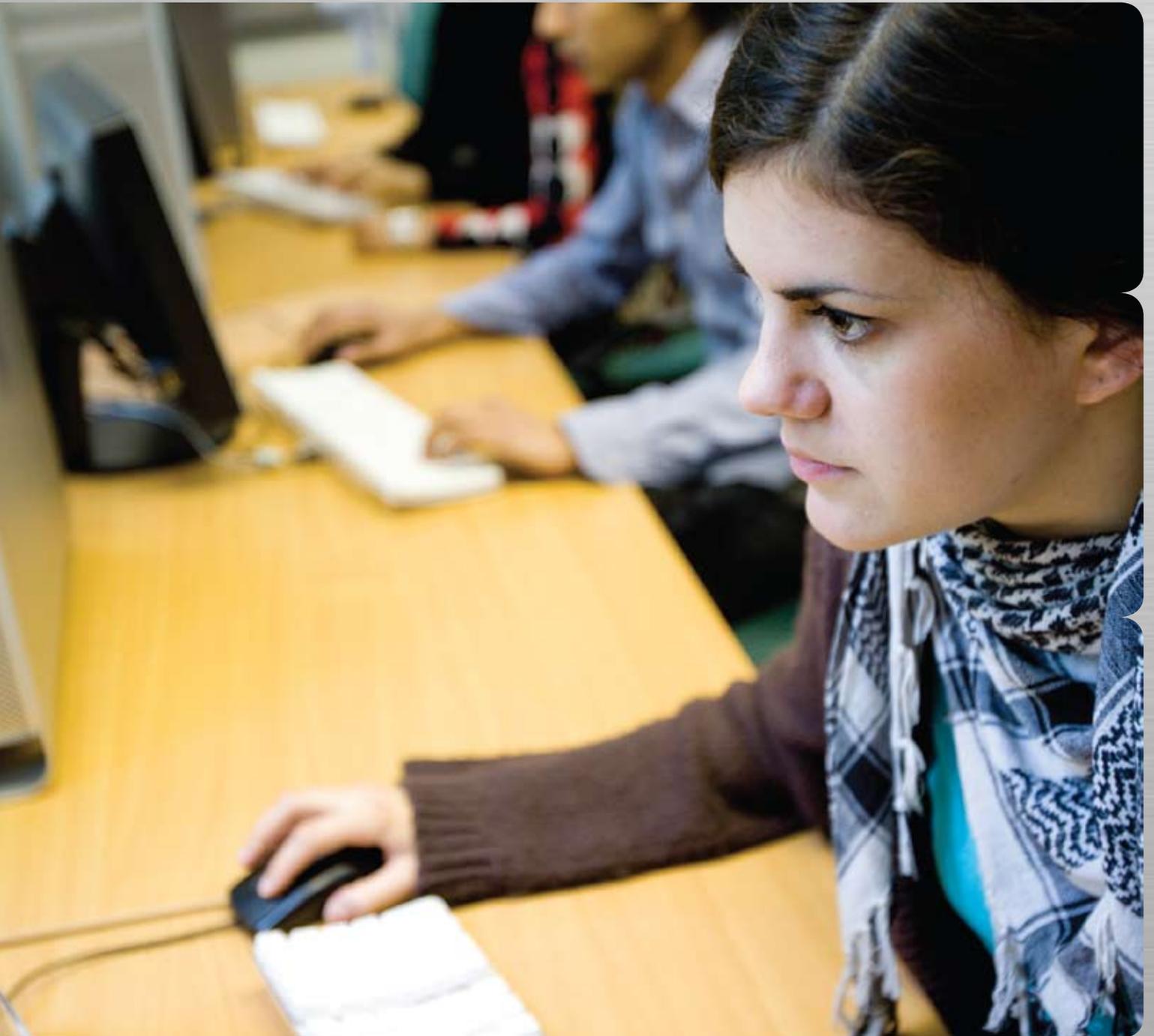




COLLEGE CENTER FOR LIBRARY AUTOMATION

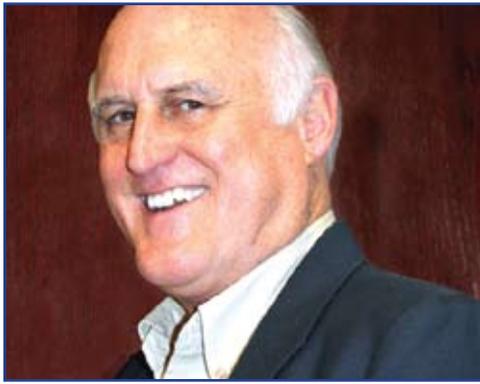




LINCC services provided by CCLA are used by nearly one million students, such as those above from Seminole Community College.

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J. Richard Madaus, Ph.D.
Executive Director, CCLA

**“LINCCWEB PLAYS A KEY
ROLE IN ENRICHING THE
EDUCATIONAL EXPERIENCE
OF FLORIDA’S COMMUNITY
COLLEGE STUDENTS.”**

FROM THE EXECUTIVE DIRECTOR

At the heart of CCLA is our mission—the purpose for existence:

“To provide service and leadership in statewide automated library and information resources to enhance the educational experience at Florida’s community colleges. This mission is accomplished by providing access to shared information resources; ensuring effective use of technology through training, support, and consultation; researching and implementing suitable new technologies; and providing library advocacy for issues of concern to community college libraries.”

This report highlights many of our accomplishments during 2006-07 in achieving our mission, and our continued commitment to enhancing and maintaining LINCC and CCLA programs and services for Florida’s community college libraries.

Our statewide library information resource, LINCCWeb, plays a key role in enriching the educational experience of Florida’s community college students and preparing them for the workplace of the future. Within this report you will read about our success in activating a core set of more than 70 statewide eResources for use by students at every community college in Florida, regardless of where they live or which college they attend. The Legislature’s recurring funding of such a repository of top-quality, online resources is a clear indication of their support for the state’s community colleges, libraries, LINCC and CCLA.

During 2006-07, CCLA again committed significant resources toward enhancing LINCC’s library management system with the activation of new software designed to help college library staff more effectively and efficiently deliver services to students. In the coming year we will upgrade that software to meet the changing needs of today’s libraries.

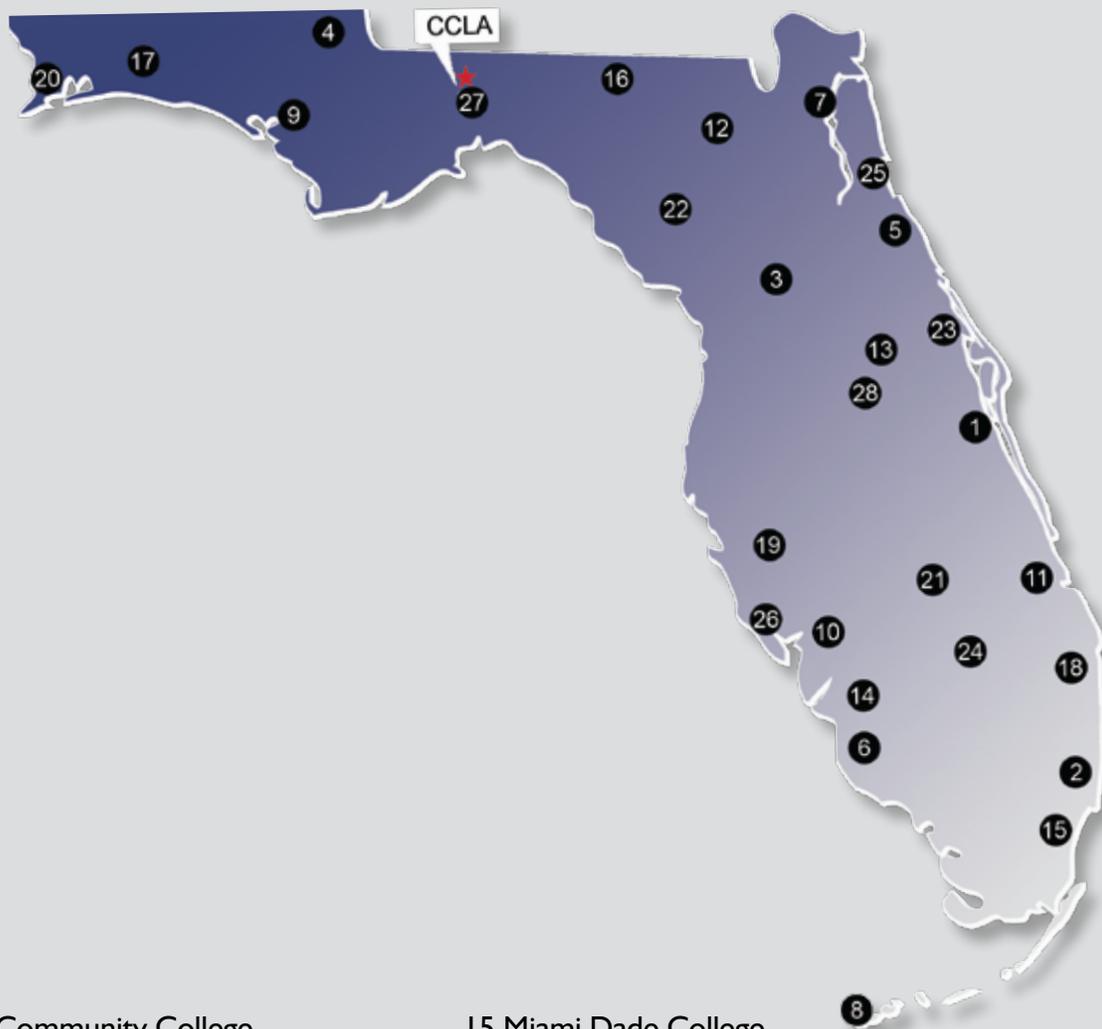
CCLA remains a recognized leader in library automation and technology. Such leadership continues to open new doors for creative collaboration with our university colleagues toward a unified approach to library automation for Florida’s higher education students. Globally, we play a key role in the development of new library technology, as CCLA staff are routinely selected to serve on boards, committees and other professional library and technology groups because of their talent and expertise.

This report also details our proven advisory process that continues to guide the refinement of existing LINCC services, while identifying opportunities for new service development.

CCLA remains justifiably proud of our accomplishments and ongoing commitment to delivering quality, reliable, cost-effective LINCC services when and where our users need them.

FLORIDA'S COMMUNITY COLLEGES

The Library Information Network for Community Colleges is used by all 28 community colleges in Florida—73 campus libraries in 60 cities. CCLA operates LINCC from its headquarters in Tallahassee, Florida.



- | | |
|---|--------------------------------------|
| 1 Brevard Community College | 15 Miami Dade College |
| 2 Broward Community College | 16 North Florida Community College |
| 3 Central Florida Community College | 17 Okaloosa-Walton College |
| 4 Chipola College | 18 Palm Beach Community College |
| 5 Daytona Beach Community College | 19 Pasco-Hernando Community College |
| 6 Edison College | 20 Pensacola Junior College |
| 7 Florida Community College at Jacksonville | 21 Polk Community College |
| 8 Florida Keys Community College | 22 Santa Fe Community College |
| 9 Gulf Coast Community College | 23 Seminole Community College |
| 10 Hillsborough Community College | 24 South Florida Community College |
| 11 Indian River Community College | 25 St. Johns River Community College |
| 12 Lake City Community College | 26 St. Petersburg College |
| 13 Lake-Sumter Community College | 27 Tallahassee Community College |
| 14 Manatee Community College | 28 Valencia Community College |



Ease of access from home, office, and other locations outside the college campus library makes LINCCWeb an indispensable resource for today's college students.

