

HUMANITIES LIBRARY ANNUAL REPORT, 2003-2004

The Humanities Library staff led another year of progress in developing and delivering our services, managing our collections, collaborating with the Science Library and contributing to the system wide initiatives such as the Central Help Service and the forward movement of the Reference Vision.

Many staff contributed to the joint task forces established by the Heads of the Engineering and Science Library and the Humanities Library. These groups include the Hayden Reference Group, the Haystacks Committee, the Hayden Facilities Group, and the Committee without a Name (Hayden Staff Group). In addition, the department heads wrote a policy for the use of the Hayden Group Study rooms, in collaboration with the Associate Director for Public Services, and using the systems newly revised Guidelines for Use of the MIT Libraries; we instituted a process to work with patrons who created a disturbance or who could not adhere to our guidelines. We have had measurable success in maintaining an atmosphere conducive to study, research and exploration in the reading rooms and in supporting the staff in their patron relations.

Hayden Facilities Group

The group meets regularly and has set up reliable systems for referring tasks to the MIT Facilities Department, created and updated maps and signs to aid users in navigating the Hayden Library, established procedures for interdepartmental communications and monitors repairs and maintenance.

Hayden Reference Group

The group delivered its report in the spring and this summer is conducting an experiment in the joint delivery of reference and information services on the first floor of Hayden. The assessment of this experiment will take place at the end of summer and we will continue to work toward the enactment of the Reference Vision in Hayden Library. The group has developed communication strategies to increase information sharing between the two reference staffs and the staff of Hayden Access Services, and has encouraged staff orientation to the services and communities served in both libraries.

Haystacks

This group delivered its report in spring as well. The report, which is fully supported by collection growth statistics from both libraries, outlines two possible scenarios for using the collection space in Hayden to support the growth areas of both Science and Humanities monograph and serial collections. We hope to begin planning implementation of one of the scenarios at the end of summer. Besides the work needed from selectors, processing staff, and access services staff to bring this vision to fruition, we will need the support of the MIT Libraries in taking over space to be vacated by the Institute Archives in the Hayden basement. Both suggested scenarios provide incentives for storage from the basement for both libraries and provide considerable growth for Science and Humanities collections.

Humanities Retreats

The professional staff of the Humanities Library held two retreats in fiscal year 2004; one was held in September 2003 and the second in June, 2004. Highlights from the first retreat include:

Highlights from the fall retreat include:

- Renewed commitment to provided centralized services including Interlibrary Borrowing, Central Help Service Coordination, Orientation Coordination, E-Reserves coordination, Access Services Librarian position, Hayden circulation non-MIT registration, overseeing BLC and Harvard privileges, general reference, virtual and physical general reference collection, and development and promotion of the general and recreational collections. We recommended and saw implemented the dispersal of BLC card application to all reference desks and moved the chair of the Disabilities Access Group to another divisional library.

- Proposed a reader centered reference and browsing area. A successful proposal was submitted to the non-computer capital equipment request process. A new “room” is being created; using an area carpet to delineate a small soft seating area enclosed by the browsery and newly configured ready reference collection that includes the popular travel collection. In addition, the staff implemented a change in our circulation policies that permits a three-day circulation period for the travel collection and a one-day circulation of the majority of the reference collection.
- The Humanities Library proposal for compact shelving in the East end of the reading room was approved (again) by CRSP. CRSP has stipulated that the sprinkler system in 14S-100 must be replaced before any compact shelving installed; this is delaying the project, but we hope to be able to accomplish it during IAP or late in the spring of 2005. We will need to identify space for one librarian office, which will be displaced by the shelving.
- Envisioning Reference and Information Services: Our guiding principle should be that the user is the first priority at any service desk. Outreach to Faculty and students will include office hours, Stellar Course pages, and Book (truck) mobile

Highlights of the spring retreat include:

- Broad support for the Instruction Plan developed by our Instruction Coordinator.
- Shared understanding of what is important to keep in our positions and the facility during a time of change. This conversation was inspired by the talk to the library staff by Peter Senge. We all hope to carry into the future: the tranquility of the reading room, helpfulness of our staff, enabling students to develop lifelong information seeking skills, varied opportunities for staff development, support for risk taking and creativity, conserving our “public” library roles in the community.
- Implement one of the scenarios in the Haystacks Plan
- Continue to work with Science and Access Services staff on consolidated reference and information services
- Continue our centralized services

Access Services

Interlibrary Borrowing

Fill rate rains high at 97.4%, but down from last year’s stellar 98.5%. Overall ILB activity increased by 3.2% over last year; ILB requests (those leaving MIT for fulfillment) increased by 3.6%.

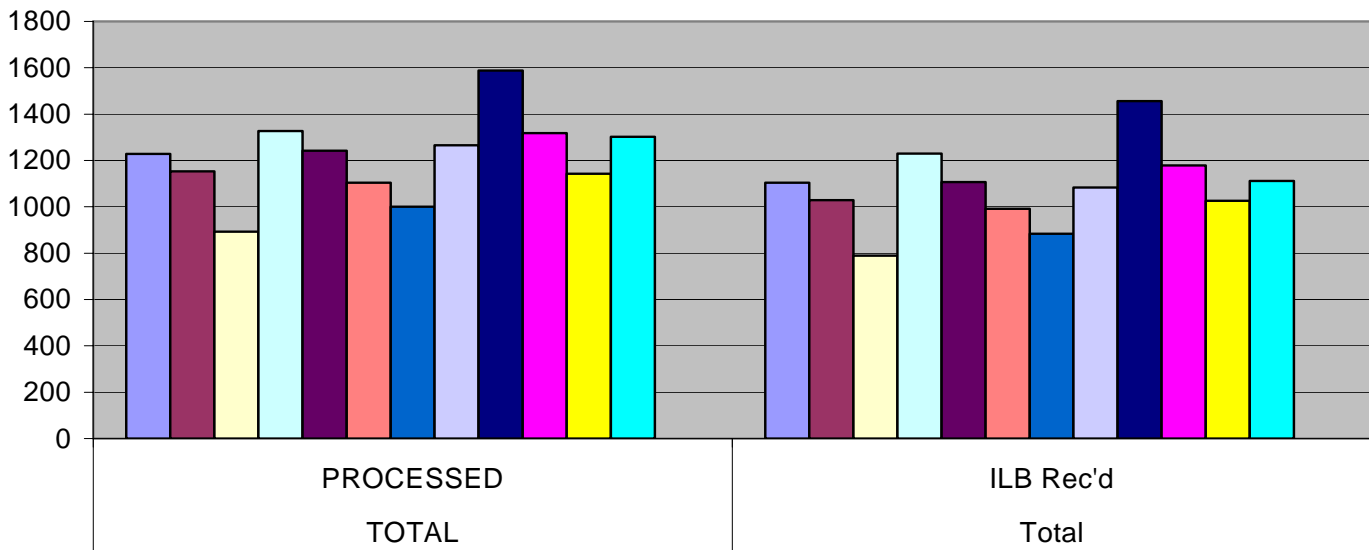
Graduate students were responsible for nearly 50% of all requests; followed by staff (14%), research Staff (14%) and Faculty (12%) and undergraduates (8%). The top ten departments represented in ILB transaction spans all the schools at MIT. Below are the statistics and graphs illustrating the spread across the departments and classes of requestors.

