

RUTGERS UNIVERSITY LIBRARIES

# MID-YEAR REPORT

## 2002-2003

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PUBLIC SERVICES AND COMMUNICATIONS

CONTACT:

JEANNE E. BOYLE, ASSOCIATE UNIVERSITY LIBRARIAN FOR PUBLIC SERVICES &  
COMMUNICATIONS

# MID-YEAR REPORT

## PUBLIC SERVICES AND COMMUNICATIONS

Public services and communications activities through March 2003 continued to support the research, teaching, and public services mission of the university. The area reports that follow this introduction detail the many accomplishments that librarians and staff achieved within the public services and communications division as well as through systemwide public services activities.

Services statistics will be reported with the annual report.

The division of Public Services and Communications sponsored the following activities:

### **OUTREACH ACTIVITIES TO THE CAMPUS AND THE COMMUNITY**

- ◌ Vendor training workshops were organized for all three campuses for *ABI/Inform*, *ProQuest Historical Newspapers: The New York Times*, *IEEE Xplore*, *CCH Internet Tax Research Network*, and the *US Census on the Web*, incl. *American FactFinder*. Attendance varied, depending on the narrow appeal of each electronic resource, but was generally very good. The census workshops were all over subscribed, with attendees coming from both the academic and administrative sides of the university.

### **SERVICE REVIEW**

- ◌ The RLG/OCLC Reference and Interlibrary Loan Working Group was charged to compare the functionality and capabilities of reference, interlibrary loan, and other public services available from the Research Libraries Group (RLG) and OCLC Ohio Computing Library Center, Inc. (OCLC). The Working Group met with representatives of both organizations and evaluated each in the areas of access and preservation for library, archival, and museum collections; database functionality and technical innovation; and training and participation. The group recommended that, since neither utility is sufficient in itself, the Libraries should continue to make use of each of them for the foreseeable future as technologies, services, and our needs evolve. As a sequel activity, the group recommended a study of our choice of vendor platforms for our various database subscriptions. Jim Niessen and Jeanne Boyle cochaired the group, and members were Mary Belasco, Natalie Borisovets, Tom Frusciano, Judy Gardner, Helen Hoffman, Triveni Kuchi, and Jennifer Muller.

Academic year 2002/2003 has once again given us a record in which everyone should take pride.

Jeanne E. Boyle  
Associate University Librarian for Public Services and Communications

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## ACCESS SERVICES

JUDY GARDNER, HEAD, UNIVERSITY LIBRARIES ACCESS AND INTERLIBRARY SERVICES

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### DIGITAL INITIATIVES AND ENHANCEMENTS

- ⚡ The Web Document Delivery Working Group introduced delivery of interlibrary loan articles to Rutgers patrons via the Web on July 1, 2002. Using Ariel 3.01 software, the Research Libraries Group's software for Internet document delivery, interlibrary loan staff convert documents to PDF files and deliver them to patrons through a customized Web interface. When articles arrive patrons are notified by email with instructions for retrieving them from any computer that is connected to the Internet.
- ⚡ Access services and systems staff implemented the Demand Management function in WorkFlows and introduced user-initiated holds to Rutgers patrons in August 2002. Two new buttons were displayed on item records in IRIS: "Deliver/Recall Book" and "Request Article/Other." Users began to place title level holds and recalls themselves in IRIS; these holds bypass the "A" Team's manual review process and are sent directly to libraries to fill. The system was configured to automatically filter ineligible users and ineligible items. Pull Lists, Clear Hold Shelf, and Aged Hold reports were created. Workflow was streamlined and delivery time improved. The "Request Article/Other" form was retained to accommodate article requests, delivery to off-campus sites, and requests for non-circulating materials. The Rutgers Request Service changed its name to the Rutgers Delivery Service to reflect the delivery nature of the service.
- ⚡ February 14, 2003, Rutgers started participating in a pilot project with the Pennsylvania Academic Library Consortium, Inc. (PALCI) to assess E-ZBorrow, PALCI's virtual union catalog and patron initiated ILL request service. Patrons can search over 26 million items in the PALCI catalog and place direct requests for available items that are not owned at Rutgers, checked out, or otherwise unavailable. Rutgers staff process E-Zborrow borrowing and lending requests using Dynix's URSA software that uses a customized interface to telnet to our local system and perform automated functions formerly performed manually.

