DOE/MOFFITT UPDATE for April 2009 – January 2010

Since spring 2009 we have dealt with many surprises – and a little chaos – accompanying the budget cuts across campus, contributing to the delayed compilation of a DM Update. All Doe/Moffitt units were affected by a reduced budget for hiring student employees and the loss of colleagues through resignations, retirements, and VSOs. Student supervisors have done an excellent job of hiring work-study students to stretch their funding and sustain normal operating hours as much as possible.

Operating with less funding and fewer staff requires choices be made – difficult choices indeed. With the current hiring freeze, much thought has gone into prioritizing which assignments – or more appropriately which portions of assignments – need to be taken on by others and then which portion of their current positions can be put aside or reduced. My thanks to all of you for helping the library sustain vital services and functions, maintain contacts with departments and academic units, and keep things operating as smoothly as possible in the library. I appreciate the willingness of many staff to take on some new assignments while putting some other roles or projects on hold indefinitely.

As this semester begins I thought it would be useful to re-cap some of the significant changes and milestones from the past nine months, and to highlight the projects or decisions I feel reasonably certain will be implemented in the foreseeable future. While some of the actions aren’t ideal (such as reducing library hours) I have listed those actions in the sections most appropriate to them so we can continue to track where we are in these four key areas. Although this update is long, it is selective. Find additional details in the 08/09 departmental annual reports at <http://sunsite3.berkeley.edu/wikis/doemoff/index.php?n=Main.AnnualReports> and see our current organization chart at <http://www.lib.berkeley.edu/AboutLibrary/pdfs/org_dm.pdf>.

I. Service Excellence and Responsiveness

- **Doe Library hours reduced; Moffitt/Gardner Stacks’ hours sustained**
  Due to reduced staffing and a review of use data, Doe Library and all the service points within it were closed on Saturdays from July 2009 through June 2010. (Some units made additional hours changes to Sunday and weekday services as well). Many services for the public previously offered on Saturdays were switched to Sundays, and we extended Library Privileges an additional hour to 5:45p Mondays through Thursdays. The campus community (students, faculty and staff) could access the Gardner (MAIN) Stacks collection, library study spaces, and library computers via the Moffitt Library which maintained its normal long hours. One positive outcome is that many faculty now realize they can access Gardner Stacks through Moffitt as well as through Doe. Campus identified the funding needed to reopen subject specialty libraries on Saturdays but the expense for Doe Library and its various services was too high for the foreseeable future. We’ll see what the new budget brings.

- **Telephone renewals discontinued; now through MyOskiCat and in person**
  In an effort to save staffing and costs of telephone lines, the Doe/Moffitt telephone renewal service was discontinued this summer. With the availability of My OskiCat, library users can now renew items themselves online. People may also bring their items to the circulation desks at Doe or Moffitt to be renewed.

- **Reduced reference desk hours; increased RAS hours and chat reference**
  Due to reduced staffing and a review of use data, the Doe and Moffitt reference desk hours shrunk. While we will continue to offer in-person reference services, we are increasing the mix of options that allow us to make the best use of staff time and still meet user needs. For example, student use of the Research Advisory Service has increased markedly with the new online appointment system so that service was extended an additional week; an increase in
questions submitted to e-ref jumped since the launch of OskiCat and continued to increase with improvements to our turnaround time for responses; and “Ask a Librarian” chat reference service has seen remarkable use from our students and faculty. Berkeley staff from Doe/Moffitt and other campus libraries contribute some hours to this service and the additional hours are staffed by library staff at other UC campuses and other universities across the country.

- **Visitor Guide to the Doe Library**
  Steve Mendoza and Mary Scott have designed a lovely one-page guide to serve as a self-guided tour for visitors. These have already been useful during Homecoming and will be available at the security/information desks for other campus events such as Cal Day.

