

New Brunswick Libraries Access and Collection Services
Annual Report 2005-2006

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

Introduction

During the 2004-2005 academic year, the New Brunswick Libraries Access and Collection Services (NBACS) department participated in designing a new Rutgers University Libraries organizational structure. In the fall, Judy Gardner and Gracemary Smulewitz analyzed access and local technical service operations within RUL and made recommendations to the University Librarian. These recommendations called for splitting NBACS and repositioning staffs in separate departments with system wide oversight for access and distributed collection management functions.

The department continued to operate as a single administrative unit in New Brunswick Libraries during the year. At the same time, staff in both access and collection services took significant steps toward creating the framework for the new organizational structure. Access Services staff welcomed staff from the Camden and Newark campuses to their functional groups, and revised the membership and purpose of their supervisors/coordinators group. Collection Services staff worked closely with central and other campuses' technical services staffs to develop a common understanding of distributed technical services responsibilities, communications, operations, workflow, and terminology.

In July 2006, NBL access services staff became part of the Instruction and Research division reporting permanently to the Head, University Libraries Access and Interlibrary Services. The NBL collection services staff joined the Automated and Digital Services department and changed its name to Distributed Technical Services. Both groups will maintain cross representation on their various work groups, close collaboration and communications under the new structure.

Following are highlights of the department's many accomplishments during 2005-2006. Additional details, statistics, and accomplishments are available in functional and team annual reports, unit library annual reports, and the annual reports of the assistant heads for Access and Collection Services (attached).

Collection Development and Management

- Access and collection services staff assisted with the recovery efforts during a water emergency that took place in Special Collections/University Archives, and dealt with a water emergency on the 3rd floor stacks collection of Alexander Library.
- Chemistry Library and Libraries Annex staff coordinated a transfer of approximately 1,600 reference volumes to the Annex, alleviating overcrowded conditions at the Chemistry Library and allowing for a redistribution of books in the stacks.

- Access services staff conducted a systematic search for moldy books on the third floor of Alexander Library after the discovery of a section of mold contamination associated with a gift collection.
- Douglass' current and bound periodical collections were evaluated for current subscriptions and growth; 7 titles from the Music Library were incorporated into the collection.
- Access services staff planned and executed projects at NBL libraries that resulted in improved user access to the collections. These include, but are not limited to: ongoing work on the LSM weeding project which is nearing its 35,000 target, updated range guides at the Chang Library, inter-shelving of business titles in general reference and removal of the business counter at Kilmer, shifting within the documents collection at LSM, transfer of 880 volumes from Math Library to the Annex, and preparation of 1,400 bound periodical for transfer from Physics to the Annex.
- The Collection Management Group standardized statistics gathering practices across the campuses, including recording time spent on shelving and searching for missing items.
- NBL Collection Services' preservation activities increased last year and its scope of responsibility expanded to encompass system wide operations. For example, staff at Technical and Automated Services attended information sessions to learn about recognizing material in need of preservation, selectors worked with preservation staff to evaluate large gift collections, and a staff member at Robeson Library was trained in preservation techniques. The Preservation Team Leader became RUL's Coordinator for Preservation as part of the organizational restructuring.

Services and Service Enhancements for Users

- In response to student requests for more late night and early weekend library hours, Alexander Library and the Library of Science & Medicine conducted an expanded hours pilot in the spring. Weekend hours increased with earlier openings on Saturday and Sunday mornings at both libraries, and Alexander Library provided additional access to study space with a new late night (early morning) closing at 4:00 a.m.
- Access services staff and student workers began wearing nametags to more readily identify themselves as employees available to offer assistance to users in the libraries.
- Routine bag checks were suspended at Alexander and Douglass Libraries after an analysis of security practices at peer institutions, an assessment of the effectiveness of the 3-M security system, and in response to student requests.
- Douglass Library's entire collection was shifted, resulting in a rational A-Z call number and more user-accessible layout of the circulating collection.

- Staff from Collection and Access Services (receiving, processing, bibliographic management, and circulation) implemented new workflows and procedures to circulate titles with accompanying materials to patrons as a single entity with all parts. New acquisitions and titles requested by patrons via RDS or PALCI are processed according to the new guidelines.
- NBL reserve staff established group email accounts to receive files electronically from faculty and allow for easier submission of documents. The size limitation of electronic reserve files was increased, allowing for faster processing and easier access.

Support for Instruction

- The New Brunswick libraries, including SMLR and Alcohol Studies, checked out 237,639 items to library borrowers in 2005-2006. Reserve circulation totaled 16,630.
- The New Brunswick libraries filled 39,840 book requests and 3,449 article requests for Rutgers patrons at other Rutgers libraries. In addition, the New Brunswick Libraries collections provided 9,290 books and 7,851 articles to patrons at other institutions through Interlibrary Loan Services.
- Five new NBL staff members were trained for the “Ask a Librarian” (AAL) team. The Circulation Group coordinate a review and updating of standard responses used by access services staff when responding to AAL email questions.

