. Thus present and future — recurring — funding is *vital* (a notch above crucial) for the continuation of FirstSearch. Our patrons have come to rely heavily on this database and it occupies a pivotal position in our ability to provide electronic access to resources.

BUILDING

Our space problems have remained and are getting worse, without any relief on the horizon. Shelving congestion continues to mount, and in our crowded building we have an insufficient quantity and inadequate variety of seating for our patrons. It is important that the library addition (Phase-II) remain in the queue waiting for planning money. It takes no particular insight or wisdom to realize that the space crunch is not a problem that will ever go away by itself. For the sake of record it bears mentioning that the Library Director continues (for years) to remind the University Administration of the pressing need for a library expansion.

AWARDS

In a surprise gesture, a donor, wishing to remain anonymous, established an annual cash award to be divided equally between two outstanding USPS library employees, one from the Public Services and one from the Technical Services Division. The objective of the award is to reward employees who perform exceptionally well, perhaps have taken on extra assignments, or distinguished themselves in some other meritorious fashion. The thoughtful gift has been gratefully recognized.

In order to ensure that the process will be as collegial as possible, it was left entirely in the hands of the USPS library staff. They were asked to establish the criteria, conduct the selection process, arrange the voting, and declare the winners. The staff did what they were expected to do and selected, by vote, the first two recipients of the Outstanding Library USPS Award. Lien Phan (Serials) and Signe Evans (Periodicals) are heartily congratulated for receiving this well-deserved recognition.

MISCELLANEOUS

In an attempt to communicate directly to faculty members common faculty/library concerns, the SUS library directors held their first-ever such meeting at the FCLA offices in Gainesville, on September 26, 1997. UNF was represented by Professor Stuart J. Chalk (Natural Sciences) and Andrew Farkas. According to the feedback, those present found the meeting informative and worthwhile. Whether this will become a regular, perhaps annual, undertaking remains to be seen.

MID-YEAR ALLOCATIONS

For the first time in our university's history, UNF had a substantial amount of money available mid-year to fund important projects. We record it with a fair degree of surprise and a great sense of gratitude that the Library received a generous share of the money. The money received was spent on a library inventory project (\$25,000); infrastructure for rewiring a bibliographic instruction room (\$14,000); repair and/or replacement of library furniture (\$20,000); replace conference room chairs (\$8,850); 3M Bookcheck units (\$5,400); renovation of group study room (\$5,000); supplement of OPS budget to finish out fiscal year (\$12,000). The total of \$90,250 paid for long-standing needs that had heretofore remained unfunded. All the allocated funds were spent or encumbered before the end of the fiscal year.

CAMPUS AUTHORS

In the course of the year, Mary Davis has updated the Campus Authors Bibliography, a list of published works and recorded performances of UNF faculty. The growing list is a reflection of the academic quality of our institution as it demonstrates the wide-ranging scholarly endeavors of our faculty. Concurrently, the Special Collections Section of the Thomas G. Carpenter Library maintains a Campus Authors Collection where, in one place, a non-circulating (second) copy of each published monograph is held.

UNIVERSITY ADMINISTRATION

A major change with far-reaching implications was the resignation of President Adam Herbert, effective January 19, 1998. Hired on March 6, 1989, with seven weeks short of ten years of service, Dr. Herbert has become the President with the second longest tenure in the position, just one year short of the record set by founding President Thomas G. Carpenter (appointed July 11, 1969, left UNF July 17, 1980). This is not the appropriate time or place to detail President Herbert's many accomplishments on behalf of our university; suffice it to say that the library staff appreciates his implicit endorsement of our work.

It must also be noted that Interim President E.K. Fretwell, who took charge of the University on February 23, 1998, took an active interest in the library. Upon arriving on

campus, his first official visit on his first workday was to the library and the Director's office. It was reassuring to know that the person at the helm was a devotee of libraries.

UNF'S BIRTHDAY PARTY

By presidential decree, 1997 was declared our anniversary year. We had organized a series of events as part of a year-long celebration of UNF's 25-year existence. The official birthday of the University is October 2, the anniversary when the students of our charter class came to campus for the first day of instruction in 1972. The library staff volunteered to organize the birthday celebrations, and all principal organizers and library volunteers are to be complimented for their hard work and concerted effort that made the event possible.

The Birthday Party Planning Committee was chaired by Circulation Librarian Geraldine Collins. Other members were (alphabetically) Eileen Brady, Diane Kazlauskas, Linda Smith, and Barbara Tuck. The committee received interdepartmental help from other colleagues on campus: Doreen Daly, Jeanne Middleton, Becky Purser, Jodi Smith, Ann Wall, and Mike Weglicki, whose invaluable assistance facilitated the organization of the event, held in the open in front of the Arena.

The committee and assorted volunteers deserve thanks and high compliments for doing an outstanding job. The birthday party was, by feedback and consensus, a resounding success. Charter Professor Thomas Healy gave the Introduction and Jacksonville Mayor John A. Delaney represented the City of Jacksonville in his remarks. Professor Christine Rasche recalled the first day of classes and Charter Professor William Slaughter celebrated the institution with a poem composed for the occasion. Andrew Farkas announced that in recognition of this chronological milestone, 44% of the 70 charter faculty and staff currently employed at UNF pledged \$527,300, making the University a partial beneficiary of their individual estates. The breadth of participation and the amounts pledged are all the more remarkable, considering that the fund-raising initiative was launched only four weeks before the anniversary date. This generous response was a collective expression of faith in our institution, its achievements, its potential, and its future. President Herbert, in his closing remarks, acknowledged the gift, then individually greeted the 70 charter faculty and staff.

What will the next 25 years bring?

Andrew Farkas
Director of Libraries

**Thomas G. Carpenter Library
Library Budgets 1992/93 - 1997/98**

	1992/1993	1993/94	1994/95	1995/96	1996/97	1997/98
TOTAL LIBRARY BUDGET	\$2,116,429	\$2,508,755	\$2,790,010	\$2,894,876	\$2,927,685	\$3,211,460
PERSONNEL						
LINE ITEM	\$1,380,437	\$1,455,764	\$1,440,362	\$1,539,475	\$1,586,057	\$1,684,429
OPS	\$82,396	\$70,175	\$79,000	\$83,263	\$79,000	\$79,000 *
TOTAL	\$1,462,833	\$1,525,939	\$1,519,362	\$1,622,738	\$1,665,057	\$1,763,429
% OF BUDGET	69.12	60.82	54.45	56.05	56.87	54.91
OPERATING EXPENSE	\$57,267	\$71,540	\$57,685	\$59,745	\$52,000	\$56,250 *
% OF BUDGET	2.71	2.85	2.06	2.06	1.78	1.75
EQUIPMENT (OCO)	0	\$0	\$0	\$0	\$0	\$0 *
% OF BUDGET	0	0	0	0	0	0
BOOKS & RESOURCES	\$596,329	\$911,276	\$1,212,963	\$1,213,393	\$1,210,627	\$1,391,781
% OF BUDGET	28.18	36.32	43.48	41.92	41.35	43.33

* These numbers do not include mid-year, one-time allocations from Academic Affairs for furniture replacement and a collection inventory project: OPS, \$37,000; OCO, \$6,338; OE, \$55,090, nor the \$12,000 generated by student technology fees distributed by Computing Services.

Library Budget as Percentage of Total University E & G Budget

	1992/93	1993/94	1994/95	1995/96	1996/97	1997/98
TOTAL LIBRARY BUDGET	\$2,116,429	\$2,508,755	\$2,790,010	\$2,894,876	\$2,927,684	\$3,211,460
UNIVERSITY E&G BUDGET	\$37,977,572	\$41,122,532	\$45,476,767	\$49,218,440	\$53,718,094	\$62,488,164
% OF E&G BUDGET REPRESENTED BY LIBRARY	5.6	6.1	6.1	5.9	5.5	5.14

**Thomas G. Carpenter Library
Acquisitions Department
Materials Expenditures 1992/93-1997/98**

MATERIALS:	1992-1993	% of	1993-1994	% of	1994-1995	% of	1995-1996	% of	1996-1997	% of	1997-1998	% of
CONTINUATIONS		Total		Total		Total		Total		Total		Total
CD ROMS ¹	\$0.00	0	\$0.00	0	\$0.00	0	\$52,023.00	4.29	\$75,511.00	6.24	\$79,425.81	6.24
NEWSPAPERS	\$5,623.46	0.93	\$5,699.98	0.63	\$6,041.98	0.5	\$4,130.72	0.34	\$3,637.84	0.3	\$7,018.57	0.3
REMOTE DATABASES ²	\$30,738.33	5.06	\$34,457.77	3.78	\$27,896.00	2.3	\$27,928.00	2.3	\$28,106.00	2.32	\$40,871.25	2.32
SERVICES	\$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	\$53,377.19	4.56
STANDING ORDERS	\$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	\$61,130.32	4.89
SUBSCRIPTIONS	\$269,871.10	44.44	\$287,887.10	31.59	\$365,015.34	30.09	\$357,943.19	29.5	\$399,555.02	33	\$430,630.16	33
SUBS-MICROFORM	\$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	\$50,320.94	4.77
SUBTOTAL	\$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	\$722,774.24	56.08
MATERIALS:												
NON-CONTINUATIONS												
AUDIO-VISUAL	\$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	\$63,629.29	3.45
BACKFILES	\$1,747.00	0.29	\$10,409.65	1.14	\$22,887.93	1.89	\$5,997.70	0.49	\$2,410.70	0.2	\$5,143.00	0.2
BOOKS-APPROVAL	\$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	\$369,938.79	23.51
BOOKS-ORDERED	\$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	\$77,286.26	5.14
CURRICULUM	\$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	\$16,279.83	0.91
DOCUMENTS	\$1,750.00	0.29	\$3,000.00	0.33	\$2,805.00	0.23	\$2,855.05	0.24	\$2,412.00	0.2	\$194.48	0.2
MISCELLANEOUS	\$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	\$4,183.11	0.26
SOFTWARE ³	\$0.00	0	\$0.00	0	\$0.00	0	\$6,152.90	0.51	\$12,994.10	1.07	\$11,377.42	1.07
SUBTOTAL	\$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	\$548,032.18	34.73
TOTAL MATERIALS	\$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	\$1,270,806.42	90.81
PROCESSING												
BINDING-BOOKS	\$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	\$10,617.73	0.67
BINDING-JOURNALS	\$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	\$24,234.06	1.61
POSTAGE, HANDLNG	\$20,030.64	3.3	\$21,058.51	2.31	\$23,084.77	1.9	\$27,895.71	2.3	\$26,912.80	2.22	\$28,829.00	2.22
SOLINET	\$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	\$42,459.82	3.66
SUPPLIES	\$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	\$14,823.70	1.02
SUBTOTAL	\$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	\$120,964.31	9.19
GRAND TOTAL EXPENDED ON LIBRARY RESOURCES ⁴	\$607,298.45	100	\$911,275.87	100	\$1,212,962.74	100	\$1,213,393.03	100	\$1,210,626.57	100	\$1,391,770.73	100

¹ A new category beginning with 1996/97 (retrospectively calculated for 1995/96) earlier included in the Subscriptions category.

