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Annual report of the Nelson Poynter Memorial Library 2004/2005

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**Nelson Poynter Memorial Library
USF St. Petersburg**

Annual Report 2004/05

An unprecedented three consecutive hurricanes, Frances, Ivan, and Jeanne, provided a stormy opening for the 2004/05 academic year, setting the theme for “winds of change” that followed. Three of Poynter Library’s most senior staff members, two librarians and one senior library technical assistant, retired; two departments were reorganized and plans for a consolidation of two others were initiated; and, most notably, the venerable NOTIS library management system yielded to Aleph on June 27th, 2005.

Access Services:

Circulation, reserves, and interlibrary loan, combined as ‘access services’ in most libraries, were joined as one department following the retirement of Jackie Jackson on August 31, 2004. A search for a librarian to head this new department was unsuccessful, due in part to the delays and anxieties caused by the series of hurricanes in the area, but a positive solution was found when Mika Slaughter Nelson, instructor librarian, volunteered to organize and head the new department. Much of her efforts were devoted to training and preparation for the new Aleph library management system, since circulation functions would be most impacted by the forthcoming change. Ms. Nelson did an outstanding job of preparing for the June 27th conversion, in spite of considerable frustration stemming from ineffective training and poor communications from the Florida Center for Library Automation, charged with managing the process for state university libraries.

Circulation statistics decreased 15%, partially due to a slight decline in USFSP enrollment as well as a growing preference for online resources. Interlibrary loan requests, however, rose 15%, a 56% increase over five years. Fortunately, access services received funding to provide another staff member, with responsibilities split between circulation duties and interlibrary loan, in February 2005. An increasing amount of access services staff time is devoted to electronic reserves. This extremely popular service unfortunately crashed during the Aleph conversion and requiring creating records and re-linking all USFSP reserve files. Trouble-shooting Aleph circulation functions continued into early fall, although many major problems have been successfully resolved.

Public Services:

Poynter Library’s public services department, responsible for reference and library instruction, came into being at the same time of the redesign of access services. Librarian Tina Neville relinquished her long-standing responsibility for interlibrary loan and assumed oversight for library instruction, heading a team of 8 librarians, who also

assist with reference, library instruction and faculty liaison for collection development in addition to their primary assignments in other library areas.

The most visible symbol of a change in direction for public services was a new reference desk. The new desk was designed to enhance communication between librarian and patron, offering a more accessible and comfortable area for reference consultations and providing for better visibility of the reference computers so that the librarian on duty can watch for students who seem to need assistance. The new desk is a major step forward in Ms. Neville's efforts to make the library a more welcoming and user friendly for students and other library patrons. Visiting Librarian Anita Lindsay assists this effort with posters and displays to market library services. Tina Neville's public services annual report notes that, although total numbers of reference queries have declined, the questions tend to be more complex, concerning "construction of search strategies, database recommendations, and help with learning to cite resources."

Ms. Neville has also worked with reference librarians to increase significantly the number of classroom presentations and number of students served. Seventy-two of over five hundred USFSP classes incorporated a research skills component to deliver information on identifying, evaluating, and citing research materials. Classes were up by 38% from 2003/04 to 2004/05, and the number of students served increased by 13%.

Librarians, however, began to explore another means of increasing library services to students through the use of Blackboard. In response to a library survey conducted for SACS, 69% of faculty reported that they already used Blackboard and 85% said they would be interested in learning more about how to use library resources in the course management software. A trainer from Tampa Academic Computing presented a workshop on Blackboard for Poynter librarians and a pilot program was developed to link librarians with a Blackboard-based classes.

Library Collections:

Poynter Library's volume count increased by a net total of 4206 in 2004/05, for a total of 214, 421 volumes. The library materials budget was \$420,990, plus \$63,472 for jointly purchased electronic resources. An additional allocation of \$25,232 was also received midyear. New electronic resources, purchased in cooperation with the USF Library System, included the US Congressional Serial Set (publications from 1817 through 1980), Biosis Previews, the Gale Virtual Reference Library, the Chronicle of Higher Education, and 216 electronic journals from Nature Publishing Group and Sage Publishing. Unfortunately, implementation of the new library management system greatly delayed library acquisitions and required that all ordering cease in April. A significant number of titles were therefore unordered and the library has requested that these unspent funds be carried forward into the 2005/06 fiscal year.

