

12-1-2014

Special Collections and University Archives : Annual Report : 2013 - 2014

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Special Collections and University Archives

Annual Report

July 1, 2013 – June 30, 2014

University of South Florida St. Petersburg

Compiled by Jim Schnur and Kaya van Beynen with input from Carol Hixson

2014



Statistical Snapshot: Patrons Using the Collections

	2013/14	2012/13	2011/12	2010/11	2009/10	5 Yr Change
Total Number of Requests for Research Assistance and Access to Collections	710	646	557	495	445	60%
Total Number Research Requests (20 minutes or more)	573	483	425	390	350	64%
Research Requests by USFSP and USF System Students, Faculty, Staff, and Affiliates (20 minutes or more)	333	304	303	295	231	44%
Research Requests Other Academics and Community (20 minutes or more)	240	179	122	95	119	102%
Total Special and Archival Collections (in Linear feet)	1315.20	1274.15	1179.93	1096.86	1009.46	31%
USFSP Digital Archive Items Archived	2970	2134	3783	448	N/A	N/A
USFSP Digital Archive Community Views	25,079	32,090	29,943	4951	N/A	N/A

Department Overview

Special Collections and University Archives (SCUA) operates as a distinct unit within the Nelson Poynter Memorial Library at USF St. Petersburg. Materials include special collections (Floridiana, rare books, personal papers, and manuscript collections) as well as the institutional archives of USFSP. SCUA is staffed by Jim Schnur, University Librarian. Approximately 60-65% of Schnur's assigned time is in the management of services and collections in SCUA. The department also benefited from the following fieldwork students who volunteered their time in 2013-2014: Jodi Geever-Ostrowsky, Jodi Harman, Katie Kerns, Patricia Landon, Samantha Trinh Musella, and Roxanne Palmer.

Special Collections and Archives have added several new services in 2013-2014:

1. Schnur now routinely provides lectures about USFSP history at various USFSP events, such as speaking at the quarterly new faculty and staff orientations and other orientations, as well as for special occasions such as the Campus Board of Governors meeting (December 2013) and for occasional USFSP Wellness campaign walking tours.
2. With the relocation of the microfiche/ film readers and collections to the area adjacent to SCUA in 2013, Schnur has assumed primary responsibility for reshelving film and fiche, as well as instructing patrons on the proper usage of the machine and scanner

software on the computer. SCUA presently receives many drop-in, unscheduled requests from students, faculty, visiting researchers, or community members needing guidance on how to use these machines. As these requests do not usually take twenty minutes and are primarily of technical support rather than research focus, they are not tallied on the SCUA statistics. However, beginning in 2014-2015, Schnur will monitor requests to track patterns and better document the time required to assist patrons since he is the primary contact for microforms in the library.

3. As more University records are created in digital form, one of Jim Schnur's roles is to assist with the building of the USFSP Digital Archive. The USFSP Digital Archive is a Library wide service that provides a web-accessible home for the scholarly output of USFSP's faculty and students, as well as the University's institutional records. Some of the materials in the Digital Archive are born digital and others have been digitized by library faculty and staff. The work of building the archive is shared by all members of the Digital Collections Team (Carol Hixson, Jim Schnur, Tina Neville, Deb Henry, Tony Stamatoplos, Gary Austin, Berrie Watson), with other library faculty and staff (Kaya van Beynen, Camielle Swenson) contributing items relating to the library's outreach efforts. Occasional OPS and student support has also enabled the Library to digitize key collections of materials, as well as add many born-digital items. Much of the work of digitizing has been coordinated by Jim Schnur. He will continue to play a leadership role in the development of the University's digital records and in the creation of new digital collections beyond University records.

Significant Departmental Accomplishments in 2013-2014:

Donation from the Juvenile Welfare Board of Pinellas County

- The inclusion of the archive of the Juvenile Welfare Board of Pinellas County beginning in the 2013-2014 fiscal year marks the most notable and extensive acquisition of an external partnership collection. The deed of gift was completed on June 24, 2013, and scanning and inputting of documents began after July 1, 2013. JWB hired Samantha Musella Trinh, a former fieldwork student under Schnur, to perform organization of the records, check scans for quality control purposes and optical character recognition, define consistent file naming formats, and ingest content. Schnur reviewed submissions. By July 2014, over 950 documents had been added to this collection.

