New Brunswick Libraries  
Access and Collection Services  
Annual Report 2004-2005  

Judy Gardner  
Acting Head, New Brunswick Libraries Access and Collection Services

Introduction

During 2004-2005, New Brunswick Libraries (NBL) Access and Collection Services staffs pursued excellence in areas of responsibility and specialty; collaborated with each other, librarians, and staff throughout RUL on projects and initiatives; and created and attended training to learn new skills.

NBL Collection Services staff, in conjunction with the Technical Services Core Working Group (TSCWG), concentrated on defining distributed technical services at Rutgers University Libraries. Processes were designed and projects started which have resulted in new efficiencies and synergies between the department, central technical services, access services, systems, and the technical services departments on the Newark and Camden campuses.

NBL Access Services staff continued its tradition of providing innovative local services to faculty and students on the New Brunswick/Piscataway campuses, providing valuable input to the development of system wide initiatives, and implementing new policies and procedures at local libraries. Preliminary steps were taken to include Dana and Camden staff in NBL’s access services functional working groups.

Following are highlights of the department’s accomplishments during 2004-2005. Additional accomplishments, details and statistics are available in functional and focus group annual reports, unit library annual reports, and the annual reports of the assistant heads for Access and Collection Services.

Collection Development and Management

- NBL Access and Collection Services staff collaborated with subject selectors on the LSM weeding project, gaining valuable experience in assessing workload, revamping procedures, employing batch withdrawals, and performing record merges. 16,515 books were processed representing 54% of the project. A complete date of May 2006 is anticipated for this project.

- Data loggers were purchased for the entire RUL system through the RUL Preservation Committee. Temperature and humidity readings in selected areas of the stacks are currently downloaded and compiled monthly by Collection Services and Access Services Staff.
• The Collection Management Functional Group planned and executed projects at a number of libraries, which resulted in improved user access to the collections. These include, but are not limited to, weeding of the circulating collection and transfer of special collections at LSM, transfers at Math, transfers from Music, shifting at Douglass, and weeding and shifting at the Chemistry Library.

• Collection Services staff coordinated a number of key RUL-wide collection management projects. Staff evaluated RUL subscriptions maintained by different vendors and performed a major subscription consolidation for the library system, successfully transferred all standing orders from Blackwell’s to YBP, and closed duplicate Kluwer print titles while adjusting 203 RUL subscriptions from print to online.

Services and Service Enhancements for Users

• NBL Access Services completely eliminated paper copies for reserve articles. This transition followed a multiple year study to determine the feasibility of providing only PDF copies of reserve articles. The transition went smoothly, with little or no inconvenience to users.

• A new queued holds report notifies patrons who request items that are subsequently put on Reserve, allowing users to pursue other delivery options to obtain the items. NBL reserve staff implemented a new file limit of 4.0 mb, thereby reducing the number of parts users needed to link to within a single document. Faculty were provided with the opportunity to put more material on reserve and request forms were revised to improve the filing of faculty requests.

• NBL Access Services staff provided UMDNJ patrons with immediate verification and a more streamlined registration experience at the circulation desks at LSM and Alexander Library. An electronic file of eligible users provided by UMDNJ made this enhancement possible.

• Access Services staff provided additional space for students studying in Alexander Library during reading and extended exam hours in the spring. The Reference Area was opened and doubled the seats available to students. A flier notifying students of the additional study space was posted at campus libraries.

• The Circulation Functional Group worked with access staff at the Douglass Library to develop a document in support of Douglass’ seamless information initiative. The document was designed as a quick guide for reference staff in handing out PINS.

• The Collection Management Functional Group created a standard range guide template. Templates for “LC Call Number” and “Shelved by Title” collections incorporate a standard appearance and ensure that necessary information is uniform among the NBL.
- The Billing Functional Group provided valuable input to the Billing Working Group and successfully implemented new assumed lost billing procedures at local libraries.

- In an effort to make payment of bills for ILL and E-ZBorrow materials more convenient for users, NBL access services staff will begin to accept payment at circulation desks for routine transactions, and will refer users with questions to Interlibrary Loan staff.

- Print articles in the Rutgers collections requested by Rutgers users were delivered via the Internet (Web Document Delivery) beginning in June 2004. Throughout the year the RDS Functional Group refined documentation for staff engaged in this service. In addition, the Group suggested clear and user-friendly language updates for automated status messages and Pick-up notices, and error messages in iLink, the new IRIS interface.

