

RUTGERS UNIVERSITY LIBRARIES

# ANNUAL REPORT

## 2002-2003

---

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 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.

During academic year 2003, the Rutgers University Libraries were visited by more than 2.3 million individuals in person in our buildings and many more virtually through our website. Library personnel circulated 643,583 items, taught 17,033 students in 849 sessions, borrowed 8,303 books and 8,117 photocopies from other libraries, shared 56,959 books and 7,461 photocopies among Rutgers libraries, and answered 223,279 reference and directional questions in our libraries and many more online. Rutgers students and faculty benefited from the many resource sharing and reciprocal borrowing agreements that the Libraries maintain, including RLG Shares, OCLC RLAC reciprocal faculty borrowing, VALENJ, a new membership in PALCI and its E-ZBorrow service, and various regional programs.

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 co-chaired 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

---

## ACCESS SERVICES

Judy Gardner, Head, University Libraries Access and Interlibrary Delivered Services

---

### 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 software, the Research Libraries Group's software for Internet document delivery, interlibrary loan staff converted documents to PDF files and delivered 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. The New Brunswick interlibrary loan office delivered over 6,300 articles to patrons over the Web during 2002-2003.
- 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 bypassed the "A" Team's manual review process and were sent directly to libraries to fill. The system was configured to filter automatically ineligible users and ineligible items. Pull lists, clear hold shelf, and aged hold reports were created. The "Request Article/Other" form was retained to accommodate article requests, delivery to off-campus sites, and requests for non-circulating materials. Workflow was streamlined and delivery time improved. Staff filled over 50,000 holds. The "A" Team processed 84,510 fewer manual requests than last year (-73%). The Rutgers Request Service changed its name to the Rutgers Delivery Service (RDS).
- 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 delivery service and interlibrary loan staff process E-ZBorrow borrowing and lending requests using Dynix's URSA software, which telnets to our local system and performs automated functions formerly performed manually. During the pilot, 2,834 items were received from PALCI libraries, and Rutgers loaned 1,530 items. The average turnaround time for books delivered to Rutgers was 7.7 days.

### 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

- 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, academic holds are placed three times during the year and are timed to correspond with the university's registration and diploma hold deadlines. Staff use the forty-day overdue reports for searching. A new forty-day bar report created by systems staff automatically suspends user's borrowing privileges and has eliminated manual processing as well.

- 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.
- Access services staff conducted a comprehensive review of missing books policies in response to user confusion about how MISSING statuses in IRIS relate to their ability to use RDS, E-ZBorrow, and ILL request options, and due to increased occurrences of patrons reporting books missing online rather than in person at circulation desks. The revised guidelines provide new steps for handling missing items reported through Ask a Librarian, update instructions for items reported missing on online RDS and ILL request forms, affirm the role of public services staff throughout the process, and reflect a new missing books reports schedule. A missing book format for selectors to use when making replacement decisions is being developed.
- The Ask A Librarian access services team merged into one year-round team June 1, 2002, and the standard replies to frequently asked access services questions were revised.
- 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.

#### INSTRUCTIONAL SUPPORT

- Access services staff checked out 665,662 items and 36,970 reserve materials to Rutgers borrowers during July 2002-June 2003. Overall, circulation was down 6% from the previous year.
- Rutgers Delivery Service (RDS) staff at Rutgers libraries processed and delivered 56,981 books and 7,461 photocopies among the Rutgers Libraries and to off-campus pickup sites during July 2002-June 2003.
- For the fourth consecutive year, the number of electronic files processed by reserve staff and Web access by users to electronic reserves increased in 2002-2003. The increase in PDF files placed on reserve for courses during fall, spring, and summer (over 18,430) was in part attributed to staff breaking large documents into smaller files to speed load and print time for users. Reserve staff developed a combined electronic and paper brief item record, recommended a standard maximum file size for documents, and continue to study the need for paper duplicates of some reserve documents. Requests to the Libraries Web server for electronic reserve files increased by 28%, and bytes transmitted increased by 79%.
- The Rutgers University Libraries borrowed 8,303 books and 8,117 photocopies from our resource-sharing partners for Rutgers researchers during the year. Of the books borrowed, 2,834 were received from PALCI libraries during the PALCI pilot February-June 2003.
- Interlibrary loan staff placed 285 orders for current imprint monographs requested on interlibrary loan during 2002-2003. A total of \$10,573.21 was spent; 221 books were paid for, at an average cost of \$47.84 per book. Rutgers faculty, staff, and graduate students requested and received direct delivery of 168 articles through the Rutgers Ingenta gateway. A total of \$3,422.04 was spent at an average cost of \$20.37 per article.

