Summary

FY2009 was a very challenging year. Technical and Automated Services lost two important staff members with the unexpected and untimely passing of Janet Howard in Central Technical Services and Diane Walker in Distributed Technical Services. Additional positions were lost in TAS to accommodate the departmental budget reduction target. In addition, the Head of Systems position was vacant all year as we reconfigured the position to provide leadership in emerging systems areas, particularly the integration of systems internal to the libraries and greater integration with other systems, at the state level as we explore a statewide integrated library system with the VALE consortium and within Rutgers, as we look toward greater integration with Rutgers University enterprise systems. In many ways, FY2009 was a year to refocus on core needs and to examine our processes and procedures to work smarter with our existing staff across departments.

In spite of the challenging year, TAS accomplished a tremendous amount and provided both statewide and national leadership in the digital library arena. TAS had an ambitious action plan with 41 activities scheduled for the fiscal year. Of those, 60% (26) were either completed or substantially complete. 20% (8) are multi-year goals that are in process with considerable progress made in FY09. Only seven activities had no action, in part due to reliance on outside collaborations. Four of these were tabled indefinitely as being not core to RUL’s strategic plan, as part of departmental streamlining to accommodate staff losses and vacancies.

Of particular note this year is the leadership TAS provided at the local, state and national level, to advance library and university automation services. Two initiatives in particular deserve particular mention.

NJTrust: Statewide Shibboleth Authentication and Authorization

TAS worked closely with Rutgers OIT and NJEdge in FY09 to implement Shibboleth, a federated identity management system based on LDAP (lightweight directory access protocol) authentication and XACML (extensible access control markup language) authorization standards. TAS was instrumental in the development and implementation of NJTrust, the statewide trust federation that sets standards for Shibboleth-enabled institutions to authorize and authenticate the members of any participating organization to use controlled resources or participate in activities requiring controlled access. The possibilities for shared courses, grant collaborations and shared collection building are tremendous. The SCC, under the leadership of Ron Jantz and Jie Geng, developed XACML policies and specifications to limit access for licensed resources to the licensing institutions from a shared commercial digital video collection. NJTrust has been tested with several shibboleth-compliant institutions, particularly Rutgers, William Paterson and NJIT. Ron Jantz presented NJTrust and the RUcore XACML
implementation at the Fedora Users’ Group annual meeting at Open Repositories 2009, where it was very well received.

At least six higher education institutions are currently members of NJTrust with several more in the process of Shibboleth installation. Grace Agnew worked with Sujay Daniel at NJEdge to develop the required minimal LDAP metadata for Shibboleth participation and also to develop the LDAP metadata for the central LDAP registry that will enable organizations that are not able to implement Shibboleth to participate in NJEdge, such as public libraries, schools, etc. The centralized LDAP registry has been recognized by identity management leaders in the Internet2 community and beyond as a major innovation in federated identity management. Grace Agnew has presented on federated identity management at the fall 2008 and spring 2009 Internet2 member meetings as well as at an Educause-sponsored identity management boot camp in June 2009.

**OLE (Open Library Environment)**

The Rutgers University Libraries were active participants in the Open Library Environment (OLE) Design project, funded by the Andrew W. Mellon Foundation and led by the Duke University Libraries. The yearlong project involved frequent meetings and virtual working groups to design a next generation library system for higher education institutions. OLE is unique among emerging open source and commercial library systems in its designed integration into enterprise applications, many of them Mellon-funded developments, such as the Sakai course management system, Kuali financial management and concierge, uPortals, etc. OLE is designed for intuitive, integrated access to enterprise systems, such as identity management and faculty and student workflow management systems. Grace Agnew, Chris Sterback, John Brennan and Judy Gardner served as the Rutgers OLE participants and contributed substantially to the success of OLE. Rutgers co-hosted two regional workflow meetings, in partnership with the University of Pennsylvania and Columbia University libraries, to solicit input from area librarians. Rutgers also hosted a two and a half day working meeting for the OLE project team. In addition, Rutgers provided leadership in identity management and controlled access to commercial resources (Agnew), marketing, presentations and website (Brennan), workflow design (led by Sterback and Gardner, with assistance from Brennan and Agnew) and a glossary of terminology (Gardner). Although no official announcement has been made, Mellon has accepted the report and committed to funding the build process. VALE has committed to the implementation of OLE and established a working group to lead the migration and implementation process. All of the Rutgers OLE design team members are providing leadership on the VALE implementation group, which will formally kick off its work at the VALE annual conference in January.

