I. Service Excellence and Responsiveness

Continuation of Doe, Moffitt and Gardner Stacks hours for 2010-2011
Doe Library and all internal units will continue to be closed on Saturdays for the next fiscal year. Moffitt Library and Gardner Stacks will keep normal hours, remaining open on Saturdays. It is unclear if campus will provide funding to open some subject specialty libraries on Saturdays this year.

Commitment to range of reference services for 2010-2011
For the coming year we will continue to offer an array of in-person and online reference services. In-person hours will be weekdays at Doe M-Th 10a-6p and Fr 10a-5p, and Moffitt M-Fr 1p-5p. Research Advisory Service will be weekdays at Doe M-F 11a-5p beginning a few weeks into the semester. E-reference (via email and chat) is accessible to all users – days, nights, weekdays and weekends.

Welcome Events in Doe/Moffitt Libraries
Welcome Events for new students are focused on the three days before classes begin: Monday, August 23 to Wednesday, August 25: http://welcome.berkeley.edu/. Tours of Doe/Moffitt Libraries will be offered Monday through Thursday that week. The information desk will be set up adjacent to the Doe North security desk for mid-day hours Monday through Wednesday that week. If you wish to volunteer to greet people and assist them at the information desk, or to serve as a tour guide, contact Jennifer Dorner and Steve Mendoza respectively.

Homecoming Weekend in Doe/Moffitt Libraries
Homecoming Weekend spans Friday, October 8 to Sunday, October 10. In addition to normal library hours, Doe Library and Bancroft Library will be open Saturday from 10a-3p with access to the exhibit spaces, self-guided tours, and entrance to the Gardner Stacks with the visitor’s homecoming badge. The Library Advisory Board is invited to a special workshop about the library’s instructional role on Friday. Morrison Library will be open on Saturday for a special lecture from 10-Noon organized by Library Development and open to the public. On Saturday, students will be allowed to study in Doe’s great reading rooms, though none of the other units or libraries in Doe will be open that day.

Public services training for library security staff
To prepare for fall semester, Doe/Moffitt staff will train Library Security staff about systems, policies, and customer service issues. Mark Marrow and Jennifer Dorner are organizing and providing the training this semester.

Doe/Moffitt contacts for users with disabilities
Keri Klein from the Law Library is the Library Liaison for Users with Disabilities. Each library unit has a contact named for that particular location: http://www.lib.berkeley.edu/Help/disabilities.html. Later this semester Keri will be contacting people either via email or at a meeting to ensure all contacts have a clear sense of what services they should provide, and where to refer people if needed.

Copier services
The Canon contract ends at the end of this calendar year. During the fall semester Elise Woods will be communicating about new contract services, likely provided by UCSF. Overall the Library would like to respond to user requests for scanning services, possibly as a substitute for some traditional copiers. Printers would still be available in man locations. Pilots for the use of the Cal1 Card are underway with campus to pay for copies and/or scans. Vending machines for Cal1 guest cards (being developed by campus) and flash drives are being explored by Library Business Services.
Image reproduction services offered for a fee
The Interlibrary Services department now supports patrons – paying with check or credit card – who request for a reproduction from an item in the UCB collection via the form at http://www.lib.berkeley.edu/ILS/photo_form.html. The Digital Imaging Lab offers the same service to patrons paying with a departmental account: http://www.lib.berkeley.edu/digicoll/planning/dil.html.

Investigation of new microform reader/scanner/printers
Recently a vendor was invited to campus to demonstrate a new model of their microform reader/scanner equipment. Attendees found the new software to be relatively intuitive and an improvement from the current equipment in Doe/Moffitt. Each station is fairly expensive so it is likely we would need to purchase only a few at a time over several years. Comments about desired features or special uses should be directed to Rebecca Darby-Williams as we continue deliberations.

Finals 24 hour study plans for fall semester
This year campus has discussed hosting 24-hour finals study at RSF which they believe will meet student needs and be more cost effective. As such, rather than having extended hours, we would continue standard building hours for Doe, Moffitt and Gardner Stacks (Moffitt Microcomputer Lab and FSM Cafè as well) throughout the entire semester including RRR week and finals, ending at 5pm on Friday, December 17. It is possible that campus administrators will change their decision before fall finals or before spring finals. Because funding has always come from campus and the Library has simply provided the location, we defer to Vice Provost Koshland and her staff to communicate their decision to students.

