

SSHL Annual Report -- 2005/2006

12 October 2006

INTRODUCTION

What a difference a year can make. Fiscal year 2004/2005 started with a fully staffed management team and a minimal number of recruitments; eight staff and three academics. The year progressed to one management team member on maternity leave for five months and another manager position vacant by July 2006. More astonishing was the number of recruitments. Last year we completed four academic recruitments (one going two rounds), two academic recruitments were opened but not yet complete by year-end; thirteen permanent and two temporary staff recruitments were completed and two permanent and three temporary recruitments were still in progress at the end of June 2006. As I write this report, the department has seven academic recruitments in process and twelve staff recruitments in varying stages of the process.

ENVIRONMENTAL ASSESSMENT

SSHL continued to see a growth in many of our services and use of the facility. As the main host for the Biomedical Library during their renovation, the gate counts reflected both the biomedical student traffic as well as the growth in general student population. Services such as Circuit Request, Roger Request, reserves, both print and electronic, and interlibrary loan, continued to be popular with corresponding increases in the statistics. There was a slight decrease in circulation of materials, a trend we have seen for several years, as well as a continuing trend of decreasing use of information and reference services. The Internet has made definite changes in how students find and use materials. For the first time in many years SSHL had a decrease in instruction and consultation sessions – a direct correlation to the many year-long open librarian positions.

Internally, the large number of staff vacancies and continuous recruitments had a major impact on staff morale and the ability to carryout new projects and move forward with our goals. Despite this impact, we accomplished or made progress on many of our goals. More importantly, despite the vacancies, we continued to provide excellent services to our users – building and managing collections, providing information and reference assistance, checking in and out materials, placing items on reserves and serving them to students, borrowing, lending, paging, and delivering materials all over campus.

DEPARTMENTAL GOALS FOR FISCAL YEAR 2005/2006

Starting the year with a fully staffed SSHL Management Team and only minimal recruitments SSHL had high expectations for what they could accomplish in the year. The goals were:

- Space review – general review of our space as well as to begin planning for the departure of the Biomedical Library, reviewing and assessing space needs and determine how the library space and services can be reconfigured to meet the growing demands and needs of students.
- Outreach Events –identify new opportunities for outreach events, including revamping the Welcome Week program, creating an SSHL marketing plan, and promoting new services.
- Training – revise and revamp the SSHL training program to keep up with the ongoing recruitments.

PROGRESS TOWARD DEPARTMENTAL GOALS FOR FISCAL YEAR 2005/2006

GOAL: Review SSHL space to make services more efficient, collections easier to discover and use, and the space more welcoming and better oriented to serve students.

Accomplishment: With the expected departure of Biomedical in July 2006 a task group was charged in October 2005 to inventory space in the Tower and recommend use of the existing carrels, group study rooms, and new office space created for the Biomedical Library occupancy. The task group has completed the inventory of SSHL Tower spaces identified. Final recommendations are due in November 2006 when the space should be free for SSHLs' use (after the Biomedical Library vacated the space, the Acquisitions Department used the space as surge space during the re-carpeting of their offices and Metadata is expected to use it in October).

Accomplishment: With the departure of the Biomedical Library staff and service from the CPNM desk the CPNM staff have redesigned the service point, moved the collections so they are more accessible, and created lounge seating areas and a welcoming environment.

Accomplishment: As part of the space review of Research Services the government documents reference collection has been weeded. Review of the government documents indexes and micro collections are underway. The main reference collection has begun an extensive weeding project building on a review of index collections that began in 2004/2005. The project is slated for completion in June 2007.

Accomplishment: The Tower Weeding Project continues with a goal of removing 55,000 additional volumes by the end of this coming academic year.

GOAL: Identify new outreach opportunities

Accomplishment: Welcome Week tours were redesigned to include all libraries and services in Geisel. They were also reconfigured to use student employees as tour guides with "expert on the spot" at each service to offer information. Included were demonstrations of the Express Check machines, raffles for prizes, and refreshments. Over 500 students took the tours.

Accomplishment: Programming for three successful author talks was completed: Lisa Sun-Hee Park discussed her new book *Consuming Citizenship: Children of Asian Immigrant Entrepreneurs*, Mike Davis discussed *Planet of Slums*, and Laura Schreibman discussed her new book, *The Science and Fiction of Autism*.