Karilyn Jaap, coordinator of collection development, once again reviewed the library's print journals and serials to determine which titles were now available in electronic format and so could be cancelled. She identified 63 periodical titles, 13 serial titles, and 127 microfiche titles, resulting in a total savings of \$41,851, money that will be available in 2005/06 to support USF Libraries rapidly expanding online collections. USFSP's faculty were asked for suggestions for new journal titles (print or electronic),

and ten new journal titles were ordered, eight of them in electronic formats that will be available to library users throughout USF.

Ms. Jaap also implemented a new process through which monographs ordered through YBP, our most heavily used vendor, would be received “shelf ready,” that is property stamped, security tagged, and labeled with call numbers. This change decreased typical time between ordering and shelving from thirty days to ten. Under the memorandum of agreement with the USF Library System these operations were previously performed by USF Library central services staff, so costs for shelf ready processing will be paid by USF Library System funds.

Special Collections:

Jim Schnur’s Special Collections and Archives at the Poynter Library had another busy and productive year. Collections added during the 2004-2005 academic year include the second accession of the Amity House Papers of Ruth Uphaus, Glen Dill’s collection of scrapbooks from his days as a popular local disk-jockey after World War II, Commander David S. Goddard’s photographs of the US Maritime Base at Bayboro Harbor, and political ephemera from the collections of Aurora “Lel” Kellman and Gary Mormino. In addition, local historian L. Glenn Westfall donated a variety of collections related to the cigar industry along Florida’s West Coast, including the operating records of the Corral Wodiska y Ca. cigar factory. Pamphlets and booklets from the League of Women Voters of the St. Petersburg Area added to our local and regional collections, while Jose Torres, a professor in the College of Marine Science, donated notable research materials from early expeditions to Antarctica. Special collections now boasts 502 linear feet of manuscripts and archives.

In addition to newer titles purchased to complement local history collections, Mr. Schnur added nearly eighty out-of-print titles from donations, most notably materials that enhanced the Suzanne Davis Hardee Collection and the Gary R. Mormino Collection of Floridiana. Working with the catalogers at the USF Tampa library, he sent over nearly 100 serials from the John C. Briggs Collection for cataloging. The librarian also worked with two students from the Florida Studies Program of Distinction and three fieldwork students from the USF School of Library and Information Science who sorted, processed, and arranged collections. A majority of the more than 110 distinct manuscript and archival collections and sub-collections in Poynter Library special collections now have finding aids available in print or electronically.

The celebration of USF St. Petersburg’s Fortieth Anniversary provided new opportunities for enhancing the campus archives. Notable donations included photographic collections from J. M. “Sudsy” Tschiderer, a graduate and employee at USF St. Petersburg for more than thirty-five years. Oral history interviews, archival collections, and original research during the spring and summer semesters of 2005 was begun that led to the creation of an outstanding exhibit completed Fall 2005. An award from USF St. Petersburg Town & Gown, given in honor of the library’s and special collections’ contributions to the campus, financed production of the exhibit. Additional exhibits will appear throughout the year.

Jim Schnur has also maintained his exemplary community involvement in scholarly and community activities, detailed below in Library Research and Service.

Technical Services:

The retirement of librarian Signe Oberhofer coinciding with that of senior library technical assistant Jan Boyd in May 2005 created both challenges and opportunities for Poynter Library's technical services. Facing the pending Aleph transition, the department was extremely fortunate that David Cipris, LTA Supervisor in the Tampa Campus Library's acquisitions unit, chose to move to St. Petersburg and assume Ms. Boyd's former responsibilities. Ms. Oberhofer was replaced with Patricia Pettijohn, transferred from the Florida Mental Health Institute library, although Ms. Pettijohn was not able to assume her new responsibilities until well into the summer semester. Although Aleph's technical services modules required significant changes to existing work flow, Mr. Cipris did an outstanding job of managing the department's transition in spite of numerous glitches in the Florida Center for Library Automation's training and implementation. He has also identified numerous quality and efficiency improvements to the department's workflow, as has Patricia Pettijohn, new head of the department.

