

RUTGERS UNIVERSITY LIBRARIES

ANNUAL REPORT

2001-2002

PUBLIC SERVICES AND COMMUNICATIONS

CONTACT:

JEANNE E. BOYLE

ASSOCIATE UNIVERSITY LIBRARIAN FOR PUBLIC SERVICES & COMMUNICATIONS

ANNUAL REPORT

PUBLIC SERVICES AND COMMUNICATIONS

Public services and communications activities during academic year 2001/02 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.

All basic service measures remained high, but there was a change in the statistical trend of recent years that saw online services increase and onsite services decline. Online services this past year increased at a more rapid rate, and some onsite services increased. Ask a Librarian answered 12,071 questions, an increase of 68.5%, while more than 15,900 documents were placed on electronic reserve, an increase of 55%. The increases for these services in AY 2001 were "only" 27% and 42% respectively. The number of items loaned has increased for the first time in several years; while the number of instructional session given has also increased, with nearly 1,000 sessions and nearly 20,000 students taught. It has been a busy year.

The Friends of the Rutgers University Libraries sponsored numerous public events. One of these was a major privacy symposium coordinated by public services and communications. The all-day symposium featured Mark Rotenberg, executive director of the Electronic Privacy Information Center, and included distinguished panelists from academic and research institutions and professional associations throughout New Jersey. This symposium was sponsored by the Friends of the Rutgers University Libraries in cooperation with Rutgers University Computing Services, the Office of the University Registrar, the Office of the Vice President for Continuous Education and Outreach, the Professional Development Program of the School of Communication, Information, and Library Studies, and the Rutgers University Libraries. Over 100 Academic administrators, faculty, librarians, lawyers, and Friends from across New Jersey as well as New York and Delaware participated.

Public services and communications also organized workshops featuring vendor trainers that were held on all three campuses for RLG Citation/Eureka Resources, *ingenta*, and *FISonline*.

Lucye Millerand joined public services and communications as administrative assistant in early September 2001 in a newly assigned position that is making all of our lives easier. Marie Priante took advantage of the early retirement incentive program and is missed.

Academic year 2001/2002 has once again given us a record in which everyone should take pride.

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

ACCESS AND INTERLIBRARY SERVICES

Judy Gardner, Head, University Libraries Access and Interlibrary Services

DIGITAL INITIATIVES AND ENHANCEMENTS

- ⚡ New scanners and Ariel document transmission software to support scanning for electronic reserves and electronic document delivery were installed at Kilmer, Douglass, Chang, Dana, LSM, and Robeson Libraries, and in access services and imaging services offices at Alexander Library. Electronic reserve operations were streamlined when library reserve staff began to scan, assign file names, and FTP their own reserve documents to the Libraries' Web server. Article delivery time decreased when Rutgers Request Services staff started to scan articles from their collections and transmit them via the Internet to libraries on the three major campuses.
- ⚡ Use of patron social security number was eliminated in all publicly accessible functions of IRIS. This initiative followed the report of the university's ad hoc committee on student IDs that encouraged major units to enhance student privacy and security by reducing the use of student identification numbers that mirror social security numbers.
- ⚡ The Web document delivery working group configured Ariel software to convert interlibrary loan articles to PDF files for more efficient and reliable distribution of interlibrary loan articles to patrons on the Web. A group of interlibrary loan users was enlisted to help test and evaluate the Web interface and retrieval instructions. A Web delivery FAQ was composed for public use, staff procedures written, and training conducted in Camden and Newark prior to the introduction of Web document delivery (July 2002). Interlibrary loan article delivery time will decrease, and patrons will be able to read articles from the convenience of their desktops.
- ⚡ Access services' email communication with users increased when the online "Registering with the Rutgers Libraries" form was introduced and forwarded to the Ask a Librarian team for responses. New email notifications also generated email replies from patrons that were forwarded to Ask a Librarian. Split shifts were introduced for most days of the week and additional staff recruited to address the increased volume. Members of the access services Ask a Librarian team held their first meeting in the spring to share experiences, review and refine guidelines, and work on standard replies to common questions.

INSTRUCTIONAL SUPPORT

- ⚡ The electronic reserve service continued to grow. Over 15,900 PDF electronic documents were placed on reserve for courses during the 2001-2002 academic year, 5,683 more files than were processed the previous year. Requests to the Libraries' Web server for electronic reserve files increased by 22%, and bytes transmitted increased by 33%.
- ⚡ Access services staff checked out 697,427 items and over 48,300 reserve materials to Rutgers borrowers. Combined automated and manual reserve circulation decreased by 17% while automated and manual circulation of nonreserve items increased 17%. Overall circulation was up 14% from the previous year.

- ⚡ Rutgers Request Service (RRS) staff at Rutgers libraries processed and delivered 50,461 books and sent 10,235 photocopies to other the Rutgers Libraries and to off-campus pickup sites. The total number of new book and article patron requests received on Unicorn decreased 3% from the previous year.
- ⚡ The Rutgers interlibrary loan services staff borrowed 5,780 books and 9,545 photocopies for Rutgers students, faculty, and staff from libraries with which we have reciprocal resources sharing agreements.
- ⚡ Interlibrary loan staff placed rush monograph orders with acquisitions for 269 current imprint titles not owned by Rutgers and requested on interlibrary loan by Rutgers patrons during the year. Two hundred and eight current titles at an average cost of \$42.73 per title were added to the Rutgers collections and delivered to users who requested them.
- ⚡ Sixty-five Rutgers faculty, staff, and graduate students ordered 241 articles through the Rutgers ingenta gateway for direct delivery to their desktop or fax. The average cost of articles was \$20.93.
- ⚡ Access services staff began checking out videos booked for classroom use directly to faculty at library circulation desks. The Media Center and Dana Media; the Music, Art, Alexander, and Robeson Libraries; and the Library of Science and Medicine were designated video pickup sites on the new media bookings Web forms.

OUTREACH ACTIVITIES

- ⚡ The VALE reciprocal faculty borrowing agreement was implemented in January 2002 (replacing the New Jersey academic library network and council of two-year college libraries agreement). Faculty and staff at many institutions of higher education in New Jersey may now apply for guest borrowing privileges at Rutgers; Rutgers faculty and staff are eligible to borrow at participating libraries.
- ⚡ Interlibrary loan staff on the three major campuses loaned 6,645 books and sent 5,383 photocopies to other libraries in the state, nationally, and internationally during July 2001-June 2002.
- ⚡ Staff from Columbia University, NYU, and the University of Pennsylvania made site visits in New Brunswick to consult with interlibrary loan staff about workflow and implementation of the ILL Manager software.
- ⚡ The citation/location center responded to _____ requests for citation information from New Jersey library network libraries during 2001.
- ⚡ The shipping and receiving department made ten trips to sites in New Jersey, New York, and Delaware for the Douglass women's artist series, and picked up donated artwork from the Delaware water gap area for the Art Library.