### NEW SERVICES

- ⚡ A new Community Borrower Program was launched in April, replacing guest borrowing arrangements formerly extended to Friends of the Rutgers University Libraries, corporate borrowers and cards issued to individuals with special or unique research needs. Community borrowers may purchase guest borrowing privileges by submitting an application form and \$100 annual fee. The program is intended for individuals who cannot satisfy their information requirements through their local public or organizational library or through interlibrary loan.

## **NEW SERVICE ENHANCEMENTS**

- ⚡ Access Services staff tested Unicorn's 2002 upgrade in the test system during October and November 2002. The upgrade was loaded in the production system during the 2003 winter break.
- ⚡ Following a recommendation of the New Brunswick Libraries Billing functional group, access services staff instituted a new cycle for placing academic holds. Under the new schedule, 40-day overdue reports are used to block borrowing privileges and academic holds are placed 3 times during the year and are timed to correspond with the university's registration and diploma hold deadlines.
- ⚡ New scanners for RDS web document delivery and electronic reserves processing were installed at local libraries.
- ⚡ Access Services Policy #3, "Library Circulation Records: Definition and Confidentiality" was replaced by a new document approved by the University Librarian's Cabinet: "The Confidentiality of Library Records." This new policy includes guidelines for handling requests for library records from law enforcement officials without paperwork, with a subpoena, and with a warrant, as well as communication chains and a routing plan for legal papers.

## **FACILITIES MAINTENANCE**

- ⚡ The Libraries Shipping and Receiving Department acquired a 2003 Econoline delivery van in February, replacing its 1997 model.

## **EXTERNAL SUPPORT**

- ⚡ The Libraries received a \$70,000 grant from the New Jersey State Library to provide interlibrary loan services to New Jersey Library Network member libraries.

## **OUTREACH ACTIVITIES**

- ⚡ The Rutgers Interlibrary Loan Services loaned 4,329 books and 2,723 photocopies to other libraries during July-Dec. 2002.
- ⚡ At the initiative of the world history librarian and staff at the Library of the American Hungarian Foundation, the Libraries systems and access services staff reconfigured IRIS to enable circulation, holds, requests, and interlibrary loan of materials in the Library of the American Hungarian Foundation. In February 2003 interlibrary loan staff at Alexander Library started processing patron requests placed in IRIS and ILL requests received from other libraries for Hungarian materials.

## **INSTRUCTIONAL SUPPORT**

- ⚡ Access services staff checked out 349,557 items and 19,644 reserve materials to Rutgers borrowers during July-Dec 2002.
- ⚡ Rutgers Delivery Service (RDS) staff at Rutgers libraries processed and delivered 30,493 books and 3,781 photocopies among the Rutgers Libraries and to off-campus pickup sites during July-Dec 2002.
- ⚡ The Rutgers Interlibrary Loan Services staff borrowed 3,535 books and 4,149 photocopies for Rutgers researchers.

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## ASK A LIBRARIAN

NATALIE BORISOVETS, ASK A LIBRARIAN COORDINATOR

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- ⌘ Between July 2002 and February 2003, the Ask a Librarian service received 9,730 questions, a 23 percent increase over the same period in the previous year.
- ⌘ The service averaged over 1,200 queries a month during this period. In September 1,855 queries/requests were received, 603 more than in September of 2001.
- ⌘ Despite increased monitoring efforts, 87.7 percent of the questions received in this period were answered as compared to 89.4 percent for the same period in the previous year— a decrease of 1.7 percent. The largest category of queries not receiving answers seems to be responses to library notices that are forwarded to Ask a Librarian by the library systems department.
- ⌘ The demand for PINS via the PIN/Registration form instituted last year <[http://www.libraries.rutgers.edu/rul/forms/reg\\_pin.shtml](http://www.libraries.rutgers.edu/rul/forms/reg_pin.shtml)> is continuous and overwhelming. An analysis of seven days of responses [September 30 to October 7] to PIN requests showed that 57 percent were answered by simply conveying the PIN, with no other manual action/intervention required. As a result, the investigation of possible patron self-registration online has been changed from a “B” priority to an “A” priority on the library systems project chart.
- ⌘ Revisions were made to the Ask a Librarian Frequently Asked Questions pages as needed; extensive revisions were made to the following Ask a Librarian FAQs:
  - ⌘ *Frequently Asked Questions About IRIS.*  
[HTTP://WWW.LIBRARIES.RUTGERS.EDU/RUL/ASK\\_A\\_LIB/IRISFAQ.SHTML](http://www.libraries.rutgers.edu/rul/ask_a_lib/irisfaq.shtml) Changes include a revised and expanded section on IRIS error messages; sections on finding books and journals that includes information on “browse” vs. “keyword;” a section on how to decipher serials holdings; information on electronic reserves, and information on Z39.50 connections.
  - ⌘ *Requesting/Recalling Library Materials*  
[http://www.libraries.rutgers.edu/rul/ask\\_a\\_lib/faqr sill.shtml](http://www.libraries.rutgers.edu/rul/ask_a_lib/faqr sill.shtml) Changes reflect new/enhanced services, and include information on “holds” versus “requests” and which RDS button to use when; web document delivery; and email addresses.
  - ⌘ *Remote Access to Library Resources*  
[http://www.libraries.rutgers.edu/rul/ask\\_a\\_lib/remote.shtml](http://www.libraries.rutgers.edu/rul/ask_a_lib/remote.shtml) Changes include information on connecting with Netscape 7.0; and access to ScienceDirect journals.
  - ⌘ *Not Sure Who to Ask?*  
[http://www.libraries.rutgers.edu/rul/ask\\_a\\_lib/askoption.shtml](http://www.libraries.rutgers.edu/rul/ask_a_lib/askoption.shtml) Updated information on other virtual reference services available to the general public.

