

SOCIAL SCIENCES & HUMANITIES LIBRARY

2007/2008

ANNUAL REPORT

INTRODUCTION

For the first time in five years, SSHL was finally able to see the fruits of our labor. Several large weeding projects created opportunity for space reconfigurations that resulted in more or better user space. With the stabilization of staff recruitment and retention, the transition between old and new services accelerated. Rather than focusing their efforts on recruiting, managers devoted their efforts to moving projects forward, and freed from the necessity of covering vacant positions, staff participated in new projects. And we continued our branding efforts to create a distinct identity for SSHL.

ENVIRONMENTAL ASSESSMENT

The external environment continued to drive changes in SSHL. The student enrollment, still growing, but with an end in sight, increased gate count and created additional demands for reserves, group study rooms, and additional late-night hours, as well as increasing numbers for Circuit, Roger Request, and interlibrary loan. The demand for computers reached an all time high as lines formed at the Infostations during the first week of classes each quarter. Instructional requests continued, although at a slower rate of growth than in the past, due in part, to the vacant Instruction & Outreach Librarian position. Student demands for more materials in electronic format were another issue that created challenges for SSHL. A 10-week quarter requires everyone and everything to move at breakneck speed for the first few weeks of the quarter in order to find, receive, and scan materials for reserves and Roger Request. A few weeks later the demand moves to Circuit and interlibrary loan as students move from the UCSD collection to beyond.

Internally, the goal of identifying units in SSHL that support libraries-wide activities continued. The Billing Unit was reviewed with the goal of moving duties that were libraries-wide back to their respective units or DBF. The push to make more user space by reducing collection space continued to drive the space planning process. Finally, the desire to develop new services and collections (i.e., chat, web based tutorials, and ebooks) to meet user needs continued to both challenge and push us, sometimes out of our comfort zone! Despite the lack of comfort, SSHL librarians and staff continued to take the lead in providing services and finding new ways to engage students and faculty.

DEPARTMENTAL GOALS FOR 2007/2008

At the beginning of fall 2007 SSHL launched a comprehensive strategic planning process. Space, collections, and staffing continued to be areas of focus. The process is not yet complete, a final retreat is scheduled for November, but the main goals identified continue to match the Libraries Strategic Plan.

PROGRESS TOWARD DEPARTMENTAL GOALS

Space – SSHL continued to use space needs as a vehicle for change in the library.

- The final stages of the reference collection weeding project (reducing the collection size by 50%) ended this year with a newly configured reference room with lounge seating; lower profile shelving, which increases visibility; a new reference desk designed to facilitate consultations and small group instruction; an enlarged high-use collection and consultation space; a new books collection (waiting for shelving); and a defined exhibit space that draws users into the reference room and the services offered there.
- The GIS and Data Lab took the opportunity provided by a computer upgrade to obtain a new plotter/scanner/copier, which enhances the use of GIS, and to remodel the space to include a small reference collection and provide a new layout that encourages students to work and learn together. The computers were used to pilot a new infrastructure model (VMWare), which ultimately was not successful for these machines, but this effort spurred SSHL rethink the use of the current machines in the room and add statistical software to better incorporate data services into the lab and expand the ability to serve data needs.
- The addition of 6 new Group Study Rooms was finalized this year with new tables and white boards added to the rooms. A new policy was implemented allowing the majority of the rooms to be used without registration. A final step will be to brand the rooms with Dr. Seuss book characters – the designs have been accepted and approved but they have yet to be printed and attached to the doors.
- The West Wing remodel process began this year with the majority of the work focusing on staff needs. One result of reviewing staff space needs included the swapping of the Research Services conference room with the mailroom, creating a large conference room that allows for seating of 20 participants and is outfitted with a multiuser conference phone and a ceiling-mounted projector, hotwired for a laptop. The room can be used for small seminar instruction, training, and conference calls. The new mailroom has temporary space for two CPNM and Information Desk staff.

Collections – the ability to digitize, the goal to provide access, and over the need to use existing space effectively provided the impetus for several collection-based accomplishments.

- Kathy Creely participated in several projects to begin digitization of materials in the Melanesian collections at UCSD. The first of these projects, funded by the UCSD Libraries, was the digitization of 1400 negatives, representing images taken in the early 20th century. The project was led by staff from the Mandeville Special Collections Library and the Libraries' Preservation Department. Another project in which Creely participated was the writing of a grant proposal, submitted to the National Endowment for the Humanities. If approved, the project will digitize a significant body of materials concerning anthropological research in the highlands of Papua New Guinea. The materials proposed include 3900 photographs, manuscripts of

anthropologists' field notes and correspondence, and dozens of doctoral-level dissertations. The Digital Projects Librarian coordinated the writing of the proposal, with staff from the Metadata Services Department, and Mandeville. Finally, Creely is participating in a project funded by the Pacific Rim Digital Library Alliance. This project will result in digitization and subject enhancement of some 1600 photographs taken by anthropologists in the course of fieldwork in the Solomon Islands. This is part of the Oceania Digital Library, a cross-institutional effort that also includes the University of Hawai'i at Manoa and the University of Auckland, New Zealand.