## FACILITIES MAINTENANCE

- The shipping and receiving department acquired a 2003 Econline delivery van in February, replacing its 1997 model.
- New scanners for RDS Web document delivery and electronic reserves processing were installed at local libraries.

## 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

- 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.
- Rutgers University Libraries loaned 9,533 books and 5,115 photocopies to other libraries during the year. Of the books loaned outside of Rutgers, RDS and ILS staff processed 1,530 E-ZBorrow books to send to PALCI libraries during the PALCI pilot, February-June 2003.

---

## COMMUNICATIONS

Harry Glazer, Communications Coordinator

---

- Two Friends of the Rutgers University Libraries calendars of events were printed and distributed, each featuring artwork or archival images from one of the exhibitions on the front cover. Calendars are distributed widely to Friends members; donors; members of the Board of Governors, Board of Trustees, and Board of Overseers; RU-Academy of Lifelong Learning; and others.
- The communications coordinator supported sixteen Friends events over the course of the academic year. Events 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 and discussion series on science topics entitled "The Research Revolution" held in Alexander Library in the spring 2003 semester. To support this series, the communications coordinator 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, three dozen or more attendees participating at each three film and discussion events.
- The library administration developed and implemented a detailed plan to merge the Friends organization into the larger pool of library donors. A preliminary announcement was sent to Friends members in December and to library personnel in January. When the technical aspects of integration were completed, and an alternative service for guest borrowers (Community Borrower's Program) was introduced in March, a letter from the University Librarian was mailed to all Friends members in early July to announce the completion of the integration. Anecdotal evidence shows that the transition has caused little disruption in the relationship of the close to 700 former Friends members to the Libraries.

- To support a university-wide initiative to encourage the state legislature to eliminate or diminish severe proposed cuts in aid to higher education, the communications coordinator drafted letters and support materials that were sent out to library personnel and to all Friends members in the spring encouraging them to speak out on the issue.
- 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 on an expedited schedule in time for the Institute's jubilee celebration in October.
- The communications coordinator oversaw production of a glossy annual report for 2001-2002, which was distributed to donors, university administrators, academic library colleagues, and others in January 2003.
- Working with the Libraries webmaster and specific librarians and library staff members, over fifty news stories were developed and posted on the Libraries *News* Web page.
- Two issues of the *Report* newsletter were printed and mailed to teaching faculty, university administrators and deans, and library supporters. Article highlights included reports on two scholarly conferences organized by the Libraries, news of a \$900,000 National Science Foundation grant, a story on the new E-ZBorrow program, and profiles of two generous donors to the Libraries.

---

## INSTRUCTIONAL SERVICES COMMITTEE

Leslie Murtha, Committee Chair

---

Members of the Instructional Services Committee were: Jeris Cassel, Rebecca Gardner, Theo Haynes, Patricia Libutti, Jackie Mardikian, Leslie Murtha (chair), Eileen Stec, Stephanie Tama-Bartels, Roberta Tipton, Donna Wertheimer.

In the academic year 2002-2003, the Instructional Services Committee made significant contributions toward the Rutgers University Libraries efforts to promote information literacy within the Rutgers community. The committee developed an ambitious list of goals for the year, in the areas of curriculum development, digital initiatives, and professional development. Despite fiscal constraints and the unanticipated diminution of human resources, significant progress was made toward meeting most of these goals.

Course-integrated programs for undergraduate instruction were sustained, and program modifications were explored to discover effective ways of redistributing the workload of teaching. Existing online teaching tools were updated, and a new resource developed; other digital teaching resources are being reorganized to make them more accessible to the university community. New equipment and software was acquired to increase the flexibility of the instruction environment and maintain the viability of our electronic classrooms. Projects to facilitate the sharing of teaching resources throughout the Libraries' community are under way, and the committee produced the second professional development workshop in the "50 Minute Instructor" series initiated last year. Our collaboration with SCILS to provide practicum experience for library school students was enhanced and expanded to the benefit of all concerned. Additionally, members of the committee participated in instruction-related professional organizations at a local and national, and international level.

### PROGRAM DEVELOPMENT INITIATIVES

In this year of tight budgets and reduced human resources, the committee focused on program development initiatives to support existing programs. As a group and as individuals, the instruction librarians focused their efforts on

sustaining the collaborative course-integrated programs for undergraduate user education that have been developed over the past several years. By working closely with targeted undergraduate programs for general education, the Libraries provide user education that is woven into the fabric of student learning.

