

The mission of Library Administrative Services is to provide seamless administrative, financial, human resource, and facilities support to enable library faculty, staff, and management to carry out the Libraries' primary service missions in the best possible manner.

Highlights of the Year in Retrospect



General Administrative

- Conducted a strategic planning effort, *Libraries in 2017*. The task force, chaired by the associate director, met 23 times and hosted 10 discussion forums over an eight-month period, culminating with a report of proposed strategic directions, and a revised mission, vision, and values statement. [\[http://library.ucf.edu/Administration/FactsFigures/MissionStatement.asp\]](http://library.ucf.edu/Administration/FactsFigures/MissionStatement.asp)
- Served on planning groups for design and construction of joint use libraries at Seminole Community College and Lake Sumter Community College.
- Worked with UCF Academic Affairs in development of a space allocation formula for academic libraries in the state of Florida.
- Developed budget and personnel requirements for medical college library.
- Continued analysis, feasibility, and costing of remote storage. Received preliminary proposal from Iron Mountain Company for offsite storage of bound indexes and JSTOR periodicals.
- Served on RFP committee for interior furnishings services for joint use library at Lake Sumter Community College



Fiscal Office

- Overall it was a successful year for the Fiscal Office. Staff settled into their new duties and accomplished most goals established in the prior year's report.
- PCard changes during the year included adding Clare Vogt as a cardholder. Vogt works closely with Debra Barnes, Facilities Specialist, and various departments in purchasing supplies not on hand from external vendors.
- The Libraries gained access to the UCF Foundation financial reporting database and created a monthly financial report for library management.
- Numerous changes occurred on the financial front, including an upgrade in UCF Financials to ePro which required training and changes to purchasing/accounts payable procedures.
- Interlibrary Loan, with the assistance of fiscal staff, began accepting credit card payments.
- The university changed credit card merchants and replaced all the equipment, a conversion that involved coordinating with Finance & Accounting and library departments, and training on the new system.

- The fiscal office conducted a refresher workshop for Circulation personnel, involving review of UCF and library cash handling policies.



Human Resources and Staff Development

- Successfully concluded negotiations to create a fourth level in the Library Technical Assistant (LTA) pay group. The Libraries now has two LTA Specialist positions.



Jamie Lamoreaux
Acquisitions



Martha Cloutier
Circulation

First recipients of the new Library
Technical Advisory Specialist position

- Conducted a search for a new payroll manager. Trained two new staff members in payroll and student hiring.
- Assisted with the integration of the staff development media collection into the UCF OPAC.
- Completed ALSTAR library science intern grant project.
- Conducted successful search for Head, Universal Orlando Foundation Library at Rosen College.
- Began search for Head, Human Resources. Search was suspended due to campuswide hiring freeze. Human resource duties are temporarily being streamlined and redistributed. Training and staff development activities are effectively suspended.
- Conducted a compensation analysis for Systems & Technology A&P positions.



Facilities (Buildings, Shipping & Receiving, Supplies, Copy and Printing Services)

- Debra Barnes assumed responsibility as the library's property manager.
- Facilitated specifications, budget, vendor selection, and product selection for new carpet on fifth and part of the fourth floors

Administrative Services (cont'd)

of the main library, approximately 30,000 square feet.

- Main campus library was completely re-roofed, culminating a four-year effort initiated after damage from multiple hurricanes in 2004.

Front Office

- A great deal of the office assistant's time this year was spent on building issues, in particular assisting with coordinating recarpeting of the 4th & 5th floors in early fall; roof leaks; installation of the new roof in late fall; and major maintenance of all five elevators.
- Staff changes in the Office/Payroll Manager position necessitated the office assistant learning payroll and personnel procedures to assist while the position was vacant and supplement when the incumbent was in training.
- Initiated, organized, and coordinated catering for a large number of events. Between August 22 and October 2 the front office staff provided catering for six forums of the Libraries in 2017 group. Staff hosted the Central Florida Memory meeting December 17; the Florida Library Network Council meeting January 29-30, and the Council of State University Libraries (CSUL) meeting March 13-14. The Sr. Admin Assistant worked closely with the Division of Continuing Education (DCE) to host a statewide meeting, "Technical Services Planning Committee (TSPC)/Online Public Access Catalog (OPAC) Summit."
- Successfully rearranged the front office area to accommodate the new HR Sr. LTA. The new arrangement is much more space efficient.

