The Doe/Moffitt Instructional Services (DMIS) department includes the Teaching Library and the Media Resources Center, both located in Moffitt. The current staff of ten includes librarians and library assistants. A new librarian will be joining the department in September and there remains one unfilled librarian position and one unfilled administrative assistant position.

Where the document highlights the work of an individual, the information is not presented in order to single out the contributions of that individual but to instead demonstrate how fully DMIS staff members contribute to and are engaged in Doe/Moffitt- and Library-wide initiatives that extend beyond the primary role of the department.

**Highlights**

**I. Teaching and Learning**

A. Course-Related Instruction  
- From 7/01/2007 through 6/30/2008, DMIS staff taught 239 of the 598 course-related sessions offered by the Library, reaching 5050 attendees. English (32), History (30), College Writing (23), Education (22) and Comparative Literature (19) were the departments DMIS was most active with.

B. Coordinator and Liaison Roles  
- DMIS staff members have coordinator and liaison responsibilities for most academic support units ([http://www.lib.berkeley.edu/Help/liais_support.html](http://www.lib.berkeley.edu/Help/liais_support.html)) and five academic departments and programs.  
- Many liaison responsibilities were reassigned during the last year due to the departure of three staff members.

C. Know Your Library (KYL)  
- Coordinated by Dilworth, the KYL program included seven distinct classes taught from July 2007-June 2008, totaling 43 individual sessions and reaching 423 participants (an average of 10 per session). Attendance patterns held steady with those of previous years, fall semester accounting for more than double that of spring. Fall saw a reduced staff lineup of classes due to staff retirement, but spring saw full complement returned and the addition of a new class on Google Scholar.

D. Online Tutorials  
- Munro and Basso developed the Online Library Tutorials (OLT) Staff Support Wiki at [http://sunsite3.berkeley.edu/wikis/OLT/](http://sunsite3.berkeley.edu/wikis/OLT/), which provides support for UC Berkeley Library staff creating, implementing and assessing online library tutorials using Captivate.  
- Four general research tutorials were created during the year. Three of the tutorials, “Evaluate full-text scholarly content online,” “Finding items in other libraries,” and “Requesting items from other libraries,” have been accepted into ACRL’s Peer-Reviewed Instructional Materials Online (PRIMO) database.  
- A link to tutorials was added to the top-level Library web page. The tutorials page serves as a clearinghouse for online instruction from all UCB libraries.
Maughan, Dilworth, and Lee formed part of the new Tutorial Early Adopters (TEA) Group. After receiving initial training, supplemented by self-instruction in the use of Captivate software to create online library tutorials, the TEA group has taken responsibility for updating existing video learning objects and developing additional content. The TEA members have also taken responsibility for maintaining and adding content to OLT Wiki.

The document, “Building the Online Library Tutorials Project” (http://sunsite.berkeley.edu/wikis/EIC_WIKI/Main/LearningObjectsAmpTutorials) proposes the next steps for expanding involvement in the online tutorial project.

E. Instructor Development Program

The Educational Initiatives Council has approved an implementation plan (http://sunsite.berkeley.edu/wikis/EIC_WIKI/uploads/Main/IDPplan.pdf) for a Library Instructor Development Program, which will provide all library instructors with opportunities to improve their skills and expand their knowledge through an ongoing structured program.

A call for co-coordinators of the program was put out in May.

E. Web Site

E-Learning Librarian Munro served as DM Web Manager until her departure in May, at which point Dilworth took over that responsibility. The doemoff web site includes 595 pages.

Pages within the TeachingLib web directory were reviewed and were either distributed to existing or new directories or were retired. The TeachingLib directory was then deleted.

A more cohesive, centralized online instruction presence was proposed to the Educational Initiatives Council in May.

The MRC blog, which was initiated last fiscal year to publicize MRC news and the library’s film studies and media holdings and resources in general, has pushed 25,463 RSS feeds since its inception.

The MRC web site continues to be the most heavily used single site in the library: Year of 1/1/2007 to 12/31/2007: 4,098,872 accesses; Year of 1/1/2008 to 7/31/2008: 2,453,284 accesses.

F. Library Guides

The Instructional Services library guides operation, led by Kanbergs, took over the distribution of floorplans/maps for the Doe building, Moffitt building, and Gardner (Main) Stacks, and they are being paid for out of IS budget. As a result, the number of guides orders through DMIS has increased. Last year, DMIS distributed some 16,000 pages of guides; this fiscal year, through April 2008, we had already distributed 18,224, with an estimated 2 thousand more May-June.