- **Library cost study surveys**
  In August 2009 the Library partnered with campus to conduct a library cost study and hope the study will result in some additional funds coming to the library for our support of research and grants. The study continues through summer 2010. Our locations will be the same as last fall: Doe North, Doe South, Bancroft (when open), and Gardner Stacks on the Moffitt side. Simultaneous with the in-person surveying in Doe Library, an online survey is triggered for all people using electronic resources. The next three survey dates/times are:
  - Monday, January 25 from 9am-11am
  - Tuesday, February 16 from 4pm-6pm
  - Thursday, March 11 from Noon-2pm

- **ADA-accessible tables at Gardner Stacks Portal**
  As requested by the campus accessibility office, the Library purchased and installed two stand-up height tables in the "study link space" connecting Gardner Stacks with Moffitt Library. The tables are easily accessible and visible to library patrons who prefer to or, for medical reasons, need to stand rather than sit.

- **New library hours database and authorized updaters**
  Recently Library Systems developed a new database for the library hours displayed on the library web site. Within Doe/Moffitt we coordinate the hours for Doe, Moffitt, Gardner Stacks and all service points within those buildings for the academic year; then each semester we consider if changes are needed due to budget or staffing. Richard Rosario and Mark Marrow will ensure the base library hours are entered for all Doe/Moffitt units before each semester. Authorized updaters were chosen for each unit so those folks can update hours for a specific day in the case of an emergency, special event, lack of staff, and so on. If any Doe/Moffitt unit changes open hours, the authorized updater will send an email to allusers@ and update on the Library Hours database to inform library users.

- **Library FAQ**
  Working with Systems, Char Booth created the Library FAQ (www.lib.berkeley.edu/kb/), an open source knowledgebase that replaced the Library’s previous Frequently Asked Questions page in spring 2009. The FAQ has steadily grown in content (from 28 questions to 80) and in use. A recent Google Analytics report indicated more than 6,000 unique visitors viewed FAQ entries over 35,000 times.

- **Morrison Library reservation policy and fee changes**
  Respecting the Morrison Library’s primary role as a library space and collection, requests to schedule Morrison Library during its regular public service hours are discouraged. Requesters are asked to begin set up for events at 5pm and conclude events by 9pm, with clean up ending no later than 10pm. Special exceptions are made for Lunch Poems and Berkeley Writers at Work which are free, open to the public, and have a long-standing history with Morrison
Library. Dinners in Morrison are discouraged because of the impact on our staff, normal operating hours, and furnishings themselves; exceptional approval can be given by the University Librarian and AUL/Director of Doe/Moffitt. To recoup the costs of security, custodial, and room maintenance the room use fee has been increased to $750 for lectures and receptions and $2000 for dinners. At the current time no fee is charged for library events such as Early Birds and other meetings focused toward library staff, and Library Development activities and related events open to the public. Information about the new policies and fees will be posted soon on the Morrison Library room reservation page. Zsuzsu Listro is the contact about Morrison reservation requests. To request that room, please use the request form rather than calling or emailing her directly: 
<http://www.lib.berkeley.edu/doemoff/morrison/reservations.html>

- **Potential use of volunteers**
  At Tom Leonard ’ s request all library directors were asked to develop ideas for potential use of volunteers. This builds upon a pilot currently underway in the Bancroft Library. It is unclear when the Library will be prepared to consider any additional volunteer opportunities, though we understand that many Library Friends, recent retirees, and other community members are interested in supporting the library by volunteering some time. While not all work we need to do is practical for a volunteer, here are some of the more promising ideas include: AIDS Memorial Courtyard maintenance, special projects such as sorting books for the Moffitt collection project, assistance with gift processing, assistance with cataloging in special languages, help with request processing for interlibrary loan, and summer inventorying of Graphic Art Loan collection. If we do reach a point when a new library volunteer program will begin, you will hear more.

- **Doe, Moffitt and Gardner Stacks open for Cal Day**
  Doe Library will be open special hours for Cal Day on Saturday, April 17 from 10am-3pm. There will be a book sale in 303 Doe and Bancroft is likely to also be open that day. The Gardner Stacks will be open for visitors and there are now self-guided tours for Doe.