NEW SERVICE ENHANCEMENTS

- ⚡ The Libraries started sending email overdue and recall notices, email notifications when interlibrary loan and Rutgers materials arrive at patrons' pickup libraries, and courtesy "time to renew term loan" email reminders to patrons. Employee and student email addresses were

included in weekly data files from administrative computing services beginning in August 2001. Postage and the number of paper library notices decreased. During the academic year 85-87% of the current student, faculty, and staff user records received from administrative computing services contained an email address. Access services staff created instructions to help patrons change their email address with the university and developed new workflows to deal with returned email notices.

- ⌘ Access services staff tested and implemented two Unicorn system upgrades. Staff created new Unicorn reports to improve workflow and provide better management information. In-transit and reserve preview lists, reports to remove reserve control and brief item records, lists of old available holds to remove from the system, and special users with STAFFUSE profiles for charging items needing repair and relabeling are now in use. Staff tested and implemented the addition of a second email addresses on locally created research assistant user records. Interlibrary loan and Rutgers Request Service statistics are generated by reports that run daily, relieving staff of a time-consuming manual task.
- ⌘ Interlibrary loan staff at the interlibrary loan services office at Alexander Library started placing all RLIN and OCLC borrowing requests on a single distributed system, RLG's ILL Manager.
- ⌘ Access services and systems staff met to discuss system configurations and a plan to implement user-initiated holds in IRIS with a consultant from Sirsi.
- ⌘ Access services staff helped formulate the library assessment committee's online "Electronic Reserves User Survey," Oct. 20-27, 2001, and after analyzing results made changes in electronic reserve document file size and user documentation.
- ⌘ Shipping and receiving staff coordinated changes in Camden campus' mail delivery schedule and worked with InfoLink to ensure a smooth transition from Comet to CD&L delivery service for the New Jersey library network.

EXTERNAL SUPPORT

- ⌘ The Libraries received a \$160,000 grant from the New Jersey State Library to provide reference, interlibrary loan, and citation/location services to New Jersey library network member libraries.

FACILITIES IMPROVEMENTS

- ⌘ Shipping and receiving personnel attended meetings about anthrax and received instructions for handling suspicious boxes and envelopes and use of protective gloves and masks.

ASK A LIBRARIAN

NATALIE BORISOVETS, COORDINATOR, ELECTRONIC REFERENCE SERVICES

DIGITAL INITIATIVES AND NEW SERVICE ENHANCEMENTS

- ⌘ In 2001-2002¹, Ask a Librarian, the Rutgers University Libraries email reference service, received 12,071 questions/requests— a 68.5% increase over the 7,164 queries received in the previous year.

Ask a Librarian September 2001-August 2002

	Questions Received	Answers Sent	Not Answered	Percent Answered
September	1252	1193	94	92.5
October	1343	1347	127	90.5
November	1216	1188	73	94.0
December	894	921	82	90.8
January	1039	999	183	82.4
February	1279	1214	208	83.7
March	1133	1035	195	82.8
April	1075	999	144	86.6
May	702	680	102	85.5
June	715	642	128	82.1
July	704	680	94	86.6
August	719	681	95	86.0
TOTAL	12071	11579	1525	87.4

Response Rate

- ⌘ Despite the significant increase in the number of total questions received, 87.4% of the questions received in 2001/2002 were answered— a slight increase over the 86.3% response rate of the previous year.

Questions Answered

- ⌘ While reference (2,179; +5.1%), request services (497; +13.7%), and interlibrary loan (1,252; +17.3%) showed increases in the total number of questions answered, the most dramatic increase came in demand for Access Services. 7,492 responses were sent by access team members in 2001-2002, a 147% increase over the 3,039 sent the previous year.

¹ Statistics are based on the academic (September-August) rather than the fiscal year. See Appendix A for the fiscal year summaries.

ASK A LIBRARIAN
September 2001- August 2002
Answered By

	Reference	Access Services	Systems	Request Services	Interlibrary Loan	Acquisitions	Other
September	195	859	8	45	84	2	0
October	291	889	9	52	101	2	3
November	234	742	11	56	145	0	0
December	140	621	16	29	111	4	0
January	200	619	16	56	108	0	0
February	246	845	11	42	69	1	2
March	197	627	5	65	132	5	4
April	180	617	3	46	143	0	10
May	153	395	3	26	97	1	5
June	120	405	3	30	77	2	5
July	110	457	10	14	83	0	6
August	113	416	9	36	102	0	5
TOTAL	2179	7492	104	497	1252	17	40
%	18.8	64.7	0.9	4.3	10.8	0.1	0.3

PINs

- ⌘ Most of the increases of access queries can be attributed to the escalating demand for library PINs. An increasing number of Rutgers users are using commercial Internet service providers rather than connecting directly to the campus networks and need to know their PINs in order to connect to the Libraries' proxy server and use such restricted resources as databases or electronic reserves. They also need to know their PINs in order to renew library materials and check on request status. And beginning this fall, they will need to know their PIN in order to request Rutgers delivery services.

Of the 7,366 queries received between January and August 2002, 3,350 (45.5%) were requests for PINs.

- ⌘ In response to the continuous and overwhelming demand for PINs, in September 2001 a PIN registration request form was made available at:

http://www.libraries.rutgers.edu/rul/forms/reg_pin.shtml

Requests generated by this form are distributed only to the current access team members, as well as the AAL coordinator and her assistant. This eliminated the need for an intermediate reply on the part of the access team member, and also dramatically reduced the amount of email automatically routed to everyone except current access team members. Replies to PIN requests are sent directly to the requestor, with a cc: to the coordinator and the assistant, who tracks the requests.

- ⌘ To alleviate some of the volume-induced pressure on access team members, beginning in October team members were assigned to half-days Sundays thru Thursdays. In addition, access team members met in April and decided that the two six-month access services teams

should merge into one year-round team beginning June 1, 2002. Staff would participate throughout the year but with fewer shifts per month.

However, even half-day shifts may mean responding to forty or fifty PIN requests as well as other questions concerning recalls, patron records, missing books, email addresses, electronic reserve, etc.