Outdated guides (Telnet Melvyl, for example) were retired. The usual updating of guides took place.

G. bSpace

A resource link for the Humanities & Social Sciences IM chat service was created within bSpace.

Munro worked with ETS on the marketing and training related to a new Citation Tool in bSpace, which facilitates the development of reading lists from the online content paid for by the Library.

H. Reading and Composition Task Force

The Report of the Task Force was submitted in August of 2007, see http://sunsite3.berkeley.edu/wikis/dmis/index.php?n=Main.Instruction-relatedDocumentation

The report was discussed at an ADMIRE meeting, especially in terms of library participation in GSI orientations.

Library instructors across campus were invited to a retreat was held on February 1, 2008 to discuss the report with Instructional Services staff.
• The Tutorials Early Adopters Group is using some of the Task Force recommendations in developing tutorials topics.

I. Mellon Library/Faculty Fellowship for Undergraduate Research and Undergraduate Student Learning Initiative
• In Summer 2007, Maughan implemented a complete redesign of the Mellon Fellowship web site at http://www.lib.berkeley.edu/mellon/.
• Maughan and Gallagher participated in a three-day Berkeley-Cornell Workshop on the Mellon Fellowship Project held in March. Maughan coordinated the event and presented a session on the Project’s impact on undergraduates; Gallagher presented on the librarian’s role in assignment design.
• Dorner participated in the review and selection of applicants for the Mellon-USLI Curricular Innovation Grants offered by the Library and the Vice Provost for Teaching and Learning. The funding will be used to support changes in the curriculum that will help undergraduates achieve departmental or program-level learning goals in the area of discipline-specific library research competencies. Awards were given to the following programs: Mass Communications, Legal Studies, Mathematics, and Ethnic Studies.

J. Library Prize
• Dorner served ex officio, Lee was member. The committee received 43 submissions and granted four prizes – three upper division and one lower division. Dorner drafted new supporting documentation for students and faculty advisors. Lee (working with Michaelyn Burnette) created one of the Library Prize exhibits honoring winner Michael Uy and his paper, “The Baroque Viola and Improvisational Style.”

K. Classroom Scheduling
• DMIS joined in on the EMS Enterprise Scheduling software license--currently owned by Rec Sports, Athletics, and the Associated Students of the University of California, and run by IST. The EMS scheduling system replaced the WebEvent system used by DMIS to schedule the Doe/Moffitt instruction rooms: 350C Moffitt, 450C Moffitt, 550C Moffitt, and 105 Doe, as well as equipment loaned out by DMIS. Switching to a new system has prevented double-bookings, allowed instructors to more easily find available classroom times, and greatly reduced the workload for the DMIS Administrative Assistant by eliminating multiple steps in the process.

L. Facilities
• 105 Doe was reopened for classroom instruction after construction allowed Interlibrary Services to reopen their service desk.
• The Library, the Berkeley Center for New Media, and Instructional Services and Technology worked together to establish a computer resource cluster in the Moffitt Library that would serve primarily the needs of students in courses aligned with BCNM.
• Approximately 130 reservations were made for use of the 150D Moffitt classroom in FY 2007/2008—with the predominant use being to support screening of MRC materials for classes in various disciplines (and the balance being library events).

II. Service Excellence and Responsiveness

A. Ask a UC Librarian Reference Service (aka Question Point)
• Berkeley began monitoring the Ask a UC Librarian Reference Service in October 2007 on a pilot basis, with a volunteer team of seven librarians, including Jones and Lee from DMIS. Berkeley staffs the service six hours per week during the semester, and three hours per week during summer. There has been some staff turnover during the year: currently, nine librarians serve, including Maughan.
• Jones has served as the Berkeley representative to the Common Interest Group on the statewide level (akin to a steering committee for the service). The pilot was deemed a success on two counts: the number of Berkeley students using the service has gradually increased despite a complete lack of publicity, and the self-reported satisfaction rate of patrons, based on voluntary surveys, is very high. Participation will continue for the 2008/2009 academic year.

B. Humanities and Social Sciences IM Chat Pilot
• Lee and Munro participated in the Doe/Moffitt IM reference pilot project (fall 2007 and spring 2008).