#### *Camden*

- On the Camden campus, two courses are targeted for incorporating library instruction for general education: English 101 and English 102. Additionally, courses in English composition, computer literacy, and college success, offered by Rowan University in Camden, and by Camden County College, include a library instruction component. This year, the librarians in Camden experimented with a multi-session approach for English Writing courses. 83% of the English 101 sections offered and 80% of the English 102 sections offered in this academic year participated in library instruction.

#### *Newark*

- On the Newark campus, two courses are targeted for incorporating library instruction for general education: English 101 and English 102. 29% of the English 101 sections offered and 33% of the English 102 sections offered in this academic year participated in library instruction. Dana Library also maintains a longstanding association with the academic foundations program for at-risk students. 100% of the students in the summer session of academic foundations participate in library instruction. Additionally, Dana Library continues to offer its highly successful INFO workshop series, which is open to all members of the Rutgers Newark community.

#### *New Brunswick*

##### Shaping A Life

- This mission course for Douglass College is taken by all first-year students. This year, the course was moved from the fall semester to the spring. This is a pedagogically superior position for the course; however, it added substantially to the number of classes for general undergraduate education that the Libraries are committed to supporting in the spring semester. To cope with this additional workload, the Libraries experimented with blended instructional strategies (see section on digital initiatives) and relied heavily on the assistance of SCILS graduate students enrolled in the user education course taught by Jana Varlejs. 100% of the class sections of Shaping a Life participated in library instruction.

##### English Writing Program

- English Writing Program courses make up the core of the general education courses for writing and research on the New Brunswick campuses. Our longstanding association with this program has, over the past two years, become an increasingly collaborative effort. Many (but not all) courses at the 200 level and above include a research component. Out of all the courses offered in the English Writing Program at the 200 level and above, 79% participated in library instruction. Additionally, a small number of the experienced course instructors have taken on the responsibility for teaching library research skills to their classes.
- Two courses are particularly targeted for library instruction: English 201 (Research in the Disciplines) and English 301 (College Writing and Research). 95% of the sections offered for these two courses participated in library instruction.
- This year, to reduce the workload associated with these courses, the libraries took a more flexible approach to the configuration of the library research curriculum, and encouraged classroom instructors to assume responsibility for some aspects of the library instruction component of the class. Training sessions were incorporated into the instructor orientation program; however, this approach did not meet with great approval from the instructors, who felt that their expertise in this area was too

limited for them to be effective teachers. When the multiple session approach to library instruction was implemented in this program two years ago, instructors expressed reluctance to give up class time to the library; now, it is more common for them to demand more sessions than the librarians initially offer. They have recognized the importance of our contribution to the success of their students.

#### Perspectives in Agriculture

- This is an orientation course for all incoming students at Cook College. 36% of the sections of Perspectives in Agriculture participated in library instruction. The libraries have not, at this time, made a concentrated effort to develop course-integrated instruction for this program.

#### FIGS

- A new programmatic initiative for Rutgers College is the establishment of student-led First Year Interest Groups. The libraries made some experimental contacts with this program, but it is not clear at this time how library research may be relevant to the courses in the program. Further investigation is in order.

#### Future Initiatives

- With these programs, over the past several years the Libraries have made significant progress toward developing collaborative approaches to user education that are aligned with current ideas about best practices in the field. There have, however been many questions about the scalability of these programs, the role of digital instruction tools, allocation of resources, and service priorities. Because many issues surrounding program development are specific to the New Brunswick campuses, a task force has been formed at the instigation of the NB Information Services Steering Group, to study these issues and make recommendations for short-term and long-term approaches to providing user education. These recommendations should be made public early in the coming academic year.

#### *Assessment*

- As part of the development of a more coherent and systematic program to support information literacy, it is important to incorporate regular strategies for measuring the success of the program. Some important features of an effective assessment strategy would include diagnostic (needs) assessment for targeted groups, benchmarks for student achievement, various tools for formal assessment of student learning, routine informal classroom assessment of student learning, formative evaluation structures to support improved teaching, and a holistic, cyclical approach to programmatic assessment. The Instructional Services Committee initiated discussions concerning the development of a more comprehensive assessment program for library instruction.
- As part of this initiative, the Libraries are exploring the possibility of participating in the S.A.I.L.S. project, developed at Kent State. S.A.I.L.S. is an attempt to develop a valid, reliable standardized quantitative instrument for assessing student learning in relation to information literacy. The Instructional Services Committee anticipates that it will be advantageous to plan other assessment initiatives to mesh with the S.A.I.L.S. instrument. It is not anticipated that S.A.I.L.S. will provide all of the information necessary to conduct appropriate assessments of library programs to support information literacy, but it will represent a benchmark for comparison across time and institutions. Information about S.A.I.L.S. can be found at: <http://sails.lms.kent.edu/index.php>.
- For the present year, Eileen Stec is following up her initial quantitative investigation of teaching and learning in the Shaping A Life program with a qualitative assessment of the impact of blended instruction on student achievement.
- The committee also began exploring options for the development of formative assessment programs for library instructors. Monica Devanas, of the New Brunswick Teaching Excellence Center, was