LINCCWEB

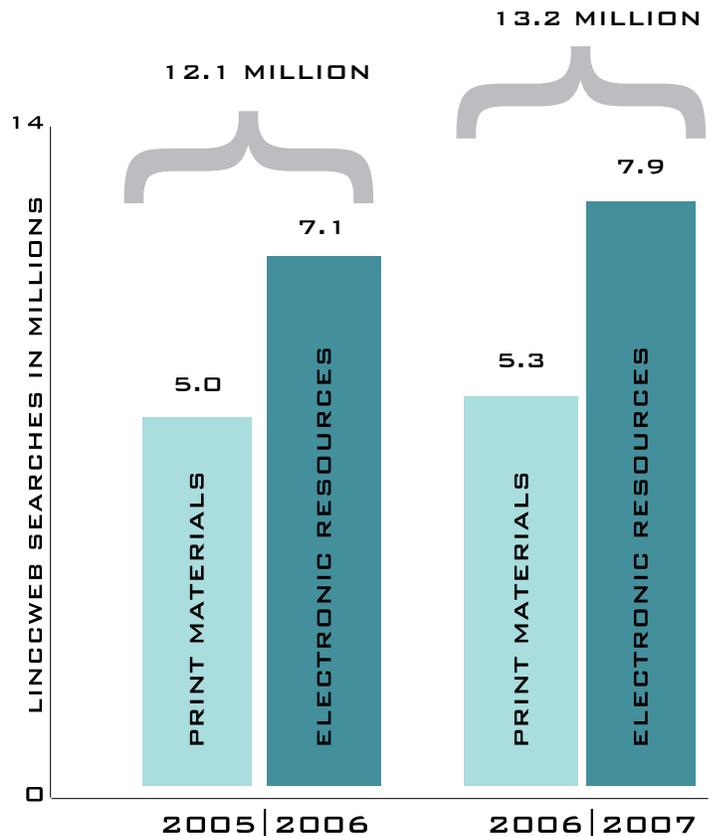
LINCCWEB: CONNECTING STUDENTS TO THE WORLD

CCLA's flagship service, LINCCWeb (www.linccweb.org) provides Florida's community college students with a wealth of information-rich resources rivaled by few library systems in the nation. Combining quality resources with convenient access and unmatched reliability, LINCCWeb users can quickly and easily find the information they are seeking when and where they need it.

LINCCWeb continues to gain in popularity among college students. During 2006-07, community college students performed 13,283,706 LINCCWeb searches, an increase of 8 percent over the previous year.

From LINCCWeb, community college students can search a collection of top-quality electronic journals, eBooks, databases and other resources matched to their unique information needs. LINCCWeb also provides students access to the library collections of their own college, all other community college and public university libraries in Florida, and the collections of public libraries representing major metropolitan areas throughout the state. In addition, CCLA provides user authentication to databases and other electronic resources licensed locally by community colleges for use by their students. During 2006-07, CCLA provided LINCCWeb user authentication for 216 unique databases — most of them full-text — licensed by Florida's community colleges. Those databases represent 53 commercial vendors, including premier content providers such as EBSCO, Thomson-Gale and ProQuest.

Ease of access from home, office, and other locations outside the college campus library makes LINCCWeb an indispensable resource for today's college students. A significant percentage of LINCCWeb searches originates from points outside the library, such as from campus classrooms, labs through wireless connections, and from off-campus locations. CCLA's sophisticated user authentication process allows students to use a single log-in to quickly and easily access all of the electronic resources to which they are entitled.



A FIRST FOR FLORIDA AND THE U.S.

In 2007, CCLA activated new Ex Libris MetaLib version 4.0 software in LINCCWeb, the first such activation of the enhanced software in the United States, and the second in the world. A key feature of MetaLib version 4.0 is the presentation of search results with full-text indicators, topic clusters and author, date and journal facets. Prior to the software's activation, CCLA previewed MetaLib version 4.0 for LINCCWeb users, collecting direct feedback from students and library staff on ways to improve the software.

CCLA also activated book cover art, summaries, reviews, and tables of contents in the LINCCWeb catalog. Students can quickly browse a list of books, looking at their covers, and use reviews and other enhanced data to decide if the book is right for them.

CCLA continued to work with college libraries to load local eBook and audiobooks into the LINCCWeb catalog. LINCC now contains more than 95,000 statewide and locally-subscribed eBooks and audiobooks. LINCCWeb makes these and other local resources discoverable in Google Scholar, aiding their use by students.

CCLA continues its role as agent for the acquisition of additional local eResources, saving colleges time and money by negotiating group discounts that would be unavailable to individual institutions, negotiating license terms, and making sure that the databases are fully accessible through LINCCWeb.

NEXT-GENERATION LINCCWEB

CCLA has embarked on a multiyear commitment to redesign LINCCWeb as a state of the art information discovery and delivery tool tailored to the evolving needs and expectations of its user community.

The next generation LINCCWeb will be a more versatile discovery tool, based primarily on Ex Libris' Primo software. CCLA is a Charter Customer of Ex Libris for the ongoing development of Primo.

The new LINCCWeb will:

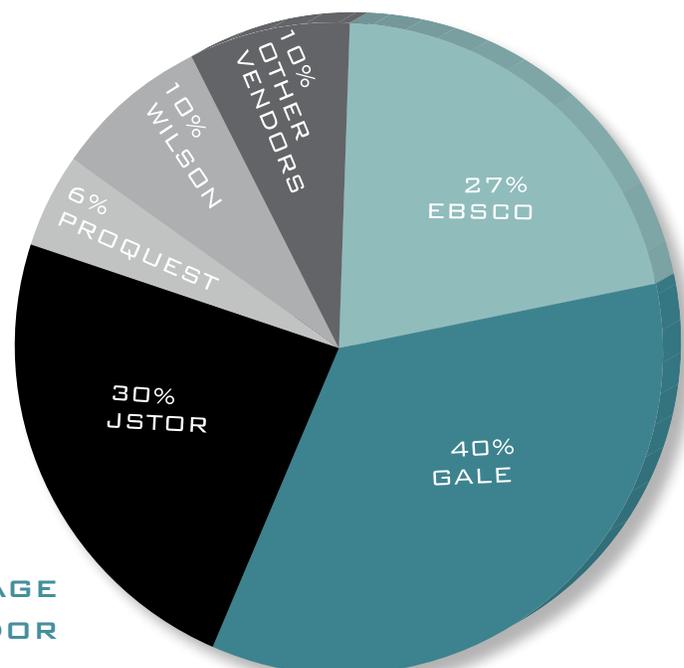
- Enhance and expand the user experience with state of the art features and functionality, founded on user-centered design
- Make information available at the point of user need and discoverable within information systems and tools commonly used by students
- Provide information resources and services that keep pace with user needs and the evolving information marketplace

Initial activation of the next-generation LINCCWeb is anticipated in 2008.

CCLA VALUES

EXCELLENCE BY DESIGN

We maintain quality by choosing the right things to do and taking the time to do them right.



LINCCWEB eRESOURCES USAGE BY VENDOR

STATEWIDE ELECTRONIC RESOURCES

Through the combined support of the state's 28 community colleges, the Florida Department of Education, and the Division of Community Colleges, the Florida Legislature established permanent funding for a core set of high quality electronic resources accessible by all Florida community college students, regardless of the size or location of their college.

In September 2006, CCLA successfully activated the statewide eResources collection – more than 50 LINCCWeb eResources – for all colleges. The eResources were selected by CCLA's Advisory Board, which includes representation from each of the state's 28 community colleges. Additional resources supplied by the Florida Electronic Library bring to 84 the number of eResources now available in the core set for all college students.

Searching of eResources accounted for nearly 60 percent of all LINCCWeb usage, due in large part to the addition of statewide eResources and availability of local and statewide eBooks in the LINCC catalog.

LINCCWEB ELECTRONIC RESOURCES FOR FLORIDA'S COMMUNITY COLLEGES

COLUMBIA UNIVERSITY PRESS

Granger's World of Poetry

CQ PRESS

CQ Researcher
CQ Researcher Plus Archive

eBOOKS

SOLINET NetLibrary Shared
Collections IV, V and VI

EBSCO

Academic Search Premier
Book Index with Reviews
Business Source Premier
CINAHL Plus with Full Text
Funk & Wagnall's
New World Encyclopedia
Health Source: Consumer Edition
Health Source: Nursing/Academic
Edition
History Reference Center
Library, Information Science &
Technology Abstracts
MagillOnLiterature Plus
MAS Ultra School Edition
Military & Government Collection
Primary Search
PscARTICLES
Regional Business News

FACTS.COM

Issues and Controversies

GALE

Academic OneFile *
Biography Resource Center
Business Index ASAP *
Computer Database *
Expanded Academic ASAP *
General Business File ASAP *
General OneFile *
General Reference Center Gold *

Health & Wellness Resource Center and
Alternative Health Module
Health Reference Center Academic
Informe *
Junior Edition (includes Junior Edition K12) *
Junior Reference Collection *
Kid's Edition (includes Kid's Edition K12) *
Kid's InfoBits *
Professional Collection *
Student Edition (includes Student Edition K12) *
Literature Resource Center
LitFinder *
Opposing Viewpoints Resource Center
Testing & Education Reference Center
What Do I Read Next? *

HOOVERS

Hoovers Premium

JSTOR

Arts & Science I - IV
Arts & Science Complement
Biological Sciences
Business II
General Science Collection

MEDICAL ECONOMICS CO.

PDR Electronic Library
(includes Physician's Desk Reference)

NEWSBANK

America's Newspapers

OCLC

ArticleFirst via FirstSearch *
Clase Periodica via FirstSearch *
Electronic Collections via FirstSearch *

Electronic Books via FirstSearch *
ERIC via FirstSearch *
GPO via FirstSearch *
MEDLINE via FirstSearch *
PapersFirst via FirstSearch *
ProceedingsFirst via FirstSearch *
World Almanac via FirstSearch *
WorldCat via FirstSearch *
WorldCat Dissertations via FirstSearch *

OXFORD UNIVERSITY PRESS

Grove Art Online
Grove Music Online
Oxford English Dictionary

PROQUEST

Criminal Justice Periodicals Index
New York Times (Historical)

WILSON

Applied Science & Technology Full Text
Art Full Text
Biography Index
Biological & Agricultural Index Plus
Book Review Digest Plus
Business Full Text
Education Full Text
Essay & General Literature Index
General Science Full Text
Humanities Full Text
Legal Periodicals Full Text
Library Literature & Information
Science Full Text
Omnifile Full Text, Mega Edition
Readers' Guide Full Text
Social Sciences Full Text
Wilson Business Full Text

* Funded by the Florida Electronic Library



Throughout 2006-07, CCLA worked closely with its advisory committees and Ex Libris to refine LINCC's library management system and maximize its effectiveness for community college libraries.

LINCC LIBRARY MANAGEMENT SYSTEM

LIBRARY MANAGEMENT SYSTEM

LINCC's library management system (LMS) operates behind the scenes at community college libraries, providing library staff with automated tools that streamline delivery of library services to students and increase library staff productivity. In addition to the automated purchasing, cataloging, circulation and management of library materials, LINCC – founded upon Ex Libris' Aleph software – also provides library administrators with detailed statistical reports that assist them in maximizing their fiscal and material resources, as well as for use in near- and long-term planning.

ENHANCED SOFTWARE

Highlighting 2006-07 was the statewide activation of new Ex Libris Aleph version 17 software for all community college libraries. The highly successful activation capped nearly a year of preparation by CCLA, LINCC libraries, and Ex Libris. That preparation included module and documentation development, data migration and testing, and regional training of more than 750 library staff.

This year marked the first full year of availability of CCLA's new LINCC Interlibrary Loan (ILL) module. Based on Aleph version 17 software, the module facilitates lending and borrowing of materials among LINCC libraries. All 28 colleges engaged in borrowing and lending of materials using LINCC ILL during 2006-07, initiating requests for 7,933 items.

ONGOING SYSTEM REFINEMENT

Throughout 2006-07, CCLA worked closely with its advisory committees and Ex Libris to refine LINCC's library management system and maximize its effectiveness for community college libraries. Such refinement included tailoring LINCC modules – based on Aleph software – to accommodate unique workflows and practices of college libraries, ensuring that LINCC continues to meet the needs of community college libraries.

OTHER LMS DEVELOPMENT

In spring 2007, CCLA expanded upon LINCC's electronic ordering functionality. CCLA activated LINCC electronic ordering for library materials vendors Baker & Taylor and Ingram. LINCC electronic ordering utilizes electronic data interchange (EDI), allowing libraries to order materials directly from the vendor using LINCC's Acquisitions/Serials module. The service is also available for vendor Yankee Book Peddler.

