

ANNUAL REPORT DEWEY LIBRARY FOR MANAGEMENT AND SOCIAL SCIENCES 2000-2001

In what is becoming a tradition, Dewey Library was again an exciting and challenging place to be this past year. There were staff changes in all units, changes in how we provide reference services, concentrated work by almost all staff on developing the new online catalog system, significant contributions to system-wide projects, and the completion of several local projects. The goal of all the changes and projects, except those related to personnel, has been to increase and enhance service to our users. Dewey staff have shown incredible flexibility, initiative, and creativity in redesigning our services and systems to meet the needs of our user communities, while at the same time continuing to solve day-to-day and long-term problems. And through all of these changes, have continued to provide high quality service at all of our desks and in all interactions with users.

PERSONNEL

In last year's report I said that Dewey Library had been fortunate in filling several important positions. Unfortunately, this year, due to strong demand for highly-qualified employees, we have seen several employees advance into jobs elsewhere in the Libraries. To put this into perspective, Dewey has experienced a staff turnover rate of 70% over the past two years. Significant staff time has had to be spent filling vacant positions, training new staff members, and doing essential work that would have been done by others if we were fully staffed. Obviously, it would seem that this would have had an impact upon our ability to do some projects and to carry through with our goals. But in fact, due to the hard work and dedication of the Dewey staff an amazing amount has been accomplished.

Our Circulation unit experienced staff shortages and a retirement this year, but was able to maintain high quality services. After the retirement of a 31-year veteran of the Libraries and the resignation of another longtime staff member, Circulation successfully reorganized their workflow and rescheduled and cross-trained staff for additional responsibilities. This has been effective in helping us maintain service while we move towards full staffing again.

To deal with staffing changes in Processing (at one point we had only three members on what is a six member team), remaining team members took on additional responsibilities and made great strides in keeping up with the workload. In addition, the cross-training of team members, started last year, enabled each team member to respond to basic processing problems, to answer processing questions, and to understand and perform the basic functions of each other's positions. This made the staff shortages less problematic than they otherwise would have been.

This year saw us again without a data services librarian. Our first search for a Data Services/Web Development Reference Librarian ended with the successful candidate turning down our offer. The search was then reopened, with slightly redefined responsibilities, and we are happy to say that this search ended at the end of the year with our offer begin accepted. This librarian will start in late August. During the entire year, support activities for data continued to be ably provided by another Dewey librarian, despite this being an added-on responsibility.

This was the first year that we have hired casual employees to tide us over during staff openings or when we had problems hiring students. The hiring of casual staff has been very beneficial to us. We have been able to maintain basic levels of work and complete some focused projects. The biggest drawback is that these employees can require additional training, retraining, and constant supervision. When staffing is already compromised, this can place an additional strain on permanent staff.

DEWEY PERSONNEL CHANGES, 2000/2001

- Harolyn Hylton resigned as Dewey Periodicals/Binding Assistant to take the position of RetroSpective Collection Supervisor starting 7/10/00.
- Nathan Matta resigned as Dewey Local Technology Expert to take the position of Library Technology Consultant starting 7/10/00.
- Jennifer Faux started as Dewey Periodicals/Binding Assistant 8/21/00.
- Nicole Rioles started as Dewey/Humanities Collections/Preservation Assistant 9/5/00.

- Silvia Mejia-Suarez resigned as Dewey Senior Staff Assistant to take the position of Thesis Processor/Reference Assistant in the Institute Archives starting 10/2/00.
- Oliver Zeff resigned as Dewey Circulation/Reserves Assistant to take the position of Senior Assistant in the Aero/Astro Library starting 10/10/00.
- Tim Rix started as Dewey Local Technology Expert 10/30/00.
- Ann Adelsberger started as Dewey Senior Staff Assistant 11/20/00.
- Sarah Shreeves resigned as Dewey/Humanities Processing Team Leader to take the position of 3rd Barton Project Manager starting 12/01/00.
- Elke Piontek-Ma was appointed Acting Dewey/Humanities Processing Team Leader starting 12/01/00. Elke's previous position was Dewey Serials Processing Assistant.
- Julia Lanigan started as Dewey Circulation/Reserves Assistant 2/1/01.
- After 31 years, Marylouise Darrell retired as Dewey Stacks Supervisor 4/13/01.
- Elke Piontek-Ma started as Dewey/Humanities Processing Team Leader (no longer Acting) starting 5/1/01.
- Alison McDonough started as Dewey Serials Processing Assistant 6/18/01.

ACCESS TO INFORMATION & COLLECTIONS

To increase access to information important to our users, the Dewey librarians, with either Dewey funds, with funds from NERD, or through special negotiations, acquired or facilitated the switch to new versions of the following databases:

ABI/Inform (new version), BNA Environment Library, Centre for Economic Policy Research Discussion Papers, Compact D/SEC (CD-ROM), EconLit (new version), Euromonitor Global Market Information Database, Gartner Group Reports, Jane's Information Group titles, Reuters Business Insight Market Research Reports, SSRN (Social Science Research Network), and Syndicated Loans (added to SDC Platinum's Global New Issues).

