

HUMANITIES LIBRARY ANNUAL REPORT, 2005-2006

The Humanities Library has had an extraordinary year. We managed the largest collections shift in the MIT Libraries. The implementation of the Haystacks Report which required storing or moving every volume in the Hayden library was executed in a very efficient manner which minimized the inconvenience of our users during the major shifts. Every staff member in Humanities contributed to the success of this shift, but special thanks are due to the Circulation and stacking staff. Not only did they shift all the journal collections, they prepared Science journals for storage by barcoding the entire historical collection. In addition to the shift outlined in the Haystacks report, the staff also integrated the film collection transferred from Rotch (3,000 volumes), the move of Science reference materials into the circulating collection, and relocating our rapidly growing graphic novel collection. The Administrative Assistants in Science and Humanities Libraries updated the signs frequently to alert our users to new locations, including witty alerts like “Dostoyevsky’s notes are NOT underground, but Shakespeare’s are”; in addition, the Humanities Administrative Assistant took on the project of changing all the stack end signs in Hayden, from the basement up to the Women’s Studies Research Room. Stimpson Movers shifted the monograph collections in the building during IAP under the guidance of our Head stacker, the Circulation Supervisor and the Head Librarian. This tremendous effort has made it possible for 5- 10 years growth in the Hayden collections and has made stacking and shelf reading more efficient.

This year in the Humanities Library was also notable in our staff changes.. During the summer of 2005, the Humanities Library lost three librarians—all for good life or career enhancing reasons. We faced the new academic year without a Reference Coordinator, an Instruction Coordinator, and a major selector. Due to our flexible and highly competent staff coupled with significant support from the MIT Libraries administration; we ended the year with great accomplishments and the successful recruitment of three new staff.

It was our hope that we would run almost simultaneous searches for the replacements and new positions and we appointed three different chairs for the search committees for Instruction Coordinator, Foreign Literatures and Languages Librarian, and the Philosophy, History, History of Science, Anthropology Librarian. However, due to the stresses on our HR staff, our searches ended up being serial.

The Head Librarian, the Associate Head, and the Music Branch Librarian each chaired a selection committee, which resulted in successful appointments of highly qualified and eager new staff.

Our former Access Services Librarian moved into the Reference Coordinator position, allowing us to post the Instruction Coordinator position as a full time position.

The collection and liaison responsibilities of the staff that left over the summer were shared by the Head Librarian (History, Library Science, and Philosophy), the Associate Head Librarian (Anthropology, History of Science and Technology), the Music branch Manager (Film Studies) and the Coordinator of Central Reference Services (Psychology and Education). A very talented temporary librarian provided a major aspect of the Instruction Coordinator’s position, the delivery of general Humanities instruction. We were able to hire her for 10 hours a week. In addition, we were permitted to extend the hours of two MLS holding support staff members to fill two librarian slots at the Hayden ISP.

As a result, our instruction continued to make progress, our collection development stayed on track and introduced new electronic collections, including Oxford Scholarship Online in Philosophy, and our outreach services, including liaison relationships, the Book(truck) Mobile (thanks to a member of our processing staff) and authors@mit , continued the important work of marketing the services and collections of the Humanities Library to the MIT Community.

CIRCULATION SERVICES

The Hayden Circulation unit had a glorious year that included hiring and training two new staff members. This unit continues to distinguish itself in increasing its productivity and increasing the flexibility and versatility of the staff through cross training. Two evening staff members now account for 25% of the reserves processing for the Science and Humanities Libraries. Many circulation staff contributed to the massive barcoding project, which helped Science to store its older journal volumes. The Circulation Supervisor has continued using metrics to quantify the productivity of student and staff in stacking, processing, and other unit tasks, which has served to motivate staff.

Circulation of Humanities Materials has increased by 8% over last year and 17% over the last three. Science Library Circulation decreased by 6% this year, so Hayden Circulation overall has only increased 2.5% over last year.

The door count was down by 8%, making the Humanities Circulation increase even more impressive. Our outreach initiatives and the rearrangement of the leisure reading material around the browsers and our “living rooms” in the Humanities Reading Room are having a significant effect. In addition, our DVD collection, jumpstarted more than a year ago with a grant from the Council for the Arts, adds significantly to our circulation figures. The audiobook collection continues to be a popular asset. The increase in Humanities circulation also took place in a year which saw a 9% decrease in Hayden reserve circulations.