During 2006-07, CCLA also provided upgraded Ariel document delivery software to all LINCC libraries to assist with local interlibrary loan activities. CCLA continues its evaluation of potential new functionality that will enable libraries to e-mail notices for overdue and lost items directly from LINCC.

LOOKING AHEAD

CCLA will upgrade the LINCC library management system to Ex Libris' Aleph version 18 software in December 2007. Available with version 18 will be a new client-based LINCC interlibrary loan module and enhanced module functionality.

LINCC UNION DATABASE (AS OF JUNE 30, 2007)

BIBLIOGRAPHIC RECORDS	1,427,011
AUTHORITY RECORDS	410,073
HOLDINGS RECORDS	3,978,305
ITEM RECORDS	4,590,354
BORROWER RECORDS	1,579,979

LINCC CIRCULATION

2006-07	1,250,444
2005-06	1,301,528
2004-05	1,388,478
2003-04	1,442,403



Professional instruction is provided as part of CCLA's comprehensive user education program, LINCCLearn, at no cost to community colleges.

PROGRAMS AND SERVICES

LIBRARY STAFF TRAINING

Community college librarians continue to benefit from instructor-led training, webcasts, and self-paced, online modules offered by CCLA. Professional instruction is provided as part of CCLA's comprehensive user education program, LINCCLearn, at no cost to community colleges.

Throughout 2006-07, CCLA continued to identify opportunities to meet the LINCC training needs of college librarians. Highlights included:

- Regional workshops to prepare library administrators for the National Center for Educational Statistics (NCES) Academic Library Survey (formerly IPEDS). The workshops featured experts from the American Library Association, the State Library of Florida and CCLA.
- Five LINCC user meetings at regional locations throughout Florida. More than 125 college library staff attended the meetings which served as forums for information sharing about local activities, best practices, and workflow.
- Videotaped, instructor-led LINCC training available conveniently from CCLA's web site.
- Site-based workshops and online webcasts about LINCCWeb eResources.
- New web-based courses on circulation, serials, acquisitions and catalog searching.

In the coming year course offerings will emphasize LINCC's new interlibrary loan functionality, while all instructor-led and web-based courses will be updated to reflect new Aleph version 18 software. CCLA will also offer regional workshops on LINCC reports, LINCCWeb services, and electronic resources.

LIBRARY CONSULTATION

CCLA's consultation services support local activities that help streamline traditional library workflow, thereby allowing college library staff to concentrate on direct service to their students.

CCLA's six-member team of consultants provides libraries with ongoing, comprehensive consultation regarding LINCC services. In-person consultative visits to each college allow CCLA to work closely with library managers and their staffs to address unique, local needs. This in-person consultation is augmented by ongoing consultation via telephone, e-mail and discussion lists, enabling CCLA to continually assess library needs.

During 2006-07, the focus of CCLA's consultation services was on the upgrade of LINCC's library management system software, digitization, LINCCWeb eResources, and LINCC statistical reports.

In addition to consultation by CCLA librarians, a full-time Network Consultant continued to collaborate with libraries and information technology staff to ensure that institutional and LINCC needs were identified and addressed.

During 2006-07, Daytona Beach Community College and CCLA collaborated on a new program that allowed a CCLA library consultant to shadow the college library's administrators and frontline library staff for three days. The program, which will be repeated at one or more colleges during 2007-08, provides both CCLA and the college with a better understanding of how LINCC services are delivered to students in a live library environment.

LINCC SUPPORT

An invaluable component of CCLA's operations remains its Service Desk—a centralized call center available during all hours that libraries are open. The Service Desk provides frontline, expert help on LINCCWeb, LINCC's library management system modules, and related library services.

Florida's community college libraries rely upon CCLA's full-time, knowledgeable customer support staff to quickly and effectively assist them with LINCC services and products. During 2006-07, the Service Desk fielded 5,985 calls and e-mail requests for service from community college library staff. Call tracking software ensures that each call or e-mail request for service is accounted for, and that college library staff receive prompt, reliable answers to their questions.

CCLA ADVISORY PROCESS

For nearly two decades, the CCLA Advisory Board model has ensured a dynamic and well-coordinated community college information delivery system. LINCC programs and services are shaped by collaborative input from the local institutional level and guided by priorities established by the Community College Council of Presidents, Division of Community Colleges, and Florida's State Board of Education. This advisory process enables CCLA to provide new and expanded programs and technology that maximize educational access in support of each college's mission.

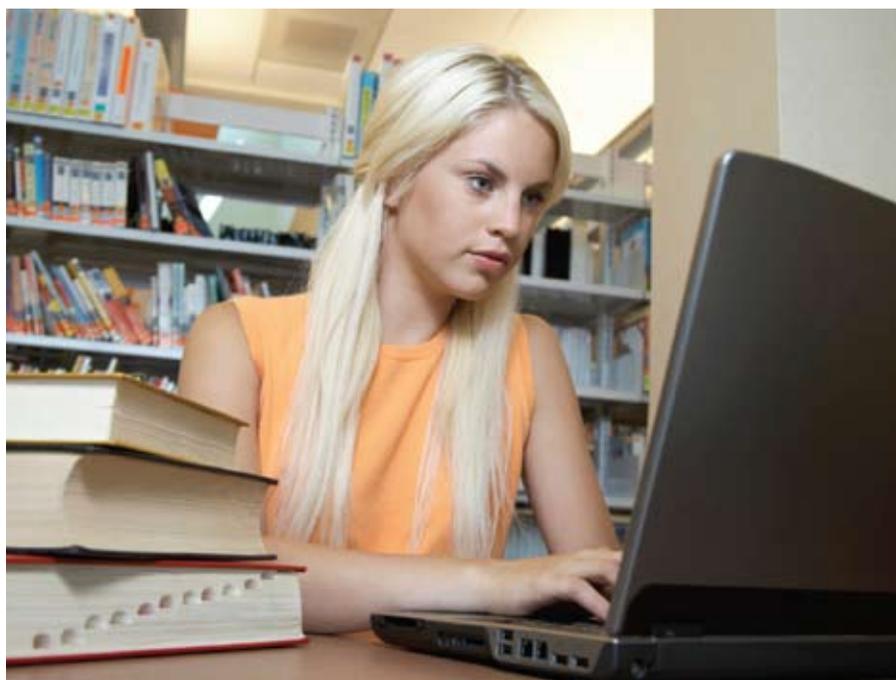
CCLA advisory groups met 15 times during 2006-07, including an annual joint meeting between the CCLA Executive Committee and the Advisory Board for the Florida Center for Library Automation (FCLA), library system provider for the state's 11 public universities. Additionally, CCLA hosted five regional meetings for Advisory Board members where issues specific to each region were addressed.

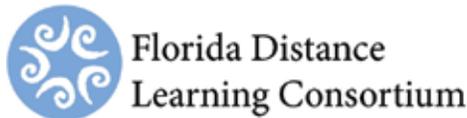
In addition to advising on matters of LINCC implementation, CCLA's advisory process continues to afford frontline library staff opportunities to become conversant with current issues and to enhance leadership skills through committee participation. Thirty-nine library staff served on CCLA-sponsored committees during 2006-07. Seventeen community colleges were represented on at least one committee; the CCLA Advisory Board includes representation from each of the state's 28 community colleges.

CCLA VALUES

CUSTOMER FOCUS

We look to the customer as the driving force for what we do.





CCLA actively collaborates with other library and technology-related organizations to create effective library management and information delivery services. CCLA enjoys a strong, effective working relationship with Ex Libris, the library software vendor whose Aleph, MetaLib and SFX technologies form the foundation of LINCC and LINCCWeb.

COLLABORATIVE RELATIONSHIPS

CCLA actively collaborates with other library and technology-related organizations to create effective library management and information delivery services. These strategic opportunities provide a basis for developing reliable, quality, cost-effective programs and services for Florida's community colleges.

EX LIBRIS

CCLA enjoys a strong, effective working relationship with Ex Libris, the library software vendor whose Aleph, MetaLib and SFX technologies form the foundation of LINCC and LINCCWeb. CCLA collaborates with Ex Libris to refine existing software and to research and develop new technologies that enhance community colleges' ability to provide LINCC services to their users. Five CCLA staff participate on national and international committees and working groups responsible for shaping new or developing Ex Libris products.

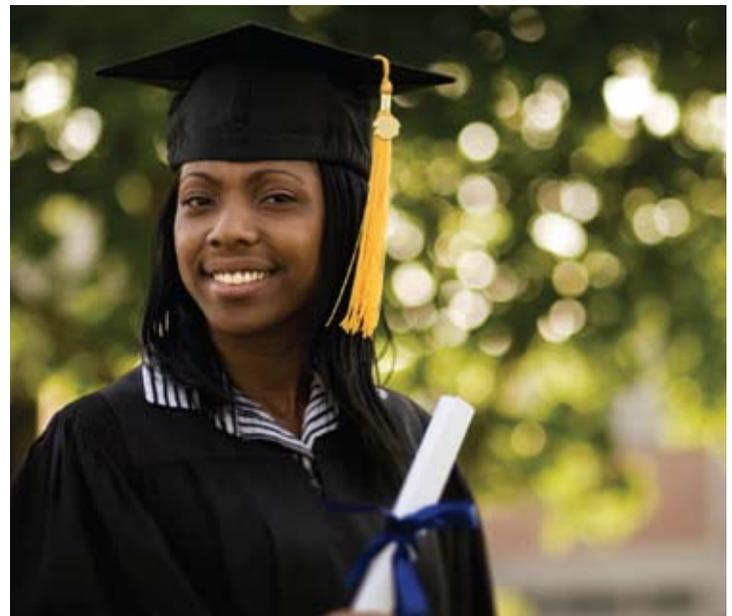
In 2007, Ex Libris announced CCLA as a Charter Customer for their emerging discovery tool, Primo. As a Charter Customer, CCLA has early access to the software, working closely with Ex Libris to shape the software's ongoing development.

During 2006-07, CCLA became one of only six customers selected by Ex Libris to participate as an early adopter of their MetaLib version 4.0 software. CCLA is the only shared system among the group, which also includes Boston College, Brown University, California Digital Library, Indiana University—Purdue University Indianapolis, and University of Minnesota.

TAMPA BAY LIBRARY CONSORTIUM AND THE FLORIDA ELECTRONIC LIBRARY

Throughout 2006-07, CCLA continued its close partnership with the Tampa Bay Library Consortium (TBLC) and the Florida Electronic Library to deliver the statewide online library reference service, Ask a Librarian, to Florida's 17 million residents. Ask a Librarian registered 29,560 live chat and e-mail reference sessions during 2006-07. Ninety-six academic, public, school and special libraries throughout Florida collaborate to staff the online service.

TBLC is responsible for the service's coordination and administration, while CCLA is responsible for the operation, management and enhancement of the service's computing platform. The Florida Electronic Library facilitates the service's Library Services and Technology Act (LSTA) grant and service promotion.



FLORIDA CENTER FOR LIBRARY AUTOMATION

CCLA maintains a close relationship with the Florida Center for Library Automation (FCLA), system provider for the state's public universities. FCLA and CCLA regularly share information and discuss issues common to the Ex Libris suite of products operated by both systems, and about library-related issues of interest to Florida's colleges and universities. CCLA Executive Director, Richard Madaus, serves as a member of the FCLA Advisory Board, while FCLA's Executive Director, Jim Corey, serves on the Advisory Board to CCLA.

DIVISION OF COMMUNITY COLLEGES

In 2007, CCLA began hosting the Florida Division of Community College's SharePoint project in its computing facility. This collaborative project of the Division of Community Colleges, Community College Council of Presidents, and CCLA provides college business officers access to fiscal data and other official documents shared and stored in a centralized location.

FLORIDA DISTANCE LEARNING CONSORTIUM

CCLA continues to host the enterprise-level learning platform, Desire2Learn, and multiple web sites for the Florida Distance Learning Consortium and the Department of Education's Alternative Certification Program.