- ⌘ In November, Natalie Borisovets and Susan Beck presented “The Listserv Model for Ask a Librarian: Sharing Questions and Answers as a Learning Experience” at the annual Virtual Reference Desk Conference in Chicago. The presentation is available as part of the Conference Proceedings at:  
<http://www.vrd.org/conferences/VRD2002/proceedings/beck-borisovets.shtml>>
- ? As a result of funding becoming available, at the beginning of February the Libraries were able to resume the Ask a Librarian LIVE! pilot with 14 librarians participating. In order to complement other reference services, Ask a Librarian LIVE is available Sundays through Thursdays 7 to 10 p.m., with most of the AALL team members using their home computers to interact with users in a ‘chat’ environment.

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## COMMUNICATIONS

HARRY GLAZER, COMMUNICATIONS COORDINATOR

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### OUTREACH ACTIVITIES:

- ⌘ Working with the entire staff of the Institute of Jazz Studies, the Libraries produced a glossy publication highlighting the Institute’s history, collections, and public service. This publication was printed and delivered in time for the Institute’s jubilee celebration.
- ⌘ The Libraries wrote, printed, and mailed a glossy annual report for 2001-2002 to donors, university administrators, academic library colleagues, and others in January 2002.
- ⌘ The fall 2002 issue of the Libraries *Report* newsletter was printed and mailed to all university faculty, Libraries donors, Friends members, and others. The spring 2003 issue is on track to be printed shortly and will include a researched profile of a deceased major donor that may be reused by the university’s development writing office.
- ⌘ Two Friends of the Rutgers University Libraries calendars of events were printed and distributed, each featuring art work on the front cover of images from one of the exhibitions. Calendars are distributed widely to Friends members, donors, members of BOG/BOT/BOO, RU-ALL, and others.
- ⌘ Libraries administration supported sixteen (16) Friends events over the course of the academic year. Events have attracted diverse audiences and notable press coverage, heightening the visibility of the Libraries. One of the centerpieces of the programming schedule was a six-part film/discussion series on science topics entitled “The Research Revolution” held in Alexander Library in the spring 2003 semester. To support this series, Libraries administration provided extensive public relations and logistical support. The publicity campaign resulted in two sizeable stories in the *Daily Targum*, notices in the *Home News Tribune* and *Courier News*, a half-page-story in *Night & Day* magazine, headlines listed on the front page of the Rutgers University website, a half-page story in the Retired Faculty Association’s

March newsletter, and (most significantly) over 40 attendees participating in each of the three film/discussion events held in March.

- ⌘ In consultation with representatives of the Rutgers University Foundation and the leadership of the Friends, Libraries administration developed a detailed plan to merge the Friends organization into the larger pool of Libraries donors. The plan won the endorsement of the Friends advisory council in late November. A preliminary announcement was sent to Friends members in December and to Libraries personnel in January.
- ⌘ To support a university-wide initiative to encourage the state legislature to eliminate or diminish severe proposed cuts in aid to higher education, Libraries Administration drafted letters and support materials that were sent out to Libraries personnel and to all Friends members, encouraging them to speak out on the issue.