- The Security and Facilities Functional Group posted signs alerting patrons of the library’s use of electronic security system at unit entrance doors. The signs inform people with specific medical conditions about what to expect when being near or walking around magnetic fields. The Group also designed a tri-fold table tent alerting patrons to be aware of their belongings to avoid theft, discouraged use of cell phones, persuade against food/drink consumption while in the library. The table tent was distributed to all campuses.

### Support for Instruction

- The New Brunswick libraries, including SMLR and Alcohol Studies, checked out 251,949 items (automated and manual circulation) to library borrowers in 2004-2005. Reserve circulation totaled 19,877 (automated and manual), reflecting the impact of PDF only article delivery, and the overall increase in electronic reserves.

- The New Brunswick libraries filled 42,289 RDS book requests and 4,212 article requests for Rutgers patrons at other Rutgers libraries. Article delivery is declining as a result of increased use of electronic journals and Internet resources. In addition, the New Brunswick libraries loaned 8,609 books and provided 4,758 articles to patrons at other institutions through Interlibrary Loan Services.

- NBL access services staff filled 547, or 91%, of the 599 “Ask a Librarian” Access Services Team’s timeslots. Five new staff members were added to the team. There is currently a total of 25 NBL Access Services staff working on AAL for RUL.
Technical Services/Technical Infrastructure

- NBL Access and Collection Services staffs were key participants in Rutgers’ beta test of Sirsi’s new Workflows 2004 client. It was tested by front-line access services staff in production mode at the circulation desks at LSM and Alexander, and by collection services staff in production for serials processing. Other modules were tested and NBL staff comments forwarded to Sirsi’s beta test coordinator and listserv.

- The Bibliographic Records Management and Government Publications Processing group placed 87 new subscriptions, sent 199 new titles for cataloging, and processed 190 title changes. Collection Services staff continued collaboration with other departments on implementing the MARCIVE record load. Staff processed 2467 MARCHIVE monograph and 1456 serial records.

- Collection Services staff began extending the LINCPlus binding system model to Acquisitions and other binding operations. Special bindery projects targeted SMLR serials and proceedings, New Jersey State documents, and musical scores.

- Seven NBL libraries have completed MARC holdings inventory for all of their active serial subscriptions (Art, Chang, Chemistry, Douglass, Kilmer, Music, and Physics).

- New Jersey documents (DOCNJ) at Kilmer were removed or transferred, and over 2450 StateNJ documents recataloged and relabeled. 781 titles were transferred as part of the consolidation project.

- Collection Services staff members visited Dana library to help establish workflow. Two of the Receiving staff from Dana library spent a day at the Library of Science and Medicine to learn updated procedures.

Outreach and State-Wide Collaboration

- NBL Access Services staff, in cooperation with the NBL ISSG and reference librarians, developed a pilot program to staff information desks at the Rutgers Campus Centers. Over a period of two weeks in September and October, 2004, NBL Access staff provided 153 hours of coverage, issued 78 PINS, and fielded 168 access related questions.

- The Libraries Annex is temporarily storing approximately 180 boxes containing archives of the Protein Database Project (PDP) a, a National Science Foundation grant supported project directed by Professor Helen Berman of the Chemistry Department. Annex staff periodically ship boxes to PDP staff on the Busch campus for review and consolidation.
Communications/Exhibits/Programs

- In July 2005 the Collection Management Functional Group held a training and information session for RUL librarians and staff on the dangers of mold to our print collections. The program offered background information on the scientific aspects of mold growth as well as practical advice on prevention, identification and recovery of mold damaged material.


Facilities

- The Douglass Library experienced an upswing in use after the completion of the first phase in 2003 of the “D21” renovation project. and in FY2004-2005 over 214,000 persons exited the library.

- Access Services staff provided 42,830 hours of access to library services, collections, and study space in New Brunswick libraries during the 2004-2005 academic year.

Personnel

Judy Gardner, Head, University Libraries and Access Services, became Acting Head, New Brunswick Libraries Access and Collection Services, in January, 2005, while the Head, Farideh Tehrani, is on sabbatical leave.