invited to discuss tools and strategies for assessing teaching in libraries. Dr. Devanas' presentation was extremely informative and valuable, and the committee thanks her for sharing her expertise.

### *Mentoring Programs*

- Over the past two years, the New Brunswick libraries have been taking an increasingly active role in mentoring library school students enrolled in the user education course. This is of great value to all parties concerned. The availability of a practicum experience greatly enhances the value of the course, and the students benefit from the opportunity to observe professional librarians in the classroom setting and to gain experience as teachers. The libraries benefit from the increased pool of instructors to carry the instruction workload, and from being brought into contact with new instructors with fresh ideas.
- This year, SCILS students provided instruction for the Shaping A Life program, using scripted instruction, and mentored by the Douglass librarians. They also were assigned to shadow a librarian teaching in the English Writing Program, and to teach a session for one of the classes they monitored, under the direction of the librarian. For this experience, they had the opportunity to prepare lesson plans and activities.
- Graduates of this course participated in library instruction during the summer term.
- Patricia Libutti has developed material to facilitate learning during classroom observations, and will be conducting formal sessions to orient SCILS interns to teaching in libraries.
- This year, the New Brunswick libraries also had the pleasure of working with a librarian from Germany, who was participating in an international internship program. During her time with us, Sabine Rauchmann made substantial contributions to the library instruction efforts.

### DIGITAL INITIATIVES

- Jackie Mardikian updated the "Online Library Tutorial for Biomedical Issues of HIV/AIDS."
- 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.
- A digital archive of teaching materials used by the Rutgers University librarians is under development. This new tool will facilitate sharing of instructional resources, and reduce duplication of effort. Access to prepared bibliographies, handouts, presentations, Web pages, and active learning exercises will reduce the workload of librarians who teach, and also provide inspiration for new approaches. The initial pilot of this project will be available early in the fall semester. Jeris Cassel is leading this project, with William Voon, a Reference Assistant at Kilmer Library; and numerous librarians have provided content. Future plans for this project will be the expansion of content and the development of a searchable, browseable database. PDF content will also be developed to facilitate collaboration with other programs and Web page development for specific classes.

- A joint project with the Web Advisory Committee to clean up the list of finding aids and to make them more accessible as tools for learning and teaching is in progress. This project should be completed early in the fall semester.
- Two digital initiatives relating to user education were implemented this year independent of ISC.
  - Myoung Chung Wilson developed a website to support learning about library research for students in Communication 201 (Interpersonal Communication Processes). This site is used by the course instructors to educate the students about library research. Stephanie Bartz and Anthony Joachim provided technical support for the development of this project.
  - Jane Sloan developed a multimedia tutorial to teach students about finding videos in the Libraries' collections. The tutorial employs streaming video technology. The staff of the Media Center in New Brunswick provided support for this project. The project is undergoing revision, following initial previews, and the bandwidth required for delivery of the product raises issues for support in our current environment. This project, however, represents an initial experiment in a technology that the instruction librarians have long envisioned utilizing to support student learning. The ability to capture moving images of online research processes will eventually enhance our digital instruction capabilities. At the present time, the cost and complexity of the software required and bandwidth issues continue to limit our experimentation in this area.

## LIBRARY INSTRUCTION

### *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 Science 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

#### *Teaching*

##### Librarians taught:

- Three credit-bearing courses
  - McNair Scholars/Trio Dissemination Program [02 090 232]
    - Summer 2002
    - Summer 2003
  - Business Plan Research [22:135:581]
- Approximately 1,000 library instruction sessions, with a total attendance of over 19,000

##### Librarians provided instruction for:

- 24 graduate departments
- Approximately 35 undergraduate departments
- 16 open registration workshops
- PreCollege (Academic Foundations and EOF) Programs
- Program in American Languages (PALS)
- Shaping A Life (Douglass College)
- Perspectives in Agriculture (Cook College)
- English Writing Program
- Rutgers College First Year Interest Groups

- Douglass Project for Women in the Sciences
- Institute for Women's Leadership
- RISE
- Students on all campuses of Rutgers University, including Western Monmouth
- Students from Rowan University (Camden campus) and Camden County College
- Faculty and staff of the University
- Local High School students, NJ teachers, retired RU faculty, and Friends of the Libraries

#### Subject Guides and Instructional Materials

- The following represent some of the new guides and instructional handouts 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.