Many of these titles are available through the Libraries "GO" service.

In addition, Dewey greatly benefited from the system-wide purchase of subscriptions to the Elsevier and Kluwer fulltext electronic journal packages.

The Processing Team barcoded all bound journals (35,000 volumes) on the Dewey first floor. This project has enabled us to speed up the journal check-out process for users and reduce the manual circulation activities performed by Circulation staff.

TECHNOLOGY

Obviously the most important project Dewey staff have participated in over the past year, and will continue to participate in for the next year, is the ambitious fast-track implementation of 3rd Barton. After helping with the selection of the Ex Libris Aleph 500 system, almost all Dewey staff have been involved in some aspect of developing the new online catalog.

Dewey was the first MIT library to receive a wireless communications infrastructure when the Sloan School installed a wireless communications infrastructure in all their facilities, including building E53. The wireless project in Dewey was completed in spring of 2001 and now students have wireless connectivity on the first and second floors of the library.

So that we could more easily serve applications and develop greater uniformity among all our public workstations, our Local Technology Expert installed an NT server last year. This year we have completed this project by upgrading all public workstations for network and Internet access and by standardizing the public workstation desktops. Although we have implemented this uniformity amongst most of our workstations, we still serve some CD-ROMs to selected workstations so that users have access to specialized information.

Last summer, Dewey served as the test site and then the first full installation site for fee-based public printing in the MIT Libraries. The experience gained from the test and from our time as the first installation site, helped support a smooth implementation of the system in the other library locations.

To help with user and staff instruction and presentations, we asked C3 to purchase a portable laptop, with wireless capability, and a lightweight projector for use by Dewey staff. C3 agreed to our request with one stipulation, that

our LTE develop a technical support program for the laptop and projector which could be used as a model for other units. The laptop and projector have been used extensively and successfully in the past year for presentations and demos, including one where two PCs and two screens were needed for side-by-side use, and for various on-the-road activities, where the wireless infrastructure has been used. The support program for the equipment has been developed and shared with the other LTEs.

REFERENCE, INSTRUCTION, AND OUTREACH ACTIVITIES

Staff turnover continued to cause problems for reference desk staffing. New, very capable staff were trained through the course of the year, but the transition period was still rocky for the remaining staff. Due to turnover in their units, Processing and Circulation staff have had less time to devote to service at the desk. To accommodate this, we no longer double staff the desk in the afternoons with "rovers." However, reference desk statistics continue to decline so this presents less of a problem than it once might have.

In contexts other than the reference desk, reference and information assistance is up. We have had an active year in terms of email and appointment-based reference, and the provision of information assistance at the Circulation/Reserve Desk has increased quite substantially.

Digital reference was an important project this year, taking more time than anticipated by those that participated. Two librarians from Dewey were active members in the project contributing significant amounts of time. The service has been well received by users, some of which have clearly been from Dewey constituencies.

To develop the skills of our reference desk assistants, we ran a series of ten sessions ranging from how to conduct a reference interview to subject specific sessions. All librarians participated in teaching. The sessions were designed to both train incoming reference assistants and to provide refresher updates for ongoing staff.

To help Dewey Library users to find their way around the Library, a group of Dewey staff implemented a small, but effective local signage program. New floor directories were developed, as were new signs guiding people to locations within the library. A new entrance sign was also installed. The signs present a consistent and clear message to library users and have made the library easier to navigate.

Dewey librarians and staff participated in 25 instructional and orientation sessions, serving 554 participants. Sessions were held for students in the Sloan School and in the SDM, MOT/Sloan Fellows, economics and law programs. Also, we again held our popular InfoFair. This fair was used to promote MIT Libraries services to user communities at the east end of campus.

Other outreach and instruction efforts this year included the use of the bulletin board to promote new services, the use of the public workstation wallpaper to tell users about new services and broadcast information, an email newsletter for the Sloan School, and the organization of a display of materials from the Dewey collection as part of a symposium honoring Professor Charles Myers.

SPACE

In response to many requests by students, in the late spring of last year, the Dewey Space Planning Committee developed a plan to create group study rooms on the second floor of Dewey. During the summer, the microforms and the microforms equipment were moved from the second floor of Dewey to the basement, the walls were painted, the floors carpeted, and some furniture and equipment was purchased. Before fall, in the former microforms space, we had established 4 additional group study rooms in Dewey. The rooms were heavily used and are greatly appreciated by students. This project was an undertaking that involved time and effort by almost all Dewey staff, especially those in Processing.

