

**SOCIAL SCIENCES & HUMANITIES LIBRARY
ANNUAL REPORT 2006/2007**

INTRODUCTION

Fiscal year 2006/2007 was a productive year for SSHL. Similar trends continued in the service arena: an ongoing increase in reserves, Circuit, interlibrary loan, instruction and consultations; a decrease in circulation, gate counts and reference and information services. Similar trends also were evident in recruitment and retention: 3 librarians and 16 staff resigned, retired, were promoted or transferred to other library units; 6 librarians and 25 staff were hired. Several space and collection related projects were completed including a renovation of CPNM after the departure of the Biomedical Library collection and staff, and an aggressive weeding of the reference collection to create more user space. Several new services were expanded or instituted, including extension of the Circuit to the San Diego County library system, the addition of six new group study rooms to go online this fall, extension of “extended hours” as a permanent service and “not just for finals anymore,” and the programming of a full suite of GIS services. SSHL also took the lead in several libraries wide projects including a significant role in the development of a new library website, staffing of the UC-wide chat reference service, development of a public portal to VDX (the interlibrary loan system), the lead in distribution of surveys for the Indirect Cost Recovery study, participation in the new College Outreach Liaison program, the introduction of a Geisel Library tour program with SSHL coordinating group tours during the inaugural year, the implementation of productivity stations libraries-wide, and the development of a self-guided tour brochure.

ENVIRONMENTAL ASSESSMENT

The increasing student population continued to have an impact on SSHL and its direction. The reality that we needed more user space to accommodate the growing population coupled with the fact that the best way to create more space for students is by reducing collections required a shift in our thinking and acceleration in weeding efforts. The acceleration of collection related projects impacted everyone in SSHL, from the Shelving Unit to every librarian, as well as other departments, most notably Metadata Services and Facilities. The growing population, both in the general undergraduate population and in SSHL discipline related areas, created more demands on our already stretched staff. The incremental increase in basic services and the shift from reference service at the desk to consultations in an office, via the phone or email required staff to perform in new ways with new demands on their time. The desire to provide more instruction and more outreach stretched an already extended librarians group. New librarians were often overwhelmed with the positive response to their outreach efforts and the fact that in a 10-week quarter there are only a few optimal weeks in which to provide instruction. The growth in libraries-wide activities also required staff to balance their time with SSHL demands, UCSD Libraries projects, and UC system-wide needs – all which benefited the total enterprise, but required a fine tuning of each person’s commitments and changes in priorities. Finally, the ongoing vacancies in librarian and staff positions meant that most librarians and staff were required to assume additional work, often putting professional or unit goals on a slower timeline and requiring a continuous reassessment of priorities.

DEPARTMENTAL GOALS FOR FISCAL YEAR 2006/2007

SSHL identified several goals for fiscal year 2006/2007 including the ever-popular space goal, a goal to increase and expand undergraduate services, and continuation of retention and morale efforts.

Goal 1: Space – reengineer and utilize existing space to better accommodate student needs

- Redesigned CPNM space following the departure of the Biomedical Library. Increased user seating. Added four InfoStations and eight productivity stations. Replaced tall shelving with lower shelving for current journals to make collection easier to access. Created several lounge seating areas.
- Reduced reference collection by 50%; incorporated collections shelved separately (indexes, news, biography) into one call number range for better access; began planning for a redesign of newly created space. Developed and funded a proposal for a Writers' Block collection (tools students need to write papers); added tables with electrical connections to increase ability of students to plug in their computers. Funded for, but not yet implemented, six new Infostations. Added one productivity station as a pilot.
- Reorganized staff space in Access Services. Following the move of Safety & Security Unit (1 position/cubicle) from SSHL to Administration, reorganized space to accommodate growing needs of the Technical Support, Interlibrary Loan, and Request units. Redesigned AA space in Access Services to provide separate space for AA and student assistant staff. Moved the clearing unit to the 8th floor to accommodate the new late night staff.
- Converted office space in Tower into group study rooms. Six rooms will be available for students to use this fall; the remaining six rooms will be available when no longer needed as surge space for Geisel remodeling projects.

Goal 2: Undergraduate Services – the design and development of programs and services that complement the SSHL academic department focused instruction and outreach efforts. Library as Place was a key component of this goal. This goal was created in part with the transfer of Marlo Young to SSHL in February 2006. Marlo's position is dedicated to undergraduate services for SSHL (70% of her time) and libraries-wide cross-college coordinator (30% of her time). Also within the 70% time is responsibility to serve as the college liaison to Roosevelt and Marshall Colleges as part of the new College Outreach Liaison Program.

