



# ANNUAL REPORT

## 2005-2006

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### PUBLIC SERVICES AND COMMUNICATIONS

Contact:

Jeanne E. Boyle, Associate University Librarian for Public Services & Communications

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## PUBLIC SERVICES AND COMMUNICATIONS

Public services and communications activities during academic year 2005/2006 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.

Activities reported and statistics included in the various area reports continue to document how our libraries are changing. All service measures are down, including such newer online services as Ask a Librarian and electronic reserves as well as networked printing in the Libraries. Interlibrary borrowing of originals has increased 12.3%, while interlibrary lending of originals and reproductions has increased 32.7%. This activity is the hallmark of new resource sharing arrangements. Increases were also seen in administrative copying from hardcopy, overall copying from microform, reference transactions not at the reference desk, and the number of students attending instruction sessions. Although the Libraries were open 2.3% more hours, the number of persons leaving library buildings decreased 6.0%.

Nevertheless, considerable progress was made in improving services, with efficient delivery to the desktop of a wider array of resources with faster turn around time from our new consortial partners. The Libraries also continued to provide excellent serve to libraries and individuals throughout the State of New Jersey

Following this year, many portions of the division of Public Services and Communications were merged into a new division of Instructional and Research Services, for which Francoise Puniello is providing interim leadership and for which a new associate university librarian will be recruited. Communications will become part of a new advancement initiative and at year-end began reporting directly to the university librarian.

I wish to thank everyone who served in Public Services and Communications for their many achievements since the division was founded in 1997. Along with everyone who served on a public services committee or task force during the past eight years, you have all contributed greatly to the improvement of library services for our students, faculty, and staff. Congratulations, and many thanks!

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

## **ACCESS AND INTERLIBRARY SERVICES**

JUDY GARDNER, HEAD, ACCESS AND INTERLIBRARY SERVICES

### **Services and Service Enhancements for Users**

- A “Welcome from the Rutgers University Libraries” email message was sent to 9,923 new students on all campuses from the university’s admissions server in August 2005. Access Services staff gave Libraries pens and post-it pads to every new borrower registered at a circulation desk during the month of September.
- New Brunswick Interlibrary Loan Services in collaboration with Imaging Services started participating in RAPID, the Rapid Access Processing & Information Delivery program, in January 2006. Requests for articles sent to RAPID consortium libraries take a day or less to fill and deliver to patrons. Imaging Services staff meet the same 24-hour turnaround in filling articles requests from Alexander Library’s collection for RAPID libraries.
- Access Services staff and student workers on all Rutgers campuses began wearing nametags to identify themselves more readily as employees available to offer assistance to users in the libraries.
- New titles and titles requested by patrons via the Rutgers Delivery Service (RDS) and E-ZBorrow with accompanying materials are now processed, shelved, and circulated as a complete entity with all parts. Access Services staff worked with receiving, processing, and bibliographic management staff to coordinate new workflows and procedures.

### **Technical Services/Technical Infrastructure**

- Working with Systems staff, Access Services staff introduced use of new Rutgers student identification numbers (RUIDs) in our weekly patron data loads and patron file, on RUconnection cards, and during the borrower registration process.
- The Libraries’ Ariel software was upgraded from Release 4.0 to 4.1.1 in February 2006.
- Access Services staff tested the GL3.0 release of the Unicorn software, worked with the upgrade after its implementation in the production system in May, and reported bugs and problems to Systems staff. Staff are beginning to test the new “J” client interface on selected workstations and anticipate using it with GL3.1 or before. The Access Services Committee voted for circulation and academic reserve module enhancements on Sirsi’s Web forum; individual staff joined forums and listservs to monitor enhancement suggestions in future.
- Access Services staff incorporated the use of PDAs, specifically the new PocketCirc device, in inventories and transfer projects.
- Access Services and Systems staff visited Montclair State University to see a 3-M self-checkout machine in action with Sirsi and talk with Montclair’s circulation and systems staff about its implementation and use.

