D/M Research & Collections Humanities and Social Sciences (HSS) Annual Report - 2006-07

The D/M Humanities and Social Sciences (HSS) became a separate unit within the Research and Collections Department December, 2006. HSS has a staff of 14 and includes two units, Graduate Services (GRDS) and the Data Lab, and two subgroups, Government Information and USA/Commonwealth (USA/C). This annual report covers a period of six months, January-June, 2007. Presented are highlights of primary job responsibilities, major acquisitions, and professional activities.

Public Service
HSS staff members are committed to public service and perform many hours of reference desk, Research Advisory Service (RAS), and individual reference consultations each semester. The majority of HSS staff contributes to staffing the reference desk. The average number of hours per week for reference desk commitments is nine. Most staff also participated in off-desk reference work such as in-person one-to-one consultations, chat and e-mail reference. There were 1278 off-desk interactions June 2006-July 2007. The majority of the evening and weekend Doe and Moffitt Reference Desk hours are contributed by two part-time temporary librarians, and one part-time permanent librarian who were hired primarily to provide desk reference evenings and weekends. The part-time temporary librarians also assist with management of the Ask–a-Reference Question email service, which answers approximately 70-130 questions per month. The Government Information staff manages an IM and email reference service and answered 355 IM and 106 e-mail reference questions for fiscal year 2006/07.

Collection Development
Selectors in the unit made several major purchases collaboratively and individually. Collection management projects focused on storage issues, retention of print issues of journals, and digital access to government-generated statistics and related documents. Discovery of electronic resources was augmented with the addition of links to new Google-based finding tools.

Major purchases (databases, microfilm):
- C 19: The Nineteenth Century Index
- ArchiveGrid
- Emerald Management Xtra 140 plus Engineering
- Social Theory
- Lexis Nexis Digital Hearings Collection, 1824-1979
- Washington Post, 1877-1990
- Chicago Tribune, 1849-1985
- Datastream, CEIC database, Unicon CPS Utilities
- Microfilm: Saur biographical archives

Projects:
- JSTOR project: USA/C selectors agreed to a streamlined process of sending new JSTOR titles to NRLF. USA/C librarian receives the list of newly added JSTOR titles, and arranges to have Berkeley’s backsets sent to NRLF without specific selector intervention.
- NRLF storage project: USA/C selectors worked on profiles and reviewed printouts for problematic titles in order to meet Berkeley’s annual quota for storing materials at NRLF. Reference titles in some call number ranges were also reviewed and sent to storage.
- Taylor & Francis project: USA/C selectors were responsible for making decisions about retaining or canceling print copies of Taylor & Francis journals in their respective subjects.
- Several members of USA/C helped craft the department’s response to the Technical Services Review document.
• Served as humanities/social sciences negotiator for The Library during the 2007 system wide Blackwell/Elsevier title adjustment round (Ronningen)

DMHSS subject specialists:
• Burnette (English, Comparative Literature, the literature of Folklore)
• Carter (Religious Studies, Rhetoric)
• Cochran (General Reference, Linguistics)
• Dekker (Statistics - Social Sciences)
• Hinojosa (California, other states & Latin American government documents)
• Janes (History, History of Science & Technology, Military History)
• Miller (Energy & Resources, History of the Book, Information Studies, Science - General)
• Phillips (Gender & Women's Studies)
• Ronningen (Demography, Journalism, Peace & Conflict Studies, Sociology)
• Silva (Legal Studies, Political Science, Public Policy, US Federal government documents)

Instruction
Instructional activities included course-related sessions, orientation/tours, and RAS consultations. HSS selectors taught course-related classes for departments where they serve as liaisons, team-taught classes with International and Area Studies (IAS) librarians and with librarians in Subject Specialty libraries. History 7B and History 101 classes were team-taught with Teaching Library staff. Orientation/ tours and Know Your Library classes were conducted for new graduate and undergraduate students, prospective graduate students, faculty, and the campus community. Librarians also participated in campus activities such as Cal Day. Several HSS staff participated in RAS, thirty-minute research appointments for undergraduates focusing primarily on interdisciplinary humanities and social sciences research topics and locating primary sources.