² Until discovered in 1996/97, this category was erroneously reported as "CD ROMS"

³ A new category beginning with 1995/96. These expenditures were formerly absorbed in the Miscellaneous category.

⁴ This sum does not include any "unexpended balances" recorded on the annual ledgers.

**Thomas G. Carpenter Library
Summary Volume/Piece Inventory
1992/93-1997/98**

	HELD					HELD
	6/30/93	6/30/94	6/30/95	6/30/96	6/30/97	6/30/98
PAPER VOLUMES/PIECES						
Monographs and Serials	434,687	445,513	462,028	481,981	501,611	519,278
Music Scores	5,160	5,231	5,429	5,668	5,744	5,864
Annual Reports	13,097	13,097	13,097	13,097	13,097	13,097
College Catalogs	240	240	240	240	240	240
Government Documents	128,153	134,075	137,239	139,514	140,600	143,152
	581,337	598,156	618,033	640,500	661,292	681,631
MICROFICHE PIECES						
Monographs and Serials	80,106	87,451	96,610	106,550	115,832	124,911
Music Scores	486	486	486	486	486	486
Annual Reports	100,522	105,401	107,140	108,871	110,035	110,295
College Catalogs	7,060	7,995	9,451	10,346	10,346	10,346
ERIC & Newsbank	507,323	526,163	543,002	560,970	577,634	595,116
Government Documents	348,555	353,662	358,126	357,741	353,222	357,582
	1,044,052	1,081,158	1,114,815	1,144,964	1,167,555	1,198,736
MICROFILM REELS						
Monographs and Serials	20,925	21,294	21,637	22,149	22,981	23,709
Government Documents	6,984	11,298	17,319	19,523	22,998	1,315
	27,909	32,592	38,956	41,672	45,979	25,024
MAPS	4,591	4,709	4,919	5,387	5,686	5,943
COMPUTER FILES						
Magnetic (Floppies, etc.)	7	7	7	21	23	26
Laser (CD ROM)	68	109	314	469	554	605
	75	116	321	490	577	631
AUDIOVISUAL MATERIALS						
Audiocassettes	208	208	212	201	202	211
Audiocassettes:CD	2,330	2,531	2,757	3,314	3,760	4,207
Audiocassettes:LP	7,039	7,033	7,037	7,095	7,098	7,098
Cards	14	14	14	14	14	14
Charts	13	13	13	13	13	13
Film Loops	33	0	0	0	0	0
Filmstrips	449	448	448	448	447	418
Games	15	15	14	13	13	13
Kits	717	751	754	754	750	867
Motion Pictures	521	440	381	172	150	148
Pictures/Portraits	14,514	15,311	16,196	18,574	19,844	20,855
Posters	42	43	43	43	48	48
Slides, Art	20,510	20,510	20,510	20,510	20,510	20,510
Slide Sets	604	627	621	621	621	549
Tests	0	0	0	0	0	252
Transparencies	11	11	11	11	11	11
Videocassettes	2,652	2,776	3,172	3,824	4,208	4,540
Videodiscs	47	64	64	64	64	67
	49,719	50,795	52,247	55,671	57,753	59,821

TECHNICAL SERVICES DIVISION

Undoubtedly the single most notable event of the past fiscal and academic year was begun near its end. With funding provided by the University Administration, the Division began its first item-by-item, library resources inventory in the 26 year history of the institution. Only made practical by recent advances in the Library's automation services, the project, which will continue for the next several months into the new fiscal year, affects all three of the Division's departments, but is principally the responsibility of the divisional head. At its conclusion, the Inventory Project will give Library and University administrators an exact accounting of an important category of institutional intellectual property in addition to a more accurate accounting of property disappearance. The Project will also enable the identification and correction of many bibliographic and physical-processing problems that could not have otherwise been identified without the systematic procedures fundamental to an inventory process.

Other division-wide accomplishments for the year include the completion of the installation of highly networked, Windows 95-based staff workstations with great progress also being made on migrating DOS-based systems and procedures to the new environment. The importance of the migration to more modern workstation and network technology cannot be overemphasized. Besides enabling greater productivity gains, the Windows environment (of whatever version) will be the platform of choice for future developments in the client-server environment for technical services functionality. The Division should now be well-positioned for these coming enhancements.

As is the custom in this report, the heads of the Division's constituent departments speak for themselves in the sections which immediately follow as they present a more detailed overview of the activities of the past year.

*John Martin Hein, Head
Technical Services Division*

**Thomas G. Carpenter Library
Acquisitions Department
1997/1998 Resources Budget Disbursements**

MATERIALS:	FISCAL	% OF TOTAL	% OF TOTAL	\$ CHANGE	% CHANGE	FISCAL
CONTINUATIONS	YEAR	EXPENDED	EXPENDED ON	FROM	FROM	YEAR
	1997/98		MATERIALS	1996/97	1996/97	1996/97
CD ROMS	\$79,425.81	5.71%	6.25	\$3,914.81	5.18%	\$75,511.00
NEWSPAPERS	\$7,018.57	0.50%	0.55	\$3,380.73	92.93%	\$3,637.84
REMOTE DATABASES	\$40,871.25	2.94%	3.22	\$12,765.25	45.42%	\$28,106.00
SERVICES	\$53,377.19	3.84%	4.2	(\$1,849.16)	-3.35%	\$55,226.35
STANDING ORDERS	\$61,130.32	4.39%	4.81	\$1,972.66	3.33%	\$59,157.66
SUBSCRIPTIONS	\$430,630.16	30.94%	33.89	\$31,075.14	7.78%	\$399,555.02
SUBS-MICROFORM	\$50,320.94	3.62%	3.96	(\$7,391.02)	-12.81%	\$57,711.96
SUBTOTAL	\$722,774.24	51.93%	56.88	\$43,868.41	6.46%	\$678,905.83
MATERIALS: NON-CONTINUATIONS						
AUDIO-VISUALS	\$63,629.29	4.57%	5.01	\$21,876.53	52.40%	\$41,752.76
BACKFILES-ALL FORMATS	\$5,143.00	0.37%	0.4	\$2,732.30	113.34%	\$2,410.70
BOOKS-APPROVAL	\$369,938.79	26.58%	29.11	\$85,322.96	29.98%	\$284,615.83
BOOKS-ORDERED	\$77,286.26	5.55%	6.08	\$15,108.83	24.30%	\$62,177.43
CURRICULUM	\$16,279.83	1.17%	1.28	\$5,304.21	48.33%	\$10,975.62
DOCUMENTS	\$194.48	0.01%	0.02	(\$2,217.52)	-91.94%	\$2,412.00
MISCELLANEOUS	\$4,183.11	0.30%	0.33	\$1,021.45	32.31%	\$3,161.66
SOFTWARE	\$11,377.42	0.82%	0.9	(\$1,616.68)	-12.44%	\$12,994.10
SUBTOTAL	\$548,032.18	39.38%	43.12	\$127,532.08	30.33%	\$420,500.10
TOTAL MATERIALS	\$1,270,806.42	91.31%	100	\$171,400.49	15.59%	\$1,099,405.93
PROCESSING						
BINDING-BOOKS	\$10,617.73	0.76%	NA	\$2,489.60	30.63%	\$8,128.13
BINDING-JOURNALS	\$24,234.06	1.74%	NA	\$4,781.06	24.58%	\$19,453.00
POSTAGE, HANDLING	\$28,829.00	2.07%	NA	\$1,916.20	7.12%	\$26,912.80
SOLINET	\$42,459.82	3.05%	NA	(\$1,893.61)	-4.27%	\$44,353.43
SUPPLIES	\$14,823.70	1.07%	NA	\$2,450.42	19.80%	\$12,373.28
SUBTOTAL	\$120,964.31	8.69%	NA	\$9,743.67	8.76%	\$111,220.64
UNSPENT BALANCE	\$11.19	0.00%	NA	\$11.19	NA	\$0.00
TOTAL	\$1,391,781.92	100%	NA	\$181,155.35	14.96%	\$1,210,626.57

* Comprised of \$1,376,471 State allocation, and \$15,311 recovered from patrons for lost and damaged materials. This total does not include \$ 3338.54 of special acquisitions made through University Foundation-monitored funds (Institute of Police Technology & Management and the Library Acquisitions Gift Fund) and the Library Acquisitions Gift Fund)

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

Thomas G. Carpenter Library
VOLUME/PIECE Inventory by Type of Material
1997/1998

	HELD 7/1/97	ADD	WITHDRAW	HELD 6/30/98
PAPER VOLUMES/PIECES				
Monographs and Serials	501,611	18,647	980	519,278
Music Scores	5,744	120	0	5,864
Annual Reports	13,097	2,000	2,000	13,097
College Catalogs	240	0	0	240
Government Documents	140,600	7,028	4,476	143,152
	661,292	27,795	7,456	681,631
MICROFICHE PIECES				
Monographs and Serials	115,832	9,079	0	124,911
Music Scores	486	0	0	486
Annual Reports	110,035	260	0	110,295
College Catalogs	10,346	0	0	10,346
ERIC & Newsbank	577,634	17,482	0	595,116
Government Documents	353,222	5,859	1,499	357,582
	1,167,555	32,680	1,499	1,198,736
MICROFILM REELS				
Monographs and Serials	22,981	733	5	23,709
Government Documents ¹	22,998	0	21,683	1,315
	45,979	733	21,688	25,024
MAPS (Cataloged & Uncataloged)	5,686	408	151	5,943
COMPUTER FILES				
Magnetic (Floppies, etc.)	23	3	0	26
Laser (CD ROM)	554	293	242	605
	577	296	242	631
AUDIOVISUAL MATERIALS				
Audiocassettes	202	9	0	211
Audi discs: CD	3,760	447	0	4,207
Audi discs: LP	7,098	0	0	7,098
Cards	14	0	0	14
Charts	13	0	0	13
Film Loops	0	0	0	0
Filmstrips	447	0	29	418
Games	13	0	0	13
Kits	750	117	0	867
Motion Pictures	150	0	2	148
Pictures/Portraits	19,844	1,011	0	20,855
Posters	48	0	0	48
Slides, Art	20,510	0	0	20,510
Slide Sets	621	0	72	549
Tests	0	252	0	252
Transparencies	11	0	0	11
Videocassettes	4,208	361	29	4,540
Videodiscs	64	3	0	67
	57,753	2,200	132	59,821

¹ The withdrawal shown for this category is a statistical entry only and is being used to correct a spreadsheet formula error introduced 7 years ago and only just discovered.