### **Outreach and Statewide Collaboration**

- Rutgers University Libraries Interlibrary Loan Services was a net lender of monographs every month since October 2005, and a net lender of journal articles since January 2006.

The Libraries filled 24,722 requests for books, dissertations, and microforms to other libraries during 2005-2006, a 25% increase from the previous FY. E-ZBorrow requesting accounted for 14,025, or 57%, of the books loaned to libraries outside Rutgers. Interlibrary loan staff filled 9,159 photocopy requests from Rutgers collections for patrons at public, corporate, and research libraries, a 58% increase from the previous FY primarily due to the 3,409 article requests filled for RAPID libraries.

- Shipping and Receiving staff made six special trips into NYC for art pickup and returns and collection donations.

### **Support for Instruction**

- Circulation of stacks materials totaled 583,622, including 285,533 patron self-renewals in IRIS; 20,920 reserve items were checked out to Rutgers borrowers. Overall total circulation was 604,542, an 8% decrease from the previous FY.
- The Rutgers Delivery Service (RDS) processed and delivered 54,752 books among the Rutgers libraries and to off-campus pickup sites. RDS staff filled 4,000 photocopy requests and delivered them to users via the Web; 462 books and 416 articles were delivered to distance users at off-campus sites; and 314 articles were delivered from users' home campus libraries for a fee.
- Rutgers Interlibrary Loan Services borrowed 18,890 books and microforms from other institutions for Rutgers students, faculty, and staff during 2005-2006. Of that total 14,895, or 79%, were requests for E-ZBorrow books placed directly by users or ILL staff in the PALCI catalog. ILS staff acquired 7,898 articles for Rutgers researchers on interlibrary loan and delivered them to user's desktops.
- Interlibrary loan (ILL) staff placed 20 orders for current imprint monographs requested on ILL during 2005-2006. A total of \$320.37 was spent; 11 books were purchased at an average cost of \$ 29.12 per book.
- Rutgers faculty, staff, and graduate students requested and received direct delivery of 130 articles through the Rutgers Ingenta Gateway. A total of \$3,199.12 was spent at an average cost of \$24.61 per article. After an analysis of use and cost, and in light of next year's budget situation, Collection Development Council recommended we cancel the Ingenta article delivery service next FY.
- For the first time in the Libraries' Electronic Reserve service seven-year history, statistics measuring access to the electronic reserve Web server (requests received and GB transmitted) decreased relative to the previous year's activity. Reserve staff processed 19,609 PDF files for electronic reserve.
- Reserve staff established group email accounts for all Rutgers libraries reserve operations to receive files electronically from faculty and allow for easier submission of documents.

### **Communications/Exhibits/Programs**

The New Brunswick Libraries Functional Groups began the process of reorganizing and added members from the Camden and Newark campuses. The groups met by videoconferencing, drafted revised purpose statements and names, joined Sirsi web forums and listservs, and started studying issues with a systemwide perspective. Public Services Council reviewed and endorsed

the new group purpose statements and recommended that their minutes be distributed to the rul\_everyone listserv.

