HIGHLIGHTS from JUNE DECEMBER 2007

I. SERVICE EXCELLENCE AND RESPONSIVENESS

Gardner Stacks Recommendations
Gardner (MAIN) Stacks Survey Task Force completed its report. Seven recommendations were made, including shelf-reading and collection inventory projects, improved signage, printing in the Stacks, and staff assistance in the Stacks. Task force members were Anne-Marie Basso, Tim Dennis, Willyce Kim, and Mark Marrow.

Gardner Stacks Study Rooms and Carrels
Doe (MAIN) Circulation proposed improvements to the study room and study carrel services. In the spring, the study rooms will begin using the GuestPass key-holder paging systems to recall keys when due. An online reservation system for the study rooms is being investigated further by Peter Soriano.

PCs near Doe Circulation
Four new PCs with a web access were added to Level A of the Gardner (MAIN) Stacks to replace the old Wyse terminals.

VDX transition
The Interlibrary Borrowing Service (IBS) is preparing to move to the VDX (Virtual Document Exchange) interlibrary loan software mid-January. This software, originally developed in Great Britain by Fretwell Downing Informatics, was purchased last year by OCLC, and is used as the consortial borrowing system among the UCs. The MELVYL Request system uses VDX to manage patron-initiated requests, and we will use it to manage all requests. VDX has been in use at UCB for interlibrary lending, and is now being implemented in borrowing under the able guidance of Elissa Mondschein, Head of IBS, and the entire borrowing staff: Maureen Davis, Duc Tran and Katherine Urbanic.

Multimedia Authoring Stations in Moffitt Microcomputer Facility
In January, through a partnership with IST and the Berkeley Center for New Media, the Library will introduce three stations audio/video/multimedia software for students to be able to create and edit multimedia works for classes. During the spring semester, access will be limited to students in New Media courses, with a planned evaluation in the summer. Thanks to Jennifer Dorner for bringing this pilot idea to fruition.

Data Services
The Data Services Task Force completed their report. Recommendations focus on data collections and applications, staffing with domain knowledge and technical expertise, integration with traditional library collections and services, integration with teaching and learning on campus, and coordination with other relevant campus data centers and providers. Task force members were Harrison Dekker, Jim Church, Frank Lester, Jesse Silva, Gary Peete, Chuck Eckman, and Jon Stiles (of UC Data).

Sampling for public service statistics
Upon the recommendation of the Public Service Statistics Task Force, all public service desks in Doe/Moffitt began collecting statistics using a sampling process during six key weeks in February, June and October. Task force members are Charlotte Rubens, Patrick Shannon, Sheehan Grant, Corinne Robinson Slouber, and John Kupersmith.

**IM reference pilot**
This fall an instant messaging, humanities and social science-focused reference pilot began to allow for a real-time virtual exchange with reference staff including during selected evening and weekend hours. Pilot members are Corliss Lee, Simon Bockie, Imani Abalos, Mari Miller, Karen Munro, Jesse Silva, and Anne-Marie Basso.

**Doe/Moffitt Subject Web Pages**
Responding to the desire to promote better visibility of the Doe/Moffitt subject web pages, identify processes to make updates easier, and recommend elements for the template of the pages to better highlight collections and services, the Subject Page Task Force is expected to complete their report by January 2008. Task force members are Jim Ronningen, Mari Miller, Tim Dennis, and Claude Potts.

**Government information web site redesign**
The government information group launched a user-oriented review and redesign of their web pages including surveys, interviews and use of Google analytics. Group members include Tim Dennis, Jesse Silva, Harrison Dekker, Glenn Gillespie, Susana Hinojosa, and Jim Church.

**Fall Welcome Week**
Drawing on the experience of the previous two years, informational tables were set up at the north and south entrances to the Doe Library during Welcome Week and the first few days of the following week. From August 20-28, D/M reference staff offered guidance to newcomers and returning students, weekdays between 11 am and 3 pm. This year there were 884 total interactions over for seven days averaging 126 questions per day. Thanks to Anne-Marie Basso for coordinating the tables this year.