FLORIDA INFORMATION RESEARCH NETWORK

The Florida Information Research Network (FIRN) continues to provide internet access for delivery of CCLA web-based services.

LARGE SCALE SHARED SYSTEMS INITIATIVE

CCLA remains an active participant in the Large Scale Shared Systems Initiative (LaSSSI) – a group of 11 system providers in the U.S. whose services are based on Ex Libris software. LaSSSI provides a valuable opportunity to share information and discuss issues related to the operation of Ex Libris products in centralized, shared system environments.

LaSSSI participants represent nine states: Florida, California, Indiana, New York, North Dakota, South Dakota, Minnesota, Maryland and Virginia. CCLA represents Florida's community colleges, while the state's public universities are represented by the Florida Center for Library Automation.

FLORIDA LAMBDA RAIL

CCLA teamed with the Florida LambdaRail (FLR) to provide Internet2 connectivity for LINCC. FLR is complementary to the National LambdaRail (NLR) initiative, a national high speed research network initiative.

SUNGARD AVAILABILITY SERVICES

CCLA and SunGard Availability Services made significant progress during 2006-07 toward a disaster recovery process for LINCC. As part of CCLA's disaster recovery plan for LINCC, SunGard provides necessary system hardware in the event that CCLA's computing facility is significantly affected by natural or other disasters. In 2007, CCLA and SunGard performed a highly successful simulated disaster recovery, which included hardware installation, data replication and recovery.

CCLA VALUES

LEADERSHIP THROUGH LEARNING AND INNOVATION

We frame and promote a vision of the future by actively exploring technologies at local, national and international levels.



National and international library organizations turn to CCLA for its talent, expertise, and vision in helping guide development of library products and services.

LIBRARY LEADERSHIP

CCLA maintains an active presence in the library information marketplace. Recognized for the breadth and effectiveness of its programs and services, CCLA enhances library services and resources through alliances that extend beyond the educational service system. National and international library organizations turn to CCLA for its talent, expertise, and vision in helping guide development of library products and services. Examples include:

- CCLA's Coordinator of Library Management Systems Products, Mike Ryan, serves as Deputy Coordinator of the International Group of Ex Libris Users' (IGELU) Aleph Products Working Group, addressing and negotiating product related issues between Ex Libris and libraries in the U.S. and internationally.
- CCLA Library Services Consultant Scott Schmucker chairs the Ex Libris Users Group of North America's (ELUNA) Interlibrary Loan Interest Group. CCLA was among the first in North America to activate Ex Libris' Aleph ILL module in a shared system environment.
- Gary Johnson, Assistant Director for Library Software Operations, serves on ELUNA's Aleph Product Working Group, evaluating, developing and refining Ex Libris products.

In addition to involvement with Ex Libris-related groups, CCLA's staff is involved with national groups that impact the library community at large.

- Susan Campbell, CCLA's Information Management Consultant, is a member of the National Information Standards Organization's (NISO) Discovery to Delivery Topic Committee, addressing issues related to OpenURL, Metasearch, interface design and web services.
- Research & Development Consultant Karen Schneider serves on the American Library Association (ALA) Presidential Initiatives Advisory Committee.
- CCLA Executive Director Richard Madaus serves on the Board of Directors of SOLINET and on the Gale Advisory Board.

Within Florida, CCLA plays an active leadership role, representing LINCC and its users in meetings of decision- and policy-making bodies with the larger community college system. CCLA's Executive Director serves on the Community College Chancellor's Executive Leadership Team, where he actively presents library issues at the highest level of community college oversight.

CCLA VALUES

TEAMWORK

We believe the whole is greater than the sum of its parts; therefore, we ensure success through collaborative decision-making and action.



LINCC services are designed with advisory input to ensure availability when and where the information seeker needs them in support of the educational process.

IMPLEMENTATION PLAN 2007 | 2008

CCLA has embarked on a multiyear commitment to redesign LINCCWeb as a state of the art information discovery and delivery tool tailored to the evolving needs and expectations of its user community. LINCCWeb will be enriched by an array of electronic resources funded for statewide access by all community college students. An upgrade of the Ex Libris software that underlies the LINCC library management system sets the stage for enhanced resource sharing functionality.

LINCC services are designed with advisory input to ensure availability when and where the information seeker needs them in support of the educational process. CCLA strives to maintain and enhance CCLA/LINCC services and products at quality levels that meet the needs of community college students, faculty, and staff.

LINCC SERVICES AND PRODUCTS

DIGITAL INFORMATION RESOURCES

The next generation LINCCWeb will be a more versatile discovery tool, powered by the Endeca Information Access Platform and Ex Libris software. CCLA is a Charter Customer of Ex Libris' Primo discovery software. The new LINCCWeb is being designed to:

- Enhance and expand the user experience with state of the art features and functionality founded on user centered design
- Make LINCCWeb information available at the point of user need and discoverable within information systems and tools commonly used by students
- Provide information resources and services that keep pace with user needs and the evolving information marketplace

CCLA will continue to administer the state-level program that provides electronic information resources for students at all 28 community colleges via LINCCWeb. \$3.9 million in funding for

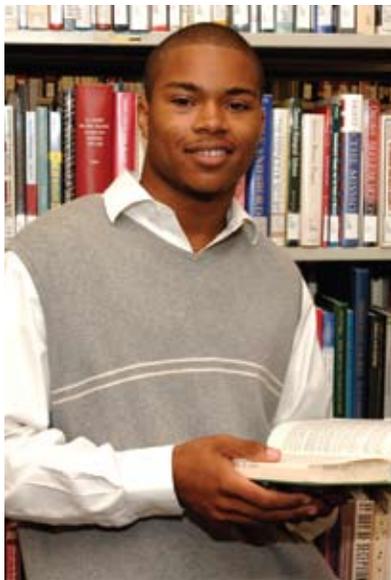
these essential resources will be expended in 2007-08. CCLA will continue to act as agent for cooperative licensing of databases as desired by the community colleges, facilitating acquisition with local funds of products with more specialized or local interest. It is anticipated that community college access to selected databases funded by the Florida Electronic Library will continue through 2007-08.

CCLA will undertake usability testing within its development and testing environment, to enhance and improve the user experience with LINCCWeb. CCLA will continue working toward a planned union catalog that seamlessly presents the library holdings of Florida's public community colleges and state universities, working in concert with the state universities.

CCLA will continue its partnership with Tampa Bay Library Consortium (TBLC) in supporting the Ask a Librarian online virtual reference service, as host and manager of the software platform on which the service resides. More than ninety libraries from across Florida, including community colleges, now participate in providing this collaborative service as a key component of the Florida Electronic Library.

LINCC ACCESS MANAGEMENT SERVICE

Through the LINCC Access Management Service, CCLA will continue supporting connectivity to electronic resources funded at state and local levels. Students increasingly demand seamless "single sign-on" access to LINCCWeb and other college services to which they are entitled. CCLA will investigate and prepare to support identity management technologies that address this need within the community college environment.



DIGITAL CONTENT INITIATIVE

With a goal of enriching LINCC content with the unique holdings of documents, photographs, artifacts, and other cultural heritage materials in LINCC libraries, CCLA will begin development on a new LINCC Repository Service. This optional service will offer LINCC libraries a new resource for managing their digital assets in a repository hosted by CCLA within the LINCC environment and based on Ex Libris' DigiTool software. CCLA will provide access to the digital content of LINCC libraries through LINCCWeb and will introduce consultation and educational services to assist LINCC libraries with managing their digital assets locally. CCLA will seek to align its digital content initiative with other Florida programs and activities.

LIBRARY MANAGEMENT SYSTEM

CCLA will upgrade the LINCC library management system to Ex Libris' Aleph version 18 software, anticipated for December 2007. Available with version 18 will be a new client-based version of the LINCC interlibrary loan module. Upon successful upgrade to Aleph version 18, work will continue on development of an interlibrary loan capability based on the International Standards Organization protocol, delivery of LINCC notices by email, and media management.

LINCC REPORTS

CCLA will continue to expand its array of LINCC statistical and operational reports, to support the introduction of new functionality and increase the utility of established services. Another area of emphasis is the provision of reports that conveniently present LINCC statistical data for local use in responding to accreditation studies and the biennial library survey by the National Center for Educational Statistics (NCES). CCLA will continue efforts to align electronic resource usage statistics with national-level standardization initiatives.

USER EDUCATION AND CONSULTATION

LINCCLearn, CCLA's user education and training program, will emphasize training for new interlibrary loan functionality to be introduced during 2007-08. Content of established instructor-led and web-based courses will be updated to reflect Aleph version 18 software. CCLA will offer regional workshops on LINCC reports, LINCCWeb services, and electronic resources. Web broadcasts of instruction and information about LINCC services and products will continue; this technology will also be available for user support and CCLA advisory committee meetings. An annual needs assessment forms the basis for CCLA training plans.

CCLA is committed once again to visit each community college during 2007-08. Consultation is available to facilitate local LINCC-related planning and operations.

CENTRAL COMPUTING SITE

LINCC's production systems continue to develop, supporting new services and integrating technological enhancements that add flexibility and robustness to the environment. CCLA will add the Red Hat Linux operating system (now used by Ex Libris) to the array of operating systems supported, reflecting CCLA's policy of aligning with the vendor's primary development platform. The ability to restore LINCC services promptly following a disaster affecting its central computing facility will continue to be reinforced under a contract with service provider SunGard.

COMMUNICATIONS

Efforts to communicate with CCLA/ LINCC stakeholders in the most timely and effective manner will continue throughout 2007-08. The fourth annual regional LINCC user meetings will be held in spring 2008. CCLA will seek to expand user input into development of CCLA/ LINCC services, including periodic surveys of LINCC users on various aspects.

LINCC MAINTENANCE

CCLA will continue allocating appropriate resources to resolve LINCC functionality concerns. Maintenance of LINCC services entails ongoing care and periodic updating of LINCC's technology infrastructure, including CCLA's central computing facility, LINCC software and databases, and CCLA's web sites. Other maintenance activities include Service Desk and other user support activities; consultation and training; LINCC user aids; and maintenance of communications with users, funders, and the general library community.

CCLA'S PLANNING PROCESS

STRATEGIC PRIORITIES

CCLA's planning for the introduction of new services and continued maintenance of established services during 2007-08 has been guided by the following strategic priorities:

LINCC SERVICES AND PRODUCTS

Ensure that LINCC services are available when and where the information seeker needs them in support of the educational process. Maintain and enhance CCLA/LINCC services and products at quality levels that meet user needs and increase their satisfaction.

CCLA'S ROLE AND RESPONSIBILITIES

Continue to fulfill CCLA's statewide leadership role as set forth in the organizational mission statement and as directed by the Division of Community Colleges. Actively explore and respond to the changing information marketplace in support of innovative learning environments. Seek mutually beneficial partnerships on behalf of CCLA's user community.



CCLA ORGANIZATIONAL ENVIRONMENT

Create a collaborative and flexible organization based on CCLA's values, with appropriate resources to ensure that CCLA is optimized to serve its user community. Provide ongoing staff development that ensures relevant staff expertise and effective resource utilization to keep pace with CCLA's needs. Create a culture of assessment that promotes excellence in CCLA's decision making, service delivery and accountability.

STAKEHOLDER INPUT

Many sources provide input to CCLA's annual plan, within an overall goal of providing maximum benefit to the user community. The CCLA Advisory Board, its Executive Committee, and its standing committees participate in a structured advisory process for LINCC implementation, reflecting the interests of community college libraries and their parent institutions through its annual goals and objectives and ongoing counsel.

CCLA staff gain insight into library needs and priorities through ongoing service-related contacts. The Division of Community Colleges of the Florida Department of Education provides direction in areas related to resource management, administrative and governance issues. CCLA's collaborative relationships within the Florida library community have resulted in significant insights and opportunities. CCLA staff provide input on user needs, workplace, resources, and information marketplace issues.