Donation of Photography Collection from the *Weekly Challenger*

- Although received in the spring of 2013, during the summer and fall of 2013 (in the 2013-2014 academic year), Schnur and fieldwork student Katie Kerns performed a round of preliminary sorting and organization for near 5,000 photographic images acquired from *The Weekly Challenger*, a weekly newspaper from St. Petersburg that serves

primarily an African American readership. Additional preservation and conservation activities are necessary, but the photographs now reside in an environment away from mold and mildew, and are generally categorized in defined categories.

New Storage Shelves Added to Special Collections

- A range of shelving stacks was added to the Reading Room in 2012-2013 and finished in 2013-2014 to create more space to hold the collections. While this reduces the amount of space available to researchers in the Reading Room, these added shelves were desperately needed to hold the growing collection. With the construction of these shelves, most of the monographic collections—including the Floridiana materials—now reside in the Reading Room.

Relocation of Floridian Books from Reference and Circulation Collections to Special Collection

- The Reference Collection underwent a major reduction in 2013. The majority of the items were relocated to the circulating collection, however unique and significant reference books pertaining to Florida were relocated to Special Collections and University Archives.
- Likewise, librarians have been steadily weeding the circulating collection. Unique and significant books pertaining to Florida, as well as those with notable signatures, markings, or other special qualities were moved to Special Collections and University Archives.

Public Records Procedures

- Librarian Jim Schnur collaborated with Human Resources and Campus Security in 2013 to create a standard set of procedures on how to respond to public records requests.

Patron Highlights:

Notable trends from the data collected include the following points of interest:

- During the past five years, the number of patrons using materials within Special Collections and University Archives or scheduling meetings with SCUA staff has increased 60%.
- Less than 20% of these patrons required only minimal service while visiting on site, such as having materials pulled for them while in the reading room. More than 81% of patrons, whether visiting the library or getting assistance off-site, required a minimum of twenty minutes of time to complete their research requests. This includes reference consultations, selecting materials, suggesting other resources, and additional staff assistance. Most requests are completed in 20 to 45 minutes.
- Of the 573 requests that required more than twenty minutes to complete in 2013-2014, more than half of them (52.5%) received all assistance without physically visiting the library at any point before the transaction ended. This marks the first time that the majority of research-based requests occurred for patrons who did not need to visit the library in order to get the requested information. By comparison, more than two-thirds

of the patrons who had detailed reference requests five years ago came to Poynter Library and SCUA at some point during the transaction. This reflects the growing importance of electronic resources, the USFSP Digital Archive, and the growing number of patrons who live far away from the USFSP campus.

- Although more than half (58%) of all SCUA requests (basic paging of items and detailed research requests) required the patron to visit the library at some point of the process, that proportion has decreased substantially from years when 69% or more of the patrons had visited the library. Trends indicate that SCUA will continue to serve both a growing number and growing proportion of patrons who request—and expect—service without coming to the library.
- Students, faculty, and staff at USFSP and within the USF System were the source of the majority of substantial research requests (those requiring more than twenty minutes) each of the past five years, and, indeed, since regular departmental statistics were first collected more than a decade ago. Despite its broad outreach, SCUA primarily serves the USFSP community. However, the percentage of USF system research requests among all research requests has steadily declined from 75% of all research requests in 2009/10 to 58% of the research requests in 2013/14. The increase in community requests is the result of broad interest in our collections by those at other educational institutions and the presence of public records within SCUA. For detailed demographics by status (i.e., USFSP undergraduate, Eckerd College faculty/staff, nonprofits, government entities, etc.), see Appendix 1. For detailed demographics by institutional affiliation (including USF System researchers using SCUA and the percentage that were from USFSP), see Appendix 2.

	2013/14	2012/13	2011/12	2010/11	2009/10
Total Number of Requests for Research Assistance and Access to Collections	710	646	557	495	445
Total Number Research Requests (20 minutes or more)	573	483	425	390	350
Research Requests by USFSP, USF System, and Affiliates (20 minutes or more)	333	304	303	295	231
Research Requests Other Academics and Community (20 minutes or more)	240	179	122	95	119
In Person Patron Research Request Visits	409	446	423	343	332
Patron Research Request Visits Requiring no visit to NPML	301	200	134	152	113

Special Collections and Archives Highlights:

Notable trends from the data collected include the following points of interest:

- The total linear feet of all collections available for research in SCUA has grown by more than 30% in the past five years. More than 90% of available shelf space in the closed stacks and reading room is occupied by collections.
- Although the size of un-cataloged or partially cataloged collections has grown during the past five years, the backlog of unprocessed archival and manuscript collections has decreased by more than 54 linear feet (38.5%) since 2012-2013. The backlog of books, serials, and monographs has decreased by more than 18 linear feet (22.4%) thanks to the hiring of staff in Collection Development and Technical Services, fieldwork students, and volunteers.
- To reduce backlog of physical collections, SCUA staff have moved towards a “more product, less process” (MPLP) approach to archival processing, one that emphasizes expedited processing, less detailed description of similar items, and not focusing on item-level processing except in cases where preservation measures are necessary. For example, a donation of more than 120 linear feet of materials was offered to the Poynter Library as a second accession to the Winifred “Winnie” Foster Research Collection in 2013. Rather than bringing these materials to the library where insufficient space exists for their processing, Schnur and a fieldwork student processed them at an offsite location in Midtown. A cursory examination of the files revealed that more the fifty percent did not fit within the collection development parameters for SCUA, and they were ignored. Of the remaining 70-plus linear feet, only 2.75 linear feet actually came to the library as part of the accession. MPLP and strategic evaluation of the collection offsite allowed for the processing of the most relevant items (less than 2.5% of the items examined) without unnecessarily bringing more than 118 additional linear feet of materials to campus.

	2013/14	2012/13	2011/12	2010/11	2009/10	5 Yr Change
Cataloged Manuscript and Archival Collections (linear ft.)	550.25	523.05	511.38	492.05	478.96	15%
Unprocessed Manuscript and Archival Collections (linear ft.)	86.60	140.75	131.60	84.21	58.60	48%
Cataloged Books, Serials, and Monographs (linear ft.)	535.45	529.85	512.45	503.10	444.90	20%
Un-cataloged Books, Serials, and Monographs (linear ft.)	64.25	80.50	24.50	17.50	27.00	239%
Total Special and Archival Collections (linear ft.)	1315.20	1274.15	1179.93	1096.86	1009.46	31%
Total All Collections for IPEDS (linear ft.)	1052.75	1030.21	1004.75	859.36	795.25	32%

For a detailed breakdown of the types of information requested by patrons requiring substantial research assistance (i.e., biographical sources, historical sources, marine

science/ichthyology sources, etc.), see Appendix 5. For a detailed breakdown of the types of sources SCUA staff consulted to assist patrons with their research, see Appendix 6.

Significant Personnel Accomplishments:

Awards and Honors:

Schnur was recognized as the co-recipient of the Society of Florida Archivists' S.F.A. Award of Excellence in 2013.

Service:

Schnur participated in a variety of service and outreach activities. Notable experiences in 2013-2014 included continued service as President of the Pinellas County Historical Society, volunteer archivists/curator at Heritage Village, and other activities at Heritage Village that surpassed 300 documented volunteer hours during this time period.

Publications:

Schnur, James Anthony. *Madeira Beach*. Images of America Series. Charleston, SC: Arcadia Publishing, 2013.

Schnur, James Anthony, and Katie L. Kerns, comps. "Florida History in Publications." *Florida Historical Quarterly* 92 (Spring 2014): 811-830.

Scholarly Presentations:

Panelist, "An Overcast Forecast in the 'Sunshine City': Segregation and Inequality in St. Petersburg, Florida, Before 1960." In "Florida as a Raced Place" panel session at the "Race and Place: Cultural Landscapes of Black Life in America" Conference, Institute on Black Life, University of South Florida, Tampa, 21 February 2014.

<http://dspace.nelson.usf.edu/xmlui/handle/10806/9174>

Panelist, "Preserving Diverse Voices and Conserving Their Heritage: Lessons Learned in the Tampa Bay Region." In "Documenting Diversity in Florida's Record" session, Annual Meeting, Society of Florida Archivists, Orlando, 7 May 2014.

<http://dspace.nelson.usf.edu/xmlui/handle/10806/9999>

USF St. Petersburg Presentations:

Presenter, "An Accent on Learning, Accentuated by Excellence: A Brief Overview of the History of the University of South Florida System." University Board of Trustees Meeting,

University Student Center, University of South Florida St. Petersburg, 4 September 2014.
<http://dspace.nelson.usf.edu/xmlui/handle/10806/11967>

Lecture, "Memories of St. Petersburg through Time." Annual Meeting, Society for Advancement of Poynter Library, Nelson Poynter Memorial Library, University of South Florida St. Petersburg, 24 April 2014.

