

2000

Annual Report 1999-2000

Thomas G. Carpenter Library

Follow this and additional works at: https://digitalcommons.unf.edu/library_reports

Suggested Citation

Thomas G. Carpenter Library, "Annual Report 1999-2000" (2000). *Library Annual Reports*. 5.
https://digitalcommons.unf.edu/library_reports/5

This Text is brought to you for free and open access
by the Thomas G. Carpenter Library at UNF Digital
Commons. It has been accepted for inclusion in
Library Annual Reports by an authorized administrator
of UNF Digital Commons. For more information,
please contact [Digital Projects](#).
© 2000 All Rights Reserved

L
I
B
R
A
R
Y

Annual Report

1999-2000

THOMAS G. CARPENTER LIBRARY
UNIVERSITY OF NORTH FLORIDA

**UNIVERSITY OF NORTH FLORIDA
Thomas G. Carpenter Library**

ANNUAL REPORT

1999 - 2000

**Andrew Farkas
Director of Libraries**



Jacksonville ♦ Florida ♦ 2001

TABLE OF CONTENTS

TEXTS

Introduction	3
Library Staff Accomplishments	10
Technical Services Division	20
Acquisitions Department	22
Serials Department	24
Cataloging Department	26
Public Services Division	30
Library Systems	33
Circulation Department	34
Reference Department	40
Media Resources Department	46
Government Documents Department	48
Library Advisory Committee	50
Library Staff	51

CHARTS

Library Budgets 1994-2000	19a
Library Budget as % of Total Univ. E&G Budget 1994-2000	19a
Materials Expenditures 1994/95-1999/2000	19b
Summary Volume/Piece Inventory 1994/95-1999/2000	19c
Resources Budget Disbursements 1998/99 & 1999/2000	21a
Volume/Piece Inventory by Type of Material 1999/2000	21b
Title Inventory by Type of Material 1999/2000	21c
Volume/Piece Inventory by Library Collection 1999/2000	21d-e
Title Inventory by Library Collection 1999/2000	21f-g
Serials Department 1999/2000	
Serials Orders Placed and Received	25a
Check-in workload 1998/99-1999/2000	25a
Bindery Statistics 1998/99-1999/2000	25a
Preservation Statistics 1998/99-1999/2000	25b
Public Services Division - Consolidated Statistics	
1998/99-1999/2000	32a-b
Interlibrary Loan Statistics 1999/2000	39

INTRODUCTION

The Thomas G. Carpenter continues to flourish. There has been a small increase in the resources budget, the staff is stable and competent, the quality and level of service is repeatedly recognized as outstanding by the various strata of our clientele, and automation enables a numerically static staff to perform an ever-increasing range of tasks, growing both in quantity and sophistication.

SPACE CRISIS

On November 9, 1999, the Director wrote a memorandum to Provost David Kline, which began:

Foreseen, predicted, and forewarned, the library space crisis has arrived. The Library's print resources have exceeded available shelving space and there are no provisions to accommodate new purchases. For the second year in a row, books returned at the end of a semester cannot be reshelved until the new semester begins and freshly checked out items make room for those returned previously. Concurrently, the Library purchases 18,000-20,000 new volumes each year. *There is no more usable shelving space.*

It was a fair and accurate assessment of the situation, and it detailed the immediate measures that had to be taken to avoid the severe impairment or physical collapse of library services. As stated in the cited letter, it has been a practice for some time to wait for the beginning of the next semester before the Circulation Department would attempt to shelve the books that were returned at semester's end, so that the freshly checked out material could make room for the reshelving of those returned. To avert the impending outcome, the Director convened a Space Crisis Committee. After due deliberation, the Committee's recommendations were to box and place in storage the seldom-used serial backfiles and backfiles now available electronically, perform some weeding, store the large sets of foreign bibliographies, store a substantial collection of LP recordings yet to be cataloged, remove and store some furniture (study carrels), and to purchase a large quantity of additional shelving beyond those needed for immediate installation.

The Committee's recommendations were either carried out or are in the process of being completed. In addition to the boxing and removal to off-site storage of the hard copy — i.e., printed — material, long carrels (attached multiples) are being disassembled and removed to storage. This will further reduce available seating to 642 seats for 13,000 students, down from 800 when the building was occupied in 1980, with a student body of

8,000. The material taken out of the library is stored off campus in a climate-controlled mini-storage installation, and will remain inaccessible to users until the completion and occupancy of the library addition. On the positive side, once the new shelves are installed, the *shelving space* crisis will be relieved. A rough estimate of the construction timeline and the anticipated rate of acquisitions suggest that if the library addition is ready in FY 2003-04, the library may escape another crisis — but just barely.

SHELVING

A survey of shelving needs and available floor space was conducted in the spring 1999, a layout design prepared and the order placed before the close of the fiscal year. The shelving is to be delivered and installed in August. The vendor is Reflector Hardware of Spacemaster Systems, Inc., the manufacturer of *all* the shelves now in the library. To ensure maximum flexibility and interchangeability, it was and remains essential that the entire library have only one manufacturer's product.

According to plans, a stack shift of the entire fourth floor (the General Collection) will start in August and will be completed in segments during the fiscal year. The progress of the shift will be governed by the availability of funds, labor force, and the academic calendar.

RESOURCES BUDGET

The library resources budget for the current fiscal year was \$1,534,635 (4.61% up from \$1,467,014 last year). The distribution to various subcategories are detailed elsewhere in this report. However, it should be mentioned here that as much for economic reasons as for space considerations, the Library is beginning to convert many journal subscriptions to electronic versions *only*. Two primary purchases in this area were **JSTOR**, an electronic archive of approximately 120 academic journals, covering the complete run of each title until about 1993, and OCLC Electronic Collections Online (**ECO**), electronic access to about 300 journals. We are also contracting with Elsevier, Kluwer, Lexis-Nexis, ABI Inform, Academic Index, ProQuest medical journals, and others.

MID-YEAR ALLOCATIONS

The Library received an additional \$80,000 from mid-year allocations. \$10,000 of this amount was spent on furniture reupholstery and repair, \$10,000 on CD cabinets and other furniture, and \$60,000 paid for about 75% of a very large (48,000 lbs.) steel shelving order. The total shelving order with installation is expected to be close to \$80,000 (*after* a 55% discount off the list price). We will pay the balance in excess of \$60,000 in the next fiscal year (2000-01).

OPS BUDGET

In spite of a repeated request for higher funding, the OPS budget continues to be at the 1980-81 level of \$79,000. We hope that next year's budget will see a permanent increase in OPS allocation, at least by the amount that had to be drawn from the resources budget to finish the fiscal year.

STAFFING

For the third year, the Library received no new positions. Two Reference Librarians resigned and one of the vacant positions was filled by Paul Mosley, an in-house candidate who earned his Master's degree in August 1999. Two recruiting cycles failed to yield an acceptable candidate for the other vacant position and we are now in the midst of our third try. The current applicant pool holds a greater promise and we are fairly certain that we will be able to select a suitable candidate.

An important personnel change was the result of the transfer of the Administrative Assistant Olga Brannon to Retention Services. Given this opportunity for restructuring, we were allowed to hire our first Accountant. The primary assignment of the incumbent, Tammy Burch, is responsibility for *all* bookkeeping functions in the library. Taking over the time-consuming bookkeeping task for OCO expenditures will ease the heavy workload of the Acquisitions Department, a unit that has had no staffing increase in over a decade, in spite of the increases in the resources budget.

OUT-OF-CYCLE SALARY ADJUSTMENTS

This was the first of a three-year plan initiated by President Anne Hopkins to bring in line salaries by the appropriation of out-of-cycle salary adjustments to meritorious faculty. Of the 80 awards distributed, the library faculty received four out-of-cycle awards. Library support staff received three awards from the funds made available for USPS. We are grateful to President Hopkins for her initiative and the Provost for recognizing the merits of the employees whose names were submitted for the award.

AWARDS — GOVERNANCE

Two library faculty have been recognized by UNF awards: Assistant Director Kathleen Cohen received the *Outstanding Faculty Service Award*, and Director Andrew Farkas the *Outstanding Faculty Scholarship Award*. Through the generosity of donors, the Library has been able to continue the distribution of its USPS Service Awards. The winners for the current year were Daniel Kibler (Documents) and Martha Solomon (Cataloging).

In addition to numerous committee memberships from the library ranks, in the coming year Assistant Director Kathleen Cohen will serve as President and Barbara Tuck as

Secretary of the Faculty Association. Kathy's Presidency, through election, is the logical continuation of her Vice Presidency of the current and previous school years.

FCLA EQUIPMENT & BIBLIOGRAPHIC INSTRUCTION ROOM

Using last year's Florida Center for Library Automation (FCLA) equipment budget, we were able to furnish the LIRC (Library Instructional Resource Center), the 4th floor bibliographic instruction room, with 32 terminals. The room was rewired to handle the load, and through the generosity of the UNF Board of Trustees we added for instructional purposes a ceiling mounted digital projector. It should be mentioned that in the building's two-decade history this particular room, originally designed to serve as a large conference room available for campus-wide booking, has served instead as the University's Foundation Board Room before it became a classroom and has now been remodeled as a permanent electronic classroom.

CONVERSION OF FOURTH FLOOR GROUP STUDY ROOM

For the decennial accreditation visit of the Southern Association of Colleges and Schools (SACS) the library provided a resource room and a work room on the fourth floor for the visiting team. Following the conclusion of the accreditation visit, the space was retained by Academic Affairs to serve as a regularly scheduled classroom. The room has been promised to revert to the library after the Fine Arts Building is completed. This means that the room in question, the principal library group study room, will not be available for its intended purpose for at least two more years.

FCLA AUTOMATION FUNDS

The UNF share from FCLA's allocation for hardware purchases and upgrades for the year was \$105,000. This recurring budget category funds much needed public access terminals and it keeps the equipment current. Because funds for the purpose are made available from a central allocation, it represents a welcome relief for the campus automation budget.

BOOKSALE

Thanks to Government Documents Librarian Bruce Latimer's willingness to take over the Gift & Exchange function along with all the accompanying workload, the Library has been able to hold once more its booksale on an annual basis. It was held on November 15-16, 1999, and now being an annual event there were fewer items to sell, thus the \$1,948.22 collected was below last year's \$3,800 (minus 6.5% state tax).

NEW LIBRARY MANAGEMENT SYSTEM (LMS)

The ten SUS libraries under the guidance of FCLA continue to explore the market for a new LMS (Library Management System). The objective is the timely replacement of the aging (14 years old at the time of writing!) NOTIS system with a state of the art software package able to handle online library functions (circulation, serials, acquisitions, reserves). An interinstitutional committee has been at work on an ITN (Invitation to Negotiate) document. The SUS request for \$8.1 million for an LMS has been partially funded by the legislature at \$3.7 million. This amount is deemed sufficient for the acquisition of the basic system; installation and training costs will need to be funded by a supplemental allocation, or, alternately, funded individually by each campus.

LIBRARY ADDITION (PHASE-II)

The fiscal year ended on an optimistic "upbeat" note. The legislative session just concluded gave the University \$500,000 planning money for Phase-II, the library addition that has been several years overdue. Although the planning process and the necessary construction time places the projected completion of the new building several years into the future, the half million dollars received provides a definite starting point for this ambitious project. It gives the library hope that the long-awaited relief to the acute and still worsening space problem is finally on the horizon. If past experience is an indication of what can be expected, once the planning process is completed, construction money should be allocated in the next legislative session. A planning committee will soon be appointed by Provost David Kline, and under the chairmanship of the Campus Planner, Spyros Drivas, the committee will write the initial building program.

*

* *

The end of a decade, moreover the last fiscal year of the century, is a chronological milestone that presents a nearly irresistible temptation to look back and take stock. Doing so would be especially easy for a university established only three decades ago. Out of our institutional infancy, we still have a long way to go to reach full maturity. Because twenty-eight published *Annual Reports* offer a detailed narrative of the library's growth from inception until the present day, I would rather focus on staffing issues and more specifically on the achievements of the dedicated individuals who made the Library what it is today. Without discussing individual contributions in full, for the first time in these reports I chose to devote a whole section to staff activities *beyond* the expectations specified in the individual job descriptions.

Staffing and salaries have always been a problem. No matter what formulæ of the past were applied or ignored, the UNF library has never attained the necessary staffing level that would allow us to provide the full personalized service our training and expertise would enable us to deliver. Salaries have never been sufficiently competitive to attract a

truly representative nationwide applicant pool. Fortunately, we were able to hire the most promising young talent, the majority of whom blossomed into those outstanding individuals who in various ways are leaving their mark on the profession.

The consistently low salaries of the paraprofessional employees has been of particular concern. Several of our USPS staff have been with us for 20, 25, 30 years or even more, yet we were never in a position to offer them the advancement and remuneration their acquired knowledge, expertise, and longevity deserved. The SUS library directors have repeatedly and strenuously worked on trying to create a career ladder for the paraprofessional class staff; unfortunately each successive plan was rejected and the effort repeatedly failed.

Another negative factor affecting personnel administration has been this library's inability to attain a level of staffing that would permit us to train backup staff. The unprecedented advances of the profession in the past decades resulted in library practices that require sophisticated knowledge, skills, training, and extensive practice to properly discharge those tasks. Stated in the simplest terms, library employees are not — are not! — interchangeable. Without time and opportunity for cross-training, coupled with staff shortage, "raising" the next generation of experts has been and remains a wholly unattainable aspiration. We have always regarded cross-training a necessity rather than a luxury, and this unsatisfied need will revisit itself on the library when the current cadre of experts retire in the decade ahead. With the projected retirement of key personnel, newcomers will be thrown into the stream and storm of dynamic and complex library activities — either *they* will swim or the *library* will sink.

Speaking of staff longevity, of the 20 faculty, 13 have been with the Library between 19 and 30 years, giving the Library as an administrative entity an unprecedented continuity, stability, and fine-tuned operational precision. The corporate memory and ethos of the workplace is a foundation that has been established, cultivated and maintained, and the one that will inevitably be lost as staff attrition begins.

Considering that we have always sought out fresh and innovative ideas, new methods and better routines, the majority of our staff can be characterized by professional curiosity rather than complacency, creative maturity rather than status quo, dynamism rather than ossification. Given the wherewithal and the challenge of expectations, the staff always did and always will rise to a challenge.

One such challenge ahead will be the planning of the library addition which will double the building capacity. The present facility is the third library the founding Director and his colleagues have planned, overseen its construction, and occupied. The original building and its annex were built in 1971-72 and 1973-74 respectively; the present library was planned in 1976-77, built in 1978-80, and occupied in September 1980. It's capacity was rated to accommodate 600,000 physical volumes and serve a student body of 8,000. Long overdue Phase-II cannot possibly be built soon enough.

If we take pride in our accomplishments it is not a false claim, nor a sign of inflated self-esteem. Informal comments and formal patron surveys alike attest to the quality of library services, patron satisfaction, and the service orientation of Public Services personnel. It is to the merit and credit of the staff that we have attained and consistently maintained this recognition among our users. The Public Services personnel can boast a *very* large collection of personalized letters and thank-you notes from our library users. Additionally, the work and contributions of the Reference, Interlibrary Loan, and Special Collections staff in particular have earned a nice bouquet of formal acknowledgements in numerous faculty monographs and books published by non-UNF affiliates.

We can also statistically demonstrate the important role the library staff have played in university governance, in many phases of library activities, and in state and national professional organizations. In 1996-97 alone, four out of eight standing committees of the Faculty Association were chaired by librarians.