The Hayden staff, led by one evening weekend staff member, addressed the titles in Barton marked as “on search”. This resulted in 1/3 of the on search titles being found on the shelves in Hayden. Circulation staff passed on the remainder to the Science and Humanities Processing Units for replacement decisions. Plans are in place to do regular reports so we do not face a 10-year gap in confronting these titles in the future.

Self-check use has increased 212% over the last 3 years and accounted for 22% of all circulations in Hayden for FY06. While this is a significant increase and has done much to decrease desk traffic more still needs to be done. 3M believes that the self-check machine can account for as much as 40% of Hayden loans. The circulation supervisor recommends the following to reach this goal:

1. increase signage advertising the self check machine
2. hold monthly raffles (like Dewey) to encourage self check use
3. do not staff the computer closest to the self check machine when there are only 2 staff at the desk
4. follow R2's advice and place all barcodes in the upper left corner of books

We should continue to monitor the use of the self-check in order to assess the need for an additional self-check machine.

Use of Your Account continues to grow :

- 49% of all holds (system wide) placed through Your Account
- 82% of all renewals (system wide) placed through Your Account

If we are to continue this growth, it is imperative that we take a serious look at the impediments to increasing our users' self sufficiency inherent in some circulation policies. At this time, patrons cannot place recalls nor renew books for term loans through Your Account and our circulation policy limits renewals to 3. We need to take team Delta's call for increasing user self sufficiency to heart, and adjust our circulation policies. The impact of reducing in-person and phone circulation requests on the staff of the ISP would be very beneficial to our ability to help users access our collections and services.

REFERENCE AND INFORMATION SERVICES

This was the inaugural year of the Hayden “super” ISP (Integrated Service Point). Last year Humanities and Science shared one reference desk and there were separate service points for Reserves and Circulation. This year, all service points at the desk were full service—i.e., users could expect circulation, reserves, and reference services at any station. The two reference coordinators and the circulation supervisor provided the leadership and daily management of the ISP. In addition, a team consisting of the two reference coordinators, the Circulation Supervisor, the Associate Head Librarian of Science and the Head Librarian of Humanities, worked together to set directions and priorities for the ISP, including training, scheduling, documentation development and assessment. We have made significant progress in training the staff in circulation, information services and reference. Two staff enrolled in the RUSA Reference interview online course and then worked with the Humanities Reference Coordinator to offer training to the whole HaDes staff. The HaDes staff meet monthly and part of the meeting each month is devoted to training.

It is impossible to compare the statistics of the previous joint reference desk or the earlier two-reference service points to the statistics of the Hayden desk as the categories are very different. As we are simplifying the reference statistics for FY 07, we will need to find ways for the Humanities staff to collect data on the referrals made to Humanities staff from the desk and on the reference services we deliver away from the desk in order to fully assess the success of the ISP in delivering Humanities reference services.

The ISP is a merging of three cultures—Science Reference, Humanities Reference and Circulation Services. This has provided significant challenges to the management team, challenges that are being met in open discussions and continuing re-adjustments. We are adjusting our expectations regarding the 117 core competencies given that many staff have only 4 hours a week of exposure to the desk services. The coming year will see an emphasis on developing the information skills of the evening weekend staff and on continuing to develop the day staff to be versatile and to rely on each other in delivering the wide array of services at Hayden while strengthening our relationship with our user community.

The loss of a reference desk on the Humanities reading room floor has also impacted our reference services. According to observations of the Reference Coordinator, the number of questions in Humanities subjects is almost negligible at the ISP. Humanities librarians must find alternative ways to make themselves accessible and to make our clients aware of the services we offer. The Humanities Reference Coordinator has a goal for the coming year to start an Ask Me! service in Humanities as a means of promoting research consultations and addressing the daily needs of the undergraduate user community.

The charts below show the away from the desk statistics; if we take away the ILB numbers, we can see that we have shown an increase of 15%, although most are likely directional as they are less than 5 minutes.

Questions Away from Public Desks – FY 2005

	<5 minutes		5-20 minutes		>20 minutes		Total
In Person Questions (includes research appointments)	163		39		36		238
Phone Questions	76		64		1		141
Email Questions (Ask Us!)	20		9		7		36
Email/Mail/Fax Questions (other)	*2210	157	*164	57	*2	12	2602
Total Questions	2626		333		58		3017

*The left column of each split cell includes the number of questions answered by ILB staff.