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## **IMAGING SERVICES**

DONNA CRYAN, IMAGING SERVICES SUPERVISOR

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### **DIGITAL INITIATIVES**

- ⌘ The software has been upgraded on the Libraries' digital microfilm machines that allow patrons to print or save to disk or CD. This upgrade has an improved interface for saving to CD and makes emailing possible. Patron directions for emailing in "PDF" format are being developed. The current availability of emailing "TIF" files is not user friendly for library patrons. Microfilm hard copying is decreasing and microfilm scanning to save to a disk has increased from 2,043 scans to 13,461 scans, an 84% increase for the first six months of this year. For speed and convenience patrons are choosing to save documents to disks. The Libraries are providing patrons with an excellent service, which is more convenient and time and resource saving, but income will continue to decrease as a result.

### **SERVICE ENHANCEMENTS**

- ⌘ Vended photocopying is continuing to decrease, with a 32% decrease during the past six months. This decrease is due to the increasing availability of documents online; such as electronic reserves, online journals, web document delivery, etc. In two years, the photocopiers in Dana Library, Robeson Library, and most of the administrative copiers in New Brunswick libraries will be due for replacement. The public photocopiers in New Brunswick will need to be replaced in three years. There will be a major reduction in the number of photocopiers at that time. This reduction is an adaptation to the continuing decline of public photocopying, as the Digital Library Initiative objectives are realized and patrons and staff become more used to relying on online services. This will free imaging services staff for other duties particularly the sustenance of current electronic projects and the assisting in the development of digital projects for other library departments.

- ⚡ New LPT software for public printing has been ordered and will be installed on all public printing workstations. This software will be more stable and will cut down on printing problems for patrons. The ever-evolving nature of technology has enabled quicker, more reliable, and more convenient services to patrons. Public networked printing had a total of copies 129,591 prints for the first half of the 2001/2002 fiscal year; 153,837 prints have already been made during the same time period of this fiscal year. The proposed purchase of either a heavy-duty printer or an adaptation for printing for a current photocopier to enable it to print and to move the current networked copier-printer to the Alexander Library Undergraduate Reserve room, which is open later than the rest of the library. This will relieve some of the pressure on the one print station in Alexander Library.
- ⚡ We continue to provide supervision, training, and consultation services for electronic reserves, Rutgers Delivery Service staff, and assistance in interlibrary loan Web document Delivery. Imaging services and access services departments scanned and provided to students 8,504 articles for the Fall 2002 semester.

**PERSONNEL**

- ⚡ There has been and will continue to be a major reorganization of personnel at Imaging Services. Marie Priante, the Library Supervisor II, retired on June 30, 2002. Donna Cryan will be retiring effective January 1, 2004. Ms. Priante’s position will be left unfilled, and remaining staff has been reassigned in order to adapt to these changes. Not filling Ms. Priante’s position will ultimately save the department salary and fringe benefits annually after fiscal year 2003/04 when Early Retirement Incentive benefits for this ABP position are completed. Much time and effort this past six months has been spent reorganizing, teaching and learning new responsibilities, and adapting to new technology. One staff member has been assigned to the Library of Science and Medicine Imaging Center, which now has reduced weekday hours (10am – 6pm Monday through Friday). The two staff members who were at the Library of Science and Medicine have been moved to Alexander Library to better utilize their talents in administration and computer troubleshooting and programming, making a more cohesive team. When she retires the major portion of Ms. Cryan’s administrative duties may be given to the current Library Supervisor at Alexander Library. In order to help with clerical duties, particularly at the Library of Science and Medicine Imaging Center, we recommend a new position of Library Assistant III, which would be based at the Library of Science and Medicine to enable us to keep that office open and assist with clerical duties for the whole department. Utilizing a lower level library assistant position for clerical and administrative assistance instead of replacing the Library Coordinator I position and raising the Supervisor II position to Supervisor I will save approximately \$34,000 in salary and fringe benefits.

