DOE/MOFFITT UPDATE for September 2011 – August 2012

This is a selective list of past events and planned projects that support our four themes. In the past year the merger of leadership for Doe/Moffitt and the Subject Speciality Libraries has resulted in increased focus on library-wide initiatives, policies and services; those with particular significance to Doe/Moffitt staff and services are listed here as well. Department annual reports include other Doe/Moffitt initiatives and details; those will be posted in September on the Doe/Moffitt Staff Web Site.

I. Service Excellence and Responsiveness

Library Re-envisioning Projects
Building on recommendations from the Library’s self-study teams, this year the Library will focus on reviewing policies, procedures, documentation and training related to reserves, large collection storage/withdrawal reviews, and hiring/training student library employees. Details about each of these projects will be shared via library groups and lists.

Doe/Moffitt Welcome & Information Desks
As of January 2012 the desks at the entrances of Doe Library and Moffitt Library shifted their role – transitioning from security desks to public service points to help users make the most of their library experience. As the first point of contact between library users and library staff, it has been critical that the students who staff the desks are knowledgeable about library functions and activities, eager to provide basic information and directions, comfortable making effective referrals, firm in following and enforcing policies, and enthusiastic about representing the Library. Special thanks to Sheehan Grant who has assumed the coordinator role for these desks.

ILL User Satisfaction Survey
During spring semester the Interlibrary Services Department conducted a User Satisfaction Survey. While almost 94% of our users indicated the service meets their needs, there were several areas where users indicated improvement is needed. We are working with the survey results to improve in areas over which we have control.

Universal Return
This service will be announced publicly on Monday, August 27. Universal Return allows library borrowers to return most circulating materials (all but ILL, reserves, and non-book items such as maps, music scores, and media) to any library location, rather than requiring them to return items to the owning library.

Scanning Services for Users with Print Disabilities
In response to requests from campus users with print disabilities, the Library is developing a scan-on-demand process for the subset of blind users who cannot use the BookScan stations on their own and who need access to complete texts of library materials for their research. This service is being designed
in partnership between Library Systems, Interlibrary Services, and Doe/Moffitt Administration. More explanation of this and related services for users with disabilities will be forthcoming this year.

Microform Reader/Printer Pilot
This project has been delayed but not forgotten. We received vendor proposals from four companies, including new companies that now require further investigation before we can choose the final product. Once selected, we will test a limited number of stations with the Cal 1 Card printing system to ensure everything is working, and then plan to roll out to all locations with microforms. This project is being handled in partnership between Library Business Office, Library Systems, the Printing/Scanning Public Services Team, and the Newspaper/Microforms Library.

Anti-Theft Campaign
Unfortunately thefts (especially of laptops) remains high. Last year we developed signs posted throughout the Library to alert students. Members of the Moffitt Library Student Advisory Committee suggested we develop new signs on a regular basis so we may aim for each semester. All library staff are encouraged to talk with students they see leaving their belongings unattended.

II. Teaching and Learning

Subject Pages Unveiled
In November, the Doe/Moffitt subject pages were published as Library a la Carte guides. In transforming these guides from their former web template, library liaisons and subject experts put a great deal of effort into updating content -- thinking about how best to frame the subject, highlight key resources, and introduce valuable research approaches -- for various audiences. This work has brought a fresh look to the guides and help spark interest among many library users.

Online Education Policies
In response to the various online education programs that UCB has begun contributing to, the Library is reviewing our policies and services to clarify for program coordinators and for library staff in what ways we can support online students and instructors. More information will be forthcoming this year. Thanks to Cody Hennesy who is the Library’s main contact for UCB’s online education initiatives.

III. Collection Vision and Access

GREF Merger with DREF Complete
This summer the Government Reference collection (GREF) was reviewed. Items were transferred to NRLF, transferred to MAIN, transferred to Current Periodicals, withdrawn, or relabeled as Doe Reference collection (DREF). Thanks to several people in the Humanities and Social Sciences department for seeing this merger through to completion.
MAIN Cage for Medium Rare Materials
Policies and procedures are in place to begin use of 65 Doe. Selectors are able to propose special items for shelving in the medium rare facility and indicate restrictions about copying. Materials will be requested by users in advance and paged for use in the Newspaper/Microforms Library.

