

**Doe Moffitt Circulation Services (DMCS)**  
**Unit Head: Mark A. Marrow**  
**FY 2007/2008: July – June 2008**

**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 2007-2008 fiscal year, Doe Moffitt Circulation Services implemented the new student pay program. The restructured SLE program eliminated the student work-leader classification. Generic task lists, job descriptions and training plans were developed by DMCS staff. Existing SLEs were trained in all of the duties that were previously performed by the student work-leaders.

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; Peter Soriano, Main Circulation Manager; and Georgetta Tisby, Privileges Assistant.

**Highlights/Accomplishments:**

**I. Service Excellence and Responsiveness**

- Final Gardner Stacks Survey Task Force report was presented to the Doe Moffitt Advisory Group (DMAG). The task force recommended seven new services or service improvements, including adding patron counters in the Stacks, self-check out, improved signage, collection inventory, and staff assistance in the Stacks. A signage improvement proposal was submitted to DMAG in May 2008. A self-check out report will be submitted in 2008-2009.
- People counters were purchased and installed in the Stacks (Level A portal, entrance to Gardner from the Moffitt side on Level C, and the entrance to Moffitt Library). The Walker Wireless patron counters were installed by Library Space Planning; the servers were installed and configured by the Library Systems Office. The counters are wireless. Data collected from the counters is stored on a half-hour, hourly, daily, weekly, and monthly basis to allow for the generation of statistical reports from any standard web browser. These reports will allow Doe/Moffitt libraries the opportunity to plan future services while factoring in building usage.
- Doe/Moffitt Circulation Services began issuing electronic pagers along with its study room keys in January 2008. The pagers allow staff to notify users when their allotted time in the study rooms is up. Now library staff can page users immediately without having to leave the circulation desk and without cutting into the next person's reservation. The pagers, bulkier than the previous key chains, are equipped with an out-of-range alert that will sound when the pagers are too far from the circulation desk, reducing the number of instances of users mistakenly taking home a key. Since the implementation of the pager system, the number of study room keys returned late has dropped by two thirds.
- Mark Marrow and Peter Soriano have been working with Garey Mills from the Library Systems Office to develop an online reservation system for the study rooms in the Gardner (MAIN) Stacks, using an open source application called phpScheduleIt.
- Mark Marrow and Erik Rumppee from the Library Systems Office have been working on an online lost and found database to track items found and claimed. The new system will be implemented during fall semester 2008 after testing by the Lost and Found Implementation Team (Gary Bland, Peter Soriano and Nicole Waugh).

- Sheehan Grant and the Privileges student employees began preparation for piloting a process for billing users for the actual cost of replacement for lost/damage items from the Gardner (MAIN) Stacks. The project was a recommendation from the Collections Integrity Task Force and approved by DMAG. The pilot, to begin July 1, 2008, aims to provide users with the total amount they will be billed for a lost item with their first bill. A report to DMAG will be submitted spring semester 2009.

## II. Collections

- Alina Christian has continued to process all stand-alone media, and material with accompanying media from Technical Services. A total of 539 media items were added to the Main Stacks (see chart below).

Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	
42	30	72	26	55	45	
Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	total
14	67	25	60	41	62	539

- Willyce Kim, Paul Lynch, and Mark Marrow joined Myrtis Cochran and Phoebe Janes as members of the NRLF Serials Project task force. The goal is to select and store serials from the Main Collection at NRLF. The project will continue through 2009.
- The Stacks student employees processed 18,000 volumes for the paperback binding project sponsored by the Preservation Department.
- Gardner (MAIN) Stacks staff received, processed and shelved over 77,766 new volumes for the collection.
- Gardner (MAIN) Stacks staff processed 102,515 volumes from the Main Stacks and 55,336 volumes from the subject specialty and affiliated libraries for permanent storage in NRLF
- Main Circulation staff performed 286,989 initial circulations, 5,251 searches and 15,611 holds.
- Moffitt Circulation staff received, processed and shelved 15,555 new volumes for the collection.
- Moffitt Circulation staff performed 46,748 initial circulations, 1,638 searches and 2,316 holds

## III. Teaching and Learning

- Study Room Occupancy Rates (table shows the number of hours available, number of hours reserved and the occupancy rate)

	available	reserved	2008 occupancy rate		2007 occupancy rate	difference
Jan	3893	790	20.29%		29.45%	-9.16%
Feb	5440	3372	61.99%		64.41%	-2.42%
Mar	4556	3094	67.91%		58.97%	8.94%
Apr	5644	4019	71.21%		66.90%	4.31%
May	5325	3566	66.97%		57.01%	9.96%
Jun	4012	768	19.14%		10.42%	8.72%
Total	28870	15609	54.07%		50.08%	3.99%

## IV. Staff Engagement

- Several members of DMCS participated in the New Directions Initiative. Mark Marrow collaborated with Jesse Silva and Lisa Ngo on the New Directions for Online Services snapshot. Sheehan participated as a New Directions blogger.

- Sheehan Grant collaborated with Isabel Stirling and Bernie Hurley and staff from the Visiting Scholar and Postdoc Affairs Program (VSPA) to improve dialog surrounding library privileges, especially remote access to the electronic resources.
- Peter Soriano and Mark Marrow participated in the UC Circulation Head annual meeting in March.
- Many DMCS staff participated as members of the Moffitt Revitalization Think Tanks: Mark Marrow led two think tank groups (Circulation Services and Security Services) for the Moffitt Revitalization Project. Sheehan Grant served on the Security Services think tank. Alina Christian served on the food/drink think tank.
- Meredith Fleming, Esther Gold, Sheehan Grant, Paul Lynch, and Mark Marrow served as volunteers for the 24-hour Study Hall during fall and spring finals week.

- V. **Departmental Goals for 2008-2009:** 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, and provide a safe environment for library users.
  - With the AUL and Director of Doe Moffitt, continue to investigate, plan and implement feasible recommendations from the Gardner (Main) Stacks Task Force and Collections Integrity Task Force.
  - Actively participate in the implementation of Millennium, the new ILS, especially the item and patron record data profiling, load rule table development, and the circulation module.