Thomas G. Carpenter Library
TITLE Inventory by Type of Material
1997/1998

	HELD 7/1/97	ADD	WITHDRAW	HELD 6/30/98
PAPER VOLUMES/PIECES				
Monographs and Serials	369,987	13,188	251	382,924
Music Scores	3,526	88	0	3,614
Annual Reports*	0	0	0	0
College Catalogs*	0	0	0	0
Government Documents*	0	0	0	0
	373,513	13,276	251	386,538
MICROFICHE PIECES				
Monographs and Serials+	47	0	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
	50	0	0	50
MICROFILM REELS				
Monographs and Serials+	226	3	0	229
Government Documents*	0	0	0	0
	226	3	0	229
MAPS (Cataloged Only)	421	62	0	483
COMPUTER FILES				
Magnetic (Floppies, etc.)	23	3	0	26
Laser (CD ROM)	128	19	0	147
	151	22	0	173
AUDIOVISUAL MATERIALS				
Audiocassettes	212	7	0	219
Audiocassettes: CD	3,447	404	0	3,851
Audiocassettes: LP	6,809	0	0	6,809
Cards	14	0	0	14
Charts	4	0	0	4
Film Loops	0	0	0	0
Filmstrips	418	0	29	389
Games	12	0	0	12
Kits	243	3	0	246
Motion Pictures	149	0	2	147
Pictures/Portraits*	0	0	0	0
Posters	17	0	0	17
Slides, Art*	0	0	0	0
Slide Sets	375	0	34	341
Tests	0	143	0	143
Transparencies	11	0	0	11
Videocassettes	1,715	289	39	1,965
Videodiscs	62	3	0	65
	13,488	849	104	14,233

* Title counts are not currently maintained for these categories.

+ Microform serials are usually recorded as hard-copy titles.

Thomas G. Carpenter Library
VOLUME/PIECE Inventory by Library Collection
1997/1998

	HELD 7/1/97	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1997/98	WITHDRW 1997/98	HELD 6/30/98
ANNUAL REPORTS						
PAPER	13,097	0	13,097	2,000	2,000	13,097
MICROFICHE	110,035	0	110,035	260	0	110,295
ATLAS COLLECTION	179	0	179	13	0	192
BIBLIOGRPHY COLL	1,399	0	1,399	0	0	1,399
CATALOGING DEPT						
PAPER	1,196	0	1,196	15	1	1,210
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
PAPER	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	176	0	176	0	0	176
GAME	13	0	13	0	0	13
KIT	724	0	724	117	0	841
POSTER	48	0	48	0	0	48
REALIA	0	0	0	0	0	0
RECORD	178	0	178	0	0	178
SLIDE SET	4	0	4	0	0	4
TEST	237	0	237	15	0	252
PAPER	11,464	7	11,471	827	2	12,296
VIDEOCASSETTE	6	0	6	0	0	6
DOCUMENTS COLL						
FLORIDA DOCS	17,532	0	17,532	1,037	349	18,220
FEDERAL DOCS:						
PAPER	123,068	0	123,068	5,991	4,127	124,932
CDROM	330	0	330	89	76	343
MICROFICHE	353,222	0	353,222	5,859	1,499	357,582
MICROFILM ¹	23,008	-21693	1,315	0	0	1,315
DOCUMENTS DEPT						
PAPER	759	1	760	25	4	781
CDROM	3	0	3	0	0	3
MICROFICHE	33	0	33	0	0	33
MICROFILM	916	0	916	8	0	924
ERIC FICHE	531,070	0	531,070	16,369	0	547,439
FASTCAT	3,239	-326	2,913	1,224	1	4,136
GENERAL COLL						
PAPER	380,391	833	381,224	11,477	179	392,522
MICROFICHE	11,630	0	11,630	0	0	11,630
MICROFILM	1,234	0	1,234	2	0	1,236

INDEX/ABST COLL						
PAPER	7,671	-2	7,669	95	50	7,714
MICROFICHE	3,470	0	3,470	0	0	3,470
MICROFILM	70	0	70	0	0	70
LEISURE READING	862	-337	525	286	0	811
MAP COLLECTION						
CATALOGED	580	0	580	97	0	677
UNCATALOGED	5,106	0	5,106	311	151	5,266
MEDIA DEPT COLLS						
AUDIOCASSETTE	152	0	152	9	0	161
AUDIODISC:CD	3,760	0	3,760	447	0	4,207
AUDIODISC:LP	6,920	0	6,920	0	0	6,920
CHART	1	0	1	0	0	1
COMPUTER FILE	23	0	23	3	0	26
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	271	0	271	0	29	242
GAME	0	0	0	0	0	0
KIT	26	0	26	0	0	26
MOTION PICTURE	150	0	150	0	2	148
PICTURE, FLAT	19,844	0	19,844	1,011	0	20,855
POSTER	0	0	0	0	0	0
REF BOOKS	61	0	61	34	36	59
SLIDE, ART	20,510	0	20,510	0	0	20,510
SLIDE SET	617	0	617	0	72	545
SCORE	5,001	0	5,001	114	0	5,115
SCORE, MINI	743	0	743	6	0	749
SCORE, MFICHE	486	0	486	0	0	486
TEXT WITH AV	422	-4	418	1	4	415
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	4,202	1	4,203	360	29	4,534
VIDEODISC	64	0	64	3	0	67
NEWSBANK FICHE	46,564	0	46,564	1,113	0	47,677
OVERSIZE COLL	1,340	32	1,372	47	0	1,419
PERIODICLS COLL						
PAPER	66,567	5	66,572	2,759	91	69,240
PAPER, TEMPBND	1,019	0	1,019	142	106	1,055
MICROFICHE	96,336	0	96,336	8,842	0	105,178
MICROFILM	20,558	0	20,558	723	5	21,276
PERMANNT RESERVE	341	-9	332	11	14	329
REFERENCE COLL						
PAPER	22,851	-216	22,635	1,466	491	23,610
CDROM	221	0	221	204	166	259
MICROFICHE	4,361	0	4,361	237	0	4,598
MICROFILM	203	0	203	0	0	203
SERIALS DEPT	30	3	33	3	1	35
SPECIAL COLLS						
RARE BOOKS	1,177	3	1,180	197	0	1,377
THESES & BOXED	643	12	655	23	0	678

¹ The negative net transfer shown for this category is a statistical entry only and is being used to correct a spreadsheet formula error introduced 7 years ago and only just discovered.

Thomas G. Carpenter Library
TITLE Inventory by Library Collection
1997/1998

	HELD 7/1/97	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1997/98	WITHDRW 1997/98	HELD 6/30/98
ANNUAL REPORTS						
PAPER*						
MICROFICHE*						
ATLAS COLLECTION	181	0	181	11	0	192
BIBLIOGRPHY COLL	67	0	67	0	0	67
CATALOGING DEPT						
PAPER	178	-1	177	11	0	188
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
PAPER*						
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	151	0	151	0	0	151
GAME	12	0	12	0	0	12
KIT	226	0	226	3	0	229
POSTER	17	0	17	0	0	17
REALIA	0	0	0	0	0	0
RECORD	144	0	144	0	0	144
SLIDE SET	2	0	2	0	0	2
TEST	139	0	139	4	0	143
PAPER	6,454	7	6,461	690	1	7,150
VIDEOCASSETTE	5	0	5	0	0	5
DOCUMENTS COLL						
FLORIDA DOCS*						
FEDERAL DOCS:						
PAPER*						
CDROM	101	0	101	19	0	120
MICROFICHE*						
MICROFILM*						
DOCUMENTS DEPT						
PAPER	103	1	104	15	0	119
CDROM	2	0	2	0	0	2
MICROFICHE	1	0	1	0	0	1
MICROFILM	67	0	67	1	0	68
ERIC FICHE*						
FASTCAT*						
GENERAL COLL						
PAPER	347,631	26	347,657	11,763	85	359,335
MICROFICHE	24	0	24	0	0	24
MICROFILM	135	0	135	2	0	137

INDEX/ABST COLL						
PAPER	272	0	272	0	0	272
MICROFICHE	1	0	1	0	0	1
MICROFILM	3	0	3	0	0	3
LEISURE READING*						
MAP COLLECTION						
CATALOGED	421	0	421	62	0	483
UNCATALOGED*						
MEDIA DEPT COLLS						
AUDIOCASSETTE	175	0	175	7	0	182
AUDIODISC:CD	3,447	0	3,447	404	0	3,851
AUDIODISC:LP	6,665	0	6,665	0	0	6,665
CHART	1	0	1	0	0	1
COMPUTER FILE	23	0	23	3	0	26
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	267	0	267	0	29	238
GAME	0	0	0	0	0	0
KIT	17	0	17	0	0	17
MOTION PICTURE	149	0	149	0	2	147
PICTURE, FLAT*						
POSTER	0	0	0	0	0	0
REF BOOK	42	0	42	3	13	32
SLIDE, ART*						
SLIDE SET	373	0	373	0	34	339
SCORE	3,426	0	3,426	82	0	3,508
SCORE, MINI	100	0	100	6	0	106
SCORE, MFICHE	3	0	3	0	0	3
TEXT WITH AV	396	-2	394	1	2	393
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	1,710	1	1,711	288	39	1,960
VIDEODISC	62	0	62	3	0	65
NEWSBANK FICHE*						
OVERSIZE COLL	1,269	14	1,283	50	0	1,333
PERIODICLS COLL						
PAPER	4,037	0	4,037	70	14	4,093
PAPER, TEMPBND	0	0	0	0	0	0
MICROFICHE	8	0	8	0	0	8
MICROFILM	19	0	19	0	0	19
PERMANNT RESERVE	109	1	110	2	2	110
REFERENCE COLL						
PAPER	8,479	-60	8,419	517	133	8,803
CDROM	25	0	25	0	0	25
MICROFICHE	11	0	11	0	0	11
MICROFILM	2	0	2	0	0	2
SERIALS DEPT	22	3	25	0	1	24
SPECIAL COLLS						
RARE BOOKS	599	2	601	53	0	654
THESES & BOXED	148	9	157	2	0	159

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

ACQUISITIONS DEPARTMENT

The library resources budget continues to be stable. While the base Book OCO budget experienced a modest increase from \$1,200,000 to \$1,244,740, we also received a special non-recurring allocation of \$131,731. Combined with an extra \$15,311 from billings for lost and damaged materials, our total resources budget was \$1,391,782. While it wasn't large enough to satisfy all the demands of a steadily increasing curriculum, faculty, and student population, it did help us enhance our collection.