#### FACILITIES AND INSTRUCTIONAL TECHNOLOGY

- 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 NetOP software has now been installed in all the targeted locations, and a short guide to using the software has been made available. Additional training may be necessary at the unit level.
- A new, temporary electronic classroom has been configured on the lower level of the Douglass library for use during the current phase of the D21 construction project.
- Laptop computers, flat-screen monitors, and portable projectors purchased from ELF funds (2001) and ACIC funds (2002) have been distributed throughout the New Brunswick libraries. This equipment is available to support instruction and reference activities beyond the walls of the libraries.
- Four new computers have been added to the Kilmer Instructional Alcove. These machines cannot be configured to be controlled by Tech Commander but are configured for control using the NetOp software.

- The new electronic classroom at Dana Library has been completely installed, and the classroom at Paul Robeson Library has been upgraded with flat-screen monitors and large-screen video projection. The Information Handling Labs at Alexander Library have also upgraded their video projection capabilities.

## DOCUMENTATION AND HOUSEKEEPING

### *Statistics Collection*

- The Instructional Services Committee continues to collect detailed statistics on instructional activities to support planning initiatives and fund-raising. An extensive project to clean up anomalies and gaps in the data should be completed early in the fall semester. To maintain this important source of information well, it will be necessary to assign a staff person to the routine chores, with an instruction librarian providing regular oversight.
- In the past year, the New Brunswick Libraries developed a Web-based form for data collection. Beginning with the next academic year, each librarian will be responsible for reporting her/his own instructional activities. Work will be needed to import New Brunswick data into the Instructional Services Committee database, and safeguards against under-reporting must be implemented.

### *Elections*

- To bring the elections in line with other faculty committees, in 2002 the committee voted to extend the term of the current chair to June of 2003. This will make it easier for potential candidates to assess their commitments and will improve coordination with other groups within the libraries.
- Following elections in June, the incoming chair of the Instructional Services Committee is Roberta Tipton.

## OUTREACH AND DEVELOPMENT

- The committee produced the second workshop in the "50 Minute Instructor" series. This series is designed to support the development of expertise and a community of practice in library instruction for academic libraries in New Jersey. Invitations to participate were extended to the faculty of SCILS, to students in the library instruction course, and to instruction librarians around the state. The workshop was completely filled, and evaluations were overwhelmingly positive. 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.
- A Web site representing the "50 Minute Instructor" series is under development to provide a permanent, accessible record of the workshops in the series and to provide continued support for the learning of the participants. The website should be ready for public implementation early in the fall semester.
- Triveni Kuchi, Patricia Libutti, and Eileen Stec are members of the VALE Shared Information Literacy Task Force.
- Triveni Kuchi formed part of a working group for the VALE Shared Information Literacy Task Force to develop a prototype digital instruction module that could be shared across institutions.

- 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 and the quantitative assessment project for Shaping A Life.
- ISC members were active on the following state, national, and international committees relating to user instruction and information literacy:
  - IFLA Information Literacy Section Standing Committee
  - ACRL Advisory Board
  - ACRL Instruction Section
  - NJ-ACRL Executive Board
  - NJ-ACRL User Education Committee

---

## LIBRARY IMAGING SERVICES

DONNA CRYAN, SUPERVISOR

---

*Less income more service* best summarizes this past fiscal year and, indeed, every fiscal year for the foreseeable future. The breathtaking changes in digital technology have enabled Imaging Services to provide faster, more convenient and more reliable service to our patrons. However, our greatest strength is also our greatest weakness. These same services are the direct cause of the continuing drop in our annual revenue. As a case in point, the Libraries now provide our patrons with the ability to read and print their reserve and research materials from any location. Hard copying declines as a result and with it our direct income. The patrons are happier and better served, while our income-producing activities decline and our expenses grow.