Throughout the year, the Dewey management team worked with Sloan School staff and architects, MIT Facilities staff, and members of the Libraries' Steering Committee to develop a plan for a new library to be part of the new Sloan/East Campus building complex. A document outlining future space needs was developed. At the end of the year, the Dewey head librarian visited several libraries on the west coast to learn about the experiences of others who have gone through recent building projects.

CHALLENGES

Dewey faced several challenges this past year. A major challenge affecting all units within Dewey was staff turnover. With Dewey experiencing staff turnover of 70% in the past two years, much time was spent searching for good candidates, filling open positions and training new staff. And, of course, just because a position was open, it didn't mean that the work of that position could be left undone. So existing staff had to fill-in to complete essential work.

A second key challenge this past year has been the amount of time we all spent contributing to the implementation of 3rd Barton. Such an important project certainly required a significant amount of time, but the accelerated pace of the project meant that staff had to fit the work into a much smaller, more concentrated timeframe. This created some stress for those actively participating and also for those who filled-in so that the day-to-day work could get completed. In addition, the shortened collections year meant that Dewey subject specialists and our collection manager had to spend the collections budget much more quickly.

And a final challenge that we faced this past year was trying to balance the active, and important, participation of Dewey staff in several system-wide initiatives and committees, such as Circulation and Processing's involvement in 3rd Barton committees and Dewey librarians' participation in the digital reference project, with full participation in local initiatives and projects. This was an especially difficult balancing act during our times of short staffing.

FUTURE PLANS

In looking at what we would like to accomplish in the next year, all our plans will benefit from what is expected to be a year of greater stability in Dewey staffing. In addition, we expect that the time engaged in 3rd Barton activities will continue to be substantial during the fall, but will decrease in the spring.

- Continue contributions towards the implementation of 3rd Barton and related service systems
- Promote 3rd Barton and its new capabilities to Dewey community
- Continue progress towards a "One-Stop-Shopping"/desktop delivery model of information and services by implementing digital reference as a service for Dewey clientele and updating and creating subject web pages
- Implement an instruction and orientation plan for Dewey Library
- Create a structure for a data services program
- Reduce current serials spending to permit purchasing of new print and electronic serials
- Participate in SloanSpace and other related courseware initiatives
- Assess the growth of distance education programs within Sloan and look at concomitant library service support issues
- Continue space-related projects including completing 1st floor furniture replacement and implementing changes recommended for the second and third years of our 3-year plan
- Continue reassessing and improving service to our users through outreach, informal user surveys, and the implementation of any measurement initiatives developed by the Libraries
- Continue interaction with the Sloan School and Department of Economics regarding the Sloan/East Campus building project

STATISTICS

People:

	2000/2001	1999/2000
Door Count	146,142	139,703
Visitors who signed in	739	630

Reference, Information & Directional Assistance:

	2000/2001	1999/2000
Reference at the Reference Desk	4333	5039
Reference away from the desk (librarians)	271	153*
Information assistance at the Circulation/Reserve Desk	6360	5106*
Ask Us! email (formerly OWL)	122	113
Email interactions (non-Ask Us!)	320	167*
Total Reference & Information Assistance	11,406	10,578**
Directional at the Reference Desk	1008	897
Directional away from the desk (librarians)	49	49*
Directional at the Circulation/Reserve Desk	1879	2270*
Directional away from the Circulation/Reserve Desk (2nd floor)	556	470*
Total Directional	3492	3686***
Non-Barton circulation questions at Circulation/Reserve Desk	4456	4662*

* Started keeping statistics in November 1999; statistics are for 1 November '99 – 30 June '00.

** For non-desk and email reference (non-Ask Us!), statistics included are only for 1 November '99 – 30 June '00.

*** For non-Reference Desk directional assistance statistics, statistics included are only for 1 November '99 – 30 June '00.

Instruction & Orientation*:

	2000/2001	1999/2000
Course-related instructional sessions	4	17
Number of participants	97	115
Orientations (including InfoFair)	9	4
Number of participants	373	296
Special Workshops	12	n.a.
Number of participants	84	n.a.
Total Instruction & Orientation sessions	25	21
Total participants in Instruction & Orientation events	554	411

* In 1999/2000, course-related instruction included Nexis workshops and some other orientation-type events. In 2000/2001, these workshops were included in the statistics for Orientations or Special Workshops.

Circulation:

	2000/2001	1999/2000	1998/1999
Barton Circulation	104,390	99,001	102,455
Manual Circulation	12,763	18,403	20,487
Total Circulation	117,153	117,404	122,942

Processing: (due to the limited capabilities of Advance, we do not have accurate statistics for journals and serials check-in and claiming)

	2000/2001	1999/2000
Monographs received	3830	4142
Monograph orders placed	3913	3921
Monographs/serials sent to storage	1326	7643
Journals sent to storage	443	791
Binding budget for journals & monographs	\$40,912 (19.8% of the total budget)	\$36,380 (17% of the total budget)

Submitted by Catherine Friedman, Head, Dewey Library, 7/11/01.