Technical services will experience another significant transformation in January 2006, when Ms. Pettijohn will complete the projected consolidation of collection development and technical services. Technical services' primary responsibility has been to oversee processing of Poynter's serials and periodicals. Since many of these publications are now received electronically, the number of titles handled by this department has significantly declined. The merger of technical services and collection development will improve efficiency, allow for improved collection assessment, and release a librarian for full time reference and library instruction duties.

Library Technology:

The most visible evidence of enhancement of library technologies is the addition of 16 new computers in the reference horseshoe, an increase of 40%. A mid-year allocation of non-recurring funding from Academic Affairs supplemented by an annual contribution from the Florida Center for Library Automation provided for expanding the computer furniture compatible with 1996 designs and purchasing additional work stations and seating. Berrie Watson, coordinator of computer applications, with the assistance of Physical Plant staff, was able to implement the expansion "in house" (except for the new furniture installation) resulting in significant cost savings for this project.

Among the many security and network improvements that Mr. Watson implemented in 2004/05 were to upgrade Poynter Library's server infrastructure from Windows 2000 to Windows 2003, to install Windows XP on library computers, to implement a firewall for staff computers, and to purchase a server dedicated to MS Exchange 2003, resulting in considerably more reliable email, off campus accessibility, and greatly enhanced security for library operations. Mr. Watson was also a key player in the upgrade to the Aleph system that required numerous software changes for training and implementation, as well as purchase and installation of more powerful computers and larger monitors for the staff members who use Aleph intensively.

Media Services:

Collections: Jerry Notaro, head of media services, oversaw an inventory of Poynter Library's juvenile fiction and non-fiction collections. Circulation records have been modified to reflect missing material and appropriate titles will be reordered. He also worked with faculty at the College of Education to create a collection development policy for the Instructional Materials Center (IMC) that provides books, kits, and other media items directly related to elementary and secondary instruction. Material acquired supports COE's teacher education programs. Following development of the policy, Mr. Notaro ordered items to update and enhance the IMC collection in preparation for the College's upcoming accreditation process.

Media Technology: David Brodosi, AV Specialist, coordinated installation of data and video projection systems in the remaining three largest Davis Hall classrooms. This initiative was funded in part by a supplemental allocation of non-recurring funds. In addition, equipment was purchased through the Regional Chancellor's office to upgrade DAV 130 for Campus Board meetings and other public events. The number of USFSP special events has greatly increased and frequently requires media staff members to assist at night and on weekends. The USFSP satellite dish, in place on the northwest corner of the library for only a few months, was twice damaged by hurricane winds and therefore out of commission for part of the year. Fortunately, Physical Plant personnel were able to assist media staff with a plan to reduce vulnerability in future storms and the dish was recalibrated. Media services' most notable initiative for 2004/05 was assisting with development and production of several classes offered online, distributed on CD, or downloaded to personal media devices. David Brodosi took the lead in this endeavor, which is, with the support of the Office of the Vice Chancellor for Academic Affairs, is becoming an increasingly significant support service for USFSP's expansion of distance education alternatives.

Library Assessment:

Poynter Library departments completed six assessments for USF's SACS reaffirmation. Assessments included surveys related to print, media, and electronic collections, library instruction, faculty use of Blackboard, and library reference computing. Results of these surveys pointed to new directions in collection development, improvements in delivery of library instruction, implementation of library support options through Blackboard, and 40% expansion of Poynter Library's reference computer horseshoe.

Library Personnel:

Poynter Library experienced the following staff changes in 2004/05:

Retirements:

Librarian Signe Oberhofer; replaced by Associate Librarian Patricia Pettijohn.
Associate librarian Jackie Jackson; replaced by Visiting Instructor Librarian Anita Lindsay.

Senior Library Technical Assistant Jan Boyd; replaced by David Cipris.

Other personnel changes:

Audiovisual Equipment Specialist Jim Clapper resigned; replaced by Michael Mathon.