### DIGITAL INIATIVES

- We have upgraded the software on our digital microfilm machines, which allow patrons to print, save to disk, or save to CD. This upgrade has an improved interface for saving to CD and makes emailing possible. We have developed patron directions for emailing “TIFF” files to their email account. Because of this new service, microfilm hard copying is decreasing and microfilm scanning to save to a disk has increased from 5,484 scans to 24,004 scans, a 338% increase this year. Patrons are finding that for speed and convenience a good choice is saving documents to disks and CD’s. We are providing our patrons with an excellent service, which is more convenient and time and resource saving, but our income will continue to decrease as a result. The microfilm scanners have had exceptionally good response from library users.

### SERVICE ENHANCEMENTS

- New LPT software for public printing has been delivered and is being installed on all public printing workstations and clients. This software is more stable and will cut down on printing problems for our patrons. The ever-evolving nature of technology has enabled us to provide quicker, more reliable and more convenient services to our patrons.
- Public printing, based on 3 years data, is not this year’s big service enhancement; but patrons are finally seeing the advantages of using it coupled with the libraries’ increase in online information. Paid public networked printing was extended to Dana Library in Newark in the summer of 2002. The income

realized is better than we ever dreamed possible, but well short of making up for our budget gap. We were thrilled to learn that while our patrons are able to use the online resources at home they still often choose to print here in the libraries. We have mostly worked out any bugs in the system. Public networked printing continues to be an unqualified success.

Public networked printing was introduced in July 2000.

**Public Networked Printing**

<i>Fiscal Year</i>	<i># of Prints</i>	<i>% Increase</i>
2000	29,998	
2001	143,474	378.28%*
2002	213,346	48.70%
2003	263,466	23.49%

- During August 2003 we will move the printing capability from the reserve room at the Science and Engineering Resource Center (only 236 prints for FY 2002/03) to the Alexander Library undergraduate reserve room. We also would like to relieve some of the pressure on the one print station in Alexander Library.

**PERSONNEL**

- There has been and will continue to be a major reorganization of personnel in Imaging Services. Marie Priante, Library Supervisor II, retired June 30, 2002. Ms. Priante’s position will be left unfilled. Our remaining staff has been reassigned in order to adapt to these changes. Leaving Ms. Priante’s position unfilled will ultimately save our department \$54,699 in salary and fringe benefits annually.
- Donna Cryan will be retiring effective January 1, 2004. Our staff will be drastically reduced with the retirement of both Donna and Marie. When Ms. Cryan retires we will propose giving the major portion of her administrative duties to the current Library Supervisor II at Alexander Library Imaging Services. 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 and replacing the Library Coordinator I with the upgrade of the current Supervisor II to Library Supervisor I will save our department \$13,976 in fiscal year 2003/04 and \$42,130 in salary and fringe benefits for fiscal year 2004/05.
- Much of our time and effort this past year 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 us a more cohesive team.

**PHOTOCOPYING AND MICROFORMS**

- Total photocopying and laser printing this year was approximately 3,938,354 million copies. This represents an 18% decrease from last year. Vended photocopying and laser printing for this fiscal year was 2,500,874 copies down by 699,592 copies from last year. This is drop of 21%. Laser printing alone, however, actually increased by 49,656 copies. Our total vended copying from photocopiers, microform machines, and laser printing was 2,558,780 copies.

**Decrease in Photocopy Usage and Income**

<i>Fiscal Year</i>	<i>Vended Use Photocopy and Laser Printing</i>	<i>Change in # of Copies</i>	<i>Income</i>	<i>Change in Income</i>	<i>% Decrease # of Copies/Prints</i>	<i>% Decrease Income</i>
1999	4,752,009		\$567,898			
2000	4,217,464	(534,545)	\$486,259	(81,639)	-11.25%	-14.38%
2001	3,700,145	(517,319)	\$439,527	(46,732)	-12.27%	-9.61%
2002	3,200,466	(499,679)	\$358,235	(81,292)	-13.50%	-18.50%
2003	2,500,874	(699,592)	\$335,681	(22,544)	-21.00%	-6.3%

