

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

**Annual Report 2002/03**

The 2002/03 academic year was a watershed for USF St. Petersburg, marked by transitions in campus administration, a record number of students, multiple search committees for new faculty and administrators, and major task forces to plan revisions of campus administrative structures. SACS assessments, hiring freezes, and budget adjustments presented additional challenges. Poynter Library's faculty and staff experienced the excitement and stresses of these changes, but managed nevertheless to achieve some notable improvements in library operations.

Library collections:

Poynter Library reached a milestone in 2002/03. Over 6000 new books and media items were added to the collection, and volume count passed the 200,000 mark for the first time, for a total of 204,839. Because new volumes require new shelving, library endowment funds were tapped to add new shelf space on the 2<sup>nd</sup> and 3<sup>rd</sup> floors, and the tedious task of shifting books into the new space has continued into fall 2003. The media center's juvenile collections, also overcrowded, were evaluated, and outdated titles were de-accessioned to make way for new titles. 185 new juvenile titles were added, as well as 161 videocassettes, and 51 audio CDs and tapes. 214 DVDs were added. The DVD format is in increasing demand by faculty and students—circulation of DVDs more than doubled. The instructional materials collection, formerly housed in the education department, is slowly being cataloged. 128 kits in this collection were processed and officially added to Poynter's collection.

For the first time, librarians were assigned to specific subject areas to enhance collection building for new curriculum areas and Programs of Distinction. These new subject liaisons are expected to work closely with faculty members in their assigned areas to ensure that their teaching and research needs for library resources and services are met. Library acquisitions were expanded in environmental sciences, business ethics, and graphic arts to support new disciplines and programs. With the addition of language classes to USFSP's curriculum, the library began collecting material in French and Spanish languages for the first time. A donation in memory of campus advisor Gerald Dreller helped to launch this new collection area. The library contracted for a new leisure reading collection, also funded through library donations, to offer popular reading to the many students and faculty now living in the downtown area. Several important new local history collections were added to special collections archives, and those collections now exceed 350 linear feet. Jim Schnur, special collections librarian, also worked with the USF Library System's cataloging department to complete cataloging of the Briggs collection volumes in special collections. These rare and valuable items in natural history and ichthyology comprise one of USF's most distinguished special collections.

Unfortunately, the USF Library System faced something of a crisis when its long-time periodical vendor, Faxon/Divine, filed suddenly for bankruptcy in fall 2002. Over \$80,000 of USFSP's periodical allocation had already been paid to Faxon for subscription renewals, but Faxon did not pay the journal publishers as the contract required. Months of work by the USF acquisitions departments and USFSP technical services staff were required to negotiate with a new periodical vendor, Ebsco, and to track down missing subscriptions renewals. This debacle had a relatively happy conclusion when Ebsco was able to negotiate with publishers to continue existing subscriptions in most cases without requiring double payments. While the lengthy uncertainty of the status of USFSP subscription funds meant that no new periodical titles could be added to the library collection during 2002/03, new campus faculty will be allowed to submit new subscriptions and review existing ones in 2003/04.

Funding for library materials declined very slightly between 2001/02 and 2002/03, to \$451,608, but an additional \$20,438 was allocated to supplement USFSP's contribution to the USF Library System's jointly purchased online library resources.

#### Library Services:

In virtually all areas, library service statistics increased faster than the 8% rise in the student body would predict. Circulation and interlibrary transactions increased the most, both with 14% increases. Library door count was up 10%. Although the number of bibliographic instruction classes declined 12%, the number of students served increased 5%. These classes are also supplemented with one on one library tutorials. Nevertheless, library staff expanded services into new areas.