Staffing Changes

- Debbie Barnes was hired as facilities specialist July 13, 2007.
- Edwin Hernandez resigned as Information Specialist effective January 18, 2008.
- Jen Krolowitz left the Libraries to become an Administrative Assistant in the UCF History Department, February 8, 2008.
- OPS Clerk Urvashi Campbell resigned February 29, 2008.
- Deirdre Campbell accepted a reassignment from Interlibrary Loan to the Administration suite on March 19,

2008. She is using her Master's in Public Administration degree to assist with library HR functions.

- Colleen Maguire was hired as the Office/Payroll Manager on February 29, 2008 and terminated on June 27, 2008.
- Cynthia Kisby continued to act in a limited capacity as Personnel Librarian.

Departmental Goals: 2007-2008

General Administrative

- **Chair Libraries in 2017 taskforce.** *Accomplished*
- **Install surveillance cameras at perimeter areas.** *Accomplished*
- **Continue planning for remodeling and updating of the main library.** *On hold*
- **Identify cost saving measures to offset budget reductions.** *Ongoing. Numerous recommendations made and implemented. Library continues to respond to cuts with "thoughtful" revised budgets.*
- **Develop plans with director for offsite/compact storage to relieve space issues in main library.** *Identified options with Iron Mountain Storage. Serving on statewide committee to build a statewide remote storage facility.*

Fiscal Office

- **Continue pursuing internal training opportunities.** *Accomplished*
- **Reorganize duties among staff to accommodate new duties received from former accountant's retirement. Cross-train where appropriate.** *Accomplished*
- **Complete documentation on accounts payable and purchasing.** *90% accomplished. Steps documented but need to be written up in a formal manual.*
- **Work with Systems & Technology and Circulation departments to establish e-pay for fines and lost books collections.** *50% complete. Project shelved. University changing e-pay platform.*
- **Work with internal auditors to establish/update accounts receivable procedures for ILL and InfoSource.** *Accomplished*

Human Resources and Staff Development

- **Provide essential HR functions during staffing shortage and hiring freeze.** *Ongoing*
- **Create a "Libraries payroll information Web page" on the Intranet.** *No Action Taken*

Facilities (Buildings, Shipping & Receiving, Supplies, Copy and Printing Services)

- **Take inventory of supply room merchandise. Make adjustments and organize where needed.** *Accomplished*
- **Eliminate surplus backlog. Expedite surplus process.** *Accomplished*
- **Familiarize with records retention policies. Relocate or destroy excess records where needed.** *Accomplished*
- **Evaluate library policies for off-campus property. Make recommendations.** *Accomplished*
- **Study supply requisitioning process. Make refinements where appropriate.** *Accomplished*
- **Cross-train student employees in Copy/Printing Services and Supply/Receiving department.** *Ongoing*

Front Office

- **Continue to organize, update, and redesign as needed Administration and Intranet Web pages.** *Ongoing*
- **Explore online filing system for paper & electronic files.** *Abandoned*
- **Continue to create, update, and maintain procedures manuals for Front Office responsibilities.** *Ongoing*
- **Rearrange and reorganize conference room 512G to minimize the clutter and maximize the usability of the space.** *Accomplished*
- **Continue to track and quantify building/ facilities/communications activities.** *This process has been all but perfected; the current system works well and is now a standard office procedure.*
- **Perform a comprehensive key inventory.** *Ongoing*
- **Develop a system to track individual telephone features to help justify costs statements and expedite changes, transfers, new lines, etc.** *This goal was re-evaluated and deemed unnecessary at this time*

Departmental Goals: 2008-2009

General Administrative

- Identify and pursue, in tandem with Administrative Council, goals from the Group 2017 report. Achieve results in the current year.
- Finalize new photocopier contract with Business Services.
- Re-engage evacuation team. Revise procedures and identify new representatives.
- Identify measures to improve efficiencies and curtail expenses to offset budget reductions.
- Update emergency procedures plan.