- In late 2007, the Library licensed access to The USC Shoah Foundation Institute Visual History Archive. Founded by filmmaker Steven Spielberg to document the stories of Holocaust survivors, and now housed permanently at USC, the Archive contains 52,000 digitalized oral histories of survivors and other witnesses. Only about a dozen institutions worldwide have full access, and besides USC, we are the only one in the Western United States. To expand use of the archive beyond a handful of researchers, the Libraries and the UCSD Judaic Studies Program jointly launched (and funded) an outreach effort to the UCSD and San Diego communities. It became The Holocaust Living History Workshop, bringing together UC San Diego students, San Diego holocaust survivors, and their children. In its first six months (Winter and Spring 2008), the concept was that our students would learn about the Holocaust by learning to use the Archive and view testimonies, and then work more closely with individual survivors to hear more of their life stories. We hired a half-time program coordinator, based in SSHL Research Services. Under the direction of Prof. Deborah Hertz in the History Department, she developed a program and worked both with UCSD students and the local survivor community. The program was launched in February 2008 with a luncheon for local Survivors who might be interested in participating. It culminated in late May 2008 with a reception celebrating the work the students and survivors had done together. We hope to build upon the first 6 months of the program by expanding outreach to more UCSD students and also to students in select local high schools.
- SSHL has been continuously weeding the Tower collections for over five years. Unfortunately, we continue to purchase more volumes than we remove and shelving space continues to be a problem. To resolve the ongoing problem the SSHL Collection Coordinator (Sam Dunlap) and the Stacks Manager (Rachel Pritchard) worked together to develop a stacks assessment based on numbers of volumes per call number area and calculations of shelf space. Each call number area was assessed a target number of volumes to remove from the collections with the goal of reducing the overall print footprint of the circulating collections in the Tower by 25%. This will allow for shifting and stacks maintenance and, as we move toward the secondary goal of maintaining a steady-state collection, provide for ongoing weeding of the collections. During the last year we focused on the 6th and 7th Floors and next year we will move to the 5th Floor.

ADDITIONAL ACCOMPLISHMENTS

Outreach Events

SSHL continued to participate in outreach events to showcase services and collections and attract users to the library. A full listing of events and exhibits is available in appendix B, but two are noted below: the first highlights our partnerships with academic units; the second shows clearly how we foster our connection to the broader campus community.

Reconsidering Little Rock: 50 Years after the Start of School Integration Exhibit

The 50th anniversary of the attempt by nine African American students, known as the Little Rock Nine, to desegregate Central High School in Little Rock, Arkansas was honored in 2007. In conjunction with the UCSD campus symposium taking place the week of November 13th, the Social Sciences & Humanities Library presented an exhibit focusing on the efforts of the Little Rock Nine and the civil rights activists who helped to bring about school integration in Little Rock, Arkansas. The exhibit featured historic photos of the 1957-58 school year, a timeline of events that started the school desegregation process, newspaper headlines and magazine covers from the time, a copy of the historic Brown v. Board decision, and books about desegregation in United States schools, Brown v. Board, and more about the Little Rock Nine. The *Reconsidering Little Rock* exhibit was sponsored by Thurgood Marshall College; Brian E.C. Schottlaender, The Audrey Geisel University Librarian; and the Social Sciences & Humanities Library.

SSHL Annual Summer Reading Contest: 2007 marked the 4th year of the SSLH Summer Reading Contest. We had a total of 240 participants, 20 teams, and 734 reviews submitted during the contest. The expenses for the program were approximately \$2,664, making this our single most expensive program. However it is also one of our most popular programs. To date we have received a return of about \$14,167.95 from sponsoring groups and organizations. Most of this is composed of prizes that are given to participants. Despite the high price tag, relative to other activities, it delivers greater than a fivefold return to the UCSD community. The number of participants in all categories increased last year (179 readers in 2006; 246 in 2007) as did the number of people who read more than 5 or 10 books, all from the UCSD collections.

Libraries-wide and UC contributions

Libraries-wide Assignments

- Kymberly Goodson – Decision Support Analyst for 50% of her time, reporting to Catherine Friedman
- Dan Suchy – 25% of time to support Libraries-wide public related technology projects, reporting to Catherine Friedman
- Marlo Young – 25% to support the Libraries-wide College Outreach Program

Web site Development

- Dan Suchy and Elliot Kanter devoted countless hours to the migration of the Libraries old website to the new Vignette system.