**INSTRUCTIONAL SERVICES**

LESLIE MURTHA , INSTRUCTIONAL SERVICES COMMITTEE CHAIR

Committee Members were : Jeris Cassel , Theo Haynes Rebecca Gardner, Triveni Kuchi, Patricia Libutti, Jackie Mardikian, Leslie Murtha (chair), Eileen Stec, Stephanie Tama-Bartels, Roberta Tipton, and Donna Wertheimer

The Instructional Services Committee is concentrating on the following areas this year:

- ⚡ Developing the physical, virtual, and conceptual infrastructure to support outstanding programs in library instruction at Rutgers University
- ⚡ Promoting collaborative relationships across all campuses to support and promote information literacy as a curriculum component
- ⚡ Coordinating and maintaining existing programs in library instruction
- ⚡ Promoting professional development in the realm of teaching in libraries.

The following is a list of some of accomplishments over the first half of the 2002-2003 academic year:

#### **DIGITAL INITIATIVES**

- ⚡ The "Online Library Tutorial for Biomedical Issues of HIV/AIDS" was updated by Jackie Mardikian.
- ⚡ With the help of the staff of the Scholarly Communications Center and the systems department, the classroom control software package was tested for use in library classrooms. Testing showed that the latest version of the software has eliminated many problems that were causing significant concern. The decision was made to proceed with the purchase of the software with funds from the 2002 New Brunswick Advisory Committee for Instructional Computing grant.
- ⚡ The online instruction request forms, implemented in the spring of 2002, have begun to be used by faculty to request instruction sessions for their classes.
- ⚡ The *IRIS Online Catalog Handbook*, a resource designed to help students learn to be effective users of the library catalog, was developed by Eileen Stec and Sabine Rauchmann. This resource is available as a PDF document at: [http://www.rci.rutgers.edu/~estec/IRIS/iris\\_high2.pdf](http://www.rci.rutgers.edu/~estec/IRIS/iris_high2.pdf). The handbook was used by students in the Shaping A Life program at Douglass College during the Spring semester (2003).

#### **OUTREACH ACTIVITIES TO THE CAMPUS AND THE COMMUNITY**

- ⚡ The instructional services brochure was revised and updated.
- ⚡ Students enrolled in the class on user instruction, taught by Jana Varlejs (17 610 519), participated in the Rutgers University Libraries' instruction program as observers and as student teachers. This practicum experience is an example of the growing collaboration between the libraries' instruction program and the School of Communication, Information, and Library Studies.
- ⚡ Triveni Kuchi, Patricia Libutti, and Eileen Stec are members of the VALE Shared Information Literacy Task Force.
- ⚡ Eileen Stec presented a poster session at the International Federation of Library Association Conference in Scotland on the development of her tutorial on academic integrity.

## **INSTRUCTIONAL SUPPORT**

### Orientation

The Rutgers University Libraries participated in the following orientation programs:

#### *Undergraduate*

- University College New Brunswick Information Fair
  - Rutgers College Information Fair and tours
  - Douglass College Parents' Day Information Fair
  - Returning Students' Orientation (Camden)
  - Rutgers College First-Year Interest Group Peer Instructors Orientation
  - Department of Economics Orientation
  - Department of Women's & Gender Studies Orientation
  - Department of Public Administration Orientation
  - School of Nursing Orientation
  - Camden County College Orientation
  - Rowan University Camden Campus Orientation
- *Rutgers University Libraries: An Introductory for Undergraduates*, a two-sided information sheet, was developed by Leslie Murtha, and distributed to all incoming students at Douglass College, Livingston College, Rutgers College, and University College New Brunswick at the beginning of the Fall semester. Additional copies were distributed at the Chang Library and the Library of Science and Medicine.

#### *Graduate*

- Graduate School of Management Orientation
- School of Communication, Information, and Library Studies Orientation

#### *Faculty*

- English Writing Program (New Brunswick) Instructors' Orientation
- Graduate Teaching Assistants' Orientation (New Brunswick and Camden)

#### *Other*

- International Students Orientation (New Brunswick)
- Institute for Women's Leadership Orientation

## **INSTRUCTION STATISTICS**

- 500 library instruction sessions were given for approximately 360 different course sections between June and December 2002, including two credit-bearing courses (McNair Scholars/Trio Dissemination Program [02 090 232] and Business Plan Research [22:135:581]).
- 9,100 students were taught, representing 7,300 individuals.
- Classes were taught for 54 departments across all three campuses.
- Approximately 79% of the classes taught were for undergraduates, 17% for graduate students, and 4% for faculty and others.

## **SUBJECT GUIDES AND INSTRUCTIONAL MATERIALS**

- The following new guides and instructional handouts were developed for the Fall semester:
- Challenges on the African Continent
- Globalization

- ⚡ Violence, Social Conflict, and War
- ⚡ Literature, Philosophy and Doubt
- ⚡ The Artist and Solitude
- ⚡ At least 10 existing course guides were updated.

