

**ANNUAL REPORT HUMANITIES LIBRARY FY2001**  
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# ANNUAL REPORT HUMANITIES LIBRARY 2000-2001

This year has been challenging, exciting, and very successful for the Humanities Library. Major staff resignations and extended leaves had tremendous impact as did new hires in the past year. The major resignations included our Instruction Coordinator and the Humanities Library for History and History of Science. The Collection Manager and Head Librarian are carrying the major collections responsibilities from those positions until replacement are found. The instruction coordination and most of the presentations have been taken on by the newly hired reference Coordinator and the Humanities Librarian for Foreign Literature. The Section Head of the Interlibrary Borrowing Unit was on Extended sick leave from March to mid June; all the staff of the Humanities Library contributed to supporting this service, with special burdens being borne by the Humanities Reference Assistant and the Reference Coordinator.

This year the spotlight fell on the Humanities Library as ideas were floated about moving the library and combining Barker and Science in the Hayden Library. This was also the 50<sup>th</sup> Anniversary of the School of Humanities Arts and Social Sciences. Both the Collection Manager and the Head Librarian participated in the convocations celebrating the anniversary; the Head Librarian contributed to the Exhibit for the Anniversary with four display cases of significant publications of the faculty since 1950.

The Humanities Library set specific goals for the past academic year in a retreat early in the Fall of 2000. These goals covered the areas of Administration, Access Services, Reference Services, Collections, and Instruction Services. In each area, several goals were chosen to concentrate our energies in light of the great drain on our staff time that preparing for Third Barton and participating in the design of our new web presence.

## ADMINISTRATION

- Contribute to planning of space changes in Hayden and any new Humanities Library planning.
- Cultivate a solid relationship with MJ Miller through providing lists of needs, projects, and other development opportunities in the Humanities Library (including support for new Masters Program in Media Studies).
- Recognize strain on our staff of the participation in 3<sup>rd</sup> Barton implementation and support staff making contributions.

## ACCESS SERVICES

- Improve Interlibrary Borrowing (ILB) computing environment and expand delivery options for ILB materials.
- Improve turn around time for shelving and shift collections into space created through our storage project and in relation to Hayden Basement Compact Shelving project
- Improve access to services and collections for those with disabilities

## REFERENCE SERVICES

- Play a leadership role in the digital reference project
- Measure and assess reference service
- Develop staff training program

## COLLECTIONS

- Update/expand subject web pages
- Find and provide full text databases to support undergraduates, including students in 9.00
- Finish reference Collection review

## INSTRUCTION SERVICES

- Promote the Librarians' ability to teach information literacy to Faculty and Writing Center staff
- Update web "guides to Resources in..."
- Centralize resources for instruction

## ADMINISTRATION

The location and physical condition of the Humanities Library was a particular focus this year. Early in the fiscal year, ideas about moving the Humanities Library and combining the Science and Engineering Libraries in building 14 were floated. The Humanities faculty quickly became involved in the conversation and focused their attention on

us. This led to the creation by the Dean of the School of Humanities, Arts and Social Sciences to appoint a an Ad Hoc Committee on the Humanities Library in collaboration with the Director of Libraries and Chancellor; this ad hoc committee was charged by the Chancellor as an Advisory Committee to the Director of Libraries. This group included the Director of Libraries, The Humanities Librarian, Professor Sally Haslanger, Professor David Thorburn, Professor Elizabeth Wood (chair), and Professor Margery Resnick (liaison to the Faculty Committee on the Libraries). The final report of the committee will be out in the Summer of 2001. The work of the committee included a survey of SHASS faculty and graduate students. The results of this survey will inspire to our goal setting for the coming year. All in all, the “controversy” surrounding a change in the location of the Humanities Library proved to be a very effective catalyst for renewing the faculty’s interest in all aspects of the Humanities Library. We will be harvesting the fruits of this for a long time.

We have worked with M.J. Miller and to enhance the presence of the Humanities Library in Development very constructively. The Humanities Library has benefited greatly in the first year of the Libraries participation in the Campaign because of the generosity of our donors. We look forward to developing and refining our statements of need and opportunity in the coming year.