- The Billing Working Group conducted a training session for Access Services staff in August that covered new lost item features implemented in Workflows. The NBL RDS Functional Group presented a materials delivery overview training session from the user's perspective to staff and librarians in October.
- The Access Services Committee evaluated "GoToMeeting" software, received training on using videoconferencing equipment for functional group meetings with staff on the Camden and Newark campuses, and started planning for customer service training.
- Six Access Services staff representing all three campuses attended the "Access Services in the 21<sup>st</sup> Century" 2006 Symposium hosted by Yale University in March 2006. Attendees reported on their experiences at a luncheon seminar sponsored by the Training and Learning Committee. Rutgers will host next year's Symposium in March 2007.
- Three student coordinators from New Brunswick and Camden attended a METRO workshop on student supervision at SUNY Purchase in November.
- Three Access Services staff attended a VALE program, "We Are Each Other's Customers: Collaboration & Resources Sharing" at Raritan Valley Community College in May.
- Interlibrary Loan Services in New Brunswick held an open house for Libraries' faculty and staff with demonstrations of lending and borrowing workflows, Web delivery of articles, and various systems used by staff. Imaging Services staff participated and demonstrated scanning articles for delivery to other libraries, including the RAPID system.
- Sybil James, Ombudsperson for Rutgers University students, met with the Access Services Committee at its May meeting to discuss the work of the ombudsperson's office and our work with students in the Libraries.
- The Access Services Committee, with the assistance of the Training and Learning coordinator, identified quality customer service standards for Access Services staff. These standards were shared with a training subgroup that is designing customer and information service training for Access Services staff on all campuses.

#### **External Support (Book collections, Gifts, grants, funds raised)**

- The Libraries received a \$29,000 grant from the New Jersey State Library to provide interlibrary loan services to New Jersey Library Network member libraries, January-June 2006, and a \$64,000 grant starting July 1, 2006 and ending June 30, 2007.

#### **Personnel**

- New Hires: Kristen Macaluso, Borrowing Assistant; Rebecca Luo, Borrowing Coordinator.
- Departures: Brian Beyer, Borrowing Coordinator; Lillian Miller, Lending Assistant.

## **IMAGING SERVICES**

### **DARRYL VOORHEES, IMAGING SERVICES SUPERVISOR**

Imaging Services is working systemwide with other departments on common goals and projects such as Web document delivery, digital preservation, consortial lending agreements, and improved networked printing. The ever-evolving nature of technology has enabled us to provide quicker, more reliable, and more convenient services to our patrons. As we become increasingly flexible and cooperative with other departments, patrons and library staff, we also evolve as a department bridging the gap between the paper and digital worlds.

#### **New Services and Service Enhancements for Users**

- Imaging Services has made extensive preparations for incoming new copiers for library users and administrative use. After extensive research and analysis of competitive proposals, we made the decision to continue our relationship with IKON as the provider of our multifunctional copier equipment. One of the most important aspects of the decision centered on the fact that it enabled access to both Canon and Ricoh models.
- The planning stages for copier replacement are complete. Two significant developments are networked printing for administrative copiers and color printing for public copiers. Administrative printing is an opportunity for significant savings on toner and supplies, while the enhancement to the public fleet gives increased revenue earning potential and a useful new service for library users.
- The acquisition of a multifunctional color copier in the Imaging Services office presents new scanning, copying, and printing services to library patrons. The new machine has also enabled us to become a high quality print production center for the libraries. The ability to produce print materials without outsourcing the work has resulted in increased efficiency and substantial cost savings on the library's administrative print jobs.
- In June, Imaging Services purchased a thermal binding machine. This equipment provides the benefit of offering bindery services for administrative and public services at Alexander Library.
- A Knight Express terminal has been installed in Alexander Library's Imaging Services office. This is a beginning step in accommodating a stated need from the Rutgers undergraduate community. Initial planning for Knight Express payment at our public copiers is underway.
- In January, Imaging Services began processing RAPID lending requests from Alexander Library. To date, the Imaging Services office in Alexander Library is the only location that is filling RAPID requests in the system. The volume of scanned pages for this service is substantial. The page volume of interlibrary loan scanning after the implementation of RAPID increased by approximately 47,000, or 515% from the same period in the previous year. This effort enabled the Rutgers University Libraries to become a net lender, which is an unprecedented and highly advantageous achievement.
- While RAPID is not a directly income producing activity for Imaging Services, it fulfills a critical aspect of the Libraries' mission and saves resources that would otherwise be paid to lending consortia such as RLG.
- In coordination with Systems and Access Services representatives, Imaging Services is involved in the ongoing investigation into e-commerce options. The introduction of credit

card payments would significantly improve the library's ability to collect donations, fines, and funding for services.