Fiscal Office

- Continue development of internal training opportunities.
- Complete documentation on accounts payable and purchasing and start process for accounts receivable procedure manual.
- Create database for tracking library revenues (needed to reconcile fines revenue deposited to Student Accounts department).
- Update cash handling procedures using suggestions from staff accountants to streamline paperwork and reduce processing time.

Human Resources and Staff Development

- Hire and train a permanent replacement to fill the Office/Payroll Manager position.

Facilities (Buildings, Shipping & Receiving, Supplies, Copy and Printing Services)

- Continue to work down overstock items in the supply room.
- Continue to designate areas in the supply room for surplus security.
- Stay on top of paperwork and record retention policies and procedures.
- Cross-train at least two student assistants in the supply/receiving department.
- Save money by recycling envelopes and packing materials for future use.
- Work diligently to insure a smooth transition of the new patron and staff copier program.

Administrative Services (cont'd)

Front Office

- Continue to organize, update, and redesign as needed Administration and Intranet Web pages.
- Continue to create, update, and maintain procedures manuals for front office responsibilities.
- Perform a comprehensive key inventory based on Physical Plant request.
- Develop an annual report and format that may be used for publicity (in addition to the usual report mounted on the Libraries Web site).

Advancement Toward the President's Five Goals

Achieve international prominence in key programs of graduate study and research

Provided financial support for grants received by the library: ALSTARs and Kerouac in Florida: Where the Road Ends.

Become more inclusive and diverse

- The fiscal office participated in library activities for Diversity Week and Purchasing's Minority Suppliers Diversity Day.
- The front office's work supports the efforts made by the entire library toward these goals, including staff participation in the annual Diversity Week activities.

Performance Enhancement Recommendations

Additional training: The Libraries does a wonderful job providing staff with software programs to enhance productivity. Additional training is needed to accompany this growing stable of online programs, including Microsoft Office 2007, Photoshop, and SharePoint. The more staff who know how to use these products, the more tasks can be delegated, making the flow of work more effective.



The stacks on the fifth floor were covered (as a preventive measure) and the area restricted to staff only for the duration of the roofing project



View of roofers working on the 1984 4th floor roof (as seen from the 1968 5th floor windows).

Administrative Services
Table 1
Human Resources: Five-Year Summary

	FY 07/08	FY 06/07	FY 05/06	FY 04/05	FY 03/04
FWS Employment	68	51	42	68	69
OPS Savings	\$76,968	\$58,516.45	\$46,812.26	\$76,000*	\$89,600
Employee Turnover					
Hired-USPS	8	11	7	11	7
Hired- FAP	1	7	3	1	7
Total	9	18	10	12	14
Separated-USPS	8	16	6	10	7
Separated-FAP	5	5	2	3	3
Total	13	21	8	13	10
Staff Programs					
Video & Web	1	17	3	0	8
Guest presenters	2	12	11	32	29

* Fall & Spring only

Administrative Services
Table 2
Reported Work Orders, Fiscal Year 2007-2008

Type of Problem	2007-2008		2006-2007	
	No. Reported	No. Complete	No. Reported	No. Complete
Cleaning	49	49	49	49
Clocks	1	1	6	6
Lights Out	12	12	36	36
Paint/ Patch	13	13	7	7
Install / Dismantle	83	83	73	73
Electrical	7	7	18	18
Plumbing	20	20	35	35
HVAC (Temp/Leaks)	22	20	56	56
Roofers and Leaks	33	30	16	16
Insects	13	13	15	15
Signs	2	2	1	1
Keys/ Locks	40	40	58	58
Doors	23	23	13	13
Elevators	26	26	28	28
Recycle	7	7	7	7
Other	18	18	15	15
Totals	369	364	433	433
	99%		100%	

The top five issues this year were: Installations & Dismantling (83); Cleaning (49); Keys & Locks (40); Roofers & Leaks (33); and Elevators (26). The total number of requests submitted to Work Control (369) decreased 15% from 2006/07 (433). Manuela Santiago and the Physical Plant workers assigned to the library are to be commended for their diligence in resolving and staying on top of many building issues we experienced this year.

Frank R. Allen
Associate Director for Administrative Services