Doe Architecture and History booklet updated
The Library Development Office has updated the booklet with information about the architecture and history of prominent locations within the Doe Library. This booklet can be found at various public locations – such as near the reference desk and security/information desks – for visitors to take.

II. Teaching and Learning

Library workshops and tours calendar
The Library now uses the campus calendar to increase visibility for and attendance at our free library workshops and tours. If you will be leading a library workshop open to the campus community, contact John Kupersmith for details about how to submit the workshop to the calendar and tag it as a library event.

Course guides pilot through fall semester
Several library staff have volunteered for the course guides pilot with Library à la Carte. Char Booth has worked on templates and guidelines for library instructors interested in testing out this software to create web guides for specific courses they are teaching. The pilot will continue through the fall semester with the goal of implementing a full Library a la Carte roll-out for both subject guides and course guides development in the Spring if the system can be stabilized.

Virtual classroom environment on PCs in Doe/Moffitt classrooms
All Doe/Moffitt classrooms now rely on Microsoft Virtual PC. The virtual classroom environment includes all of the software previously installed in the classrooms (with a few updates), provides instructors with all key functionality, and allows systems staff a more efficient way to manage updates. As a reminder, documents stored by instructors on the instructor station will be deleted at the end of each session so be sure to bring your files with you on a flash drive or allow time to download them before classes begin.
Library support for Reading and Composition courses
Reduced staffing in Doe/Moffitt has led us to making changes in how we provide instructional support for Reading and Composition classes. Instead of meeting with students in a library classroom, a library instructor will create a customized web-based research guide for the class, with information about finding the resources students need to complete specific assignments. The research guide could include video, screen shots and links to resources and tutorials. The library instructor will also schedule a brief visit to the class to describe additional sources of research help, like the reference desk and our 24/7 chat reference service. Requests for a guide and short class visit can be made using the form at http://www.lib.berkeley.edu/instruct/classrequestform_guide.html.

New Dissertation Writer’s Room
This summer, in the back of Graduate Services, the Library created a space dedicated to graduate students working on their dissertations. More details are offered in a story published in the July eGrad newsletter: http://grad.berkeley.edu/publications/egrad/0710.shtml#1b. Thanks to Scott Peterson for coordinating this project.

III. Collection Vision and Access

Medium rare, on campus storage to open this fall
By October 2010 an on-campus storage space for medium-rare materials should be designated in the Doe/Moffitt Libraries. 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. Once the shelving is installed, items selected from Art History/Classics collection will be housed in this facility and paged for monitored use to the Art History/Classics Library. A portion of the shelving will be designated to house the majority of the Media Resources Center’s collection during the surge years of the Moffitt Renovation Project.

Process announced for changing loan periods for selected serials
In response to user requests to extend the loan period of individual serial titles, Doe/Moffitt Libraries developed a process for selectors who feel an individual serial title (such as an annual) might be most useful for researchers if it was given a longer loan period. The process is posted at: http://sunsite3.berkeley.edu/wikis/doemoff/index.php?n=Main.Documents

Process underway for changing loan periods for monographic series
Following on recommendations of a task force, it was agreed that monographic series in the Gardner Stacks collection should circulate as monographs. Selectors are in the process of reviewing lists that include item records with item type 10 (Serial -regular loan) that circulated in GLADIS with circcode A (1yr for faculty, 3mo for grad students/postdocs and 1mo for undergrads/staff/non-UC). Unfortunately it was impossible to create lists of only monographic series as the cataloging does not offer the appropriate level of specificity. As such the process is tedious, though important to meet user and selector desires. Designations for the first four lists are due before the end of July. The next set of lists will be coming this fall. Lists should be returned to Mark Marrow.

Simplified serials holding statements for Doe/Moffitt locations
Doe/Moffitt locations (MAIN, GREF, DREF, SSEA, AH/C, MORR, GRDS, NEWS, MOFF) will begin using simplified holdings statements for active serials similar to the approach used by subject specialty libraries. Maintaining holdings statements for active serials is a staff intensive effort. In Millennium the ability to easily view the check-in card and item records make it unnecessary for certain types of information to be duplicated in the summary holdings statement. Without adequate staffing to sustain the current level of maintenance, holdings statements at the enhanced level would become inaccurate and misleading over time.
Millennium road show and review of processes in Doe/Moffitt units
Doe/Moffitt staff from all units attended the Millennium road show, designed to share information about best practices and standard procedures as well as provide feedback from units to the ILS Steering Committee. Each of the Doe/Moffitt locations have received updates about “curious records” and recurring problems which we will try to address through record cleanup and ongoing training. Thanks to all the staff who attended the sessions, participated as trainers, and are contributing to improvement of our records in Millennium now and going forward.