BUDGET

Our resources were spent in the following manner: subscriptions, \$722,774; binding, \$34,852; serial backfiles, \$5143; monographs, \$447,225; curriculum, \$16,280; A/V, \$63,630; documents, \$194; maps, \$2143; on-line computer services, \$1976; cataloging expenses, \$42,460; staff software, \$11,377; supplies, \$14,824; and postage, freight, & serial service charges, \$28,683. Limited funds were also spent on special needs such as desk copies.

PURCHASING

We continued to purchase most of our new monographs through the Blackwell North America Approval Program. Head of Collection Development Kathleen Cohen and I met with Blackwell's representatives last fall and further refined our profile with the goal of reducing our return rate from 8.3% to about 5%. Our returns have since decreased to that target level.

Most of our firm order monographs were bought from Ingram, special publishers' sales, and OP booksellers' catalogs. We also used The Book House for children's books and hard-to-get titles. Our Spanish language collection was enlarged by some 400 titles from the *Letras Hispánicas* series purchased through Puvill in Spain.

<u>Approval</u>	<u>Volumes</u>	<u>Returns</u>	<u>Kept</u>	<u>Cost</u>	<u>Cost/vol.</u>
Regular	6,425	326	6,099	\$173,762	\$28.49
Forms	4,894	020	4,874	196,177	40.25
Subtotal	11,319	346	10,973	369,939	33.71
<u>Firm orders</u>	<u>3,876</u>	<u>42</u>	<u>3,834</u>	<u>\$77,286</u>	<u>\$20.16</u>
Totals	15,195	388	14,807	\$447,225	\$30.20

Our average per volume cost increases each year, but still compares favorably with the average \$50.00 cost of North American academic books, cited in the 1998 *Bowker Annual*.

GIFTS

The receipt, acceptance, acknowledgment, processing, and disposition of gift books requires a considerable amount of staff time. Every item considered for retention must be searched and reviewed individually. During this past year we tried to reduce the number of volumes we received by discouraging the donation of old, outdated textbooks. As compared with last year, when we kept 22% of the 2780 donated volumes, this year we kept 908, or 43% of the 2091 volumes we received. Volumes which we didn't keep will be placed in our fall book sale.

This year's largest donor was UNF President Adam Herbert, who reduced the size of his personal professional library before heading to Tallahassee to assume the Chancellorship of the SUS. He gave us approximately 1,100 books, as well as other documents and journals. We kept over 200 books and sent the duplicates to our youngest sister institution, Florida Gulf Coast University in Ft. Myers. Other noteworthy donors include Mr. & Mrs. Lawrence V. Smith and Mrs. Valarie Lockwood, whom we thank for their continued support of Special Collections needs in local and Florida history.

PROCESSING

We kept pace with the current processing load and also managed to re-label several thousand volumes in periodicals, reference, and the general collection. Thuan Phan, our student assistant, graduated in December 1997. However, she stayed long enough to train her sister, Terry, as her replacement before leaving for her new job. In May, when Circulation was overloaded with book returns, we temporarily took back the processing functions of property stamping, tattletape stripping, and date due slip application.

PERSONNEL

For the third year in a row, we continued to have USPS staffing problems. Sally West, our long-time receiver, wanted a new challenge and accepted a lateral transfer to the Cataloging Department in August 1997. Her old position description was updated and the job advertised for the first time in over ten years. Sally deserves our thanks for her contributions to the efficient operation of the Department.

Since the salaries for our LTA positions remain low, it was difficult to attract many well-qualified, experienced applicants. The search had to be extended, leaving the position vacant longer than usual. In November, we hired Sandra Nojiri-Howarth, a former Circulation Department veteran with over five years experience in this library. While she was inexperienced in Acquisitions work, her knowledge of our on-line system and general familiarity with the workings of the library and the campus, as well as her bookstore

experience, were a definite advantage. We hope the Florida legislature will continue to provide ample raises to its lowest paid employees to bring them up to adequate salary levels. This will help us compete for better qualified applicants as well as retain them longer after they have been trained.

Sheila Mangum
Head, Acquisitions Department

SERIALS DEPARTMENT

The Serials Department ended the year with significant accomplishments in acquisitions, cataloging, and book repair. The department ordered over \$20,000 worth of new titles, augmented our supply of electronic resources, absorbed documents cataloging, completed two major barcoding projects, and increased book repair and binding output. With a very competent staff, new computer workstations, and adequate supplies, the Department cleaned up lingering problem files, and completed several major projects.

ACQUISITIONS

With a small increase in our book budget allocation, we decided to enter more new subscriptions this year. We ordered 60 new titles at a cost of \$20,280. These included electronic products such as *International Index to Music Periodicals*, Galenet Databases, *Florida Times-Union*, Lexis-Nexis Universe, and Congressional Compass. We also upgraded several of our databases, such as the *Value Line* expanded edition. For the first time we ordered journals available only in a Web access format, and developed new policies for ordering and verifying our subscriptions for titles that were not checked via a physical object. *Post Modern Culture* was our first Web only journal. We also evaluated several business and legal services, and dropped the print subscription in favor of Internet access.

Eileen Brady augmented our print access as she provided Web links for journals that we ordered in print format. The list now includes titles that we switched from paper to electronic access. We remain concerned that because of restrictions imposed by vendors, we have been unable to cancel many subscriptions as we added the electronic equivalent. We hope that our concerns over backfiles and the permanence of the electronic format will be alleviated in the near future, and we will continue to study these issues.

John Hein developed programming to receive the Faxon invoice in a delimited format, enabling us to post additional information to the NOTIS system, and to test for many more matching features. Invoices will now be posted on NOTIS as they are received in print copies, and current pricing data will be accessible. We worked with Faxon to search for missing issues from 1995 and 1996, when we had a higher than usual number of claims. Over forty issues were received from this project, at no charge to UNF. We moved 61 standing orders from Faxon to Blackwell North America, where they are handled much more efficiently. The staff became more competent in using the Faxon SOURCE system, and now update all local data fields to keep records accurate.

Twenty-four engineering titles were canceled this year. The Engineering Advisory Council had paid for the titles in past years, but was no longer able to sponsor the list. The library could not absorb the cost of these expensive and little used titles.

The Department accepted several large gifts this year. Many physics and optics journals were added to the collection which will support a bachelor's degree program in physics.

CATALOGING

Lien Phan completed two monumental projects this year. She finished barcoding 54,000 volumes in the Periodicals Collection, and 20,000 volumes in the Index/Abstract Collection, giving us full inventory control over two of our high use areas. The projects required Lien to use our shelflist holdings to create a list of volumes without barcodes, to add the physical barcode to the volume, and to proof the file used to create item records in NOTIS. Tracey Britton reordered the summary screen for all affected titles. The project targeted volumes which were added prior to installation of an automated public access system, and also identified newer volumes that were missing barcodes. Eighty-three volumes were identified as lost, and 33 items were removed from our holdings. The Periodicals Staff will compile use statistics on the Periodicals Collection, enabling us to have a clearer view of how the collection is being used.

Bob Farnsworth quickly mastered new cataloging routines when a new version of the OCLC Microenhancer was installed. He successfully cataloged a small backfile of new titles awaiting cataloging, so we now catalog all titles before receipt of the next issue. Bob kept all title changes up to date. He also started cataloging serials from Documents, working with the Head of Cataloging to learn specific cataloging requirements for government documents.

Tracey Britton finished a project to update a file of serials problems remaining from the original barcoding of the general collection. She relinked items to the correct record, updated holdings, and added barcodes to 578 records, involving 3,359 items. Her work preceded a special inventory project, thus eliminating potential problems. Tracey also resolved serials questions that surfaced with the inventory work.

PRESERVATION

Book repair production increased substantially this year, as a result of hiring two dependable and skilled students. Tracey Britton spent much of the fall working on special projects for the University's 25th Anniversary Celebration, making exhibit stands, cutting mats, encapsulating photos, and preparing signs. She also found time to rewrite the binding manual and bring it up to date.

We switched binders, leaving the Heckman Bindery and moving to Mid Atlantic Bindery, a holding of ICI, Inc. We now have a two-week turnaround time for a bindery shipment, which has provided students with quicker access to our bound journals. The bindery offers an inexpensive clamshell box, which we are using to house damaged books that are out of print. This provides protection to books that might otherwise need to be discarded.

The library weathered high internal temperatures last summer, resulting in a reworking of air ducts and modifications to temperature settings. Climate control was greatly improved by fall. Complaints about air quality resulted in an environmental study in the late spring. We are waiting for the consultant's conclusions.

The department assisted with preservation issues in the community. Vicki Stanton consulted with the Karpeles Manuscript Collection on care and housing of rare books, and demonstrated portfolio construction to a photo class. She served on the SUS Digitization Committee, and demonstrated environmental equipment at a SOLINET workshop on environmental controls.

The Department looks forward to another productive year. We anticipate a budget that will support additional subscriptions, and expect to augment our holdings with greater numbers of electronic journals. Questions involving information access and journal use will remain issues to study and resolve.