In fall 2002, newly appointed Mika Slaughter became Poynter Library's first distance learning librarian. She planned and implemented online services for USFSP's population of off-campus students, and publicized her new initiatives with a new web site and specially designed brochure. Tina Neville, head of Poynter's reference department, served on a state-wide task force to design a new cooperative program to provide online, real-time ("chat") reference services. Due to her efforts, USFSP became a beta text site for the new service, now fully implemented and offering professional reference services until 10pm to library users from their home computers. This new program greatly expands the online services that USF was previously able to offer. The reference department was also able to select and order over 500 new reference titles, to relocate outdated volumes, and to add 5 new public service workstations to meet expanded student demand. Mika Slaughter, Tina Neville, Karilyn Jaap, and Deb Henry redesigned and updated most of the help sheets and bibliographies available at the reference desk.

The circulation department undertook training for the new USF financial system that took effect on July 1, 2003. Along with other USF libraries, they transferred collection of student fines and fees to the cashier's office through a Banner interface, eliminating some of the cash transactions that required change to be available on nights and weekends when the library is lightly staffed.

Library staff developed exhibits on the 1<sup>st</sup> or 3<sup>rd</sup> floors that featured Hispanic and Native American history and heritage, African culture and traditions, local visionary architect Jan Reiner, Bayboro Harbor's historic Maritime Service base, and other topical subjects. Poynter also sponsored events in special collections with local history reporter Scott Hartzell and USF Geography professor Henry Arufo. Jim Schnur, Poynter's new special collections librarian, was notably active in community outreach. His assistance to the St. Petersburg *Times* with an exhibit of historic papers now displayed at Baywalk and his help with an Art Center exhibit featuring the life of Norman Jones, Sr. are of particular significance. He also presented a talk to Town and Gown. Town and Gown held an additional event in the library distance learning studio. Finally, Poynter Library sponsored a "One Bay/One Book" event, featuring Professor Bob Hall discussing *Killing Mr. Watson*.

The library has often been recognized for its excellent customer service, and several library staff members participated in a campus-wide customer service planning event in December 2002. Library staff also attended a customer service workshop ("FISH") presented by a Tampa Bay Library Consortium facilitator. Two Poynter staff members were USFSP nominees to receive scholarships to attend USF Organizational Development and Training Seminars during fall 2002. Librarian Tina Neville attended leadership development for supervisors and David Brodosi, AV Specialist, participated in leadership development for support staff. Two new library positions also significantly enhanced customer service efforts. An AV equipment operator was added to replace a staff member transferred to other duties and a temporary librarian line became a permanent position allowing Poynter to implement services for distance learners.

The end of the 2002/03 year marked the retirement of Susan Sherwood, who had served as Senior Library Technical Assistant at the circulation desk since 1993. Her friendly, helpful service to library patrons will be greatly missed.

#### Technology and Audiovisual Services:

New faculty members with different expectations of classroom technologies made their presence felt in Poynter's media services department, and audiovisual equipment deliveries and setups increased 23.8% over 2001/02. Responding to a survey of faculty members, media staff upgraded 3 Davis classrooms (102, 104, and 105) to support digital and multimedia instruction in some of the largest campus classrooms. The library developed a proposal for continuing upgrading of other classrooms, but the proposal is now awaiting funding. With the addition of a new staff member in media services, permanent AV staff members are now able to cover AV service desk until 7pm on week nights. (Student assistants cover remaining evening hours, plus nights and weekends.) Media staff, in particular David Brodosi, were also involved in planning for new facilities for the College of Business and also worked with Student Activities and the College of Marine Science, donors of a satellite dish, to implement a new campus information system that will begin operation fall 2003. Media services completed its first full year of responsibility for providing USF ID cards on the St. Petersburg campus.

A new USF contract with Danka for public copier services took effect July 1, 2002, and USFSP was able to obtain new copiers for print and microprints. Unfortunately, the number of print copiers no longer provides copy service on the 3<sup>rd</sup> floor, and the number of microprint copiers was reduced by 2 units. On the positive side, USF's share of revenues for public networked printing was increased, and these increased revenues should allow for periodic upgrades of the networked printer for public use and other library-owned copy machines. Karilyn Jaap served on the USF committee to develop the new copier contract and helped to ensure that USFSP's interests were protected.

Also in cooperation with the USF Library System, the former "Virtual Library" web site was given a major overhaul. Librarian Mika Slaughter, representing the needs of USFSP and also of distance learners, served on the task force that accomplished this project.

