

In 2007-2008, Circulation Services, Information Literacy & Outreach, Interlibrary Loan/Document Delivery Services, and Reference Services comprise the UCF Libraries Public Services. Each of these departments reports on accomplishments, highlights, goals, and statistics elsewhere in this report.

Highlights of the Year in Retrospect

In summer 2006, a new Public Services department, Information Literacy and Outreach (ILO), began work on the challenge of supporting the Information Fluency initiative at UCF. Information Fluency (IF) is the confluence of information literacy, critical thinking, and technology competency. Although at the end of 2006-2007, the search for a permanent ILO department head was moving forward, it closed during summer 2007 due to budgetary constraints. The department continues to be led by interim head Elizabeth Killingsworth.

The overwhelmingly positive response to Infusion, the learning commons surrounding Java City that opened in fall 2006, and the ongoing efforts to plan improvements or change for facilities and service points to provide better service led to an effort to plan a new design for the library's 2nd (main) floor. A small committee, led by Meg Scharf and consisting of Frank Allen, Carole Hinshaw, Selma Jaskowski, and Marcus Kilman was appointed. Design firm KZF's Ann Quist, who created the design for Infusion, was retained to design the rest of the floor in a way that complemented and continued the ambiance and atmosphere of Infusion. The group began to meet during fall semester 2006, and held several forums for librarians and staff to express ideas about transforming the floor into an attractive, comfortable learning space, blending print resources, technology, group and individual seating configurations, and delivery of reference and information services. During the summer, estimates of the cost on the project as conceived by KZF presented a challenge that could not be met. The project has been tabled, with the hope of beginning to plan on a smaller scale.

2007-2008 marked the third year of the Libraries Student Advisory Board. Meetings were held in fall and spring. At the spring meeting, it was explained that the Libraries' operating budget required some cutbacks in personnel and services, and that during summer 2008, main library hours would be reduced. Student Board members were very supportive, although the expressed preference of students is that hours be added to the library schedule.

On Saturday, December 1, 2007, the Libraries co-hosted "Cram 4 the Exam" with UCF's Student Government. The main library closed at 7:00 p.m., as usual, but reopened for students only at 7:30 p.m. Java City in the Infusion area remained open until 1:00 a.m. as well, for students who wanted to purchase coffee and food. Study and research support were available for attending students, including: participation from Student Academic Resource Center (SARC) and reference librarians; faculty were on hand to offer direction, advice, tutoring, and last minute research assistance. Public Services worked with Student Government to plan a spring "Cram," but SGA funding ran short and the event was not held. Contact has been made with SGA to ensure that "Cram" continues in 2008/2009.



Stephen Nordlinger and student assistants worked the Media Services Desk during the December 2007 Cram 4 the Exam

During fall semester, student reporter Amanda Hamilton was assigned to the library "beat" by the *Orlando Sentinel*, resulting in several published articles during 2007/2008, both in the *Sentinel* and the *Central Florida Future*.

Departmental Goals: 2007-2008

- **Integrate Service Model & Improvement of Library Learning Space.** *With the Public Services department heads, planned, developed, and implemented an integrated service model for public service points in the main library. Focus is on improvement of learning spaces, as well as service. The learning space initiative has been tabled at the present time. During spring and*

summer 2008, a new plan for Integrated Service is being formulated by Ven Basco, Reference Services, and Marcus Kilman, Circulation Services, for implementation in fall 2008.

- **To find leadership for the new ILO Department.** Hiring a department head to lead the new ILO department cannot be done at this time. Fortunately, interim head Elizabeth Killingsworth is willing to remain in the position. Progress in creating Information Literacy modules and improving library instruction has been steady.

LibQUAL+ 2007 Results

Since 2002, the UCF Libraries has participated in LibQUAL+, a 27-question Web-based survey that seeks to measure perceptions of respondents on three dimensions of library service: the Affect of Service, Information Control (access to library resources) and Library as Place. On each survey question, respondents are asked to rate the minimum level of service acceptable, the desired level of service, and the perceived level of service received. The adequacy gap measures the difference between the perceived level of service received and the minimally acceptable level of service.

LibQUAL+ allows libraries to benchmark results, comparing survey responses to those of other institutions who choose to administer the survey. The last two charts show UCF's results paired with the average results of the participating State University Libraries of Florida. UCF's results are higher than the statewide average in every dimension.

459 respondents completed the survey in fall 2007.

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Departmental Goals: 2008-2009

- To form stronger partnerships with student groups, such as SGA and the Graduate Student Association. (Student groups can provide feedback and support as the Libraries implements new and improves existing services.)
- To successfully implement the planned Integrated Service Model.

Public Services

Table 1

LibQUAL+ 2002-2007 Results: Library as Place (UCF)

| Year | 2007 | 2006 | 2005 | 2004 | 2003 | 2002 |
|---------------------|------------|-------------|-------------|-------------|-------------|-------------|
| Minimum Acceptable | 6.63 | 6.47 | 6.38 | 6.42 | 6.32 | 6.16 |
| Desired | 7.83 | 7.92 | 7.93 | 7.81 | 7.77 | 7.49 |
| Perceived | 6.68 | 7.12 | 6.81 | 6.79 | 7.12 | 6.71 |
| Adequacy Gap | .05 | 0.65 | 0.43 | 0.37 | 0.80 | 0.55 |

Public Services

Table 2

LibQUAL+ 2002-2007- Results: Information Control/Access to Information (UCF)

| Year | 2007 | 2006 | 2005 | 2004 | 2003 | 2002 |
|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Minimum Acceptable | 7.31 | 6.67 | 6.58 | 6.90 | 6.80 | 6.70 |
| Desired | 8.42 | 8.06 | 8.10 | 8.22 | 8.18 | 8.05 |
| Perceived | 7.27 | 7.30 | 7.07 | 6.92 | 7.36 | 7.02 |
| Adequacy Gap | -.04 | 0.63 | 0.49 | 0.02 | 0.56 | 0.32 |

Public Services

Table 3

LibQUAL+ 2002-2007 Results: Affect of Service (UCF)

| Year | 2007 | 2006 | 2005 | 2004 | 2003 | 2002 |
|---------------------|------------|-------------|-------------|-------------|-------------|-------------|
| Minimum Acceptable | 6.93 | 6.42 | 6.23 | 6.54 | 6.32 | 6.16 |
| Desired | 8.09 | 7.81 | 7.76 | 7.89 | 7.77 | 7.49 |
| Perceived | 7.38 | 7.16 | 6.97 | 6.95 | 7.12 | 6.71 |
| Adequacy Gap | .45 | 0.74 | 0.74 | 0.41 | 0.80 | 0.55 |

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