Vicki T. Stanton
Head, Serials Department

**Thomas G. Carpenter Library
Serials Department
1997/1998**

Serials Orders Placed and Received

	Held 6/30/97	Net Change 1995/1996	Held 6/30/98
Subscriptions			
Newspapers	18	-1	17
Periodicals	2,257	21	2,278
Business & Legal Services	75	0	75
Microfilm	123	1	124
Free/Gift	147	0	147
Standing Orders	342	-2	340
Total	2,962	19	2,981

Check-In Workload: Number Of Items

	1996/97	Change	1997/98
Periodicals and Serials			
Current issues	23,098	-523	22,575
Back issues	197	-154	43
Backfile vols (incl micro)	131	-79	52
Microfilm reels	373	41	414
Microfiches	25,389	7,659	33,048
Gifts received	2,253	455	2,708
Gifts retained	1,418	-346	1,072
CD-ROMS	NA	NA	104
Standing Orders	1,985	30	2,015
Claims	2,316	-156	2,160
Total	57,160	7,031	64,191

Bindery Statistics

	1996/97	Change	1997/98
New Books	358	17	375
Rebound Books	808	279	1,070
Periodicals	2,670	265	2,935
Theses	151	8	159
Total	3,987	552	4,539

Preservation Statistics
Number of Items by Type of Repair

	1996/97	Change	1997/98
Boxes Made	5	0	5
Covers Repaired	33	66	99
Enclosures Made	6	8	14
Folders Made	18	2	20
Hinges Repaired	78	19	97
Jewel Cases Processed	0	95	95
New Cases Made	0	95	95
Pages Tipped In	200	46	246
Pamphlet Binding	344	43	387
Pockets Made	8	22	30
Replace End Papers	52	8	60
Recasings	59	36	95
Spines Repaired	91	43	134
Torn Pages Mended	62	94	156
Trimmed Pages	9	10	19
Other Types of Repairs	43	28	71
Total	1,008	615	1,623

Replacement of Missing Pages, 1997/98*

	Monographs Titles(Pages)	Class	Periodicals Titles(Pages)
	-	B	6 (36)
	3 (50)	D	2 (14)
	2 (18)	E	1 (26)
	1 (14)	F	-
	1 (8)	G	3 (18)
	8 (46)	H	6 (56)
	-	J	1 (5)
	-	K	1 (24)
	2 (10)	L	9 (43)
	1 (4)	M	-
	3 (30)	N	-
	4 (28)	P	-
	1 (4)	Q	-
	2 (29)	R	15 (141)
	4 (29)	T	-
	-	Z	1 (6)
Totals	32 (270)		45 (369)

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

CATALOGING DEPARTMENT

In September-October, the Department was one of thirteen participants as a "beta" test site for OCLC's cataloging microenhancer, the Windows version of the software. The entire Department identified problems with printed and online training materials, problems with the software, and made suggestions to OCLC for improvements in its operation. We are gratified that several of our corrections and suggestions have been incorporated by OCLC in further development of the product. In November, we switched our access from a communications line dedicated only to OCLC to Internet access only. Due to the Department's pattern of using OCLC — short intervals of searching only, with all time-consuming work happening offline on the microenhancer — the switch should save the Library telecommunications charges.

It was a productive year for the Department. We cataloged 19,623 new titles (22,707 volumes) of which 11,913 used Library of Congress cataloging copy, 1,980 were based on Library of Congress copy, 1,385 involved original cataloging, and 4,345 used temporary, update only, records. In addition, 312 titles were recataloged for various reasons. For this cataloging activity, an average 1,440 authority records were added to the database monthly, of which about 68 were locally created each month. It is interesting that by far the largest category of new authorities required are personal and corporate names and for these we run the automatic derivation programs written by the Head of Technical Services. In this group, an average 1,004 new names were added each month to the database, of which 853 are derived automatically, while an average 103 are not found. In addition to the "not founds," various other smaller categories require human attention to correct or establish. Angela Randtke and Verna Urbanski are responsible for developing and maintaining the vital authority process for subject and name headings respectively.

The Library received several large gifts of sound recordings (including approximately 425 CDs and 2400 LPs) which in due time arrived in the Department. This unusual number of media titles all at once prompted the Head of the Division to revive a plan to begin using temporary acquisition records for media in NOTIS. Margaret Kaus, music cataloger, assisted the Division Head in investigating and implementing procedures. Previously only print materials received acquisition records to let patrons know that titles were either on order or received and awaiting cataloging. The use of brief records for sound recordings — and soon video recordings — will not only assist patrons but also will help staff to keep track of what's on order in their collection development work.

Many projects which have been mentioned in previous reports continued: law title reclassification (Angela Randtke and Martha Solomon), Fastcat cataloging (also Angela and Martha), withdrawal of older media titles (Martha), and map tickler cataloging review (as a part of the general documents tickler review performed by Doug Walton). Doris Barie began a small photocopy recataloging project to correct NOTIS records to represent accurately the fact that the Library owns photocopies and not original editions of some

titles. Among many other duties, Verna Urbanski and Shelley Anderson continued video cataloging; Anita Pitkin continued her responsibility for U.S. government documents cataloging, with Doris Barie cataloging microformat U.S. documents.

We also started a series of quick database maintenance checks using ARROW (Ad-Hoc Report Request Over the Web), a DB2 based report system developed and maintained by the Florida Center for Library Automation. The ARROW system tables contain NOTIS copy holdings information which allow identification of records which have incorrect combinations of codes such as a fully cataloged title which still has an in-process status code. Online checking of new call numbers also continued. The software was further refined by Angela to speed the process, although considerable human review is still required. Angela continued her review of subject heading workflow documentation and is rewriting her many and complex programs to make them more self-documenting and easily modifiable.

A major portion of the workflow, government documents, grew considerably this year. The new material consists of Florida documents and serial titles. From the beginning, we were determined that these materials would not be added to the large quantity of temporary ("tickler") cataloging entering the database but should be fully cataloged. Fortunately, cataloging available for the Florida documents was of a high quality and, with some exceptions, required minimum work. Serials on the other hand take significant amounts of time. This is partly because serial publications in general take more time to investigate and catalog; they are more complicated. Also, past cataloging done in the Documents Department entered issues of many annuals, etc., as monographs and when new issues arrive, time is taken now to pull and either bring all issues together or discard earlier volumes. In order to get through all the serials, quite a few are routed to Angela Randtke, original cataloger. For the rest, the Department Head handles some but routes many records which have been reviewed and edited by her to the Serials Department's cataloging LTA, Bob Farnsworth. Bob completes the records enabling many more serials to be cataloged in a timely manner.

Shelley Anderson, Angela Randtke, and Linda Smith finished a major phase of the documents tickler review this year. The oldest temporary records, originally converted from the documents card shelflist by SOLINET in the early 1980s, were all reviewed by Documents staff and those selected for retention were fully cataloged. Both print and microfiche titles were included; only the earliest serial titles remain to be done.

In April 1998, Technical Services began a collections inventory process, described in the report of the Head of Technical Services, in which the Cataloging Department played a central role. Angela Randtke assisted the Head of the Division in writing some of the programming necessary to begin the inventory routines and she is supervising the Department staff (Martha Solomon and Doug Walton) who are resolving most of the problems identified. The bulk of the material involves reviewing the NOTIS record, sometimes consulting the card shelflist, and correcting bibliographic records or sending books for

reprocessing. Serial titles and material needing repair are passed on to the Serials/Bindery Department staff. The first phase of the project should be completed early in the next fiscal year. Further inventory work in completing other categories of problems identified, such as bibliographic records which do not have items and titles missing from the shelves and unaccounted for otherwise, will occupy a good part of next year. The category of revised cataloging will probably increase as a result of the inventory process.

Department staffing was fairly stable this year. Margaret Kaus was granted a professional development leave to participate in a music cataloging internship at the Library of Congress; she was in Washington, D.C., from mid-August until early December 1997. Margaret's experience was a very good one. She completed enough authority records related to her cataloging duties to attain independent status as a NACO (National Authority Control Program) participant. Upon her return to Jacksonville, she became a trainer for another local librarian who also aspires to NACO status. In August, Verna Urbanski, copy cataloging supervisor, hired Sally West to fill a vacant senior LTA position. Sally came to us with a number of years of service in the UNF Acquisitions Department. Because of her library experience and hard work, Sally has progressed quickly to take on her share of cataloging duties. On a personal note, I want to comment on the very gratifying staff participation in the October celebration of the University's 25th anniversary. I took responsibility for decorations for the birthday party event, and in the process (particularly on the very day!), many individuals in Technical Services helped me to make the scene of the festivities a very special one.

Verna Urbanski attended an "invitation-only" international conference on the future of the Anglo-American Cataloging Rules in which she presented a paper on the status of American cataloging practice. Margaret Kaus and Linda Smith both continued their work on the SUS Task Force on Format Integration. The work on this Task Force should conclude next year. Both Angela and Linda participated in an FCLA meeting of the Authority Subcommittee of the SUS Technical Services Planning Committee which discussed coordinating SUS authorities routines and the use of CLARR, an authority software tool.

Next year, we expect to complete the item inventory, at least the problem categories in hand. We hope to begin taking full advantage of CLARR, the authority software tool, and begin to coordinate its use with our locally designed authority programs. We should press ahead with non-approval material, including older imprints, of which there appears to be an increasing number in the workflow. If possible, we should restart the documents tickler review. This may even be the year in which some cataloging documentation gets online. Lots of possibilities for a busy year ahead!

Linda L. Smith
Head, Cataloging Department

PUBLIC SERVICES DIVISION

Distance learning and the attendant requirements have given the library new responsibilities and objectives. The departments of the Public Services Division now have more experience with the services, procedures, and expectations associated with the Distance Learning Library Initiative (DLLI), a cooperative effort between the State University System and Florida Public Community College libraries. This maturity has energized this library to move delivery of many services to the World Wide Web (WWW), to develop WWW-based request forms, and to participate in cooperative discussions about how to best implement reciprocal borrowing.

Through DLLI funding, we benefitted from enhanced courier service to move inter-library loan materials faster among the participating Florida libraries. While very desirable and successful, this was a pilot project which may or may not continue.

It is expected that in October 1998, the SUS Council of Presidents will approve the DLLI reciprocal borrowing agreement, which will permit all enrolled/employed SUS and Community College students, faculty, and staff to have reciprocal borrowing privileges at all participating libraries. The agreement has already been approved by the SUS Library Directors and (in principle) by the SUS Council of Vice Presidents. We are unsure what the impact of this agreement will be on UNF Library resources and service personnel.

The text-based LUIS system has evolved into WebLUIS for hosting the SUS library catalogs and some subject indexes, databases and full-text articles. Other Web-based services like FirstSearch and Eureka have been added to supplement electronic databases. Most of the database money this year came from special one-year-at-a-time (non-recurring) funding. The uncertainty this creates in regard to continued funding renders long range planning precarious and difficult.

Non-university funding for automation hardware has greatly benefitted the SUS libraries in general, and the Thomas G. Carpenter Library in particular. The Library currently supports 103 public workstations funded from Florida Center for Library Automation (FCLA) allocations.