Many library faculty have been active in various areas of scholarly endeavors as well. Thus it is entirely appropriate to summarize in the next segment of this *Annual Report* in the broadest possible categories what the *present staff* of the Carpenter Library have achieved during their tenure. Given the length of time covered — three decades — and the necessity to reconstruct a goodly amount of these details from memory, in some categories the data is admittedly approximate, especially so for UNF committee service. However, for the most part, the data supplied are accurate. One detail however that can no longer be reconstructed in full is the number of years served, as many of us served multiple consecutive terms, and in some instances ex-officio participation may span several decades.

At the conclusion of one fiscal year and standing on the threshold of the next, we are always filled with apprehension. Optimism tends to prevail, in recent years not without reason. But following the turn of the calendar year, the economic landscape of the country seems to have radically changed. The ominous changes are the portent of harder times ahead. Without a reversal for the better, the Library may have difficult times to face.

Andrew Farkas
Director of Libraries

LIBRARY STAFF ACCOMPLISHMENTS — 1972-2000

Highlights

EDUCATION — CURRENT LIBRARY FACULTY

	YEAR OF MLS	SECOND DEGREES	YEARS OF EXPERIENCE
Alderman, Jim	1999	MA	11
Brady, Eileen	1976		24
Cohen, Kathleen	1970	MA	30
Collins, Geraldine	1980	MPA	20
Davis, Mary	1976		24
Farkas, Andrew	1962		38
Hein, John	1970		30
Jones, Robert	1971		29
Jordan, Cynthia	1999		1
Kaus, Margaret	1990		10
Kazlauskas, Diane	1969	Ed.D.	31
Latimer, Bruce	1975		25
Mangum, Sheila	1970		30
Mosley, Paul	1999		1
Philips, Sarah	1978		22
Randtke, Angela	1970	MA, Ph.D.	30
Smith, Linda	1972		28
Stanton, Victoria	1976		24
Tuck, Barbara	1990		10
Urbanski, Verna	1977	MA	23

TOTAL experience of library faculty: 441 work years

1. **GRADUATE DEGREES & SECOND GRADUATE DEGREES EARNED WHILE EMPLOYED IN THE THOMAS G. CARPENTER LIBRARY — ALL STAFF**

NAME	DEGREE	YEAR
Jim Alderman	M.A. (English)	1987
Jim Alderman	M.S.L.I.S.	1999
Eileen Brady	M.S.L.S.	1976
Kathleen Cohen	M.A. (History)	1986
Geraldine Collins	M.P.A.	1998
Mary Davis	M.S.L.S.	1976
Bob Farnsworth	D.Min.	1992
Bob Farnsworth	Ph.D. (Field: Religion)	1994
Diane Kazlauskas	Ed.D.	1993
Bruce Latimer	M.S.L.S.	1975
Paul Mosley	M.S.L.I.S.	1999

SCHOLARLY ACTIVITIES

2.	PRESENTATIONS	
	a. Presenter	
	Alderman, Jim	5
	Cohen, Kathleen	10
	Collins, Geraldine	3
	Davis, Mary	7
	Farkas, Andrew	24
	Hein, John	2
	Jones, Bob	2
	Kazlauskas, Diane	2
	Mangum, Sheila	1
	Philips, Sarah	4
	Smith, Linda	1
	Stanton, Victoria	6
	Urbanski, Verna	5
	b. Panelist	
	Alderman, Jim	1
	Cohen, Kathleen	1
	Davis, Mary	6
	Farkas, Andrew	1
	Mangum, Sheila	1
	Stanton, Victoria	4
	Urbanski, Verna	23 (incl. 20 OLAC Q&A panels)
	c. Facilitator	
	Cohen, Kathleen	1
	Collins, Geraldine	2
	Davis, Mary	3
	Mangum, Sheila	2
	Stanton, Victoria	2
	Urbanski, Verna	10
	d. Other	
	Cohen, Kathleen (Public Book Reviews)	15
	Farkas, Andrew (Commencement Address)	1
	Philips, Sarah (FLA Caucus)	1
3.	PUBLICATIONS	
	a. Monographs	
	Farkas, Andrew	5
	Kazlauskas, Diane	2
	Urbanski, Verna	1
	b. Articles	
	Brady, Eileen	1
	Cohen, Kathleen	1

Farkas, Andrew	14
Kazlauskas, Diane	4
Randtke, Angela	1
Smith, Linda	1
Urbanski, Verna	2+ (several in OLAC newsletter)
c. Book chapters	
Cohen, Kathleen	6
Farkas, Andrew	11
d. Scholarly Apparatus (Case studies, bibliographies, indices, etc.)	
Brady, Eileen	1
Cohen, Kathleen	2
Davis, Mary	4
Farkas, Andrew	2
Philips, Sarah (Ken Jennings' Books)	18
e. Handbooks	
Brady, Eileen (annual, 1984-to date)	18
Farkas, Andrew (annual, 1984-to date)	18
f. Book reviews	
Farkas, Andrew	4
Farnsworth, Bob	12
Urbanski, Verna	4
g. Media reviews	
	No.
Collins, Geraldine	4
Farkas, Andrew	15+
Kazlauskas, Diane	100+
h. Performance reviews	
Farkas, Andrew	7
i. Electronic subject guides (created & maintained)	
Alderman, Jim	42
Brady, Eileen (Periodicals)	49
(Special Collections)	38
Davis, Mary	4
Philips, Sarah	12
Tuck, Barbara	50+
j. Website design	
Alderman, Jim (LIS1001)	1
Tuck, Barbara (FACRL)	1
k. Journal Editor	
Farnsworth, Bob	1 (5 years)

1.	Article Referee	
	Farkas, Andrew (The Opera Quarterly)	1991-to date
	Urbanski, Verna (LRTS)	1986-1990
m.	Manuscript/Text Reader	
	Farkas, Andrew	2
	Kaus, Margaret	1
	Urbanski, Verna	1
n.	Foundation Reviewer (NEH)	
	Urbanski, Verna	1999-to date
o.	Television documentary	
	Farkas, Andrew	1
	Farnsworth, Bob	1
p.	Reporter	
	Jones, Bob (<i>Florida Libraries</i>)	1980-81
q.	Radio programs	
	Farkas, Andrew	15
r.	Surveys, Reports, Strategic Plans	
	Farkas, Andrew	5
s.	Library Annual Reports	
	Farkas, Andrew & Library Staff	1973-to date
4.	EDITORIAL WORK	
a.	Contributing Editor	
	Farkas, Andrew (Refereed Journal)	1989-to date
b.	Advisory Editor	
	Farkas, Andrew	1975-77
c.	Series Editor	
	Farkas, Andrew	4 series
d.	Newsletter Editor	
	Cohen, Kathleen (Books & Bytes)	1 (7 years)
	Davis, Mary	1 (5 years)
	Tuck, Barbara	2 (3 yrs., 6 yrs.)
	Urbanski, Verna	1 (5 yrs.)
e.	Editorial Board	
	Farkas, Andrew	2
	Latimer, Bruce	1 (1979-1991)

5.	TEACHING (Classroom, for credit)	
	Alderman, Jim	15 semesters
	Cohen, Kathleen	14 semesters
	Davis, Mary	15 semesters
	Farkas, Andrew	1972-1992
	Mangum, Sheila	2 semesters
	Philips, Sarah	2 semesters
	Randtke, Angela	2 semesters
	Smith, Linda	1 semester
	Urbanski, Verna	1 semester
6.	CERTIFICATE PROGRAM DIRECTOR	
	Farkas, Andrew	1972-1992
7.	STUDENT ADVISEMENT	
	Davis, Mary	1984-1990
	Farkas, Andrew	1972-1992
8.	WORKSHOPS (presenter)	
	Alderman, Jim	20
	Cohen, Kathleen	1
	Collins, Geraldine	1
	Davis, Mary	3
	Jones, Bob	3
	Kaus, Margaret	1
	Kazlauskas, Diane	2
	Philips, Sarah	1
	Randtke, Angela	3
	Smith, Linda	3
	Stanton, Victoria	4
	Tuck, Barbara	1
	Urbanski, Verna	6
9.	GRANTS RECEIVED	
	Kazlauskas, Diane	1
	Latimer, Bruce	1
10.	PROFESSIONAL DEVELOPMENT LEAVE	Year
	Brady, Eileen	1988
	Cohen, Kathleen	1985
	Davis, Mary	2000
	Kaus, Margaret	1997
	Kazlauskas, Diane	1990 & 1992
	Randtke, Angela	1989 & 1995
	Smith, Linda	1992
	Stanton, Victoria	1984 & 1987
	Urbanski, Verna	1990

11. MISCELLANEOUS
- a. Invitational International Conference
Urbanski, Verna 2 (1989 & 1997)
 - b. NACO (NATIONAL AUTHORITY COOPERATIVE PROGRAM)
Kaus, Margaret 1
Urbanski, Verna 4
 - c. OCLC — ENHANCE STATUS
Urbanski, Verna 2000-to date
12. HONORS, AWARDS
- Brady, Eileen — Phi Beta Kappa, Beta Phi Mu
 - Cohen, Kathleen — UNF Outstanding Faculty Service Award (2000)
— Phi Beta Kappa, Phi Kappa Phi, Phi Alpha Theta, Alpha
Lambda Delta
 - Farkas, Andrew — Distinguished Professor Award (1991)
— UNF Outstanding Faculty Scholarship Award (2000)
— Honorary Alumnus (2000)
— Alpha Mu Gamma, Phi Kappa Phi
 - Hein, John — Beta Phi Mu, Mu Phi Epsilon
 - Jones, Bob — Phi Beta Mu
 - Kazlauskas, Diane — Phi Kappa Phi
 - Randtke, Angela — Phi Beta Kappa
 - Smith, Linda — Phi Beta Kappa, Beta Phi Mu
 - Stanton, Vicki — Beta Phi Mu
 - Urbanski, Verna — OLAC Annual Award (1988)
13. CONSULTANCY
- | | |
|---|-----|
| | No. |
| Alderman, Jim | 2 |
| Cohen, Kathleen | 1 |
| Davis, Mary | 5 |
| Farkas, Andrew (Expert Witness — IRS x 2) | 4 |
| Kazlauskas, Diane | 1 |
| Philips, Sarah | 2 |
| Smith, Linda | 3 |

S E R V I C E

14. FACULTY ASSOCIATION ELECTED OFFICES
- | | | |
|------------------------------------|----------------|---|
| Cohen, Kathleen (2 x 2 year terms) | Vice-President | 2 |
| Kazlauskas, Diane | Secretary | 3 |
| Randtke, Angela | Secretary | 1 |
15. FACULTY ASSOCIATION COMMITTEES
- | | | |
|-----------------|-------|--------|
| | CHAIR | MEMBER |
| Alderman, Jim | 1 | 7 |
| Brady, Eileen | | 3 |
| Cohen, Kathleen | 5 | 7 |

	CHAIR	MEMBER
Collins, Geraldine	3	8
Davis, Mary	3	8
Farkas, Andrew		7
Jones, Bob		3
Kazlauskas, Diane	5	20
Latimer, Bruce		2
Mangum, Sheila	4	15
Philips, Sarah		5
Smith, Linda		1
Stanton, Victoria	2	8
Tuck, Barbara	2	5
Urbanski, Verna	1	2
16. OTHER UNF COMMITTEES		
Alderman, Jim		1
Brady, Eileen		4
Cohen, Kathleen		9
Collins, Geraldine		2
Coughlin, Carol		1
Davis, Mary	1	23
Farkas, Andrew	4	22
Farnsworth, Bob		2
Jones, Bob	1	14
Kaus, Margaret		2
Kazlauskas, Diane		3
Latimer, Bruce		1
Mangum, Sheila	1	6
Philips, Sarah		2
Randtke, Angela		2
Stanton, Victoria		5
Tuck, Barbara		3
Urbanski, Verna	2	6
17. UNF STANDING COMMITTEES (Council of Deans, Academic Council, Graduate Council, Library Advisory Committee, UTC, etc.)		
Farkas, Andrew		From inception to date
18. SUS STANDING COMMITTEES		
a. Library Directors' Committee; FCLA Governing Board		
Farkas, Andrew		From inception to date
b. Extension Library Board		
Farkas, Andrew		One decade
c. Miscellaneous ad hoc committees, e.g., FCLA Equipment Committee, Other FCLA Committees, CAVP Subcommittee on Libraries, A&P Class, etc.		
Farkas, Andrew	1	2
Jones, Bob		3

	CHAIR	MEMBER
19. SUS COMMITTEES		
Brady, Eileen		1
Cohen, Kathleen	1	4
Collins, Geraldine	2	4
Davis, Mary		1
Farkas, Andrew (standing comm.: 2-3 decades)	1	5
Farnsworth, Bob	1	3
Hein, John	2	2
Jones, Bob		6
Kaus, Margaret		1
Philips, Sarah		3
Randtke, Angela		2
Smith, Linda		4
Stanton, Victoria		3
Tuck, Barbara		1
20. STATE-WIDE COMMITTEES		
Collins, Geraldine		3
Hein, John		1
Jones, Bob		2
Philips, Sarah		1
Stanton, Victoria		3
21. ALA COMMITTEES		
Brady, Eileen		1
Collins, Geraldine	1	3
Davis, Mary	1	6
Farkas, Andrew	1	2
Kazlauskas, Diane		1
Smith, Linda		2
Urbanski, Verna	3	9
Urbanski, Verna — Special Topics Task Force		9
22. FLA COMMITTEES		
Brady, Eileen		1
Collins, Geraldine	1	1
Farkas, Andrew	1	3
Farnsworth, Bob		1
Jones, Bob	1	4
Latimer, Bruce	1	21
Mangum, Sheila	2	1
Philips, Sarah	1	1
Smith, Linda		1
Stanton, Victoria	6	12
23. SOUTHEASTERN LIBRARY ASS'N. COMMITTEES		
Cohen, Kathleen	1	
Mangum, Sheila		6

	CHAIR	MEMBER
24. NEFLIN (Northeast Florida Library Information Network)		
Cohen, Kathleen (Founding President)	1	
Farkas, Andrew		1
Farnsworth, Bob		1
Philips, Sarah		1
Smith, Linda		1
Stanton, Victoria	1	3
25. SACS ACCREDITATION VISITING TEAM		
Cohen, Kathleen (UNF)	1	1
Coughlin, Carol		1
Davis, Mary		1
Farkas, Andrew		4
Kazlauskas, Diane		1
Latimer, Bruce	1	
Stanton, Victoria		3
26. NCATE Accreditation Team		
Davis, Mary		1 (1990-to date)
27. OTHER COMMITTEES		
a. United Way — UNF		
Cohen, Kathleen		1
Farkas, Andrew	1	1
Kaus, Margaret		2
Kazlauskas, Diane		1
Stanton, Victoria		2
Tuck, Barbara	1	
b. United Way — Library		
Cohen, Kathleen		1
Kazlauskas, Diane		2
Philips, Sarah		1
c. FACRL (Florida Chapter, Association of College and Research Libraries)		
Cohen, Kathleen (Treasurer & Vice President)	1	1
Tuck, Barbara (Board of Directors)		1
d. Duval County Library Association		
Cohen, Kathleen (Vice President & President)	1	
Cohen, Kathleen (Publicity Chair)	1	
e. Mandarin Library Association		
Cohen, Kathleen (Treasurer)	1	
f. Phi Kappa Phi		
Cohen, Kathleen (Secretary 1980-85)	1	