Community Lectures:

Lecture, "Fly Balls and Flights of Fancy: A Century of Spring Training in Pinellas County and Commercial Aviation throughout the World," Pinellas County Historical Society Speaking of History Lecture Series, Heritage Village, Largo, 11 May 2014.

<http://dspace.nelson.usf.edu/xmlui/handle/10806/10134>, Video of Presentation:
<https://www.youtube.com/watch?v=OSRgJ70ZtXE>

Lecture, "The First Boys of Spring: Celebrating a Century of Spring Training in St. Petersburg by Remembering the Early Years." Happy Hour with the Historian Lecture Series, St. Petersburg Museum of History, St. Petersburg, 13 March 2014.

Lecture, "East and West Florida: The Fourteenth and Fifteenth Colonies of the Revolution." National Society Colonial Dames XVII Century, St. Petersburg Chapter, St. Petersburg Yacht Club, 11 March 2014.

Lecture, "A Short History of a Long Key." Indian Rocks Historical Museum, 8 March 2014. (*Noted to be the largest turnout at the museum ever for an event inside the building*).

Lecture, "St. Petersburg Roars through the 1920s." Westminster Shores Spring Lecture, St. Petersburg, 4 February 2014. <http://dspace.nelson.usf.edu/xmlui/handle/10806/6806>

Lecture, "Shifting Sands, Shifting Priorities: Environmental Trends in Pinellas County during the Twentieth Century," Suncoast Sierra Club, St. Petersburg, 16 January 2014.
<http://dspace.nelson.usf.edu/xmlui/handle/10806/10884>

Lecture, "The Tarpon Springs Public Library: A Cultural Treasure for Nearly a Century." Friends of the Tarpon Springs Public Library Annual Meeting, Cypress Run Golf Club, Tarpon Springs, 23 November 2013. <http://dspace.nelson.usf.edu/xmlui/handle/10806/8808>

Lecture, "Old World Meets New, 1492-1763." American History 101 Lecture, Auditorium, Lake Seminole Square, Seminole, 22 November 2013.

Lecture, "Early Fishing Rancheros and Coastal Living before the Arrival of the Railroad: A History of Caladesi Island." Historical marker dedication ceremony by the Daughters of the American Revolution, Caladesi Chapter (Dunedin), Caladesi Island State Park, Dunedin, 18 November 2013. <http://dspace.nelson.usf.edu/xmlui/handle/10806/8729>

Lecture, "Early Footprints along Tampa Bay: Pre-Columbian Settlements, First Contact, and the First Spanish Period." Viva 500 Program, Island Branch Library, Manatee County Public Library System, Holmes Beach, 14 November 2013.

Lecture, "Sixty Years of Pirate Pride: A History of Boca Ciega High School, 1953-2013," Gulfport Historical Society Membership Meeting, Gulfport Historical Society Headquarters, Gulfport, 18 October 2013. <http://dspace.nelson.usf.edu/xmlui/handle/10806/8728>

Lecture, "Images of Madeira Beach and Johns Pass," Pinellas County Historical Society Speaking of History Lecture Series, Heritage Village, Largo, 13 October 2013. <http://dspace.nelson.usf.edu/xmlui/handle/10806/8719>

Lecture, "Images of Madeira Beach and Johns Pass," Public lecture sponsored by the Friends of Gulf Beaches Public Library, Municipal Building, Madeira Beach, 9 October 2013. <http://dspace.nelson.usf.edu/xmlui/handle/10806/8719>

Panelist, along with Judithanne Scourfield McLauchlan and Debra Sinclair, "The Genius Next Door" Lecture Series, Museum Theater, Salvador Dali Museum, St. Petersburg, 19 September 2013.

Lecture, "Punta Pinal and Pioneer Pinellas." Rotary Club of Seminole, Seminole Lake Country Club, Seminole, 18 September 2013.

Lecture, "Pinellas County: A Centennial of Independence." Salvation Army, Clearwater Citadel Corps, Women's Ministry Meeting, Salvation Army of Clearwater, Clearwater, 17 September 2013.

Lecture, "Pioneer Pinellas." Pioneer Day Program, Regency Oaks, Clearwater, 22 August 2013.