**Reopening of Moffitt corner rooms: 450A and 450B**
Two corner rooms on the fourth floor had been temporary locations for bookshelves moved from 190 Doe (across from the Morrison Library) during the Botero exhibition and for safe housing for a large photography collection while Preservation handled processing. As of November both rooms became available to students again for studying and informal group meetings.

**Fall Finals**
From December 11 15, the Moffitt Library and Gardner (MAIN) Stacks were open for 24-hour study hall during fall finals. Additional Doe Libraries hours were extended to midnight to provide additional safe, clean, and well-lighted study spaces for longer hours. Volunteers from across the Library took shifts from 6-9:30p and 9:30-1:00a, bringing a positive staff presence to the Library during its extended hours. The Preservation unit created a temporary exhibit about the damage that can happen to library
materials. Thanks to all Doe/Moffitt staff and student employees who volunteered, Gary Bland and the Security staff, Aisha Hamilton for signs, Lynn Jones and Mary Scott for the flyers and Daily Cal ad, and Mark Marrow for coordinating this year.

The Salon
The Library will be developing a multi-purpose space within the Doe/Moffitt Libraries for a range of events, accommodating theater style presentations, small group conversations, and large group meetings. The room will host gatherings of library staff, faculty, students, and associated campus groups for a wide range of purposes such as presentations, candidate interviews, continuing education for faculty and library staff, focus groups with library users, large group meetings, author readings, invited speakers, receptions, press conferences, and other social events. Dubbed The Salon, this space will continue the library's long history of providing an intellectually-stimulating and discipline-neutral space for a wide range of programs, and opens many possibilities for enhancing the library's educational role. Currently a renovation of 303 Doe for this space along with creation of other meeting spaces is under discussion with Space Planning.

North Doe Security Desk
Review has begun to reposition the North Doe Security Desk across the walkway so the Security personnel are positioned facing the entrance. The physical move of the desk is designed to complement an enhancement of the security desk function to also serve as an initial information and welcome point to the Doe Library. Plans are expected early in 2008 though work will likely not happen until later in the year due to other Space Planning projects. Ideally the desk will be in the new location in time for Welcome Week 2008.

Doe Annex construction
Construction of the Doe Annex building continued through 2007. With the reopening of the Doe Library south hallway before fall semester, Interlibrary Borrowing Service moved from temporary location in 105 Doe to their usual location and access was restored through the south entrance. The second floor hallway is scheduled to reopen this summer when access to the new entrance through the Bancroft hallway is ready. Because the Doe south hallway and some offices on the second floor are structurally part of the Doe Annex building, new directories and directional signs for Doe Library are being designed for installation along with the opening of the Doe Annex building, and will be installed around July 2008.

II. TEACHING AND LEARNING

Educational Initiatives Council
The Educational Initiatives Council, with representatives from multiple library units including Doe/Moffitt, will provide an important communication link necessary for coordination, collaboration, and continuing education across libraries and disciplines on all issues related to teaching and learning. Library instructor development, evaluation and support; engagement of undergraduate students, graduate students, and faculty;
instructional materials and learning objects; and models for curricular and departmental support for courses and curriculum are examples of the types of issues to be addressed.

**Moffitt Library renovation and revitalization**
Due to its highly visible location in central campus and proximity to areas where students already spend time, Moffitt Library has great potential to serve as an innovative campus center for undergraduate learning. A re-envisioned Moffitt Library demands a broader vision of the library's role as a partner in the teaching and research mission of the campus -- presenting an opportunity to rethink how traditional services can be redesigned to better address students needs in this new environment, how new programs can be forged through partnerships with other campus programs and units, and how the physical spaces can be created to promote the interaction, collaboration, and community that foster intellectual connections. Thanks to Kathleen Gallagher who serves as the Project Leader.

**DM tutorials**
Six modular screencast tutorials developed to teach distinct research skills have been produced by Karen Munro and Anne-Marie Basso. These tutorials, along with other screencast tutorials developed by the UCB libraries have been brought together on one page, located at [http://www.lib.berkeley.edu/Help/tutorials.html](http://www.lib.berkeley.edu/Help/tutorials.html). Karen Munro and Jesse Silva are currently at work on an additional resource and DMIS is currently planning how to step up production of tutorials, involving more staff members in the process, and supporting tutorial development outside of Doe/Moffitt.