**II. Teaching and Learning**

- **2009-2010 finals 24 hour study funding restored**
  For several years Moffitt Library and Gardner Stacks have been open 24 hours during finals. The funding for security, custodial and computing lab staffing has come from other campus units. That program was cut as those units sought to balance their budgets this year. Through various efforts – with support from the Dean of Students and ASUC President – a $30,000 donation was made by Cal parents to fund the fall 2009 and spring 2010 finals. It is unclear where funding will come from for fall 2010.

- **Hiatus for Know Your Library program/workshops**
  In spite of the clear value provided by the Know Your Library drop-in workshops, the program is on hiatus for the 2009-2010 academic year. In the absence of these pre-scheduled sessions, any instructor may use the Doe/Moffitt classrooms for a workshop for students in their departments. The workshops still offered by other campus libraries continue to be listed on the Library Classes & Tours at: www.lib.berkeley.edu/Help/library_classes_tours.html

- **Express Stations replace multimedia authoring stations in computer lab**
  Due to the Berkeley Center for New Media’s interest in continuing to reserve the three multimedia authoring stations in Moffitt Library for the students in the New Media Program, those computers have been moved to another BCNM location on campus. In their place, the Moffitt Microcomputer Lab has placed some quick print stations which have become very popular in the last semester. These stations abut the column across from the glass wall.
- **New Research Help Page for Residence Unit Academic Centers**
  Building on several recommendations from the New Directions Initiative about better meeting undergraduate student needs, Pat Maughan, Library Liaison to the Residence Units, designed a research help page in conjunction with training that was conducted for Student Academic Services Assistants who serve as the front line staff in the Residence Unit Academic Centers. The page is designed for lower-division undergraduates, highlights a small number of starting points, focuses on electronic content, and links to supporting material (such as how to cite sources). (www.lib.berkeley.edu/instruct/residenceunits.html)

- **Information for K-12 Instructors page**
  With input from the Educational Initiatives Council, Jennifer Dorner and Mari Miller developed a web page providing K-12 instructors with information about access, resources, and borrowing. The page can be found at www.lib.berkeley.edu/services/for_users/K12.html.

- **Scanner for instructors for e-readings**
  In 302 Moffitt course instructors (and their proxies) can scan materials to create PDFs of course materials for uploading into bSpace. The scanner has both b/w and color capabilities and is networked to the computer station adjacent to it. Instructions are posted next to the machine. Instructors are welcome to use the machine Monday-Thursday mornings. Please promote this option to instructors you meet with.

- **E-readings pilot**
  Char Booth and Susan Edwards piloted a project to enhance outreach to faculty while leveraging library resources. On each syllabus they examined as part of the pilot, they found that 40-60% of the readings were available electronically through the library, an option that is often more convenient for students and could also save them money. The pilot provided an opportunity for communication with the faculty member about library instruction for his/her class, identifying later editions of material, getting early notice of items needed to purchase for reserve, and another way to talk with faculty about the importance of open access. If you are interested in working with your departments this way, contact Char Booth.

- **Course guide template for library instructors**
  The Library à la Carte pilot for course guides is scheduled to begin this spring semester. The open source software is a potential next step for our subject guides once the integration with the ERF is settled. In the meantime, Char Booth will be working on a template and guidelines for library instructors interested in testing out this software to create web guides for specific courses they are teaching.

- **Exhibits and lectures galore**
  Just had to mention the slew of wonderful exhibits hosted in the past couple of semesters: Pollan’s The Omnivore’s Dilemma, Development of Written Language in the Ancient Near East, Exhibit on the 20th Anniversary of the Fall of the Berlin Wall, Cambodia Photo Exhibit: Shuttered Lives, The Federal Depository Library Program at Cal, and American Cultures: From Concept to Classroom. Upcoming this spring will be exhibits about the Portuguese Republic 1910-2010, Civil Rights Struggle (African-American GIs and Germany), and WWII-era Dutch clandestine literature. Thanks too for several public lectures organized by Doe/Moffitt staff.