Future Challenges:

Onsite Remote Storage Space

- The USFSP Special Collections and University Archives needs onsite remote storage that will provide secure storage while guaranteeing that chain of custody is maintained by USFSP personnel. Special Collections has very little space to store items in the physical collection. In fact, with space in such short supply, Schnur has had to steadily weed the collection, determining which items can be converted to digital format. Additionally, there is no space to add new collections of great historical or strategic significance that might be donated to the USFSP Library
- This remote storage should be on the USFSP property to control the storage environment, assure archival preservation, and facilitate sustained access to the collection. Additionally, items need to remain onsite, to ensure control over the chain of custody.
- Assuming additional storage space becomes available, Schnur needs to determine which items need to stay in the Nelson Poynter Memorial Library for immediate access, and which items preserved as part of the collection but used infrequently, should be moved to a slightly more remote location

Day-to-day Management of Special Collections and University Archives

- Under the present staffing model, it is difficult to maintain the current service level as demand increases for research consultations and special collections management increases.
- With only Schnur presently qualified to manage the collection and Reading Room, Special Collections must close (except for emergency access) in his absence.
- Additionally, many archival records in SCUA remain subject to Florida Public Records Law (Chapter 119). When Schnur is on vacation, he cannot completely disconnect; instead he must still monitor his work email to respond to any Public Records requests in a prompt time, even if the response is merely to acknowledge the request and provide a window of response.

Managing Expectations

- When media, research, or curatorial requests are made to the USFSP Special Collections and University Archives, Schnur must frequently explain the amount of work that is involved to fulfill the request and that his department does not have the personnel capacity to meet all requests in the turnaround time others expect. Fieldwork students and occasional volunteers have proven to be extremely helpful, but they cannot assume curatorial responsibility in his absence.

Future Directions:

USFSP 50th Anniversary

- July 1, 2015 marks the 50th Anniversary of the creation of the USFSP campus. Regional Chancellor Sophia Wisniewska has indicated that USFSP will celebrate this significant anniversary. SCUA will be impacted beginning in the fall 2014 semester due to an increase in research, curatorial, and media relations requests to commemorate campus and college history.

Data Collection

- Since the length of time that Schnur spends with detailed research requests can vary greatly, ranging from 20 minutes to many hours, in 2014-2015 Schnur will begin documenting the time spent handling these requests by adding a new column to his data collection form for Special Collections. The column categories will be: 20-30 minutes, 30-60 minutes, 1-2 hours, 2-5 hours, and 5+ hours. While only 1-2 research consultations a year take over 5 hours, we think it is important move from anecdotal to quantitative documentation.

Appendix 1: Student Researchers

	2013/14	2012/13	2011/12	2010/11	2009/10
USF System Undergraduates	117	93	76	132	115
USFSP Undergraduates	117	89	76	129	114
USF System (non-SP) Undergraduates	-0-	4	-0-	3	1
USF System Graduate Students	98	104	156	91	70
USFSP Florida Studies MLA	38	47	37	51	35
USFSP Grad Students (non-Florida Studies)	12	14	16	4	7
USF Tampa Grad Students (Library Science)	45	41	104	30	23
USF Tampa Grad Students (non-Library Science)	2	2	-0-	6	4
Other USF System Grad Students (USFSM, Health)	1	-0-	-0-	-0-	1
Eckerd College Students	22	26	14	24	19
Other Undergraduates	5	1	3	3	5
From State Universities and Colleges in Florida	3	1	2	3	3
From non-public Florida and non-Florida	2	-0-	1	-0-	2
Other Graduates	23	9	3	12	13
From State Universities and Colleges in Florida	1	1	2	10	1
From non-public Florida and non-Florida	22	8	1	238	4
Middle School/High School/I.B. Students	3	5	3	2	-0-

Appendix 2: Faculty, Staff, and Alumni Researchers

	2013/14	2012/13	2011/12	2010/11	2009/10
USFSP Faculty/Staff in Florida Studies or History	24	17	17	35	13
Other USFSP Faculty/Staff	13	14	12	10	10
USFSP Administration or Advancement Staff	18	8	16	18	11
Faculty/Staff in Marine Science and Affiliates (USGS)	5)	8	6	2	-0-
Other USF System Faculty/Staff	4	2	2	-0-	4
Other USFSP/USF (includes Alumni)	40	52	13	3	5
Eckerd College Faculty/Staff	4	2	1	-0-	4)
Faculty/Staff from Other Academic Institutions	17	24	12	3	6
From State Universities and Colleges in Florida	10	8	5	3	5
From non-public Florida and non-Florida	7	16	7	-0-	1
SUBTOTAL:					
FACULTY/STAFF/USF ALUMNI AS RESEARCHERS	138	128	79	71	53