- Following a successful pilot to extend library hours to 2am during Finals Week, implemented a permanent extended late night hours of the Geisel Library in fall 2006. Extended hours during the entire academic quarter allow the library to be open to 2am Sunday through Thursday during the academic session (and Friday and Saturday during 10th week). Undergraduate students flocked to the building, especially during the end of each quarter with several hundred students in the building at 1am most nights. Late night staff were hired (and hired, and hired) to cover the new late night library hours. Late night staff members have been the invisible (to most) workers that support our shelving, paging, collection shifting, and security tasks in the library. Most recently they have been involved in an inventory project of high-use areas of the library. During late night staffing vacancies the regular evening staff extended their hours to make sure the building had adequate coverage.
- Piloted the *Making of the Modern World Library Research Tool*, a customized research tool established, piloted, and assessed in collaboration with Eleanor Roosevelt College MMW administrative staff and CLICS. The research tool and service provided sequenced library information and research assistance. The research tool was piloted spring 2007. The new service received more than 4,000 unique user visits and 14,000 total page views. The *MMW Library Research Tool* utilized a wiki to create an interactive online research community where students, faculty, and librarians contribute content.

- Met with the Provosts from Eleanor Roosevelt College and Thurgood Marshall College to promote library services, resources, and general awareness of the Libraries through the new College Outreach Program. Invited to participate in tours, welcome events, tabling events.
- Coordinated comprehensive “Geisel-wide” building tours during Welcome Week. Reached 400 students and compiled a report for IOC and the College Outreach Liaisons with student feedback, statistics, and budgetary information. Tours, led by student employees, showcased essential services such as reference, course reserves, online library accounts, and libraries within the building.
- Building upon a pre-existing SSHL brochure, created a libraries-wide Student Survival Guide (SSG) brochure with input from IOC and COLs. The brochure was specifically designed to describe the system of UCSD Libraries and essential student services. In April 2006 all six colleges requested the brochure’s inclusion in all incoming freshman and transfer student orientation packets. All COLs utilized the publication.
<http://orpheus.ucsd.edu/ioc/depository/Libstudentsurvivalguide.pdf>
- The Express Check promotion “Shuffle over to Express Check” was held during the spring 2007 quarter to increase use of the self-check machines and reduce the need for students to wait in line to check out materials. The promotion resulted in 30% increase in usage. Seventeen percent of materials that could have been checked out at the desk were checked out at the self-check machines.

Goal 3: Morale and Retention: address the issues related to high staffing turnover, low morale, uneven workloads, and training for the influx of new staff.

- Proposed a new librarian position to support the Rady School of Management and the Department of Economics. Adele Barsh was hired as the inaugural Economics & Business Librarian in September 2006.
- Reorganized the reporting line of the reference, instruction, and outreach unit to create a reporting structure that was more balanced and with new positions focused on key services. Created a new position to coordinate and develop reference and information services.
- Continued to strengthen the training programs to support new employees, develop skills, and provide opportunities for development.
- Continued to address morale issues with Access Services staff. Access Services continues to have high turnover of staff which contributes to the morale issues. More work in this area will continue in the coming year as the underlying issues remain.

ADDITIONAL ACCOMPLISHMENTS

Outreach activities

- SSHL participated in and developed several outreach events, including the Summer Reading program, several author talks, and many displays and exhibits. The most extensive and overarching campus-wide event was Earth Month. In development with several departments on campus, the SSHL Outreach Committee developed a month long exploration of all things geography related, including a scavenger hunt, an interactive display which included student projects from the Urban Studies and Planning Program, two interactive computer stations, a visual display of maps and collection resources, and GIS Workshop classes. The event also included a well attended author talk with Professor David Pellow, a professor in the Ethnic Studies Department, co-author Ted Smith, founder of Silicon Valley Toxics Coalition (SVTC), and contributor Amelia Simpson, Director of the Border Environmental Justice Campaign at the Environmental Health Coalition (EHC). They

discussed their book, [*Challenging the Chip, Labor Rights and Environmental Justice in The Global Electronics Industry*](#).

Geisel Library tours and self-guided brochure

- In conjunction with PSMG members, developed a tour policy and program for the Geisel Library. SSHL took the lead in developing the tour, implementing and promoting it for the first year. As a corollary, revised the self-guided tour brochure to create a full color, visitor-centric, brochure of the UCSD Libraries that can be used by individuals, small groups who want to tour on their own, or for larger groups who cannot be accommodated by the normal tour times.