- ⚡ **While there have been some tentative discussions about the possibility of creating a program whereby registered users could automatically ask for and be given their PINs without the need for staff intervention, it seems that the situation is reaching the point where such an investigation needs to be made a priority.**

As PIN requests are received via phone as well as in-person at circulation desks, they constitute a significant workload issue even beyond the Ask a Librarian service. That access staff have managed to sustain such a high response rate despite the extraordinary demand is a testament to their dedication and professionalism.

Response Time

- ⚡ Once again, the significant increase in the total number of queries received seems to have had little effect on response times. During the spring and summer 2002, 87.7% of the answered queries were responded to on either the same day or on the next day; **96.1%** were answered within the “24 to 48 hours” specified in the Ask a Librarian guidelines.

Ask a Librarian January 2002-August 2002 Response Time (Days)²

	Monthly Total	Same Day	Next Day	Two Days	Three/+ Days
January	97	54	28	2	13
February	131	49	53	19	10
March	131	82	32	15	2
April	109	97	7	5	0
May	66	41	19	5	1
June	89	50	26	12	1
July	49	18	28	2	1
August	52	37	14	1	0
TOTAL	724	428	207	61	28
%		59.1%	28.6%	8.4%	3.9%

FAQs

- ⚡ The questions received by Ask a Librarian form the basis for the Libraries’ “Frequently Asked Questions” pages.

² Weekly sample days. Calculated on the basis of working days.

- ⌘ In response to the many New Jersey and genealogy questions received via Ask a Librarian, in October 2001 a “Genealogy/Local History FAQ:”

http://www.libraries.rutgers.edu/rul/ask_a_lib/faq_genealogy.shtml

was added to the Ask a Librarian page with a link to a new New Jersey genealogy guide:

<http://newark.rutgers.edu/~natalieb/gen.htm>

- ⌘ In February 2002 the “Remote Access FAQ:”

http://www.libraries.rutgers.edu/rul/ask_a_lib/remote.shtml

was revised and expanded, as were all related remote access pages. This revision seems to have resulted in significant decreases in the number of access questions coming in via Ask a Librarian.

- ⌘ In June 2002 the top contents of the “Ask a Librarian” page:

http://www.libraries.rutgers.edu/rul/ask_a_lib/ask_a_lib.shtml

was reformatted from a descriptive listing of FAQs to a more user-friendly need/action table.

- ⌘ In June 2002 the “Done at Rutgers” FAQ:

http://www.libraries.rutgers.edu/rul/ask_a_lib/faqru.shtml

was revised to reflect recent Rutgers research in the news.

- ⌘ The “IRIS” and “Requesting Library Materials FAQs:”

http://www.libraries.rutgers.edu/rul/ask_a_lib/irisfaq.shtml

http://www.libraries.rutgers.edu/rul/ask_a_lib/faqrsill.shtml

are in the process of being revised to reflect the many changes implemented in recent months, including MARC holdings, user-initiated holds, email notices, and web document delivery. These should be available the first part of September 2002.

User Survey

- ⌘ During the week of March 4, 2002 the Libraries’ assessment committee conducted an Ask a Librarian user survey. Included in the AAL responses that week was a request for users to complete the survey found at http://www.scc.rutgers.edu/aal_survey/.

Forty-two of the approximately 280 users responded to that week completed the survey. Most indicated a high level of satisfaction with the service.

User Survey Comments: Positive

- ⚡ The responses I get are always timely and polite... which I really appreciate!
- ⚡ As a faculty wife of a friendly competitor University, Delaware, I am very pleased with the prompt and courteous help provided me by the Ask a Librarian web site and by Dave in Special Collections and University Archives.
- ⚡ The help I received was very useful, prompt, and professional. Great experience.
- ⚡ The responses from Librarians are VERY helpful, thorough, and received in a timely manner. The Rutgers library system was one of my favorite parts of receiving my Doctorate at Rutgers. THANK YOU FOR YOUR HELP!!!!

Those who did express dissatisfaction with the Ask a Librarian service for the most part seem to have either not understood what services are available to them or were looking to “kill the messenger.”

User Survey Comments: Negative

- ⚡ Yes, as UMDNJ staff, I understand that I no longer have borrowing privileges or web access to the Rutgers library. Is this true?
- ⚡ Yes, I am dissatisfied with the fact that the library incorrectly charged me a fine for... .
- ⚡ I have never had trouble renewing an interlibrary loan, but I have had a great deal of trouble getting updates on my requests. For example, I requested a book in December. It is now mid-March and I have received no information on the request other then... .
- ⚡ I really like the electronic access to library journals, where you simply click on a link and are connected. I would like this to work remotely in the same fashion it works from a Rutgers (New Brunswick) computer lab.

Perhaps the one surprise in the survey was the response to the question “Would you be willing to work with a librarian online to receive an answer to your question in real time?”

While 71% of responding users answered “Yes,” 55% of the undergraduates who answered this question said “No,” they would not be willing to work with a librarian online in real time.

As these were undergraduates who had used the email reference service and were filling out a web-based form, technology was clearly not the issue. As a colleague pointed out, undergraduates don't really understand the value of face-to-face--or keyboard-to-keyboard--reference transactions. Often they want to be anonymous, ask their question, go away, and come back when there's an answer.

Ask a Librarian LIVE

- ⚡ As a pilot project, in the spring 2002 the Rutgers Libraries allowed users to ask questions in “real time” using “LiveAssistance,” a Web-based call center product from International Business Systems (IBSI), a Chantilly, Virginia, company.

- ⚡ An Ask a Librarian LIVE link was available from April 8 through May 17. The service was available Monday – Friday, 1 p.m. to 4 p.m. In the seventy-two hours that the service was available between April 8 and May 10, a total of 110 “chats” were attempted.
- ⚡ Users who completed the Ask a Librarian LIVE exit survey seemed very pleased with the service. While some of the librarians who participated felt that the limited usage of the service, coupled with a number of issues that were identified during the pilot, did not warrant continuation of a “live” service at this time, most felt that the pilot should be extended through the fall 2002 semester.

The full report on the Ask a Librarian LIVE pilot is available at:

<http://newark.rutgers.edu/~natalieb/asklivereport.htm>, or

http://www.libraries.rutgers.edu/rul/staff/groups/rt_ref/reports/ask_live_report.shtml

Management of Ask a Librarian Services

- ⚡ In October, librarian Linda McSweeney was hired to assist the Ask a Librarian coordinator on a part-time basis. She took over the tracking of AAL questions and answers thus lifting a major burden from the AAL coordinator. Requests are now tracked using an Excel spreadsheet, and reports can be easily produced.