- A Minolta PS5000C color planetary scanner was installed at the Library of Science and Medicine enabling personnel at that library to scan article requests in color at the request of a library user.
- Plans have been made to redistribute thirteen PC's for Canon microform-scanners. The new machines will have the added benefit of enabling users to save documents on a flash drive, which is a requested enhancement to our current equipment.
- Web document delivery is a continuing success. Imaging Services scans for libraries without scanners. We maintain service on all scanners and provide systemwide instructional support. Billable requests are handled through Imaging Services' deposit account service.
- Multifunctional administrative copiers have already been installed at the two heaviest volume locations: Alexander Imaging Services and University Libraries Administration.

### **Personnel**

- There has been, and will continue to be, a reorganization of Imaging Services personnel as our departmental direction develops alongside the systemwide reorganization. We are rearranging staff duties as technology changes to better utilize our individual strengths.
- In December, Barbara Garwood retired after 27 years of service to the university. Darryl Voorhees took on acting responsibility as department head and was awarded the position in March.
- In May, Arden De La Cruz was promoted to Library Associate II. Arden contributed substantially to the successful transition of the department by taking on a multitude of responsibilities; including coordinating much of the daily operation of the Imaging Services office at Alexander, coordinating RAPID Interlibrary lending requests, and serving as the department representative to the Resource Sharing Group.
- Fanny Leu left the department after 12 years of service. Her replacement, Saraswati Nawani, has ably filled her crucial part time roles.
- Due to the current hiring freeze at the university, Imaging Services is operating with a full time staffing vacancy. Maintaining excellent quality in current operations and expanding services is a continuing challenge with a reduction in personnel.
- Imaging Services has also helped in identifying and assessing ReservesDirect as an open source alternative for reserve management at the libraries, which has been put on hold until further notice.

### **Instructional Support**

- We continue to provide supervision, training, and consultation services for electronic reserves, and article delivery scanning.
- In November, several individuals from the department participated in a systemwide staff training session on Rutgers Delivery Service procedures.
- Imaging Services is responsible for supplying new equipment and technologies, such as multifunctional copiers, planetary scanners, or microform reader scanners to both library staff and library users. As part of this responsibility, Imaging Services provides training and instructional documentation to our respective user communities.

### **Technical Services/Technical Infrastructure**

- In September, administrative networked printing was introduced at two locations: University Libraries Administration and Alexander Imaging Services. The total number of prints on these machines numbered 29,338. This number should increase dramatically next year when administrative printing is available throughout the system.
- Vended networked printing declined for the second time since its introduction in 2000. The total output from our networked print release stations was 189,503. This represents a decrease of 24.5% from last year and a doubling of the decrease from the previous year.
- Vended photocopying totaled 1,083,042. This number also continues a downward trend, this time 23.2% less than last year's total.
- Administrative photocopying totaled 969,229 this year, an increase of 4.8% from last year.
- While vended printing and photocopying will most likely continue to decline, administrative copying and printing will remain steady or increase over time. The role of Imaging Services as a provider of document management equipment and strategies will continue as a core service to library users and personnel alike.

## **Budget**

In the past, Imaging Services was operated as a cost center. The high volume of photocopying provided us with a steady income. Technological shifts have caused our revenue to “dry-up,” while simultaneously making our department ever more vital to the library system.