Questions Away from Public Desks – FY 2006

	<5 minutes	5-20 minutes	>20 minutes	Total
In Person Questions (includes research appointments)	430	75	14	519
Phone Questions	18	19	3	40
Email Questions (Ask Us!)	17	18	6	41
Email/Mail/Fax Questions (other)	72	63	5	140
Total Questions	537	175	28	740

COLLECTIONS AND LOCAL PROCESSING

We changed from having a joint Humanities/Dewey Processing Team to having a Dewey Processing Unit and a Humanities Processing Unit. Humanities and Dewey library continue to share a Processing Supervisor. The Humanities Processing unit continues to serve the librarian subject selectors and the Humanities user community with great responsiveness and productivity.

For the first time in many years, the work of the processing unit was not dominated by storage projects. In fact, most of the projects that were completed were clean up projects and/or inventory control projects. The results of all projects were improved user access to the resources of the Humanities library and improving the users' experience in the library.

In the summer of 2005 the film studies collection was transferred from Rotch to Humanities. A total of 3,000 items were transferred and processed:

- o 2,659 monographs
- o 316 journal volumes
- o 24 videos
- o 1 CD-ROM

Other successfully completed projects include:

- The missing journals “collection” in the Humanities hallway was reduced by approx. one third. We made great progress in either back ordering the missing issues and then binding the volumes or if the issues could not be found, by binding the volumes incomplete.
- Temporary location correction (approx. 7,000 items had a temporary location assigned by mistake and needed to be corrected individually).
- Update of all book dummies in the reference collection.
- Inventory control and corrections in Barton for the ready reference collection.
- Elimination of the binding back log
- Processing the brittle books backlog in cooperation with the preservation librarian and other preservation services staff.
- Significant reduction of the missing books backlog.
- Shift and re-labeling of the current periodicals collection in the Humanities reading room.
- Elimination of the index table collection (incorporated some items into the reference and stacks collections and withdrew some items).
- Moving the world book, travel, pre-cat and theses collections.
- Creation of the Graphic Novel collection.
- Coordinated the book(truck) mobile outreach

PERSONNEL

The addition of a new Philosophy, History, History of Science and Anthropology librarian and a new European Languages and Literatures librarian has already had a positive impact on our liaison activities with the faculty of SHASS. Both new librarians have been diligent in reaching out to their faculty and bringing back to the full staff their issues with our services as well as our collections. The Associate Head and Collection Manager has invested considerable time in their training along with staff who took on the temporary collection/liason responsibilities. We will begin this new fiscal year fully staffed, which will give us the opportunity to implement our Instruction Plan and increase the marketing of the Humanities Library collections and services. The Associate Humanities Librarian also is the Libraries sponsor for a new MIT Student Literary Society, cosponsored with the Literature Section.

FACILITIES

The Administrative Assistant has contributed greatly to the implementation of recommendations of our interior decorating group after a full staff discussion of priorities for our internal non-computer capital equipment process. We have added an additional browsery space and a second “living room” where users can relax, read newspapers, new books or other leisure reading materials. We purchased shelving for our audio books and a new print station. We also added an additional area rug to the second living room and we have ideas for further developing these very popular spaces. Although our request for CRSP funds to create a private group study space was not funded, we will continue to try to develop one in the Humanities Reading Room.

The Associate Head has lent us four collages she created and we had them hung on the walls between the windows. This greatly enhances our space. One our processing staff has suggested further developments in the use of our reading room for art exhibits and to publicize and describe the sculptures in the Humanities Reading Room.

Work continues on the space in front of the second floor offices and we hope to make significant progress in the coming year to open up and re-purpose this space.

At the very end of this year, the Administrative Assistant designed and had printed new directional signs for the Humanities Reading Room. The signs are designed so that anyone can stand anywhere in the Humanities Library and be oriented to the location of all collections. These will be hung before the fall, 2006 semester begins.