	CHAIR	MEMBER
g. Faculty/Staff Farnsworth, Bob	1	
h. Campus Ministry Board Kazlauskas, Diane (Treasurer & Advisor)	1	
i. J.C.C.I. (Jacksonville Community Council, Inc.) Davis, Mary		1
Latimer, Bruce		1
j. Special Olympics (UNF) Philips, Sarah		1
k. UFF (United Faculty of Florida) Davis, Mary (elected officer)	12	
Stanton, Victoria (elected officer)	15	
l. OLAC (Online Audio Visual Catalogers) Urbanski, Verna	1	22
Urbanski, Verna (Cataloging Policy Comm.)	3	4
Urbanski, Verna (Archivist)	10	
Urbanski, Verna (Q&A panelist)		20
Urbanski, Verna (Research Committee)	1	
m. Special Libraries Association—FL Chapter Mangum, Sheila	2	2
n. MLA (Music Library Association) Kaus, Margaret (Descriptive Cataloging)		2
o. SEMLA (Southeastern MLA) Kaus, Margaret	1	1
p. MOUG (Music OCLC Users Group) Kaus, Margaret	2	1
q. OTHER LOCAL & STATE COMMITTEES Farkas, Andrew	8	

**Thomas G. Carpenter Library
Acquisitions Department
Materials Expenditures 1994/1995-1999/2000**

	1994/1995	% of Total	1995/1996	% of Total	1996/1997	% of Total	1997/1998	% of Total	1998/1999	% of Total	1999/2000	% of Total
MATERIALS:												
CONTINUATIONS												
CD ROMS ¹	\$0.00	0	\$52,023.00	4.29	\$75,511.00	6.24	\$79,425.81	5.71	\$52,515.00	3.51	\$18,363.00	1.20
NEWSPAPERS	\$6,041.98	0.5	\$4,130.72	0.34	\$3,637.84	0.3	\$7,018.57	0.50	\$7,083.30	0.47	\$7,546.78	0.49
REMOTE DATABASES ²	\$27,896.00	2.3	\$27,928.00	2.3	\$28,106.00	2.32	\$40,871.25	2.94	\$33,581.00	2.24	\$163,133.22	10.64
SERVICES	\$51,842.45	4.27	\$52,462.14	4.32	\$55,226.35	4.56	\$53,377.19	3.84	\$62,767.03	4.20	\$52,205.88	3.40
STANDING ORDERS	\$49,410.18	4.07	\$53,192.58	4.38	\$59,157.66	4.89	\$61,130.32	4.39	\$65,191.76	4.36	\$67,358.40	4.39
SUBSCRIPTIONS	\$365,015.34	30.09	\$357,943.19	29.5	\$399,555.02	33	\$430,630.16	30.94	\$477,669.79	31.93	\$504,559.32	32.89
SUBS-MICROFORM	\$58,855.00	4.85	\$62,348.69	5.14	\$57,711.96	4.77	\$50,320.94	3.62	\$54,639.56	3.65	\$54,492.52	3.55
SUBTOTAL	\$559,060.95	46.09	\$610,028.32	50.27	\$678,905.83	56.1	\$722,774.24	51.93	\$753,447.44	50.36	\$867,659.12	56.57
MATERIALS: NON-CONTINUATIONS												
AUDIO-VISUAL	\$70,238.46	5.79	\$44,181.35	3.64	\$41,752.76	3.45	\$63,629.29	4.57	\$66,648.69	4.45	\$63,080.05	4.11
BACKFILES	\$22,887.93	1.89	\$5,997.70	0.49	\$2,410.70	0.2	\$5,143.00	0.37	\$13,440.89	0.90	\$26,893.82	1.75
BOOKS-APPROVAL	\$276,439.35	22.79	\$310,095.39	25.56	\$284,615.83	23.5	\$369,938.79	26.58	\$421,901.38	28.20	\$391,715.25	25.54
BOOKS-ORDERED	\$133,980.11	11.05	\$77,930.74	6.42	\$62,177.43	5.14	\$77,286.26	5.55	\$101,871.17	6.81	\$72,610.87	4.73
CURRICULUM	\$9,105.68	0.75	\$12,323.74	1.02	\$10,975.62	0.91	\$16,279.83	1.17	\$17,077.15	1.14	\$9,797.59	0.64
DOCUMENTS	\$2,805.00	0.23	\$2,855.05	0.24	\$2,412.00	0.2	\$194.48	0.01	\$1,300.00	0.09	\$506.38	0.03
MISCELLANEOUS	\$37,103.56	3.06	\$33,508.40	2.76	\$3,161.66	0.26	\$4,183.11	0.30	\$8,989.91	0.60	\$3,606.47	0.24
SOFTWARE ³	\$0.00	0	\$6,152.90	0.51	\$12,994.10	1.07	\$11,377.42	0.82	\$3,260.24	0.22	\$8,793.67	0.57
SUBTOTAL	\$552,560.09	45.55	\$493,045.27	40.63	\$420,500.10	34.7	\$548,032.18	39.38	\$634,489.43	42.41	\$577,004.10	37.62
TOTAL MATERIALS	\$1,111,621.04	91.65	\$1,103,073.59	90.91	\$1,099,405.93	90.8	\$1,270,806.42	91.31	\$1,387,936.87	92.77	\$1,444,663.22	94.18
PROCESSING												
BINDING-BOOKS	\$5,843.89	0.48	\$10,201.63	0.84	\$8,128.13	0.67	\$10,617.73	0.76	\$10,304.91	0.69	\$10,545.23	0.69
BINDING-JOURNALS	\$18,931.53	1.56	\$18,301.74	1.51	\$19,453.00	1.61	\$24,234.06	1.74	\$21,051.67	1.41	\$21,508.05	1.40
POSTAGE, HANDLNG	\$23,084.77	1.9	\$27,895.71	2.3	\$26,912.80	2.22	\$28,829.00	2.07	\$28,303.76	1.89	\$8,954.62	0.58
SOLINET	\$44,213.10	3.65	\$45,673.91	3.76	\$44,353.43	3.66	\$42,459.82	3.05	\$41,726.81	2.79	\$42,646.23	2.78
SUPPLIES	\$9,268.41	0.76	\$8,246.45	0.68	\$12,373.28	1.02	\$14,823.70	1.07	\$6,765.94	0.45	\$5,590.85	0.36
SUBTOTAL	\$101,341.70	8.35	\$110,319.44	9.09	\$111,220.64	9.19	\$120,964.31	8.69	\$108,153.09	7.23	\$89,244.98	5.82
GRAND TOTAL EXPENDED ON LIBRARY RESOURCES ⁴	\$1,212,962.74	100	\$1,213,393.03	100	\$1,210,626.57	100	\$1,391,770.73	100	\$1,496,089.96	100	\$1,533,908.20	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
1994/1995-1999/2000**

	HELD					HELD
	6/30/95	6/30/96	6/30/97	6/30/98	6/30/99	6/30/2000
PAPER VOLUMES/PIECES						
Monographs and Serials	462,028	481,981	501,611	519,278	540,453	559,027
Music Scores	5,429	5,668	5,744	5,864	5,929	6,102
Annual Reports	13,097	13,097	13,097	13,097	13,097	13,097
College Catalogs	240	240	240	240	240	0
Government Documents	137,239	139,514	140,600	143,152	145,080	146,247
	618,033	640,500	661,292	681,631	704,799	724,473
MICROFICHE PIECES						
Monographs and Serials	96,610	106,550	115,832	124,911	132,561	139,038
Music Scores	486	486	486	486	486	486
Annual Reports	107,140	108,871	110,035	110,295	110,295	112,081
College Catalogs	9,451	10,346	10,346	10,346	10,346	0
ERIC & Newsbank	543,002	560,970	577,634	595,116	609,053	624,913
Government Documents	358,126	357,741	353,222	357,582	356,839	359,737
	1,114,815	1,144,964	1,167,555	1,198,736	1,219,580	1,236,255
MICROFILM REELS						
Monographs and Serials	21,637	22,149	22,981	23,709	24,176	24,635
Government Documents	17,319	19,523	22,998	1,315	1,315	1,315
	38,956	41,672	45,979	25,024	25,491	25,950
MAPS						
	4,919	5,387	5,686	5,943	6,358	6,701
COMPUTER FILES						
Magnetic (Floppies, etc.)	7	21	23	26	25	25
Laser (CD ROM)	314	469	554	605	596	624
	321	490	577	631	621	649
AUDIOVISUAL MATERIALS						
Audiocassettes	212	201	202	211	226	224
Audiocassettes:CD	2,757	3,314	3,760	4,207	4,824	5,740
Audiocassettes:LP	7,037	7,095	7,098	7,098	7,135	7,134
Cards	14	14	14	14	11	11
Charts	13	13	13	13	11	11
Film Loops	0	0	0	0	0	0
Filmstrips	448	448	447	418	28	28
Games	14	13	13	13	6	6
Kits	754	754	750	867	794	794
Motion Pictures	381	172	150	148	122	120
Pictures/Portraits	16,196	18,574	19,844	20,855	21,809	22,763
Posters	43	43	48	48	48	48
Slides, Art	20,510	20,510	20,510	20,510	20,510	20,510
Slide Sets	621	621	621	549	300	300
Tests	0	0	0	252	257	257
Transparencies	11	11	11	11	11	11
Videocassettes	3,172	3,824	4,208	4,540	4,873	5,569
Videodiscs	64	64	64	67	68	70
	52,247	55,671	57,753	59,821	61,033	63,596

TECHNICAL SERVICES DIVISION

During the past fiscal year, the major accomplishment for the Technical Services Division as a whole was the complete reconfiguration of all staff workstation client computers and the network system upon which they depend, a significant accomplishment in every way. During the previous two years, when the Library was a constituent of the campus-wide Novell Network, and made its own computer servers part of the network "tree" system, it had become increasingly apparent that the larger environment was not wholly suitable for the particular needs of the Library, especially those of the divisional departments dependent on highly specialized and idiosyncratic software such as that used in the cataloging process and for communicating with the database facilities maintained by the Florida Center for Library Automation (FCLA). On at least five separate occasions, campus network failures had brought the divisional workflow to a complete halt for more than four hours, a devastating situation under the current circumstances whereby most staff members are totally dependent on their workstation to accomplish every aspect of their job.

Once it was decided, near the end of the previous fiscal year, to pull at least one of the Library's servers out of the campus network tree, it quickly became apparent that all aspects of the Library's client workstation design and network implementation should be revisited, at least as it applied to the Technical Services Division. As a result of this review, it was decided to convert the divisional network to a pure TCP/IP protocol system and to use Microsoft NT for server facilities. At the same time, client workstations were to be converted from Windows95 to Windows98 (Windows NT was not yet a suitable choice at the workstation level because of the continuing need to support a good deal of legacy DOS and other Windows,16-bit software). The divisional network would be as isolated from that of the campus as possible, at least until a complete stability was achieved both within the Library and campus-wide.

One aspect of the Library's earlier network implementation that exacerbated the problem — one at least partially enforced by campus practice — was the installation of client software on the server instead of completely on the client workstation. During network problems that affected the servers, software that might otherwise have continued to operate had it been installed on the workstation machine, was inoperable because it had to be loaded from a network server. While very convenient for maintenance and updating purposes, it was decided to design a workstation client that would be as isolated from potential network problems as possible. This meant loading all software on the workstation itself and using the servers for shared data and for backup purposes only.

Some of the Division's legacy applications dated from the '80s and early '90s and had never been adapted to a networked client workstation environment at all. At the beginning of the past fiscal year, at least one application in each of the three constituent departments was still running exclusively on old, DOS-only machines and, indeed, could only be run at one, designated computer within the Department. As a matter of record, these included the entire authorities maintenance system in the Cataloging Department, almost every application in the Acquisitions Department including accounting functions, purchase order and forms generation, and the bindery-preparation and claiming functions in the Serials Department. By the end of the fiscal year, virtually all vintage DOS applications had been revised, updated, adapted for the networked client workstation environment and, where possible, shorn of DOS-dependency entirely.

By the end of the fiscal year, the computing environment in the Division had changed significantly from what it had been at the beginning of the year. The current client workstation design is hardy, stable, and easy to maintain through push technology from an administrator's paradigm machine – all workstations are identical and scan for updates each time they are booted or logged into the network. All DOS-only computers have been removed from the Division. There has not been a single minute of work time lost to network instability since the Division has isolated its network environment and the Library has taken complete charge of it. The current design should hold the Division in good stead for the next few years even as constituent applications and software continue to be modernized.

The specifics of what the new staff workstation and network environment make possible can be read in the reports of the Division's constituent departments which follow this introductory section.

John Martin Hein
Head, Technical Services Division

**Thomas G. Carpenter Library
Acquisitions and Serials Departments
1999/2000 Resources Budget Disbursements**

MATERIALS:	FISCAL	% OF TOTAL	% OF TOTAL	\$ CHANGE	% CHANGE	FISCAL
CONTINUATIONS	YEAR	EXPENDED	EXPENDED ON	FROM	FROM	YEAR
	1999/2000		MATERIALS	1998/99	1998/99	1998/99
CD ROMS	\$18,363.00	1.14%	1.27%	(\$34,152.00)	-65.03%	\$52,515.00
NEWSPAPERS	\$7,546.78	0.47%	0.52%	\$463.48	6.54%	\$7,083.30
REMOTE DATABASES	\$163,133.22	10.11%	11.29%	\$129,552.22	385.79%	\$33,581.00
SERVICES	\$52,205.88	3.24%	3.61%	(\$10,561.15)	-16.83%	\$62,767.03
STANDING ORDERS	\$67,358.40	4.18%	4.66%	\$2,166.64	3.32%	\$65,191.76
SUBSCRIPTIONS	\$504,559.32	31.28%	34.93%	\$26,889.53	5.63%	\$477,669.79
SUBS-MICROFORM	\$54,492.52	3.38%	3.77%	(\$147.04)	-0.27%	\$54,639.56
SUBTOTAL	\$867,659.12	53.80%	60.06%	\$114,211.68	15.16%	\$753,447.44
MATERIALS: NON-CONTINUATIONS						
AUDIO-VISUALS	\$63,080.05	3.91%	4.37%	(\$3,568.64)	-5.35%	\$66,648.69
BACKFILES-ALL FORMATS	\$26,893.82	1.67%	1.86%	\$13,452.93	100.09%	\$13,440.89
BOOKS-APPROVAL	\$391,715.25	24.29%	27.11%	(\$30,186.13)	-7.15%	\$421,901.38
BOOKS-ORDERED	\$72,610.87	4.50%	5.03%	(\$29,260.30)	-28.72%	\$101,871.17
CURRICULUM	\$9,797.59	0.61%	0.68%	(\$7,279.56)	-42.63%	\$17,077.15
DOCUMENTS	\$506.38	0.03%	0.04%	(\$793.62)	-61.05%	\$1,300.00
MISCELLANEOUS	\$3,606.47	0.22%	0.25%	(\$5,383.44)	-59.88%	\$8,989.91
SOFTWARE	\$8,793.67	0.55%	0.61%	\$5,533.43	169.72%	\$3,260.24
SUBTOTAL	\$577,004.10	35.78%	39.94%	(\$57,485.33)	-9.06%	\$634,489.43
TOTAL MATERIALS	\$1,444,663.22	89.57%	100.00%	\$56,726.35	4.09%	\$1,387,936.87
PROCESSING						
BINDING-BOOKS	\$10,545.23	0.65%	NA	\$240.32	2.33%	\$10,304.91
BINDING-JOURNALS	\$21,508.05	1.33%	NA	\$456.38	2.17%	\$21,051.67
POSTAGE, HANDLING	\$8,954.62	0.56%	NA	(\$19,349.14)	-68.36%	\$28,303.76
SOLINET	\$42,646.23	2.64%	NA	\$919.42	2.20%	\$41,726.81
SUPPLIES	\$5,590.85	0.35%	NA	(\$1,175.09)	-17.37%	\$6,765.94
SHELVING	\$78,946.00	4.89%	NA	\$78,946.00	NA	\$0.00
SUBTOTAL	\$168,190.98	10.43%	NA	\$60,037.89	55.51%	\$108,153.09
UNSPENT BALANCE	\$0.00	0.00%	NA	(\$81.04)	-100.00%	\$81.04
TOTAL	\$1,612,854.20	100.00%	NA	\$116,683.20	7.80%	\$1,496,171.00