- **Moffitt/Building Sustainability @ Cal partnership**
  A credit-bearing, service-learning course – Building Sustainability@Cal – selected the Moffitt Library as one of their course sites for 2009-2010. In the fall they conducted surveys, did building audits, proposed elements for a greener staff break room, and had an educational
component at a table in Moffitt Library. Thanks to Kathleen Gallagher, Miguel Labon, Jeff Johnson, and Aisha Hamilton for their work with these students this fall. The report and recommendations from their fall work is on the Moffitt Renovation wiki at: http://sunsite3.berkeley.edu/wikis/Moffitt_Project/index.php?n=Main.PlanningDocuments?action=download&upname=BSCFall09report.pdf. BS@C students will continue focusing on Moffitt Library this spring with a waste audit for FSM Café, a waste audit for Technical Services, and will continue with their educational component with students to gain more input and more support for the Moffitt renovation.

- Energy Dashboard to be installed in FSM Café
  At long last, the Energy Dashboard and an Energy Thermometer are scheduled for installation in the FSM Café in early February 2010. Three graduate students have been working on this project for nearly one year. These two tools are designed to increase awareness about energy consumption on campus and in the Café itself.

- Roman Drama on Doe steps
  A Classics 198 class received permission to host a Roman drama on the steps of Doe Library in March 19-21. If the performance comes to fruition, they plan it to start at 6pm each night for about 150 attendees. Doe should be an interesting backdrop for their play.

III. Collection Vision and Access

- Medium rare, on-campus storage on hold
  Chuck Eckman and Elizabeth Dupuis began work to create an on-campus storage space for “medium rare” materials for the Doe/Moffitt Libraries (including Art History/Classics) which for various reasons were not a good fit for NRLF or NRLF Special Collections. A location was identified and costs for shelving and security were estimated. Since planning began, budget limitations and the need to accommodate some non-production library servers have required us to revise the original plans and get new estimates for layout and costs. Dates for next steps with this project are not yet known, although we hope this is completed in 2010.

- NRLF pickups changed to Monday-Friday
  In light of projected budget reductions, approved Saturday closure for Doe Library and small demand for weekend pickup of NRLF requests, the Friday night NRLF delivery was suspended as of May 30, 2009. Library users may continue to place NRLF requests on Fridays until 4pm. These requested items will be available for pickup the following Monday after 4pm.

- Moffitt loan period changed
  In May 2009 after a review of usage data for circulation and renewals, loan periods at other undergraduate libraries, and the relationship of the Moffitt Collection with other campus research collections, we changed the Moffitt Collection loan periods to match those of the MAIN collection and the sister libraries dedicated to the humanities and social sciences. Loan periods for Moffitt are:
  - Books: 1 month: undergrads; 3 months: graduate students; 1 year: faculty
  - Monographic Series: 1 month: undergrads; 3 months: graduate students; 1 year: faculty
  - Periodicals: 1 week: all borrowers

- Media Resource Center loan period changed for faculty and GSIs
  Beginning spring semester 2010, MRC is checking out many materials to faculty and current GSIs for a two night loan period. This gives instructors more flexibility for checking out and returning materials. Since MRC only owns one copy of most titles, while titles are checked out they are not available for student viewing; some titles might have the more limited same-
day use to accommodate multiple courses using the same title. All instructors are strongly encouraged to reserve materials in advance to ensure they are available when needed.

- **Moffitt collection integration in Gardner Stacks**
  Informed by the Moffitt Think Tank on Collections, additional data analysis performed by Kathleen Gallagher, and findings from the environmental scan, student needs assessments, and other campus reports, the decision was made to integrate the Moffitt circulating collection into the Gardner (MAIN) Stacks collection. This project, which requires a title-by-title review of the Moffitt Collection, will be overseen by Elizabeth Dupuis and Jennifer Dorner, and completed prior to the Moffitt Surge. The list of titles unique to Moffitt (not owned by other campus libraries but possibly purchased with multiple copies for Moffitt) included 31,312 items. Decisions about actions for those items were based on use; 60% or ~18,800 items will be transferred to MAIN, 35.5% or ~11,000 items will be transferred to NRLF, 4% or ~1,300 items will be Withdrawn (all multiple copies and low use), and the small remainder (such as Cliff’s Notes Hardbound Library, which has a fair amount of use but do not seem appropriate for the Gardner Stacks) will be held for a later decision. Processing for this first phase of the project will begin in February 2010. The list of titles in Moffitt duplicated with other campus library collections is a much larger portion (approx 104,000 items). Further updates and communications will be coming this spring.