**REPORT OF THE
2006 | 2007 CCLA ADVISORY BOARD**

UPDATE OF ACTIVITIES AND ACCOMPLISHMENTS

FROM THE CCLA ADVISORY BOARD CHAIR

If 2006-07 can be remembered for one great moment, it was the restoration of funding for statewide resources for all community colleges. That one legislative action leveled the playing field for the state's community college students, providing each one access to the same core collection of quality, online information-rich resources. In a spirit of teamwork and collaboration, the 28 college representatives to CCLA's Advisory Board hand selected a mix of resources that benefit the greater good of Florida's nearly one million community college students, faculty and staff.

A YEAR OF CHANGE

This was a year for the LINCC community to prepare for new technologies that reshape library services and the very nature of work performed by library staff. As CCLA continued its development and implementation of enhanced Aleph software for LINCC, our advisory committees planned for future services using LINCC. Much was accomplished by our various advisory committees that will keep community college libraries and CCLA moving forward, and I am truly grateful to every committee member for their diligent and conscientious efforts throughout the year.

The Advisory Board and Executive Committee continued to test and refine a number of group processes developed and put into place over the previous two years. Those processes improve communication between Board and committee members, and CCLA. Web conferences on critical issues allowed Advisory Board members to actively participate throughout the year, while new processes for communication between the Executive Committee and smaller standing committees ensured members at all levels remained knowledgeable of library- and LINCC-related issues. This was also the first year under a successful new committee structure designed to maximize input to key areas of LINCC's implementation. At all levels there was strong collaboration, discussion and interaction that resulted in the best possible outcomes and aided the Advisory Board in meeting its annual goals.

A SHARED PURPOSE

The exceptional work of CCLA's staff deserves recognition—not only for their hard work and expertise that we in the LINCC community witness each day, but also for the extensive planning, development, testing and commitment to quality that goes on behind the scenes at CCLA in delivering LINCC services across the state. Florida's community colleges can be proud of the role that their libraries play in helping students succeed. Without question, that role is made easier by CCLA's talents, vision, and tireless work on behalf of all 28 community colleges to develop, deliver and fully support a top-quality, automated library system rivaled by few others in the nation.

This was a very special year for our advisory groups and for LINCC; it was an honor and joy for me, as Advisory Board Chair, to be a facilitator and more often a proud and smiling "onlooker" in this process. So many people contributed to this success and we can all be very pleased with what we, as a unified team, have accomplished together.



Patricia DeSalvo

Dean, Libraries and Learning Technology
Seminole Community College
CCLA Advisory Board Chair, 2006-07

The mission of the Advisory Board is to represent the library automation needs of community college students, faculty, and staff to the College Center for Library Automation; provide counsel to CCLA concerning strategic issues, products and services; encourage resource sharing; and promote library advocacy.

2006 | 2007 CCLA ADVISORY BOARD

The Advisory Board represents the library automation needs of community college students and faculty to CCLA; reports to the Chancellor of the Community College System on library technology issues; provides counsel to CCLA concerning strategic issues, products and services; encourages resource sharing; and promotes library advocacy.

Membership includes one representative from each of the state's 28 community colleges, along with CCLA's Executive Director and representatives from the State Library of Florida, State University Libraries, and the Division of Community Colleges.

Cherry Alexander	Tallahassee Community College
Joanne Bellovin	Central Florida Community College
Sue Clayton	Manatee Community College
Mercedes Clement	Daytona Beach Community College (as of 8/06)
Jim Corey	Florida Center for Library Automation
Carmen Cummings	St. Johns River Community College
Sandra Davis	Pensacola Junior College
Patricia DeSalvo, Chair	Seminole Community College
Denise English	Lake-Sumter Community College
Mary Faulkner	Edison College
Zenaida Fernandez, Chair-elect	Miami Dade College
Brenda Fettrow	Brevard Community College (through 8/06)
Cay Gasque	Florida Community College at Jacksonville
Karen Griffin	Hillsborough Community College
Sue Hatfield	Gulf Coast Community College
Janice Henderson	Okaloosa-Walton College
Sheila Hiss	North Florida Community College
James Horton	Polk Community College
Merle Houston	Chipola College
Brian Kelley	Palm Beach Community College
Lori Kelly	Florida Keys Community College
J. Richard Madaus	College Center for Library Automation
Miguel Menendez	Broward Community College
Jim Morris	Lake City Community College
Ian Neuhard	Division of Community Colleges
Lena Phelps-Ellerker	South Florida Community College
Pat Profeta, Past Chair	Indian River Community College
Judi Ring	State Library of Florida
Deborah Robinson	St. Petersburg College
Charles Rodgers	Pasco-Hernando Community College
Mem Stahley	Brevard Community College (as of 8/06)
Myra Sterrett	Santa Fe Community College
Linda Swaine	Valencia Community College
Dustin Weeks	Daytona Beach Community College (through 8/06)

2006 | 2007 CCLA EXECUTIVE COMMITTEE

The Executive Committee conducts business of the Advisory Board between its regular meetings. Membership includes Advisory Board officers, geographic and size-of-institution representatives, CCLA's Executive Director, and representatives from the State Library of Florida, State University Libraries, and the Division of Community Colleges. Officer and institution representatives are elected by the Advisory Board.

Cherry Alexander	Tallahassee Community College	Region I Representative
Sue Clayton	Manatee Community College	Medium Institutions Representative
Jim Corey	Florida Center for Library Automation	State University Libraries Representative
Patricia DeSalvo	Seminole Community College	Chair
Denise English	Lake-Sumter Community College	Region III Representative
Zenaida Fernandez	Miami Dade College	Chair-elect
Janice Henderson	Okaloosa-Walton College	Small Institutions Representative
Sheila Hiss	North Florida Community College	Region II Representative
Lori Kelly	Florida Keys Community College	Region V Representative
J. Richard Madaus	College Center for Library Automation	
Ian Neuhard	Division of Community Colleges	
Lena Phelps-Ellerker	South Florida Community College	Region IV Representative
Pat Profeta	Indian River Community College	Past Chair
Judi Ring	State Library of Florida	State Library of Florida Representative
Linda Swaine	Valencia Community College	Large Institutions Representative

The CCLA Advisory Board, its Executive Committee and standing committees participate in a structured advisory process for LINCC implementation, reflecting the interests of community college libraries and their parent institutions through its annual goals and objectives and ongoing counsel.

single group of students
team-work (tēm'wark')
 which individual interest
 efficiency; coordinated effort
 with a team

CCLA STANDING COMMITTEES 2006 | 2007

ACCESS STANDING COMMITTEE

PURPOSE

Assist and advise the Executive Committee and CCLA regarding circulation and related services in a statewide environment. Scope of work includes, but is not limited to: circulation, course reserves, electronic reserve systems, inventory, interlibrary loan and media booking, and reports and training related to any of these issues.

MEMBERS

Cherry Alexander, Tallahassee Community College, Executive Committee Representative
 Sandra Block, Chair, Broward Community College
 Amber Brock, Tallahassee Community College
 Kellie Diaz, Seminole Community College
 Kristen Faulkner, Polk Community College
 Suzanne Lynch-Johnson, Valencia Community College
 Carole Thompson, Central Florida Community College
 Christal Wood, Brevard Community College
 Brenda Rutten, CCLA Staff Representative

SUMMARY OF ACTIVITIES

Key among the committee's activities during 2006-07 was the facilitation of the 2006 LINCC Resource Sharing Survey. The committee redesigned the survey to include questions that will provide data on interlibrary loan issues specific to LINCC libraries. The committee also reviewed and updated two documents: LINCC Resource Sharing Guidelines and LINCC Database Guidelines.

COOPERATION AND DEVELOPMENT STANDING COMMITTEE

PURPOSE

Assist and advise the Executive Committee and CCLA regarding opportunities for collaboration and innovation that can be supported within the LINCC environment. Scope of work includes, but is not limited to: identifying technologies suitable for adoption in the LINCC environment, assessing the progress made toward achieving the recommendations contained in Dissolving Boundaries: Florida's Community College Libraries and the Information Age, data gathering, and reports and training related to any of these issues.

MEMBERS

Deborah Anderson, Brevard Community College
 Geraldine Collins, Florida Gulf Coast University, State University Libraries Representative
 Denise English, Lake-Sumter Community College, Executive Committee Representative
 Deborah Keeler, Chair, Miami Dade College
 Lydia LaCava, Broward Community College
 Chad Mairn, St. Petersburg College
 Jenna Miller, Santa Fe Community College
 Linda Sutton, Seminole Community College
 Kathryn Toon, State Library of Florida
 Dixie Yeager, St. Johns River Community College
 Ann Armbrister, CCLA Staff Representative

SUMMARY OF ACTIVITIES

The committee's primary work assignment was the review of recommendations contained in Dissolving Boundaries: Florida's Community College Libraries and the Information Age. The resulting Status Review was accepted by the CCLA Executive Committee in December 2007.



CCLA STANDING COMMITTEES 2006 | 2007

MEMBERS

Kay Boatright, North Florida Community College
Sue Clayton, Manatee Community College,
Executive Committee Representative
Jacqueline Druash, Tallahassee Community College (through 12/06)
Shelly Mudgett, Chair, Brevard Community College
Jeremy Norton, Lake-Sumter Community College
Bianca Rodriguez, Indian River Community College
Jennifer Saxton, Miami Dade College
Helen Schmidt, Polk Community College
Lisa Close, CCLA Staff Representative

SUMMARY OF ACTIVITIES

The committee continued to play a key role in the development of new or enhanced LINCCWeb features. This included providing guidance and recommendations on implementation of MetaLib version 4.0 software, and advising on user access and authentication to LINCCWeb resources.

PURPOSE

Assist and advise the Executive Committee and CCLA regarding direct services to library users, including the online public access catalog and electronic resources. Scope of work includes, but is not limited to: LINCCWeb, database/eBook licensing and bibliographic records, the online catalog of library holdings, other digital content, SFX, MetaLib, and reports and training related to any of these issues.

INFORMATION RESOURCES STANDING COMMITTEE

MEMBERS

Rosy Aneja, Chair, Valencia Community College
Linda Broyles, Pensacola Junior College
Melanie Cooksey, Pasco-Hernando Community College
Janice Henderson, Okaloosa-Walton College,
Executive Committee Representative
Marta Kendrick, Indian River Community College
Jan Rothhaar, Broward Community College
Wynona Saddler, Florida Community College at Jacksonville
Jean Sibley, Gulf Coast Community College
Dave Whisenant, CCLA Staff Representative

SUMMARY OF ACTIVITIES

The committee was active in CCLA's planning and delivery of Aleph version 17 software. To that end, the committee made recommendations about Aleph software implementation, including the review of Aleph version 17 cataloging, acquisitions and serials functionalities. The committee also advised on enhancements to patron record management processes, and was instrumental in the development, testing and activation of a new LINCC electronic ordering service based on electronic data interchange (EDI).

PURPOSE

Assist and advise the Executive Committee and CCLA regarding technical services issues in a statewide environment. Scope of the work includes, but is not limited to: cataloging, serials, acquisitions, inventory, technical services reports and training related to technical services.

TECHNICAL SERVICES STANDING COMMITTEE

GOAL I: PROVIDE ACCESS TO SHARED INFORMATION RESOURCES.

Objectives

I. IDENTIFY AND ADDRESS RESOURCE SHARING ISSUES AND OPPORTUNITIES AMONG LINCC INSTITUTIONS.

- CCLA continued to refine LINCC's statewide request service. The service enables students to request books and other materials from other community college libraries directly from LINCCWeb.
- During 2006-07, Florida's statewide courier service moved 42,821 items among Florida's community college libraries. CCLA and its Advisory Board provide leadership and resources toward the service's continued development and availability, ensuring that LINCC libraries continue to benefit from this invaluable service.
- CCLA's Access Standing Committee conducted its annual Resource Sharing Survey in October 2006. The survey – part of a continuing study of community college resource sharing trends and issues – tracks interlibrary loan activity, services and staffing, document delivery, and collection development among Florida's 73 campus LINCC libraries.
- CCLA continued to provide interested college libraries with free group licensing for Ariel document delivery software. Upgraded in 2006, Ariel software enhances transmission of electronic documents between libraries – both within the LINCC environment and worldwide – and enables libraries to efficiently deliver electronic documents directly to student and faculty desktops.
- Five regional Advisory Board meetings were held during 2007, providing a forum for CCLA, college library administrators, and representatives from regional multi-type library cooperatives to discuss LINCC - and library-related issues of local and regional interest.
- CCLA's Executive Committee held its ninth annual joint meeting with the Advisory Board of the Florida Center for Library Automation (FCLA) in December 2006.