The Library's bibliographic instruction customized instruction programs have trained over 3,500 students in a specialized classroom environment. This helps the Library staff devote more individual service time assisting students with actual research rather than teaching basic computer and search skills.

While in-library service statistics are down this year, we attribute that to the expansion of options — many students do not need to come to the Library, but can do much of their research from home. The decline in statistics can also be attributed to:

- longer time is required for the librarian to both teach the skill and locate, or help locate, the appropriate materials. We serve fewer users in the same time span with the same staff.
- the confusion and intimidation of migrating to online resources rather than just print materials.
- the Library's comfort factors, congested seating and fluctuating temperature control, no longer make it an inviting place to study.

We expanded Saturday hours in response to student requests. Our main library 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.

The Library's pay-for-print contractor's performance had seriously deteriorated in the course of the year. Library staff, recognizing the potential harm to our mission, operation, and reputation, declined to renew the contract. Instead, we have negotiated a new contract with Xerox Corporation, effective August 1998.

We actively participated in working groups and as resources for the SACS review preparation. The specifics of the visit are detailed in the Director's introduction to this report.

CONCERNS

Support for the very expensive electronic databases currently funded by distance learning initiatives and the Florida Center for Library Automation (FCLA) must be given a stable, recurring funding base.

Since electronic resources are licensed rather than purchased, non-renewal of licenses for any reason immediately terminates access to the data — even for data reflected during the licensed time period. The whole issue of archiving electronic data must be resolved.

The distance learning agreement will effectively make services to the Florida public community colleges a part of UNF's mission. While we do not foresee all 100,000 FCCJ faculty and students coming to UNF's library (barely able to support our 12,000 users), any increase in our on-site user base will displace UNF affiliates. There is no associated funding for the support of this agreement. Additional funding for postage, forms, collections, etc., will definitely be needed.

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 loan items, 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.

We continue to need additional staffing to provide user support for learning technologies. Not only do we need traditional library skills, but also newer technology skills. As our staff gets older, we need the stamina, young ideas, and enthusiasm to keep our services and attitudes fresh. Likewise, as the Distance Learning initiatives increases our constituency, we need more staff to make our management infrastructure more robust and responsive.

Echoing our continuing plea for Student Assistants: unlike other University departments where student assistants can study while answering the phone or running errands, we expect students to work, and work at a sustained pace. The student workers in the Library are of key importance to our ability to maintain our collections and keep them shelved. Since our pay is minimal and the work is tedious, we experience a high turnover. The rules that prevent students from working during breaks cause our work to back up (literally stacked on the floor) at a time the shelving load is the highest. We barely have enough student assistants to keep materials shelved. We lack the support to keep the shelves neat and in the proper order (i.e., perform shelf reading), repair spine labels, dust, and clean the stacks. A misshelved book is an unusable resource.

The Library desperately needs more space to house its print and related materials, to expand its electronic information availability, and to offer appropriate study areas for our users. Our only current recourse is to displace seating and study areas for users. With the distance learning agreement our seating may well be inadequate. Should we be forced to seek off-site storage areas, staffing issues will be even more important.

BUILDING INFRASTRUCTURE

There is a dramatic need to fix or replace the air conditioning system and the 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 contract prices are unreasonable.

Our electronic collections are becoming more and more important. As an alternative to CD-ROM databases which can be used only in the Library building, we hope to be able to replace many services with web-access services, which can be used by our users remotely.

As we add more electronic offerings, the user skills required from database to database are different. This has a tremendous impact on training and answering reference questions. The problems inherent in the increased workload is compounded by the fact that telephone and e-mail reference services must adequately deal with remote users in addition to our in-library users.

Our long-term goals include maintaining currency with information resources and technologies. In addition, we hope to increase staff and services to provide support to UNF constituencies both on and off campus. This might include full audio-visual programming to the classroom or home as well as access to information databases.

As we get closer to our building expansion, our goals will be to provide currency and foresight in that planning, and to provide the ability to combine collections so that staffing can be combined and maximized.

Robert P. Jones
Head, Public Services Division

**THOMAS G. CARPENTER LIBRARY
PUBLIC SERVICES DIVISION
CUMULATIVE ANNUAL STATISTICS**

CIRCULATION/RESERVES	FISCAL YEAR		% CHANGE
	1996/1997	1997/1998	
Desk Services			
Charges/Renewals - Circ	105087	101821	-3.11%
Charges/Renewals - Rsv	24777	23943	-3.37%
Patron Applications	5772	3801	-34.15%
ILL - borrowing	3443	4855	41.01%
ILL - lending	9782	10393	6.25%
AR - Manual Posting	1004	1133	12.85%
Reserve Requests	4056	4119	1.55%
TOTAL:	153921	150065	-2.51%
Stack Services			
Automated - Circ checkins	91247	87010	-4.64%
Automated - In Lib Use	79945	54068	-32.37%
Automated - Rsv checkins	24817	23969	-3.42%
Automated - Rsv In Lib	1105	1240	12.22%
TOTAL:	197114	166287	-15.64%
DOCUMENTS			
Desk Services			
Charges/Renewals-automated	3004	2744	-8.66%
Charges/Renewals-manual	23	44	91.30%
Direction	479	716	49.48%
Information	3795	3964	4.45%
Instruction	268	325	21.27%
Reference	1352	2562	89.50%
CD-Rom Services	236	298	26.27%
Map Inquiry	104	285	174.04%
Microform pull requests	219	339	54.79%
TOTAL:	9480	11277	18.96%
Stack Services			
Automated - checkins	1850	1845	-0.27%
Automated - In lib use	8667	8442	-2.60%
In-house pickups	266	102	-61.65%
Maps	118	310	162.71%
Microformat	426	440	3.29%
TOTAL:	11327	11139	-1.66%
MEDIA RESOURCES			
Desk Services			
Charges/Renewals	22726	19601	-13.75%
Manual circulation	4837	5404	11.72%
Information	12420	12075	-2.78%
Equipment support	22032	23547	6.88%
Instruction	4239	4404	3.89%
TOTAL:	66254	65031	-1.85%
Stack Services			
Automated - checkins	20740	17505	-15.60%
Automated - In lib use	29868	29942	0.25%
Manual returns/pickups	5074	5122	0.95%
TOTAL:	55682	52569	-5.59%
Manual returns/pickups	5122	3301	-35.55%
TOTAL:	52569	51482	-2.07%

	FISCAL YEAR		% CHANGE
	1996/1997	1997/1998	
PERIODICALS			
Desk Services			
Charges/Renewals	138	159	15.22%
Direction	3150	1894	-39.87%
Information	10436	10977	5.18%
Instruction	16335	12462	-23.71%
Microform pull requests	11796	7996	-32.21%
Binder service	4786	4542	-5.10%
TOTAL:	46641	38030	-18.46%
Stack Services			
Automated	227	35775	15659.91%
Shelving	123787	75462	-39.04%
Microforms	50005	43843	-12.32%
TOTAL:	174019	155080	-10.88%
REFERENCE			
Desk Services			
Charges/Renewals	31	22	-29.03%
Direction	2755	2536	-7.95%
Information	12312	14256	15.79%
Instruction	10575	11654	10.20%
Reference	9303	8546	-8.14%
Tours/Workshops	202	153	-24.26%
Computer Searches	50	42	-16.00%
Equipment support	5192	3641	-29.87%
TOTAL:	40420	40850	1.06%
Stack Services			
Automated	540	355	-34.26%
Shelving	29556	19703	-33.34%
Microforms	4966	3186	-35.84%
TOTAL:	35062	23244	-33.71%
SPECIAL COLLECTIONS			
Desk Services			
Direction	9	44	388.89%
Information	108	156	44.44%
Instruction	23	2	-91.30%
Reference	249	262	5.22%
TOTAL:	389	464	19.28%
Stack Services			
Shelving	8996	9770	8.60%
DOOR/GATE COUNT	562979	547124	-2.82%
Desk Services, Library Wide	317105	306742	-3.27%
Stack Services, Library Wide	482200	419536	-13.00%
Mutilated books reported/Value	26	\$1,357.60	
Mutilated serials reported/Value	26	\$331.50	

LIBRARY SYSTEMS

Library systems continued its steady growth. The Library currently supports 103 public workstations, 58 staff workstations, 2 Novell servers, 2 Domain Name Servers, and 1 Cisco router. Essential to this growth, we received an allocation from the Florida Center for Library Automation (FCLA) this year:

\$89,448.82 to buy 56 workstations

\$12,486.23 to support maintenance for FCLA equipment and infrastructure.

From this FCLA allocation we were able to add new public workstations and replace some older equipment.

We received another allocation of \$14,000 from the University to provide infrastructure enhancements to room 12/4005 in anticipation of installing a library teaching center there next year. This room, the old Foundation Board Room and more recently a multi-purpose classroom, has been reassigned to the Library, and the allocation will enable us to prepare it for a Bibliographic Instruction Center. We intend to purchase computers for this center from the 1998-99 FCLA allocation and open it Fall 1998 or Spring 1999.

In order to ensure that the Library's workstations would be maximized for research use, the Library "invented" Osprey e-mail QuikCheck stations using equipment that would otherwise be discarded. Three stations are located inside the front door of the library, and serve UNF users wishing to check e-mail on the Osprey e-mail server. The idea is so popular, Computing Services has requested that we help install such stations at other campus locations.

We were delighted to get a new technical support position with joint reporting to the Library and Computing Services. Because we have been so pleased with the excellent work of our temporary support employee, Phillip Ponchot, he was hired into the new line.

We have successfully replaced 3270 SNA technology in the Library, and will retire that old equipment during the next year.

Robert P. Jones
Library Systems Coordinator

CIRCULATION DEPARTMENT

CIRCULATION SERVICES

This year Circulation Services has been working on policy and procedural changes that are necessary to provide services to students and faculty involved in distance learning courses. The SUS libraries have committed to providing service to off-campus affiliates at a comparable level to that provided to on-campus users. The SUS Distance Learning Task Force has identified several areas that are necessary to achieve high-level service. Three of them are services that involve a unit of the Circulation Services Department. Borrowing privileges, interlibrary loan & document delivery, and course reserve services will all be needed to assure access to library material for distance learners.