We worked in the Humanities Library to relieve staff, whenever possible, of reference desk hours and minimized some our department level work in order to support the contributions of our staff to the implementation of 3<sup>rd</sup> Barton. The processing team, the reference staff, and our Local Technology Expert, all contributed. Because of staff vacancies, we were not always able to free our staff from local duties, but we did at least make the attempt. Humanities staff did make a difference in all the implementation teams.

**ACCESS SERVICES**

We improved the computing environment of Interlibrary Borrowing(ILB) in small but significant ways. All the PC’s were upgraded and an additional barcode scanner was added to aid in the work flow of the unit. We expanded the networking of CLIO ( Interlibrary Borrowing management software) to all reference and circulation desks making information on the status of requests available beyond the Humanities Library. We added two more web forms to the ILB web page, Renewal Request and a Status Request. Both of these forms are used quite heavily and we are able to answer them with one working day. This is a great convenience for the users of Interlibrary Borrowing and has empowered reference staff to assist their clientele in using ILB. In the coming year, we are planning for more training of the MIT Libraries public service staff in the workflow and processes of ILB to further enhance their services to their patrons. The number of ILB requests processed this year fell by 5%. Alarmingly, the number of requests that were found to be owned by MIT increased to nearly 9% from less than 5% in FY2000. Perhaps 3<sup>rd</sup> Barton will alleviate this somewhat. The ILB presentations at Divisional Libraries may also help.

The most important issue for Hayden Circulation has been the struggle to have adequate staffing. Staffing and training continued to be a problem during the fiscal year; three extended sick leaves and three resignations have occurred in the unit. As we begin the next year another member has resigned and there is the possibility that a second person will leave before the calendar year is over. Approvals for replacements have been done in a timely fashion but recruitment and hiring have been slow. The following list outlines the time frame:

<u>Position</u>	<u>Vacant</u>	<u>Posted</u>	<u>Filled</u>
Circ Assistant-Evening	7/1/00	10/12/00	1/15/01
Circ Supervisor	New	12/7/00	5/20/01
Circ Assistant-Stacking	3/21/01	4/25/01	7/2/01
Circ Assistant-Day	6/15/01	6/21/01	to be filled

In spite of staffing problems, circulation desk services were efficiently delivered and library access was made available without interruption especially during a period when one person was on a 4-month sick leave. However the ability to get items shelved did suffer when staffing was not at its usual complement. Student help was extremely hard to predict and that fact also made planning and organization difficult. Professional staff members still continue to devote too much time with stacking and deskwork; this is valuable time that should be spent working toward goal setting and implementing new services so that we match our peer institutions.

The creation of the circulation supervisor position has been an excellent step towards improving workflow strategies and efficiently utilizing desk and stacking personnel.

Science staff were sympathetically aware of the constant personnel challenges at Hayden Circ. Restructuring in Science Processing enabled the creation of the Hayden Circ Supervisor position. The Processing supervisor also

changed workflow to assist circulation staff with journal shelving. The high usage of unbound journals necessitated that patrons be able to find those journals on the shelves and not be forced to rummage through huge stacks in pre-shelving. Unbound journal shelving has improved dramatically since the involvement of Processing staff; there is virtually no backlog.

Additional shelving strategies were also presented, discussed, and implemented to help diffuse the backlog of the book return madness that takes place during May and June. These strategies will continue throughout the coming year.

Ongoing projects and activities to improve patron satisfaction

- Hayden Circulation Web page
- Pre-shelving reorganization
- Stacks management
- Usage statistics and measurement
- Partnering with the Humanities Reference Coordinator
- Fostering better and more productive relationships with Science and Hum Processing
- Fostering better and more productive relationships with Document Services
- Fostering better and more productive relationships with the ILB Department
- Customer service training for all desk staff
- Improvement of workflow and staff time through the use of 3<sup>rd</sup> Barton

All Humanities Collections were shifted after the storage project of FY 2000; we are now implementing the shifting to accommodate the A call number range from the basement in the 14S-200 stacks. We will have to begin planning a new storage project in the coming year.

Thanks to much work by Systems and Science staff, the Information Technology Librarian for Public Service and the Humanities Reference Coordinator oversaw the almost complete installation of the new workstation in the Science Library. They worked closely with staff of ATIC to plan and train for this installation. This experience will allow a smoother process for the next installation, slated for this year in the Dewey Library.