2. EXPAND ACCESS TO CENTRALIZED INFORMATION RESOURCES THROUGH WEB BASED STRUCTURES TO SUPPORT THE COMMUNITY COLLEGE EDUCATIONAL PROCESS.

- CCLA continued to refine and enhance its statewide library information portal, LINCCWeb. During 2006-07, community college students performed 13,283,706 LINCCWeb searches. LINCCWeb provides convenient, reliable access to library and information resources when and where users need it. Full-text databases, eBooks and audiobooks are among the resources available from LINCCWeb, along with the collections of Florida's 28 community colleges, 11 public university libraries, and public libraries representing major metropolitan areas throughout the state.
- In fall 2006, CCLA activated \$3.9 million in new electronic databases, journals and eBooks to assist in learning and research. The resources are funded by the Florida Legislature for use by all colleges. Representatives from each college collaborated to select the resources that best meet the information needs of today's community college students.

CCLA VALUES

ACCOMPLISHMENT FOCUSED

We earn trust by
keeping our commitments.

2006 | 2007 ACTIVITIES AND ACCOMPLISHMENTS

Community college students now have access to 84 statewide eResources (representing 14 commercial information vendors) from LINCCWeb.

- In May 2007, Florida's Legislature approved additional funding for 2007-08 to augment the core set of statewide LINCCWeb eResources.
- CCLA enhanced the offerings from LINCCWeb's catalog by adding access to NetLibrary's eBook Shared Collections IV and V, select titles from Gale's Virtual Library, and to eBooks purchased locally from vendor Greenwood Press.
- CCLA negotiated group licenses for eResources valued at more than \$397,000, acting as agent on behalf of participating colleges seeking to retain access to these products with local funding.
- During 2006-07, CCLA continued to integrate Ex Libris's SFX technology into LINCCWeb. SFX links together all parts of LINCCWeb's electronic collection, including full-text repositories; abstracting, indexing, and citation databases; online library catalogs, and other web resources.
- CCLA introduced a new version of LINCCWeb's foundation software, MetaLib version 4.0, in 2007. The enhanced MetaLib included a new navigation tool that presents search results with topic clusters and author, date and journal facets. CCLA was one of six customers nationwide selected by Ex Libris to participate as an early adopter of MetaLib version 4.0 software.
- CCLA continued to refine its user authentication processes during 2006-07 to expand student access to locally-licensed electronic resources provided for their college. Institutions that license electronic resources directly from vendors can request CCLA to authenticate use of those resources by their students both inside the library and from remote access points. CCLA currently provides user authentication capability for 216 unique databases offered by 53 commercial vendors.
- CCLA added EZproxy's user authentication software to expand access to eResources through LINCCWeb's SFX feature.
- Significant enhancements to book cover images in LINCCWeb's catalog search results were activated in 2006. CCLA worked with Syndetic Solutions to provide links to table of contents, summaries and annotations, reviews and author notes.
- A new searchable help interface to assist students using LINCCWeb's catalog was introduced in 2007.
- A trial web site was made available to all colleges to preview potential new LINCCWeb eResources.
- CCLA continued to provide college libraries with enhanced options for customizing local web pages. Such options include predefined LINCCWeb search starting points to best match search strategies used by their students. Information on CCLA's web site provides libraries with detailed instructions on how to maximize the effectiveness of available LINCCWeb customization options for their students.

GOAL I:

PROVIDE ACCESS TO SHARED INFORMATION RESOURCES.

(Continued)

2006 | 2007 ACTIVITIES AND ACCOMPLISHMENTS

GOAL I: PROVIDE ACCESS TO SHARED INFORMATION RESOURCES.

(Continued)

- Close collaboration between CCLA, its advisory committees and LINCC library staff continues to benefit LINCCWeb refinement. CCLA's Information Resources Committee, comprised of community college library public services staff, provides key advisement regarding student preferences, practices and information needs. Such input enables CCLA to tailor LINCCWeb to the unique learning environment of community colleges.
- CCLA continued to provide web-based information resources that assist library staff in effectively delivering services to their users. CCLA's "Library Staff Resources" web page includes information on resource sharing, copyright, licensing, information literacy and other professional topics.
- CCLA began development on a new LINCCWeb interface based on Endeca software functionality. CCLA acquired the Endeca software in January 2007 and is an early implementer of the Endeca products in libraries. The Endeca platform will benefit students through an enhanced LINCCWeb interface and set the stage for increased connectivity with the state's public university libraries.
- During 2006-07, CCLA began the planning phase of a digital content initiative to assess the potential for digitization of community college library collections. Collaboration continues with software vendor Ex Libris to utilize their DigiTool software to facilitate and support digital library content in LINCC.
- CCLA was selected as a Charter Customer for Ex Libris's emerging discovery tool, Primo. As a Charter Customer, CCLA will have early access to the software and will work closely with Ex Libris to shape the software's development.

3. ENHANCE DELIVERY OF LINCC SERVICES DIRECTLY TO THE USER'S PREFERRED LOCATION THROUGH RESOURCE SHARING AND TECHNOLOGICAL MEANS.

- Community college libraries used LINCC's library management system to circulate 1,250,444 items during 2006-07.
- CCLA, the Tampa Bay Library Consortium (TBLC), and community college libraries continued their collaborative development of Florida's statewide virtual reference service, Ask a Librarian, which provides the state's 17 million citizens with online access to professional library reference staff to answer their questions and assist in locating and using information on the web. During 2006-07, Ask a Librarian registered 29,560 live chat reference sessions. A total of 96 academic, public, and special libraries participate in the Ask a Librarian service.
- Preliminary planning for a new 'Academic Desk' feature of the Ask a Librarian service began in 2007. CCLA will play a key role in the collaborative development and activation of the new feature.
- CCLA's access management services continue to support authorization authentication to resources from users' preferred locations.
- Activities supporting this objective are also listed under Goal I, Objective 1 (Statewide Courier)

2006 | 2007 ACTIVITIES AND ACCOMPLISHMENTS

- Activities supporting this objective are also listed under Goal 1, Objective 3 (LINCCWeb, Proxy authentication).

4. CONTINUE DEVELOPMENT OF THE CCLA/LINCC SYSTEM AND WEB-BASED INFORMATION RESOURCE ENVIRONMENT.

- CCLA successfully upgraded its LINCC Library Management System (LMS) software to Aleph version 17 in July 2006. The upgrade capped nearly a year of development, testing and preparation, including significant refinement of library data, tailoring of Aleph modules to meet the needs and expectations of community college libraries, development of product documentation and support materials, and training of library staff on the new software. CCLA worked closely with its advisory process and with local libraries in the software's preparation.
- In 2007, CCLA began preparing for an upgrade of LINCC's LMS software to Aleph version 18. Anticipated for activation in December 2007, the new software will improve LINCC's Interlibrary Loan functionality and offer the potential for enhanced connectivity with the state's public university libraries.
- CCLA continued to collaborate with SunGard Availability Services to implement an enhanced disaster recovery plan for LINCC that will provide for necessary system hardware in the event that CCLA's computing facility is significantly affected by natural or other disasters. In 2007, CCLA and SunGard successfully performed a simulated disaster recovery, including hardware installation, data replication and recovered patron, bibliographic and other data used by LINCC.
- CCLA signed a contract with the Florida LambdaRail (FLR) initiative in 2006 that will provide Internet2 connectivity for LINCC. Internet2 bypasses local Internet traffic, resulting in faster LINCC transactions for any community college also connected to Internet2.
- Refinement of CCLA's LINCC Automated Processing Service (LAPS) continued. One key refinement was providing libraries the option to submit borrower records on a weekly schedule, rather than by academic term or session only, benefiting colleges that offer frequent student registration.
- Collaboration continued between CCLA and Ex Libris to address outstanding issues and maximize the software's effectiveness for LINCC libraries.
- LINCC's Circulation Selfcheck functionality was enhanced in 2007 to allow for check out of video materials. The stand-alone LINCC Selfcheck workstation enables library patrons to check out materials without staff intervention.
- In 2007, CCLA began evaluating potential new functionality that will enable libraries to e-mail overdue, lost, and other notices to patrons directly from LINCC.
- CCLA continued to play an active role as a member of the Large Scale Shared Systems Initiative (LaSSSI), a group of 11 Ex Libris customers in the United States who provide large scale, statewide shared systems. CCLA participated

GOAL I: PROVIDE ACCESS TO SHARED INFORMATION RESOURCES.

(Continued)

2006 | 2007 ACTIVITIES AND ACCOMPLISHMENTS

GOAL 1: PROVIDE ACCESS TO SHARED INFORMATION RESOURCES.

(Continued)

in each of the group's meetings during 2006-07. The meetings provide an opportunity to exchange information about the unique aspects of shared system environments, discuss common issues affecting the systems, share experiences, and identify potential development opportunities for the participants and Ex Libris.

- The refinement of LINCC services continued to benefit from close collaboration between CCLA, its advisory groups and community college library staff.
- In 2007, CCLA expanded LINCC's Electronic Ordering feature to enable college libraries to order materials from vendors Baker & Taylor and Ingram directly through LINCC. The LINCC feature, which uses Electronic Data Interchange (EDI) standards to facilitate the transactions, is also available for vendor Yankee Book Peddler.
- CCLA continued to test appropriate peripheral equipment for compatibility with LINCC. A list of such equipment is available to all LINCC libraries to assist them in purchasing local LINCC-related equipment.
- A new searchable help interface for the LINCCWeb catalog was introduced in 2007. Similar help interfaces for LINCCWeb eResources and for LINCC's library management system are under development.
- Activities supporting this objective are also listed under Goal 1, Objective 1, (Statewide Request).

5. ENHANCE THE LINCC DATABASE OF COLLEGE LIBRARY RESOURCES THROUGH HOLDINGS ADDED, ONGOING PROCESSING, AND QUALITY CONTROL EFFORTS.

- An authority control process continued to enhance and improve the quality and diversity of LINCC's union database. As of June 30, 2007, the LINCC database contained 1,427,011 active bibliographic records and 4,590,354 individual items—an increase of 8 percent and 3 percent, respectively, over the previous year.
- CCLA ran numerous scheduled maintenance programs during the year to maintain the quality and integrity of the LINCC bibliographic database. These programs ensure database integrity and efficiency by purging duplicate, obsolete or invalid records, checking validity of record data, and updating record data.
- Activities supporting this objective are also listed under Goal 1, Objective 2, (eBooks).

Objectives:

I. DEVELOP AND IMPROVE CCLA CONSULTATION SERVICES TO ASSIST LIBRARIES IN EFFECTIVE USE OF LIBRARY-RELATED TECHNOLOGIES.

- CCLA continued to provide close consultation with LINCC libraries regarding CCLA/LINCC programs and services. Such efforts were focused on local preparation for the December 2006 upgrade of LINCC software to Aleph software v.17, and assisting libraries in best use practices for LINCCWeb and the LINCC library management system (LMS). CCLA consultants actively provided information, instruction and suggestions for workflow modifications, and initiated software remediation where necessary.

2006 | 2007 ACTIVITIES AND ACCOMPLISHMENTS

- CCLA staff kept in close contact with community college library staff throughout 2006-07 via consultative visits, conference calls, LINCC discussion lists, and e-mail, continually assessing and addressing library needs.
- Daytona Beach Community College and CCLA collaborated on a new program that allowed a CCLA library consultant to shadow the college library's administrators and frontline library staff for three days. The program was designed to provide both CCLA and the college with a better understanding of how LINCC services are delivered to students in a live library environment.
- CCLA's Service Desk fielded 5,985 calls and e-mails for assistance during 2006 2007. As frontline experts on LINCC, CCLA's customer service support staff is available during all hours libraries are open to assist with CCLA and LINCC products and services.
- CCLA's Network Consultant continued to work closely with community college libraries and institutional information technology staff to ensure the most effective local delivery of LINCC products to users.