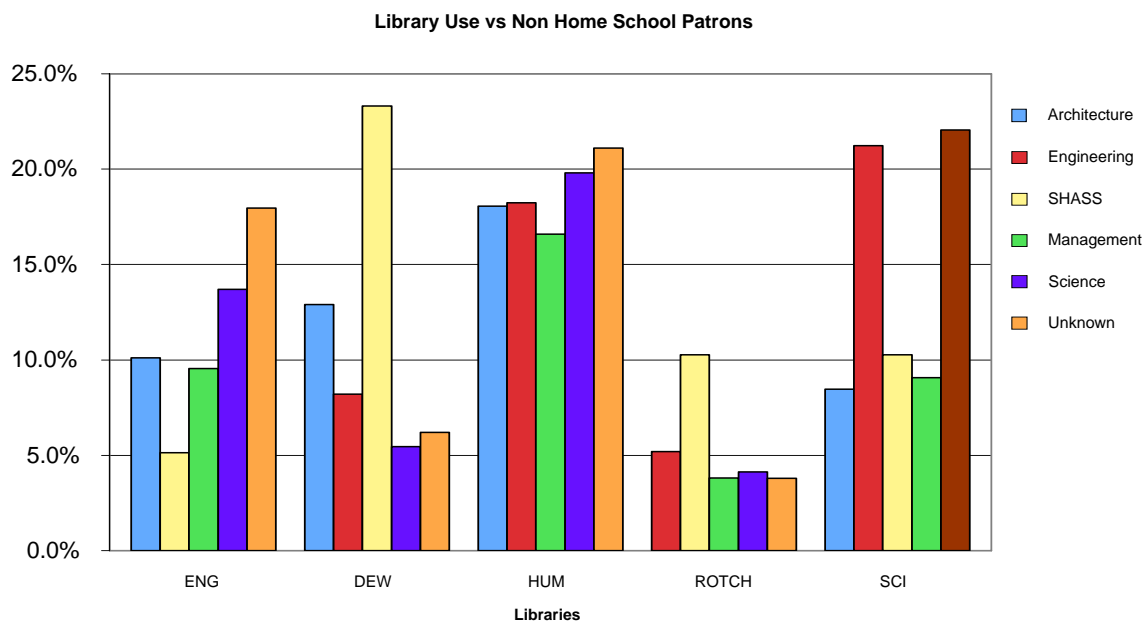
Our roving facility, the Book(truck) mobile also received an upgrade thanks to a creative new Book Mobile sign (also designed by our Administrative Assistant) that travels with the booktruck.

USER SURVEY

The Humanities professional staff spent considerable meeting time analyzing the comments from SHASS and others in the User Survey and analyzing the data on all questions with an eye for identifying the significance in making changes to our services and collections. We have not finished our review; we are analyzing each question with an eye on the data from the SHASS community, but recognize that the Humanities Library has a unique responsibility to look at the big picture as well, as the analysis of Question 1: Which library do you use? Reveals.

It was quite striking to see how much the Humanities Library was used by the members of other schools, as compared to the use of the other Divisional Libraries by others. The graph below depicts the use of the non-home library for each school. Humanities is the only library, which consistently appeals across schools. This underscores our long held belief of that the Humanities Library serves as the “Public Library” for the MIT Community.

Our plan is to use the new MIT wiki software (Confluence) to organize our findings and produce an internal report .



STAFF ACTIVITIES

Georgiana McReynolds

Member:

- American Library Association
- Association of College and Research Libraries
 - African-American Studies Section
 - Science and Technology Section
 - New England Chapter—Access Services Interest Group
- LAMA
 - Building and Equipment Section
 - Measurement Assessment and Evaluation Section
 - Systems and Services Section
- LITA
- RUSA
 - Collection Development and Evaluation Section
 - Machine Assisted Reference Services
 - Reference Services Section
- MIT Libraries Groups
 - Barton Advisory Group
 - Circulation Committee
 - Reference Committee
 - Ask Us! Central
 - Hayden Desk Implementation Team
 - Search Committee Humanities Instruction Coordinator

Marlene Manoff

Professional Activities:

- ACRL Women's Studies Section
 - editor of Women's Studies Core List in Science
 - editor for WSSLINKS, Science & Technology & Culture pages.

Publications:

- "Materiality of Electronic Library Collections", to be published in July 2006 [Portal](#)

Awards:

- Career Achievement in Women's Studies from the ACRL Women's Studies Section

Presentations:

- Paper at NERCOMP on Scholarly Publication

MIT:

- Women 's Studies Steering Committee
- Search Committee Humanities Instruction Coordinator, Chair

Theresa A. Tobin

Professional Activities:

- American Library Association
 - Councilor at Large
 - Budget and Planning Assembly, elected by ALA Council
 - Social Responsibilities Roundtable - Action Council Member
 - Social Responsibilities Roundtable - Feminist Task Force, Coordinator.
 - Social Responsibilities Roundtable - Feminist Task Force, Feminist List moderator and owner.