Berrie Watson, library coordinator of computer applications, worked with academic computing to upgrade the library's network to support the new campus internet telephone system. Academic computing provided new switches for this purpose. Watson also conducted an online patron survey concerning library computer services and in response installed Microsoft Office programs, available through NetID, on most library computers. This service has been extremely popular, particularly when campus computer labs are closed. Thanks to funding by the Society for Advancement of Poynter Library, he planned and installed a wireless LAN, compatible with both Tampa and St. Petersburg systems, within the library. A laptop computer was purchased and configured so that students who don't own portable computers will have a laptop to checkout for use within the library stacks and study areas. This venture in computer checkout is an experiment that could be expanded if funding is available.

Barbara Reynolds, library administrative assistant, and Maria Xakis, who joined the administrative staff in fall 2002, undertook extensive training to prepare for USF's transition to the new FAST financial system.

#### Library Research and Service:

Service commitments were a significant claim on the time of staff members. Poynter Library submitted 6 SACS assessments during 2002/03, evaluating library collection development, reference service, library instruction, computer services, and faculty audiovisual services. Library staff members served on the USFSP's task forces for Campus Planning, Enrollment Management and Services, and Faculty Roles and Rewards. Library personnel were also members of search committees for the USFSP VP and CEO, Associate Vice President for Academic Affairs and AVP for Student Affairs, Director of Institutional Effectiveness, and the Deans of Business, Education, Arts and Sciences, and Enrollment Management as well as other searches at USFSP and within the USF Library System.

Other notable service included Tina Neville, who in addition her work on the statewide online reference initiative, served as president of the Florida Association of College and Research Librarians and serves on two American Library Association committees. Kathy Arsenault is currently Vice President/President Elect of the 12 county Tampa Bay Regional Library Consortium.

Poynter also converted student study rooms to faculty offices during summer 2003 so that business and education faculty members displaced by college renovations could have temporary campus offices. Math and Writing labs continued to be housed in library study rooms.

Librarians also contributed to campus research productivity. Tina Neville and Deb Henry published a coauthored book on library research for students in science courses. Tina Neville and Kathy Arsenault each submitted coauthored book chapters, and Kathy Arsenault published an additional chapter as sole author. Jackie Jackson submitted a professional periodical article, and she, Jerry Notaro, Tina Neville, and Kathy Arsenault produced various book and media reviews in library publications. Jim Schnur, Deb Henry, Tina Neville, and Mika Slaughter have research projects in process.

#### The Society for the Advancement of Poynter Library:

Betty Jean Miller served as president of the organization during 2002/03. Other officers included Sally Poynter, Vice President; Marlene Mock, Secretary; Marci Jacobs, Treasurer; and Margaret Tappan, Historian. SAPL's membership increased to 180 active members. Under Marion Ballard's leadership, the book sale raised over \$1400 to support library resources and programs. SAPL dedicated one day of its two day sale to USFSP students and staff, and campus response was excellent. SAPL continued its annual short story contest as well as its annual subsidy of \$1000 to support high-quality fiction acquisitions for the library. SAPL's generosity allowed the library to implement its wireless LAN, purchased a laptop computer for student use, and provided funding for a thank you party, including gifts of tee shirts, for the library's student assistants.

With the assistance of Maria Xakis, newsletter editor Rita Gould produced two issues of "Library Connection." Heather Zimmerly's short story, "Bushnill County Fair," was the winner of SAPL's 17<sup>th</sup> Annual Bayboro Fiction Contest. Margo Hammond, book editor of the *St. Petersburg Times*, served as judge for the contest and SAPL board member Theodora Aggeles served as contest organizer.

SAPL's 19<sup>th</sup> annual meeting, April 25, 2003, was a great success. Roy Peter Clark and Ray Arsenault, co-editors of a collection of Eugene Patterson's 1960s newspaper columns for the *Atlanta Journal and Constitution*, participated with Mr. Patterson in a riveting review of his experiences during the Civil Rights Movement.