The SUS ILL committee has adopted guidelines that commit the SUS libraries' ILL departments to providing ILL services to SUS distance learner students. The UNF Library began offering this service upon request this year in anticipation of the official start of the service in the Spring 1999 semester. Also, preparations were made to institute reciprocal borrowing privileges between the SUS libraries and the community colleges. This will be a significant change in policy and philosophy for the UNF Library, however, we are taking the steps necessary to make this work efficiently. FCLA and CCLA have worked on the technology to allow seamless authentication and validation of all CC and SUS affiliates, which are essential elements to allow reciprocal borrowing.

We will continue projects that will be beneficial to UNF affiliates, as well as the anticipated larger audience from the distance learning arena. We are working on building Web pages with policies and information in all areas of Circulation Services to be made available at the UNF Library web site.

STAFFING

All staff received PC workstations for their desks earlier this year. This has opened up the world of the Internet, numerous bibliographic databases and other resources that facilitate work in many areas of access services.

The department again experienced some turnover in full-time staff this year. Senior Library Technical Assistant Sheril Chaffee resigned in October 1997 and was replaced by Joshua Greben in January 1998. Josh has taken over the responsibility of evening/ weekend supervisor and student staff coordinator.

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 turnover problem among student assistants. This is expected to continue for some time to come.

HIGH SCHOOL PROGRAMS

We continue to support the International Baccalaureate (IB) Program of Stanton College Preparatory High School. Each year, approximately 100 new juniors are invited to apply for borrowing privileges at the Carpenter Library. The IB Coordinator at Stanton Preparatory School continues to take an active role in facilitating borrowing privileges for the high school students.

STACK MAINTENANCE

This year the lounge furniture on the fourth floor was virtually eliminated leaving the more useful study tables and chairs for library users. New tables and chairs were purchased and added to the second floor reference area. Older furniture was placed on the fourth floor and in the Documents area.

There is still a problem of adequate shelving for the General Collection. Even though additional shelving was added in fiscal year 1995/96, the rapid growth of the collection demonstrates the need for more. When and if new shelving is acquired, there will remain the dilemma of providing both study space and shelving for the collection on the fourth floor.

We lost more study area when the SACS Library was created to provide space for the staff and materials of that project in preparation for the university's accreditation review. The room we were asked to give up for that purpose has reduced the library group study rooms to two.

ACCOUNTS RECEIVABLE

There was little change in the number of manual postings for accounts receivables this year. We average about a thousand such transactions. The automated program generally works well, although some unanticipated consequences result when software program changes are introduced by Computing Services. So far, we have been able to make the appropriate adjustments when these occur. These and other circulation statistics are available elsewhere in the Annual Report.

COURSE RESERVES

Over 4,100 items and lists were processed for the Reserve Collection during the year. The Course Reserve Management System continues to allow fast processing and multiple accesses to the Course Reserve Collection. This year the collection has been added to the WebLUIIS catalog.

INTERLIBRARY LOANS

The ILL Office filled over 4,200 requests for library materials for 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 UNF Library filled 6,955 requests from other libraries and research institutions with materials held in our collections. The office received over 10,000 requests overall from other institutions with about 90% of those requests coming from Florida libraries.

The ILL Office began using a new data management software this year. CLIO was purchased after serious problems developed with SAVEIT software which rendered it useless. The company was unable to provide the needed updates after changes were made in the OCLC Prism software. CLIO appears to be a more sophisticated program but is easy to use and the staff has adjusted to it very well. We will begin to use CLIO for all ILL statistics next fiscal year, eliminating the need for manual statistics.

The best thing to happen to ILL in many years is the new statewide courier service available to all the SUS and most community college and public libraries through the Distance Learning Library Initiative. There is a most successful pilot project coming out of the Initiative that is most beneficial to all libraries. The DLLI courier picks up and delivers library materials to the UNF Library on a daily basis, allowing service comparable to priority mail services. Each library has an allotment of orange delivery bags to identify and easily route ILL materials. This eliminates the excessive staff time spent in the packing and shipping and unpacking of ILL materials. It is hoped that permanent continuous funding for this project will be found in the near future. This is a service we would definitely like to have available on a permanent basis.

Geraldine Collins
Head, Circulation Services

REFERENCE DEPARTMENT

REFERENCE DESK SERVICES

Total cumulative annual statistics for second floor reference desk services, when compared to 1996/97, showed an increase in instructional (10%) and informational (16%) questions with a decrease in requests for directions (-8%), reference (-8%), and equipment assistance (-30%). Total statistics were up 1.06%.

The decrease in requests for reference services may not provide a true picture of the activity at the Reference Desk. The current method of recording statistics does not take into account or reflect the amount of time spent on time-consuming instruction of new databases, new equipment and the implementation of WebLUIIS, the State University System's Web-based online catalog. The decrease in equipment assistance — technical help with printer problems, frozen computers, problems in accessing services, etc. — is interpreted as a result of the efforts of the Systems Department to keep workstations operational and efficient and an overall increase in computer literacy across the student body.

PERIODICALS SECTION

(Submitted by Eileen Brady, Periodicals Section Head)

The number of information questions answered increased by 5% while overall service desk statistics decreased by 18.5% for the year. As the Library adds more automated/full-text resources, declining user statistics reflect the move from searching print journals to online research, and a virtual plethora of electronically accessible subject databases. To cite just one example, the Library's recent addition of ProQuest Medical Library through the Web is providing our students and faculty with access to full-text articles from over one hundred medical journals, the majority of which are not held in print format by our library. During the year, the library also added online access to a number of journals for which we hold print subscriptions.

A long awaited departmental project, the scanning of periodicals volume barcodes, was implemented this year. Since November 1997, all bound volumes are scanned as they are reshelved. This procedure will yield the necessary statistics to introduce use studies, starting in fiscal year 1998/99.

The introduction of WebLUIIS workstations to the Periodicals service area required the retraining of student assistants and the provision of added assistance to users as they shifted from classic LUIS to a Web-based product, WebLUIIS. Periodicals users now seem to be comfortable with it, particularly with the search type *journal/magazine title* available as an option on the basic search screen.

An ongoing concern in Periodicals, as in the rest of the Library, is the need for more shelving space. With fifty new journal titles selected by the Serials Selection Committee this past year and the continuous addition of newly bound volumes, periodic collection shifts must be undertaken to accommodate them. As a result, we are steadily encroaching on the remaining reader areas left on the third floor. More extensive collection shifts are planned for the coming year.

SPECIAL COLLECTIONS

(Submitted by Eileen Brady, Special Collections Librarian)

The year saw a notable increase in user statistics: desk statistics increased 19% and shelving statistics increased 8.6% over the previous year. As more materials are added to the various collections and cataloged in WebLUIIS, users are locating items relevant for their research and requesting them more frequently, particularly over the telephone. Primarily as a result of the Section's webpage, for the first time in its history Special Collections received questions from international users and answered them via e-mail.

Contributing to the increase in total statistics was a deluge of donations to University Archives. As a result of the University's 25th anniversary and the accompanying publicity, over 1,000 photographs, negatives, and slides were received. These gifts culminated in the organization of a photographic archives subsection: images have been arranged and organized by type, university memorabilia, documents, accreditation reports, programs, posters, and realia.

An additional highlight of the year was the organization and opening of the Richard A. Martin Manuscript Collection. Mr. Martin was a journalist for the *Florida Times-Union* and *Jacksonville Journal* newspapers from 1956-67, and is currently a well-know local historian and author. The collection consists of subject files and printed materials relating to the City of Jacksonville and Duval County government consolidation in 1967-70. Mr. Martin is the author of the book on the subject: *A Quiet Revolution: Jacksonville-Duval County Consolidation and the Dynamics of Urban Political Reform* (1993).

Collection development in the rare materials area of Special Collections focused on adding local history resources. Primarily through the generosity of benefactors, we are steadily collecting unique primary sources which will prove invaluable for future researchers in the Northeast Florida area.

LIBRARY USER INSTRUCTION

The Library was granted the use of the former Foundation Boardroom (fourth floor) for library instruction and began planning for the layout of the room and the purchase of

equipment and furnishings. The use of the room, projected to begin spring semester 1999, will end the necessity of reserving workstations on the Library's LAN to conduct class instruction sessions, and will leave LIRN available for individual students. The classroom will afford a better learning and teaching environment away from the noise and distraction of the second floor.

Seven sections of LIS1000, fondly referred to by the acronym BLISS (Beginning Library and Information Systems Strategies), were taught by Jim Alderman and Mary Davis from Summer 1997 through Summer 1998, with a total of sixty-one students.

During 1996/97, the number of tours and class instruction sessions requested by faculty members totaled 202 and 4,145 participants attended the sessions. In 1997/98, the number of tours and instruction sessions totaled 145 with 3,638 participants attending. Although the number of sessions decreased by 28%, the average number of participants attending each session increased from twenty-one to twenty-five. Fewer but larger classes are being taught.

LIBRARY USER SURVEYS

The Department conducted the annual Customer Satisfaction Survey in March and April, administering the survey in two parts — via a traditional print survey and an electronic survey workstation produced by Interactive Research Consultants and provided by the Northeast Florida Library Information Network. The survey was designed not only to provide comments and feedback on customer satisfaction with library services, but also to inform faculty and students of the types of services available through the Library. Respondents returned 168 copies of the print survey while 214 respondents preferred to use the electronic survey. Full-time faculty response for the print survey was disappointing, with a return rate of only 16.6%.

Approximately 90% responded that the Library is either extremely or very important to them. 50% were extremely or very satisfied with the collection and materials, 58% were extremely or very satisfied with the facility, 69% were extremely or very satisfied with the services, and 77% found the staff extremely or very helpful. Top requests for other materials and services were more books, longer hours, more copiers, more full-text, more periodicals, and more study space.

Recurring comments indicated satisfaction with service and staff but dissatisfaction with the library facility, a need for more periodicals and books, and longer hours. Respondents expressed concern with the air temperature and ventilation in the building, condition of the furniture, students sleeping and eating, and general cleanliness of the facility.

The second annual Customer Satisfaction Survey for students in the Educational Leadership Program was conducted in April. Overall, responses indicated that students were satisfied with library services. Comments and requests for additional service included more periodicals and longer operating hours.

ELECTRONIC SERVICES AND DATABASES

Through the State Library's funding of the Distance Learning Library Initiative, over 100 of OCLC's FirstSearch databases became available in June 1997 via the Internet to remote users and libraries around the State. The Department spent much of the Summer Semester in staff training to prepare for library user instruction in FirstSearch for Fall Semester. Reference Services began to troubleshoot access and research problems of remote users who contacted the Library via e-mail and telephone.