In addition, the Humanities Reference Coordinator attended a pre-conference at ALA focusing on service to patrons who are deaf or hard-of-hearing. She is developing a plan to use this information, as well as information gained from other conference sessions, to improve access to our services and collections to those in the MIT Community with disabilities. The Access Services Librarian and the Humanities Reference Coordinator are developing a set of resources for the Hayden Circulation desk. If they are successful, we will recommend them to all MIT Libraries

## **REFERENCE SERVICES**

- Play a leadership role in the digital reference project
- Measure and assess reference service
- Develop staff training program

Two of the Humanities Librarians serve on the MIT Libraries Reference Committee, one serving as chair this year. The same two librarians, the Reference Coordinator and the Humanities Librarian for Foreign Literature, were heavily involved with the pilot, planning and implementation of Phase I of digital reference; in fact, they composed half of the digital reference subgroup, which this year was awarded the MIT Libraries first group Infinite Mile Award in Innovation and Creativity. During this year, the subgroup evaluated, selected, and implemented software for digital reference. In addition, they trained and managed the six additional staff who participated in offering this service. We continue to evaluate the software and service provided, the impact on the user community, and the future of the service. As this is a new service not only for the MIT Libraries, but also for librarianship, we have presented to many groups about this project, most notably at the American College & Research Libraries Biannual Conference. The group received outstanding evaluations from their colleagues for this presentation. Work is underway for a future presentation at a national conference.

This year Reference & Information Services has been involved with a number of different initiatives, local and system-wide. We have worked to improve our service to patrons through training of our staff, instruction, and providing excellent reference services – in person and via computer. We have also tried to better our communication with users in several ways: installing a bulletin board, increasing signage and creating flyers.

In the Humanities Library, we designed and implemented a staff training program. As a result, four new information services staff were trained and participate fully in staffing the reference & information services desk. We also re-instituted monthly reference & information services staff meetings. Based on the training and meetings, we have begun to re-create a reference manual. In addition, initial steps were taken to investigate training of Hayden and Music circulation staff.

Instruction is an important component of reference, and so we worked to inform students about research and the use of library resources. The Humanities Library Reference Assistant/LTE (formerly in a temporary Librarian Position in Humanities) serves on the Instruction Committee. Our support this year included presentations and handouts to the classes, training our reference & information services staff to support course needs and updating the course web pages. We also gave tours when requested, including those during commencement weekend and to summer programs.

## **COLLECTIONS**

- Update/expand subject web pages
- Find and provide full text databases to support undergraduates, including students in 9.00
- Finish reference Collection review

We added significant full text resources in support of the Introduction to Psychology Undergraduate course along with other materials appropriate for undergraduate research in the Humanities and Social Sciences. All of our subject web pages have been updated this Spring; we have some of the most popular subject web pages, including the literature, women's studies and foreign language newspapers. Although we have not met the goal of finishing the reference review project (due mostly to the impact of 3<sup>rd</sup> Barton implementation) we have made substantial progress.

## **INSTRUCTION SERVICES**

- Promote the Librarians' ability to teach information literacy to Faculty and Writing Center staff
- Update web "guides to Resources in..."
- Centralize resources for instruction

Since the Humanities Instruction Coordinator resigned in July 2000, we have but the collaboration with the Writing Center on hold until that position is filled. We did provide bibliographic instruction to several expository writing classes. Thanks to the work of the Humanities Reference Coordinator and the Humanities Librarian for Foreign Literature, we continued our intense involvement with the Psyc 9.00 course. The presentations that they made to the 250 students was very well received and highly praised by the faculty member, Steven Pinker. Their PowerPoint slides were mounted on the course web site. The supporting web pages were all updated. They also trained our reference and information staff and several volunteers in providing Reference Services to the students. This was a huge undertaking, especially as our Reference Coordinator had just started at MIT. We are looking forward to recruiting a new Instruction Coordinator who will also act as the Orientation Coordinator for all the MIT Libraries. Meanwhile, our Reference Coordinator will again champion and run the Psychology Liaison Project in the Fall of 2001.