Because this is a part-time position, however, and because the number of daily requests has continued to escalate, it has become increasingly difficult to ensure that when questions for one reason or another don't get answered initially that the individual responsible is sent a reminder on a timely basis and questions don't fall through the cracks. This is reflected in some of the disappointing monthly response rates seen in the second half of the academic year. We have, however, identified some possible procedural solutions to this issue and will be implementing them in the coming year.

The Ask a Librarian Team

- ⚡ In September a new rotation format was implemented for the reference team and new members, primarily from the New Brunswick libraries, were added.
- ⚡ Beginning June 1, 2002, the two six-month rotating access services teams merged into one year-round team, allowing for fewer shifts per month. Unfortunately this was partially off-set by the number of access staff who took advantage of the state's early retirement offer, as well as the departure of staff who took positions elsewhere.
- ⚡ Despite the escalating volume and workload, the members of the Ask a Librarian team have continued to provide quality services efficiently, effectively, and perhaps most extraordinarily of all cheerfully. Their dedication is to be highly commended.

**The 2001-2002 Team
(Past and Present)**

Reference	Access		Requests
Ka-Neng Au Susan Beck Cathy Pontoriero Natalie Borisovets Emily Carey Jeris Cassel Mary Fetzer Rebecca Gardner Sara Harrington Theo Haynes Scott Hines Yoshiko Ishii Marty Kesselman Laura Mullen Pat Piermatti Hector Perez-Gilbe Wen Hua Ren Nancy Stowell Stephanie Tama-Bartels Lourdes Vazquez Karen Wenk	Myriam Alami Georgina Alonzo Elsa Alves Peter Anderson Rose Barbalace Zohreh Bonianian Mary Brodman Stacy DeMatteo Marc Forster Mary Gadek Judy Gardner Ines Gessner Christopher Lee Barry Lipinski Bill McNelis Andy Martinez	Dean Meister Nita Mukherjee Ramon Negron Asuncion Ortiz Sothy Padmanathan Phyllis Palfy Antoinette Peteet Roger Smith Ann Snowman Jeff Teichmann Michele Tokar Ann Watkins Penny Weniger Drue Williamson Gloria Windham Pat Womack	Tracey Meyers Bob Warwick Interlibrary Loan Brian Johnson Jane Mihalick Dorothy Grauer Libby Hart Mary Anne Nesbit Systems Dave Hoover

APPENDIX A

ASK A LIBRARIAN
FY2001-FY2002

Ask a Librarian
July 2001-June 2002

	Questions Received	Answers Sent	Not Answered	Percent Answered
July	455	446	36	92.1
August	466	463	35	92.5
September	1252	1193	94	92.5
October	1343	1347	127	90.5
November	1216	1188	73	94.0
December	894	921	82	90.8
January	1039	999	183	82.4
February	1279	1214	208	83.7
March	1133	1035	195	82.8
April	1075	999	144	86.6
May	702	680	102	85.5
June	715	642	128	82.1
TOTAL	11569	11127	1407	87.8%

Ask a Librarian
July 2001- June 2002
Answered By

	Reference	Access Services	Systems	Request Services	Interlibrary Loan	Acquisitions	Other
Jul	119	181	1	33	104	5	3
Aug	133	227	11	22	63	9	8
Sep	195	859	8	45	84	2	0
Oct	291	889	9	52	101	2	3
Nov	234	742	11	56	145	0	0
Dec	140	621	16	29	111	4	0
Jan	200	619	16	56	108	0	0
Feb	246	845	11	42	69	1	2
Mar	197	627	5	65	132	5	4
Apr	180	617	3	46	143	0	10
May	153	395	3	26	97	1	5
Jun	120	405	3	30	77	2	5
TOTAL	2208	7027	97	502	1234	31	40
%	19.8%	63.2%	0.9%	4.5%	11.1%	0.3%	0.4%

COMMUNICATIONS

HARRY GLAZER, COORDINATOR

The communications office worked on a number of projects in the past year to highlight the Libraries rich collections and services, either to internal Rutgers constituents or to a variety of external publics, and to draw new supporters to the Libraries.

The communications office's goals for 2002/2003 are to continue to develop high-quality publications and special events, in cooperation with colleagues across the library system, that will showcase the Libraries strengths and draw outside interest.

Specific projects envisioned or in process at this time include an Institute of Jazz Studies glossy publication, a Friends schedule of five events in the fall and six events in the spring, two issues of the Rutgers University Libraries *Report* newsletter, a 2002 press clips booklet, a holidays card featuring a historic image from special collections, and public relations support for the Institute of Jazz Studies jubilee celebration dinner in October.

OUTREACH ACTIVITIES

Friends of the Rutgers University Libraries

- ⌘ Two Friends' calendars (one per semester) were printed and mailed on or ahead of schedule. The spring 2002 calendar was also redesigned as a full-page ad and placed in the first issue of the Rutgers *Focus* in January 2002 as a means of attracting new attention and members for the Friends.
- ⌘ The communications coordinator worked with Special Collections, Rutgers catering, Alexander Library administration, Dana Library administration, university relations, mail and document services, and others to coordinate publicity, catering, registrations, programs, venues, and other logistical details for twelve Friends events over the academic year. One highlight was a two-day trip to the Library of Congress and other sites in Washington, D.C. in May, which attracted nearly two dozen participants.
- ⌘ The status of the Friends membership was thoroughly evaluated, revealing that a significant number had not paid dues in a few years. Working with a number of staff colleagues and with the Friends advisory council, the communications coordinator drafted, refined, and mailed a letter to lapsed members seeking their renewals by a certain date. The mailing received an 8.5% response rate, including one new life member.

Publications and special events

- ⌘ A major highlight of this department was the completion, printing, and delivery of a special collections and university archives publication. The publication describes and colorfully illustrates many of the unique and historically significant holdings available in our libraries. This publication has already been used repeatedly for development purposes and promotion and copies were mailed to all members of the university's boards of governors, overseers, and trustees.