- There has been a steady trend away from photocopying as users email or download information from online subscriptions, electronic reserves, and the Internet. Total photocopying and printing for this year was approximately 2.45 million copies. This represents a 4.8% decrease from last year.
- The total vended photocopying and printing for this year was approximately 1.27 million copies, down by 23.4% from last year. The 390,000 copies decrease represents a loss of \$47,000 in revenue.
- Networked printing, which had been a steady source of growth in its first five years, is beginning to level out. Total vended printing this year was approximately 190,000 pages, down by 24.5% from last year. This drop represents a \$7,300 decrease in revenue.
- The introduction of administrative networked printing presents a vital opportunity to save supply costs for the library system. When this printing option becomes more widespread the savings potential will grow astronomically.
- Vended photocopying/printing represented 54% of the total. Administrative and service photocopying accounted for the remaining 46% of the total. Imaging Services charges other library departments for only a small fraction of administrative and service copying. The cost of the remaining copies is covered by Imaging Services. This expense is substantial and includes the replacement costs of the administrative photocopiers, their service contracts and supplies such as toner, replacement parts, and paper for copiers and other office equipment.
- Imaging Services is now paying for fewer income producing related supplies because of the decrease in income-producing photocopying, networked printing, and microform printing. The department also continues to support supply- and service-related costs for our non-income producing responsibilities. These non-income producing responsibilities

represent indispensable core functions within the library system. Additionally, to remain on the cutting edge of service standards, Imaging Services must also bear the expense of new technologies as they emerge.

- Total revenue for the department decreased by approximately \$53,000 or -27.0% from last year.
- Total personnel related expenditures decreased by approximately \$8,200, or -4%, from last year. This decrease can be partially attributed to the retirement of Barbara Garwood and the library assistant position that remains open due to the hiring freeze.
- Total non-personnel related expenditures decreased by \$53,400, or -24.0%, from last year. This decrease can be partially attributed to paying off part of the copier fleet by the midpoint of the fiscal year.
- Microform budget expenditures decreased by \$4,500, or -24.0%, from last year.
- The overall impact of the decreased expenditures led to a decrease in the expense recovery at the end of the fiscal year. This figure went from \$190,400 in FY 2005 to \$172,000 this year, an overall decrease of approximately 10%.

## **INSTRUCTIONAL SERVICES COMMITTEE**

THEO HAYNES, CHAIR

Committee members were: Jeris Cassel, Rebecca Gardner, Theo Haynes (Chair), Triveni Kuchi, Patricia Libutti, Jackie Mardikian, Kevin Mulcahy, Rebecca Pressman, Eileen Stec, Roberta Tipton and Donna Wertheimer.

- The fall was spent designing a qualitative assessment of the Searchpath tutorial, which has been available for use since summer 2005. A subcommittee worked to design the overall approach and to create scripts and tasks for librarians to use with student volunteers. A research proposal application was submitted in February to the Institutional Review Board for approval. A Sakai site was created and maintained to share planning and documents related to this project.
- A subcommittee prepared a reading list on assessment of instruction programs in libraries. Patricia Libutti also provided training on assessment methods and theory.
- The committee oversaw the training for Human Subjects Certification of almost a dozen people who were involved in the assessment project and of four others as well.
- The spring has been spent implementing the research project on the effectiveness of Searchpath and information literacy instruction. Committee members recruited student subjects, administered the interview process, then worked as a group, tirelessly guided by Pat Libutti, in all phases, culminating in analysis and evaluation of the results, which will result in a report to the Libraries faculty in the fall 2006.
- A job description was drafted by a subcommittee of ISC to be submitted to the University Librarian's cabinet for approval as a job to be created and filled. This position is to provide systemwide support for the design and creation of the information literacy program at Rutgers.

- A subcommittee prepared and presented a luncheon seminar to help library faculty use Searchpath effectively in their teaching.
- Committee members had an instruction-related article accepted for publication and did presentations on Searchpath at the State of the Libraries, at the VALE conference, and at the Special Library Association's 2005 annual conference in Toronto.
- A gap analysis was begun by the committee using results from the Project for the Standardized Assessment of Information Literacy Skills (Project SAILS). This analysis should serve as a foundation for deciding on the most essential areas needing tutorial modules or mini-tutorials.