- To recover more of our costs, we raised the price per photocopy and laser print from \$0.10 per page to \$0.12 per page. As a result, income did not go down as much as projected. The drop is, however, still drastic, while our costs have dropped only slightly, certainly not enough to compensate for our lost income.
- The overall decrease in vended photocopying is in part a result of the increased availability of documents online, such as electronic reserves, online journals, Web document delivery, etc. In two years, the photocopiers in the Dana and Robeson Libraries and most of the administrative copiers in the New Brunswick Libraries will be due for replacement. The public photocopiers in New Brunswick will need to be replaced in three years. We plan a major reduction in the number of photocopiers at that time. This reduction will be part of our adaptation to the continuing decline of public photocopying, as the Digital Library Initiative objectives are realized and patrons and staff become accustomed to relying on online services. This will free Imaging Services staff for other duties, particularly the sustenance of current electronic projects and assisting in the development of digital projects for other library departments.
- Administrative photocopying is becoming a larger and larger percentage of overall copying, creeping up to 39% this year from 28% in fiscal year 1999/2000. In 1999/2000, 72% of our total photocopying was vended and supported the 28% which was administrative. Now 61% of our photocopying is vended supporting the 39% that is administrative. Administrative photocopy volume has been relatively steady. Imaging Services charges other library departments for only a small portion of administrative and service copying. The cost of the remaining copies, which is substantial, is covered by the Imaging Services income and a necessary infusion of general library funds. The costs include the replacement costs of any new administrative photocopiers.
- As mentioned previously in Digital Initiatives, the total microform copying was 61,337 copies, a decrease of 31,743 copies from the last fiscal year. Microform copying has been steadily decreasing since 1994. With the installation of new digital microform machines, microform scanning and saving to disk will continue to increase, and hard copying will continue to decrease. This year patrons have scanned and saved 24,004 images to CD's and disks. The software upgrade, allowing patrons to email their microform files to themselves, will further decrease microform hard copying.

**OUTREACH ACTIVITIES**

- Imaging Services is truly systemwide, having strong alliances at the Dana, Robeson, and New Brunswick Libraries in all aspects of our work. There are many possibilities for us to participate in digital projects. We have integrated digital technology into all of our operations and continually update the skills of our staff members to accommodate these changes. Our staff continues to learn new methods in the areas of networked printing, scanning, and digital technology that makes our work and the work of library staff and library patrons simpler, easier, and less time consuming.

## INSTRUCTIONAL SUPPORT

- We continue to provide some supervision, training, technical support, and consultation services for electronic reserves, Rutgers Delivery Services staff, and assistance in interlibrary loan Web document delivery. Imaging Services and access services departments scanned and provided to students 18,792 articles this year. We provided 34,495 pages of material for Web document delivery. The Imaging Services staff developed and wrote documentation for using the scanning equipment for electronic reserves, Rutgers Delivery Service, and interlibrary loan scanning. We taught access services staff members how to use new scanning equipment as it was delivered.

## FACILITIES IMPROVEMENT

- The new service vendor for our scanners is Innovative Document Imaging. We have found them to be more responsive and reliable than our old vendor. They replaced the Minolta PS3000 scanner at the Library of Science and Medicine. It was one of the first scanners purchased for electronic reserves and was not able to be repaired.
- We purchased five new Fujitsu 4097 scanners to enable Web document delivery as well as to enhance electronic reserves. Two of these scanners went to Alexander Library access services, and one each went to the Chang Science, Dana, and Robeson Libraries. The Minolta PS3000 scanner was transferred from Alexander access services to the Library Annex, enabling the Annex to scan delicate materials. Five new computer workstations for use with the scanners and two printers were purchased using ELF funding. The printers went to Alexander Library Imaging Services and the Library Annex.

## BUDGET AND OTHER TOPICS

- Imaging Services had estimated a very significant deficit when we projected our budget last spring. However, the actual deficit was smaller than expected.

	<u>Income</u>	<u>Expenditures</u>	<u>Deficit</u>
<i>Projected</i>	\$324,000	\$601,765	\$277,765
<i>Actual</i>	\$327,408	\$548,942	\$221,534
	+\$3,408	-\$42,823	-\$56,231

- Our expenses will continue to decrease as the leases are paid on the unused Xerox equipment and we change personnel configurations. Our deficit continues largely because of the decrease in photocopying. The relatively slight decrease in expenses cannot compensate for the much more dramatic and continuing fall in income. Our staff has increasingly been performing duties which are not income producing such as electronic reserves; scanning for interlibrary loan, Web document delivery, Rutgers Request Service; and being involved in system-wide planning for other digital services. Our income producing activities decline, our expenses grow, and we participate in important services that do not produce direct revenue. 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 such as Web delivery of articles. We are providing better and more convenient services to the students, faculty, and staff of the university.
- Also, as previously mentioned, our expenses have dropped in large part because of our staff reorganization of personnel after the retirement of Marie Priante and Donna Cryan

- Another budget responsibility we assumed this year was the expense for all the scanner supplies and services used for Web document delivery, electronic reserves, and interlibrary loan. This amounted to a total of \$4,972.

---

## PUBLIC SERVICES COUNCIL

JEANNE BOYLE, CHAIR

---

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 eleven times between July 2002 and June 2003, including one extended meeting.