Gardner Stacks Reviews for NRLF
Selectors are completing the final stages of review of Zs and Folios for NRLF storage. This year there will be several other major reviews of materials for us to continue to make our annual allocation for NRLF storage. Projects are likely to target specific ranges of the Stacks and periodicals, especially those that overlap with the WEST project.

Monographic Series Loan Period Changes
A task force recommended changing the loan period of circulating monographic series in the Gardner MAIN Stacks to match the current loan period of books. Last year, selectors reviewed the first sets of lists and Mark Marrow made the changes for nearly 8,000 items. The next steps were delayed but the review of the final sets of lists is planned for this winter/spring.

MAIN Barcoding Project
There are over 200,000 identified items in Gardner (MAIN) Stacks without barcodes. Lack of barcodes in the item and item record causes access, discovery, circulation, and inventory problems. Doe/Moffitt Circulation Services and Library Systems identified the item records needing barcodes by generating lists from Millennium. We began this project in spring 2012 and plan to complete the first phase of the project by summer 2013. Students and project staff are barcoding the remaining items, withdrawing duplicate item records, and reinstating withdrawn items found in the stacks.

MAIN Compact Shelving Project
In summer 2013 we will be replacing sections of fixed shelving in MAIN with compact shelving to increase the collections that we can house in the MAIN Stacks. The fixed shelving on Level D (Zs and Folios) will be replaced. The new standard-sized compact shelving on Level D allows us to shelve an additional 60,000 volumes in that area. The changes will allow us to shelve all folios together on Level D, and replace the folio shelving on Level C with standard sized shelving, accommodating an additional 50,000 volumes in that area.

Doe/Moffitt binding changes implemented
The binding budget is again limited this year. We completed the review of the Bind on Receipt list and Judith Weeks is entering the revisions into Millennium. In Doe/Moffitt we will continue the processes put in place last year: some items will be sent directly to NRLF as paperbacks, some items will be sent by Circulation Services once they have been checked out, and some items will be identified by Collections Services staff if they are too flimsy to stand on a shelf. We will monitor the Doe/Moffitt usage and consider mid-year if we need to revisit our approaches.
IV. Staff Support and Engagement

Doe Centennial Celebration
On March 23, 2012 the University celebrated the 100th anniversary of the original dedication of Doe Library. Thanks to everyone who contributed to various events and helped make for a memorable day.

Doe Roof Project
The last major elements of the Doe Roof Project were completed in summer 2012 on the fourth floor patios. With that the Doe roof, drains, and gutter replacement project is largely completed. Let’s cross our fingers that the work will help ensure the roof remains strong for many more decades.

Staff Office Moves
In summer 2012 all members of the International & Area Studies department moved to offices in 438 Doe, and all members of the Instruction & User Services department moved to offices in 212/218 Doe. Once everyone is settled in to their new spaces, the directories at the office suites and online will be updated with office locations, mailing addresses, and phone numbers.

Farewell to our colleagues...
- Kimberly Chu, Instruction & User Services
- Gary Handman, Instruction & User Services
- Lisa Hong, Interlibrary Services (temporary)
- Phoebe Janes, Humanities & Social Sciences
- John Kupersmith, Instruction & User Services
- Jesse Silva, Humanities & Social Sciences
- Jim Spohrer, International & Area Studies
- Nicholas Trengove, Interlibrary Services (temporary)
- Allan Urbanic, International & Area Studies (recall, ending mid-August)

Announcing new assignments...
- Katherine Bracken, ILL/P Assistant (temporary, starting February)
- Jan Carter, Moffitt Undergraduate Collection Selector
- Jim Church, Interim Federal Documents Librarian
- Judy Deliramich, ILL/P Assistant (temporary, starting May)
- Susan Edwards, Interim Political Science, Public Policy, and Legal Studies Librarian
- Sheehan Grant, Head of Doe/Moffitt Information Desks
- Cody Hennesy, E-Learning Librarian
- Angela Huntley, Instruction Office Assistant
- Jennifer Dorner, Interim History Librarian
- Lynn Jones, Doe/Moffitt Reference Coordinator and Library-wide Reference Advocate
- Corliss Lee, Interim Media Studies/Film Studies Librarian
- Liladhar Pendse, Slavic & East European Studies Librarian / Head of Collection Exchange Program
- Karly Stark, Media Resources Center Operations Manager (temporary, April – October 2012)
- Gisele Tannasse, Interim Media Resources Selector
- Heather Thams, Instruction and Reference Librarian (temporary, extended to June 2014)