Appendix 3: Affiliates and General Public Researchers

	2013/14	2012/13	2011/12	2010/11	2009/10
Florida Humanities Council	-0-	5	1	2	-0-
Society for Advancement of Poynter Library (SAPL)	1	-0-	1	-0-	2
Poynter Institute for Media Studies	-0-	-0-	2	2	1
Heritage Village and Pinellas County Government	17	12	15	12	8
Heritage Village	4	6	8	10	5
Other Pinellas County Government (includes JWB)	13	6	7	2	3
Public Libraries and Other Governmental Entities	20	18	26	10	13
Public Libraries (anywhere)	3	2	2	6	2
State of Florida	9	7	6	2	2
City of St. Petersburg	7	2	13	2)	5
Other Government	1	7	5	-0-	4
Non-Profits, incl. Historical and Genealogical Societies	23	20	9	9	10
Corporate and For-Profit Organizations, including Print/Broadcast Media	33	10	9	2	7
General Public and Unclassified ("Community Patrons")	73	43	27	20	34
SUBTOTAL: AFFILIATES OR GENERAL PUBLIC RESEARCHERS	167	117	90	57	75

Appendix 4: Detailed Patron Demographics by Institutional Affiliation

	2013/14	2012/13	2011/12	2010/11	2009/10
USF System (includes USFSP) Students, Faculty, Staff	332	229	286)	291	222
USFSP/USF System Affiliates (FHC, Poynter Instit., USGS)	1	5	17	4	9
Total USFSP Researchers	274	240	191	243	193
Total USF System Researchers	333	304	303	295	231
Other Academic Researchers (Eckerd College, St. Pete College, UF, FSU, etc.)	74	67	36	42	47
Government researchers, museums, historical orgs., non-profit cultural heritage	60	40	41	22	21
Corporate entities, for-profit institutions, general public	106	72	45	31	51)
Total Non-Affiliated Researchers	240	179	122	95	119

Appendix 5: Profile of Information Requested by Patrons

	2013/14	2012/13	2011/12	2010/11	2009/10
Biographical, Genealogical, or Census Information	115	102	91	75	64
Photographic or Cartographic Sources	122	82)	70	54	42
Local and regional history, or sources in Floridiana	390	348	306	258	236
Journalism, media studies, or newspaper documents	79	62	40	31	17
Institutional history from USFSP (physical) archives	107	80	73	36	25
U.S. Maritime Training Service base history	8	9	10	5	1
General history, historiography (non-Florida)	101	71	64	28	34
Other areas of the humanities, literature, etc.	53	43	38	24	23
Marine science, ichthyology, or natural history	16)	11	11	6	5
Research and writing tools and processes	48	41	51	29	14
Professional consultation by colleagues here or elsewhere	135	104	91	70	58

Please note that many requests involve more than one category. For example, someone interested in the historical materials related to the Pier in St. Petersburg may request books, photographs, old fire insurance maps, as well as materials from manuscript collections.

Appendix 6: Sources Consulted to Assist Patrons

	2013/14	2012/13	2011/12	2010/11	2009/10
Books, serials, and periodicals in SCUA	297	260	243	202	183
Manuscripts in SCUA, including oral histories	138	123	103	58	62
USFSP (physical) archival collections in SCUA	102	85	89	62	33
USF, USFSP, and SUS digital collections (including the USFSP Digital Archive) and electronic databases	440	350	304	280	204
Referred patron to USF Tampa Special Collections	6	8	10	8	9
Referred patron to St. Pete Museum of History	4	6	18	5	3
Referred patron to the archives at Heritage Village	8)	12	16	12	3
Referred patron elsewhere (i.e., State Archives)	21	23	21	28	13

Please note that many requests involve more than one category. For example, to respond to someone interested in the historical materials related to the Pier in St. Petersburg, the special collections librarian may examine books, photographs, old fire insurance maps, and materials from manuscript collections, as well as refer the patron to other cultural heritage institutions.