DOE/MOFFITT HIGHLIGHTS from JULY – OCTOBER 2008

I. SERVICE EXCELLENCE AND RESPONSIVENESS

- **Data Lab's New Location** – The Data Lab opened in 189 Doe (1st floor) on Tuesday, October 21. Hours will be 10am-4pm Monday-Friday. Harrison Dekker and Tim Dennis will staff the lab along with student employees. An open house will be announced soon.
- **Public Service Training Program with Library Security** – Mark Marrow and Imani Abalos conducted training sessions for Library Security career staff and student work leaders focusing on the theme of service excellence: to improve responses to users' initial questions as they enter our libraries, to provide a safe environment, to present a favorable public face to our users, and to create positive relations among all the staff who work in the Doe Library & Moffitt Library. Training focused on role definition and clarification, approachability, verbal and non-verbal communication and engagement, personal behavior while on duty, effective referrals, best practices for dealing with policy enforcement, and suggested resources for providing accurate basic information. In addition, staff were trained on how to verify that material has been checked out in cases when the perimeter control alarm is set off, and were introduced to the DM Lost and Found tracking database.
- **Doe North Security/Information Desk** – The new desk has arrived at the Doe North entrance. Electrical work should be completed within the next two weeks making it possible to relocate the security/information staff to the new desk. Security staff stationed at Doe North will be positioned to face the entrance and welcome visitors.
- **Portable Whiteboards in Moffitt** - Moffitt Library is piloting offering portable whiteboards for student use. At the beginning of the term, eighteen portable whiteboards were placed on floors 1, 4 and 5, available for students to pick up as they need. Packages of dry erase pens and erasers are available for checkout at the Moffitt Circulation Desk. Evaluation cards have been in the pen/eraser packs and the response so far has been enthusiastic. This project was initiated and coordinated by Pat Maughan and Meredith Fleming.
- **Google Custom Search Engines** – DM staff – Jesse Silva, Jim Church, John Kupersmith, and Nicole Waugh – have developed Google Custom Search Engines (CSE) that cover social science data, Congressional websites, and UC library websites, plus a finding tool to help users locate CSE's in their subject areas. Check out the web pages for social science data, Congressional information, finding websites, and DM subjects page.
- **UC-Wide Chat Reference Service** – DM ended the pilot Humanities/Social Services chat service in favor of supporting and promoting the UC-wide "Ask a UC Librarian" virtual reference service. The UC-wide service now offers a chat reference interface for users and the chat client has been integrated into the Library's Research Help page. Recently, all the participating institutions except UC Davis agreed to join the 24/7 Reference Academic Cooperative, which will provide our users access to around the clock reference help.

II. TEACHING AND LEARNING

- **Interpretive Programs Committee** – Inspired by one of the New Directions themes, this committee will review models from professional organizations and other institutions to develop a toolkit of approaches useful for promoting library services, collections, and expertise, and serve as a resource for UCB Library staff seeking ideas for promoting new resources and services. The committee may propose specific activities to promote library services, collections, and expertise including areas such as traditional services, new services, social web tools, special events, and will approve exhibits for the Brown Gallery and Moffitt Library spaces.
- **Undergraduate Student Learning Initiative (USLI) -** Three departments were awarded Mellon-USLI Curricular Innovation Grants: Legal Studies, Mass Communications and Math. The three programs will receive $25,000 awards to implement curricular change designed to promote the development of discipline-specific library research competencies.
- **bSpace Survey -** A survey was sent to all Library employees about their use of bSpace, the campus collaboration and learning management system. The responses will help shape the content of future bSpace training sessions for Library staff members.

III. COLLECTION VISION AND ACCESS

- **Selecting NRLF items from Gardner Stacks** – The card process DM selectors used to select Gardner (MAIN) Stacks monographs to send to NRLF has been completed. The NRLF Selection Task Force recommended a Gardner (MAIN) Stacks serials review. The goal is to target serials older than 10 years to identify volumes that are not already in NRLF. Starting in May 2008, members of the task force, Myrtis Cochran, Phoebe Janes, and Willyce Kim have been working with Circulation staff Paul Lynch and Mark Marrow to review the Z classification. The project will continue through 2009.
- **Artist files project** – The caged area on the first floor of Moffitt Library will be used through February 2009 for a project led by Kathryn Wayne of the Art History/Classics Library to prepare artist's files for NRLF Special Collections.
- **Global Resources Network conference** -- Shayee Khanaka and Jim Ronningen represented Berkeley at this conference about electronic media and the preservation of news held at New York Public Library.

IV. STAFF SUPPORT AND ENGAGEMENT

- **Liaisons between Technical Services and Doe/Moffitt** – Allan Urbanic and Myrtis Cochran from DM will begin regular meetings with Armanda Barone, Rebecca Green and Sheila Wekselbaum from Technical Services. This joint group provides a forum for bringing issues and vetting suggested changes to policies and procedures related to collections acquisitions, cataloging, processing, and access.
- **Laptops for Instructional Purposes** – DM Instructional Services has four laptops and a data projector that can be borrowed by any Library staff member for

instructional purposes. Two laptops can be borrowed for periods up to two months for tutorial development.

- **Instructor Development Program** - Lisa Ngo (Engineering) and Lynn Jones (D/M Instructional Services) were appointed as co-coordinators of the Library Instructor Development Program, which will provide all library staff who teach classes or workshops with opportunities to improve their skills and expand their knowledge through a variety of instructional approaches.

Welcome to our new staff

- Char Booth as E-Learning Librarian in Doe/Moffitt Instructional Services
- Zariah Tackitt as Administrative Assistant in Doe/Moffitt Instructional Services

Updates about recent recruitments

- We await campus approval about the Head of Research and Collections for International & Area Studies position, and hope to make a formal announcement by the end of November 2008.
- Two librarian positions in Doe/Moffitt are currently posted for applications:
  - Undergraduate Instruction & Outreach Coordinator (review begins 10/31/08)
  - Head of Research and Collections for Humanities & Social Sciences (review begins 11/14/08)