## **STAFF ACTIVITIES**

### **Theresa A. Tobin**

#### International:

American Institute in Spain, Board Member; Library Committee, Chair

#### National:

American Library Association, Association of College and Research Libraries, Women's Studies Section, Chair  
American Library Association, Social Responsibilities Round Table, Feminist Task Force, Program Committee, Member

#### Chair

American Library Association, Social Responsibilities Round Table, Feminist Task Force, listserv Moderator  
(feminist@mitvma.mit.edu)

American Library Association, Association of College and Research Libraries, Section Council, Member

#### M.I.T.:

Ad Hoc Committee on the Humanities Library, member

### **Marlene Manoff**

#### Professional Activities

Served on Steering Committee for the MIT Women's Studies Program

Webmaster for ACRL WSSLINKS website

Maintainer of two women's studies pages on this national website - women & science & technology and women & culture

Past Chair, ACRL Women's Studies Section

Chair, Women's Studies Awards Committee

Member-at-large, ALCTS/CMDS

Author, "Hybridity, Mutability, Multiplicity: Theorizing Electronic Library Collections, Library Trends, vol. 48, no. 4, 2000

### **Sarah Wenzel**

American Library Association, Western European Subject Section

Romance Language Discussion Group, Chair

Newsletter Bits and Bytes column, Editor

Europe 2004 Conference Taskforce

Europe 2004 Conference Planning Committee

Program Committee, Chair

Publications Committee

Membership Committee

Nijhoff Award Committee

Romance Languages Discussion Group electronic mailing list, Owner

College and Medium Size Libraries Discussion Group electronic mailing-list, Owner

Association of College and Research Libraries-New England Chapter

Publicity Committee, Co-Chair

Program Planning Committee, Ex-officio

ACRL/NEC Board electronic mailing list, Owner

#### Awards:

As part of the digital reference subgroup, I received an Infinite Mile Award

### **Lisa Horowitz**

Member of RUSA MOUSS committee on Evaluating Reference and User Services; am incoming chair

Co-wrote a proposal (with Sarah Wenzel; accepted) for the VRD (Virtual Reference Desk) Conference in Orlando in November

Papers presented, articles and books published or in process:

Co-authored an article w/Deb Helman, to be published in *Science and Technology Libraries* this summer  
Part of a panel presentation on digital reference at ACRL Denver 2001 in March

Awards:

As part of the digital reference subgroup, I received an Infinite Mile Award.

**ILB STATS FY2001**

	Photocopies	Originals	@MIT	Unfilled	<b>TOTAL PROCESSED</b>
	Total	Total	Total	Total	
Jul-00	801	205	107	39	<b>1152</b>
Aug	851	198	62	54	<b>1165</b>
Sep	731	208	79	50	<b>1068</b>
Oct	678	243	75	30	<b>1026</b>
Nov	742	303	123	43	<b>1211</b>
Dec	609	241	92	32	<b>974</b>
Jan	521	170	107	33	<b>831</b>
Feb	565	160	93	31	<b>849</b>
Mar	665	429	83	43	<b>1220</b>
Apr	737	242	129	32	<b>1149</b>
May	905	262	108	44	<b>1319</b>
Jun '01	786	269	100	55	<b>1210</b>
Totals	<b>8,591</b>	<b>2,930</b>	<b>1158</b>	<b>486</b>	<b>13,174</b>

	Photocopies	Originals	@MIT	Unfilled	Total Processed
FY 1997	7719	3579	1251	588	13137
FY 1998	9785	3257	1058	615	14715
FY 1999	9254	2894	773	491	13412
FY 2000	10021	2742	670	516	13949
FY 2001	8591	2930	1158	486	13174