Audiovisual Equipment Operator Wayne Moon resigned; replaced by Michael Mathon.

Audiovisual Equipment Operator Michael Mathon promoted July 2005; replaced by Robert Vessenmeyer.

Library Technical Assistant Carissa Santana hired February 2005; newly created position.

In addition to the actions noted above, Instructor Librarian Mika Nelson had to decrease her hours from 40 to 30. Fortunately, the library was able to hire an excellent part time OPS librarian, Tony Smith, to cover Ms. Nelson's reference hours. Associate Librarian Deb Henry's 2004/05 application for a well-deserved promotion to librarian rank was approved and became effective in August.

Library staff and supervisors worked to complete PDQ's—Position Description Questionnaires—for USPS and A&P staff. It is hoped that the revision of USF's personnel classification system will provide more appropriate recognition for the increased skills required of library and audiovisual staff since the existing classification system was implemented in 1992.

Library Research and Service:

Poynter Library staff continued their contributions to campus and outside organizations. Among them, David Brodosi served as chair of the campus USPS Council and Deb Henry was secretary of both the Faculty Council and Research Council. Tina Neville continues to serve on the USFSP SACS committee, and served as well on the search committee for the new Regional Vice Chancellor for Academic Affairs. She is also a member of the Seminole Library Board. Jim Schnur became president of the Pinellas County Historical Society, while Kathy Arsenault concluded her term as president of the twelve-county Tampa Bay Library Consortium. Jerry Notaro serves on the Florida Library Association Legislative Committee, the USF Diversity Committee, and as USF liaison to St. Pete Pride. Kathy Arsenault became chair of the USFSP 40th Anniversary Planning Committee, and Jim Schnur and Berrie Watson made notable contributions: Jim Schnur began research, design, and production of the official 40th anniversary exhibit and Berrie Watson, along with John Husfield, worked on designing a web site to celebrate the year's activities. Kathy Arsenault and Tina Neville both served on American Library Association national committees. Mika Nelson, Tina Neville, and David Cipris deserve special recognition for their work with the USF Aleph Transition Team.

Librarians contributed numerous book and media reviews to professional publications, and Tina Neville and Deb Henry published an article in the November 2004 issue of *Journal of Academic Librarianship*, a prestigious publication in the field.

Jim Schnur's research and community service contributions deserve special mention. He authored a chapter and edited another in the recently published *From Pines and Palmettos: A Portrait of Largo, Florida* (Donning, 2005) and wrote an article on the importance of historical research that appeared in a special issue of *Florida Libraries*. Community service included duties as President of the Pinellas County Historical Society and research work in a number of initiatives (including the design and development of interpretive plans and signage) at Heritage Village in Largo. He has offered scholarly lectures in a variety of locations during the 2004-2005 academic year, including programs on school desegregation in Southwest Florida (at Arcadia and Punta Gorda), Pinellas County history (Largo and Dunedin, and a paper co-authored and presented at the annual meeting of the Florida Historical Society in Melbourne), and other topics. A proud moment occurred in the Fall 2004 semester, when he became a Fellow of the Florida Studies Program of Distinction for his work advising, mentoring, and assisting students in that notable program.

Society for Advancement of Poynter Library:

The Society for Advancement of Poynter Library (SAPL) held its 21st annual meeting on April 22, 2005, featuring Lee Irby as keynote speaker. Mr. Irby's novel *10,000 Clams*, published by Doubleday, was inspired by his newspaper research in Poynter Library while earning a master's degree in history. SAPL members conducted another Bayboro Fiction Contest and sponsored their annual Book Fair for campus and community. Declining revenues from this annual event, however, make future used book sales problematic. SAPL contributed approximately \$1200 for purchases of notable new fiction for the library collection. President Kristina Thyrré concluded her term as SAPL president at the annual meeting and will be succeeded by Dr. David Hubbell, donor of Poynter Library's notable Mark Twain collection. In April 2005, SAPL members received a survey to compile information on members' demographics and particular interests. The survey will be used by the library dean and SAPL board to improve their marketing efforts.