Technical Services/Technical Infrastructure

- Working with Systems, access services staff incorporated the use of PDAs, specifically the new PocketCirc device, in inventories and transfer projects.
- Over 1,000 Dana Library serial titles were transferred to LSM collection services for subscription management; work was begun on managing subscription at the Institute of Jazz Studies and at the East Asian Library.
- The Bibliographic Records Management and Government Publications Processing group sent 366 new titles for cataloging including 100 new subscriptions, and processed 131 title changes. The group reviewed criteria for bibliographic record changes and established a communication processed between Dana and NB collection services staff.
- NBL collection services staff continued collaborations with Dana staff to improve workflow and skills. Standards for receiving, use of bindery reports, the replacement process, bibliographic record changes and brief record creation, and serials inventory have been communicated and are reinforced by weekly visits for review and to answer questions.

- Last year NB collection services staff began to work with Acquisitions staff to learn about ordering and managing electronic serial resources. Staff provided input to an RFP for serial vendors and feedback from vendor presentations.

Communications/Exhibits/Programs

- NBL access services staff participated along with other members of the Billing Working Group in developing and delivering a workshop in August on “New Billing Features in Unicorn.”
- The Resources Sharing Functional group presented an open session in October for staff and librarians on RDS/ILS/PALCI policies and practices from the user’s perspective.
- In January and February, seven NBL access services staff members participated in the development of a revised Hourly Payroll Policy and Procedure Manual for the new version of the TimeTrak software system. Staff planned and delivered training sessions for payroll supervisors from all areas and campuses.
- The Circulation Group created a PowerPoint slide show illustrating how staff register a new undergraduate user, which was presented at the State of the Libraries program.
- The Security & Facilities Group cosponsored an Ergonomic workshop with the Training & Learning Committee. The group revised, produced, and distributed a revised emergency calling chain booklet. The group also arranged a security meeting with presentation by RUPD for student workers in the fall; Media Services videotaped it for viewing by students who could not attend.
- Collection Services staff conducted workshops on identifying and dealing with preservation related problem materials, book repair, processing accompanying material, call numbers and processing slips, bindery processing operations, and serials inventory procedures.

Facilities

- A computer lab was opened in Alexander Library in Room 156 off of the Undergraduate Reading Room in the spring; it is managed and staffed by Campus Computing Facilities (CCF).
- At Alexander Library the RDS/PALCI staff work area was redesigned to improve workflow and storage, and lockers were added for hourly employees to secure their personal belongings.
- Preservation operations in NB were consolidated in one laboratory at Alexander Library.

Personnel

ACCESS SERVICES:

Departures

Myriam Alami, Library Associate II, Kilmer Library
Stacey Dematteo, Library Associate I, Libraries Annex
Rita Post, Library Assistant II, Kilmer Library
Matthew Spaventa, Library Assistant II, Douglass Library
Don Wilson, Library Assistant II, Alexander Library

New Hires

Kevin Conover, Library Assistant II, LSM
William Lynch, Library Assistant II, Douglass
Shawn Moriarty, Library Associate II, Kilmer Library
Alfreda Richardson, Library Assistant II, SERC
Adam Wolfson, Library Assistant II, Chang
Rae Wong, Library Associate II, Chang

Promotions

Nicole Warren, Library Associate II, Alexander Library
Priscilla Lee, Library Associate II, Kilmer Library

Transfers

Meghan Lord, Library Assistant II, Alexander Library
Dean Meister, Library Associate I, Libraries Annex
Joseph Asaro, Library Assistant II, Kilmer Library

COLLECTION SERVICES:

Departures:

Sandra Bodner, LSM
Ingrid Diaz Silva, LSM
Constance Swanzer, LSM

Transfers

Bob Hosh, Library Associated II, Alexander Library
Ian Bogus, Coordinator for Preservation

New Hires

Colin Liebttag, UMDNJ Library Tech IV, LSM
William Bejarano, UMDNJ Library Tech II, LSM

Promotions

Neera Sondi, Library Associate II, LSM

Training/Workshops Attended

Rose Barbalace, Chiaki Yamada, and a colleague from Camden attended a METRO workshop at SUNY-Purchase on “Managing Student Assistants” in November 2005.

Kristen Ko, Holly Muller, and Megan Ingegno attended the NJ Train the Trainer program in February 2006. Jeff Teichmann serves as an administrator of the NJ State Library’s TTT program and actively participated in programs around state.

Roger Smith, Andy Martinez, and Rose Barbalace from NBL, along with 3 colleagues from Camden and Newark, attended the Ives+ Access Services Symposium at Yale University in March 2006. Rutgers University Libraries will host the conference next spring and a planning committee has been formed under Roger Smith’s leadership.

Librarian and Staff Publications/Presentations/Awards

- Three access services supervisors--Rose Barbalace, Melanie Robinson, and Georgina Alonzo--were nominated by students for “Supervisor of the Year” awards through University Human Relations. Rose Barbalace was voted in the top ten.