C. On the Same Page Collaboration
• Maughan curated, designed and installed a fall 2007 Exhibit in the Moffitt Library’s entrance lobby in association with the College of Letters & Sciences “On the Same Page” reading program. The exhibit highlighted primary source materials from the Berkeley Libraries related to the topic of the featured book.
• Lee and Kanbergs created a web page to accompany the “On the Same Page” program, see http://www.lib.berkeley.edu/news_events/otsp2007.html

D. Finals Week Coordination
• Jones took responsibility for recruiting and training the spring 2008 finals week volunteers and designed and promoted a contest to raise awareness of the Library’s food and drink policy.

III. Collections

A. Moffitt Collection
• In collaboration with members of Ebooks Advisory Group (EBAG), Gallagher led multi-stage investigation and evaluation of ebook vendors, leading to recent acquisition and rollout of ebrary—the Library’s largest discrete collection of ebooks. A 3-year commitment of undergraduate collection funds will help pay for the subscription.
• In preparation for the library renovation, Gallagher began a major project to understand the collection’s history, users and use patterns. The first phase of the project, a collaboration with LSO resulting in the generation of 11 MB of collection data, is now complete.
• Approximately 1700 monograph titles were added to the Moffitt collection in 2007-2008.

B. Media Resources Center:
• Approximately 75 video titles were licensed and digitized by MRC staff for streamed video delivery. MRC worked with staff of DPG to develop a database to provide access to these titles (http://www.lib.berkeley.edu/MRC/onlinemedia.html)
• Approximately $3,000 in grant money was received to fund licensing for streaming video titles in the MRC collection to support American Cultures classes
• Approximately $12,000 in Office of Educational Development mini-grants was received to fund videos acquisitions supporting specific courses.
• Approximately 440 MRC titles were transferred from tape to DVD for preservation purposes.
IV. Staff Engagement

A. Library New Directions
Many DMIS members actively participated in the Library New Directions initiative, contributing to the suggested readings and blogging. In addition:

• Dorner collaborated with Brian Quigley to develop the faculty interview protocol
• Dorner, Gallagher, and Maughan each conducted interviews with students and faculty
• Gallagher, Jones, and Maughan each drafted “snapshot” reports on key New Directions themes
• Gallagher led the development of the New Directions student survey.

B. Moffitt Revitalization
• Gallagher took over from McDaniel as Leader of the Moffitt Library revitalization project in August 07. (Project accomplishments that accrued from Gallagher’s role as project leader are not reported here, since they were undertaken as a direct report to AUL Dupuis, not under DMIS auspices).
• A number of DMIS members contributed to the pre-planning stages of the renovation project. Dorner, Gallagher, Handman, Kanbergs and Maughan each participated in the short-term working groups (“think tanks”) charged to envision future services, practices, and space usages in a renovated Moffitt.

C. Educational Initiatives Council
• Three DMIS staff members were appointed to the Educational Initiatives Council, formed in February 2008.

D. Staffing
• Dorner started as Head beginning June 2007.
• Basso’s temporary position ended in June 2007.
• Joe Barker retired in June 2007.
• Jo D Wright retired in June 2007.
• Munro left the unit in May 2008 for a position at the University of Oregon.
• Tse left the unit May 2008 for another position on campus.

Areas to Address
• At the current rate of acquisition, MRC storage units will be filled in no more than 1-2 years.
• Systems policy of leaving classroom computers on overnight during the week has resulted in frequent overheating in the classrooms, creating an intolerable learning environment for the students and likely damaging the equipment.
• Instruction-related services, with the exception of tutorials, are buried in the Library’s web site.

Goals
The goal of the unit is to develop services and programs that align with the goals and priorities articulated in the New Directions initiative and Doe/Moffitt Priorities document. When Instructional Services and Reference Services merge in December, the department as a whole will reexamine its goals. Until then, the focus of the department is on:

• Developing and implementing a cohesive web presence for instruction-related services offered Library-wide.
• Developing and implementing a library-wide wiki or web space that co-locates all information supporting staff instructional activities.
• Initiating the Instructor Development Program.
• Expanding development of tutorials that relate to information literacy competencies outlined for Reading & Composition classes and learning outcomes for KYL workshops.
• Integrating tutorials and other instructional materials throughout bSpace and the Library’s web site, where they will be most effective.
• Working with ETS to develop a persistent library presence in bSpace.
• Developing assessment methods that will inform both how we teach and how we develop as a department.

Submitted by Doe/Moffitt Instructional Services (August 28, 2008)

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