Accomplishment: Several events were held which highlighted the Melanesian Collection. In collaboration with the Mandeville Special Collections Library, the Library cosponsored "Ethnographic Visions of the Pacific," an exhibit highlighting visual materials pertaining to the Pacific Islands. The SSSL Library also welcomed a touring exhibit of photographs taken in New Caledonia during WWII, entitled "Tour of Paradise: An American Soldier in the South Pacific during World War II." An opening event for this exhibit featured talks by the exhibit's curator, Dr. Prue Ahrens (Univ. of Queensland) and Dr. Kim Munholland (Univ. of Minnesota). Both of these exhibits were on display during the annual conference of the Association for Social Anthropology in Oceania (ASAO). With MSCL, SSSL cosponsored a welcoming library reception for ASAO members. The highlight of this reception was the presentation of a rare book (which was a duplicate copy withdrawn from SSSL) to the Director of the Vanuatu Cultural Centre, for inclusion in that country's National Library.

Accomplishment: Three artists' collections were exhibited in Research Services (Elazar Harel's dance photography, Aaron Lipparelli's paintings, and Ted Washington's pen and ink drawings).

Accomplishment: A faculty reception (Wine Down with SSSL) was held in May with 33 faculty, librarians, and staff in attendance.

Accomplishment: The Summer Reading program was expanded with 179 registrants and 588 reviews (an increase of 44% and 78%, respectively, from last years program).

Accomplishment: The GIS Coordinator launched several GIS events during Geography Awareness Week, including a Geography Trivia Contest, and Learn

and Lunch series with a showing of geography related films, and an open house in the GIS Lab. Google Earth was purchased and installed on the machines in the GIS Lab.

Accomplishment: Subject librarians continued to provide faculty with custom newsletters, quarterly updates, specialized classes, and individual consultations. Among the highlights, Rob Melton assisted designing a new Theater course with Nadine George and Emily Roxworthy, *Introduction to Doctoral Research in Theater*. Karen Lindvall-Larson taught *Latin American Library Resources* for the Latin American Master's Seminar. Elliot Kanter created informal quarterly newsletters to the Communication Department and to the U.S. History and Judaic Studies faculty and graduate students. SSHL also offered RefWorks classes to introduce the software. Finally, a new Get Started module on using primary source materials was created to assist with MMW students.

GOAL: Training

Accomplishment: Several training manuals were created and existing manuals revised and placed on the SSHL Intranet. The new manuals included:

- A general training manual, created by Greg Ferguson, Barbara Henderson, and Shinjoung Yeo, that is used by all units in SSHL to introduce new staff to SSHL, the campus, and the UC environment.
- A Circulation/Access Services training manual created by Greg Ferguson and Maria Sepeda that is used by the Access Services training team to train all new staff that works the circulation desk.
- A greatly expanded Information Desk training manual created by Barbara Henderson.
- A new employee checklist, created by Cathy Holdeman and Tammy Dearie to track and monitor training progress.
- An online Collection Development Toolkit, created by Sam Dunlap, with assistance from Kathy Creely, Elliot Kanter, Tony Harvell, Dan Suchy, Karen Lindvall-Larson, Ken Calkins, and Victoria Chu, is an especially helpful tool for training new librarians.

Accomplishment: Several training classes were created and conducted to teach staff new services or skills, including training for express check machines, Sage Author Tools, a RefWorks Train the Trainer session, travel and Groupwise training, US Congressional Serial Set and Question Point training.

ADDITIONAL ACCOMPLISHMENTS

The impact of staffing vacancies created challenges for SSHL. Keeping up with normal duties became more difficult and required creative means of dealing with those challenges. A few creative solutions included a shelving party (the SSHL version of Dinner in the Library), held at the end of the academic year, to deal with the backlog of returning materials, the hiring of an instructional technologist to assist in designing instructional videos to streamline instruction, and a scavenger hunt to train new Information Desk staff.