Digital Initiatives
Primary areas of DMHSS activity were: Government Information Group using 2.0 applications for public service and administrative functions, and new statistical methods for analysis of usage patterns; Doe/Moffitt and library-wide web page improvement; incorporation of content management software. Several projects are listed here as an example of the many digital initiatives staff have been actively participating in or leading.

• Conducted a web-based survey and a series of in-person interviews for the user-centered redesign of the GovInfo group’s website. Additionally, both GovInfo and Data Lab started to use Google Analytics to better gauge website usage.
• Moved the Doe/Moffitt Reference Manual and the Data Lab web site into Wiki software
• Created and maintained significant portions of the Doe/Moffitt and UCB Library websites, including News, Catalogs and finding information by type of material and subject. (several, Kupersmith primary)
• Analyzed Dreamweaver’s built-in webdav client and configured to work with Stellent and enable content-creator and web maintenance staff to utilize Dreamweaver in the Stellent process.
• Transitioned DMHSS web content production into the Stellent work-flow.
• Developed Perl modules, postagent.pm that builds wikipm pages and gladx.pm that retrieves Gladis records in standard XML formats.
• Created approximately 2000 DREF and Main data CD-ROMs in .iso format were archived.
• Created over 279 entries since July 2005 on the GovBlog. The blog has over 32 subscribers to its syndication feed.
Professional activity in and out of DMHSS
Notable activity includes leadership in library-wide groups and national committees, publishing and conference presentations. HSS staff served on UCB standing committees and advisory groups, search committees, conference-planning committees, subject councils, and project specific task forces for the department and the Library. Some members chaired committees of regional and national associations such as the California Association of Research Libraries North (CARL-N) and the Association of College and Research Libraries (ACRL), respectively. Publications and presentations served as other creative avenues. Staff contributed book reviews to professional and scholarly journals and shared their knowledge, experience, and expertise with colleagues via presentations at professional conferences, meetings, and workshops.

HSS Units

Graduate Services continues to be a popular place for faculty and graduate students needing its course reserves services, non-circulating core collections, and quiet, studious atmosphere. Patron counts and the number of materials placed on reserve both increased this year. GRDS came in 3rd again this year (just behind Moffitt and Music Library) in total reserves, 1608 total. Airbears service is in its second year, and, of course, has proved popular. Additionally, the Graduate Services desk staff monitors and sign in the users of the Data Services Lab. Staff: Humanities Curator (Carter), Operations Manager (Foster), and 5-7 student employees.

The Data Lab recorded 134 sign-ins by library users in 2006-07. Data Services also provided more than 30 in-depth, individual consultations. In February the new Data Lab website was launched. Since that time we've seen increasing use. Overall, there were 3,887 visits to the site with nearly 700 originating from UC users. The average time spent on the site per visit was over two minutes. Staff: Data Services Librarian (Dekker), Library Assistant (Dennis), and 1-2 student employees.

DMHSS future priorities, goals, recommendations, and major obstacles:
- Investigate and experiment with new technologies that could be applied to the library.
- Re-envision how we do and how we provide reference services where we make better use of staff resources, match need to expertise in ways that utilize staff time and expertise in more efficient ways, i.e., use web technology where appropriate.
- Provide safe forums where staff can learn and express their concerns about what works and what doesn't work, what it truly means to work in "collaborative modes", etc.
- Provide a work environment that fosters communication, sharing of expertise, training to keep up with new Information Technologies, equity with the reward system, etc.
- Much, if not most, of our usage now occurs online. We could better serve "remote" users by moving more aggressively into their spaces (e.g., course pages on bSpace) and by continuing e-mail and extending IM reference service.
- Develop new payment models for English language resources. These resources are used by all in the library yet they are paid for by only a few. Broader payment bases for these expensive resources are needed.
- Work out selection ambiguities between IAS and USA/C.
- Understand and keep up with journal and monograph digitization projects which will affect how we spend collections budgets, plan space and conduct reference & instruction.
- Plan a retreat to come up with departmental goals.
- Make sure our already-active signage program is as effective as possible to guide patrons from high-traffic areas (building entrances, stacks) to the 2nd fl Doe Reference Center. Putting reference staff where the users are during Welcome Week has been very successful. Another suggestion is to send reference staff into the stacks.