- **Freeing shelving in Gardner Stacks**
  Doe/Moffitt Advisory Group agreed it was preferable to maximize use of shelving in the Gardner Stacks for collections that users can access themselves. To this end Technical Services cleared out the backlog materials they had shelved in one section of compact shelving. Also we have begun sending the 308T collection to NRLF; that collection required paging upon request for use, was not in as high demand as our other collections, and will benefit from the environmental controls at NRLF. This shelving will be beneficial as we integrate the Moffitt collection.

- **Review of Moffitt Permanent Reserve Collection**
  Jennifer Dorner conducted a review of the Moffitt Permanent Reserve Collection and, based on circulation data, returned approximately 80% of the titles to the Moffitt circulating collection.

- **CD-ROM review project**
  The Library Networked CD-ROM server was dismantled in September 2009 and as a result, DM selectors were asked to review the humanities and social sciences networked CD-ROM titles to make transfer or withdrawal decisions. Most of the titles were transferred to the DREF collection and shelved in 202 Doe or transferred to Main for NRLF. Statistics titles were added to the Data Lab collection. DM selectors completed a review of 1,600 Main Stack CD-ROM titles that were shelved in Doe Circulation. The majority of the titles will be shelved in the Main Stacks; others were transferred to DREF (202 Doe) or sent to NRLF. Myrtis Cochran and Mark Marrow met with Chuck Eckman in December 2009 to talk about next steps, which include funding to purchase and process Main Stack CD-ROMs, protective cases, security taping, etc. Meanwhile, titles are listed in OskiCat with a Main Stack location and library users can request them at Doe Circulation.

- **Doe Reference Collection review project**
  As part of the Doe Reference Collection Reconfiguration implementation (http://sunsite3.berkeley.edu/wikis/doemoff/index.php?n=Main.TaskForcesAndReports) DREF materials are being reviewed and relocated to other areas in the NRR or transferred to GREF, Main Stacks or sent to NRLF. The Directories and Government Statistics sections are complete; the Biography section review is in progress.
IV. Staff Support and Engagement

- **Doe network upgrade**
  With support from Bernie Hurley and campus IST the Doe Library network has finally been upgraded from 10MB to 100MB in the areas that had not been upgraded in previous construction projects. These areas had very old wiring that took additional investment, hence the long delay in getting this done. Improvements focused on 212/218 Doe, ILS, Graduate Services, South/Southeast Asia Library, and the reference workstations.

- **Staff break room policy reminder**
  In addition to spaces each department may have for their won staff, in Doe/Moffitt we have two staff break rooms for use by any Doe/Moffitt employee – one in Moffitt along the hallway connecting Moffitt to Gardner Stacks and one on the 4th floor of Doe. Career staff and student employees are all welcome to use these spaces though an occasional reminder about the policy for the ensuring a safe and peaceful environment for everyone can be helpful. Here is the policy which will be posted in those two break rooms as well:

  *Student library employees may use staff break rooms as a benefit of their employment in the Library. Although most students will use the break rooms for breaks when they are working, they are welcome to use the break rooms even when off the clock. Friends of library employees do not have this privilege and should not be in the staff break areas at any time. Library security is encouraged to check the rooms regularly. Employees in the break rooms may be asked to show their UC IDs and identify which library unit they work for. This policy strives to create a safe, secure, and peaceful environment for our staff. If students want to meet or study with friends they are welcome to use the public areas of the library, and are of course encouraged to do so. All library staff are expected to be respectful of this shared space and should not use or take items, such as food or utensils, that are not their own.*

- **Trash troubles**
  Last semester we began struggling with how to keep the libraries clean when campus custodial services had been cut so dramatically. This spring we expect some new information from Physical Plant about new pick-up schedules, including accommodations for our production offices like ILS. While we cannot afford to pay for new custodial services, the Library Administration shifted some of the custodial staff assigned to the Doe Annex so they will cover other parts of Doe Library as well. As always, please be sure to put any food in metal tins and/or refrigerators so as not to attract mice, rats and ants. When you are done eating, I encourage you to throw waste from food and beverages in the trash cans outside the library as those will be picked up daily. Thanks for all you can do to help pick up after yourselves and keep those vermin out.