WebLUIIS was introduced by FCLA and until the access stabilized, Reference struggled with the quirks and problems of a Web-based OPAC that was introduced too soon. Barbara Tuck made constant changes to the Department's user guides both on the Web and in print. Based on duplication of coverage created by the addition of FirstSearch databases, the directors of the SUS Libraries decided to cancel several WebLUIIS databases which provided indexing to periodical literature. Technical staff installed Windows 95 on all Library network printers and classic LUIS began to be phased out of use. Library instruction and equipment support increased as users learned to use new equipment and the new version of the catalog.

The Reference Department continued to take an extremely active role in the creation of the Library's homepage. Interested librarians formed a Web Team that designed and maintained information pages, user guides, and links to pages for research by library users. Reference Librarians completed a Research by Subjects table. The table was set up with Library of Congress call numbers and corresponding subjects based on major programs of the University and frequent information and reference questions. The table provided links to Internet sites as well as titles of print resources available in the Library.

Barbara Tuck designed the *List of all UNF Library Databases*, a table of approximately 150 electronic databases available to UNF Library users with descriptions and links. The table is arranged alphabetically as well as by subject.

The Department evaluated an abundance of electronic databases and services. The trials included: Moody's *Company Data Direct*, Newsbank newspapers, *Ei Village*, *Wilson Disc*, *Cambridge Scientific Abstracts*, *PoemFinder*, Chadwyck-Healey Literary Databases, ProQuest Medical Library, Galenet, and Ovid Medical.

New electronic subscriptions included FirstSearch, Lexis/Nexis, PoemFinder, Moody's, *Florida Times-Union* on CD-ROM produced by Newsbank, Galenet, and UMI's ProQuest Medical Library.

BEHIND THE SCENES

The maintenance of a large collection of print reference material continued to require time and attention to detail. The Update Services Manual outlining processing procedures for the Reference Collection's looseleaf services was completed. Work was begun on decreasing the backlog of reference material waiting for binding. Work on revision of all departmental procedures manuals was planned.

Statistics for stack services which included the shelving of bound volumes and microform as well as use reflected by the scanning of barcodes in bound volumes as books were reshelved showed a decrease in Periodicals (-11%) and Reference (-42%) and an increase in Special Collections (9%). These statistics may reflect the trend toward increased use of electronic resources for research and full-text articles and an increasing unwillingness by students to use information that cannot be accessed via the Internet!

With the addition of the Newsbank full-text CD-ROM of the *Florida Times-Union*, fourteen years of manual indexing of the *Florida Times-Union* by Reference Librarians came to a close.

STAFF

Assistant Librarian Caryn Bush was hired and began work in October. In addition to providing reference and information services and participating in the Library's user instruction program, Caryn's main assignments are in the areas of collection development and maintenance.

After thirteen years of being assigned to schedules in three sections of the Library located on two levels, Eileen Brady was relieved of Reference duty on the second floor and was free to devote additional time as supervisor of the Periodicals Section and Head of Special Collections.

Mark Yannie's office was relocated to the third floor where he began a shared position between the Documents and Reference Departments. He will eventually provide cross training between the two departments.

During the Fall Semester, Carole Saville, a student from Florida State's School of Library and Information Science, served as an intern in the Reference Department, providing desk service and assisting with library instruction sessions for nursing students.

Sarah M. Philips
Head, Reference Department

MEDIA RESOURCES DEPARTMENT

PERSONNEL

The staff of Media remains stable with the department head and four other employees. Carol Coughlin has been with the Department since 1989, Winona Davis (half time USPS) since 1985, Cynthia Valentine since 1977, and Donald Rhoades in dual OPS lines with Public Services and the Florida Engineering Education Delivery System (FEEDS) program since 1985. A reflection of the caliber of employees is that this year, Miss Valentine won the 1997 Gabor Award for Employee Excellence.

OPERATIONS

There were several major accomplishments during the year: staff members trained in WebLUIIS; the Library secured public performance and/or closed circuit broadcast rights for a majority of the new video collection in preparation for the Distance Learning Library Initiative; inventory began with a survey of the video collection; and the University refurbished the H/VAC system to control levels of humidity and temperature in Media (last year's major physical plant issue). One program, BAR/BRI, terminated after six years. BAR/BRI was a Harcourt-Brace-Jovanovich course in which students reviewing for the Florida Bar Examination listened to taped lectures in Media. In exchange for use of the department and help from the staff, HBJ made an annual contribution to the Friends of the Library account. Begun in 1991, this program brought hundreds of students into Media.

COLLECTION DEVELOPMENT

Media had its second biggest budget in the Department's history with \$85,000 spent largely on videos and CDs. Withdrawal of obsolete audiovisual formats also continued. There was a variety of gifts from UNF students and faculty including Jack Funkhouser, Bill Herrold, Lisa Kelly, Charlotte Mabry, Linda Smith, Al Tilley, and Mark Yannie.

The fiscal year ended with no pressing problems and the promise of change. Goals for the next fiscal year are to study results of the inventory of the video collection, to inventory the CDs and scores, and to monitor the marketing of DVD, a promising new video format.

Diane W. Kazlauskas
Head, Media Resources Department

GOVERNMENT DOCUMENTS DEPARTMENT & MAPS COLLECTION

Employee training and accomplishments are the main themes of this year's report. It seems that every completed work unit returned to me for review required additional training, instruction in departmental procedures, or the review of previous instructions now forgotten. The Department acquired the part-time services of one of the library's most recently hired librarians, a capable individual but one who had very limited government documents and no cataloging background.

Similarly, the two LTAs who report to me also required comparable training, because one works with the Florida material and the other is the processor of new shipments of the GPO depository shipments. Because I have been doing this work for 25 years and the requisite knowledge I have acquired has become routine, it is interesting to observe the challenges that beginners have in handling the seemingly infinite variety of exceptions that constitute and affect the world of government publication. We thus spend much time going over the basics and correcting the many small errors that occur when working with new employees. We shall persevere, training will be completed, and we will always maintain the high technical standards that have been a hallmark of this department since we became a depository in 1972.

At the same time, I note that my team are good researchers who know not only how to use many of the paper and microfiche resources, but also are proficient using the World Wide Web to answer the endless stream of questions. I am able to train them in the use of hardcopy and fiche sources, and because of their backgrounds, they go effortlessly to the Web for additional information or as an alternative source. Mark Yannie is fully trained in Web-searching, first, because of his prior experience at UCF, and second, the fact that he is one of our reference librarians who has written and maintains certain library web sites. As we will clearly have to cross-train in the standard reference sources, we are fortunate to have Mark as a liaison who provides us with information on the latest techniques or the "hottest" new links.

John Lorio is a technophile and a former instructor in Freshman Composition at UNF, whose students had to use on-line sources for research. He has used the Internet for many years for his own post-graduate research. Troy Vidal, our newest staff member, is a graduate student in political science who took his undergraduate degree at UNF. He, too, is comfortable on the Web and in the multiplicity of LIRN databases and other reference sources.

The technical side of our collection development efforts presents many important challenges with far-reaching implications. Although there are ever increasing sites on the World Wide Web, we still received and processed approximately 12,000 paper and micro-

fiche documents from the Government Printing Office (GPO) Depository Library Program. The GPO is moving toward a more electronic environment, but the presses have not stopped and the microfiche contractors are still busy.

In terms of receipts, we processed nearly the same amount as in FY 1996/97. Additional work was required to withdraw some 6,600 paper and microfiche documents from the federal documents collection. The average book or microfiche takes nearly as much effort to withdraw as it does to process into the collection. For government documents it actually takes more time, because the staff must first remove the cataloging that another department did originally, then most of the withdrawals have to be written into a disposition list. In summary, receiving 12,000 pieces and removing 6,000 pieces takes a great deal of time. It is a never-ending process that keeps the collection current. In addition to our efforts in the federal collection, Mr. Lorio devotes a significant amount of time to maintaining and adding to the Florida documents collection, with approximately 1,000 documents added and 350 removed during FY 1998.

Our public staff were kept busy with answering approximately 8,700 questions from walk-in and telephone customers. This is approximately 13% increase over the 6,905 from the previous fiscal year. It is unfortunate that customer usage statistics do not convey the enormous amounts of time that staff can expend working on a single question. In many instances only the staff with their expertise know how and where to find the answer; no amount of casual instruction can turn an average patron into a self-reliant user of government documents. Sometimes the request for information dating back several decades can take most of a morning or an afternoon, yet it is represented by a single stroke on the desk calendar. The same consideration applies to the statistical count at the other service points in the library. We stay very busy and I am always pleased when outsiders congratulate us on being able to do so much with such a small staff.

Bruce T. Latimer
Head, Government Documents

LIBRARY ADVISORY COMMITTEE

The Library Advisory Committee convened semi-annually, as before, with unchanged membership. The proceedings of both meetings, by now routine, followed the long-standing pattern, beginning with the Director's state-of-the-library presentation, recent accomplishments and short term plans, goals, and expectations. Informal discussion among the membership brought the meetings to a close.

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, 1998**

LIBRARY FACULTY PERSONNEL

EMPLOYEE	DATE OF HIRE	POSITION
James E. Alderman	11/01/74	Assistant in Libraries
Eileen D. Brady	09/20/74	Periodicals Librarian
Caryn M. Bush-Baird	10/15/97	Assistant University 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 L. Tuck	03/15/91	Reference Librarian
Verna P. Urbanski	09/30/77	Head Cataloger
Mark J. Yannie	08/14/95	Reference Librarian

UNIVERSITY SUPPORT PERSONNEL SYSTEM EMPLOYEES

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
Carol J. Coughlin	01/31/89	Senior Library Technical Assistant
Alisa L. Craddock	10/23/89	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
Joshua K. Greben	01/23/98	Senior Library Technical Assistant
David Green	11/01/74	Senior Library Technical Assistant
Judy M. Greuter	06/13/94	Executive Secretary
Eddie D. Jones	03/10/97	Senior Library Technical Assistant
Daniel N. Kibler	02/07/97	Senior Library Technical Assistant
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
Sandra C. Nojiri-Howarth	11/17/97	Senior Library Technical Assistant
Lien T. Phan	05/05/95	Library Technical Assistant
Anita K. Pitkin	11/05/93	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
Troy M. Vidal (.5)	01/16/98	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

Sheril L. Chaffee	01/28/94—10/14/97	Senior Library Technical Assistant
William A. Miller (.5)	08/04/97—12/11/97	Senior Library Technical Assistant
Joan A. Pickett	10/24/83—06/12/97	Senior Library Technical Assistant