"UF staff and administration perceive their users' perpetual silence as being a positive reaction to the friendly and intuitive user interface the service provides.**"**

Denise Bennett, engineering librarian at the University of Florida

BUSINESS CHALLENGE

The University of Florida (commonly referred to as Florida or UF) is an American public land-grant, sea-grant, and space-grant research university located on a 2,000-acre campus in Gainesville, Florida. In 2002, UF faced an overwhelming challenge—a major renovation to its Humanities and Social Sciences Library. This meant the majority of its business books would be off-site in a storage facility for an estimated two year period, subjecting its students and patrons to an inaccessibility of content that was clearly vital to their academic success.

Also issues around building, maintaining and keeping the collection current were exacerbated by a growing user population (including off-campus and remote on-campus users), high theft rate and limited library hours.

HOW SKILLSOFT® HELPED

UF adopted Skillsoft Books' ITPro™ and BusinessPro™ collections and immediately recognized the benefits and realized that they could give their patrons a much deeper, richer and more up to date information resource. More importantly, this content is readily available -24 hours a day, seven days a week. Also unlike print collections and other e-book providers, multiple users can simultaneously access the same book, eliminating wait time as well as costly purchases of numerous copies.

The MARC (Machine-Readable Cataloging) records, a subscription benefit that Skillsoft Books provides, were also a significant part of the decision to implement the service.

KEY METRICS

The University of Florida Libraries rely mainly on usage statistics available through Skillsoft Book's reporting facility to determine its return on investment.

Being ranked one of the top three schools in the country for its robust program and course offerings, the large volume of patrons using the service is priceless data that speaks for itself.

ABOUT UNIVERSITY OF FLORIDA

At UF, their students utilize more than 200 research, service and education centers, bureaus and institutes. With some of the most future-focused facilities led by some of the best minds in their fields, it's no wonder UF is consistently ranked among the nation's top universities. Rankings like 4th among AAU publics and 3rd in Kiplinger's "Best Values in Public Colleges" are a result of UF's commitment to provide the highest quality education at the best value. In 2014, U.S. News & World Report ranked UF at number 14 of public universities. In addition to attracting over $700 million in research each year, they foster the uniquely collaborative environment that transforms potential into actual results.

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