2. DEVELOP AND IMPROVE CCLA TRAINING AND EDUCATION PROGRAMS.

- College library staff continued to benefit from enhanced instructor-led, webcast, and self-paced courses offered under CCLA's umbrella educational program, LINCCLearn.
- CCLA's online course registration software continued to streamline registration and completion of LINCC training. The software enables library staff to register for all learning opportunities offered through LINCCLearn.
- Six new web-based courses were added to CCLA's LINCCLearn educational program during 2006-07. The new self-paced courses, which cover LINCC's cataloging, acquisitions, course reserves, LINCC searching, serials, and the LINCCWeb catalog, offer libraries a convenient, cost-effective means of training local staff who cannot attend in-person training.
- Participating library staff provide online evaluations at the conclusion of each LINCC training event to assist CCLA in enhancing and refining course content.
- New LINCCLearn courses that utilize streaming audio and video were introduced in 2006.
- Working closely with library administrators and staff from each region, CCLA conducted five regional LINCC user meetings in 2007. Each meeting focused on LINCC-related issues specific to the libraries in that region, serving as valuable forums for information sharing among library staff regarding local activities, best practices, and workflow.
- CCLA teamed with experts from the American Library Association and the State Library of Florida to offer regional workshops to prepare college libraries to complete their National Center for Education Statistics' (NCES) Academic Library Survey.
- CCLA conducted its annual Learning Needs Assessment in 2006. The survey tool, completed by library administrators at each college, assists CCLA in identifying local training needs, and helps ensure that all library staff have the necessary knowledge to deliver LINCC services to their users.

GOAL 2: ENSURE CONTINUING LIBRARY DEVELOPMENT THROUGH THE EFFECTIVE USE OF TECHNOLOGY, TRAINING, SUPPORT AND CONSULTATION.

(Continued)

2006 | 2007 ACTIVITIES AND ACCOMPLISHMENTS

GOAL 2: ENSURE CONTINUING LIBRARY DEVELOPMENT THROUGH THE EFFECTIVE USE OF TECHNOLOGY, TRAINING, SUPPORT AND CONSULTATION.

(Continued)

3. FACILITATE COLLABORATION IN THE DEVELOPMENT OF WEB-BASED INFORMATION RESOURCES AMONG LINCC LIBRARIES.

- Activities supporting this objective are listed under Goal 1, Objective 2, (LINCCWeb)
- Activities supporting this objective are listed under Goal 1, Objective 3, (Ask a Librarian).

4. ENCOURAGE AND FACILITATE LIBRARY LEADERSHIP DEVELOPMENT.

- Participation on CCLA advisory committees afforded community college librarians an opportunity to become conversant with current issues and to enhance their leadership skills. Thirty-nine library staff served on CCLA advisory committees during 2006-07; 17 community colleges were represented on at least one CCLA committee. CCLA's larger Advisory Board includes representation from all 28 community colleges in Florida.

5. SUPPORT THE STANDARDIZATION AND ENHANCEMENT OF STATISTICAL GATHERING METHODS TO IMPROVE LIBRARY MANAGEMENT INFORMATION.

- CCLA continued to refine its processes for collecting LINCC-related usage statistics during 2006-07. Significant progress was made toward fully automated collection of vendor-provided usage statistics for LINCCWeb's eResources. CCLA currently provides college libraries access to 58 statistical reports from its online LINCC Reports Service (LRS). These reports assist library administrators and staff in managing their collections and performing LINCC-related activities.

As eResource vendors continue to move toward standardized usage reporting based on COUNTER (Counting Online Usage of Networked Electronic Resources) protocol, CCLA will continue to enhance both its suite of statistical reports and the automated processes by which those statistics are collected and reported.

- Activities supporting this objective are also listed under Goal 1, Objective 1, (Resource Sharing Survey).
- Activities supporting this objective are also listed under and Goal 2, Objective 2 (NCES Survey).

6. SUPPORT OUTCOME ASSESSMENT AND MANAGEMENT INFORMATION ANALYSIS FOR THE DECISION-MAKING PROCESS OF COMMUNITY COLLEGE LIBRARY SERVICES.

- Activities supporting this objective are listed under Goal 2, Objective 5, (LINCC Reports).

7. MAINTAIN AND IMPROVE THE CCLA COMMUNICATIONS AND PUBLICATIONS PROGRAM.

- Electronic LINCC discussion lists (listservs) continued to serve as prominent vehicles for information sharing between CCLA and college libraries about current and future LINCC programs and services, and for peer-to-peer professional discussion. As of June 30, 2007, there were 1,520 subscribers to LINCC discussion lists; 1,902 messages were initiated during 2006-07.

2006 | 2007 ACTIVITIES AND ACCOMPLISHMENTS

- CCLA informational publications were provided both in print and online, and included a quarterly CCLA Director's Report and an administrative update for college administrators and faculty.
- CCLA hosted its annual LINCC User Forum at the Florida Library Association conference in 2007. The meeting provides an opportunity for LINCC library staff throughout the state to meet with their peers and CCLA staff to discuss current and proposed activities that affect the LINCC system.
- CCLA's web site continued to serve as an information resource for library staff, providing access to informational and technical materials related to the operation and delivery of LINCCWeb and LINCC's library management system.
- CCLA's Annual Report was printed and distributed to more than 400 community college officials, librarians, and national library journal editors, and made available online from CCLA's web site.
- Active participation with state and national library-related organizations during 2006-07 provided valuable opportunities for CCLA to communicate about LINCC and Florida's community colleges.
- CCLA staff gave numerous presentations to library- and education-related organizations during 2006-07.

8. IMPLEMENT THE USE OF ADDITIONAL EVALUATIVE INSTRUMENTS TO MEASURE THE EFFECTIVENESS OF TECHNOLOGY, TRAINING, SUPPORT AND CONSULTATION.

- CCLA surveyed college libraries on various aspects of LINCC and CCLA services during 2006-07. Web-based survey software enables CCLA to quickly and accurately collect and communicate survey results to libraries.

Objectives:

I. RESEARCH AND DEVELOP WEB-BASED TECHNOLOGIES THAT MEET THE NEEDS OF THE LIBRARY USERS INDEPENDENT OF TIME AND LOCATION.

- CCLA continued to monitor the development and availability of web-based technologies during 2006-07, identifying and researching those new technologies that are of potential benefit to college libraries and their users.
- CCLA is an active participant in the area of NISO Circulation Interchange Protocol (NCIP), assessing its potential benefit to LINCC libraries. A member of CCLA's staff currently sits on the NCIP Implementers Group (NCIP-IG) subcommittee on documentation and profiles.
- CCLA shares its facilities with the Florida Distance Learning Consortium. This relationship enables the two organizations to identify, evaluate and implement new technologies and educational tools that have application to the community college library and learning environments—particularly those that enhance CCLA's delivery of services to distance learners.
- CCLA continued to monitor relevant library standards to determine impact on LINCC library services.

GOAL 2: ENSURE CONTINUING LIBRARY DEVELOPMENT THROUGH THE EFFECTIVE USE OF TECHNOLOGY, TRAINING, SUPPORT AND CONSULTATION.

(Continued)

GOAL 3: RESEARCH, EVALUATE, IMPLEMENT AND COMMUNICATE INFORMATION ABOUT NEW AND EMERGING TECHNOLOGIES

2006 | 2007 ACTIVITIES AND ACCOMPLISHMENTS

GOAL 3: RESEARCH, EVALUATE, IMPLEMENT AND COMMUNICATE INFORMATION ABOUT NEW AND EMERGING TECHNOLOGIES

(Continued)

· Activities supporting this objective are also listed under Goal 1, Objective 2, (LINCCWeb, MetaLib, SFX, User authentication).

· Activities supporting this objective are also listed under Goal 1, Objective 3, (Ask a Librarian).

2. EVALUATE, ACQUIRE, TEST, AND PROTOTYPE APPROPRIATE ADDITIONAL LIBRARY TECHNOLOGY AND INFORMATION PRODUCTS THAT ENHANCE LIBRARY STAFF PRODUCTIVITY AND SERVICES.

· Activities supporting this objective are listed under Goal 1, Objective 3, (Ask a Librarian).

· Activities supporting this objective are listed under Goal 1, Objective 4, (Library management system).

3. INVESTIGATE AND IMPLEMENT TECHNOLOGIES THAT ENHANCE USER SELF-SUFFICIENCY.

· CCLA introduced a new LINCCWeb tutorial designed to provide students with a quick, basic reference for searching. The tutorial is accessible from all LINCCWeb database screens.

· Activities supporting this objective are also listed under Goal 1, Objective 2, (User authentication, SFX).

· Activities supporting this objective are also listed under Goal 1, Objective 3 (Ask a Librarian).

· Activities supporting this objective are also listed under Goal 1, Objective 4, (Library management system).

· Activities supporting this objective are also listed under Goal 2, Objective 2, (Regional Advisory Board meetings, LINCCLearn, Public Services Workshops, LINCC User Meetings).

4. COMMUNICATE INFORMATION CONCERNING NEW AND EMERGING TECHNOLOGIES.

· Activities supporting this objective are listed under Goal 2, Objective 1, (Library consultation).

· Activities supporting this objective are also listed under Goal 2, Objective 2 (LINCCLearn, User meetings).

· Activities supporting this objective are also listed under Goal 2, Objective 7 (Discussion lists, Library Staff Resources web page).

Objectives:

I. CONTINUE THE DIVISION OF COMMUNITY COLLEGES' ANNUAL ASSESSMENT PROCESS REVIEWING THE PRODUCTS, SERVICES AND PROGRAMS OF CCLA.

· In 2006, CCLA collaborated with its Advisory Board and the Division of Community Colleges to administer two system-wide surveys designed to assess

GOAL 4: PROVIDE LIBRARY ADVOCACY AND LEADERSHIP FOR ISSUES OF CONCERN TO COMMUNITY COLLEGE LIBRARIES.

2006 | 2007 ACTIVITIES AND ACCOMPLISHMENTS

student and library staff satisfaction with LINCC and CCLA products and services. The surveys were administered via the Department of Education's web site. Detailed survey results were distributed to LINCC libraries by the Division of Community Colleges in December 2006, and are being used by CCLA to identify opportunities to further improve its products and services.

2. REVIEW AND IMPLEMENT, AS APPROPRIATE, THE RECOMMENDATIONS OF THE RECAP REPORT.

- Throughout 2006-07, CCLA and its Executive Committee continued to use findings and recommendations from the report, RECAP: A Review of the CCLA Advisory Process, to identify opportunities to improve the overall advisory process. CCLA's Executive Committee will evaluate and update, as appropriate, the report annually as part of its ongoing committee responsibilities.

3. CONTINUE THE LEADERSHIP AND ADVOCACY ROLE OF CCLA IN SUPPORT OF COMMUNITY COLLEGE LIBRARY AND LEARNING RESOURCE ISSUES.

- Representatives from CCLA continued to serve on various decision- and policy-making bodies within the larger community college system, including the Division of Community Colleges' Executive Leadership Team, and the Florida Community Colleges' Council of Business Affairs and Information Technology Committee.
- CCLA's Executive Director provided status reports to the Community College Council of Presidents concerning library technology funding issues. Members of CCLA's senior management provided status reports to the Community College Chief Information Officers, Council of Business Officers and Council on Instructional Affairs. Additionally, CCLA's Executive Director serves at the state level as a member of the Florida Library Network Council.
- CCLA staff actively participated in state and national library professional organizations, including the Florida Library Association, the American Library Association, the National Information Standards Organization (NISO), EDUCAUSE, the Coalition for Networked Information, and the International Coalition of Library Consortia.
- Activities supporting this objective are also listed under Goal 1, Objective 4, (Library management system).

4. MARKET AND PROMOTE THE LIBRARY AS AN INTEGRAL PART OF THE INSTRUCTIONAL PROCESS IN THE COMMUNITY COLLEGE EDUCATIONAL EXPERIENCE.