* Comprised of State allocation plus monies recovered from patrons for lost and damaged materials. This total does not include special acquisitions made through University Foundation-monitored funds (Institute of Police Technology & Management and the Library Acquisitions Gift Fund)

A breakdown of the physical items and services received through the disbursement of the above funds can 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
1999/2000

	HELD 7/1/99	ADD	WITHDRAW	HELD 6/30/00
PAPER VOLUMES/PIECES				
Monographs and Serials	540,453	19,052	478	559,027
Music Scores	5,929	173	0	6,102
Annual Reports	13,097	2,000	2,000	13,097
College Catalogs	240	0	240	0
Government Documents	145,080	6,738	5,571	146,247
	704,799	27,963	8,289	724,473
MICROFICHE PIECES				
Monographs and Serials	132,561	6,478	1	139,038
Music Scores	486	0	0	486
Annual Reports	110,295	1,786	0	112,081
College Catalogs	10,346	0	10,346	0
ERIC & Newsbank	609,053	15,860	0	624,913
Government Documents	356,839	3,522	624	359,737
	1,219,580	27,646	10,971	1,236,255
MICROFILM REELS				
Monographs and Serials	24,176	459	0	24,635
Government Documents	1,315	0	0	1,315
	25,491	3,087	0	25,950
MAPS (Cataloged & Uncataloged)	6,358	625	282	6,701
ELECTRONIC RESOURCES				
Internet ¹	0	0	0	0
Laser (CD ROM)	596	28	0	624
Magnetic (Floppies, etc.)	25	0	0	25
	621	28	0	649
AUDIOVISUAL MATERIALS				
Audiocassettes	226	1	3	224
Audiocassettes: CD	4,824	918	2	5,740
Audiocassettes: LP	7,135	0	1	7,134
Cards	11	0	0	11
Charts	11	0	0	11
Film Loops	0	0	0	0
Filmstrips	28	0	0	28
Games	6	0	0	6
Kits	794	0	0	794
Motion Pictures	122	0	2	120
Pictures/Portraits	21,809	954	0	22,763
Posters	48	0	0	48
Slides, Art	20,510	0	0	20,510
Slide Sets	300	0	0	300
Tests	257	0	0	257
Transparencies	11	0	0	11
Videocassettes	4,873	717	21	5,569
Videodiscs	68	2	0	70
	61,033	2,592	29	63,596

¹ Internet Resources do not result in a physical trace in the Library's collections. For a representation of these resources see the statistical charts giving title counts.

Thomas G. Carpenter Library
TITLE Inventory by Type of Material
1999/2000

	HELD 7/1/99	ADD	WITHDRAW	HELD 6/30/00
PAPER VOLUMES/PIECES				
Monographs and Serials	398,542	14,875	199	413,218
Music Scores	3,668	124	0	3,792
Annual Reports*	0	0	0	0
College Catalogs*	0	0	0	0
Government Documents*	0	0	0	0
	402,210	14,999	199	417,010
MICROFICHE PIECES				
Monographs and Serials +	48	0	1	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
	51	0	1	50
MICROFILM REELS				
Monographs and Serials +	228	0	0	230
Government Documents*	0	0	0	0
	228	0	0	230
MAPS (Cataloged Only)	548	54	0	602
ELECTRONIC RESOURCES				
Internet	0	24	0	24
Laser (CD ROM)	158	23	0	181
Magnetic (Floppies, etc.)	25	0	0	25
	183	47	0	230
AUDIOVISUAL MATERIALS				
Audiocassettes	241	0	3	238
Audiocassettes: CD	4,403	669	0	5,072
Audiocassettes: LP	6,835	0	1	6,834
Cards	11	0	0	11
Charts	3	0	0	3
Film Loops	0	0	0	0
Filmstrips	84	0	0	84
Games	4	0	0	4
Kits	206	0	0	206
Motion Pictures	126	0	2	124
Pictures/Portraits*	0	0	0	0
Posters	17	0	0	17
Slides, Art*	0	0	0	0
Slide Sets	227	0	0	227
Tests	148	0	0	148
Transparencies	11	0	0	11
Videocassettes	2,228	347	6	2,569
Videodiscs	66	2	0	68
	14,610	1,018	12	15,616

* 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 ¹
1999/2000

	HELD 7/1/99	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1999/00	WITHDRW 1999/00	HELD 6/30/00
ANNUAL REPORTS						
PAPER	13,097	0	13,097	2,000	2,000	13,097
MICROFICHE	110,295	0	110,295	1,786	0	112,081
ATLAS COLLECTION	207	0	207	2	0	209
BIBLIOGRPHY COLL	1,397	-70	1,327	0	53	1,274
CATALOGING DEPT						
PAPER	1,206	-2	1,204	9	27	1,186
MICROFICHE	2	0	2	0	1	1
COLLEGE CATALOGS						
PAPER	240	0	240	0	240	0
MICROFICHE	10,346	0	10,346	0	10,346	0
CURRICULUM COLL						
AUDIOCASSETTE	47	0	47	1	0	48
AUDIODISC:CD	0	0	0	0	0	0
AUDIODISC:LP	208	0	208	0	0	208
CARD	11	0	11	0	0	11
CHART	10	0	10	0	0	10
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	14	0	14	0	0	14
GAME	6	0	6	0	0	6
KIT	764	0	764	0	0	764
POSTER	48	0	48	0	0	48
REALIA	0	0	0	0	0	0
SLIDE SET	0	0	0	0	0	0
TEST	257	0	257	0	0	257
PAPER	13,010	8	13,018	1,036	78	13,976
VIDEOCASSETTE	5	0	5	0	0	5
DOCUMENTS COLL						
FLORIDA DOCS	18,851	0	18,851	993	389	19,455
FEDERAL DOCS:						
PAPER	126,229	0	126,229	5,745	5,182	126,792
CDROM	355	0	355	22	0	377
MICROFICHE	356,839	0	356,839	3,522	624	359,737
MICROFILM	1,315	0	0	0	0	1,315
DOCUMENTS DEPT						
PAPER	800	1	801	9	6	804
CDROM	3	0	3	0	0	3
MICROFICHE	33	0	33	0	0	33
MICROFILM	924	0	924	0	0	924
ERIC FICHE	560,642	0	560,642	15,860	0	576,502
FASTCAT	5,167	-528	4,639	1,648	4	6,283
GENERAL COLL						
PAPER	407,309	1,126	408,435	12,993	211	421,217
CDROM	0	2	2	4	0	6
MICROFICHE	11,646	0	11,646	0	0	11,646
MICROFILM	1,316	0	1,316	0	0	1,316
INDEX/ABST COLL						
PAPER	7,780	0	7,780	54	12	7,822
MICROFICHE	3,470	0	3,470	0	0	3,470
MICROFILM	70	0	70	0	0	70
LEISURE READING	855	-417	438	263	1	700

	HELD 7/1/99	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1999/00	WITHDRW 1999/00	HELD 6/30/00
MAP COLLECTION						
CATALOGED	752	0	752	74	0	826
UNCATALOGED	5,606	0	5,606	551	282	5,875
MEDIA DEPT COLLS						
AUDIOCASSETTE	179	0	179	0	3	176
AUDIODISC:CD	4,824	0	4,824	918	2	5,740
AUDIODISC:LP	6,927	0	6,927	0	1	6,926
CHART	1	0	1	0	0	1
COMPUTER FILE	25	0	25	0	0	25
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	14	0	14	0	0	14
GAME	0	0	0	0	0	0
KIT	30	0	30	0	0	30
MOTION PICTURE	122	0	122	0	2	120
PICTURE, FLAT	21,809	0	21,809	954	0	22,763
POSTER	0	0	0	0	0	0
REF BOOKS	29	-3	26	9	0	35
SLIDE, ART	20,510	0	20,510	0	0	20,510
SLIDE SET	300	0	300	0	0	300
SCORE	5,180	0	5,180	171	0	5,351
SCORE, MINI	749	0	749	2	0	751
SCORE, MFICHE	486	0	486	0	0	486
TEXT WITH AV	414	0	414	2	3	413
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	4,868	0	4,868	717	21	5,564
VIDEODISC	68	0	68	2	0	70
NEWSBANK FICHE	48,411	0	48,411	0	0	48,411
OVERSIZE COLL	1,460	7	1,467	35	0	1,502
PERIODICLS COLL						
PAPER	71,483	5	71,488	2,419	15	73,892
PAPER, TEMPBND	1,105	0	1,105	91	21	1,175
MICROFICHE	112,532	0	112,532	6,478	0	119,010
MICROFILM	21,663	0	21,663	459	0	22,122
PERMANNT RESERVE	358	-24	334	37	47	324
REFERENCE COLL						
PAPER	25,502	0	25,502	0	0	25,502
CDROM	238	0	238	0	0	238
MICROFICHE	4,878	0	4,878	0	0	4,878
MICROFILM	203	0	203	0	0	203
SERIALS DEPT	38	0	38	0	0	38
SPECIAL COLLS						
RARE BOOKS	1,616	1	1,617	341	0	1,958
THESES & BOXED	717	0	717	0	0	717

1 Internet Resources are not represented in the following chart because they do not result in any physical trace in the Library's collections. For a representation of these resources see the charts representing the Library's collections by title count.

Thomas G. Carpenter Library
TITLE Inventory by Library Collection
1999/2000

	HELD 7/1/99	NET TRNSFERS	ADJUSTED TOTAL	ADDED 1999/00	WITHDRW 1999/00	HELD 6/30/00
ANNUAL REPORTS						
PAPER*						
MICROFICHE*						
ATLAS COLLECTION	205	0	205	1	0	206
BIBLIOGRPHY COLL	67	-8	59	0	2	57
CATALOGING DEPT						
PAPER	181	-2	179	4	16	167
MICROFICHE	2	0	2	0	1	1
COLLEGE CATALOGS						
PAPER*						
MICROFICHE*						
CURRICULUM COLL						
AUDIOCASSETTE	37	0	37	0	0	37
AUDIODISC:CD	0	0	0	0	0	0
AUDIODISC:LP	169	0	169	0	0	169
CARD	11	0	11	0	0	11
CHART	2	0	2	0	0	2
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	9	0	9	0	0	9
GAME	4	0	4	0	0	4
KIT	187	0	187	0	0	187
POSTER	17	0	17	0	0	17
REALIA	0	0	0	0	0	0
SLIDE SET	0	0	0	0	0	0
TEST	148	0	148	0	0	148
PAPER	7,855	6	7,861	746	4	8,603
VIDEOCASSETTE	4	0	4	0	0	4
DOCUMENTS COLL						
FLORIDA DOCS						
PAPER*						
INTERNET	0	0	0	0	0	0
FEDERAL DOCS:						
PAPER*						
CDROM	129	0	129	15	0	144
INTERNET	0	0	0	0	0	0
MICROFICHE*						
MICROFILM*						
DOCUMENTS DEPT						
PAPER	129	0	129	4	6	127
CDROM	2	0	2	0	0	2
INTERNET	0	0	0	0	0	0
MICROFICHE	1	0	1	0	0	1
MICROFILM	68	0	68	0	0	68
ERIC FICHE*						
FASTCAT*						
GENERAL COLL						
PAPER	373,502	52	373,554	13,759	146	387,167
CDROM	0	1	1	7	0	8
INTERNET	0	0	0	0	0	0
MICROFICHE	25	0	25	0	0	25
MICROFILM	138	0	138	0	0	138

	HELD 7/1/99	NET TRANSFERS	ADJUSTED TOTAL	ADDED 1999/00	WITHDRW 1999/00	HELD 6/30/00
INDEX/ABST COLL						
PAPER	273	0	273	3	2	274
INTERNET	0	0	0	0	0	0
MICROFICHE	1	0	1	0	0	1
MICROFILM	3	0	3	0	0	3
LEISURE READING*						
MAP COLLECTION						
CATALOGED	548	0	548	54	0	602
UNCATALOGED*						
MEDIA DEPT COLLS						
AUDIOCASSETTE	204	0	204	0	3	201
AUDIODISC:CD	4,403	0	4,403	669	0	5,072
AUDIODISC:LP	6,666	0	6,666	0	1	6,665
CHART	1	0	1	0	0	1
COMPUTER FILE	25	0	25	0	0	25
FILM LOOP	0	0	0	0	0	0
FILMSTRIP	75	0	75	0	0	75
GAME	0	0	0	0	0	0
INTERNET	0	0	0	0	0	0
KIT	19	0	19	0	0	19
MOTION PICTURE	126	0	126	0	2	124
PICTURE, FLAT*						
POSTER	0	0	0	0	0	0
REF BOOK	22	0	22	2	0	24
SLIDE, ART*						
SLIDE SET	227	0	227	0	0	227
SCORE	3,562	0	3,562	123	0	3,685
SCORE, MINI	106	0	106	1	0	107
SCORE, MFICHE	3	0	3	0	0	3
TEXT WITH AV	393	0	393	1	2	392
TRANSPARENCY	11	0	11	0	0	11
VIDEOCASSETTE	2,224	0	2,224	347	6	2,565
VIDEODISC	66	0	66	2	0	68
NEWSBANK FICHE*						
OVERSIZE COLL	1,373	0	1,373	40	0	1,413
PERIODICLS COLL						
PAPER	4,183	0	4,183	98	4	4,277
PAPER, TEMPBND	0	0	0	0	0	0
INTERNET	0	0	0	24	0	24
MICROFICHE	8	0	8	0	0	8
MICROFILM	19	0	19	0	0	19
PERMANNT RESERVE	112	2	114	27	17	124
REFERENCE COLL						
PAPER	9,308	0	9,308	0	0	9,308
CDROM	27	0	27	0	0	27
INTERNET	0	0	0	0	0	0
MICROFICHE	11	0	11	0	0	11
MICROFILM	2	0	2	0	0	2
SERIALS DEPT	26	0	26	0	0	26
SPECIAL COLLS						
INTERNET	0	0	0	0	0	0
RARE BOOKS	742	3	745	137	0	882
THESES & BOXED	171	0	171	0	0	171

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

ACQUISITIONS DEPARTMENT

The Library's resources budget has continued to increase at a modest pace. While the regular Book OCO budget for 1999/2000 rose 4.6% from \$1,467,014 to \$1,534,635, an additional \$60,000 from the UNF administration (to replace some of the funds spent on shelving) and \$18,219 from billings for lost or damaged materials brought our grand total to \$1,612,854. While this may not be enough to satisfy every faculty request and meet all the demands of a growing curriculum, we have been able to provide a solid level of support for most academic areas.

