

**New Brunswick Libraries
Information Services Steering Group**

Midyear Report (July, 2004-December, 2004)

At its August 2004 meeting, members of the ISSG agreed to reduce the number of meetings from monthly to bimonthly. This decision was partly in anticipation of the Rte. 18 construction scheduled to begin during spring semester, 2005. On behalf of the members of Information Services Group, the Steering Group (ISSG)* met bimonthly during this reporting period and addressed the following (among other) issues:

I. Reference/Research Transactions:

We continue to collect reliable data using web-based reporting forms at the NBL website. A new category of reporting that will capture the activities of NB librarians who serve as faculty supervisors for interns and independent studies was also added this year.

NB librarians continue to provide research and informational assistance at the reference desks and in their offices (or in the departmental offices in some cases). The following numbers summarize the extent of these active services.

- 13350 reference and research queries were fielded in person and by phone at desks
- 11088 directional in person and by phone at desks
- 1119 individual and advanced research consultation sessions were held away from the reference desk.

II. Instructional Services:

NB librarians taught 353 classes/tours/orientations (119 of these were follow-up sessions) reaching 5130 students (in first session classes). Among these:

- 284 sessions were for undergraduate classes (80.45%)
- 52 were for graduate classes (14.73%)
- 2 sessions were for RU faculty (.56%)
- 5 sessions were for EOF students (1.41%)
- 5 sessions were for other groups at RU (1.41%)
- 5 sessions were for non-RU groups (including 3 sessions for high school students) (1.41%)

Under the leadership of Jeris Cassel, NBL started to hire **part time lecturers** for the sole purpose of teaching a large number of sections of English 201 and 301 courses, and other 100, 200 level courses offered in multiple sections. During the fall semester, 2004, Mira Foster, Kristen Fitzpatrick; Robin Brown (who served as Librarian V at Kilmer) taught in this capacity. For the spring semester 2005, Kristen Fitzpatrick, Jeannette de Richmond and Steve Chudnick will be teaching as NBL PTLs.

The **Instructional Repository** is near completion and will soon become available via the NBL website. This is a web-based repository of library instruction materials (e.g., bibliographies, exercises, tutorials, etc.) developed and used by Rutgers librarians. Currently, the repository contains materials from librarians on the New Brunswick/Piscataway Campus. Its primary objective is to share instructional materials among librarians. The work on this database began in summer 2003 and will continue as additional materials are added. Jeris Cassel serves as the project manager and is responsible for the concept of the repository and for content development. William Voon, SCILS Ph.D. student and reference assistant at the Kilmer Library, is responsible for the technical development and management of the repository. Ann Bemis, former temporary librarian at Kilmer, assisted with the content development and design of the repository in the second (revamping) phase of the repository in 2004.

III. Creation of NBL Online Directory

During the summer 2004, the ISSG NBL Online Directory Working Group was created jointly with Access Services team members. The group met regularly and completed its first version of the NBL online directory in August in time for its release for the fall, 2004 semester. The online directory can be found at: http://nbl/nbl_directory/index.html

The members of the NBL Online Directory Working Group were Megan Doyle, Heather Huey, Kevin McGuire and Karen Wenk. Stephanie Bartz served as the technical consultant and advisor; the team was chaired by M. Wilson. Members of the ISSG and Farideh Tehrani (Head of Access Services) provided valuable input and comments for the final version.

IV. Campus Outreach/Marketing Initiatives

In the fall semester, 2004 the members of ISSG made significant progress toward implementing some of the **campus outreach efforts** and **marketing** ideas that were based on earlier ISSG discussions. Some of the accomplishments are:

- **Your Libraries @ Campus Center** was the joint effort of the Access/Information Services Team. The Access Services Team (represented by Roger Smith) took the lead in organizing and staffing this program with support from selected NB librarians. Myoung Wilson and Roger Smith (on behalf of F. Tehrani) worked out the initial details with the Rutgers College Campus Center director Kathryn Kuhnert. The purpose of this program was to enhance the libraries' visibility and to register barcodes and PIN numbers especially for undergraduate students at the Rutgers College Campus Centers on the College Avenue and Busch campuses.
- M. Wilson, J. Cassel, and K. Hartman met with the Rutgers College Residential Deans in October 2004 to better coordinate the Residence Outreach Program. As a consequence, J. Cassel and K. Hartman held a training session for the 26 Academic Community Program (ACP) peer assistants to better prepare them to provide guidance for first year students in using library resources and services in residence halls. In addition, K. Hartman met with the students in the residence halls both at the College Avenue and Busch campuses in October 2005. Rutgers College was selected to test

the feasibility of the residence outreach programs to be extended to Douglass and Livingston College students in the future.