In addition to these initiatives, TAS continued to develop next generation digital services in support of two large national grants, the ongoing NJVid statewide digital video repository funded by the Institute of Museum and Library Services (IMLS) in 2007 and the $2 million grant to build the Video Mosaic Collaborative (VMC)—an RUcore “partner portal” that will combine an extensive mathematics education video collection with research tools to enable faculty and teachers to reuse the collection for original research and teaching, which was received in
collaboration with the Graduate School of Education from the National Science Foundation in November 2008.

All TAS departments continued to provide an exemplary level of service that compares favorably to previous years in terms of departmental achievements, despite the challenging circumstances that TAS faced. This annual report reflects TAS’ accomplishments in support of the strategic goals of the Rutgers University Libraries:

**Goal I: Improve the quality of scholarly resources and information services that support the advancement of academic excellence at Rutgers**

- One of the most important digital scholarly resource initiatives for RUL is the electronic theses and dissertations service and collection. Significant progress was made in the development of the electronic theses and dissertation implementation and collection building in FY09. Five of the six graduate schools that require dissertations for their doctoral programs are now participating in RUetd, and the last school (Mason Gross) is anticipated to be fully participating by spring 2010.

  Mandatory ETD participation for doctoral dissertations occurred in FY09 from Graduate School—Camden, Graduate School—Newark, and the Graduate School of Applied and Professional Psychology, which joined the initial participant, the Graduate School New Brunswick. A complete process for accepting, approving, cataloging and making ETDs accessible has been implemented. Charlotte Toke (CTS Multimedia and E-Monographs Cataloging Unit) cataloged 638 ETDs in RUcore with export to IRIS in FY09, with a total of 694 ETDs available in RUcore and IRIS to date. As a result, the dissertations are more quickly sent to ProQuest for posting in its dissertation products; bindery costs are eliminated; and paper processing is drastically reduced in the graduate schools as well as the Libraries. Graduate School of Education doctoral dissertations have entered the trial phase, with mandatory participation in Spring 2010. Mason Gross School of the Arts, the final graduate school to confer doctoral degrees requiring a dissertation, also is expected to implement ETDs in FY 2010.

  The OpenETD implementation has attracted considerable interest among peer institutions in New Jersey and beyond. OpenETD is currently being tested, including by selected outside review institutions, University of Pennsylvania and Penn State. OpenETD will be released in FY10.

- Jane Otto and Charlotte Toke (Multimedia and E-Monographs Cataloging) developed detailed guidelines for cataloging print theses and dissertations and trained Steve Perrotta and Robert Hilliker to catalog these items.

- A major publishing platform currently in development is the libraries’ implementation of the Open Journal System (OJS) to support e-journal publishing. RUL, under the leadership of the SCC, currently supports four e-journals: Pragmatic Case Studies in Psychotherapy, The Electronic Journal of Boundary Elements, The Journal of Rutgers University Libraries and The Rutgers Scholar: an Electronic Bulletin of Undergraduate Research. New Jersey History, a new journal, sponsored by the New Jersey Historical Commission, is currently
under development, which has resulted in a re-visitation of RUL’s role as a publisher, a continuing assessment of costs, and a charge to investigate and recommend a sustainability system for ongoing development and maintenance of the journal publishing platform. Linda Langschied, the project lead, developed a cost analysis of the labor involved from project proposal to launch. The primary participants in the project are Langschied, Jeane Boyle, and Choong Liew in consultation with Ron Jantz, and with the review and direction of the Committee on Scholarly Communication. Linda Langschied and Ryan Womack were charged to extend the initial cost analysis to develop a second review that includes a broader range of services, e.g. storage and preservation, in the coming year. Other e-journal developments in FY09 included updating the OJS version from 2.1.1. to 2.2.2, adding new copyright, licensing agreements to JRUL and EJBE, helping PCSP, EJBE, and JRUL editors to publish their latest publications and setting up a bulk email sending program to inform PCSP’s subscriber about a new PCSP publication.