**New library classroom scheduling software**
The Library has joined Rec Sports, Athletics, and the ASUC in licensing new scheduling software for reserving our library classrooms with an anticipated start date in spring 2008. The WebEvent software currently used for this purpose is no longer supported by the company so a replacement was needed. The new software offers the similar functions and some added benefits. The Master Calendar is viewable with no login required to look at the events scheduled in a single room in the database, all of the rooms, or some combination of rooms. Library staff will be able to make an online request which grays out the requested time to prevent double bookings. When a request is approved, a confirmation is sent to the requestor.

**Mellon Fellowship for Undergraduate Research**
As of January 2008 the Mellon Library/Fellowship for Undergraduate Research grant concludes. The Evaluation Consultant contracted to analyze the range of quantitative and qualitative data will be submitting a final report this month. We are awaiting confirmation from the Mellon Foundation that we can extend the grant for an additional 18 months, utilizing remaining funds toward a complementary Undergraduate Student Learning Initiative which would provide an avenue for integrating library resources and development of related research skills into a series of undergraduate courses for majors. In March a cohort of librarians, faculty, and campus partners from Cornell University will be visiting the Berkeley campus to learn more about our successful models and experiences to inform their launch of a similar initiative on their campus this summer.
III. COLLECTION VISION AND ACCESS

Gardner Stacks Maintenance
Gardner (MAIN) Stacks staff measured the entire collection over the last 9 months. Approximately 162,350 linear feet of monographs are shelved on 265,309 linear feet of shelving. This means that the stacks are 61% full. The percentage does not count the materials circulating. Stacks staff have shifted many parts of the collection in order to maintain a workable amount of empty shelving in high use call number areas. Over the last 6 months staff shifted call number ranges P-PN, JX-JZ, D-DB, and HT-HX. Also, to ensure that the books are in the correct location on the shelves staff shelf read call number ranges DS-F, HT-HX, K-NX, and PS.

Moffitt collection re-labeling
Moffitt Circulation staff completed the Moffitt Undergraduate Collection re-labeling project, changing the spine labels from UNDE to MOFF to match the location code change in GLADIS last year.

Moffitt Reserves
In the fall e-reserves officially moved entirely from the Library-supported ERes service to ETS-supported bSpace service. Charlotte Rubens worked closely with faculty to transfer their historical files and Karen Munro developed related instructions for faculty. As a companion project, Moffitt Circulation staff are in the process of removing the remaining old print exams from Moffitt reserves and related records from GLADIS.

Selecting NRLF items from Gardner Stacks
The Gardner (MAIN) Stacks NRLF Selection Task Force was charged to review the report of the previous NRLF Working Group report to identify which recommendations were implemented and how well the process worked, which essential recommendations were not implemented and why not, evaluate the utility of the Access database created in phase one to generate cards, develop an efficient and sustainable technique to minimize hands-on work of selectors, and to recommend elements for generating different types of Systems reports for more refined decision making. Starting in 2008 we will begin identifying serial titles to shelve at NRLF and developing an approach for managing the process. Task force members are Myrtis Cochran, Phoebe Janes, Willyce Kim, Jim Spohrer, Jim Church, and David Sullivan.

Analysis of Gardner (MAIN) Stacks Collection Integrity
The Collections Integrity Task Force was asked to explore the extent of material loss, mutilation, and physical condition across the Gardner (MAIN) Stacks general collections, with a particular emphasis on areas of known risk (rare, visual arts, history, literature, etc.). Using the CALIPR tool to analyze samples of the collection and taking into account various factors impacting on-shelf availability, such as technical services processing status, circulation status, shelf order, and re-shelving queues, etc, a report was developed with a series of recommendations for further discussion in Doe/Moffitt and through
Collections Council in 2008. Task force members are: Jim Spohrer, Imani Abalos, Mark Marrow, Willyce Kim, Phoebe Janes, Barclay Ogden, Tony Bliss, and Kathryn Wayne.