The request for support for the introduction of the ILLIAD system for ILB was approved in the spring Computer Capital Equipment request cycle after analysis by Access Services and Systems and Technology Services staff. The Access Services Librarian, ILB Section Head and members of the Systems and Technology Service Department are working to meet a self-established timeline to bring up the new system in spring, 2005. We are grateful for the advice of members of the Interlibrary Loan group from Document Services who started to implement ILLIAD for ILL in the Spring 2004. The full implementation\ion of user services within ILLIAD requires Aleph support in addition to workflow changes in the ILB department.

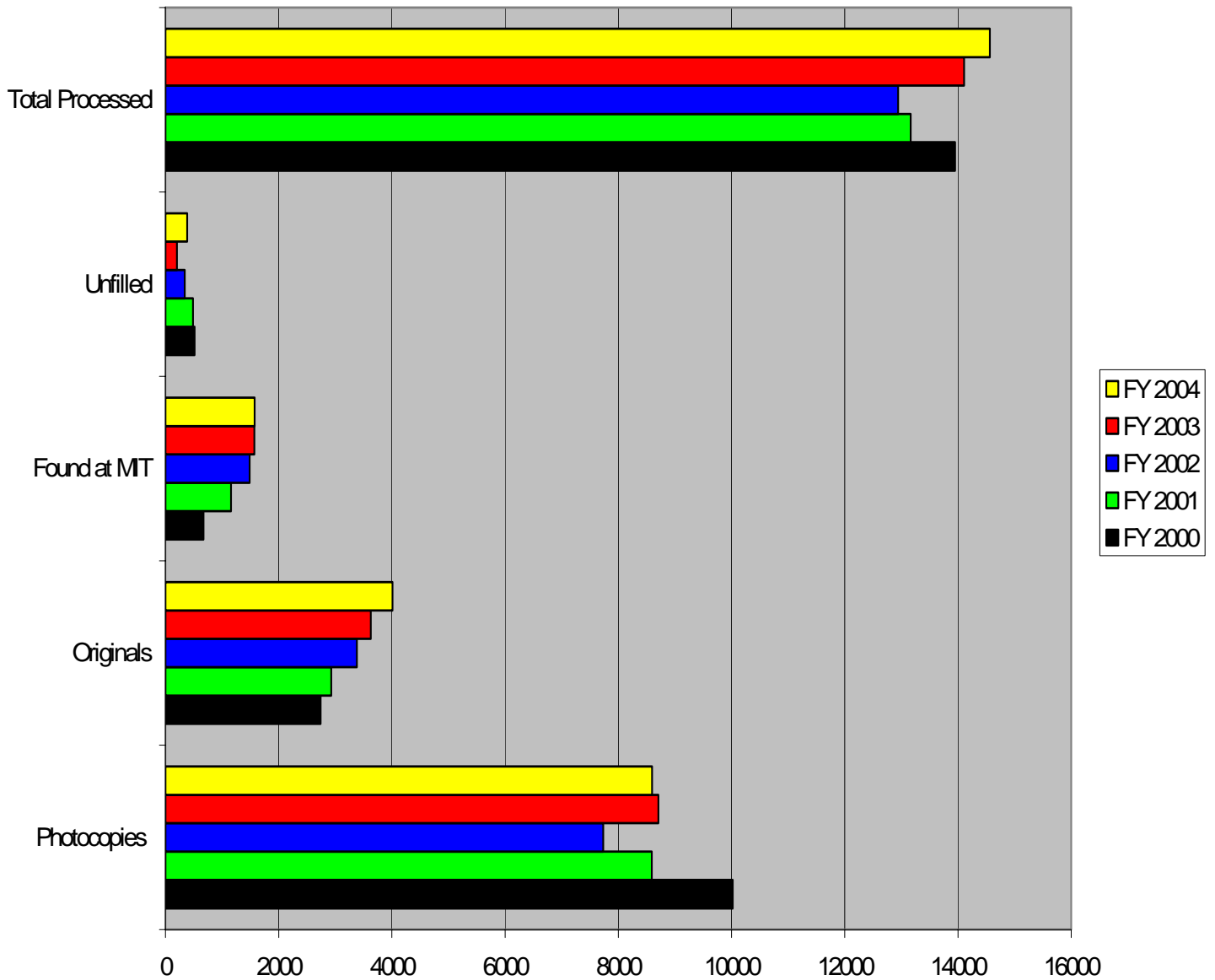
One interesting aspect of the comparison chart fro ILB over the last 5 fiscal years is the steady growth of requests for original materials (between FY 2000 and FY 2004 a growth of nearly 50%) Although some of this increase may be explained by the popularity of the dissertation service (discontinued in FY 2005), the growth of dissertation request was closer to 40% and so may indicate the failure of keeping up with monograph budgets and inflation of monographs in this era of increases in serial costs.

Month	Photocopies Obtained			Originals Obtained			@MIT			Unfilled			Denied	TOTAL	Total				
	BLC	Other	Total	BLC	Other	Total	P-copy	Original	Total	P-copy	Original	Total	User X'd	PROCESSED	ILB Rec'd	Status Check	Renewals	ED Problems	ilb help
Jul-03	298	421	719	141	189	330	88	31	119	33	22	55	5	1228	1104	55	75	30	160
Aug	292	360	652	138	217	355	87	24	111	11	10	21	14	1153	1028	62	83	14	270
Sep	223	261	484	122	151	273	71	30	101	5	27	32	3	893	789	47	65	29	242
Oct	356	420	776	210	217	427	69	22	91	3	23	26	7	1327	1229	53	34	33	211
Nov	358	337	695	179	197	376	95	33	128	2	34	36	7	1242	1107	38	61	33	132
Dec	280	326	606	158	208	366	76	35	111	3	17	20	1	1104	992	35	91	23	149
Jan	376	296	672	98	107	205	95	18	113	0	7	7	4	1001	884	50	80	26	156
Feb	406	320	726	153	165	318	130	36	166	11	28	39	16	1265	1083	47	56	27	130
Mar	429	512	941	217	267	484	82	37	119	0	31	31	13	1588	1456	51	76	50	177
Apr	374	410	784	148	169	317	103	26	129	14	63	77	11	1318	1178	63	90	56	209
May	364	372	736	123	161	284	97	17	114	4	2	6	3	1143	1026	31	36	28	95
Jun '04	392	413	805	127	147	274	155	29	274	15	18	33	6	1302	1112	34	37	30	101
Totals	4148	4448	8596	1814	2195	4009	1148	338	1576	101	282	383	90	14564	12988	511	709	379	2032

