Overview

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. With one librarian temporarily reassigned to a subject library, there are four empty positions in the department.

Highlights

Educational Initiatives

Instruction

• From 7/01/2008 through 6/30/2009, DMIS staff taught 279 of the 646 course-related sessions offered by the Library, reaching 6433 attendees. As was the case last year, the five departments DMIS worked with the most were History (56), English (32), Education (25), College Writing (18) and Comparative Literature (18). The renewed involvement of the Teaching Library in the History 7B program accounted for the increase in history sessions from 30 last year to 56 this year.
• The Know Your Library program included nine distinct classes taught from July 2008-June 2009, totaling 55 individual sessions and reaching 439 participants (an average of 8 per session). Two new classes were added to the program roster: Zotero & Google Books. Attendance patterns held steady with those of previous years (dropping slightly in the fall — likely due to a shortened campus Welcome Week and reduced attendance during that period). Fall had the most participants and most individual sessions offered. Spring, however, saw an increase in attendance over the previous year for the same number of sessions. Undergraduates were the largest audience, 41% of the total (graduates 26%, faculty 6%, other 27%).
• Rather than offering drop-in trainings for residents of the campus dorms themselves as had been done in the past, Maughan worked with the career Academic Center Staff to organize training for the 60-70 student employees who staff the Academic Centers during weekdays and more importantly, during evenings when most students begin their research. Academic Center employees were therefore prepared to offer research assistance at point-of-need in the Residence Halls.

Online Tutorials

• The tutorials page was redesigned with new navigational tools and a ratings bar added to each tutorial to collect feedback from users.
• DMIS staff continued their work on the Tutorial Early Adopters group, crafting policies and procedures and contributing to the revision of the tutorial template.

Outreach to faculty & instructors

• A series of library- and resource-related workshops were provided through ETS’s bSpace Workshop program.
• A scanner/copier was moved from Reserves into DMIS and networked to a computer, so that it could be made available to any instructor who needs to scan materials to upload into bSpace. DMIS is providing support for this service Monday-Thursday, 9-12, and has is advertising this through a variety of methods.

Doe Moffitt Instructional Services
Annual Report (July 1, 2008 – June 30, 2009)
• The American Cultures liaison participated in the creation of an exhibit in the Moffitt lobby, “American Cultures: From Concept to Classroom, 1989-2009 And Beyond: American Cultures at 20,” celebrating the American Cultures Center’s 20 years of curricular innovation.
• DMIS staff curated the fall 2008 Faculty Focus exhibit in Moffitt Library, highlighting the work of three faculty members from the Humanities, Social Sciences and Sciences.

Instructional support for Library staff
• The Instructor Development Program was designed, established and implemented starting spring 2009, with educational opportunity offerings related to active learning through a variety of programming, including a faculty presentation, journal club, lightning talk program, and an online video club.
• A survey was sent to all Library employees about their use of bSpace, the campus collaboration and learning management system. The responses helped shape the series of bSpace workshops for library staff offered beginning spring 2009.
• The department built up inventory of equipment to five laptops and three data projects that can be reserved by any Library staff member for instructional purposes. Two laptops can be borrowed for periods up to two months for tutorial development.
• The Resources for Instructors Wiki was created and content supporting instructors was moved from previous DMIS Wiki and Teaching Library and Instruct web pages to this central location.

Public Service

Reference Service
• DMIS staff increased their hourly commitments to reference service.
• DMIS staff continued to commit hours to the UC Librarian Reference and Jones began service as co-chair of the system-wide steering committee.

Finals Survey
• The Library, Office of Student Affairs, and Office of the Vice Provost for Teaching and Learning partnered to survey students during fall 08 finals. The survey results informed the Library’s plans for spring 09 finals.

Portable Whiteboards in Moffitt
• Moffitt Library piloted offering portable whiteboards for student use, which was successful, and will continue to make whiteboards available until the building is closed for the surge.

Web Site
• Responsibility for the Doe/Moffitt web site was divided amongst two co-managers, with Dilworth taking responsibility for oversight of DM web pages and Booth primarily taking responsibility for new initiatives and site planning.
• DMIS staff developed the following web pages to support special classes or populations:
  o Introduction to History Research for History 7B students http://www.lib.berkeley.edu/instruct/courses/7b.html
  o History 7B Quick tips for Primary Resources http://www.lib.berkeley.edu/instruct/courses/His7b.html
  o Research Help page for Residence Units ttp://www.lib.berkeley.edu/instruct/residenceunits.html
• The Library FAQ (http://www.lib.berkeley.edu/kb/) was developed and implemented and has steadily grown in content (from 28 questions to 50) and in use (1022 visits/3098 page views between May 16-June 15 and 1477 visits/5451 page views between June 16-July 15).