**CIRCULATION STATISTICS**

**CHECKOUT COUNT BY PATRON CATEGORY AND LOCATION  
July 1, 2000 – June 30, 2001**

Patron category	Humanities	Science
Affiliates-MIT	1129	596
BLC - Total	948	1835
Boston College	25	130
Boston University	440	396
BPL	1	0
Brandeis	85	108
Brown	80	23
Northeastern	46	417
State Library of MA	3	3
Tufts	88	301
U Mass Amherst	14	39
U Mass Boston	119	114
U Mass Dartmouth	29	101
U Mass Lowell	52	375
U Mass Worcester	0	7
Woods Hole/MBL	0	3
Draper	100	290
Faculty-MIT	5805	2717
Graduate students-MIT	18126	42619
Guest students-MIT	130	221
Harvard – Total	104	265
Countway	38	35
Cross-registered	3	2
Faculty-Arts & Sciences	23	213
Graduate School of Design	37	5
McKay Library	0	0
Physics Research Library	5	48
Wolbach Library	0	0
ILL	340	304
Library Use	159	433
Lincoln Lab	62	171
P-cards – Total	592	1327
Alumni	431	606
Complimentary	28	9
Governmental Agency	28	50
Group Membership Plan	4	8
Industrial Liaison Program	69	391
MIT Corporation	47	33
Non-alumni	17	296
OCLC Reciprocal Faculty	2	85
Staff-MIT	9959	11690
Sustaining Fellow	174	153
Undergraduates-MIT	15373	9186
Unknown	11	5
Visiting Scholars	182	516
Visiting Staff/ Faculty	718	2593
Wellesley Staff/ Faculty	59	2
Wellesley Students	253	26
Whitehead Institute Staff	160	464



**CIRCULATION STATISTICS FOR BLC PATRONS\***  
**July 1, 2000 to June 30, 2001**

	Registrations	Checkouts	Renewals	Holds
Boston College	17	217	127	1
Boston University	124	1915	852	9
BPL	3	3	0	0
Brandeis	22	637	332	0
Brown	5	103	39	1
Northeastern	68	1099	644	16
State Library of MA	1	35	3	0
Tufts	63	963	450	2
U Mass Amherst	1	189	117	0
U Mass Boston	37	511	263	5
U Mass Dartmouth	13	504	325	0
U Mass Lowell	10	802	495	0
U Mass Worcester	1	51	23	0
Wellesley Faculty/Staff	5	167	49	1
Wellesley Students	56	925	278	8
Woods Hole/MBL	0	24	9	0
Totals	426	8145	4006	43

**CIRCULATION STATISTICS FOR HARVARD PATRONS\***  
**July 1, 2000 to June 30, 2001**

	Registrations	Checkouts	Renewals	Holds
Countway	14	116	68	4
Cross-registered	12	99	21	2
Faculty-Arts & Sciences	48	655	337	18
Graduate School of Design	33	403	168	4
McKay Library	0	0	0	0
Physics Research	4	81	53	0
Wolbach Library	0	0	0	0
Totals	111	1354	647	28

\*System-wide statistics

**Hayden Overnight  
Total Number of Users during Last 7 days of Exam Periods**

May 1998	December 1998	May 1999	December 1999	May 2000	December 2000	May 2001
1163	1292	1070	1512	972	648	1064

**Humanities and Science Libraries' Re-shelving Statistics  
July 2000-June 2001**

**In-House Use**

	Jul	Aug	Sept	Oct	Nov	Dec	Jan'01	Feb	Mar	Apr	May	Jun
Hum	2414	1581	1715	2552	2659	2125	2201	2156	1965	1898	2061	1934
Science	5645	5543	6739	7336	5746	4537	6566	4813	5643	8251	5850	6388
Basement	6780	7315	7075	7727	6971	6436	7009	7857	8447	7184	8435	9558

**Check-in Circulation via GEAC for Books/Journals**

	Jul	Aug	Sept	Oct	Nov	Dec	Jan'01	Feb	Mar	Apr	May	Jun
Hum	1770	2279	2020	3292	2485	4089	2792	1968	3848	2291	3523	2973
Science	2814	1479	2693	3561	2955	3517	1992	3211	4064	3033	5522	2529
Basement	1303	1134	1176	1644	1297	1843	1821	1610	1783	1639	1701	1349

**Total number of items to be re-shelved**

	Jul	Aug	Sept	Oct	Nov	Dec	Jan'01	Feb	Mar	Apr	May	Jun
Hum	4184	3860	3735	5844	5144	6214	4993	4124	5813	4189	5584	4907
Science	8459	7022	9432	10897	8701	8054	8558	8024	9707	11284	11372	8917
Basement	8083	8449	8251	9371	8268	8279	8830	9467	10230	8823	10136	10907