- International Institute of Spain (Madrid) Board Member, Corresponding Secretary and Chair of Library Committee
 - Centro de Informacion y Documentacion de la Costa Atlantica (Managua Nicaragua) consultant
- Presentations:

- “Scholarly Communication and Copyright”, NERCOMP, December, 2005

MIT:

- Committee on Intellectual Property, staff
- Search Committee History, Philosophy, History of Science and Technology and Anthropology Librarian, Chair

Lisa Horowitz

Professional Activities:

American Library Association (ALA) Reference and User Services Association (RUSA)

- Reference Services Section (RSS), elected Vice Chair, Chair Elect 2006-2007
- RSS member at large
- MARS Member at Large
- RSS Organization and Planning Committee, member
- RSS Management of Reference Committee, member
- 2007 Program Planning Committee, member
- MARS Continuing Education and Planning Task Force, member
- MARS 2006 Pre-conference Planning Committee

Presentations:

- “Planning, Writing and Implementing an Assessment Plan”, with Jennifer B. Harter. VRD Conference, San Francisco, CA November, 2005.

Publications:

- Appointed to Editorial Board of Public Services Quarterly (Haworth Press)

Elke Piontek-Ma

Publications:

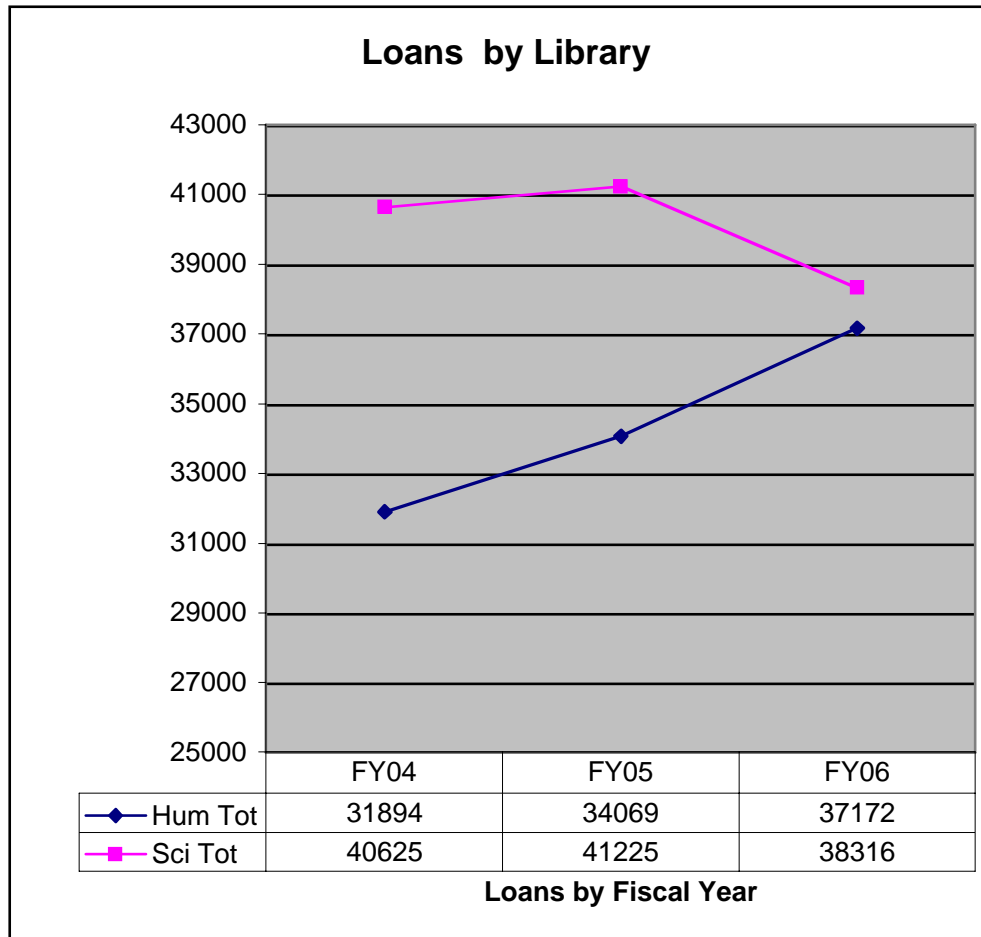
- Sarah Shreeves, Stephanie Hartman, Elke Piontek-Ma "Long Live the Team! Factors in the Longevity and Success of a Self-Managed Work Team" in *Teams in Library Technical Services*. Scarecrow Press, June 2006.

