Gardner Stacks Survey Task Force

Background
The Gardner (MAIN) Stacks is a large multi-level, multi-purpose space housing 2.1 million circulating and non-circulating volumes on 50 miles of shelving in open ranges and compact shelving. Arranged throughout the Stacks are 454 study seats (at tables and carrels), and 17 enclosed group study spaces. The total assignable square footage is 132,583, compared to Doe (including the core) 90,779, Doe Annex 104,600 and Moffitt (incl. corners) 82,766. From east to west, it is often characterized as two football fields in length. Several factors illustrate the dynamic nature of the Stacks: 346,269 items were checked out during FY 05/06; 118,962 non-circulating volumes were reshelved in FY 05/06; Level C is a bridge to Moffitt with traffic flowing continuously back and forth between Doe and Moffitt; it is open to all with a UC ID or UCB Library Card. In addition, the NRLF quota is 70,000 per year, and Stack materials are periodically pulled for digital projects resulting in ongoing movement and displacement of material.

The final report of the Library User Survey Team was presented to the campus community in fall 2000. In that report, the Library underperformed in two areas: 1) library materials being in the proper location and accounted for and 2) sufficient signage and guidance to direct users to what they are seeking. These two issues remain high priorities to address for the Gardner (MAIN) Stacks. In that space, library users are without permanent staff stationed in the area to provide assistance and frequently go to the Circulation Desk for assistance in locating items they are unable to find on the shelf.

The Library needs to determine if there are ways to improve access to the collections and provide excellent service at point of need. Since it has been a number of years since the previous survey, a fresh look at this issue and possible approaches for addressing problems is warranted. DMAG requests that a new survey, which should be brief and easy to answer, be administered which focuses on issues such as, but not be limited to: ease of locating books in the Stacks, staff's responsiveness in providing service to Stacks users, service expectations from users of the Stacks, and possible new services or service improvements in the Stacks. The survey should be developed so it can be distributed and collected at point of entry/exit to the Stacks and at the Doe/Moffitt Circulation Desks, as well as be linked to the Library's web page.

Charge
The Gardner Stacks Survey Task Force is charged to help determine the problems users experience in the Stacks and recommend the types of services that would be helpful in addressing the identified problems. The task force will develop a survey instrument and administer it during spring semester 2007. Additionally, the task force may wish to gather other data such as from requests from users for searches to determine if problems are random or clustered around specific areas and if any causes can be identified. The task force will submit a final report and recommendations, including an analysis of related resources required for implementation of any new services, to DMAG by June 11, 2007.