New Brunswick Libraries
Information Services Steering Group

Midyear Report (July, 2001-December 2001)

The following are the highlights of the Information Services Group:

Reference/Research Services

• The NBL wide reference exchange has been in effect.

• NBL librarians continue to contribute to the “Ask A Librarian” service during this time based on the newly mandated 7 (NBL) 2 (Newark) 1 (Camden) staffing formula.

• In search for a new information services model, ISSG appointed a committee to explore library outpost service options. A team of working group was established: they are Stephanie Tama, Trevini Kuchie and Laura Mullen; a spring pilot project is planned at the Busch Campus Center under the theme “Librarians without Borders.”

• Marty Kesselman and Ryan Womack (Natalie Borisovets, Chair) are active members in conducting an upcoming pilot project of the real time reference service initiated by the RUL Public Services Council.

Instructional Service

• Members of ISSG (Scott Hines, Pat piermnatti, Kayo Denda, Kevin Mulcahy and Jeris Cassel) and the director of New Brunswick Libraries (Ryoko toayma) participated in the Rutgers College Parents’ Information Fari held on August 31.

• Leslie Murtha coordinated the New Student Orientation Office of the Rutgers College and S. Hines and J. Mardikian participated in the TA orientation.

• Douglass college based “Shaping a Life” course was again team taught by New Brunswick Librarians. For the first time, SCILS students are recruited as instruction assistants. Eileen Stec was the coordinator.

• Stephanie Tama and Jeris Cassel coordinated instruction activities for writing classes across NBL.

Grants:

• Funds from the successful 2001-2002 ACIC proposal were received in August 2001. With this funding 47 new public PCs were purchased and distributed throughout the New Brunswick Libraries.

• ISSG appointed a team of librarians to work on the 2002-2003 ACIC
funding proposal. Team members were Stephanie Bartz, Marty Kesselman, Leslie Murtha, and Stephanie Tama.

**Personnel**

- Members of the ISSG developed guidelines governing the reporting structures of temporary librarians.

- A new worksheet was introduced to develop a plan for the below the line voucher requests. While this worksheet was designed for the immediate benefit for the reference team leaders, it was also aimed to take a proactive approach in budget request in more systematic ways rather than being reactive to the available fund. One of the long-range goals for this worksheet is aimed at establishing an optimal staffing level for the purposes of information services.

- With the resignation of Beth Sawickie (LSM PC Coordinator), and her departure in July 2001, Tony Joachim, the Douglass PC coordinator expanded his responsibilities and provided coverage for LSM. This was the result of NBL wide cross-training efforts in PC coordination that allowed us a capability of emergency staff coverage.

- A new LSM PC coordinator, Isaiah Beard was hired in November 2001. Pat Piermatti chaired the search and coordinated his orientation program.

- NBL PC coordinating team initiated a cooperative arrangement between the NB PC Coordination Team and the Administrative Team so that Administrative Team members can serve as basic backup for PC Team members and write trouble tickets for machines in their building.

The NBL Information Services Steering Group (ISSG) met monthly (except October) during this reporting period and addressed the following (among others) issues:

- Location and number of public access terminals with headphones
- Review of emergency procedures and public safety post September 11
- Email alert and other features that can be activated in electronic databases—Trevini Kuchi brough this to the Group’s attention. It is now referred to RUL Public Services Council.
- “MyLibrary” concept—this was demonstrated at the NBL faculty meeting
- The Group has been regularly updated on the development of D21.
- The NBL Reference Manual was updated on personnel issues and two new sections (NBL Reference Exchange and Ask a Librarian) were added.