## **IRIS PUBLIC ACCESS COMMITTEE**

STEPHANIE BARTZ, CHAIR

Members of IPAC were: Stephanie Bartz, Natalie Borisovets, Vibiana Bowman, Ellen Calhoun, John Shepard, Li Sun, and Bob Warwick.

During this period the major activities of the IRIS Public Access Committee were as follows:

- Worked with the Webmaster and Web Advisory Committee to test the IRIS quick search option on the Rutgers University Libraries website before it was implemented in July 2005.
- Responded to feedback and continued to improve the design and functionality of the system and to update the IRIS Guide to reflect changes.
- Worked with the Electronic Reserves Working Group to revise IRIS displays for electronic reserve materials.
- Implemented changes to iLink prior to the fall semester. Examples of these changes include:
  - Larger, scalable fonts.
  - Changes in link and text colors.
  - Renaming of buttons on several forms (Deliver/Recall, Report Error, etc.).
  - Resizing/spacing of buttons.
  - Relocation of buttons on detailed record displays.
  - Inclusion of publication dates on search results lists.
  - Corrections to library names/definitions.
  - Addition of an informational statement about browser requirements for IRIS.
  - Individual item listings for each copy of multiple copy titles with hold information displayed as appropriate.
- Recommended changes, which were subsequently implemented by Database Management, to the IRIS error report response procedure.
- Revised versions of the default IRIS displays for recorded sound, printed music, and serials were implemented in the public catalog. Mary Beth Weber, Charlotte Toke, and Harriet DeCeunyck worked on the revisions with members of IPAC.
- Voted on several enhancement requests posted to Sirsi's iBistro/iLink Enhancements Forum.

- Added a call number search feature to the Search IRIS and Other Catalogs page of the Libraries' website.
- Revised the default IRIS display for visual materials with input from Jane Sloan and Mary Beth Weber.
- Reviewed GL3.0 in IRIS before it was put into the production system.
- Reviewed the Firefox extension created for IRIS.

## Personnel

- Stephanie Bartz became chair of the committee in August 2005 after having served as acting chair since February 2005.
- Li Sun, Asian Languages Catalog Librarian, joined the committee in December 2005. This is the first time that IPAC has had a full complement of members, including a representative from cataloging, since July 2004.

## PUBLIC EVENTS AND COMMUNICATIONS

### HARRY GLAZER, COMMUNICATIONS COORDINATOR

- The communications coordinator organized and promoted the third annual Celebration of Recently Published Faculty Authors exhibition in March. University faculty members donated 88 publications, at a total retail value of \$3535, for inclusion in the exhibition and later addition to the Libraries' collections. Working with all faculty donors, he assembled a 40-page exhibition catalog with descriptions of the authors and their books that was distributed at the exhibition opening.
- As chair of the Libraries' new Communications and Marketing Team (C/M Team), the communications coordinator led the group in setting the groundwork to develop a multi-year marketing plan for the Libraries. A six-month long consultation with a student group in the Rutgers Business School's MBA program yielded a number of useful suggestions for incorporation into the marketing plan. The C/M Team held a retreat in April and prepared the first draft of the multi-year marketing plan. This marketing plan was refined in May and June and presented for review by the University Librarian's Cabinet in July.
- The Communications Office drafted and oversaw the printing of a glossy report for the 2004-2005 academic year. The redesigned report, formatted now as a six-panel foldout, was produced expeditiously and at a reduced cost. The report was mailed in a timely fashion to members of university boards, the President's Administrative Council, and Libraries leaders and supporters.
- The Communications Office compiled a 2005 Press Clips booklet, secured reprint permissions from the three major external newspapers involved, and arranged printing. The booklet will be used in development efforts and shared with other audiences as well.
- The communications coordinator developed **60 stories** on new resources, upcoming programs, or notable accomplishments that were posted on the 'News and Events' Web pages of the Libraries' website.