Digital Projects

- Kathy Creely, working with Brian Schottlaender and Ardys Kozbial investigated the development of an Oceania Digital Library program. A grant for IMLS funding will be developed this fall.
- Following the hiring of Tracey Hughes, GIS Coordinator, created metadata for GIS datasets in anticipation of a cataloging project to add the items to the online catalog. The multi-year goal is to create access to and develop a collection of GIS data for campus-wide use.
- Several staff, Dan Suchy, Elliot Kanter, and Kymberly Goodson taking the lead, participated in the development of a new library website – both the public site and the staff site.

GIS Services

- With the hiring of Tracey Hughes, revamped the GIS services. Programming for the GIS services, which supports the entire UCSD community, included development of standards for the GIS workstations, development of policies to increase usage and hours of operation of the lab, outreach to the campus community through a GIS Lunch Series, GIS Day, a GIS@UCSD newsletter, redesign of the GIS web page and development of a data infrastructure to support GIS needs. The GIS service reached 1,056 faculty, staff and students in over 50 departments at UCSD.

Collection Support: With the focus on collections SSHL invested in several new models to assist in creating collections that were shelved correctly, quickly, and in response to specific needs.

- Aggressively weeded the Tower collections, identifying over 50,000 items to be sent to SRLF, the Annex or discarded. Items were checked against SRLF's catalog for duplicates and will next be checked against NRLF's catalog for possible duplicates that can be discarded. Weeding the Tower was a major effort with subject librarians making difficult collection decisions, the Shelving Unit taking on extra duties of searching, pulling, and shifting to make the project move more quickly, and support from Metadata Services and Facilities in order to keep the project moving forward. The end result will be a more usable collection that can be maintained in proper order ensuring that students are able to find materials.
- Piloted the development of an arts shelving team that is solely responsible for shelving materials in the Arts Library. This was developed in response to the high demand for Arts materials, which are often used in house rather than checked out because of their size and weight.

CONCERNS AND CONSTRAINTS

- Student population growth – demand for extended hours, desire to access library and services using technology instead of in-person.
- Collection reduction and format migration
 - Need to find balance between what to retain on site and what to transfer to storage and what can be safely discarded.

- Where to stage designated materials for storage and how to increase UCSD's SRLF allocation.
- Need to assess and identify funding sources for acquisition of e-book packages and online reference resources to satisfy user expectations.
- Retention – new services, later hours, more technology, and low pay create situations that make it difficult to hire, train and retain staff in an ever changing and demanding work environment.
- West Wing Project –both exciting and stressful, the reconfiguration of space and services as part of the West Wing Project will bring new challenges to the staff of CPNM.

HORIZON ISSUES

SSHL is poised on the brink of launching new initiatives. With the advent of the West Wing planning project, the push to reduce collections to provide more space for the growing student population, the inclusion of several digital projects, and (hopefully, without jinxing myself) a robust and stable staffing SSHL is ready to begin planning strategically for the future. Coupled with changes on campus – the growing population, a focus on undergraduate education, and new services and buildings designed to enhance the student experience – we will need to prepare strategically to position SSHL staff to meet the coming demands.

DEPARTMENTAL GOALS FOR UPCOMING FISCAL YEAR

With the arrival of Patrick McCarthy, Head of Reference, Instruction and Outreach, the SSHL Management Team is fully staffed and ready to begin planning for the future. A comprehensive strategic planning process is in place for this fall. From this process goals for the next 3 years will be developed. Space, collections, and staffing are likely to be overall themes, certainly dovetailing with the larger Library goals and objectives. Stay tuned!

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Statistical Summary

	FY05/06	FY06/07	% Change from 05/06 to 06/07
Circulation	400,784	379,987	-5.2%
Circuit			
Requests (items borrowed)	13,007	13,817	6.2%
Fulfillments (items lent)	11,997	13,311	11.0%
Gate counts	1,626,802	1,591,042	-2.2%
Instruction and Consultations			
Consultations	209	357	70.8%
Sessions	176	177	0.6%
Participants	4,339	4,997	15.2%
Interlibrary Loan			
Borrowing			
Returnables	12,070	12,487	3.5%
Non-returnables	2,445	2,617	7.0%
Lending			
Returnables	13,443	15,189	13.0%
Non-returnables	2,996	2,453	-18.1%
ReQuest			
Requested	37,782	27,787	-26.5%
Delivered	37,689	26,253	-30.3%
Public Service			
CPNM Desk	2,466	6,622	168.5%
Information Desk	41,033	39,692	-3.3%
Reference Desk	12,294	10,958	-10.9%
Reserves			
Total reserves circulation	101,513	102,655	1.1%
Items on reserves	7,413	7,756	4.6%
Digitized files posted	5,616	5,359	-4.6%
Shelving			
AAL, Music, SSHL	400,684	353,934	-11.7%