DOE/MOFFITT HIGHLIGHTS from JANUARY - MARCH 2008

I. SERVICE EXCELLENCE AND RESPONSIVENESS

Gardner Stacks introduces study room pagers
DM Circulation Services started issuing electronic pagers along with its study room keys the second week of spring semester. The pagers allow staff to notify users when their allotted time in the study rooms is up. Now library staff can page users immediately without having to leave the circulation desk and without cutting into the next person's reservation. The pagers, bulkier than the previous key chains, are equipped with an out-of-range alert that will sound when the pagers are too far from the circulation desk, reducing the number of instances of users mistakenly taking home a key. Since the implementation of the system, the number of study room keys returned late has dropped by 2/3rds, lessening the frustration felt by study room users and library staff.

Data Lab moving to new location this fall
In fall 2008, the Data Lab will be moving from its current location at the back of Graduate Services to 189 Doe, the office at the end of the hallway near the room with the model. Harrison Dekker is working with Space Planning staff to design the space and organize the move.

Improvements for DM subject web pages recommended
The Subject Page Task Force (Mari Miller, Claude Potts, Jim Ronningen and Tim Dennis) examined ways to increase visibility of the DM subject pages, to make updating more efficient for staff, and to improve the subject page template to be more user-friendly. The final report offered 17 recommendations with short-term and long-term actions proposed. DMAG has affirmed many of the recommendations; some items will be forwarded to selectors to begin addressing, and some items are being explored with Library Systems either for piloting or for timing with potential changes to the content management system or implementation of a new ILS.

Humanities/Social Sciences chat reference pilot continues
The pilot group (Imani Abalos, Anne-Marie Basso, Simon Bockie, Corliss Lee, Mari Miller, Karen Munro, Jim Ronningen, and Jesse Silva) launched this pilot service in fall 2007 and extended the pilot through spring 2008 for 16 hours/week. At the end of spring semester we will determine whether to extend the pilot phase again, move to full service, or cease it.

Supporting Spring Finals
Lynn Jones will be coordinating all aspects of the DM finals week "experience," May 13-17, including marketing, working with Graphics on signage, coordinating with Security, and recruiting and scheduling library volunteers. A contest will be launched soliciting slogan or drawing entries from students that promote the no food/drink policy. The winning entry may be printed on the t-shirts worn by Finals Week volunteers. Like last year, Doe Library will have extended hours until midnight, and Moffitt and the Gardner Stacks will be open 24 hours.

Anticipating the arrival of a new Doe security/information desk
In August 2008 we anticipate having a new information/security desk at the north entrance of Doe. Drawings are being created for a desk that will be placed on the across the walkway from its current position, supplanting the Mark Twain bench. Two exhibit cases have been removed from the Brown Gallery to make space for the new location of the desk; as a side benefit, reducing the number of cases should also make the task of creating a Brown Gallery exhibit a bit less daunting for exhibitors. The new desk will give more prominence to the staff working at that desk and emphasize the information role of that desk as well as a security checkpoint. The desk should be installed in time for Welcome Week, and provide a space to accommodate our

additional reference staffing at that location at the start of the semester.

Quieter chairs in Doe and Gardner Stacks
We've all been waiting a long time, and heard this recommendation from staff and users including in the most recent Gardner Stacks Survey. With the coordination of Space Planning, all chairs in 303 Doe and the Gardner Stacks should now have quiet glides added to legs of chairs to make them much less noisy.

Welcome Week shortened by campus
Due to the revised academic calendar, the traditional week of orientation activities for new students has been shorted to two days. "Welcome Activities" will be held on Monday, August 25 and Tuesday, August 26. This adjustment may affect other orientation activities of departments and colleges as well.

II. TEACHING AND LEARNING

Moffitt Library renovation and revitalization
As described at the January early bird, this spring we've conducted a student focus group, launched the first think tanks (group learning spaces, reference and consulting services, and circulation and access services), and begun a concerted effort to introduce this campaign project to the Library Advisory Board and campus administrators. Kathleen Gallagher and I are working on a public web site, additional think tanks, and a library-wide update at a fall early bird.

Mellon Undergraduate Student Learning Initiative
The Mellon Library/Faculty Fellowship on Undergraduate Research grant has been extended an additional 18 months (January 2008 - June 2009). The remaining funds are supporting the next iteration of this work framed as the Undergraduate Student Learning Initiative. The USLI, coordinated by Vice Provost Maslach, provides an avenue for integrating library resources and developing students' research skills into a series of undergraduate courses for majors. Grants were recently awarded to Math, Mass Communications, Legal Studies, and Ethnic Studies. Each department receives $25,000 which will be used primarily to fund a graduate student to assist with designing the assignments and curriculum. Departments will be encouraged to partner with librarians as they did in the previous iteration of this grant.