- The communications coordinator worked with officers of the VALE organization to help prepare their 2004/2005 annual report by providing photos for the front cover, proofreading and editing text, soliciting printing price quotes, and overseeing production.
- The Communications Office wrote, edited, and coordinated the graphic design and printing of the fall 2005 and spring 2006 issues of the *Libraries Report* newsletter. The newsletter was mailed to all university faculty, administrators, and Libraries' donors.
- The Communications Office promoted and oversaw logistical details for 15 events over the course of the academic year. Some of these events received significant coverage in *The Daily Targum* as well as in other Rutgers news mediums.

## **PUBLIC SERVICES COUNCIL**

JEANNE BOYLE, CHAIR

Members of the Public Services Council were: Grace Agnew, Susan Beck, Natalie Borisovets, Jeanne Boyle, Jeris Cassel, Judy Gardner, Bonita Grant, Marty Kesselman, Ann Montanaro, Kevin Mulcahy, Bob Sewell, and Eileen Stec.

The council of elected, appointed, and ex officio members met 12 times from July 2005 to June 2006.

### **Services and Service Enhancements for Users**

Details of Council activities are given in the recommendation log posted at: [http://www.libraries.rutgers.edu/rul/staff/groups/psc/reports/rec\\_log-ay2006.pdf](http://www.libraries.rutgers.edu/rul/staff/groups/psc/reports/rec_log-ay2006.pdf). The topics the Council considered were:

- Service Brochures
- Media Task Force Report
- Principles for the Networked World
- Undergraduate Education
- LibData
- LibQual+TM
- JerseyClicks
- Reference Services
- Public Services Projects Requiring Technology Support
- Access Services Committee Subgroup Purpose Statements
- RLG/OCLC Reference & Interlibrary Loan Working Group Final Report
- Q and A NJ
- Films Media Group Proposal
- Electronic Resource Access and Integration Task Force Report
- Covered Drinks Proposal
- Public Workstations
- RUcore
- ROARS

## **PUBLIC SERVICES SOFTWARE EVALUATION WORK GROUP**

## MARTY KESSELMAN, CHAIR

Committee members were: Marty Kesselman, Ann Montanaro, Karen Wenk, and Myoung Wilson. Additional Open URL subcommittee members were Gary Golden and Mary Page.

- The committee has not yet met this year and the committee is in need of revitalization -- new members need to be appointed as two of the members are either leaving or going on sabbatical.
- Marty Kesselman and Mary Page met with Jeanne Boyle and the Ebsco team involved with LinkSource in a conference call, which resulted in clarification of Rutgers needs, how LinkSource works with Google Scholar, and implementation of the new LinkSource software.
- A joint committee from public services and digital library/technical services is investigating federated searching and OpenURL software as part of its consideration of an Electronic Resource Management (ERM) package.

## VIRTUAL REFERENCE

NATALIE BORISOVETS, COORDINATOR

- Eighteen library faculty and 35 library staff participated in Ask a Librarian during the 2005/06 academic year.
- Ask a Librarian sent 9,980 answers during 2005/06, a decrease of 4.2% from academic year 2004/05.

## WEB ADVISORY COMMITTEE

REBECCA GARDNER, CHAIR

Committee members were: Ka-Neng Au (chair, 7/05-1/06), Stephanie Bartz, Vibiana Bowman, Rebecca Gardner (chair, 2/06-7/06), Karen Hartman, Theo Haynes, Dave Hoover (ex officio), Sam McDonald (ex officio), Laura Mullen, Robert Nahory, and Karen Wenk.