BUDGET

Our budget was spent in the following manner: subscriptions, \$867,659; binding, \$32,053; serial backfiles, \$26,894; monographs, \$464,326; curriculum, \$9,798; A/V, \$63,080; documents, \$506; maps, \$1,943; on-line computer services, \$1,579; SOLINET cataloging & ILL expenses, \$42,646; staff software, \$8,794; supplies, \$5,591; and delivery charges for materials, \$8,955. Limited funds were also spent on miscellaneous needs such as photographic reproductions for Special Collections and special desk copies for staff members. In addition, the sum of \$78,946 was earmarked for the purchase and installation of shelving.

PURCHASING

Most of our new monographs were purchased from Blackwell's Book Services. Our costs were split almost evenly between automatic shipments and on-line orders generated from special forms. Many of our reference, science, medical, math, computer science, and engineering titles were bought through this latter process, since we are very selective about what we purchase in these areas.

Ingram served as our primary firm order vendor, with an assist from The Book House. Publishers' sale catalogs and OP booksellers' catalogs were also used, as were various Internet out-of-print services such as Bibliofind, ABE, and ALIBRIS, which have revolutionized the OP industry but provide their own set of problems to the user.

Our average per-volume cost increased only slightly, from \$31.62 to \$31.92, but still compares most favorably with the average cost of North American academic books, \$54.24, as cited in the 2000 *Bowker Annual*. While this year's budget was larger, we had less money for monographs than last year and purchased some 2,000 fewer volumes.

<u>Approval</u>	<u>Volumes</u>	<u>Returns</u>	<u>Kept</u>	<u>Cost</u>	<u>Cost/vol.</u>
Regular	6,565	302	6,263	\$201,145	\$32.12
Forms	<u>5,211</u>	<u>18</u>	<u>5,193</u>	<u>\$190,570</u>	<u>\$36.70</u>
Subtotal	11, 776	320	11,456	\$391,715	\$34.19
Firm orders	3,123	31	3,092	\$72,611	\$23.48
Totals	14,899	351	14,548	\$464,326	\$31.92

GIFTS

Since the gift receipt and review functions were transferred to Bruce Latimer in the Documents Department last year, our only involvement was to process those items selected to be retained for the collection. This year we added only 118 volumes. We do have a small backlog which will be handled during the next fiscal year.

PROCESSING

At the beginning of the fiscal year, acquisitions continued to fully process materials (property stamping, Tattle-Tape stripping, and affixing labels and date due slips) for the shelves. We had a considerable backlog, which was eliminated after we hired a second student assistant. During the second half of the fiscal year, conditions in Circulation were favorable to our returning all processing functions to them except labeling and special routines.

PERSONNEL

Career service staffing continued to be stable. Eddie Jones has been with us over three years and Sandra Nojiri-Haworth over two and a half years. I had lobbied for some time for the Library to hire a professional accountant, and this was finally accomplished when Tammy Burch joined the Director's office in December. I began training her to handle fiscal routines for library materials during the last quarter of the fiscal year. Since she took over many of Eddie's fiscal tasks, I identified new job responsibilities for him, involving media ordering and media and firm order receiving. We continued to have some problems with turnover in our student assistant positions. Although the Library has increased student pay above the minimum wage, it is still difficult to retain students for very long.

Sheila Mangum
Head, Acquisitions Department

SERIALS DEPARTMENT

The Serials Department spent a productive and fulfilling year as we embarked on a project to acquire more electronic fulltext titles. Despite a second year with staffing problems, productivity remained high, and new projects were started. We annotated holdings for electronic titles, cataloged more mixed media titles, and developed various preservation activities.

ACQUISITIONS

The Serials Selection Committee and the Budget Committee carefully evaluated the need for more fulltext journals, and allocated a greater portion of the continuations budget to acquiring needed titles in electronic format. The Department spent \$80,000 for several large databases, adding over 10,000 new fulltext titles to the collection. In one year our journal subscriptions increased from 3,000 to 13,000 titles. Notable acquisitions include the OCLC Electronic Collections Online (ECO), JSTOR, and Elsevier collections. OCLC/ECO provides fulltext access to titles in our collections. Patrons can find the current issues to core journals produced by key publishers of academic titles. JSTOR provides backfiles to 110 journals identified as the primary journals in the arts and humanities. Elsevier is a collection of over 700 scientific, technical, and medical titles from a major publisher. We now have access to titles that were prohibitively expensive even a few years ago. Even if we had the funding for the titles, we would have had no place to store them. The electronic titles provide savings, timeliness, and access without binding and storage problems. We also transferred several paper or CD-ROM titles to Web access, concentrating on business and legal updating services. For the second year we have seen a decrease in posting since moving the services to electronic format, freeing a small amount of posting time for other functions. The Department still needs to purchase new print subscriptions, as not every title is available electronically. We acquired \$13,000 worth of new print titles. Most were selected to support new programs or fields of study.

The Department was without a journal poster for half the year, as we suffered through unanticipated position turnovers. Tracey Britton and student Ivy Kimbro did an outstanding job of keeping posting up to date. We fine tuned several posting and claiming routines as regular staff took a closer look at all aspects of posting. We hired Sally Beynon in March, and are pleased with her contribution to the departmental workflow. We also updated Faxon files and revised procedures for posting the Faxon invoice on NOTIS. Posting invoices electronically has proven to be a big time saver, and provides acquisitions information to all library staff.

CATALOGING

When we acquired the JSTOR electronic backfile, we moved large print runs to off-site storage. This necessitated new routines for annotating our volume holdings records to alert

patrons that print was no longer available, but an electronic substitute could be consulted. Current issues are kept on the shelf, as JSTOR waits three to five years before scanning recent volumes. We developed procedures for cataloging electronic versions of print materials. Linda Smith and Angela Randtke annotated 150 serial titles to reflect the mixed formats of the JSTOR titles. Another project involved collating issues and building an Excel database of gift backfiles that were offered for sale. We evaluated cataloging requirements for mixed media titles housed in Reference, and annotated bibliographic records to reflect accompanying CD-ROM material. We look forward to providing cataloging records for the fulltext Elsevier titles in the new fiscal year. Bob Farnsworth continued to catalog new subscriptions as they were received, placing issues in the Periodicals Collection in a timely manner.

PRESERVATION

Book repair activities continued, even though Tracey Britton had to spend more time on posting journals and training several (transitory) new staff members. We had two students with a good aptitude for book repair, and they were able to get repaired volumes back on the shelf in a short turn around time. We accepted two book repair interns this year. Martha Smith, Florida Coastal School of Law, met on a biweekly basis for several months. She learned basic book repair techniques, and helped us with our backlog. A freshman honors student also volunteered for book repair training. Although the internships are fulfilling to both the trainer and the trainee, the effort is labor intensive, and we are learning to require that interns spend enough time repairing books in the UNF collections to make the investment of training time worthwhile for the library.

The entire Serials Department assisted in an intensive two-day SOLINET workshop on Disaster Preparedness. They helped acquire and assemble a collection of 1,000 books. After a morning lecture session on recovery and drying techniques for wet books, the participants used their newly acquired skills to evaluate, pack, and dry wet library materials. Vicki Stanton participated in the workshop as a co-presenter and as the local arrangements coordinator for the event. Vicki also participated in the digitization discussions for the FCLA Florida History project.

STAFFING

Tracey Britton and Bob Farnsworth worked exceptionally hard to keep the Department functioning smoothly during a year of transition. We hired, in succession, three employees to fill the one SLTA position, only to watch them leave in a short period of time. With a stable staff, we look forward to a new year of continued acquisitions, improved cataloging for electronic resources, and expanding preservation activities.

Vicki T. Stanton
Head, Serials Department

**Thomas G. Carpenter Library
Serials Department
1999/2000**

Serials Orders Placed and Received

	Held 6/30/99	Net Change 1999/2000	Held 6/30/00
Subscriptions:			
Newspapers	18	0	18
Periodicals	2,342	3	2,345
Business & Legal Services	74	-3	71
Microfilm	124	-2	122
Free/Gift	145	-1	144
Standing Orders	341	-8	333
Total	3,044	-11	3,033

Check-In Workload: Number Of Items

	1998/1999	Change	1999/2000
Periodicals and Serials			
Current issues	21,378	-1075	20,303
Back issues	17	7	24
Backfile vols (incl micro)	9160	-9160	0
Microfilm reels	373	13	386
Microfiches	21,714	2945	24,659
Gifts received	2,328	-1114	1,214
Gifts retained	209	151	360
CD-ROMS	169	-94	75
Standing Orders	2,460	-59	2,401
Claims	1,832	119	1,951
Total	59,640	-8267	51,373

Bindery Statistics

	1998/1999	Change	1999/2000
New Books	345	43	388
Rebound Books	1,443	-655	788
Periodicals	2,571	-64	2,507
Theses	157	28	185
Total	4,516	-648	3,868

Preservation Statistics
Number of Items by Type of Repair

	1998/1999	Change	1999/2000
Boxes Made	5	2	7
Covers Repaired	151	-54	97
Enclosures Made	14	-6	8
Folders Made	21	-21	0
Hinges Repaired	196	67	263
Jewel Cases Processed	108	77	185
New Cases Made	42	-40	2
Pages Tipped In	271	-57	214
Pamphlet Binding	294	127	421
Pockets Made	21	38	59
Replace End Papers	77	-5	72
Recasings	132	21	153
Spines Repaired	139	-75	64
Torn Pages Mended	156	-47	109
Trimmed Pages	38	12	50
Other Types of Repairs	83	28	111
Total	1,748	67	1,815

Replacement of Missing Pages, 1999/2000*

	Monographs Titles(Pages)	Class	Periodicals Titles(Pages)
	-	A	1 (4)
	5 (106)	B	2 (11)
	3 (16)	D	-
	6 (50)	H	10(82)
	-	K	1 (2)
	1 (4)	L	2 (22)
	-	M	1 (2)
	2 (30)	N	-
	7 (76)	P	-
	3 (8)	Q	3 (14)
	-	R	5 (134)
	1 (12)	T	1 (2)
	1 (2)	Y	-
	-	Z	1 (2)
Totals	29 (304)		27 (275)

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

CATALOGING DEPARTMENT

In the past year, the Cataloging Department improved access to the collections and increased efficiency by making a major addition to and important adjustments in workflow. The addition — cataloging of electronic resources — began in earnest with accompanying development of policies and documentation. The workflow adjustments, described below, have important consequences but happen rather quietly and grow out of the everyday operations and experience of the cataloging supervisors. The Department also benefitted directly in terms of access speed and efficiency from the move to a new Technical Services Windows NT server, a change described elsewhere in this report.

Several years ago we began cataloging “item-in-hand” electronic resources — all manner of material on computer discs. We had benefitted by observing the experience of the cataloging field in general and the trial and error practices of others in this area, and tried to develop common-sense policies which would make material as accessible as possible. This past year, the Library developed access to remote electronic resources, primarily serials, in a big way and cataloging made rapid progress as local policy and procedure decisions were put in place for access to these titles through the catalog.

Angela Randtke and Linda Smith, with Vicki Stanton, Head of Serials, made decisions for cataloging JSTOR titles, a group of about 150 serial backfiles, available via the Web. This took a lot of time but will serve as a model for treatment of other e-journals. Angela also completed the cataloging of the first group of digitized UNF monographic and serial titles entering the Florida Heritage Collection, a web-based Florida history resource being created system-wide by the SUS Libraries. Linda acted as liaison in this latter project, coordinating with the state level Committee on Cataloging and Access Guidelines to Electronic Resources. In a related area, a change in public services policies necessitated a review and coordination of monographic and serial cataloging and processing of accompanying computer software, the discs which arrive with monographs and serial issues. Verna Urbanski had very thorough routines in place for the bulk of these materials, monographs with computer discs. Linda, Verna, and Vicki coordinated an intense review and rewriting of these procedures with input from Public Services staff.

In the hardcopy world, workflow adjustments were made regarding cutoff dates and cataloging copy category. We made a quick study of books entering the "Fastcat" collection (the circulating backlog) and limited this cataloging deferral routine to books with imprints in the last three, rather than five, years. This change reduced the number of titles entering Fastcat without overburdening original cataloging. With the assistance of the

Head of Technical Services, we also refined the retrieval process for Fastcat material so that titles needing original cataloging and those with Library of Congress cataloging are pre-identified before pulling, streamlining this part of the workflow. The Fastcat review process is still a work in progress.

A major change was made in documents cataloging also. After many years of working with Government Printing Office (GPO) cataloging copy, observing its steady improvement, it was decided to no longer "tickle" for later review titles with GPO cataloging copy. GPO titles will no longer be added to the government documents backlog but will be considered fully cataloged when they leave the Department. This change should significantly decrease the size of the documents tickler, decreasing the number of items needing future review, without impacting adversely the quality of the bibliographic database. As an example, the January 1999 documents tickler count is 252 titles to be reviewed, while the January 2000 count is 38. Also, a large portion of the incoming documents, Congressional hearings, was broken out of the main workflow and assigned to a second SLTA, Doug Walton. This change was done in order to speed new documents cataloging and build in more backup training in the workflow.

Martha Solomon, with Angela Randtke's supervision, continued the cataloging portion of the inventory in the check of records without barcodes. This process is about half completed. The review is being used to identify missing copies, "bound with" titles, and various miscellaneous problem categories. Identification of "bound with" titles, which are multiple titles cataloged on separate bibliographic records but bound in single physical volumes, allows us to systematize the cataloging treatment of these unusual materials. Doug Walton made progress in cataloging older maps from the Documents Collection, completing the review of the oldest items with records originally updated in the late 1980s.

All 1995 Fastcat items were pulled and fully cataloged by Angela, assisted by Martha, and they also completed all 1995 tickler (classified but not fully cataloged) titles from the General Collection. Doris Barie continued the correction of cataloging records for photocopies, and caught up work on microfiche documents and added editions which had accumulated in her absence (see below). Sally West returned from maternity leave to quickly catch up with curriculum titles and to work with Margaret Kaus on sound recording cataloging. We received another installment of a large music CD gift and both Sally and Doris worked with Margaret in the initial record identification for these materials. Doug Walton also reviewed a second group of sound recordings. Toward the end of the year, Margaret took time to document music cataloging policies and procedures and to work on a large group of UNF sound recordings requiring original cataloging.

All regular cataloging activity continued as a matter of routine, too extensive to detail here. Shelley Anderson, Doris Barie, and Sally West continue to handle most print titles. Special mention should be made of Shelley as she fills a number of roles and catalogs several types of material. Shelley is often designated to do the initial cataloging training of new LTAs and is a good teacher. She catalogs books and videos regularly, does a

number of special categories of material such as withdrawals and replacements, and pitches in to help out in areas such as documents cataloging when necessary.

A substantial number of titles were handled despite staff turnover and absences. 19,511 new titles were fully cataloged, of which 15,092 were cataloged with Library of Congress (LC) copy; 1,839 with modified LC or good OCLC member copy; and 2,580 with "poor" OCLC member or no copy available. 2,833 titles received brief cataloging and 240 titles were recataloged — a grand total of 22,584 titles handled. It is worth noting that the number of titles receiving brief cataloging (2,833) is significantly down from last year (4,471) due to the changes in Fastcat and documents workflow parameters described above.