**Binding support**
In the summer Giulia Sacco-Trujillo submitted the "Binding Processes Analysis Document" analyzing the binding process, workflow, staffing, and administrative needs since the responsibility for binding current periodicals was transferred from Central Technical Services to Doe/Moffitt Newspapers & Microforms two years ago. A long-term solution is needed to ensure the physical integrity of the current periodicals collection, accurate recordkeeping, and timely management of newly received backsets. As a stop-gap measure, temporary funds support 10 hours/week of student assistance starting in the fall and .4fte/10 months/temporary staff as soon as recruitment can occur. This issue remains a high priority for resolving.

**Graphic Arts Loan Collection**
In concert with the 50th anniversary of the Graphic Arts Loan Collection (GALC), the Morrison Library is preparing to revive this special collection. By taking digital photographs of the art works, preparing brief records, and creating a database to view and manage the collection for online viewing, we hope to launch the circulation of these works again in spring 2008. Thanks to Morrison Library students, Library Systems, Beth McGonagle, and especially Alex Warren for preparing for this service.

**Videos on Demand**
Full-length documentary works have been licensed from various distributors and digitized by the Media Center. They are accessible to anyone with a current CalNet ID, either on campus or off, viewable though a Windows Media player. Thanks to Library Systems, and Media Resources Center staff, especially Gary Handman.

IV. STAFF SUPPORT AND ENGAGEMENT

**Doe/Moffitt (re)organization**
In October and November I hosted a series of meetings to discuss some options related to (re)organization within the Doe/Moffitt Libraries -- particularly relating to the three units previously grouped under the name: Research, Reference and Collections. The comments I received during meetings, via email, and in person as a result of those meetings have been very helpful for me to gain a richer understanding of the issues relevant to different departments, types of positions, types of functions, and individuals -- and the balance we need to find between these divergent views. I hope to have details to share with you in January 2008.

**Doe/Moffitt Student Supervisors Group**
We have more than 25 library staff who supervise student employees throughout the various units in the Doe/Moffitt Libraries. To support those staff and ensure a good working environment for our student employees, the Student Supervisors Group was created as a forum all Doe/Moffitt Libraries' staff who supervise student library
employees to meet to discuss issues and share approaches to situations they encounter as supervisors. Thanks to Gisele Herrmann and Shannon Monroe for co-chairing this group and kicking off the first meeting of this group this fall.

**Technology training sessions**
In November the Doe/Moffitt technology training series was launched to support staff in becoming more familiar with technologies. Sessions included topics such as screencasting, blogging, wikis, and social bookmarking. Thanks to Tim Dennis for coordinating this series.

**Doe/Moffitt Staff Web Site**
Much of the information provided above is documented on the Doe/Moffitt Staff Site at [http://sunsite3.berkeley.edu/wikis/doemoff/](http://sunsite3.berkeley.edu/wikis/doemoff/). Additionally the Doe/Moffitt Advisory Group agreed to reinstitute the practice of creating and sharing annual reports as one method for reflecting on our accomplishments, identifying problems that cross departments, and developing our library’s priorities. The first reports covered January June 2007. These reports are available from the Doe/Moffitt staff site linked to from the Library Staff web site.

**Farewell to our colleagues**
- Joseph Barker, Sarah McDaniel, JoD Wright, and Stephan Ritter (in Jan.)

**Welcome to our new staff and congratulations to colleagues on new assignments**
- Jennifer Dorner as Head of Doe/Moffitt Instructional Services
- Holman Tse as Administrative Assistant in Instructional Services
- Kathy Urbanic as Library Assistant in Interlibrary Borrowing Services
- Anne-Marie Basso continues as Temporary Reference Librarian through May 08
- Corinne Robinson Slouber continues as Temporary Reference Librarian through May 08
- Jason Schultz as Africana Librarian in Research and Collections (starting Jan.)
- Holliday Cullimore as the liaison to the Disabled Students Program
- Susana Hinojosa as liaison to the Graduate Division
- Steve Mendoza as Doe/Moffitt Tours Coordinator

**Updates about current recruitments**
- Binding Assistant in Newspapers and Microforms to be recruited by Giulia Sacco-Trujillo and Victoria Jourdan in Jan 08
- E-Learning Librarian interviews were held in December; announcement coming after securing formal campus approvals. Thanks to the search committee: Jennifer Dorner, Frank Lester, Jesse Silva, Michael Sholinbeck and Robert Schlick (from ETS).