#### **NEW SERVICE ENHANCEMENTS**

- ⚡ Four new computers have been added to the Kilmer instructional alcove. These machines cannot be configured to be controlled by Tech Commander, but will be added to the NetOP School configuration when it is implemented.
- ⚡ The laptop computer and portable projector purchased with equipment leasing funds for the Kilmer Library have arrived and are available for use.
- ⚡ A display board purchased by the Library administration has been put to use for new student orientation, and can be used for other instructional outreach activities.

#### **OTHER TOPICS**

- ⚡ The Instructional Services Committee set the following operational goals for the 2002-2003 academic year. One has been accomplished, and, with one exception, we are making progress with all others.

##### *Curriculum Development*

- ⚡ Continue our successful collaboration with the New Brunswick English Writing Program [In progress]
- ⚡ Extend the program initiative to include English 301.
- ⚡ Modify program to address concerns of instructors and librarians.
- ⚡ Develop, test, and implement at least one new instrument for assessing student learning.

##### *Digital Initiatives*

- ⚡ Add at least one new online tutorial to our battery of online instruction tools. [In progress]
- ⚡ Add sample curriculum materials to the Faculty segment of the Instruction Web pages. [In progress]
- ⚡ Work with WAC to develop functional system for providing access to Finding Aids and other teaching materials for students maintained by individual librarians. [In progress]
- ⚡ Develop a working model of a shared curriculum materials archive to provide librarians with ready access to teaching materials for library instruction. [In progress]
- ⚡ Work with SCC and Systems to evaluate and select classroom control software that meets the needs of instructors and is compatible with existing and future online delivery systems. [Completed]

### *Professional Development*

- ⚡ Develop and implement at least one new workshop in the 50-Minute Instructor series. [In progress]
- ⚡ Explore models and techniques for assessing teaching in libraries and articulate a working model for RUL. [In progress]
- ⚡ Explore new ideas for promoting awareness of information literacy issues and educational strategies within the RUL faculty [Tabled due to medical leave of committee member]

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## **IRIS PUBLIC ACCESS COMMITTEE**

JEANNE BOYLE, CONVENER

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Oversight of the IRIS Public Access Committee became the responsibility of the associate university librarian for public services and communications. Members are Stephanie Bartz, Natalie Borisovets, Vibiana Bowman, Jeanne Boyle (convener), Ellen Calhoun, Bob Warwick, and Mary Beth Weber. The Committee is responsible for changes to and maintenance of the IRIS WebCat.

The committee has held eight monthly meetings from August 2002 through March 2003.

Major work accomplished included:

### **DIGITAL INITIATIVES**

- ⚡ An environmental scan of peer WebCat implementations was begun to review Rutgers choice of keyword rather than browse as the searching default. Peer sites have moved to browse as default, and it is recommended that Rutgers move to this option. An implementation with a search box and drop down search choice similar to that at Vanderbilt will be tried in the test catalog for implementation after the spring semester. A request for an IRIS search box on the Libraries top Web page with direct links below it to the 'Advanced Search,' 'Self Services,' and 'Reserve Desk' pages was forwarded to the Web Advisory Committee design group.
- ⚡ A new broadcast search feature became available with the upgrade to U2002, and it is being perfected in the test catalog. The plan is to enable broadcast searching to the catalogs of the Center for Research Libraries and the two Rutgers law libraries. Bob Warwick is principaleinvestigator for this work, with the committee advising on function and display.
- ⚡ Release notes for the upgrade to Unicorn 2002 (U2002) were reviewed and sign off was given for sections related to WebCat.

### **INSTRUCTIONAL SUPPORT**

- ⚡ The *IRIS Guide* was updated to reflect implementation of authorities and many other changes. Stephanie Bartz was the principal investigator for this very ambitious project.