### PLANNING, REVIEW, AND OVERSIGHT ACTIVITIES

- Details of council activities are given in the attached recommendation log. The topics the council considered were:
  - 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
  - The Libraries website
  - Wireless access in the Libraries
  - Access to Hein Online
  - E-Resources and authentication problems
  - Role of reference librarians in the missing book process
  - Development and production of library brochures
  - Public services benefits from Serial Solutions
  - Reference and interlibrary loan services from RLG and OCLC

- Creative use and promotion of the EZ-Borrow pilot
- Recommendations for OpenURL experimentation
- Children's use of the libraries
- Services for special groups, such as alumni
- Becoming a user-centered library
- Participation in the VALE Q&NJ service.

#### 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 served as chair, and Ann Montanaro and Myoung Wilson were members. The group began its work following a well-attended open presentation and meeting with a consultant, investigated the features and other qualities of several products, and recommended a period of experimentation using Ebsco's LinkSource. Both the Council and Cabinet approved the recommendations, and an implementation group was formed.

---

#### **IRIS PUBLIC ACCESS COMMITTEE**

JEANNE BOYLE, CONVENER

---

- The IRIS Public Access Committee is responsible for changes to and maintenance of the IRIS WebCat. Oversight of the Committee became the responsibility of the associate university librarian for public services and communications. Members were Stephanie Bartz, Natalie Borisovets, Vibiana Bowman, Jeanne Boyle (convener), Ellen Calhoun, Bob Warwick, and Mary Beth Weber. Linda Langschieid has agreed to become chair of the Committee beginning with the new academic year.
- The committee held nine monthly meetings from August 2002 through June 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. Although only one peer site has moved to browse as default, it was recommended that Rutgers move to this option. As the year closed, systemwide discussion about this implementation was underway.
- 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 during the winter break in 2004.
- 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 principle investigator 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, the need to change the wording on the “Email/download” button to “Email/save/print,” and the use of a different label to differentiate controlled from uncontrolled subject headings.

---

### WEB ADVISORY COMMITTEE

KA-NENG AU, COMMITTEE 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 to WAC, focusing on the promotion and support of research guides.

#### DIGITAL INITIATIVES

- Twelve new indexes and databases (American Periodicals Series Online; Anthropological Index; Black Drama; Eagleton Poll Archive; Evans Digital Edition; Marriage, Women, and Law; NewsBank Newspapers Database; Patrologia Latina; ProQuest Historical Newspapers: New York Times; Vreme NDA; World Biographical Index; and Xipolis German Reference Database) 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, criminal justice, education, food science and nutrition, German language and literature, as well as sociology, 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 site index was expanded to include many new search terms.

## OTHER TOPICS

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

---

## WEB SERVICES

Samuel J. McDonald, Webmaster

---

## NEW SERVICE ENHANCEMENTS

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

## DIGITAL INITIATIVES

- Web Content Management System
- eZ publish, a Web content management system, was selected following two sessions of the Web Content Management System Thinktank, investigation by the CMS Action Team (CAT), and a concluding discussion by thinktank participants. The WCMS will be configured over the fall semester for launch in January 2004.
- Thinktank sessions were facilitated by Rick Anderson, Manager of Computer Systems for the Office of the Vice President for Continuous Education & Outreach, with planning support from Sherrie Tromp, Center for Organizational Development and Leadership. Members of the thinktank were: Grace Agnew, Ka-Neng Au, Ruth Bogan, Jeanne Boyle, Mike Giaralo, Dave Hoover, Ron Jantz, Brian Hancock, Sam McDonald (convener), Ann Montanaro, Samson Soong, Jeffery Triggs, and Ryan Womack. Members of CAT were: Ka-Neng Au, Mike Giaralo, Dave Hoover, Ron Jantz, and Sam McDonald.

## PERSONNEL

- Shaun Ellis, a full time Web developer, was hired in April to work on developing online services. His initial project was to work closely with systems staff to implement ILL Manager systemwide in time for the closing of the RLG interlibrary loan legacy system. A schedule for Mediavision was in progress at year-end.

## FACILITIES IMPROVEMENT

- The addition of the Web developer to the office made additional space a necessity. Both the webmaster and the Web developer will move to larger space in a nearby office early in the next academic year.

---

**APPENDICES**

---

- ACCESS AND INTERLIBRARY SERVICES STATISTICS

IMAGING SERVICES STATISTICS

PUBLIC SERVICES COUNCIL RECOMMENDATION LOG, AY2003