Tours

- Gayatri Singh and Mariah Burzynski took the lead in developing a Geisel Library tour program for a second year. The program consisted of regular guided tours of the library, a self-guided tour brochure and a web page to publicize the tours. Marlo Young took the lead in coordinating the Geisel Library Welcome Week tours where we reached 400 students across colleges and majors.

Next Gen Melvyl: Several members of the department served on Next Gen Melvyl projects, including Tammy Dearie who served on the UC-eLinks Task Group; Megan Dreger who served on the Discipline-Specific Search (Government Information/Maps/GIS) group; and Kymberly Goodson who served on the Circulation Transactions Task Group.

CONCERNS AND CHALLENGES

The ongoing transition of services and collections from in-person or in print to electronic or remote will require the ability to look forward, envision the future, and move with one foot in the past and one in the future.

The increasing demand to reduce the collection footprint continues to be a priority. Moving 80,000 volumes creates challenges for staff across the library from those working in Metadata, Preservation, Facilities and SRLF, as well as the subject librarians who need to make decisions about what is needed on site, what can be moved to remote storage, and what can be removed completely.

Finally, the desire and demand for more outreach activity continues to provide challenges. There is no shortage of groups, academic departments, and good ideas for outreach activity. Balancing the demand and ideas with the existing staffing, resources, and space continues to create challenges for the department.

HORIZON ISSUES

The need to develop new services and models in which to deliver them is an issue that SSHL is reviewing. Services across the circulation, reference, and CPNM desks are in transition – why changes are needed, what are the impacts of changes on users and staff, and what needs to change are all questions to be answered. Services to users through learning commons, instruction, and outreach are also in transition. What new models are needed? Where can we have the most impact? What needs to change? These are some of the questions we need to focus on.

Another issue SSHL needs to continue to review is the impact of the Google book project on our collections and services. How will it impact SSHL collections and users? Will it increase use of the collections because of better access? Will it increase the demand on services like Request and interlibrary loan? Will we see continued decreases in collection use because of it? What will it mean for collection purposes? What will it mean for instruction? All questions we will need to assess.

Finally, the Price Center expansion – with SSHL part of the Downtown area – may have an impact on building use. Will users flock to the Price Center for late-night studying? Will the demand for even more quiet study space fall to the Library? Will group study rooms continue to be in demand?

DEPARTMENTAL GOALS -- 2008/2009

SSHL's strategic planning initiative will continue with a retreat planned for the fall of this year. When finalized, the goals will list objectives to help SSHL continue to move forward in designing services and collections that support the educational goals of the Libraries and the campus.

Appendix A

Statistical Summary

	FY06/07	FY07/08	% Change from 06/07 to 07/08
Circulation	379,987	335,931	-12%
Circuit			
Requests (items borrowed)	13,817	14,629	6%
Fulfillments (items lent)	13,311	16,238	22%
Gate Counts	1,591,042	1,684,427	6%
Instructions and Consultations			
Consultations	357	280	-22%
Sessions	177	169	-5%
Participants	4,997	3,970	-21%
Interlibrary Loan			
Borrowing			
Returnables	12,487	14,549	17%
Non-returnables	2,617	2,175	-17%
Lending			
Returnables	15,189	15,430	2%
Non-returnables	2,453	1,907	-22%
Requested & Delivered Items (via Roger)			
Requested	27,787	31,846	15%
Delivered	26,253	30,923	18%
Public Service			
CPNM Desk	6,622	8,568	29%
Information Desk	39,692	38,648	-3%
Reference Desk	10,958	9,716	-11%
Reserves			
Total reserves circulation	102,655	100,339	-2%
Items on reserves	7,756	8,509	10%
Digitized files posted	5,359	6,314	18%
Shelving			
(AAL, Music, SSSL)	353,934	361,482	2%

Outreach Events

1. Summer Reading (end of May through August)
2. Summer Reading Luncheon (September)
3. San Diego Pride Month Display (July and August)
4. SSHL “Who We Are Display” (September and October)
5. Little Rock Nine Exhibition in partnership with the African American Studies Minor (November and December)
6. Donner Party Display (January and February)
7. Black History Month Poetry Reading with Lynne Thompson (February)
8. Black History Month Open Mic Night in partnership with the African American Studies Minor (February)
9. Sharecase (March)
10. Greek Independence Exhibit (March)
11. The Great Campus Race, April 12, 2008 (Alex Rosen-Gagne in coordination with Susan Shepherd and David Schmitt of S&E Library).
12. Owen Mundy’s (graduate student) Art Installation (April and May)
13. Hate Free Open Mic Night in partnership with the African American Studies Minor
14. Summer Reading Program (began May 1st)
15. Began work on Masters of Fire Exhibition - partnering with Tom Levy, Professor of Anthropology & Judaic Studies and Associate Director, CISA3 - Calit2
16. Places & Spaces Exhibit – exploration of a new exhibit in partnership with the S&E Library.