- **Rethinking telephones**
  The Library is venturing into new arrangements for our telephone access, looking to reduce our telephone expenses by 50%. Some of us have moved to Skype and are adapting to that option. Some of us are moving to shared lines and waiting for final steps to be implemented by the campus telephone folks at CNS. I appreciate your flexibility and patience as this is taking much longer than envisioned. Current estimates are that all telephone changes will be completed no later than June 2010. The good news is that the changes which have already been implemented have saved the Library about $10,000/month, and there is more to come.

- **Moffitt surge planning**
  Construction for the Moffitt renovations is estimated to begin November 2011. Before construction begins, all staff, services, collections and equipment will be surged out of the building. Public services will be scheduled to move before start of fall 2011 semester; our
current plan is to find a location within Doe Library for all these staff and services, albeit with a smaller footprint for each. Likely technical services staff and functions will remain in Moffitt as long as possible since we do not have space within our libraries and will need to rent a location for them. The FSM Café is planned to remain in its current location throughout the renovation and will be open as much as is feasible. For most Doe/Moffitt staff, the surge period will be June/July 2011 – December 2013/January 2014. Once we have worked through a few more scenarios, I will share more details about potential surge locations with you.

**Staffing Announcements**

**Farewell to our colleagues…**
- Lydia Chen, Interlibrary Lending
- Holliday Cullimore, Reference Services (extended leave)
- Katherine Emerson, Interlibrary Borrowing
- Lori Foster, Doe/Moffitt Administrative
- Susana Hinojosa, Research and Collections for Humanities and Social Sciences
- Lars Johnson, Current Periodicals (40% temporary position)
- Victoria Jourdan, Newspaper/Microforms Library
- Aija Kanbergs, Teaching Library
- Willyce Kim, Circulation Services - Gardner Stacks
- Mari Miller, Research and Collections for Humanities and Social Sciences
- Giulia Sacco-Trujillo, Newspaper/Microforms Library
- Ryk Shepard, Circulation Services - Gardner Stacks (49% temporary position)
- Georgetta Tisby, Circulation Services - Reserves/Privileges
- Alison Wannamaker, Graphics (50% temporary position)
- Alex Warren, Morrison Library

**Congratulations to our colleagues…**
- Shannon Monroe for coordinating the 2009 Spring Finals Experience in Doe/Moffitt
- Virginia Shih for receiving a Commemorative Medal from the Ministry of Culture, Sports and Tourism of Vietnam

**Announcing new assignments…**
- Imani Abalos, Interim Head of Morrison Library (temporary through May 2010)
- Char Booth, Library liaison and selector for School of Information
- Alina Christian, Moffitt Reserves Assistant
- Carlos Delgado, Selector for Latin American government documents
- Jennifer Dorner, Selector for general science fund for Doe/Moffitt
- Esther Gold, Moffitt Reserves Assistant
- Lynn Jones, Library liaison for Energy and Resources Group
- Corliss Lee, Library liaison to the Division of Graduate Studies
- Paul Lynch, Manager of Gardner (MAIN) Stacks
- Mark Marrow, Head of Moffitt Reserves
- John Robinson, Interim Student Supervisor for Newspaper/Microforms Library (50% temporary through April 2010)
- Jim Ronningen, Selector for California and other state government documents
- Richard Rosario, Operations Assistant for Gardner (MAIN) Stacks
- James Spohrer, Collection Coordinator for International and Area Studies
- Allan Urbanic, Interim Head for Newspaper/Microforms Library (50% temporary through April 2010)