To support that bibliographic addition to the database, we also derived or created an average of 1,477 new authority records in the database each month, 94 of which were locally established headings. To give some idea of the number of changes and corrections done in a year, for topical subject headings and name headings with subject subdivisions, 19,095 new bibliographic headings entered the database. Of that number, 1,718 (9%) resulted in a new authority record, 1,035 (5.42%) required further verification, and 1,487 (7.79%) entries required correction. The authority change process for headings already in the database involved the replacement of over 750 name and 230 topical subject authority entries which in turn necessitated the correction of over 1,800 name and 2,700 topical subject bibliographic entries. It cannot be repeated too often that all department members, each contributing to various aspects of the process, are responsible for maintaining the Library's important authority and bibliographic control system. Angela and Verna are to be singled out for their careful and intense supervision of, respectively, the automated subject and name authority processes.

Beyond local Department activities, Linda Smith spent a large part of her time working on state committees in a number of areas. She serves on the Cataloging and Authority Control Functional Advisory Committee of the SUS Library Management System Committee and the Committee on Cataloging and Access Guidelines to Electronic Resources (CAGER) which completed guidelines for the cataloging of digitized materials in the SUS Florida Heritage Collection. As reported above, Angela Randtke greatly assisted CAGER by testing and reporting on the state guidelines while cataloging the UNF Florida Heritage titles.

Verna Urbanski became an OCLC enhanced level cataloger for audiovisual materials and began submitting authority records to the Name Authority Cooperative Program AV Project. Also nationally, Verna served on an ALA Task Force studying a cataloging code rule revision, and as an expert panelist on two audiovisual cataloging question and answer sessions at national conferences. At UNF, Verna served as Chair of the first Faculty Association Faculty Enhancement Committee and served on the search committee to find a Director of Faculty Enhancement.

Margaret Kaus served as Chair for a Library search committee to fill two professional reference positions and was a member of the UNF Music Department's search committee for the Director of Bands. She also was active in the Music Library Association and the OCLC Music Users Group, accepting national level program chair positions with both groups.

In personnel terms, we had a busy and hectic year which ended on a note of regret. Margaret accepted a position with the University of Tennessee at Knoxville and will be leaving in July 2000. She will pursue a second Master's degree, in music history, and will be working in the University's music library. In her nearly ten years at UNF, Margaret accomplished many things, not the least of which was to become an integral part of the Library's professional staff, a much respected colleague and good friend. She will be greatly missed and extremely hard to replace.

Also during the year, a recently hired LTA resigned to return to school full time and the person hired to take her place stayed with us only from October through April 2000. In November, we were pleased to welcome back Sally West from maternity leave — with a new baby daughter. In January, a long-term, very productive employee, Doris Barie, had open heart surgery but was back on the job in February! Martha Solomon, the most senior USPS Library employee (hired in 1971), received the Library's outstanding USPS employee award.

In the 2000/01 fiscal year, the original catalogers will undoubtedly spend more time on the cataloging of remote access and "in-hand" electronic resources. The second half of the year will hopefully begin with the hiring of a new professional cataloger. Overall, we anticipate a constant evolution in the challenge and complexity of the Cataloging Department's work.

Linda L. Smith
Head, Cataloging Department

PUBLIC SERVICES DIVISION

The new library management system (LMS) specifications and more online full-text journal article content topped our list of accomplishments for this fiscal year.

In response to last year's SUS Library Director's initiative for a new library management system, the State Legislature allocated \$3.7 million of the asking \$8 million, which gave the green light for the preparation of a Request for Proposal (RFP) specification. The RFP process evolved into a new (3-year-old) purchasing process called Invitation to Negotiate (ITN). Geraldine Collins and I were the primary UNF Public Services representatives in the functional groups developing specifications for the contract document, including OPAC, circulation, and interlibrary loans.

At the specific request of the SUS Council of Academic Vice Presidents (CAVP), UNF and the SUS libraries have added more journal article fulltext content to the electronic offerings. UNF users now have access to JSTOR (a multi-disciplinary backfile archive), Elsevier (scientific, technical, and medical disciplines), Kluwer (scientific disciplines, including mathematics, information science, economics, and business), and selected multi-disciplinary OCLC Electronic Collections Online (ECO) fulltext journals (which we also own in print). In addition, we have added or upgraded services to provide access to full-text articles linked from other article index databases. We are still grappling at how to get these 12,000+ new electronic resources into our library catalog or another finding tool.

The SUS Libraries' Public Services Planning Committee at the direction of the Library Directors conducted a contest for a name that would best describe the umbrella collection which includes the library catalogs, WebLUIIS databases, FirstSearch, etc. – a concept (though *not contents*) like Galileo in Georgia. The finalists were submitted to the SUS library directors, who on May 24 selected the name *Rosetta*.

WebLUIIS, the search engine which supports our library catalogs and a number of research bibliographic databases, migrated to a new version (WebLUIIS version 3) on December 16, 1999. WebLUIIS version 2 was a web version of LUIIS (version 1) text-based system, which suffered response time problems under the load of more than 1,000,000 transactions per day. The new version resolved those issues and improved display of the data.

As mentioned elsewhere in this report, the SUS Libraries collectively launched the Florida Heritage Project, a collection of digitized Florida-related materials. This project is similar to and complements the Library of Congress American Memory Project.

In an effort to make database services more available to our users and to optimize current updates, we moved access from CD-ROM or WebLUIIS services to the publishers'

own Websites. This included Elsevier (to Science Direct), the Wilson Indexes (to First-Search), and Medline.

New FirstSearch, which was supposed to debut Spring Term 2000 has been delayed until Fall of 2000.

The Library's 2000 user survey, with a disappointing response rate, rated the library in a very positive light. Other campus surveys identified faculty outreach as an area that needs attention, an issue which immediately went into the discussion and implementation planning stage.

The State's continued support for the Distance Learning Library Initiatives (DLLI) included specific \$1.8 million funding for electronic databases, and \$2.3 million for the very successful interlibrary courier document delivery services and the Florida Distance Learning Reference and Referral Center.

Both book and people spaces have been a problem. In an attempt to maximize study space, we continued our project to replace oversized, old, dirty, damaged upholstered lounge furniture with new study chairs and tables. Shelving space, particularly in our general stacks and periodicals stacks, continues to be a chronic problem. We initiated plans and have ordered shelving. Little used print titles are being put into temporary storage until our new building expansion is complete (yet undetermined).

The Library offers more than 168 electronic research catalogs and subscription databases and services, with many providing full-text in addition to indexing. Most are available remotely from the user's home or office.

The Library has trained more than 4,969 (up from 3,900) students in its User Education Program, teaching via tours, class sessions, and in our own Library Instructional Resources Center (211 classes). By teaching in groups, the Library staff can devote more individual service time assisting students with actual research rather than teaching basic computer and search skills.

The Library's copy service with Xerox was expanded this year to include computer printing services in more campus labs and to introduce vended color printing and photocopying in the Building 15 Computer Lab.

The Library Web Team efforts continue in updating and enhancing Web content and services.

The Library's electronic access statistics are up dramatically; in-library one-on-one services are down, although instruction takes considerably more time per customer. Our gate count is 2.33% over last year.

Documenting our concerns, Public Services has had many vacancies over the past year. With the tight job market and the lengthy recruiting processes, it has been difficult to find applicants with experience and skills. Space has become a major issue as we displace more and more users in order to add print and tangible resources to our collections.

Support for the very expensive electronic databases currently funded by DLLI needs to be given a stable, recurring funding base. Without the outside funding, UNF would be able to support only a small percentage of the vast quantity of electronic resources we now enjoy and to which students and faculty need to have access to complete classroom assignments or conduct research. Without the funding, the quantity, quality, and accessibility of electronic resources would be severely limited. For this year, library electronic resources were funded:

\$1,800,000	DLLI funding for 61 separate FirstSearch databases and <i>Britannica Online</i> for the SUS and Community Colleges. If this funding ceased, UNF would be unable to replace these services from local funds.
\$1,851,476	SUS/FCLA funding of databases that would otherwise be absorbed by UNF budgets.
\$163,133	The remainder of the resources were purchased from our local library resources budget.

Postage and shipping costs are increasing as a result of distance learning agreements. As there is no outside funding for these local costs, the expense impacts our resources budget.

Building infrastructure issues include:

1. 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.
2. 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.

Robert P. Jones
Head, Public Services Division

Thomas G. Carpenter Library
Public Services Division
Fiscal Year 1999/2000 Cumulative Annual Statistics

	FY 1998/1999	FY 1999/2000	% CHANGE
CIRCULATION/RESERVES			
Desk Services			
Charges/Renewals - Circ	98364	92357	-6.11%
Charges/Renewals - Rsv	21210	16212	-23.56%
Online Renewals (CZ)	675	5130	660.00%
Patron Applications	708	498	-29.66%
ILL - borrowing	5606	5007	-10.68%
ILL - lending	10786	9766	-9.46%
AR - Manual Posting	925	928	0.32%
NOTIS Bills	3936	0	-100.00%
Reserve Requests	3023	2668	-11.74%
TOTAL:	145233	132566	-8.72%
Stack Services			
Automated - Circ checkins	83699	87624	4.69%
Automated - In Lib Use	57784	55596	-3.79%
Automated - Rsv checkins	21250	14872	-30.01%
Automated - Rsv In Lib	1116	758	-32.08%
TOTAL:	163849	158850	-3.05%
DOCUMENTS			
Desk Services			
Charges/Renewals-automated	1676	1249	-25.48%
Charges/Renewals-manual	30	0	-100.00%
Direction	482	487	1.04%
Information	3029	2527	-16.57%
Instruction	386	195	-49.48%
Reference	1998	759	-62.01%
CD-Rom Services	34	0	-100.00%
Map Inquiry	92	7	-92.39%
Microform Inquiry	131	4	-96.95%
TOTAL:	7858	5228	-33.47%
Stack Services			
Automated - checkins	730	380	-47.95%
Automated - In lib use	6100	5777	-5.30%
Maps	339	86	-74.63%
Microformat	324	97	-70.06%
TOTAL:	7493	6340	-15.39%
MEDIA RESOURCES			
Desk Services			
Charges/Renewals	18469	21359	15.65%
Manual circulation	3455	4498	30.19%
Information	12594	12455	-1.10%
Equipment support	23212	22339	-3.76%
Instruction	4070	3667	-9.90%
TOTAL:	61800	64318	4.07%
Stack Services			
Automated - checkins	16516	18290	10.74%
Automated - In lib use	31665	25019	-20.99%
Manual returns/pickups	3301	4266	29.23%
TOTAL:	51482	47575	-7.59%

PERIODICALS

Desk Services			
Charges/Renewals	231	95	-58.87%
Direction	2748	2142	-22.05%
Information	11963	9518	-20.44%
Instruction	7436	3218	-56.72%
Microform pull requests	4493	3170	-29.45%
Binder service	3205	2326	-27.43%
TOTAL:	30076	20469	-31.94%
Stack Services			
Automated - checkins	104	44	-57.69%
Automated - In lib use	28975	25220	-12.96%
Manual returns/pickups	55542	52615	-5.27%
Microforms	36837	33178	-9.93%
TOTAL:	121458	111057	-8.56%

REFERENCE

Desk Services			
Charges/Renewals	23	62	169.57%
Direction	1767	2084	17.94%
Information	10836	11656	7.57%
Instruction	10847	8530	-21.36%
Reference	8039	4537	-43.56%
Tours/Workshops	193	217	12.44%
Computer Searches	19	15	-21.05%
Equipment support	1511	2299	52.15%
TOTAL:	33235	29400	-11.54%
Stack Services			
Automated - checkins	12	58	383.33%
Automated - In lib use	308	258	-16.23%
Manual returns/pickups	16736	12936	-22.71%
Microforms	2478	2262	-8.72%
TOTAL:	19534	15514	-20.58%

SPECIAL COLLECTIONS

Desk Services			
Direction	39	53	35.90%
Information	131	139	6.11%
Instruction	6	0	-100.00%
Reference	239	276	15.48%
TOTAL:	415	468	12.77%

Stack Services			
Shelving	7963	10387	30.44%

DOOR/GATE COUNT 568755 608369 6.97%

Desk Services, Library Wide 278617 254777 -8.56%

Stack Services, Library Wide 371779 348841 -6.17%

Mutilated books reported/Value 15 \$834.65

Mutilated serials reported/Value 16 \$204.00

LIBRARY SYSTEMS

The Library now maintains:

- 158 public workstations
- 64 staff and special purpose workstations
- 9 servers

Except for network printing support, the Library migrated from Novell servers to Microsoft NT and Linux servers. This enables the Library to provide a server upon demand as the need arises, using workstation level hardware.

The Library Systems Office spent a great deal of time migrating to local in-library servers, providing redundancy of data, data backup, and providing network redundancy so that campus network problems would not affect users going to WebLUIIS or other research Websites.

Aging staff computer workstations need to be (and are scheduled to be) replaced during the next fiscal year. The FCLA allocation supports only public access library workstations.

We are most appreciative that the following projects were funded from other than UNF regular E&G budgets:

OPS additional funding for library workstation support	\$13,200.00
FCLA workstations and equipment for WebLUIIS access:	\$92,012.00
FCLA equipment maintenance funding	\$13,198.68

Special appreciation is given to Phillip Ponchot, our Library Systems Manager, who works many hours to ensure our systems stability. He is an expert problem-solver, and his dedication to his assignment impels him to perform his tasks as necessary, literally day or night.

Robert P. Jones
Library Systems Coordinator

CIRCULATION DEPARTMENT

CIRCULATION SERVICES

The library served over 608,000 customers in person and thousands more in virtual visits by way of our online resources and services. There was an increase in personal visits to the library this year as compared to last year even though there is growing use of remote online accesses to library resources and services. The Circulation Department processed over 170,000 circulation transactions (charges & discharges) and 55,596 browses of the collection.

The new Online Renewal System has been very popular among users. Over 60% of all renewals were initiated by users through the online system compared to only 3% last year. Online renewal had long been a popular request for improving service to users: that earnest need is now being satisfied by this welcome enhancement from FCLA. To assist users with the online renewals a help page has been developed by FCLA along with a "Renewal Help Form". The renewal help forms, developed this year, are now being received by e-mail in the Circulation Department, and are answered to promptly by support staff.

Through FCLA, the library now has access to another enhancement that will assist us in providing optimum services to library users. The "Downtime" client provides a back-up charge program to be used when the NOTIS system is down and normal charge/discharge transactions cannot be performed. "Downtime" allows charge transactions to be stored in the program and downloaded into NOTIS when the system is up and running again. The new client will allow circulation transactions to continue with no delay in service to our users. We expect to also have a patron initiated hold/recall function shortly. The SUS Circulation Librarians have been working with FCLA on the form and the format of the process.

We have yet to see a significant impact from opening borrowing privileges to community college students as an outgrowth of the statewide distance learning initiative. Although the South Campus of the Florida Community College is located nearby, we have not had a stampede of CC students requesting borrowing privileges.

COURSE RESERVES

At the end of the fiscal year we initiated an electronic reserve pilot project, by mounting two online articles for Professor Tuiren Bratina's education courses. We obtained copyright clearance to display the articles in electronic format through the Copyright Clearance Center. The articles were then scanned into a file using Adobe Acrobat. In the end we made two documents available online in PDF format. These two articles will be accessible through the Course Reserve listing in WebLuis. If the pilot project goes well, we are prepared to offer the service to all faculty, with the stipulation that the academic departments share the costs with the Library for Copyright Clearance Center processing costs and royalties to copyright owners.