- CCLA continued to work collaboratively with the Florida Distance Learning Consortium to develop centralized technology hosting opportunities for the K-20 education environment.
- In 2007, CCLA began a collaborative project with Brevard Community College to fully integrate LINCCWeb into the college's portal.
- CCLA's Executive Director provided reports to the Florida Distance Learning Consortium Board regarding statewide technology and distance learning issues.
- CCLA contractually hosted 15 web sites of the Florida Distance Learning Consortium.

GOAL 4: PROVIDE LIBRARY ADVOCACY AND LEADERSHIP FOR ISSUES OF CONCERN TO COMMUNITY COLLEGE LIBRARIES.

(Continued)

**GOAL 4:
PROVIDE LIBRARY
ADVOCACY AND
LEADERSHIP FOR
ISSUES OF CONCERN
TO COMMUNITY
COLLEGE LIBRARIES.**

(Continued)

· Activities supporting this objective are also listed under Goal 1, Objective 3, (Ask a Librarian).

· Activities supporting this objective are also listed under Goal 3, Objective 1, (Florida Distance Learning Consortium).

5. PROACTIVELY SEEK COMMITMENT AND ACCOUNTABILITY MECHANISMS TO ADDRESS THE NEEDS IDENTIFIED IN THE LEARNING RESOURCES PROGRAM REVIEW AND OTHER COROLLARY ASSESSMENT TOOLS.

· CCLA provided annual statistical data to the Division of Community Colleges relative to library collections status within each college in the Community College System.

· CCLA hosted a workshop of the Library Subcommittee of the Community College Funding Formula Committee in 2007 to review and discuss the library components of the Community College Funding Formula.

· Activities supporting this objective are also listed under Goal 1, Objective 4, (Library management system).

6. MAXIMIZE EFFORTS TO GUARANTEE THE CONTINUANCE OF FUNDING FOR STATE-LEVEL SUPPORT OF CCLA ACTIVITIES.

· CCLA's annual funding is authorized within the Community College Program Fund.

· CCLA, the Division of Community Colleges, and the Florida Department of Education continued to work together to equip staff with the best possible information for legislative and legislative committee staff decision makers.

· CCLA staff continued cost funding and performance tracking activities to facilitate the budget-making process.

7. ADVOCATE FOR COMMUNITY COLLEGE LIBRARY AND INFORMATION NEEDS BEING MET WITHIN THE FLORIDA EDUCATION GOVERNANCE STRUCTURE.

· Again in 2006-07, CCLA's Executive Director served on the Community College System Chancellor's Executive Leadership Team, where he actively presented library technology issues at the highest level of community college oversight.

· The Division of Community Colleges continued to maintain an appointed liaison to CCLA's Advisory Board, thereby affording an opportunity to enhance awareness of library and information needs at the highest levels of the Division of Community Colleges.

· Activities supporting this objective are also listed under Goal 1, Objective 4, (Library management system).

· Activities supporting this objective are also listed under Goal 4, Objective 3, (Leadership and advocacy role).

2006 | 2007 ACTIVITIES AND ACCOMPLISHMENTS

8. PROVIDE INFORMATION AND FISCAL DATA TO SUPPORT LOCAL INSTITUTIONAL NEEDS.

- Activities supporting this objective are listed under Goal 2, Objective 5, (Statistical reports).
- Activities supporting this objective are also listed under Goal 4, Objective 6, (Performance tracking).

9. UTILIZE STANDARDIZED MANAGEMENT AND FINANCIAL DATA TO SUPPORT ASSESSMENT, ADVOCACY, AND ACCREDITATION ISSUES.

- CCLA provided statistical data to the Division of Community Colleges relative to library collections status within each college in the Community College System.

10. CONTINUE EFFORTS SEEKING ADEQUATE FUNDING TO PROVIDE ELECTRONIC LIBRARY RESOURCES TO THE COMMUNITY COLLEGE STUDENTS OF FLORIDA.

- In 2007, the Florida Legislature approved a budget request from the Division of Community Colleges and CCLA – on behalf of the state’s 28 community colleges – for \$1.4 million to augment the core set of statewide LINCCWeb eResources.

Objectives:

1. FACILITATE THE COLLABORATIVE INTEGRATION OF WEB-BASED INFORMATION RESOURCES ACROSS THE DELIVERY SYSTEMS WITHIN THE FLORIDA EDUCATION GOVERNANCE STRUCTURE.

- CCLA continued to host and maintain the official web site for the Ex Libris Users of North America (ELUNA).
- In 2006, CCLA collaborated with the Division of Community Colleges and the Council of Presidents to host a centralized repository of fiscal data and other official documents for use by college business officers. CCLA hosts the SharePoint software-based project from its computing facility in Tallahassee.
- Activities supporting this objective are also listed under Goal 1, Objective 3, (Ask a Librarian).
- Activities supporting this objective are also listed under Goal 1, Objective 4, (Library management system).
- Activities supporting this objective are also listed under Goal 3, Objective 1, (Florida Distance Learning Consortium).

2. EXPLORE WAYS TO MAXIMIZE THE EX LIBRIS TECHNOLOGIES.

- Activities supporting this objective are listed under Goal 1, Objective 2, (MetaLib, SFX).
- Activities supporting this objective are also listed under Goal 1, Objective 4, (Library management system).
- Activities supporting this objective are also listed under Goal 3, Objective 1 (Product development).

GOAL 4: PROVIDE LIBRARY ADVOCACY AND LEADERSHIP FOR ISSUES OF CONCERN TO COMMUNITY COLLEGE LIBRARIES.

(Continued)

GOAL 5: ENHANCE LIBRARY SERVICES AND RESOURCES THROUGH MUTUALLY BENEFICIAL ALLIANCES.

**GOAL 5:
ENHANCE
LIBRARY SERVICES
AND RESOURCES
THROUGH MUTUALLY
BENEFICIAL ALLIANCES.**

(Continued)

3. PARTICIPATE IN THE DEVELOPMENT OF THE FLORIDA ELECTRONIC LIBRARY.

- CCLA's Executive Director is an active member of the Florida Library Network Council, which has advisory responsibilities regarding the Florida Electronic Library.
- The collaborative Ask a Librarian online reference service remains a key component of the Florida Electronic Library. Ask a Librarian continues to benefit from an effective partnership between CCLA, the Tampa Bay Library Consortium and the Florida Electronic Library.
- Community college libraries and their students continued to benefit from access to selected OCLC and Gale databases funded by the State Library of Florida and available through the Florida Electronic Library. These resources have been fully integrated into LINCCWeb.
- Activities supporting this objective are also listed under Goal 1, Objective 3, (Ask a Librarian).

4. PARTNER WITH OTHER AGENCIES AND ORGANIZATIONS FOR COLLABORATIVE DEVELOPMENT AND ENHANCEMENT OF LIBRARY AND INFORMATION RESOURCES AND SERVICES.

- CCLA maintains active memberships in statewide, regional, national, and international organizations that share CCLA's goals for collaborative development and enhancement of library and information resources and services.
- Activities supporting this objective are also listed under Goal 1, Objective 3, (Ask a Librarian).
- Activities supporting this objective are also listed under Goal 1, Objective 4, (Library management system).
- Activities supporting this objective are also listed under Goal 3, Objective 1, (Florida Distance Learning Consortium).
- Activities supporting this objective are also listed under Goal 5, Objective 1 (SharePoint).

5. SEEK ALTERNATIVE FUNDING OPPORTUNITIES TO ENHANCE SERVICES AND RESOURCES.

- Activities supporting this objective are also listed under Goal 3, Objective 1, (Florida Distance Learning Consortium).

6. ACT AS AGENT FOR COOPERATIVE PURCHASING AND LICENSING INITIATIVES.

- Activities supporting this objective are also listed under Goal 1, Objective 2, (eResource group licensing).

GOALS AND OBJECTIVES FOR 2007 | 2008

GOAL 1: PROVIDE ACCESS TO SHARED INFORMATION RESOURCES

1. Identify and address resource sharing issues and opportunities among LINCC institutions.
2. Expand access to centralized information resources through web-based structures and facilitated collaboration in the development of web based information resources among LINCC libraries.
3. Enhance delivery of LINCC services directly to the user's preferred location through resource sharing and technological means.
4. Continue development of the CCLA/LINCC system and web-based information resource environment.
5. Enhance the LINCC database of library resources through holdings added, ongoing processing, and quality control efforts.
6. Enhance and expand the user experience of LINCCWeb through user-centered design and state of the art features and functionality.

GOAL 2: ENSURE CONTINUING LIBRARY DEVELOPMENT THROUGH THE EFFECTIVE USE OF TECHNOLOGY, TRAINING, SUPPORT AND CONSULTATION

1. Develop and improve CCLA consultation services to assist libraries in effective use of library-related technologies.
2. Develop and improve CCLA training and education programs to meet the needs of libraries and staff in a changing information environment.
3. Encourage and facilitate library leadership development.
4. Support the standardization and enhancement of statistical gathering methods to improve library management information.
5. Support outcomes assessment and management information analysis for the decision-making process of community college library services.
6. Maintain and improve the CCLA communications and publications program.
7. Implement the use of additional evaluative instruments to measure the effectiveness of technology, training, support and consultation.

GOAL 3: RESEARCH, EVALUATE, IMPLEMENT AND COMMUNICATE INFORMATION ABOUT NEW AND EMERGING TECHNOLOGIES

1. Research and develop web-based technologies that meet the needs of the library users independent of time and location.
2. Evaluate, acquire, test, and prototype appropriate additional library technology and information products that enhance library staff productivity and services.
3. Investigate and implement suitable options supporting community college library digitization needs.
4. Investigate and implement technologies that improve LINCCWeb interoperability with local campus systems and provide visibility within the larger web environment.
5. Investigate and implement technologies that enhance user self-sufficiency.
6. Communicate information concerning new and emerging technologies.

GOAL 4: PROVIDE LIBRARY ADVOCACY AND LEADERSHIP FOR ISSUES OF CONCERN TO COMMUNITY COLLEGE LIBRARIES

1. Continue the Division of Community Colleges biennial assessment process reviewing the products, services and programs of CCLA.
2. Review and implement, as appropriate, the recommendations of the RECAP report.
3. Continue the leadership and advocacy role of CCLA in support of community college library and learning resource issues.
4. Market and promote the library as an integral part of the instructional process in the community college educational experience.
5. Maximize efforts to guarantee the continuance of funding for state-level support of CCLA activities.
6. Advocate for community college library and information needs being met within the Florida education governance structure.
7. Provide information and fiscal data to support local institutional needs.
8. Utilize standardized management and financial data to support assessment, advocacy, and accreditation issues.
9. Continue efforts seeking adequate funding to provide library resources to the community college students of Florida.

GOAL 5: ENHANCE LIBRARY SERVICES AND RESOURCES THROUGH MUTUALLY BENEFICIAL ALLIANCES

1. Facilitate the collaborative integration of web-based information resources across the delivery systems within the Florida education governance structure.
2. Explore ways to maximize the Ex Libris technologies.
3. Participate in the development of the Florida Electronic Library.
4. Partner with other agencies and organizations for collaborative development and enhancement of library and information resources and services.
5. Seek alternative funding opportunities to enhance services and resources.
6. Act as agent for cooperative purchasing and licensing initiatives.



FINANCIAL SUMMARY

(AS OF JUNE 30, 2007)

PERSONNEL	\$ 7,194,463
TRAVEL AND TRAINING	301,710
HARDWARE/SOFTWARE SERVICES CONTRACTS	795,220
FACILITIES	821,753
OTHER CURRENT EXPENDITURES	258,939
TCC INDIRECT FEE	80,000
EQUIPMENT REFRESH	423,286
TOTAL RECURRING OPERATIONS EXPENDITURES	\$ 9,875,413
STATEWIDE ELECTRONIC RESOURCES FUNDS	\$ 3,978,413

Photos on pages 1, 14, and 17 courtesy of Seminole Community College



**COLLEGE CENTER FOR
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AUTOMATION**
1753 West Paul Dirac Drive
Tallahassee, Florida 32310
www.cclaflorida.org