ILB FY 2004



Interlibrary Borrowing, FY2000- FY2004

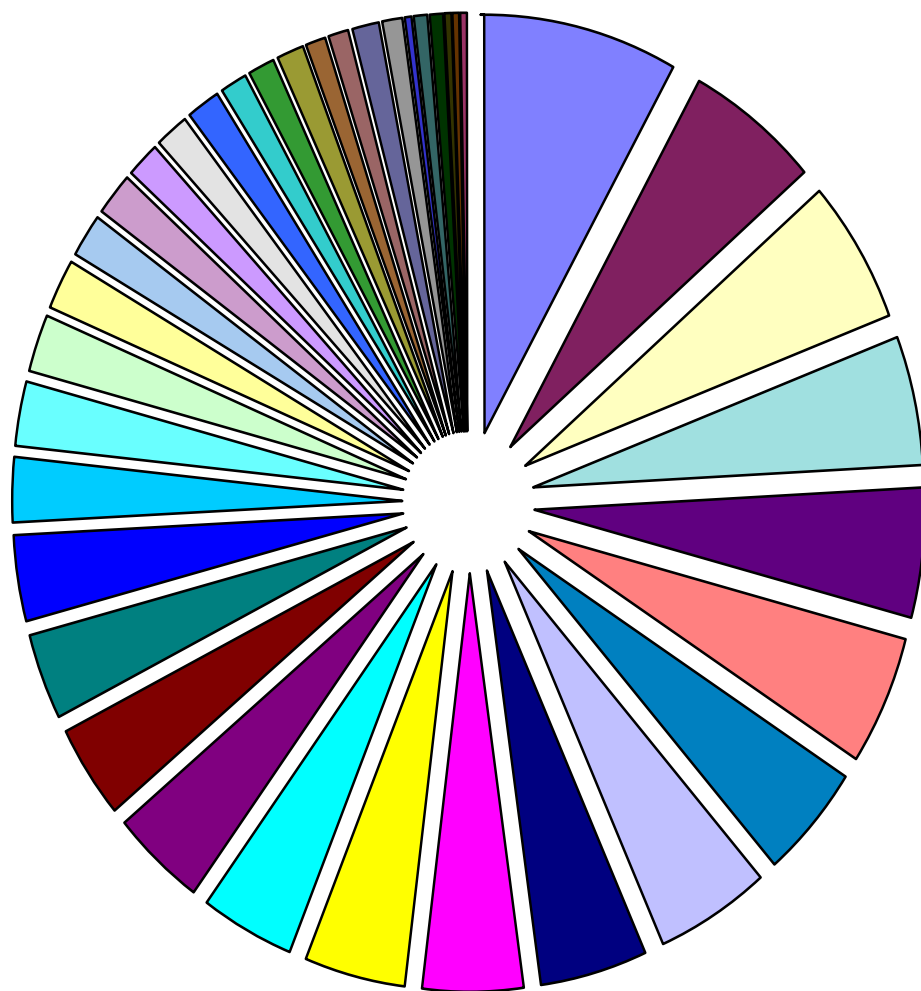


	Photocopies	Originals	Found at MIT	Unfilled	Total Processed
■ FY 2004	8596	4009	1576	383	14564
■ FY 2003	8709	3626	1571	203	14109
■ FY 2002	7733	3381	1487	341	12942
■ FY 2001	8591	2930	1158	486	13165
■ FY 2000	10021	2742	670	516	13949

Interlibrary Borrowing by Department FY 2004

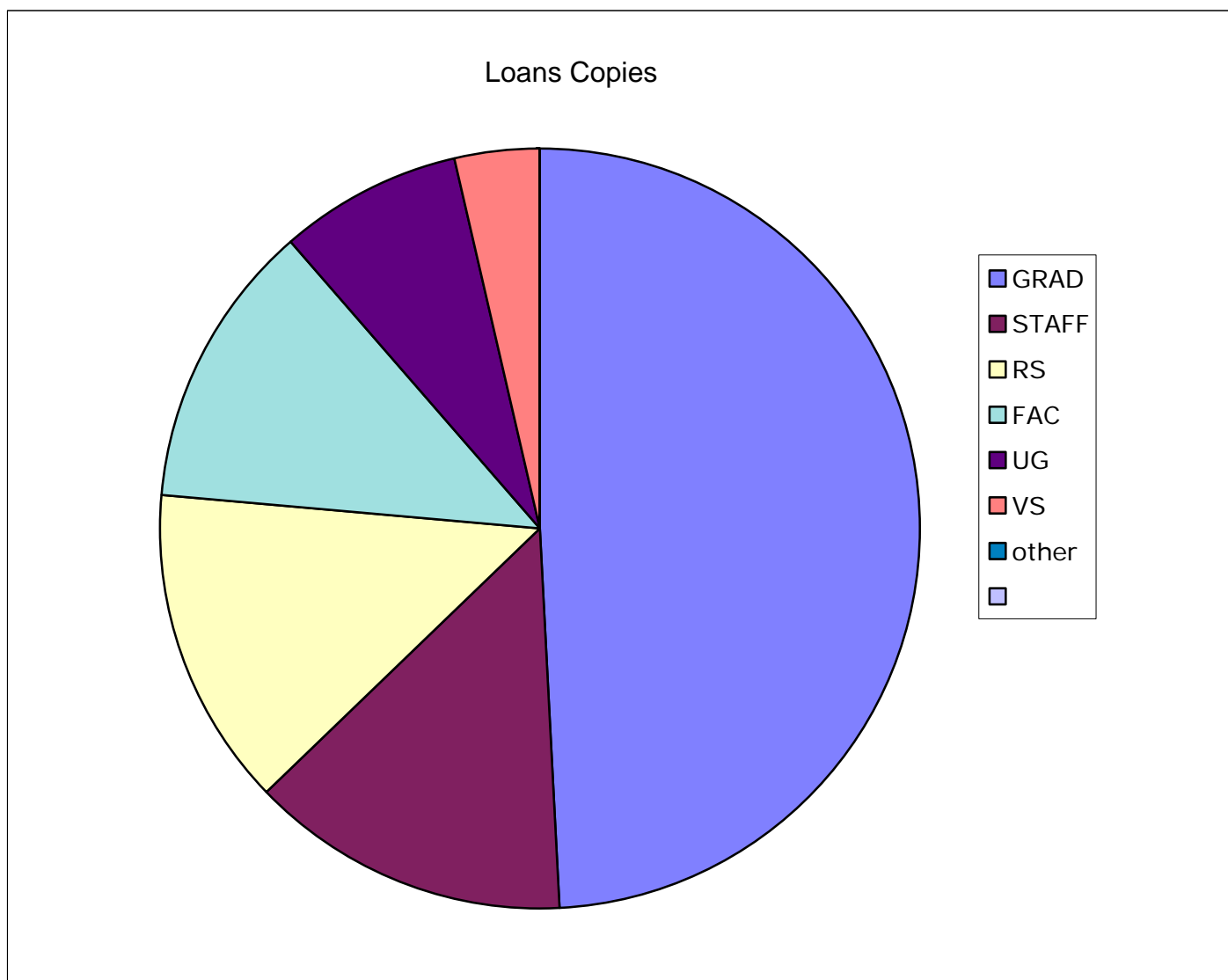
Patron/Dept	Copies	Loans	Loans/Copies
CHEMENG	945	89	1034
DUSP	358	347	705
MECHENG	556	141	697
POLISCI	254	407	661
SLOAN	365	270	635
CEE	455	159	614
MATSCI&ENG	412	178	590
BIOL	526	50	576
BCS	485	83	568
ARCH	252	290	542
EECS	297	234	531
LINGPHIL	349	154	503
CHEM	443	43	486
BEH	405	46	451
LIBRARIES	136	313	449
MISCLABS/CTRS	329	97	426
ECON	155	169	324
AEROASTRO	201	101	302
HST	241	37	278
EAPS	181	56	237
STS	103	125	228
FLL	35	163	198
DIBNER	106	88	194
NUCENG	161	22	183
MAS	100	67	167
MATH	99	60	159
WRITING	65	73	139
HUM	29	98	127
LIT	44	80	124
ANTH	55	55	110
DCM	104	3	107
PHYSICS	65	41	106
HIST	21	49	70
OE	38	24	62
MUSIC	22	28	50
CMS	18	30	48
MEDICAL	37	1	39
ADMIN	17	15	32