ACCESS SERVICES:

Resignations
Myriam Alami, Library Associate II, Kilmer Library
Megan Doyle, Library Associate III, Chemistry Library
Christopher Lee, Library Associate II, Alexander Library
Ines Gessner, Library Supervisor II, Library of Science and Medicine
Will Torres, Library Assistant II, Alexander Library

Promotions/Transfers
Rosalba Barbalace, Library Supervisor II, Alexander Library
Stacy Dematteo, Library Associate I, Libraries Annex
Mike Mansouri, Library Associate II, Chemistry Library
Rita Post, Library Assistant II, Kilmer Library
Chiaki Yamada, Library Associate II, Douglass Library
Paul Young, Library Associate II, Alexander Library/Library of Science and Medicine
New Hires
Joseph Asaro, Library Assistant II, Library of Science and Medicine
Krista Dandurand, Library Assistant II, Kilmer Library
Meghan Lord, Library Assistant II, SERC
Holly Muller, Library Supervisor II, Library of Science and Medicine
Gillian Newton, Library Assistant II, Alexander Library

Sadly, Asuncion Ortiz, Library Associate III, Kilmer Library, passed away on April 16th, 2004 after a lengthy and brave battle with illness. Asuncion worked at the Rutgers University Libraries for over 9 years. Her joyful spirit and kindness will not be forgotten.

COLLECTION SERVICES:

Staffing Changes:
Yuhwei Ling has been promoted to an Associate II at Alexander Library
Robin Pastorio Newman has been promoted to an Associate II at Alexander Library
Neera Sondhi has been promoted to an Associate III position and is now at LSM.

Departures:
Sandra Bodner - retired
Pat Jones - retired
Julie Kaufman – departure
Andrew Ruggiero – promotion to Douglass Library.

New Staff:
Yasu Denda -hired as an Assistant II at Alexander
Rebecca Martinez - hired as a Library Supervisor I
Linda Zuckerman - hired as an Associate III- a part time position

TRAINING/WORKSHOPS


• Dean Meister and Ian Bogus attended the SIRSI Northeast Regional Users Group Conference, June 12-15, 2005, hosted by Duquesne University in Pittsburg.

• Barry Lipinski, Penny Weniger, and Stacy DeMatteo attended the “Access in the 21st Century Symposium” held at Princeton University in March.

• A two week training program was developed for new hires in Access Services, including visits to all NBL operational units, training on each key areas of
operation, visits to each of the Access Functional Groups. A “welcome packet” contains quick reference versions of important documentation. For part time and student staff, a similar training program and set of documentation is provided to help welcome them to our team.

- The Student Assistant Function Group defined and standardized pay scales for student staff across NBL Access/Collection Services, developing standard job descriptions and a recommended pay scale for the various tasks student staff are employed in. The group participated in student appreciation week with various social functions expressing gratitude for student staff dedication. Enhancements to the training procedures for new student staff included additions to the welcome packet handed out to each student, as well as having group orientation sessions to explain the basic requirements and expectations of student staff working in Access/Collection Services. Further refinement of the WebCT sites for each NBL operational unit significantly enhanced the documentation available to student employees, and the communication tools available to managers and student workers alike.

- Access Services staff organized a training session for new members of the AAL Access services Team in June 2005. The training involved a step-by-step review of the AAL database, WorkFlows, standard replies, an outline of the training and “how-to” handouts.

- The Security and Facilities Functional Group sponsored a workshop to increase safety awareness and reinforce good safety habits for staff and patrons, conducted by campus community police officers. A special workshop for student assistants and voucher employees concentrated on emergency situations and safety tips.

- NBL Collection Services staff conducted a system wide training sessions, “A Review of MARC Holdings and Rutgers Library Standards.” The Bib/Cat Record Mgt. Team conducted a system wide training session on “Reading and Interpreting Bibliographic Records.” The Serials Receiving Coordinators conducted a ½ day review “Receiving Records, Understanding Receiving Problems and MARC Holding Patterns.” Collection Services staff held training for Dana Library Technical Services staff on receiving issues, bindery management, and replacement issue management-ongoing

**Budget**

- Ongoing budget analysis and monitoring of state serial funds enabled Collection Services to identify encumbered but not paid subscriptions and prepare for a more efficient use of committed funds. Three major vendors were prepaid for 2005 resulting in savings of $18,749.36.
Library and Staff Publications/Presentations/Awards


