Doe Moffitt Circulation Services (DMCS)
Unit Head: Mark A. Marrow
FY 2006/2007: January – June 2007

DMCS Overview:

The Doe Moffitt Circulation Services unit includes the Gardner (Main) Stacks, Main Circulation, Privileges, and Moffitt Circulation. There are ten career staff members in DMCS. DMCS also employs the largest pool of student library employees (SLEs) in the Library system-wide.

During the 2006-2007fiscal year, Doe Moffitt Circulation Services saw significant staff changes either through retirements or resignations. Four new DMCS staff members were hired between September and November 2006 (unit head, manager of the Privileges Desk, supervisor of the Stacks, and an evening/weekend supervisor for Main Circulation). In addition, DMCS began the planning stages for implementing the new student pay program, with an effective date of July 1, 2007.

Highlights/Accomplishments:

- Student library employee task/duties list restructuring – Alina Christian, Esther Gold, Willyce Kim and Peter Soriano developed generic task lists, job descriptions and training plans in anticipation of the new SLE program, beginning July 1, 2007. The restructured SLE program eliminated the student work-leader classification. During May and June DMCS supervisors of SLEs and former student work-leaders trained the existing SLEs in the duties that were previously performed by the student work-leaders.
- DMSC staff attended the "Supervising Student Employees" workshops sponsored Library Human Resources.
- Gardner Stacks Survey Task Force – DMCS surveyed over 1000 Gardner (Main) Stacks users to help determine collection access issues and possible new services for the stacks. Willyce Kim and Mark Marrow are members of the task force. Final report will be presented to the Doe Moffitt Advisory Group (DMAG) in early FY 2007-2008.
- Collections Integrity Task Force – Willyce Kim and Mark Marrow were appointed as members.
- "Responding Effectively to Challenges at the Front Desk" workshop by UCB Staff Ombuds Office – DMCS staff attended a two-hour training session designed by the Margo Wesley of the campus' staff ombudsman office on the values of non-escalation in dealing with the public, in an often times contentious environment. This workshop was coordinated by Sheehan Grant.
- Main Circulation staff performed 270,732 initial circulations, 6,334 searches and 17,365 holds.
- Main Circulation staff completed the integration of the mixed-media formatted collections into the Gardner (Main) Stacks.
- Main Circulation staff transferred the entire "Government Desk" collection of government documents (i.e. Senate Hearings from the McCarthy era) to NRLF.
- Moffitt Circulation staff performed 51,005 initial circulations, 3,838 searches and 4,420 holds.
- Moffitt Circulation staff received, processed and shelved 1678 new volumes for the collection.
- Moffitt Circulation staff completed the re-labeling of its collection. This project entailed generating spine labels, pulling the volume and labeling each volume with the new location "Moff". The collection's previous location had been "Unde".
- In an effort to increase telephone call response time and improve service at the Privileges Desk, a new telephone line was installed at the front desk. This simple change allows all calls to be answered within three rings Monday through Friday 9am to 4:45pm. In addition, changes in procedures has allowed patron inquiries to the privdesk@library.berkeley.edu email account be responded to within one business day.
- In an effort to provide adequate backup for illness and/or vacations, The Privileges Desk staff developed and implemented plans for training Moffitt Circulation staff at the Privileges Desk. Training will continue through FY 2007-2008.
- The Privileges Desk staff has led a discussion on "effective referrals" within the Circulation Services Group (CSG), with an eye towards ensuring that all library circulation staff understood

the role and services provided by the Privileges Desk for the campus community. Privileges staff have been an informative addition to campus committees regarding the rollout of new ID cards, and the reciprocal needs of the Visiting Scholar Program (VSPA) and policies surrounding access to this population.

- Paul Lynch was hired in April as the new supervisor for the Gardner (Main) Stacks. Paul replaced Sky Ziegler who resigned in February.
- In February 2007, Gardner (Main) Stacks staff, including the SLEs began a project to measure the Stacks to determine shelving capacity and to plan growth space. The Stacks staff completed measuring the A-C call number ranges in June.
- During FY 2006/2007, Gardner (Main) Stacks staff processed 80,990 volumes from the Main Stacks and 51,443 volumes from the subject specialty and affiliated libraries for permanent storage in NRLF.
- Gardner Stacks staff received, processed and shelved over 90,000 new volumes for the collection.

Study Room Occupancy Rates

	Total Available Hours	Total Reserved Hours	Occupancy Rate
January	4862	1432	29.45%
February	5474	3526	64.41%
March	5118	3018	58.97%
April	5916	3958	66.90%
May	5287	3014	57.01%
June	4029	420	10.42%
TOTAL	30686	15368	50.08%

<u>Department Goals for 2007/2008:</u>

Many of the goals for DMCS are on-going

- To stress customer service excellence by encouraging staff to become thoroughly familiar with the policies and procedures of the Doe Moffitt libraries, and to treat all library users in a pleasant and professional manner.
- To develop and maintain a well-trained and qualified staff (career and student) that is dedicated to service excellence and responsive to new trends in the delivery of circulation services.
- Provide opportunities for staff development. Encourage staff to attend classes and workshops to enhance knowledge and skill sets.
- Maintain an orderly appearance and arrangement of the collection to facilitate retrieval. To accomplish this goal, DMCS will maintain adequate space on the shelves for collection growth and plan shifts as needed, train and test SLEs to effectively shelve materials using LC classification system, schedule regular shelf reading, and minimize the time between when an item is checked in and when it is reshelved.
- Investigate methods to reduce the number of initial searches placed by library users, including placing high priority on shelf reading, inventory of the collection, staff assistance in the Stacks, better signage, etc.
- To forge a collaborative relationship with Doe Moffitt Security in order to protect the collection from theft and vandalism.
- Review Gardner (Main) Stacks study room process, including investigating online reservation system, timer system for the study rooms, and longer hours during finals week.
- Review Gardner (Main) Stacks graduate carrels process, including investigating locker for the carrels.
- With the AUL and Director of Doe Moffitt, investigate, plan and implement feasible recommendations from the Gardner (Main) Stacks Task Force and Collections Integrity Task Force.
- Review Library Privileges services, including a review of hours (expanding weekend hours), staffing (hiring student employees), and response time to inquiries (telephone and email).