Loans Copies



- CHEMENG
- DUSP
- MECHENG
- POLISCI
- SLOAN
- CEE
- MATSCI&ENG
- BIOL
- BCS
- ARCH
- EECS
- LINGPHIL
- CHEM
- BEH
- LIBRARIES
- MISCLABS/CTRS
- ECON
- AEROASTRO
- HST
- EAPS
- STS
- FLL
- DIBNER
- NUCENG
- MAS
- MATH
- WRITING
- HUM
- LIT
- ANTH
- DCM
- PHYSICS
- HIST
- OE
- MUSIC
- CMS
- MEDICAL
- ADMIN

Patron Status	Copies	Loans	Loans/Copies
GRAD	4330	2109	6439
STAFF	1164	626	1790
RS	1469	304	1773
FAC	805	800	1605
UG	683	343	1026
VS	290	158	448
Other	6	4	10



Stacking

One of the biggest successes of Access Service staff was the quick and efficient interfiling of the print materials of the Schering-Plough branch (closed in spring, 2004) into the Science library collections. The stack coordinator for Hayden, with the help of many Access Services staff, created the shelf space in advance through shifting the collections and re-shelved the Schering-Plough materials in the same week they were moved to Hayden.

In addition, many relatively small shifts were made in the Science and Humanities stacks to incorporate new acquisitions. The stacks in Hayden remain overcrowded, but we all hope that a Haystacks proposal implementation will result in several years' growth for both Science and Humanities collections.

The non-active reserve collection was integrated back into the stacks, freeing shelving in the compact shelving for pre-shelving. This is allowing shelving trucks to be built before leaving the circulation area and taken directly to the stacks. This improves the turn around time for re-shelving and reduces the number of places to hunt for books said to be Not on Shelf (NOS).

Reserves

This year Reserves was a major focus of the annual Access Services review. Many recommendations stemming from that review affect reserves, including the thinning of the reserves collection, i.e., reducing it to active reserves only, eliminating many steps in reserves processing by utilizing the online reserves as user access instead of building a notebook based index to the collection, increasing outreach to faculty whose reserve materials would lend themselves to electronic reserves. Several faculty have recently signed onto to using e-reserves, including a faculty member formerly served by Schering-Plough and a Humanities faculty member who has been consistently resistant to online applications. This will help the integration of Schering-Plough reserves into the Hayden Reserve Collection and will increase the access to course materials to all enrolled students. The contributions of an ILB staff member to the support of Science reserves and all electronic reserves have been invaluable. Hayden reserve processing placed 2470 items on reserve for FY2003-04; Reserve processing statistics have been declining approximately 3 to 4% over the past 4-5 years, likely due to e-reserves and faculty and their assistants creating their own course web pages for their classes.

Circulation

The creation of the new level 3 position has helped improve the way services are delivered across the circulation desk at night and on weekends. Communication between day and evening staff has also improved because the work of support staff and students is now more easily monitored during all the hours the library is open.

The unit provided two system-wide customer-service email activities. The ASL responded to all the Your Account password questions from September 2003 through January 2004.

August	7
September	93
October	265
November	181
December	132
January	135

While the email was overwhelming at times, it was satisfying to know that our users would be able to readily access account information and more easily request items from RSC. 60% of the users replied back with a "thank you." Because of the volume of password related questions, the work was distributed

to other members of the Circulation Committee fondly know as YAPPERS (Your Account Password Problem Electronic Rotation Schedule).

The Access Services Librarian has continued to create and run Aleph reports on an as needed basis. Two major efforts helped determine new fine policies and changes to library hours.

Activities of the unit included participation in the Hayden Groups, Nauug Meeting, Circulation Committee, Reserve Working Group, ILLIAD Technology project sponsor, Data warehouse public services' reports project and the Barton Advisory Group.

Circulations			In House Use and Returned Material		
Online circulations	Self check machine	6610	In-House use of material		49367
Laptops		See science	Reshelving of returned material		NA
Interlibrary borrowing		3717			
Reserves circulations - online		11289	Total Reshelving		49367
Reserves circulations - manual		NA			
Manual circulations		2727			
Total Circulation		24343			

Renewals		BookPage Requests	
Renewals – online	147	Book Searches	971
Renewals - manual	NA		
Total Renewals	147	RSC Requests	2263

Reserves renewals - online	3526	Fines Collected at Desk	\$5,095.90
Reserves renewals - manual	NA		
Total Reserves Renewals	3526		

Total Hayden Circulation	28016
TOTAL HAYDEN BUILDING CIRCULATON	171573
(Includes Humanities, Science and Hayden)	

Central Help Service

The Humanities Library provides the coordinator for the Central Help Service along with many staff and the responsibility for all daytime phone call activity. We are committed to developing the service as needed by the MIT community and to delivering the service fully. The assessment of the service is ongoing and the service will be evolving after a Sloan student project made recommendations to streamline the administration of it. Accomplishments for this year include:

As Central Reference Services Coordinator:

- Assessed CHS and its role in our move toward the Reference Vision. Gathered and analyzed an enormous amount of data; wrote assessment report.
- Managed integration of Digprob group into Request Tracker interface; trained digprob staff and worked with Ellen to develop procedures.
- Coordinated training for various aspects of CHS.
- Handle concerns and issues rising from development of new service.
- Coordinate CHS efforts with impacted departments.
- Worked with STS to determine best supporting structure for underlying CHS software too

FY 2004		Total Reference Screened: 1759		
	<5 minutes	5-20 minutes	>20 minutes	
Reference Phone (Screened/Answered)	<i>TOTAL Reference Phone (Screened/Answered) ==> 434</i>			
before 5 PM	148	183	3	
5 PM - 6 PM	16	13	1	
6 PM - 7 PM	17	19	2	
7 PM - 8 PM	4	10	0	
8 PM - 9 PM	9	9	0	
Other Phone (Screened/Answered)	51	14	0	
<i>TOTAL Other Phone (Screened/Answered) ==>65</i>				
Reference Phone (Screened/Referred)	<i>TOTAL Reference Phone (Screened/Referred) ==> 147</i>			
before 5 PM	72	52	1	
5 PM - 6 PM	7	1	0	
6 PM - 7 PM	1	1	1	
7 PM - 8 PM	1	3	0	
8 PM - 9 PM	5	2	0	
Other Phone (Screened/Referred)	34	10	0	
<i>TOTAL Other Phone (Screened/Referred) ==> 44</i>				
Reference Email (Screened/Answered)	265	402	92	
<i>TOTAL Reference Email (Screened/Answered) ==> 759</i>				
Other Email (Screened/Answered)	47	41	2	
<i>TOTAL Other Email (Screened/Answered) ==> 90</i>				
Reference Email (Screened/Referred)	241	162	16	
<i>TOTAL Reference Email (Screened/Referred) ==>419</i>				
Other Email (Screened/Referred)	76	20	2	
<i>TOTAL Other Email (Screened/Referred) ==> 98</i>				

Instruction

In FY04, Humanities sponsored a total of **23** instruction sessions, reaching **629** people. The numbers this year are lower, in part due to increased joint sponsorship of instruction sessions (e.g. 9.00). Jointly sponsored sessions total **31**, reaching an additional **671** people. Humanities staff also participated in **12** orientation activities that reached **1,555** people.