10/3/2009, p. 2
The web pages associated with Doe/Moffitt units at www.lib.berkeley.edu/doemoff now all have usage statistics available via Google Analytics. Statistics are posted as PDFs on the DM Staff Wiki at http://sunsite3.berkeley.edu/wikis/doemoff/index.php?n=Main.WebsiteStatistics.

A Moffitt Library Facebook page was created to connect students and other campus Facebook users with current events and services in Moffitt Library, as well as engage them in aspects of the Moffitt Library renovation and revitalization project.

A task force has completed testing and evaluation of Library a la Carte open source software to create subject pages and course guides. Initial review has led to further discussions with the developers at Oregon State University about further enhancements needed to meet our needs.

MRC staff developed over 15 new videographies and film-related bibliographies.

MRC developed a database of literary adaptations (http://www.lib.berkeley.edu/MRC/LiteratureVid.html).

Collections

A. Moffitt Collection

- Dorner took over responsibility starting summer 2008 and continued the previous selector’s practice of purchasing English-language materials in the liberal arts expected to be in high demand. Some effort is made to identify titles meeting the needs of lower-division undergraduates, but the focus remains perceived user need rather than perceived audience.

B. Media Resources Center:

- Partnered with Pacifica Radio Archives to digitize materials related to LGBT history; sponsorship of intern from NYU New Media program to digitize materials and develop web access resources (May-July 2009).
- Acquired archives of SF Latino International Film Festival (May 2009); currently soliciting interns from SJSU Library School to catalog the collection.
- Worked with faculty in various departments to obtain between $12-15K in OED mini-grant funds for the purchase of curricular support videos.

Staff Support and Engagement

DMIS staff contributed to these library-wide initiatives:

- Moffitt Revitalization
- Educational Initiatives Council
- ILS Implementation
- Next Generation Melvyl Pilot

Staffing

- Booth joined the Teaching Library as E-Learning Librarian September 2008
- Tackitt joined Doe/Moffitt Instructional Services as Administrative Assistant in August 2008
- Kanbergs retired from the Library in June 2009

Obstacles

During the last year the department was able to complete two of the goals recorded in the previous year’s annual report: 1) Developing and implementing a library-wide Wiki or web space that co-locates all information supporting staff instructional activities and 2) Initiating the Instructor Development Program.
Other goals from last year have been less easy to achieve. Progress with creating a cohesive web presence for library-wide instruction services has been hampered by indecision (mainly the unit head’s indecision) about where this resource will be linked from and whether the resource will be developed in Drupal and also by the other parties’ tardiness in making decisions related to Library web page real estate and web site revisions.

ETS has created a library presence in its revised departmental web site, has included library-related workshops in its schedule, has added Booth to its roster of JIRA issue ticketing support staff, and is regularly posting library-related notices within bSpace. The creation of a persistent bSpace Library presence in the form of a universal area, tab, or link in every site has not, however, been achieved. Partly this is due to the underlying open-source architecture and structure of bSpace itself, which makes site-wide changes difficult to maneuver. ETS has also experienced significant organizational transitions during the past year, which at times caused disruptions in their workflows. Our efforts with ETS and bSpace have therefore been directed towards raising staff and faculty awareness of other bSpace/Library integration options. DMIS will be able to make progress on integrating instructional materials throughout bSpace and the Library’s web site once it makes more progress on the preceding two goals.

A shortage of staff members and increased demands on staff time have prevented DMIS from moving ahead on its goals to develop assessment methods and develop more tutorial content related to R&C information literacy competencies. While some progress may be made this year on the first, it is unlikely that DMIS staff will have time to devote to tutorial development.

Department Goals
Despite the obstacles outlined above, the unit hopes to make progress on the following goals during the next fiscal year:

- Developing and implementing a cohesive web presence for instruction-related services offered Library-wide.
- 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.

Department Members
Jennifer Dorner (Head)
Giselle Binder, Operations Manager, Media Resources Center
Char Booth, E-Learning Librarian
Tim Dilworth, Program Coordinator
Lynn Jones, Program Coordinator
Gary Handman, Head of the Media Resources Center and Film Studies Bibliographer
Corliss Lee, Program Coordinator
Pat Maughan, User Research Coordinator
Mary Louise Smith, Media Cataloger, Media Resources Center
Zariah Tackitt, Administrative Assistant

10/3/2009, p. 4