### **NEW SERVICE ENHANCEMENTS**

The work of this committee is very detailed. Examples abound in other items considered so far this year: brief records in Unicorn, the meaning of NONE in the barcoded holdings section of records, MARC holdings, notes indicating which serial issues have been sent for cataloging, use of

the label "Electronic Access" for related materials, sublocation locations, IRIS buttons, uncataloged materials request form, the wording in the MARC holdings location statements, and the need to change the wording

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## **PUBLIC SERVICES COUNCIL**

JEANNE BOYLE, ASSOCIATE UNIVERSITY LIBRARIAN FOR PUBLIC SERVICES &  
COMMUNICATIONS

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Members of the Public Services Council were Grace Agnew, Susan Beck, Natalie Borisovets, Jeanne Boyle (chair), Tom Frusciano, Judy Gardner, Rebecca Gardner, Marty Kesselman, Ann Montanaro, Leslie Murtha, Bob Sewell, and Myoung Wilson.

The council of elected, appointed, and ex officio members met nine times between July 2002 and March 2003, including one extended meeting.

### **PLANNING, REVIEW, AND OVERSIGHT ACTIVITIES**

⌘ Among the topics the Council has considered are:

- ⌘ User initiated holds and revision of the Rutgers request service to the Rutgers delivery service
- ⌘ Web document delivery of materials from the Rutgers collections
- ⌘ Availability and placement of JerseyCat
- ⌘ Evaluation questions for the library faculty promotion process
- ⌘ Development of a faculty teaching page
- ⌘ Purchase of special journal issues
- ⌘ Recon of government documents
- ⌘ Ready reference databases
- ⌘ Wireless access in the Libraries
- ⌘ E-Resources and Authentication Problems
- ⌘ Public services benefits from Serial Solutions
- ⌘ Received and supported the recommendations in the report of the RLG/OCLC Reference and Interlibrary Loan Working Group.
- ⌘ Received a report from Ka-Neng Au, chair of the Web Advisory Committee, a subgroup of the Council, and made recommendations about the Libraries website.

### **DIGITAL INITIATIVES**

- ⌘ The Council appointed a Public Services Software Evaluation Work Group and charged it to begin its work with evaluation of OpenURL applications. Marty Kesselman is chair, and Ann Montanaro and Myoung Wilson are members. The group began its work following a well-attended open presentation and meeting with a consultant and is currently investigating the features and other qualities of several products.

- ⚡ An environmental scan of peer WebCat implementations was begun to review Rutgers choice of keyword rather than browse as the searching default. Peer sites have moved to browse as default, and it is recommended that Rutgers move to this option. An implementation with a search box and drop down search choice similar to that at Vanderbilt will be tried in the test catalog for implementation after the spring semester. A request for an IRIS search box on the Libraries top Web page with direct links below it to the 'Advanced Search,' 'Self Services,' and 'Reserve Desk' pages was forwarded to the Web Advisory Committee design group.
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- ⚡ Release notes for the upgrade to Unicorn 2002 (U2002) were reviewed and sign off was given for sections related to WebCat.

#### **INSTRUCTIONAL SUPPORT**

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### **WEB ADVISORY COMMITTEE**

KA-NENG AU, WAC CHAIR

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#### **DIGITAL INITIATIVES:**

- ⚡ Five new indexes and databases (*Anthropological Index, Eagleton Poll Archive, Patrologia Latina, Proquest Historical Newspapers: New York Times, World Biographical Index*) were made available (with the appropriate profiles of content and coverage) while the database descriptions of many existing electronic resources were revised.

#### **INSTRUCTIONAL SUPPORT:**

- ⚡ New research guides created include those for botany and plant Systematics, cinema studies, food science and nutrition, as well as German language and literature, and many others were updated and enhanced.

#### **NEW SERVICE ENHANCEMENTS:**

- ⚡ A new guide was created for alert services for journal articles offered by our database vendors. The Libraries' Website site index was expanded to include many new search terms.

#### **OTHER:**

- ⚡ The Committee was restructured into two sub-groups (WAC-Content and WAC-Design) for better coordination of its varied tasks.

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## WEB SERVICES

SAMUEL J. MCDONALD, WEBMASTER

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### NEW SERVICE ENHANCEMENTS

- ✍ The "Friends and Support" section was redone, and lot of new content was added and revised.
- ✍ The Special Collections and University Archives pages were re-coded to be consistent with the rest of the website.
- ✍ A staff calendar was created to track system-wide events including committee meetings.
- ✍ An embedded JavaScript was written to show the link "Ask a Librarian Live" between the hours of 7p.m.-10.p.m. Thursday-Sunday.

### DIGITAL INITIATIVES

- ? Steps to implement a Web content management system have begun with the meeting of a WCMS thinktank group with representatives system wide. A sub-committee has reviewed and selected an opensource WCMS for testing and implementation.