In FY03, Humanities sponsored a total of **56** instruction sessions, reaching **1,311** people. This is a slight increase of instructional activity from last year. In addition, Humanities staff was involved with **15** instruction sessions sponsored by other libraries, ranging from sessions for students and faculty to several orientation events. I am pleased to see an increase in this area, and hope that we in Humanities increase our instructional activity again next year. A spreadsheet is attached for more detail.

During FY02, Humanities offered a total of **50** instruction sessions, reaching a total of **1,855** people. Instruction sessions ranged from course-related instruction for graduate and undergraduate students (e.g. Psyc 9.00, 21F.222, CMS.800) to library-sponsored events (e.g. authors@mit).

Orientation last year was a major success, including the MIT Libraries Week activities. The Humanities Library main activity during that week was the very successful Paper Airplane Contest.

Short-term Plan: Fall and Winter 2004-2005

- Experiment with team-teaching and/or using rovers in as many courses as necessary, possibly based on enrollment in the course. Team up or rove with the appropriate subject librarian or with interested support staff so that:
 - We learn teaching techniques from each other and share subject knowledge;
 - (In the long run) the teaching burden is eased from any one person;
 - Support staff get involved to give them an opportunity to learn first as rovers, and eventually as teachers.
- Deliver instruction on faculty request for any Humanities courses (or team-teach with other libraries for multidisciplinary courses)
- Develop a robust instruction program with the Writing program for First Year Writing courses.
 - Develop at least course pages and possibly instruction sessions for all 10 courses in fall '04 (~16 sections). Patty will get a list of courses and faculty.
 - Aim to teach a core set of concepts in each course. [We are working toward coming up with a list.]
 - Assess this for sustainability and success. [Need to define this more.]
 - Create a Writing subject guide web page in conjunction with Writing faculty. Les Perelman (Director, WAC) and Kim De Vries (Lecturer, Program in Writing & Humanistic Studies) volunteered to collaborate with us on the content.
- Continue to provide instruction for 9.00: Introduction to Psychology.
 - Use same model as last year (which has been successful) and negotiate in-class sessions with willing TA's.
 - Co-coordinate and teach workshops with Science Library.
 - Update 9.00 course web page
 - Get input in the planning and content from a TA or student in the course
- Identify CI courses to target for spring 2005 instruction.

- Use IAP 2005 as a vehicle to deliver instruction to non-student constituents.
 - Target administrative staff who do research or assist faculty in their research.
 - Brainstorm publicity tactics geared toward this user group.
 - Decide on content and teachers for at least one IAP class/workshop.

Orientation:

Fall 2003 orientation was a big success! Six staff members, volunteered to be on the Orientation Planning Group; the group consisted of representatives from the user groups and divisional libraries and was coordinated by the Humanities Instruction Coordinator who has the responsibility for system wide orientation. The group planned and implemented events for both orientation week and Libraries Week. Because the Wright Brothers first flight saw its 100th anniversary, we used a flight theme (“Ideas Take Flight”) to plan our events.

Along with the orientation group, many library staff from various units and departments also contributed their time and energy to staffing and making the events successful. Orientation would not be possible without a lot of help from many people.

Fall 2003 Orientation events held include:

- ▶ Academic Expo: display table for undergraduate students
- ▶ Freshmen Explorations: 4 - ½ hour lecture-style sessions titled “Top 5.5 Reasons to Use the MIT Libraries”, “It’s 2:00 am and my Paper is Due Tomorrow – What Now?”, and “Do You Have This Book? Using Barton, the MIT Libraries Catalog.”
- ▶ Walking Tour of the MIT Libraries – student-led tours, listed in the Hitchhiker’s Guide (large attendance at each of the 2 tours)
- ▶ New Graduate Student Social: co-sponsored with the Graduate Student Council
- ▶ International Graduate Student Orientation: 3 – 1 hour sessions focusing on services and resources
- ▶ New Faculty Orientation: breakfast social sponsored by the FUG

MIT Libraries Week was held during the week of September 15 – 19, 2003. This week is purposely scheduled after the semester has started, so that members of the community have a bit of time to adjust to being at MIT and attending classes.

The Libraries held the following events during Libraries Week:

- ▶ Posters and displays in each divisional and branch library, as well as the Archives: highlighted flight-related collections; included display of the Libraries Week poster
- ▶ Display panel in Lobby 7: advertised events, with handouts and give-aways for people to take; included display of the Libraries Week poster
- ▶ Photos with Tim in Lobby 10: digital photos of people with Tim (mascot); outreach to the community; display promoted our services and resources
- ▶ Student Center table displays: held 3 days for 3 hours each day; outreach to the community; display promoted our services and resources

Reference

There is a continuing decline in statistics at the reference desk. Total transactions this year were 5,443, down from 6,038 in the previous year (down from 7,403 in 01-02). In 2003-04, we answered 2,054 reference questions in person and 738 by telephone. This compares to reference questions answered in 2002-03 when we answered 2622 (in 2001-02, 3,771) questions in person and 712 (in 2001-02, 1,317) by telephone.

This difference represents a 22% decline in in-person questions and a 3% increase in telephone questions.

This indicates that while the reference desk remains important, it is less called upon means of answering the users' queries. Science and Humanities staff are working to adjust our staffing of public desks and increase the information services available at all desks and on the web.

Questions at the Reference Desk 2003-04

	10-11	11-12	12-1	1-2	2-3	3-4	4-5	5-Close	Total
Reference in Person	134	248	337	350	319	293	320	53	2054
Reference by Phone	115	92	123	81	105	104	108	10	738
Total Reference	249	340	460	431	424	397	428	63	2792
Other in Person	201	323	335	390	418	376	298	14	2355
Other by Phone	45	46	33	28	27	49	65	3	296
Total Other	246	369	368	418	445	425	363	17	2651

Questions at the Reference Desk 2002-03

	10-11	11-12	12-1	1-2	2-3	3-4	4-5	Total
Reference in Person	220	383	395	413	419	348	444	2622
Reference by Phone	85	118	116	109	116	91	77	712
Total Reference	305	501	511	522	535	439	521	3334
Directional in Person	227	285	286	443	450	397	362	2450
Directional by Phone	34	36	24	21	50	45	44	254
Total Directional	261	321	310	464	500	442	406	2704

Humanities Reference Desk Statistics FY 2001-3

	Ref in person			Ref by phone		
	In person - FY2001	In person - FY2002	In person - FY2003	Phone - FY2001	Phone - FY2002	Phone - FY2003
July	220	306	239	101	124	83
August	313	368	184	131	142	85
September	618	454	282	134	107	78
October	546	457	323	115	152	63
November	500	330	233	122	125	48
December	310	235	192	69	87	42
January	269	327	163	92	113	60
February	455	291	222	133	112	41
March	348	298	236	157	87	50
April	325	282	208	176	111	66
May	312	235	188	135	80	57
June	248	188	152	108	77	39
Totals	4464	3771	2622	1473	1317	712

Looking at reference as a whole, including desk statistics and email statistics, we see that our total number of reference interactions excluding Central Help Service questions but including ILB is 5,018 – slightly less than last year’s total of 5,038, but more than the 2001-02 total of 4,648. If you consider the 40 BLC cards issued by other libraries that in past years would have been counted in our statistics, we have a slight increase to 5,058 questions. If we include questions that Humanities librarians screened as part of the CHS, the total is 5,613 – an 11% increase.

