Doe Moffitt Circulation Services (DMCS)
Unit Head: Mark A. Marrow
FY 2008/2009: July 2008 – June 2009

DMCS Overview:

The Doe Moffitt Circulation Services unit includes the Gardner (Main) Stacks, Main Circulation, Privileges, and Moffitt Circulation. As of April 2009, the Reserves Processing unit began reporting to DMCS. 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 fiscal year 2008-2009, Doe Moffitt Circulation Services staff were major contributors to the implementation of the new integrated library systems (Millennium). Staff served as circulation module loan rule and patron type developers, trainers, working group and new processes team members. DMCS staff created captivate training videos for library-wide student employees.

DMCS staff: Alina Christian, Evening/Weekend Supervisor; Meredith Fleming, Moffitt Circulation Services Manager; Esther Gold, Moffitt Circulation/Gladis Maintenance Assistant; Sheehan Grant, Privileges Manager; Willyce Kim, Gardner Stacks Manager; Paul Lynch, Gardner Stacks Supervisor; Mark Marrow, DMCS Head; Richard Rosario, Moffitt Circulation Assistant/Training Coordinator; Rik Sheppard, Library Assistant I (temp); Peter Soriano, Main Circulation Manager; and Georgetta Tisby, Privileges/Reserves Processing Assistant.

At the end of fiscal year 2008-2009, two employees left DMCS. Rik Sheppard's temporary LAI position ended and Willyce Kim retired (taking VSO).

Highlights/Accomplishments:

I. Service Excellence and Responsiveness

- Using an open source application called phpScheduleIt, DMCS implemented an online reservation system for the study rooms in the Gardner (MAIN) Stacks in January 2009. The reservation system allows users to reserve rooms 24/7, up to one week in advance. From January through June, 1386 users registered online. April and May were the busiest months for reserving rooms. Wednesdays the busiest day of the week. The rooms were used most during the 1pm to 6pm timeslots. Peter Soriano worked with Garey Mills (Library Systems) on this project.

Month	rooms reserved	% occupied
February	3832	60%
March	3822	76%
April	5146	80%
May	4098	64%
June	240	7.5%

Reservations by day of the week	
Sunday	11%
Monday	16%
Tuesday	16%
Wednesday	17%
Thursday	16%
Friday	10%
Saturday	12%

- DMCS implemented the lost and found database developed by the Library Systems Office.
- In January 2009, the entire eastern wing of Level B of the Gardner (MAIN) Stacks was designated a "Silent Study Zone". This action was taken in response to user requests for an area to study without distracting noise. Signs and maps created by Aisha Hamilton (Graphics) were placed on tables and in the stairwell.

- Library Privileges created or renewed 8,903 library accounts and issued 205 one-month Reference cards, 1178 day passes were issued to students, faculty and staff, and 1739 day passes were processed for non-UC library users (passes issued from Doe Reference).
- Sheehan Grant and the Privileges student employees continued the process for billing users for the actual cost of replacement for lost/damage items from the Gardner (MAIN) Stacks. The project had been a recommendation from the Collections Integrity Task Force and approved by DMAG. During fiscal year 2008-2009 Privileges student employees located over 2,000 records whose replacement value was more than the $150 default. Over 9,000 records were reviewed.
- Mark Marrow, Sheehan Grant and Privileges student employees participated in the Mellon Research Grant Program, in which participating faculty could purchase material to be held in their offices for one year without recall. The new acquisitions were processed and made available to faculty by the Privileges Desk staff.

II. Collections

- Alina Christian has continued to process all standalone media, and material with accompanying media from the Technical Services. A total of 409 media items were added to the Main Stacks (see chart below). Due to data migration from Gladis to Millennium, media materials were not processed from March to June.

Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	
37	37	38	83	45	37	
Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	total
83	49	0	0	0	0	409

- Gardner (MAIN) Stacks staff received, processed and shelved 69,852 new volumes for the collection.
- Gardner (MAIN) Stacks student employees shelved 351,555 returned items (monographs and serials).
- Gardner (MAIN) Stacks student employees processed 24,900 volumes for the paperback binding project sponsored by the Preservation Department.
- Gardner (MAIN) Stacks staff shifted 900,000 volumes (20 miles of shelving) to accommodate new items and returned items that were in the “overflow” shelving area. Over 2,000 items that initially did not fit on the shelves when originally checked in are now shelved. Call letter ranges shifted were DC-DG, DR-F, HQ-HX, J, JQ-JZ, N-NX, and all folios.
- Gardner (MAIN) Stacks staff processed 86,428 volumes from the Main Stacks and 25,467 volumes from the subject specialty and affiliated libraries for permanent storage in NRLF
- Main Circulation staff performed 261,760 initial circulations, 3,784 searches, 14,158 holds, and 32,200 telephone renewals.
- Moffitt student employees swept 175,800 items.
- Moffitt staff received, processed and shelved 1430 new volumes for the collection.
- Moffitt Circulation staff performed 44,112 initial circulations, 1,073 searches, 2,161 holds, and 10,220 telephone renewals.
- Reserves Processing placed 2,191 items on reserves.

III. Teaching and Learning

IV. Staff Engagement

- Peter Soriano participated in the UC Circulation Head annual meeting in March, which was held at UC Davis, and the Innovative Users Group meeting held in Anaheim.
- Mark Marrow served as circulation module coordinator on the ILS implementation team. He developed the item and patron types, loan rule, loan rule determiner, hours open, and

days closed tables for Millennium. He also served as liaison to many of the ILS and New Processes working groups.

- Meredith Fleming, Sheehan Grant and Peter Soriano served as Millennium circulation module trainers.
- Meredith Fleming, Sheehan Grant, Paul Lynch and Peter Soriano served as members/leaders of several ILS and New Processes working groups.

V. Departmental Goals for 2009-2010

- 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.
- Continue to forge a collaborative relationship with Doe Moffitt Security in order to protect the collection from theft and vandalism, and provide a safe environment for library users.
- Review methods to reorganize unit to meet public service goals in light of a 25% GA budget and loss of staff due to retirement.
- Continue to participate in Millennium/OskiCat circulation forums for continuous improvement.