STAFFING

The department again experienced turnover in some full-time staff this year. Daniel Kibler and Joshua Greben left the department in June 1999. Sergio Gonzales and Lolita Sessoms were hired as Senior Library Technical Assistants in the Department in August. They were assigned as student coordinator/stack maintenance supervisor, and interlibrary loan lending supervisor, respectively. While both proved to be very good employees, they unfortunately would not be with us long term. Sergio resigned at the end of this fiscal year, and Lolita has indicated that she will be leaving in August 2000.

The loss of two staffers nearly at the same time will again be a great hardship on all concerned. Whenever there is even one absence of any duration, it strains the delicate balance of available staff, services to be provided, and operating hours. In order to assure adequate staffing at all hours that the library is open, as a matter of necessity staff will be assigned longer desk shifts or additional hours at the desk. I expect the same level of cooperation from remaining staff as we have experienced in the past.

HIGH SCHOOL PROGRAMS

We now support International Baccalaureate Program students of Stanton College Preparatory High School, Paxon High School, and Nease High School. Each year, high school juniors and seniors participating in the IB program are invited to apply for borrowing privileges at the Carpenter Library. This year, over 200 invitations were issued to students of these schools. The staff of Enrollment Services has assumed the responsibility for sending out the invitations and cover letters and securing the permission of parents/guardians. They also continue to provide valuable assistance in monitoring and following up on delinquent accounts of these students and recovering overdue materials.

After eligibility materials have been received from Enrollment Services, circulation staff creates patron records for these students and issues UNF Library Cards to them upon request. The rosters of students and the signed permission forms from their parents/guardians are kept in a special notebook at the circulation desk.

We are also providing library privileges for the first time to students in the English Language Program offered by the UNF Division of Continuing Education. The Osprey ID Card Office is issuing these students a special Osprey ID without photo. The CE Division forwards to the Circulation Department a roster of eligible students from which to activate the ID's for library privileges.

STACK MAINTENANCE

In order to relieve the space crunch for the General Collection, new shelving has been ordered and plans have been made to allow for the expansion of the General Collection to occupy virtually the entire fourth floor. In preparation for gaining as much space as possible for shelving library materials, we have determined that all furniture, including study carrels, must be removed and new study areas created on other floors of the library building.

The new shelving is not expected to arrive before the end of this fiscal year, however, we hope to have the shelving installed during the summer intersession. Until then, we have found that we must begin with a stop gap measure of a mini-shift in the most desperately overcrowded areas. Since we had no shelving materials on hand to facilitate the mini-shift, we had to free up the Fastcat Collection area not only to make space to extend the existing ranges with the new shelving, but also to utilize the shelving parts to facilitate the mini-shift. We planned to move temporarily the Fastcat Collection to the Documents area. However, before we could make space in Documents for the Fastcat Collection, we had to free up the shelving space against the wall and five short ranges of shelving holding national bibliographies and periodical overflow volumes in the Documents reading area.

The plans for changes to the fourth floor were made, and preparation began in March 2000 with the boxing of materials held in the Documents reading area. Material that has had little use in recent years or titles that have been replaced by online resources were prime candidates for storage. Large sets, such as the *British National Bibliography* and *Deutsche Bibliographie* were boxed for storage so that the shelving could be broken down and reused on the fourth floor. The enormous serial sets lining the walls of the Documents reading area, e.g., *Chemical Abstracts* and *Biological Abstracts*, were boxed for storage. Periodical titles held in this area that have electronic versions were also boxed. Some material, now outdated and/or available in other formats, were withdrawn and discarded altogether. Among the discarded materials were the 300+ volume set of the *LC Subject Catalogs* for books, dating from 1950. The shelving previously holding the national bibliographies and serial titles were dismantled to allow the creation of a larger study area for students who would be displaced once the furniture is removed from the 4th floor. The vacated wall shelving space in Documents was filled with the Fastcat Collection from the fourth floor.

The shelving on the fourth floor that formerly held the Fastcat Collection was dismantled and rebuilt elsewhere within the collection to extend some ranges in the E and H

sections to allow shelving of new items to continue. This is yet another stop-gap measure to handle the overflow of materials until new shelving arrives.

ACCOUNTS RECEIVABLE

There was little change in the number of manual postings for accounts receivables this year. Invoices for photocopy services to out-of-state libraries and corporate entities, along with credit memos issued to students for returned items, account for most of the 928 transactions this year.

Statistics in this area do not reflect the daily encounters with patrons regarding verbal appeals of overdue fines and lost books. In fact, the face-to-face discussions of accounts and the resolution of appeals decreases the number of transactions that must be entered in the system.

DISTANCE LEARNING

The Library is providing services to distance learners through its participation in the State of Florida's Distance Learning Library Initiative (DLLI). In cooperation with SUS and community college (CC) libraries, the Carpenter Library provides reciprocal borrowing privileges to SUS and CC affiliates. We have developed course reserve guidelines that will allow faculty from other SUS institutions to place items in our Reserve Collection for the use of students participating in off-campus courses held in the UNF service area. There is also an agreement to provide interlibrary loan services to distance learners from state supported institutions. The SUS Libraries have established guidelines to expedite resource sharing between institutions. Most of these provisions were approved in the last year and are now in full effect.

INTERLIBRARY LOANS

Interlibrary Loan continues to be one of the most work-intensive operations within the Department. This year we again processed over 5,000 borrowing requests and nearly 11,000 lending requests. Although electronic databases providing fulltext articles online are prevalent, the need for obtaining resources from other institutions and commercial document suppliers continues to increase. The online article indexes provide easy access to citations, and a wider knowledge of what is available on a particular subject. Fulltext articles are available from some of the Library's online databases, however, most do not offer full coverage, and often only the most recent years of a journal is available. Physical access to needed articles and books now owned by UNF Library still require participation in an active, cooperative and efficient interlibrary loan network. The value and necessity of interlibrary loan and document delivery services, such as that offered by the UNF Library, is indisputable. Our cooperative partnerships with the main libraries within the SUS and through the FLIN network make it possible for us to fill up to 80% of our

patron's requests from within the state of Florida. This sustains our efficient service and is provided without charge to the UNF library user.

As a group, the SUS interlibrary loan librarians are seeking answers to the data management problems that are the result of so much ILL activity. The FCLA developed product, SILLC, is in production, but not quite in use at most of the SUS ILL offices. There is some concern that SILLC has not turned out to be the best method of sending and receiving requests and gathering data most efficiently. There are still some bugs that must be worked out. We are currently working on ILL functions that would be advantageous in a new Library Management System. We are hoping that the vendor that is selected to provide the LMS for the SUS libraries will also include a workable ILL management system as well. In the meantime at UNF, we are relying on CLIO as our ILL data management system. It works quite well but is basically a statistical system rather than an all-around ILL requesting and processing system.

Geraldine Collins
Head, Circulation Services
Distance Learning Library Services Coordinator

INTERLIBRARY LOAN STATISTICS

UNF AS BORROWER:

All Transactions:

	<u>Filled</u>	<u>Unfilled</u>	<u>Total</u>
Books	1510	231	1741
Copies	<u>3224</u>	<u>443</u>	<u>3667</u>
Totals	4734	674	5408

Florida Transactions (Filled):

SUS	2655
FLIN	3412
NEFLIN	1584
Other FL	<u>17</u>
Total	7668

(Library transactions are counted separately for each group in which the library participates.)

Out of State: 827



UNF AS LENDER:

All Transactions:

	<u>Filled</u>	<u>Unfilled</u>	<u>Total</u>
Books	4596	2338	6934
Copies	<u>2415</u>	<u>1377</u>	<u>3792</u>
Totals	7011	3715	10,726

Florida Transactions:

SUS	2530
FLIN	6023
NEFLIN	1788
OTHER FL	125

Out of State: 946

REFERENCE DEPARTMENT

Major accomplishments, activities, and issues during the year were related to changes in electronic resources and staffing. Technology continued to have tremendous impact on service throughout the Department. Print and CD-ROM serials subscriptions were converted to the Web, fulltext journal databases were added to the electronic collection, participation in the Florida Heritage Project continued, and Web pages were improved and developed. Periodicals and indexes which were replaced by electronic databases were boxed and stored to make space for more computers. At the end of the year, the Department was almost back to full staff after months of interviewing, hiring and training. The arrival of new staff members created opportunities for restructuring job descriptions and implementing staff training.

REFERENCE DESK SERVICES DESK SERVICE STATISTICS

Cumulative annual statistics for second floor reference desk services, when compared with the previous year, showed a net decrease of 12%. Directional questions were up 18%, information requests were up 7.5%, instructional requests were down 22%, reference questions decreased by 44%, and statistics related to assisting library users with using equipment (printers and workstations) were up 52%. In May, the Reference student assistants' desk statistics form was revised to reflect the number of time workstations were restarted during each hour and the count was added to the equipment category.

Figures supplied by Eileen Brady showed that Periodicals desk statistics were down 32% over 1998/99 while there was a 13% increase in Special Collections desk services. Statistics on shelving and more detailed desk statistics are included in the following reports on Periodicals and Special Collections.

PERIODICALS SECTION

(Submitted by Eileen Brady, Periodicals Section Head)

The advent of the millennium brought some long overdue improvements to the Periodicals Section. Previous annual reports have consistently alluded to the growing space shortage throughout the library and in the Section. This situation is in the process of being considerably ameliorated by a series of interrelated activities which began in the second half of the fiscal year.

In January 2000, we placed a subscription to the JSTOR full-text database which provides online access to the backfiles of 117 scholarly journals. Because the majority of

the JSTOR titles are held in print form in the collection, the decision was made to box and store off-site those volumes which duplicate online access until Phase-II of the present building is completed. The JSTOR subscription served the dual purpose of freeing badly needed shelf space in Periodicals as well as providing users with online access to a core electronic journal library with powerful searching capabilities.

In addition, JSTOR proved to be the catalyst for a major space assessment study of the entire Periodicals area. After a judicious weeding process and close analysis of use statistics, a number of "dead" titles (titles whose publication or subscription had ceased) were added to the storage list.

Under the supervision of Periodicals Librarian Eileen Brady and Senior Library Technical Assistant Signe Evans, student assistants packed 406 boxes of bound periodicals for storage. A major collection shift will be undertaken in the next fiscal year to expand into the space vacated by these volumes and to incorporate some additional shelving now on order and projected to be installed in August/September.

Bound volume scanning statistics, now available for a full two-year period, also provided relevant information for collection development decisions, especially regarding the retention or cancellation of individual titles and subject area evaluation for future journal acquisitions. In addition, over 200 periodical titles were evaluated for acquisition in our annual serials selection process.

Total annual Periodicals Desk statistics, when compared with 1998/99, showed a 31.73% decrease. With the patrons' growing reliance on online resources (accessible via the 2nd floor computers and remote access) and their reluctance to use the available print sources which often complement rather than duplicate the Library's subscriptions to comprehensive electronic databases, this trend is expected to continue. (For instance, JSTOR statistics for the six month period reveal considerable use: 2,738 online articles were viewed and 4,024 searches were performed.) However, in spite of the online trend, print journals and newspaper backfiles continue to be used for research purposes. Total shelving statistics of new issues, newspapers, and microform showed only a negligible decrease of 2.46% compared to the previous year.

Web publishing efforts continued with the development of five new periodicals online subject guides: Counseling, Educational Research, Fulltext Journals, Sociology, and Teacher Education. The task of frequently updating and maintaining the other 37 Periodicals web pages and guides was given added impetus by their steadily increasing use, ca. 25,000 hits during the past year.

ELECTRONIC RESOURCES

While providing more efficient access to research material for users, the increase in subscriptions to electronic databases, particularly fulltext journals and periodicals, created issues related to staff and student training, faculty outreach, and serials cataloging. The rapid proliferation of fulltext journal databases via the Web and the resulting lack of

cataloging procedures (statewide) for creating WebLUIIS catalog records for individual titles became a topic of discussion between Technical Services and Public Services. We began making plans for developing a faculty outreach program for next year that would include workshops and library instruction sessions.

Print and CD-ROM subscriptions were converted to Web subscriptions to allow the Library to provide more current and efficient access and to free space in the Reference Collection stacks for expansion. Databases converted to Web access include *CCH Internet Tax Research*, *BNA Tax Management Portfolios*, *CCH Health and Human Resources*, *BNA Daily Labor Report*, *BNA Human Resources Library*, and *BNA Labor and Employment Law Library*.

The Department evaluated numerous electronic databases through free trials. Other subscriptions added to the electronic collection are Florida Newspapers from *Newsbank*, *The Oxford English Dictionary*, *Electronic Collections Online* from OCLC's FirstSearch, JSTOR, *Elsevier Science Direct*, and *Kluwer Journals Online*. The last four databases provide access to fulltext articles.

The Library's Web Team made changes and improvements to the Library's Web Pages to provide quicker and more efficient access. All library and information guides were moved into a Website with common navigation bars and organized by guide type. A guide template was introduced to visually identify all UNF guides and to include easy internal navigation. Librarians continued to update and develop Internet bibliographies covering 58 subject areas and added a combination of electronic research databases and print reference sources to make them more useful. Barbara Tuck published the first totally electronic edition of the Library's newsletter, *Books & Bytes*. The Online Library Guided Tour, created by Paul Mosley as part of his course requirements for FSU's Master in Library and Information Studies degree, has had 1,028 visitors since its creation in August.

LIBRARY USER INSTRUCTION AND TOURS

Use of the Library Instructional Resources Center on the fourth floor of the Library increased by 28% over previous fiscal year. In 1998/99, 3,879 participants attended a total of 177 sessions. In 1999/2000, 4,969 students attended a total of 208 sessions. Several staff members participated in New Student Orientation during Summer Semester by setting up an exhibit in the Showcase and providing tours for new students and parents. A total of 58 students attended five sections of LIS1000 taught by Jim Alderman and Mary Davis

LIBRARY USER SURVEYS

The annual Customer Satisfaction Survey was conducted in April. Copies of the survey were sent via campus mail to faculty members and distributed to all Public Services desks for library users to complete. The Report of Results was distributed to the Library administration and staff, President Anne Hopkins, Provost David Kline, and University deans and vice presidents. The survey was designed not only to provide comments and feedback on customer satisfaction with library services, but also to inform library users of the types of services available through the Library.

Following are the percentages of replies for four major categories — facility, services, staff, and importance of the Library — are compared to the responses from the 1998 survey, with the 1998 percentage given in parentheses. Approximately 93% (90%) responded that the Library is extremely or very important to them. Fifty percent (50%) are extremely or very satisfied with the collection and materials, 67% (58%) are extremely or very satisfied with the facility, 71% (69%) are extremely or very satisfied with the services, and 82% (77%) find the staff extremely or very helpful. All four categories showed a slight increase in satisfaction or importance.

Question 12 asked, “Are there other materials/services you would like the Library to offer?” Top responses were: more periodicals (41%), more books (31%), more fulltext databases (31%), longer hours (30%), more study space (29%), and more audio-visual materials/services (21%).

The third library user survey designed specifically for doctoral students of the College of Education’s Educational Leadership Program was conducted through Dr. Deborah Inman, Director of the Program. Responses indicated that most library users who completed the survey were pleased with the quality of service and resources that the Library provides.

SPECIAL COLLECTIONS SECTION

(Submitted by Eileen Brady, Special Collections Librarian)

Total Special Collections desk statistics showed a moderate increase of 12.77% with shelving statistics totaling a more substantial increase of 30.44%. The comparison of the two figures — the one representing users, the second indicating objects — dramatically drives the important point home, that a single user or a small group of users may represent a disproportionate departmental workload in the depth and breadth of the users’ demands and expectations, and the items required for their research.