Questions Away from Public Desks

	<5 minutes	5-20 minutes	>20 minutes	Total
In Person Questions (includes research appointments)	328	72	55	455
Phone Questions	123	90	1	214
Email Questions (Ask Us!)	66	43	17	126
Email/Mail/Fax Questions (other)	1174	241	10	1425
Total Questions	1691	446	83	2220
Follow-Ups*	58	27	8	93
*(any format, from any previous interaction, including reference desk)				

Collections and Processing

The Humanities selectors, under the guidance of the Collection Manager, fully spent the monograph budgets and managed the serial (both print and electronic resources) in support of our educational and research programs. The cancellation project surrounding our online resources was particularly daunting. Although the dollar impact was less for us than for other Divisional Libraries, our choices are made more difficult as we balance research level resources for our graduate programs and our responsibilities to support undergraduate education and general reference for the institute community.

The Processing Team and subject selectors initiated a monograph storage project for FY 2004. As with previous storage projects, extensive statistics including selectors’ time spent reviewing flagged books and students’ time flagging books were collected. The flagging of the books was done almost exclusively by student assistants. Altogether, approx. 320 hours was spent on this activity, which was completed by the end of October. Librarian staff so far spent about 90 hours reviewing the stacks in their respective subject areas. The Team spent about 245 hours processing materials to be sent to storage and to be withdrawn. As of June 30, the Team removed 11,162 items from the shelves, 10,452 items were sent to storage and 710 were withdrawn as part of this project. Another 688 items were considered problems and most of them were sent to Monograph Cataloging or Database Management. Despite being short staffed for more than 4 months, the Team managed to almost reach the goal of removing 12,000 items from the shelves of the Humanities Library. All Team members contributed to this project.

In addition, the Team processed the entire British Library catalog for HD and created some much needed shifting space in the LC collection along the north wall of the Hayden basement (call number Z).

New to our general collection this year is an audiobook collection. In response to growing demand, especially noticed in our Nook (truck) Mobile experiences, the Collection Manager defined and began an audio book collection. Our first audiobooks were ready for circulation in early April 2004. The collection parameters include that the title all be unabridged and fit into our guidelines for the general collection. The first batch were a mix of fiction and non-fiction. It is remarkable that among 23 titles over just 2.5 months there were 123 circulations.

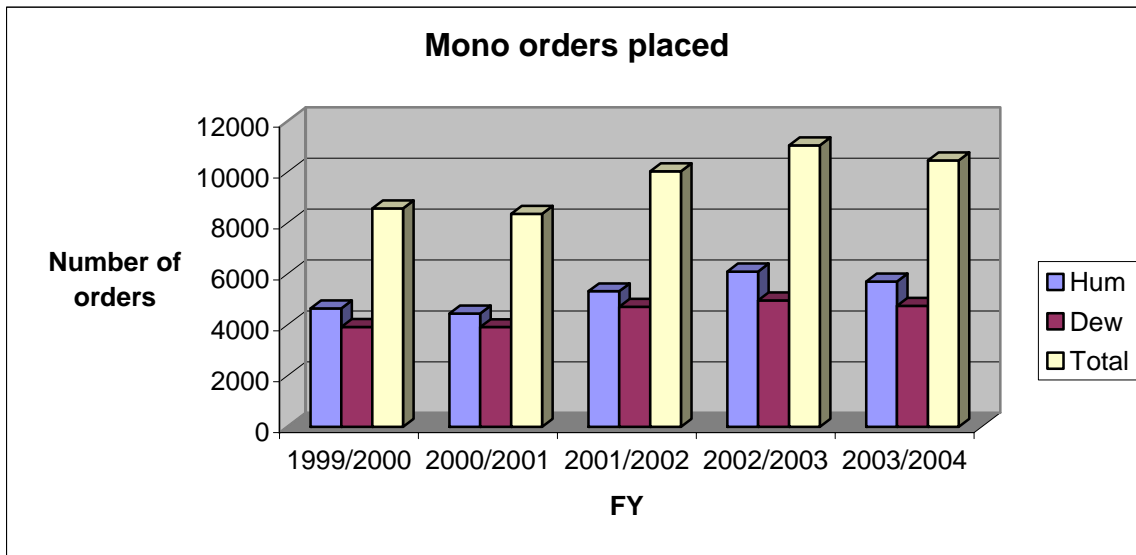
TITLE	LOANS	RENEW	RETURNS	HOLDS
A short history of nearly everything [] / Bill Bryson.	8	1	7	3
The Da Vinci code : [a novel] / Dan Brown.	8		9	4
"What do you care what other people think?" [] / by Richard P. Feynman.	7	1	8	1
Lies and the lying liars who tell them []	7		9	7
Life of [] : a novel / Yann Martel.	7		12	3
The pleasure of finding things out [] / by Richard P. Feynman.	7	1	7	1
The god of small things / Arundhati Roy.	6		5	
"N" is for noose] / by Sue Grafton.	5		4	1
A man in full [] : [a novel] / Tom Wolfe.	5	1	6	1
DNA [] : the secret of life / James D. Watson, with Andrew Berry.	5	1	5	2
Dune [] / by Frank Herbert.	5		6	
Franklin and Winston : [an intimate portrait of an epic friendship].	5	1	4	1
Hegemony or survival : America's quest for global dominance / Noam Chomsky.	5		4	1
Saturn's race [] / by Larry Niven & Steven Barnes.	5		4	
The amateur marriage [] : [a novel] / Anne Tyler.	5		5	
The pleasure of my company [] : [a novel] / Steve Martin.	5		5	3
E=mc ² [] : [a biography of the world's most famous equation] / by David Bodanis.	4	1	3	
Fahrenheit 451 / by Ray Bradbury.	4		3	2
Frida : a biography of Frida Kahlo / by Hayden Herrera.	4		4	
Master and commander] / Patrick O'Brian.	4	1	3	
Mr. Paradise [] / Elmore Leonard.	4		4	
Shackleton's way : leadership lessons from the great Antarctic explorer / [Margot	4	2	3	
The hours [] / Michael Cunningham.	4		4	

Statistics for FY 2004

Please note that statistics on processing tasks continue to be incomplete. After initial conversations with collections services staff, it appears that the Aleph system is not capable of providing us with detailed claiming and check-in statistics; further investigation is necessary. We have only included statistics that compare easily and reliably with previous statistics.