More tutorials and more recognition
New screencast tutorials teaching research skills for finding Congressional materials in the Library and on the Internet have been produced by Jesse Silva and Karen Munro. These tutorials and others produced by the Library have been given increased visibility through the inclusion of a Tutorials link under "Help" on the Library's home page. Also, the "Evaluate Full-text Scholarly Content Online" tutorial has been recognized and recommended by the PRIMO (Peer-Reviewed Instructional Materials Online) committee of the ACRL Instruction Section.

Student art to be displayed in Moffitt
April has been designated Genocide Awareness Month and many events are happening nationally on college campuses to raise awareness of the many instances of genocide worldwide. In Moffitt Library, a student's artwork commemorating the deaths of Armenians in 1915 will be displayed along with some information to encourage other library visitors to learn more about historical and contemporary conflicts and consider some of the cultural and political issues in how these conflicts are recognized by various nations and peoples.

Cal Day plans
Saturday, April 12 is CalDay. Steve Mendoza is coordinating staff-guided tours of Doe/Moffitt Libraries and a Library table outside in Dwinelle Plaza. People can also take a self-guided tour of Doe/Moffitt Libraries (as well as other libraries). The Development Office is organizing a "Brain Gym" in 190 Doe and the Library Bookstore is hosting their annual $1 book sale.

III. COLLECTION VISION AND ACCESS

Selecting NRLF items from Gardner Stacks
The Gardner (MAIN) Stacks NRLF Selection Task Force (Myrtis Cochran, Phoebe Janes, Willyce Kim, Jim Spohrer, Jim Church, and David Sullivan) was charged to review the report of the previous NRLF Working Group report and recommend the focus, process, and methods for selecting items starting in 2008. An initial recommendation was to begin focusing on selecting serial titles rather than monographs for NRLF. Starting in May 2008, Paul Lynch we will begin leading this process for 2008-2009.

Gardner Stacks Materials Replacement Working Group
The Collections Integrity Task Force (Jim Spohrer, Phoebe Janes, Mark Marrow, Willyce Kim, Imani Abalos, Kathryn Wayne, Barclay Ogden, and Tony Bliss) report highlighted the need for greater consistency in handling the replacement of missing and withdrawn materials from the Gardner Stacks. Current practices vary widely among selectors and the organizational relationships between selectors, circulation staff, and technical services staff makes for a more complex situation than may be faced in subject specialty libraries. When items are ordered for replacement the process for recognizing the copy as a replacement and matching records is crucial for both collection management and public services. A small working group will be charged with surveying Gardner Stacks selectors for current practices, consulting with Circulation Services staff about current processes and possibilities for changes, and formulating best practices and guidelines for replacement of Gardner Stacks materials. Guidelines should take into account and address issues such as timeliness of decisions, limitations of replacement funds, and workload impacts for the range of staff that support this function.

Circulation to pilot billing notification process
DM Circulation Services will be piloting a process for billing users for the actual cost of replacement for lost items from the Gardner (MAIN) Stacks, as recommended by the Collections Integrity Task Force. The pilot, planned to begin this summer, aims to provide users with the total amount they will be billed for a lost item with their first bill. We hope this change will be an effective measure for preventing theft, especially of rarer items, and ensuring more items are returned. With so many items billed each week, this will require a significant adjustment of staffing and the process will be evaluated at the end of the calendar year.

Moffitt Print Exams Collection has ceased
Moffitt Circulation no longer houses a print exams collection. The print exams were returned to faculty at the beginning of spring semester, following the return of electronic versions of exams to departments last fall. Departments were encouraged to digitize and mount any new sample exams via bSpace to make them more accessible to students.

Graphic Arts Loan Collection and exhibit
In concert with the 50th anniversary of the Graphic Arts Loan Collection, the Morrison Library is preparing to begin loaning prints from this collection this fall semester. Additionally the Library is partnering with the Berkeley Art Museum to exhibit in their Theater Gallery space the prints

from this collection that are now housed there. The exhibit is scheduled to run June/July.

IV. STAFF SUPPORT AND ENGAGEMENT

Doe/Moffitt (re)organization underway
As announced in mid-February, we have a general idea of the new organizational structure for Doe/Moffitt which will take effect around December 2008. DM staff were invited to send suggestions for the two department head position descriptions which should be finalized and posted later this spring. Interviews will likely take place in early August. As we finalize any related changes we'll announce those to dmstaff@lists.

SPOT Awards to student employees
In February thirteen 13 DMCS student employees received SPOT awards for excellent service to the unit and its users.

Farewell to our colleague
- Stephan Ritter from Newspapers & Microforms Library

Welcome to our new staff and congratulations to colleagues on new assignments
- Jason Schultz as Africana Librarian in Research & Collections for International and Area Studies as of January 7
- Lars Johnson as Current Periodicals Binding Assistant in Newspapers & Microforms Library as of March 3
- Paul Lynch as NRLF Serials Project Coordinator (part-time special project) in Circulation Services as of April 1

Updates about recent recruitments
- Karen Munro as E-Learning Librarian (starting in permanent position in June)
- Char Booth as E-Learning Librarian (starting in September)
- Interviewing for 1-year temporary 0.5 FTE Publication Coordinator to assist with library new exhibit spaces