**HAYDEN FLASH  
STATISTICS  
FY'2000-01**

DOOR COUNT	344855	
<b>IN-HOUSE USE</b>		
HUMANITIES	25261	
SCIENCE	73057	
BASEMENT	90794	
<b>TOTAL HAYDEN USE</b>	189112	
<b>CHECKINS (DISCHARGES)</b>		
HUMANITIES	38593	
SCIENCE	49259	
INTERLIBRARY BORROWING MAT.	5676	
<b>TOTAL CHECKINS</b>	93528	
<b>CHECKOUTS (INCLUDES RENEWALS)</b>		
HUMANITIES	74703	
SCIENCE	109188	183891
INTERLIBRARY BORROWING MAT	3276	
3M LOANS	15330	
MANUAL CIRCULATION	7859	
<b>TOTAL LOANS</b>	210356	
<b>REGISTRATIONS</b>		
BOSTON LIBRARY CONSORTIUM	367	
HARVARD		
X-REG	8	
FAS AGREEMENT	47	
GSD AGREEMENT	36	
COUNTWAY	22	
PRL	8	
<b>TOTAL HARVARD REG.</b>	121	

## Reserve Book Room, Reserve Statistics, July 2000-June2001

### Processing Statistics

#### Summer 2000

	Humanities	Science
# of courses	1	4
# of titles	2	16
# of items	2	20

#### Fall 2000

	Humanities	Science
# of courses	157	150
# of titles	815	422
# of items	879	580

#### IAP 2001

	Humanities	Science
# of courses	0	2
# of titles	0	2
# of items	0	3

#### Spring 2001

	Humanities	Science
# of courses	142	130
# of titles	863	338
# of items	924	432

#### TOTALS

	Humanities	Science	TOTALS
# of courses	300	286	586
# of titles	1680	778	2458
# of items	1805	1035	2840

### Books Ordered for Reserve, July 2000-June 2001

Humanities	241
Science	52
Searches	456

### Reserve Book Room, Circulation Statistics, July 2000 - June 2001

#### CHECKOUTS (& RENEWALS)

ON-LINE  
22,247

MANUAL

		<u>Checkouts</u>	<u>Renewals</u>
Books		41	1
Reserve articles/Course readers		63	2
Journals		2	0
Headphones		190	0
Videos		139	19
		Totals	435
Total	457		22

COMBINED TOTAL CHECKOUTS, Manual and On-line:  
22,704

CHECKINS: 15,759

TOTAL FINES COLLECTED: \$ 854.50

**Humanities Reference statistics  
FY 2001**

	<b>Transactions at reference desk</b>				<b>ASK US!</b>
	Ref in person	Ref by phone	Dir in person	Dir by phone	
Jul-00	220	101	163	24	4
Aug-00	313	131	178	28	4
Sep-00	618	134	406	20	9
Oct-00	546	115	311	24	19
Nov-00	500	122	313	17	8
Dec-00	310	69	192	11	4
Jan-01	269	92	105	15	12
Feb-01	455	133	243	22	21
Mar-01	348	157	196	15	17
Apr-01	325	176	206	24	15
May-01	312	135	154	28	22
Jun-01	248	108	296	23	25
<b>Totals</b>	<b>4464</b>	<b>1473</b>	<b>2763</b>	<b>251</b>	<b>160</b>

**REFERENCE STATISTICS**

<b>Harvard library privileges applications processed FY 2001</b>								
		Faculty	Research	Graduate		Faculty	Research	Graduate
Hum totals		57	30	81	All totals	136	96	438
Hum totaled			168		All totaled		670	

**Boston Library Consortium Cards**

	All --	Faculty	Ugrad	Graduate
totals	202	46	58	88

**authors@mit**

FY01

## FALL 2000

authors@ Seely Brown		200	235.6
authors@ Robo Sapiens	34-100	300	398.6
authors@ Gleitman	wong	400	666.48
authors@ lunenfeld	e25-100	35	148.44
authors@ Devlin	E25-100	50	363.76
T&C forum McChesney	Bartos	200	379.18
authors@ Goldberg	34-101	65	354.6
authors@ Standage	4-231	13	50
Total Fall 2000		1263	2596.66

## Spring 2001

authors@Hildebidle	HUM	20	30
authors@Dertouzos	Wong	150	826
authors@Williams	10-250	35	150
authors@Lafo	e25-111	25	155
authors@ Gershenfeld	e25-111	40	568.25
authors@ Wermiel	e25-111	40	36
Total Spring 2001		230	1161