- Another important collection capability that was developed in FY09 is the ability to support digital video. Procedures and a workflow were developed to permit our current release of RUcore software to handle large amounts of video objects and server streaming content to users via our existing interface. This workflow required manual editing of object datastreams to allow RUcore to recognize streaming content, in addition to managing and handling large archival videos (greater than 2GB in size). A Darwin streaming server was implemented in FY09 to support streaming video as a delivery method. Digital video still lacks accepted standards for archiving and management. Isaiah Beard, Digital Data Curator in the SCC, provided statewide and national leadership in the development of standards and practices for digital video archiving. Central Technical Services (Mary Beth Weber, Hala Issa and Li Sun) worked with the statewide NJVid team to develop a metadata template and to catalog resources for the NJVid Commons using the Workflow Management System. Mary Beth Weber led the NJVid Metadata working group, which provided design and training for web-based metadata cataloging for NJVid. Currently, 47 videos are available for public use with 36+ additional videos in development. NJVid was favorably recognized in the July 3, 2009 Internet Scout Report as a useful collection and model for others wanting to provide digital video resources. The Internet Scout Report is considered the leading review source for web-based open access resources and collections. CF: http://scout.wisc.edu/Reports/ScoutReport/2009/scout-090703.php

- A major research tool under development by Chad Mills (Systems) and Grace Agnew is the RUAnalytic, a video annotation and analysis tool under development as a major innovation for the Video Mosaic Collaborative grant and also for the NJVid digital video portal. The RUAnalytic is an open source tool for annotating videos for playback that is combined with an ontology tool and data analysis and visualization services to enable researchers to create robust analysis of videos similar to the analysis possible with data sets. The analytic also supports education by enabling faculty to create learning objects and students to study and analyze videos as part of their coursework.

- The RUcore repository continues to grow. In FY09, 825 objects were ingested. The current number of objects is 15,223.
• Under the leadership of Rhonda Marker (SCC), RUcore continues to support faculty with NIH grant requirements to deposit resources in PubMed Central. In FY09, more than 50 article submissions were processed for inclusion in PubMed Central and RUcore.

• The RUcore Software Architecture Working Group and Metadata Working Group implemented a major upgrade to the RUcore architecture. Release 5.0 included the Fedora 3.0 upgrade, which represented a major redesign of the Fedora platform to support more interoperability among Fedora installations and with DSpace repositories. In addition, the Workflow Management System and bibliographic utility were extensively rewritten to support local customization and improved management of multimedia resources. The migration to RUcore 5.0 was very time-consuming and represents a significant achievement for the RUcore release process, which encompasses a complete end to end process of design, programming, installation, testing, documentation and release. In addition, for the first time, a read only version of RUcore was implemented by Sho Nakagama (SCC) so that our increasing number of users, including currently a video collection hosted for NJVid and the Virginia Tech April 16 Memorial Archive, would not be without access to RUcore resources.

• The Data Working Group (DWG), chaired by Ron Jantz, was launched in FY09 and has made progress in getting everyone on the same page and defining both the collection structure and content model for data. This work will continue in FY10 with the ingest and availability of several testbed data sets in RUcore.

• A digital project management team was formed to work with SC/UA to digitize resources for preservation and access and to digitize small collections for RUL faculty and staff on request. The team, led by John Brennan with participants from both Central and Distributed Technical Services, has digitized the 171-item Still Family Papers. Metadata cataloging was delayed due to the lengthy downtime for RUcore release 5.0 but is currently underway. Members of the team are Debbie Apgar, Nancy De Nicola and Susan Killough (CTS).

• Central Technical Services (CTS) and the SCC collaborated with SC/UA on the development of a digital map collection. 670 maps were digitized and cataloged in RUcore. SC&I independent study student Eric Jenes and SC/UA Archivist Al King were instrumental in developing this extensive collection. In FY10, a map portal utilizing JPEG2000 for map display will be created and the maps will also be added to IRIS to increase the digital collections available in RUOnline.

• Li Sun created a digital project for the Chinese collection’s Central China Relief Papers, 1964 in the Open Source WMS test system and conducted tests for inputting vernacular Chinese, as well as display and search functionality. EAL Librarian Tao Yang nad Jeffery Triggs (SCC) collaborated with Li Sun in this groundbreaking collection development effort for RUcore. Jeffery Triggs developed an innovative methodology to support vernacular search and retrieval. When publicly available in FY10, this will be the first collection that can be searched and displayed in vernacular Chinese.