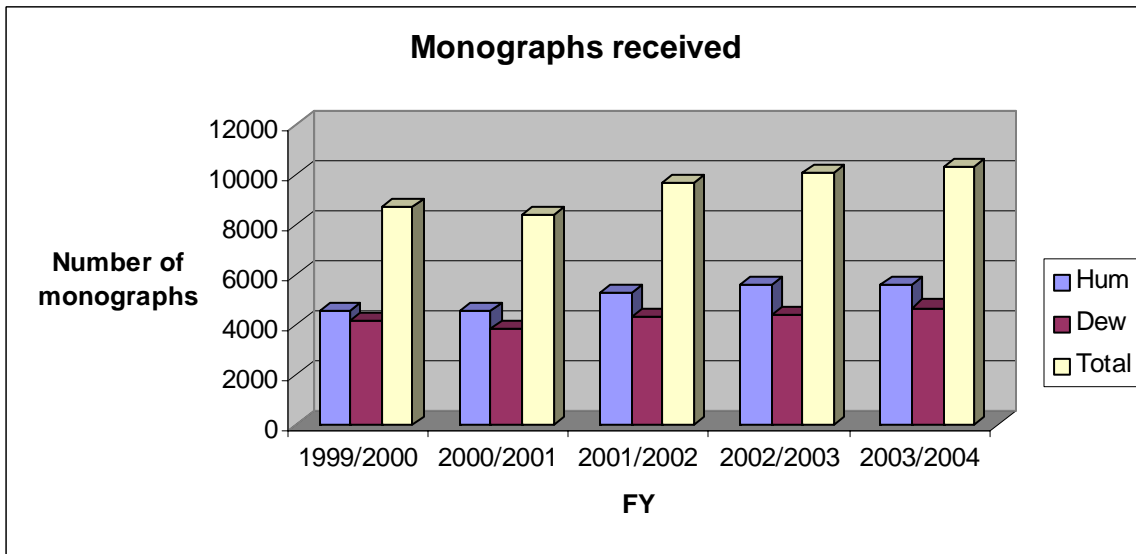
Monograph orders placed:

Dew: 4,754
Hum: 5,707
Total: 10,461



Monographs received:

Dew: 4,689
Hum: 5,581
Total: 10,270



Number of subscriptions (by title)¹:

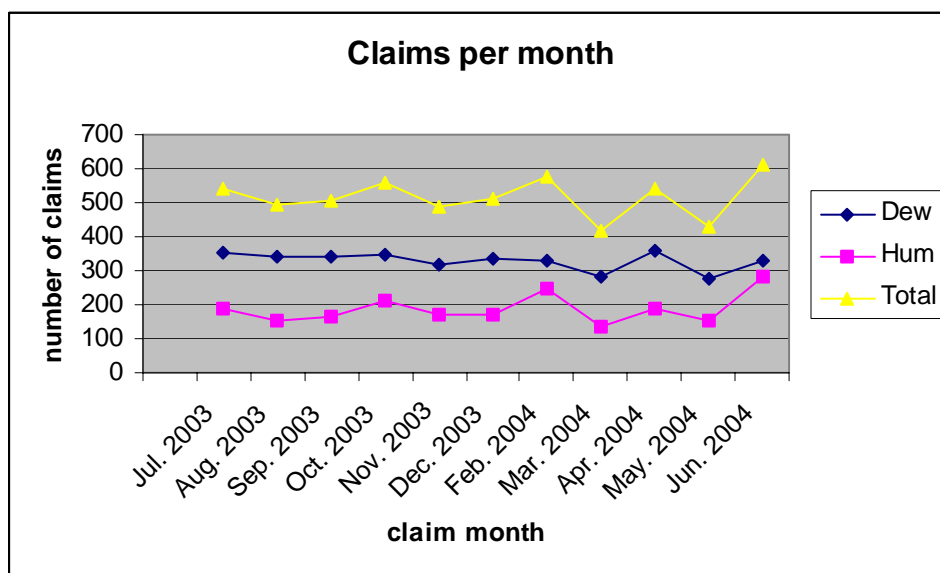
	Journals and Newspapers	Serials and Monographic Series	Electronic Formats	Total
Dew	1,286	2,010	942	4,238
Hum	886	257	777	1,920

Number of claims per year²:

Dew: 3,611

Hum: 2,062

Total: 5,673

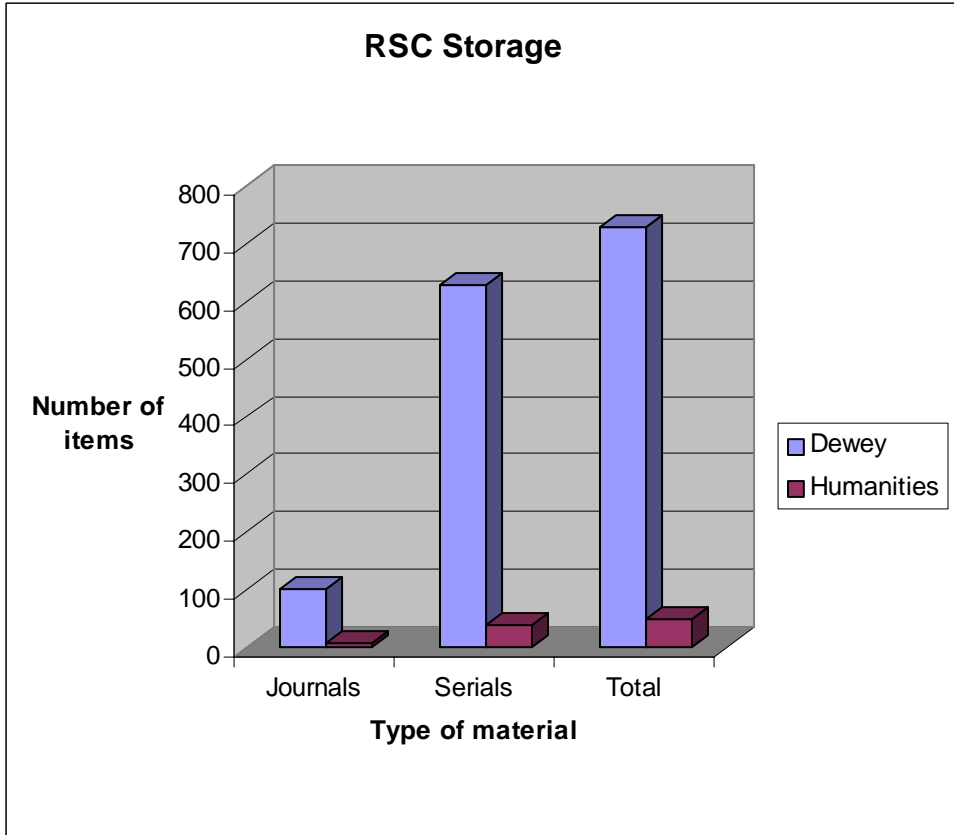
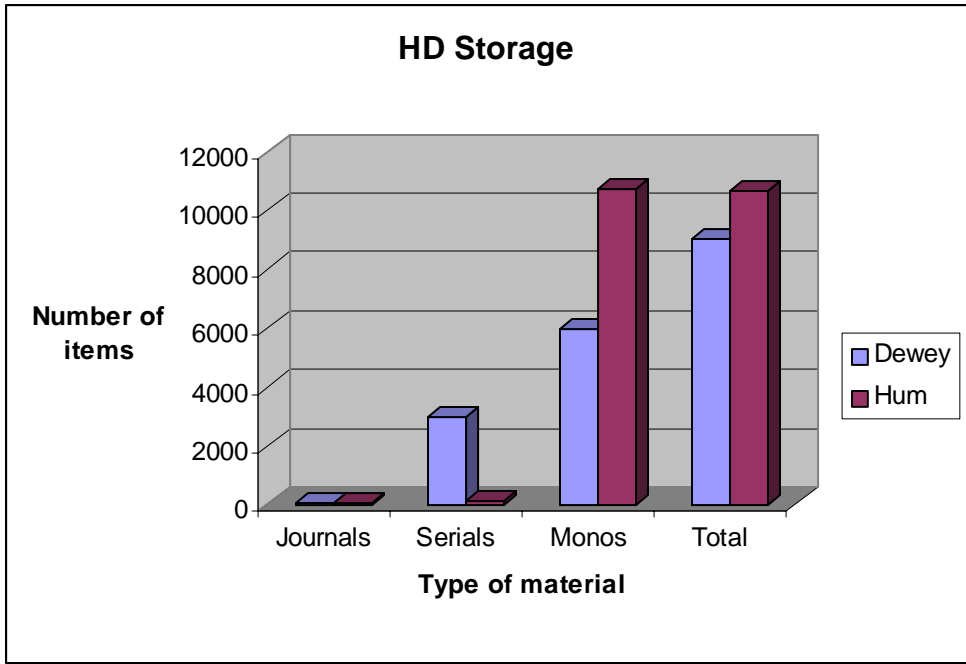