- ⚡ The 2000/01 glossy annual report was designed with input from the university librarian, two associate university librarians, and the development director and printed earlier than the previous year's edition. Rich with new photography arranged for this publication, this edition is deliberately more concise and focused than the previous year's report.
- ⚡ The communications office served as the coordinator of the Rutgers University Libraries' presence in the ACRL full-page ad in the *Chronicle of Higher Education*, working with the university librarian, the university relations office, and ACRL's publications staff in the process.
- ⚡ Working with librarians and staff at different points in the system, the communications coordinator wrote and placed articles on media services collections (*Targum*), the redesigned website (*Targum*), newly hired librarians and administrators (*College & Research Libraries News*). The coordinator also arranged a meeting between the University Librarian and the *Home News Tribune's* reporter covering Rutgers, which resulted in a front-page story on the different issues involved in the scholarly communication crisis.

IMAGING SERVICES

DONNA CRYAN, COORDINATOR

Imaging Services is working with staff members of many departments in many Rutgers libraries, especially access services, interlibrary loan, and the library systems department, on common goals and projects. We are providing more, better, and more convenient services to the students, faculty, and staff of the university.

DIGITAL INITIATIVES

- ⚡ All thirty-nine of the remaining Xerox photocopiers in the Libraries have been replaced with Ricoh digital copiers from Ikon Office Solutions. The replacement of these copiers has enabled us to reduce our cost per copy from \$0.0492/copy to \$0.03534/copy for the first three years of the Ikon lease and down to \$0.0332/copy for the last two years of the lease.
- ⚡ Imaging Services was instrumental in the decentralization of electronic reserve scanning and processing to the access services departments of the various Rutgers University Libraries. Imaging Services and access services departments scanned and provided to students 6,941 articles for the fall 2001 semester and 7,275 articles for the spring 2002 semester.
- ⚡ With support received from the State of New Jersey's Equipment Leasing Fund (ELF), we purchased and installed replacements for some of the antiquated microfilm equipment at the John Cotton Dana Library in Rutgers-Newark, the Mabel Smith Douglass Library, Kilmer Library, the Library of Science and Medicine, and the Paul Robeson Library in Rutgers-Camden. The installation included fourteen new Canon MS 800 digital microfilm scanners and printers that allow patrons to print, save to disk or CD, or email microform files.
- ⚡ Because patrons have the option of saving information from library computers and the new microform machines, we have begun selling diskettes, CDs, and Zip discs for their convenience. The diskettes and CDs are \$2.00 each, and the ZIP discs are \$20.00.

OUTREACH ACTIVITIES

- ⚡ We worked on implementing the sales of the Museums and Galleries products to the public in Alexander Library, Dana Library, the Library of Science and Medicine, and Robeson Library. The Museums and Galleries products include note cards, notebooks, greeting cards, wrapping paper, and calendars imprinted with images from Special Collections and University Archives.

INSTRUCTIONAL SUPPORT

- ⚡ Imaging Services has developed and produced training aids for teaching scanning to access services personnel. Imaging Services in cooperation with the access services staff have trained the reserve staff in scanning and processing articles for reserve using Adobe Acrobat software, and scanning for the Rutgers Request Service and interlibrary loan using Ariel 3.01 software. At the annual state of the libraries meeting, Donna Cryan demonstrated the training software for scanning for electronic reserves.

NEW SERVICE ENHANCEMENTS

- ✧ To enhance access to the “Locate and Copy” service, request forms are now available online on the Imaging Services home page on the Libraries’ website.
- ✧ After the initial success of interlibrary loan web delivery, and in cooperation with the access services departments, plans are being developed to offer Web delivery for the Rutgers Request Service.
- ✧ We have made microform scanning available during this fiscal year at Alexander Library, the Library of Science and Medicine, Douglass Library, Kilmer Library, Camden’s Paul Robeson Library, and Newark’s Dana Library

FACILITIES IMPROVEMENTS

- ✧ Public networked printing will be installed in Dana Library for the first time when RUNet is completely installed during August. Updated software for public networked printing was purchased when the new ELF public workstations with Windows 2000 operating systems were installed.

PERSONNEL

- ✧ Imaging Services is continually examining its equipment and personnel needs in all locations and adapting its personnel requirements to the changing needs of library patrons and staff. We have integrated digital technology into all of our operations and continually update the skills of staff members to accommodate these changes.
- ✧ We are reorganizing the Imaging Services department now that Marie Priante, formerly Library Supervisor II, has retired. This will be done without hiring a replacement.

BUDGET AND OTHER TOPICS

- ✧ To reflect our changing role, Copy Services adopted a new name: *Library Imaging Services*.
- ✧ At the request of the Libraries’ fiscal control office, we started keeping the photocopy, microform, and laser printing statistics for Camden’s Robeson Library in addition to the statistics for the New Brunswick Libraries and Newark’s Dana Library.
- ✧ With staffing changes we will shorten the hours that we are open.

Photocopying and Microforms

- ✧ There has been a steady trend away from photocopying and toward laser printer copying as more patrons copy information from online subscriptions, electronic reserves, and the Internet. Total photocopying this year was approximately 4.6 million copies. This represents a 14.6% decrease from last year. In order to recover more of our costs, we raised the price per photocopy and laser print to \$0.12 per page on July 1, 2002.
- ✧ Administrative photocopying increased by approximately 154,921 copies or 13.8% overall. Imaging Services charges other library departments for only a small portion of administrative

and service copying. The cost of the remaining copies is covered by Imaging Services. This cost is substantial and includes the replacement costs of the administrative photocopiers.

- ⚡ Expenses are less than last year primarily because of the purchase of the new Ricoh equipment from Ikon and the fact that during fiscal year 2000/2001 there were one-time expenses involved in the change of debit card systems. This fiscal year our expenditures decreased by \$60,020.
- ⚡ Total microform copying was 97,423 copies, an increase of 17,673 copies over the last fiscal year. This trend follows several years of significant decreases. The increase occurred at all libraries that have microform copying, but was especially dramatic at Alexander Library. This increase is probably due to the purchase and installation of the new digital microform machines. Most of these new machines were only installed in the spring of 2002, which means that next year's increase is likely to be larger.

INSTRUCTIONAL SERVICES COMMITTEE

LESLIE MURTHA, CHAIR

Committee Members were Vibiana Bowman, Jeris Cassel, Rebecca Gardner, Scott Hines (July 2001 - January 2002), Triveni Kuchi, Patricia Libutti, Jackie Mardikian, Sam McDonald, Leslie Murtha (chair), Eileen Stec, Julie Still, Stephanie Tama-Bartels, and Roberta Tipton.