308Ts transferring from MAIN to NRLF
The project to move the 308T collection from MAIN to NRLF is nearly complete. 308Ts were shelved in locked shelving in MAIN and needed to be paged by Circulation Services staff. Shelving these items at NRLF provides them better climate-controlled space and allows us to used MAIN shelving space for circulating items. Thanks to Paul Lynch and his staff for their work on this.

Economics collection transferring from BUSI to MAIN
The project to review the economics collection at the Business Library will be completed this fall. Approximately 5,000 items will be transferred to the Gardner Stacks. Some items will be shelved at NRLF and some duplicates will be withdrawn. Thanks to Jim Church, Paul Lynch and circulation services students for their work updating records, transferring items, and shifting materials in the Gardner Stacks to accommodate this collection.

Creation of Reference Hall collection
As part of the Doe Reference Collection Reconfiguration, the DREF materials review is complete. Selected titles have been transferred out or relocated to the newly created Reference Hall (RH) collection. The RH collection consists of approximately 1500 volumes, primarily introductory sources (i.e., subject encyclopedias, guides to the literature, chronologies, style manuals, and statistical sources). Titles in the RH collection promote self discovery and are easy for library users to access. Reference staff will find the collection useful for undergraduates who make RAS appointments and for assisting others in the beginning stages of a research paper. Materials are still being added to the collection; selectors are encouraged to contact Myrtis with title recommendations.

IV. Staff Support and Engagement

Library Security staff move offices from Moffitt to Doe
Miguel Labon, Gary Bland and Nome Khamnouane have moved their office from the non-public side of Moffitt Library Floor 2 to Doe Library Floor 3, near the former location of the Purchasing Unit. A new office space was needed in anticipation of the Moffitt Renovation surge period. The new location is more centrally located and allows them to get cell phone service for urgent calls at all times. We anticipate that this will become their permanent office location.

Reorganization with merging of Reference Services department into three other departments
With Imani Abalos’s retirement the Reference Services department she managed was reorganized:
- Georgia Dong, Nicole Waugh, Glenn Gillespie, and Scott Peterson joined the Research and Collections for Humanities & Social Sciences department, reporting directly to Myrtis Cochran
- Steve Mendoza joined the Research and Collections for International & Area Studies department, reporting directly to Allan Urbanic.
- Instruction and User Services is the new name of the Instructional Services department which Jennifer Dorner leads. That unit coordinates web services, reference services, and instructional services.
- John Kupersmith joined the Instruction and User Services department, reporting directly to Jennifer Dorner.
GA budgets for Doe/Moffitt for 2010-2011
GA allocations cover each unit's expenses last year and try to anticipate new funding needs. Service hours need not be reduced, though units need to remain committed to hiring workstudy students and being conscientious about managing their funds – all units did an excellent job of this last year.

Staffing Announcements

Farewell to our colleagues…
- Imani Abalos, Reference Services
- Jeremy Graves, Research & Collections for Humanities & Social Sciences, Morrison Library
- Patricia Maughan, Instructional Services, Teaching Library
- Mary Louise Smith, Instructional Services, Media Resources Center

Announcing new assignments…
- Jan Carter, Doe/Moffitt NRLF Coordinator
- Kimberly Chu, Instructional Services Operations Assistant
- Rebecca Darby-Williams, Head of Newspaper/Microforms Library
- Jennifer Dorner, Reference Services Coordinator
- Paul Hamburg, Curator for Judaica, Magnes Collection for Jewish Life and Art, Bancroft
- Scott Peterson, Head of Morrison Library and Head of Graduate Services
- Richard Rosario, Operations Assistant for Gardner (MAIN) Stacks
- Zariah Tackitt, Interlibrary Lending and Borrowing Assistant
- Nancy Tran, Moffitt Circulation Student Supervisor

We are currently in the process of filling…
- Temporary LA I for South/Southeast Asia Library, converting GA funding
- Temporary LA I for Morrison Library/Graduate Services, converting GA funding and endowment funds
- Temporary Reference and Instruction Librarian (50%), funding provided from Magnes Foundation for 50% of Paul Hamburg’s position for two years