### Digital Initiatives

- The following 36 index and database titles and packages were made available:  
*Women and Social Movements in the US, Biblical Archaeology Society Online Archive, ACCESSMedicine, Corpus de la Litterature Medievale, Asia-Studies Full-Text Online, Scopus, Eighteenth Century Collections Online (ECCO), Literature Online, The Medical Letter, World Shakespeare Bibliography, Mintel Reports, PsychiatryOnline, SPIE Digital Library, Family and Society Studies Worldwide, Oxford Dictionary of National Biography, AnthroSource, Food Science and Technology Abstracts, Zephyr, Wilson OmniFile Full Text Mega Edition (including Applied Science and Technology Full Text, Art Full Text, Biological and Agricultural Index Plus, Education Index/Abstracts/Full Text, General Science Full Text, Humanities Full Text, Index to Legal Periodicals Full Text, Readers' Guide Full Text, Social Sciences Full Text, Wilson Business Full Text), CSA Sociological Abstracts (including ASSIA: Applied Social Sciences Index and Abstracts, Sociological Abstracts, Social Services Abstracts), The Knowledge Initiative's Biomedical Reference Collection: Comprehensive, CINAHL, Medline, Nursing and Allied*

*Health Collection: Comprehensive, Pre-CINAHL, and Your Journals@Ovid, Engineering Village (including EI Compendex, INSPEC, National Technical Information Service), American State Papers, ASIST Digital Library, BDSL: Bibliographie der Deutschen Sprach –und Literaturwissenschaft, Accounting Research Manager, Current Index to Statistics, Digitale Bibliothek Deutscher Klassiker, goEnc database for math and education, DATAD (Database of African Theses and Dissertations), Africa-Wide NiPAD, Drug Facts and Comparisons, JerseyClicks (portal to 35 databases), SA ePublications of South African journals, and AIDSearch.*

- The *African Studies* database, and the *Sexual Diversity Studies* database were discontinued by the vendors. Several other databases changed vendors, changed names, or expanded coverage.
- Appropriate descriptions of content and coverage were provided for all of the resources above, and the descriptions of many existing databases were updated to ensure accuracy.

### **Instructional Support**

- New Research guides were created for Public Administration, New Jerseyana, South Asian Studies, and Earth Sciences. Many others were updated and enhanced.
- Two new “How do I...?”s” were created, one regarding purchasing copy cards, and one clarifying how to locate articles once the citations are obtained.
- A thorough explanation for using Google Scholar was written, and the title was posted to our Indexes and Databases page along with our other indexing resources.

### **New Service Enhancements**

- “User Services” was revised and a link created from the “About the Libraries” page, making it more accessible to those looking for the information contained there.
- The unwieldy alphabetical “By Title” list of hundreds of indexes on the Indexes and Databases page was broken down into chunks of titles under each letter of the alphabet, making it much easier for a user to select a particular title.
- The htdig search engine for the Libraries website was replaced by a more robust and efficient search engine powered by Google.

## **WEB SERVICES**

SAMUEL J. MCDONALD, WEBMASTER

### **Introduction**

The Web services office maintains the Libraries' website, which consists of primarily adding and maintaining submitted content, such as research guide, news stories, and staff pages documents. Increasingly, more time is spent on coordinating the placement of new resources, such as the Knowledge Initiative databases and the Wilson OmniFile databases. Participation in committees to discuss online service enhancements also continues to grow.

### **New Service Enhancements**

- The Libraries website search engine was changed from ht://Dig to Google Public Service Search with the assistance of the Web Advisory Committee and Dave Hoover, systems administrator.

### **Administrative Support**

- BookRoom, the Rutgers University Libraries room reservation system, has had some bug fixes, some interface enhancements, and a feature upgrade that allows users to maintain their phone numbers. Room data and maintaining the users list can now be done by administrators via a form-based interface.
- The webmaster assisted about eight Libraries personnel/groups to create eight surveys over the course of the year.

### **Instructional Support**

- An alternative gateway to Searchpath was prepared so that members of the Rutgers community can log in separately from guests. When implemented, this gateway will allow the compilation of cleaner impact statistics.

### **External Collaboration**

- The webmaster maintained contact with Administrative Computing Services in order to track progress of MyRutgers and how the Libraries channels may be able to be expanded in the future.

### **Personnel**

- The Web developer position became vacant in February.