In the academic year 2001-2002, the Instructional Services Committee made significant contributions toward the Rutgers University Libraries efforts to promote information literacy within the Rutgers community. The committee met its short-term goals for the year, and made significant progress toward many long-term goals. The committee's short-term goals for the last year were to implement at least one new online instruction tool, to develop at least one instrument for assessment of student learning, to complete the revision of the Web pages for library instruction, and experiment with new models for delivering instruction to undergraduates. In addition to meeting these goals, the committee made significant progress toward developing instruction programs that are aligned with established best practices in the field, expanded its support for teaching across the libraries, and oversaw considerable growth in the instruction programs. In addition, members of the committee participated in the development of funding for instructional infrastructure and in instruction-related professional organizations at a local and national level. The committee initiated a new collaborative relationship with the library studies program at the School of Information, Communication, and Library Studies, provided professional development opportunities to the Rutgers library faculty and to the academic library community of New Jersey, and sent representatives to a prestigious and competitive nationally sponsored professional development program.

PROGRAM DEVELOPMENT INITIATIVES

- ✦ In September, the New Brunswick Libraries embarked on a new collaboration with the English writing program to integrate research and library instruction into the curriculum of the writing program. Concentrating on English 201, the primary research and writing class for undergraduates on the New Brunswick campuses, a program was developed offering instructors a variety of options for incorporating library instruction into their classes. This development enhances our ability to provide effective learning experiences for undergraduates, and is aligned with current best practices in information literacy instruction. Jeris Cassel and Stephanie Tama-Bartels led the initiative in collaboration with Michael Cripps, coordinator of English 201.

In the spring semester, this initiative was extended, by popular demand, to include English 301, the principle research and writing class for transfer students on the New Brunswick campuses. Pedagogically speaking, this collaboration with the English writing program has been quite successful. The expansion of the program, however, combined with a significant increase in the number of class sections offered and a reduction in the ranks of instruction librarians, stretched the resources of the Libraries. The increased demand for curriculum-embedded library instruction may be viewed as evidence of the increasing importance of information literacy as a component of an undergraduate education and suggests that instruction will continue to play an expanding role in the mission of the Libraries. Since fiscal realities indicate that growth in the ranks of instruction librarians will not be realized in the immediate future, the Instructional Services Committee is exploring a variety of ways to sustain the current programs, with the full cooperation of the coordinators of the English writing program. These options include:

facilitate sharing of ideas, and otherwise support the professional development of librarians in the area of instruction.

- ✧ The committee began work on developing a model for structuring online learning tools that will maximize the flexibility and usefulness of those tools. A modular approach is proposed, with basic, intermediate, and advanced, subject/discipline-specific components. An underlying architecture, navigation scheme, and identity elements will provide coherence, while the modular construction will facilitate multidimensional use, accommodate a variety of learning and teaching styles, maximize the ability to match structure to content, and provide opportunities for experimentation with pedagogical design and emerging technologies. A proposal outlining the initial modules for the basic-level component was approved for PROP funding, but fiscal constraints have delayed implementation.

LIBRARY INSTRUCTION

- ✧ In the 2001-2002 academic year, the Rutgers University Libraries participation in the educational process was expanded.
- ✧ Librarians participated in the following orientation programs:
 - ✧ Rutgers College
 - ✧ Douglass College
 - ✧ University College – New Brunswick
 - ✧ Rutgers Camden
 - ✧ Western Monmouth
 - ✧ Faculty of Arts and Sciences Teaching Assistant Orientation
 - ✧ International Student Orientation
 - ✧ School of Communication, Information, and Library Studies
 - ✧ Graduate School of Management
 - ✧ Bloustein School of Public Administration
 - ✧ School of Nursing
 - ✧ Economics Department (New Brunswick)
- ✧ Librarians taught:
 - ✧ Three credit-bearing courses for undergraduates: McNair 2001 and 2002 and Research Methodologies (University College)
 - ✧ Approximately 960 library instruction sessions, with a total attendance of over 15,000
- ✧ Librarians provided instruction for:

- ✧ Twenty-two graduate departments
- ✧ Approximately thirty undergraduate departments
- ✧ PreCollege (Academic Foundations and EOF) Programs
- ✧ Program in American Languages (PALS)
- ✧ Shaping a Life (Douglass College)
- ✧ Perspectives in Agriculture (Cook College)
- ✧ English Writing Program
- ✧ Douglass Project for Women in the Sciences
- ✧ Students on all campuses of Rutgers University, including Western Monmouth
- ✧ Students from Rowan University (Camden campus) and Camden County College
- ✧ Upward Bound
- ✧ Local high school students, New Jersey teachers, retired Rutgers faculty, the Friends of the Rutgers University Libraries, and visiting students from Japan

FACILITIES AND INSTRUCTIONAL TECHNOLOGY

- ✧ With funds made available to the Libraries through the equipment leasing fund (ELF), computers in all of the electronic classroom spaces have been upgraded, and additional equipment is slated for installation in the Kilmer Library instructional alcove, expanding the capacity of this teaching space. Other equipment for instruction purchased through ELF includes projectors, display monitors, and laptop computers, as well as upgraded classroom control equipment for the Dana Library electronic classroom. This equipment is either on order or has been received by the Libraries. The equipment obtained through ELF will improve instructional capabilities at the Alexander, Kilmer, Dana, and Robeson Libraries, and make it possible for librarians to experiment with teaching outside the library buildings. ELF also made possible the creation of an instructional technology laboratory, currently under development at the Robeson Library.
- ✧ Under the auspices of the New Brunswick information services steering group, Leslie Murtha, Stephanie Tama-Bartels, Marty Kesselman, and Stephanie Bartz participated in a task force to write a successful proposal for a New Brunswick advisory committee for instructional computing grant to support enhanced classroom facilities in the Libraries and enhanced instructional activities in the reference environment. The funding from this grant will allow the libraries to replace the existing classroom control configurations with current technology and to expand the availability of this technology into public spaces beyond the Libraries' existing classroom space.
- ✧ With funding generated by Eileen Stec's honors course in research methodologies, offered in the spring semester through university college, a multimedia laboratory has been developed within the Douglass Library. The facility houses two multimedia-capable workstations and is provided with software for the development of Web pages, graphics, animation, streaming

audio and video, interactivity, and PDF documents. A royalty-free sound library and a collection of copyright-cleared clip art are also available.

- ✧ The growing demand for library instruction has concurrently increased the demand for classroom space within the Libraries. Although not yet a major obstacle, scheduling conflicts have increased over the past year, and there is also a perceived need for a wider variety of teaching spaces. This need has been foreseen, and the acquisition of some of the equipment funded by ELF will enable librarians to experiment with teaching outside the Libraries. The need, however, to develop additional and more effective, flexible teaching spaces in the Libraries is a growing imperative. The Douglass Library, which will be undergoing construction in the coming academic year, is particularly in need of support and equipment in order to sustain instruction programs through this transitional period.