Michele Baidon

Professional Activities:

- Asian Pacific American Librarians’ Association (APALA), Secretary & Membership Committee, Chair
- ALA Diversity Council, APALA representative
- ALA RUSA History Bibliographies and Indexes Committee. member
- ALA New Members Round Table (NMRT) Liaison Coordination & Support Committee, Co-chair
- ALA RUSA Access to Information, committee member
- ALA ACRL Ethics Committee, member

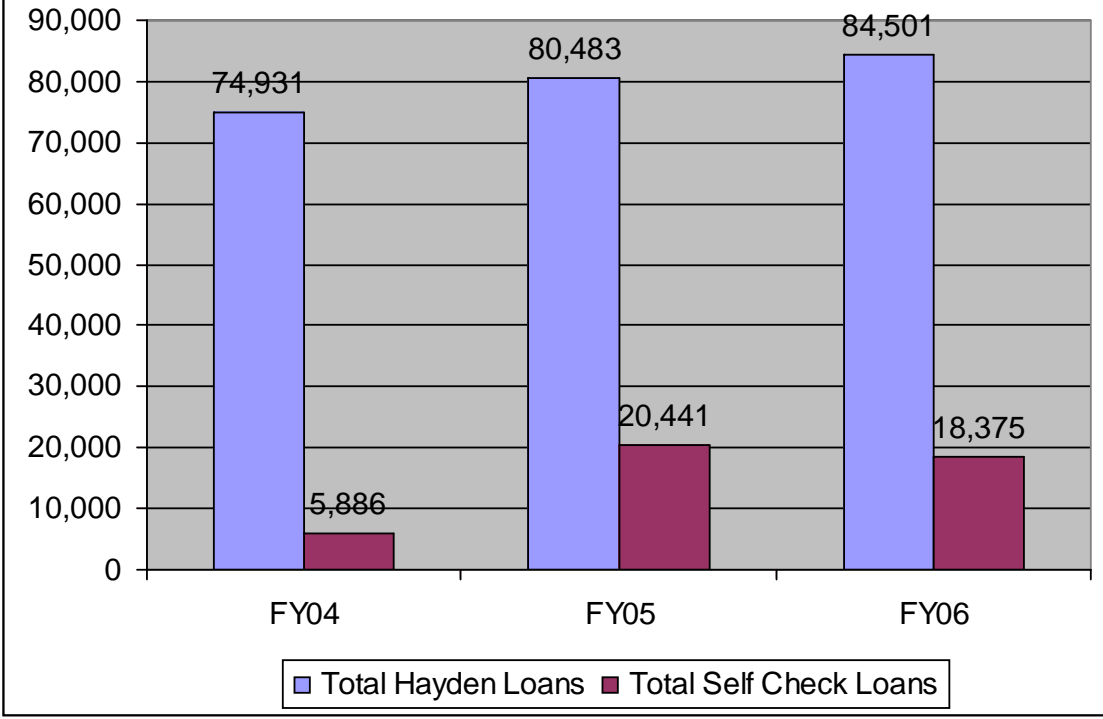
CHARTS FOR CIRCULATION AND PROCESSING



ON Search results

	Number of Items	Number of Items Found	% found by year
Year Mark "On Search"			
1995	33	8	24.2%
1996	2	1	50.0%
1997	4	0	0.0%
1998	1	0	0.0%
1999	5	2	40.0%
2000	4	3	75.0%
2001	3	1	33.3%
2002	6	4	66.7%
2003	47	18	38.3%
2004	58	21	36.2%
2005	67	20	29.9%
TOTALS	230	78	33.9%