The increase in shelving statistics can be attributed, in part, to queries and heavy use occasioned by the UNF National Alumni Association’s 25th anniversary celebrations; patrons utilizing a greater proportion of the Eartha M. M. White Collection in their research on local history; and the addition of over 3,000 photographs, negatives, and slides to the University Archives Photographic Collection.

The development of the Archives Photographic Collection continued as both a highlight and priority item in the last year. With Campus Photographer Tom Cain’s continuing commitment to contributing UNF photographs, the Collection has now become a significant repository of images relating to university life and history. In addition, we were well served by the June issue of *Inside UNF*, the campus publication, which featured a full page illustrated article on the Archives, with emphasis on the Photographic Collection. The welcome publicity precipitated a number of generous donations, particularly UNF memorabilia and documents. We hope many more will follow.

Another highlight of the year was our Special Collections participation, for the second year, in the SUS Libraries’ Florida Heritage Project, a Web-based digital collection featuring unique SUS library resources. We selected 3,000 pages to be digitized from our

rare local history and Florida materials, including early City Plans of Jacksonville, an 1878 Jacksonville City Directory, a 1910 Jacksonville Board of Health report, early twentieth-century regional tourism brochures, and selections from the Eartha M. M. White Collection. With the addition of these latest items bringing our total Project pages to just over 6,000, we are proud to be a part of the concerted state-wide effort of making important local and regional resources accessible online to present and future researchers.

In addition to the Florida Heritage Project, online use statistics for the Section's 26 Web pages and guides reveal over 5,000 hits during the year. The manuscript pages, chiefly the Eartha M. M. White Collection, show the heaviest use, commensurate with in-library use of this unique Collection.

Our manuscript collections were enhanced by the addition of the Courtland Buckman Collection. Mr. Buckman was a real estate executive and prominent Jacksonville community leader in the late nineteenth and early twentieth centuries. The core of the collection are 582 letters, mainly from the years 1897-1899 and 1903-1904, relating to Mr. Buckman's real estate activities in Jacksonville. Especially noteworthy items include unique printed materials, chiefly *Floridiana: Florida Uniform Examination Questions* (1896), campaign literature and messages of Florida Governor Napoleon Bonaparte Broward, and correspondence referring to the Great Jacksonville Fire of May 3, 1901.

Other additions to our growing local history collection were made possible through the generous contributions of donors. These items included rare Jacksonville resources, such as early tourist brochures and pamphlets, scarce and unusual periodicals published in Jacksonville, and additions to our Richard Martin and Barnett Banks collections. We are always grateful for the kindness and interest shown by others towards our determined efforts to acquire and preserve Northeast Florida historical materials.

To showcase and share our holdings of special interest, rarity, and value, Special Collections Librarian Eileen Brady created several rotating exhibits for the fourteen display cabinets during the year. Some of these featured the Jacksonville printer H. & W. B. Drew Company; Highlights from Jacksonville History; UNF Presidential Lecture Series; and UNF Through the Lens: a Photographic Retrospective.

STAFF

Staffing problems were severe as the year began with two librarian positions vacant. The vacancies occurred when two librarians resigned during the previous fiscal year (December 1998 and June 1999). The lengthy and tedious University search process for library faculty may have resulted in the loss of candidates to other positions in other geographic locations. The use of salary savings from the two positions was requested and approved, but only a small portion of the funds were returned to the Library and converted into OPS funds. In order to provide adequate service desk coverage, the Library used these funds through January to hire part-time temporary adjunct librarians. In spite of staffing problems, members of the Department managed to attend conferences and participate in campus service and professional development.

Joe Tusing was hired as a Senior Library Technical Assistant in February. The half-time LTA position was vacated by Lesley Duncombe in April and later filled by Dee Robertson-Lee in June.

Jim Alderman and Paul Mosley completed the Master in Library and Information Studies degree through Florida State University's distance learning program in August 1999. After completing his degree, Paul was the successful candidate for the position of Assistant University Librarian (31015).

Mary Davis began a semester-long professional development leave in June. Her objective was to study the use of electronic resources in classrooms providing library instruction.

Jim Alderman and Sarah Philips presented "The Collection Vanishes; or What the Librarian Saw" for the Academic Libraries Section of the Florida Library Association Conference in April, as part of a discussion on the issues facing academic reference librarians in the electronic age.

At the end of the year, staff included Librarians Jim Alderman, Eileen Brady, Mary Davis, Paul Mosley, Sarah Philips, and Barbara Tuck; Senior Library Technical Assistants Signe Evans, Dee Robertson-Lee, and Joe Tusing; and a crew of twelve student assistants in Periodicals and Reference.

Sarah M. Philips
Head, Reference Department

MEDIA RESOURCES DEPARTMENT

The technology of the twenty-first century impacted service statistics, expedited budgeting, and served collection development in the Media Resources Department in FY 99/00. The Media staff, a stable team once more, provided excellent service to departmental users. Generous gifts complemented the year.

Service statistics in four of five major areas changed. Equipment use declined about 4% and instruction declined approximately 10%, undoubtedly because students can now borrow library videos for home use and the majority of the population have home access to a VCR. Manual borrowing increased about 34% with manual return in proportion. Information queries remained within a fraction of a percent of the previous year's number. Manual borrowing and return, incidentally, was predominantly use of slides by professors.

Media's budget for FY 99/00 decreased to \$70,000.00, a decline of about 5% from the FY 98/99 figure. In spite of this, the budget has remained well above average for the decade. The figures are:

Fund 11 (Curriculum) and Fund 12 (Videos) combined

YEAR BUDGET

FY 90/91	44,700
FY 91/92	6,645
FY 92/93	18,500
FY 93/94	24,000
FY 94/95	82,000
FY 95/96	65,000
FY 96/97	68,000
FY 97/98	85,000
FY 98/99	85,000
FY 99/00	70,000

AVERAGE for the 1990s: \$55,000.

The spending breakdown with comparisons:

MEDIA Budget

	<u>FY 98/99</u>	<u>FY 99/00</u>
Fund 11 Curriculum	\$13,200	\$ 1,600
Fund 12 Videos	\$60,500	\$58,400
Music	\$11,300	<u>\$10,000</u>
Total	\$85,000	<u>\$70,000</u>

Media faced a new twist in collection development. Vendors retailed their wares on the Internet, and Internet technology streamlined the acquisitions process. In the case of videos, however, there was a trade-off. Vendors, such as PBS, set up Website catalogues selling videos with home viewing rights at one price and videos with public performance rights at a higher price. Obtaining public performance rights has been a priority for Media, albeit probably not a legal necessity. Media faced the question of whether to provide more videos or more inclusive viewing rights and decided on the latter. Public performance rights, however, often are not offered on Website catalogues, which negated streamlined Internet ordering.

Another aspect of collection development is gifts. The Department received exceptional gifts. Last year's *Annual Report* stated that Dr. Wallace McAlpine had "outdone" himself in FY 98/99. What an understatement that became! This year, Dr. McAlpine donated to the library over 1,200 additional CDs as well as thousands of LPs and over 100 laser discs. The CDs were mostly classical music and a large majority of the LPs were European pressings. All are priceless additions to the Library. Processed with temporary records in NOTIS, the CDs were stored in Technical Services and available to patrons upon request. It is anticipated that they will receive full cataloging in the course of next fiscal year.

Other gifts enhancing the collection included dozens of videos — documentaries in art history — from Jack Funkhouser, Director of Instructional Communications; boxes of videos of varying interest from *The Florida Times Union*, WJCT, and Osprey Productions; and 15 CDs from UNF music major Jason Ellerbee. Other UNF-affiliated donors were Dale Clifford, Charlotte Mabry, Robert Siudzinski, Oscar Patterson III, Sheila Mangum, and Linda Smith.

Once again, Media was proud of its faithful staff. In addition to the Department Head, the staff consisted of three other permanent employees: Carol Coughlin, Winona Davis (half-time USPS), Cynthia Valentine, and Donald Rhoades in dual OPS lines (Public Services and FEEDS since 1985). Student workers included Laura Ingalls, Michelle Johns, Jessica Arnold, and Katrina Pontius.

Media faces the new fiscal year without the valued contributions of the Library's music cataloguer, Margaret Kaus. While not actually a member of Media or even of the Public Services staff, former employee Margaret Kaus was (still is in Tennessee) a master at technology and an artist of her craft. Media will miss her knowledge and expertise, as well as her infectious laugh.

Diane W. Kazlauskas
Head, Media Resources Department

GOVERNMENT DOCUMENTS & MAPS COLLECTION

Ever since the publication of the Congressionally-mandated *Study to Identify Measures Necessary for a Successful Transition to a More Electronic Federal Depository Library Program* (1997), change has been the order of every day. This means that the Documents Department personnel acquires as much printed material with archival value as possible, and accepts microfiche or CD-ROMs only when that is the only format available. In the case of the latter, the World Wide Web is beginning to replace CDs as the preferred publication medium of the federal Executive agencies. The number of paper copies received continues to decrease.

Because the Congress and the Executive agencies are trying to save money (albeit for different reasons and objectives), there is a general agreement in the library community that in a few years, many publications will not be available because they have never been disseminated in the traditional print format or even on microfiche, and if they ever existed in one or another electronic format (e.g., CD-ROM), the supporting technology to access these documents will no longer exist. There are no solutions to these long-range problems at this time.

Our Department still selects 35% of the available titles but the number of physical pieces within those titles has declined in the last two years. In FY 1998-99 we received an average of 560 pieces per month, in FY 1999-2000 it had dropped to 479; and as this report is being written in early FY 2001, I am projecting a further reduction to as low as 425 per month. This is not an encouraging sign, for although the serial titles are being maintained by the publishing agencies, the monographs are not forthcoming and it is the monographs that constitute the important archival materials that we need and want to keep. The Cataloging Department is willing to catalog online titles and this will be more and more important to us as time goes on. We will be routinely adding "hotlinks" to existing serial titles such as the *Congressional Record* and the *Federal Register* and our Documents Website (www.unf.edu/library/doc <<http://www.unf.edu/library/doc>>) will be more useful than ever.

As reported last year, we began a comprehensive weeding project and this has continued in spite of the loss for several months of our part-time LTA. For fiscal year 2000, 5,182 paper and 624 microfiche had been weeded from the United States collection and 389 titles from the Florida collection. Another aspect of this weeding is to eliminate many CD-ROM titles. This is useful because the format is redundant by the availability of online versions that most of our patrons find much easier to use. It is better for us, too, because it means that Don Rhoades, our technician, does not have to spend so much time reinstalling CD programs each month.

On the personnel front, Troy Vidal, our part-time LTA, left for Auburn University to enter a master's degree program in Public Administration and the position has been vacant for several months. The full-time LTA, Dan Kibler announced that he will enroll in Florida State in January 2001 to pursue a Master in Information Science degree. We will again experience 60 percent annual turnover.

Finally, I am happy to report that as a matter of Library-wide expediency, the Department expanded its role beyond traditional boundaries this year when I assumed the duties of Gifts and Exchange Librarian. Staffing in Acquisitions, the traditional home of such activities, has remained static for over two decades. In face of the growing resources budget and the complexities of the Acquisitions Department's workload, both the Department Head and the Director agreed that reassigning the receipt and disposition of gifts would relieve the staff of this extra function. For the duration the emphasis remains on the gifts part of "Gift and Exchange," and it also includes the organization and co-hosting of the library book sale. I hope to include some exchange work in the future, but for now receiving and categorizing the gifts is sufficient.

Bruce T. Latimer

Head, Government Documents

LIBRARY ADVISORY COMMITTEE

The Library Advisory Committee held its traditional fall and spring semester meeting, i.e., one meeting per semester, on November 30, 1999, and April 18, 2000. The meetings followed the established pattern; it began with the Director's state-of-the-library presentation of organizational and individual activities, detailing accomplishments, problems and issues. The meeting ended with the customary informal question-answer segment.

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. David Courtwright	Professor	History
Mr. Andrew Farkas	Director of Libraries	Library (ex officio)
Dr. Timothy E. Jares	Assistant Professor	Accounting & Finance
Dr. Warren A. Hodge	Associate Professor	Educational Leadership
Dr. Kenneth M. Jennings	Professor	Business Administration
Dr. Brian Striar	Associate Professor	Language & Literature
Dr. Behrooz Seyed-Abbasi	Assistant Professor	Computer and Information Sciences
———	(2) Students	SGA representatives

LIBRARY STAFF

as of June 30, 2000

LIBRARY FACULTY

EMPLOYEE	DATE OF HIRE	POSITION
James E. Alderman	11/01/74	Reference Librarian
Eileen D. Brady	09/20/74	Periodicals/Special Collections Librarian
Kathleen F. Cohen	10/02/73	Assistant Director of Libraries
Geraldine A. Collins	07/01/88	Head, Circulation Department
Mary L. Davis	09/01/71	Reference Librarian
Andrew Farkas	05/04/70	Director of Libraries
John M. Hein	06/01/71	Head, Technical Services Division
Robert P. Jones	01/14/72	Head, Public Services Division
Margaret A. Kaus	03/22/91	Cataloger
Diane M. Kazlauskas	01/03/83	Head, Media Resources Department
Bruce T. Latimer	05/01/73	Head, Documents Department
Sheila A. Mangum	11/01/74	Head, Acquisitions Department
Paul M. Mosley	09/01/87	Reference Librarian
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 Stanton	09/17/76	Head, Serials Department
Barbara L. Tuck	03/15/91	Reference Librarian
Verna P. Urbanski	09/30/77	Head Cataloger

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
Sally A. Beynon	03/03/00	Senior Library Technical Assistant
Tracey L. Britton	06/12/92	Senior Library Technical Assistant
Tammy J. Burch	12/17/99	Accountant
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
Leslie K. Duncombe (.5)	12/10/99	Senior Library Technical Assistant
Signe Evans	06/03/86	Senior Library Technical Assistant
Robert Farnsworth	06/08/87	Senior Library Technical Assistant
Sergio A. Gonzalez	08/09/99	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

Lisa L. Leach	10/04/99	Senior Library Technical Assistant
Sandra C. Nojiri-Howarth	11/17/97	Senior Library Technical Assistant
Lolita Sessoms	08/09/99	Senior Library Technical Assistant
Martha A. Solomon	09/13/71	Library Technical Assistant Supervisor
John M. Touchton	01/03/89	Senior Library Technical Assistant
Joseph A. Tusing	02/18/00	Senior Library Technical Assistant
Cynthia L. Valentine	02/13/77	Senior Library Technical Assistant
Ralph D. Walton, Jr.	05/09/94	Senior Library Technical Assistant
Sally M. West	08/10/84	Senior Library Technical Assistant
Michael Yeager	08/16/99	Senior Library Technical Assistant

RESIGNATIONS

Leslie K. Duncombe (.5)	12/10/99-05/11/00	Senior Library Technical Assistant
Kathleen O. Gillio	12/07/98-07/19/99	Senior Library Technical Assistant
Sergio A. Gonzalez	08/09/99-06/08/00	Senior Library Technical Assistant
Lisa L. Leach	10/04/99-05/05/00	Senior Library Technical Assistant
Ricky L. Moyer (.5)	10/25/88-09/12/99	Senior Library Technical Assistant
Troy M. Vidal (.5)	01/16/98-03/07/00	Senior Library Technical Assistant
Michael Yeager	08/16/99-10/14/99	Senior Library Technical Assistant