- For the past few years the members of ISSG have had an on-going discussion on the ways of reaching a wider number of students with messages that contain information on the rich resources and services that the libraries offer. One of the goals was to find ways to provide services or to post library messages at places where students tend to congregate—such as at campus centers, campus buses, and dormitories. Among our efforts toward meeting this goal during this period were:
 - M. Wilson and F. Puniello met with the Assistant Director of Campus Bus Services John Karakoglou and successfully negotiated with the Campus Bus Operations to allow for the posting of library messages on campus buses. Beginning November 2004, all 55 NB/Piscataway campus buses carry the message **”Lost in Cyber Space? Try Your Library Space at www.libraries.rutgers.edu”** and will continue to do so into spring, 2005.
 - Placing print informational brochures from the libraries in strategic locations at campus centers, thus taking a more proactive approach in providing library information in places where students congregate. For instance, Douglass College Campus Center and Rutgers College Campus Center (CAC) information brochure display carried the library information brochures for most of the fall semester, 2004.
- To better coordinate future outreach efforts the ISSG formed a working group on campus outreach programs (P. Page, Chair, K. Denda and R. Smith) to collect additional messages, to identify areas to post the messages, and to prepare a more complete marketing plan for the future. The group has already secured class schedule space (online and offline) to advertise library messages and will continue its work as part of the RUL Marketing Team.
- The ISSG discussions on campus outreach programs were also instrumental in the very user-friendly re-imaging of the RUL public machines that now clearly indicate to users the library homepage with its logo and choice of browsers.
 - We have been unsuccessful in convincing the NB Computing Lab staff (and especially its director) to consider placing library logos and shortcuts to the libraries website on the screens of all NB Computing Lab public machines.

V. Information Commons at Douglass Library

Under the leadership of the Douglass Reference Team Leader, Kayo Denda, a number of new initiatives and explorations were undertaken to fully utilize the newly created Information Commons -- the first of its kind in RUL. Among these, a survey that aimed to identify the user population and to assess the needs for new services was conducted and a new information services model that cross-trained Access and Information Services team members was

implemented. This was to test a model that provides an integrated and seamless information services. Due to its attractive new facilities, Douglass Library was the host site for the 22 visiting librarians from Scandinavian countries at the end of their participation in the Virtual Reference Conference in Cincinnati, Ohio. For a detailed report on Douglass initiatives, please see its mid-year report available from K. Denda.

VI. LSM Activities

LSM librarians continue to work on the expansion of the documents card catalog and have installed a new patent workstation from the US Patent and Trademark Office. Librarians also continue to work on the updates of the LSM Quick Guides and have recently added a new one on psychology. The Math Library has a new improved bulletin board outside the library that contains news about RUL. For more detailed information on LSM and its branch library activities see the midyear report available from its Reference Team Leader, Pat Piermatti.

VII. NBL Website Revised and Upgraded

Under the leadership of PC Coordination Team Leader Stephanie Bartz and Douglass PC Coordinator Tony Joachim, the NBL website was revised and upgraded. The new site includes a search function which adds value to the site as a source of information not only for the purposes of current operations but also as a source of archival information on the development of NBL policies and procedures.

*Members of the Information Services Steering Group and its Associates for this period were:

Myoung C. Wilson (Chair)
Jeris Cassel (Vice Chair; Kilmer Reference Team Leader; RUL Generalist Team Liaison; and Instruction Subgroup Liaison)
Penny Page (Vice-Chair and Branch Libraries Representative)
Kayo Denda (Acting Douglass Reference Team Leader)
Kevin Mulcahy (Alexander Reference Team Leader)
Pat Piermatti (LSM Reference Team Leader)
Ron Jantz (CKDB Team Leader)
Stephanie Bartz (PC Coordination Team Leader)

Reference Associates:

Tony Joachim, Douglass Library
Pam Johnson, Library of Science and Medicine
Kevin McGuire, Kilmer Library