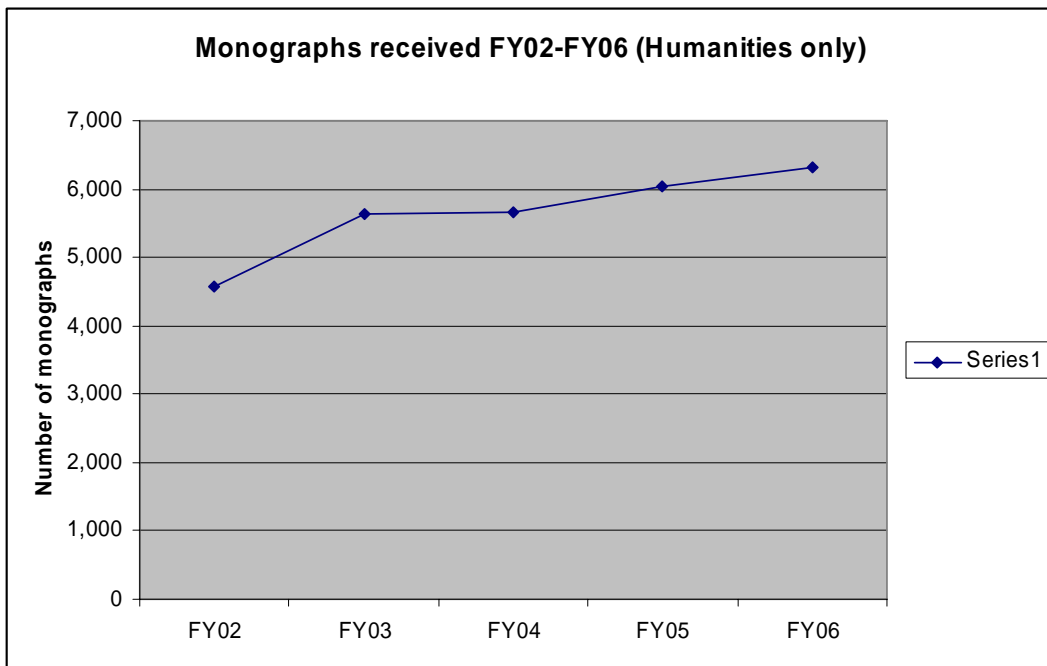
Self Check v. Total

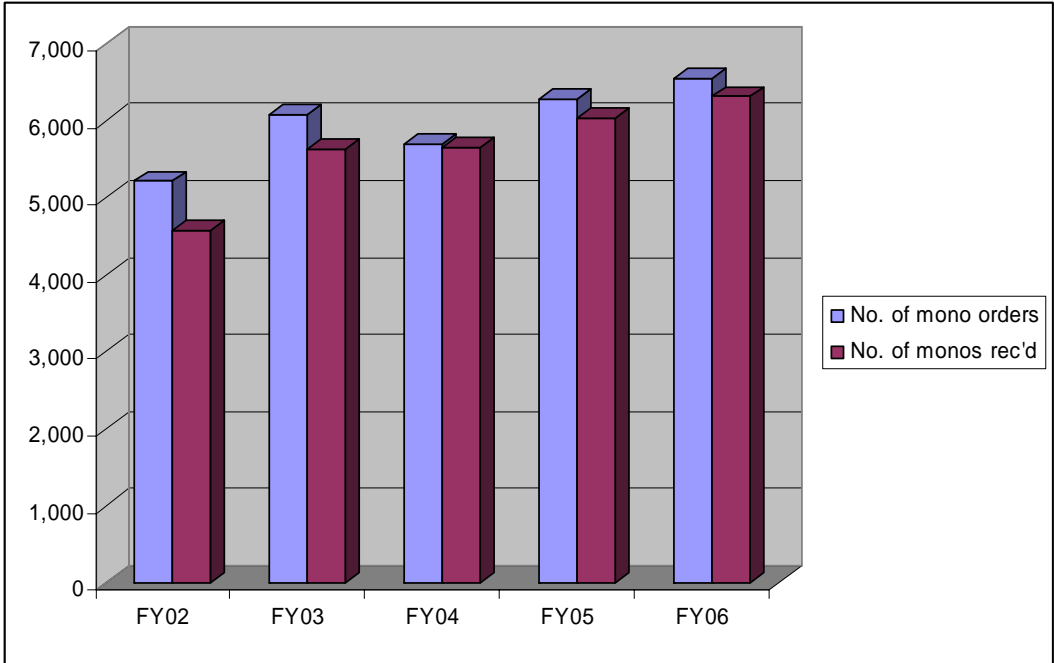


FY02 FY03 FY04 FY05 FY06

No. of monographs: 4,573 5,633 5,652 6,042 **6,317**

Monographs received FY02-FY06 (Humanities only)





Theresa A. Tobin
Head Librarian, Humanities Library