Other noteworthy accomplishments include awarding of the Environmental, Health and Safety Department's *Safety Award for Excellence* to the members of LSST - 3 of whom are part of SSHL, the implementation of an evolving food and drink policy, the publication of three articles by members of the department (Kymberly Goodson, Alice Perez, and Elisabeth Leonard, Katy Farrell, and Allie Carr), the successful pilot of extended hours for finals (without the addition of staff), the participation, on behalf of all UCSD libraries, in the UC Chat pilot service, and the successful recruitment of 24 diverse, talented, and enthusiastic staff to join SSHL.

Several collections of note were also added to the SSH Library. The Roper Opinion Poll data was added as a regular subscription, making data available to the entire UCSD community. Megan Dreger, working with Larry Cruse at the end of his retirement, was successful in coordinating the consortial purchase of a large collection of maps of Mexico. The maps, in 1-50,000 scale, will be mounted and provided electronically to all UC libraries.

CONCERNS AND CONSTRAINTS

Space continues to be a concern and a constraint. The growing population of students, collections, library staff, and services all place a strain on a building that was designed for a smaller population of students, collections, library staff and services. The need for different public space – flexible study space, quiet space, group study space, and larger classrooms as well as the need for staff space that will accommodate new service models and functions all combine to create a heightened awareness of how constraining 400,000 square feet of space can be.

Morale issues continue to plague SSHL, mainly due to high volume of vacancies and the never-ending cycle of recruiting which only sharpens the need for ways to deal with retention. Despite vacancies and the time needed to recruit, the necessity for SSHL to keep the building open, books on shelves, desk staffed, and services operational puts a constant strain on those who remain. Some SSHL staff also felt a perceived lack of respect and value by Library administration for their efforts.

A new concern that was voiced this year was of the need for more transparency in the Libraries. Perhaps in relation to broader transparency issues UC-wide several concerns were identified: how the libraries strategic goals match the campus goals, what is Library Administration doing about retention issues, what are driving the goals of the Information Technology department, what is the vision for the libraries in relation to the growing student population, and how are the libraries staying relevant to the educational mission of the university.

HORIZON ISSUES

- The Price Center expansion and how it may impact the library.
- The growing student population and their impact on ongoing services, collections, and space.
- The growth of new academic departments or the conversion of programs into departments without library funding models to support them (Rady School of Management and the Education Services Department are prime examples).
- The West Wing space planning efforts.
- Access Services staff space planning
- Transition of Safety and Security Unit from SSHL to Administration.

DEPARTMENTAL GOALS FOR FISCAL YEAR 2006/2007

- Space – what would SSHL be without a space goal!
- Undergraduate services – the design and development of a program and service that complements the SSHL academic department focused instruction and outreach efforts.
- Morale and Retention – what roles can SSHL play in building morale, retaining staff, and representing their needs.
- Digital development – SSHL has unique collections that may be ideal for digitization projects.
- Contribute to the web site redesign project, keeping users first in the design process.

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Statistical Summary

	FY 04/05	FY05/06	% Change from 04/05 to 05/06
Circulation	407,155	400,784	-1.6%
Circuit			
Requests (items borrowed)	13,240	13,007	-1.8%
Fulfillments (items lent)	11,484	11,997	4.5%
Gate counts	1,557,600	1,626,802	4.4%
Instruction and Consultations			
Consultations	380	209	-45.0%
Sessions	214	176	-17.8%
Participants	4,865	4,339	-10.8%
Interlibrary Loan*			
Borrowing			
Returnables	11,260	12,070	7.2%
Non-returnables	2,209	2,445	10.7%
Lending			
Returnables	15,600	13,443	-13.8%
Non-returnables	3,607	2,996	-16.9%
Library Express			
Requested	36,949	37,782	2.3%
Delivered	35,143	37,689	7.2%
Public Service			
CPNM Desk**	7,467	2,466	-67.0%
Information Desk	44,017	41,033	-6.8%
Reference Desk	15,207	12,294	-19.2%
Reserves			
Total reserves circulation	93,733	101,513	8.3%
Items on reserves	7,084	7,413	4.6%
Digitized files posted	5,507	5,616	2.0%

Shelving

AAL, Music, SSSL

443,338

400,684

-9.6%

** Interlibrary Loan activity decreased due to a malfunction of the OCLC resource sharing system in July and August 2005.*

***The CPNM desk was served by the Biomedical Library during fiscal year 05-06. Many of the questions answered by CPNM are of a general nature and would have been counted by BML as part of their statistics.*