COMMUNICATION AND PROMOTION

- ✧ The Web page for instruction at the Rutgers University Libraries was revised to reflect the dual orientation of the instruction programs toward students and faculty. The new design facilitates access to useful information by the target audiences and improves our ability to market instructional services and resources. Further enhancements to the Web pages are under development.
- ✧ A major addition to the Web pages for library instruction is represented in the new forms for requesting library instruction. These forms allow faculty members to send an email request for library instruction to the instruction coordinator for their campus directly from the Libraries website. This is an added convenience for faculty members and not a replacement for other means of communication. Instruction coordinators will continue to receive requests and facilitate the scheduling of instruction through all of the established channels of communication. Webmaster Sam McDonald's expertise made this development possible.
- ✧ The library instruction brochure was revised to reflect an orientation toward the concerns of classroom faculty and away from a library-centered perspective. Lucye Millerand's assistance is gratefully acknowledged.
- ✧ Leslie Murtha made a presentation to the New Brunswick Libraries faculty on the development of the Rutgers University Libraries instruction programs in the context of the information literacy movement and the publication of information literacy standards for higher education.
- ✧ Roberta Tipton and Leslie Murtha presented an overview of the information literacy immersion program sponsored by the association of college and university libraries to the public services council.

DOCUMENTATION

- ✧ The committee continues to refine the process of collecting statistics to document instructional activities system-wide. Changes to the structure of the instructional programs (outlined above) have made it imperative to expand data collection so that the number of students reached can be differentiated from the total attendance. Other planning needs have also suggested additional useful data. New data concepts have been defined and implemented, and an extensive retrospective collection of data for the past academic year is

approaching completion. Processes for data collection have been streamlined and increasingly standardized.

- ⚡ Collection procedures for the committee's database have been greatly improved over the three years for which data have been gathered, and there is now a need for an increased level of central support for this function. The retirement of the staff member who was responsible for the day-to-day maintenance of the database revealed gaps in collection and data entry procedures, and it was difficult to supply documentation to support fundraising initiatives in a timely fashion. It will be necessary to find a way to maintain the integrity of this collection of data in a way that makes appropriate use of faculty and staff time.

OUTREACH AND DEVELOPMENT

University

- ⚡ Rutgers University librarians provided practicum opportunities and mentoring to students in the library instruction course taught by Jana Varlejs and the School of Communication, Information, and Library Studies. In turn, the students participated in the library instruction program, expanding our ability to meet the increased demand for course-related instruction for undergraduates.

Library Community

- ⚡ Leslie Murtha and Roberta Tipton made a joint presentation on assessment of student learning at a workshop sponsored by the ACRL/NJ user education committee.
- ⚡ Invitations to participate in "The 50-Minute Instructor: A Teaching Skills Seminar" were extended to the faculty of the School of Communication, Information, and Library Studies, to students in the library instruction course, and to instruction librarians around the state. The inclusion of librarians from around New Jersey created a synergy within the workshop that benefited all participants and provided the Libraries with an opportunity to play a leadership role in the development of statewide information literacy initiatives.
- ⚡ Members of the instructional services committee have been asked to serve on the recently constituted VALE committee on shared information literacy.
- ⚡ Committee members were active on the following state and national committees relating to user instruction and information literacy:
 - ⚡ ACRL Advisory Board
 - ⚡ ACRL Instruction Section
 - ⚡ NJ-ACRL Executive Board
 - ⚡ NJ-ACRL User Education Committee

International

- ⌘ At the invitation of Ryoko Toyama, Triveni Kuchi, Patricia Libutti, Leslie Murtha, and Eileen Stec met with librarians from Shirayuri Women's College Library and from Tokyo University to discuss the library instruction programs at Rutgers University.

Professional Development

- ⌘ Roberta Tipton and Leslie Murtha attended "Immersion 01," a workshop sponsored by the association of college and research libraries on developing leadership in the field of library instruction. This program provided a superb learning experience and will help inform the development of instruction programs at the Libraries. Thanks are due to Jeanne Boyle, Lynn Mullins, and Ryoko Toyama for their support in this endeavor.

FUTURE PLANS

- ⌘ For the coming year, the committee plans to continue to develop programming and promote library instruction and information literacy, in line with our charge and long-term goals. Specific goals include:
 - ⌘ Continuing to collaborate with the English writing program, and exploring alternative models for providing library instruction to undergraduates
 - ⌘ Development of additional online instruction tools
 - ⌘ Enhancing the instruction Web presence
 - ⌘ Experimenting with new ways to communicate with the library faculty about teaching in libraries and information literacy
 - ⌘ Developing a working model of a shared curriculum materials archive
 - ⌘ Development and implementation of additional instruments for assessment of student learning
 - ⌘ Development of additional workshops in the "50-Minute Instructor" series.
 - ⌘ Exploration of models and techniques for assessing teaching in libraries
 - ⌘ Reviewing technology needs and preparing a comparison on classroom control systems.

PUBLIC SERVICES COUNCIL

JEANNE BOYLE, CHAIR

- ⌘ Members of the Public Services Council were Grace Agnew, Natalie Borisovets, Jeanne Boyle (chair), Tom Frusciano, Judy Gardner, Rebecca Gardner, Marty Kesselman, John Maxymuk, Ann Montanaro, Leslie Murtha, Bob Sewell, and Myoung Wilson.
- ⌘ The council of elected, appointed, and ex officio members met ten times between July 2001 and June 2002, including two extended meetings.
- ⌘ Among the topics considered were:
 - ⌘ E-resource configurations
 - ⌘ Faculty reciprocal borrowing through VALE (Public Services Policy Memo 6 Cooperative Access Arrangements was revised)
 - ⌘ Format merging on IRIS records
 - ⌘ Interlibrary loan lending fee schedule
 - ⌘ Libraries website redesign
 - ⌘ Library integration in web teaching packages
 - ⌘ Online reference planning by VALE
 - ⌘ PROP initiative to review Ask a Librarian
 - ⌘ Real time reference
 - ⌘ Research guides development
 - ⌘ Results of the e-reserve study
 - ⌘ Retention of *Wilson Abstracts*
 - ⌘ ROARS (Public Services Policy Memo 2: Resource Sharing was revised)
 - ⌘ SCORM for online instruction
 - ⌘ The College of Applied and Professional Studies (CAPS)
 - ⌘ Use of RU-TV viewing rooms located in the libraries (Public Services Policy Memo 1: Access to Library Resources and Services was revised)
 - ⌘ Cataloging important journal sets and university policy documents
- ⌘ The Council appointed two taskforces and received three reports:

- ⌘ Received the report “Supporting Library Instruction for the Twenty-first Century” from the Instructional Services Committee. The report was posted to the public services staff Web page.
- ⌘ Commissioned a pilot real time reference service in the spring semester, discussed the report of the pilot task force, and endorsed the continuation of the pilot project. The Real Time Reference Task Force was co-chaired by Natalie Borisovets and Marty Kesselman and included John Maxymuk and Ryan Womack. The report was posted to the public services staff Web page
- ⌘ Commissioned the Format Merge Group to explore the implications of merging records for material in multiple formats into single records representing intellectual content. Members were Natalie Borisovets, Judy Gardner, Tom Frusciano, Bob Warwick and Rhonda Marker, chair. The group's recommendation that print/text-based books and periodicals with identical content should appear on the same record was accepted. The report was posted to the public services staff Web page.
- ⌘ Demonstrations of the library course Ka-Neng Au developed for eCollege, Metalib/SFX, MyLibrary, and LiveAssistance were held.
- ⌘ Council recommendations are recorded on the recommendation log posted on the Libraries' website.
- ⌘ Most goals for 2002/2002 were achieved:
 - ⌘ Address how we fit into CAPS. – University Librarian Marianne Gaunt met with the council and discussed the status of this university initiative. She reviewed the library resources, services, and support included in the report of an advisory committee on which she served.
 - ⌘ Review our services and determine what we may need to discontinue (e.g., manual reserves) – The council used the faculty planning committee as a framework for discussion and concluded that our change is incremental, widespread, and not conducive to sweeping recommendations.
 - ⌘ Bring up the new RUL website design - A new front page and many new features were introduced for the fall semester, and a new design was introduced for the spring semester.
 - ⌘ Allocate money for graphics since so much of what we do is web based now – A graphics designer was employed for the website redesign, but ongoing graphics expertise is not yet available.
 - ⌘ Review new kinds of skills that we need to support the services we provide - This goal was folded into the service review goal above, with the same result.
 - ⌘ Revisit process for presentation and publication of new resources – This goal was not achieved. A review will be possible when staff vacancies are filled.
 - ⌘ Market RUL to the university community - A communications plan was developed by communications staff, reviewed by council, and sent forward to the university librarian with other funding requests.

- Review systems' recommendations for Netscape vs. Internet Explorer - Both browsers are available on library desktops, so systems suggested that no sweeping change is needed at this time.

WEB ADVISORY COMMITTEE

REBECCA GARDNER, CHAIR

Committee members were Ka-Neng Au, Vibiana Bowman, Jeanne Boyle, Rebecca Gardner (chair), Sara Harrington, Theo Haynes, Dave Hoover, Marty Kesselman, Sam McDonald, Leslie Murtha, and Pat Piermatti. Tom Glynn joined the group in January, as the collection development council liaison, focusing on the promotion and support of research guides.

DIGITAL INITIATIVES

- ✧ The major accomplishment of the Web Advisory Committee (WAC) was a complete restructuring of the architecture of the Rutgers University Libraries website. The new site, which is much more streamlined and intuitive, was brought up in August.
- ✧ New features include a “scroll-over” box, which describes what will be found under each of the individual headings listed on the top page, and a “How do I... ?” instructional section right on the home page, which provides information regarding such common questions as how to connect from home, find an article, get a PIN, etc.
- ✧ Committee members took the opportunity to imbed cross-links on various pages, thereby providing information and guidance in appropriate places throughout the site. For example, the “Indexes and Databases” page includes links to the remote access instructions, and to “How do I... find an article?”
- ✧ Once the new site was up, the Libraries hired a Web design graphics consultant to advise on the “look and feel” of the new pages. By January, the consultant’s recommendations, including the use of colors, font, “white space,” etc., were implemented across all pages.
- ✧ The “Indexes and Databases” pages were restructured to be much less cluttered and easier to navigate. A prominent “Connect” button was added to the description pages, alleviating prior confusion as to how to access these resources.
- ✧ The “Library Instruction and Tutorials” section of the website was completely updated by the Instruction Services Committee, chaired by WAC member Leslie Murtha. A new library instruction request form was created on these pages so that teaching faculty can schedule classes via email.
- ✧ A new set of pages with descriptions and links to electronic book collections was added.
- ✧ The heads of the networked resource evaluation teams were contacted and asked to review and update placement of resources listed under the subject headings of the “Indexes and Databases” page.
- ✧ Members of WAC participated in a methodical, ongoing project to revise and update thoroughly all database descriptions.
- ✧ The Immediate Things subgroup edited descriptions for and publicized approximately twenty-five new indexes and databases.
- ✧ The Collection Development Council (CDC) identified the development and maintenance of subject research guides as a priority this year. In support of this goal, Ka-Neng Au, head

of WAC's Research Guides subgroup, and Rebecca Gardner attended CDC's January meeting. Tom Glynn volunteered to act as a liaison between CDC and WAC to facilitate work on these guides. Several research guides have been adopted or initiated in the last few months.

- ⚡ A workshop on creating and maintaining subject research guides was held in the spring. The webmaster presented a framework and guidance for creating guides, and a panel of research guide owners provided tips and shared their experiences.

WEB SERVICES

SAMUEL J. MACDONALD, WEBMASTER

DIGITAL INITIATIVES

- ⌘ The second 2001-2002 site redesign provided the opportunity to apply cascading style sheets to describe all textual elements, allowing a consistent and easily changed style.
- ⌘ Many online forms were created this year to provide new services and ease workflow. Forms that were installed include: media request forms, instruction request forms, email-like forms for most public access pages, a PIN request form, and a few for event support.
- ⌘ A part-time website assistant has converted all the special collections and university archives pages to be consistent with the rest of the website. The number of levels and organization is being restructured in coordination with special collections and university archives. These pages are expected to be live by start of the fall semester.
- ⌘ A system-wide events and meetings calendar with an accompanying submission form was installed on the staff pages to schedule upcoming events.
- ⌘ Research is being conducted on content management systems for the future development of a dynamic architecture for the website that allows rapid updating, better management, and opportunities to script more interactively.

APPENDICES

ACCESS AND INTERLIBRARY SERVICES STATISTICS

IMAGING SERVICES STATISTICS