Materials sent to storage:

		Journals	Serials	Monos		Library total
Dewey	RSC	101	628	1	730	
	HD	33	2997	5970	9000	9730
Humanities	RSC	9	40		49	
	HD	37	123	10471	10631	10680

¹ The numbers were generated from the Commitments Database; they include both paid and free titles, but not government documents received through the Federal Depository Library Program.

² Includes journals and serials, number reflects not the amount of claims that were actually sent out, but all instances of “potential” claims, items that were reported as “past due” the expected arrival date in Barton. Each item has to be investigated before a claim is actually sent to the publisher or vendor.



Binding budget for journals, monographs and serials:

Dew: \$ 38,087.20 or % 19.0 of total binding budget
 Hum: \$ 29,684.50 or % 14.8 of total binding budget
 Total: \$ 67,771.70 or % 33.8 of total binding budget

In preparation for this report, I asked the staff to send me success stories from the year. The major themes that emerged from this effort were the degree to which the staff can rely on each other for expert advise

and expert user centered service, the opportunities for system-wide participation, and the enjoyment of staff/user interactions. The staff have experienced much well deserved thanks from the user community and had many opportunities to teach and to learn while working with each other and the user community.

The Humanities Library and its staff had an active, effective and exciting year. As we move into the new fiscal year, we are prepared for change and ready to set new priorities within the context of our shared values and commitment to service for the MIT Community.

Addenda—Hayden Group Charges

October 20, 2003

Charge for Humanities/Science Group on Hayden Library Facilities (Hayden Facilities Group)

This team is charged to:

- Develop, prioritize, and champion a list of desirable or needed facilities improvements in the Hayden Library. This includes features of user spaces shared by the Humanities and Science Libraries, such as furniture, lighting, artwork, computer support, carpet/flooring in the Hayden entry, basement and 24-hour study areas; and shared Hayden Library building maintenance and infrastructure (lighting, restrooms, cleaning, windows, elevator).
- In addition, this group is responsible for inter-departmental communications within Hayden for facilities-related issues and needs.

This group will be a standing, joint group of the Science and Humanities Libraries, with representatives appointed by the Head of Science and the Head of the Humanities Library, and will report jointly to them.

The group is encouraged to work closely with Greg Raposa and to meet early with Greg to get input on existing problems and priorities as well as communications with Greg and the Department of Facilities.

Proposed membership:

Science: Howard Silver, Matthew Sikorski, Linda Sobottka

Humanities: Georgiana McReynolds, Jim Eggleston

Charge for Humanities/Science Team on Hayden Reference (Hayden Reference Group):

As the only Divisional Libraries with a shared access services desk, Hayden faces unique issues in reaching the goals outlined in the Reference Vision.

The Hayden Reference Team, a joint working group of the Humanities and Science Libraries, is charged with developing, implementing, and assessing experiments whose goal is to improve the user experience of Hayden Library services by implementing the Reference Vision (<http://macfadden.mit.edu:9500/refcomm/RefVision/documents/index.html>) as outlined here:

- Simplify access to libraries' materials, services, and staff expertise
- Foster flexibility and experimentation for library staff and services
- Successfully market services, internally and externally.

Selected sub-goals of the Reference Vision include:

- Enabling user self-sufficiency
- Enabling easy access to information staff
- Providing intuitive physical and virtual space
- Ensuring training of staff in customer service, library policies and procedures, and core information tools and resources

The group is specifically asked to:

1. Gather feedback to assess what we've learned about public service delivery and staffing since the Hayden service desk renovation (fall 2002);
2. Review the reference vision and values and identify areas of agreement (or disagreement) among the people and units staffing Hayden service desks; and
3. Propose, implement, and assess at least two experimental services designed to realize one or more of the Reference Vision goals on which Hayden staff are in agreement.

Service on this team will be through September 2004, with possibility of renewal, and include representatives from the Science Library, Access Services, and the Humanities Library. The team is encouraged to consult other library staff or committees as appropriate, and to identify its own leader/chair.

Members:

Science: Jen Edelman and Maria Rodrigues
Access Services: Georgiana McReynolds, Michael Pavelecky
Humanities: Sarah Wenzel, and Denise O'Malley

Charged by: Heads of Humanities and Science, 10/15/03

Charge for Humanities/Science Group on Hayden Library Collections (Hayden Stacks Group):

- Gather information about existing print collections in Hayden Library, including projected growth rates and space needs throughout collections on basement, first, and second floors. (November 2003 -January 2004)
- Gather information about anticipated cancellations, off-site storage plans, or new demands on collections space in 2003-2004. (November 2003 -January 2004)
- Develop report to be provided by April 2004 to head of the Humanities and Science Libraries, to address recommended shelving locations in Hayden to accommodate Humanities and Science collections based on priority needs in Humanities and Science collections, analysis of what titles can be stored, anticipated growth, and the integration of Schering-Plough collections into Hayden Library. (February – April 2004)

This group is an ad hoc group through April 2004, with representatives appointed by the Head of Science and the Head of the Humanities Library and will report jointly to them.
The group is encouraged to name its own leader.

Members:

Science: Howard, Michael, Maria,
Humanities: Marlene, Graham, Elke

November 13, 2003

Hayden Library Group Study Rooms Policies

DRAFT w/ revisions 10/8/03

We ask your cooperation in observing the following guidelines:

- These study rooms are provided for members of the MIT community. MIT students have priority over other members of the MIT community
- If a study group of two or more wishes to use a room that is being used by an individual, the group has precedence for use.
- Please show courtesy to other users by not “claiming” a room by leaving your belongings unattended for extended periods of time.
- Personal materials left unattended in a room for an hour or more, may be removed to a staffed location by a Library staff member, if another group asks to use the room. Any belongings that are removed can be retrieved at the Circulation Desk.
- For information about additional group study spaces in the MIT Libraries, please see: <http://libraries.mit.edu/about/studyspaces/groupstudy.html>

**Theresa Tobin, Head Librarian
Humanities Library**

More information about the Humanities Library can be found on the web at <http://libraries.mit.edu/humanities/>