Publications and Presentations

Barsh, Adele & Amy Lisewski. "Library Managers & Ethical Leadership: a Survey of Current Practices from the Perspective of Business Ethics." *Journal of Library Administration* 47:3/4 (2008): 27-67.

Creely, Kathy co-curated an exhibit of World War II-era photographs by well-known modernist photographer, Arthur Lavine. The exhibit took place in the Museum of New Caledonia from March to June 2008. The exhibit will travel to other institutions in New Caledonia in 2009, and possibly to venues in Australia, France, and California in coming years.

Dearie, Tammy Nickelson, "Library Q&A: Keeping in Touch Pays Off," [Interview], *WesternTrek, The OCLC Western Magazine*, Vol 3, No 4, Fall 2007.

Dearie, Tammy Nickelson. "A Million Dollar Investment," in *Staff Development Strategies that Work: Strategies and Stories from New Librarians*. Ed. G. Donovan and M. Figueroa. New York, Neal-Schuman Publishers, forthcoming 2008.

Goodson, Kymberly Anne (2008). "Participate in Professional Activities by Serving on a Conference Planning Committee: Strategies for Beginning Interlibrary Loan Professionals." *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve*, Volume 18, Number 4. doi:10.1080/10723030802181505.

Goodson, Kymberly Anne (2006) "Partnering through Staff Rotation in a Multi-Branch Academic Library: One Example at the UCSD Libraries." *Journal of Access Services*, Volume 4, Number 3/4, pp 119-125. (Published in the late spring of 2008, but back-dated by publisher)

Hughes, Tracey presented "GIS aka Geographic Information Systems: I know I've heard about it, but what in the world is it??" UCSD Sharecase, March 2008.

Hyde, Rebecca - *Demographics, Mapping, Marketing & Technology: A Hands on, Heads-up Workshop to Help you Plan for Your Library's Future*. Workshop at OhioNet co-taught with Rachel Rubin, Worthington Public Library. April 2008. (Workshop content and invitation resulted from 2007 ALA Emerging Leaders project.)

Moore, Alanna Aiko. "Campus Connections: Building Relationships and Developing a Library and Campus Leader," in *Staff Development Strategies that Work: Stories and Strategies from New Librarians* Ed. G. Donovan and M. Figueroa. New York, Neal-Schuman Publishers, forthcoming, 2008.

Moore, Alanna Aiko and Michael Miller, Veronda J. Pitchford and Ling Hwey Jeng. "Mentoring in the Millennium: New Views, Climate and Actions." *New Library World*, Volume 109, Number 1/2 (2008).

Moore, Alanna Aiko- Presented on "Using Past Lives to Launch Your Library Career" panel, at American Library Association Annual Conference, Washington., DC. June 2007.

Singh, Gayatri - Presented "Can you help? Collaborative Chat Reference and Instruction" with Ken Furuta at 36th Annual LOEX Conference (ACRL) -- Librarian as Architect: Planning, Building & Renewing,

Oakbrook, IL, May 3, 2008. A paper (with the same title) was submitted for the conference proceedings.

Singh, Gayatri - Presented "Everything You Need to Know About Blogs @ UCSD," UCSD Sharecase, March 2008.

Sklar, Annelise. *Mixing Up Government Information: Web 2.0, Mashups, and Government Data.* Paper presented at the Southwest/Texas Popular and American Culture Associations Annual Meeting, Albuquerque, NM, February 13, 2008.

Sklar, Annelise. *Review of Government Documents Librarianship: A Guide for the Neo-Depository Era,* by Lisa A. Ennis. *DttP: Documents to the People*, vol. 35, no. 4 (Winter 2007): 37.

Young, Marlo presented "Facebook: Everything You Need to Know," co-presented with Jim Gogek, UCSD Communications and Barbara Field, UCSD Business and Finance, at UCSD Sharecase, March 2008.

Young, Marlo presented "New Technologies and Student Support Services," UCSD Sharecase, March 2008.

Young, Marlo, contributed paper and presentation (blind review): "2.0 Services: Will You Move Because You See the Light or Feel the Heat?" SLA Annual Conference, 6/08.

http://www.sla.org/pdfs/2008CP_HudsonYoungZahrt.pdf

Addendum: the SLA contributed paper/presentation was chosen for the Building Virtual Bridges - Papers on Technology category.