• The Eagleton Archive website was redesigned using PHP, MYSQL and R for the user interface (not including the administration part). R is used to generate the statistical reports and charts.
The New Jersey Digital Highway (NJDH), managed by Linda Langschied (SCC), continues to grow and to provide a stable and useful platform for primary historical and cultural resources about the state of New Jersey and its inhabitants. Developments in FY09 included:

- Creation of a formal management structure for NJDH, e.g., NJDH Advisory Board, development of Bylaws, and solicitation of a proposal from Lyrasis to develop a sustainability plan.
- Development of an EZStart toolkit that provides simplified digitization and metadata to enable small libraries, museums and archives to participate in NJDH.
- Development of a new website, to be launched in FY10, with more intuitive, user-focused interfaces and navigation.
- Collection partners added in FY09 include:
  - Clarence Dillon Public Library – Full partner
  - Grover Cleveland Birthplace Historical Site – Full partner
  - Mt. Holly Public Library – Full partner
  - Willingboro Public Library - EZStart
  - South River Historical and Preservation Society (EZStart)
  - Burlington County Courier-Post Photo Archive (EZStart)

The New Jersey Environmental Digital Library (NJEDL), which is jointly managed by Linda Langschied and Isaiah Beard (SCC), has received two more years of funding from New Jersey DEP and is now viewed by DEP as a trusted repository for the archiving of unique New Jersey environmental resources. A major current project involves the collection of the Bureau of Tidelands that includes documents from as early as 1880, as well as historical maps and aerial photographs.

Goal II: Enhance the effectiveness of library services for students and the development of library facilities as learning spaces

The Data Center in the SCC was reconfigured as the Digital Curation Research Center (DCRC). The DCRC has been fully outfitted and is now functional on a beta test basis, with official launch proposed for late October/early November 2009. The lab features five full-capability workstations, which can be used for digital object processing, with one workstation specially outfitted for audio editing and two for medium-format flatbed scanning. In addition, there is one light-duty workstation, and two specialized stations for data entry and batch processing of RUcore digital documents. The outfitting of the DCRC required careful design and specification of new equipment and technology, including the adoption of a new UNIX-like Operating System Platform and efforts to maintain full compatibility with the existing, established Microsoft Windows and Linux platforms.
Starting in the fall semester 2009, the DCRC will serve the needs of RUL staff and faculty in digital object handling and curation, including the creation of born digital objects as well as digital surrogates. Later in the forthcoming academic year, broader outreach for the DCRC to the university community for fee-based services is planned. The primary role of the DCRC is digital preservation and asset management for collections in the RUcore Digital Repository. Current capabilities of the DCRC include:

- High resolution scanning of documents, multipage items, photographs, film and plate glass negatives, film positives, and slides up to 6400 dpi.
- Matrox Axio video encoder: capability for real-time digitization of analog video sources.
- Creation and editing of born digital video, supplementing existing analog-to-digital conversion capabilities of the Matrox Axio encoder.
- Full-service workstations that feature 1TB of local storage in a fault-tolerant RAID configuration.

All workstations have access to a 4TB Network Attached Storage System (NAS) for temporary storage of project files. The NAS is a fault-tolerant RAID capable of functioning effectively even if 33% of its storage system were to malfunction. Emergency replacement components are available on-site for quick recovery. The DCRC provides digital HD video cameras, digital audio recorders/podcasting equipment, and a preservation grade digital still camera for borrowing and use for official RUL projects by RUL faculty and staff, after receiving the appropriate training. DCRC redesign was led by Isaiah Beard with support from Ron Jantz, John Brennan (TAS Budget Administrator) and Francoise Puniello.

The DCRC has supported numerous digitization projects, enabled the SCC to provide several simultaneous independent studies internships to SC&I graduate students, and supported such varied projects as RUL interactive exhibits and the printing and the distribution of H1N1 advisory posters.

- Anne Butman and Ed Smith (Systems) provided leadership and support in the selection and implementation of PC Reservation software to provide better access to public workstations for the RU community in congested use areas.

- Anne Butman and Ed Smith (Systems) moved workstations, both public and staff, swiftly and efficiently in support of the major recarpetsing effort in several New Brunswick libraries. Staff were able to continue their work without interruption, temporary public service areas such as reference services were established, and carpet installation was supported in a timely manner, so that libraries’ users experienced the minimum amount of service disruption possible.

- Elizabeth Leister (CTS) served on the Alexander Reference Room and Lobby Redesign Committee. Elizabeth analyzed the need to retain the card catalog for resource access and
concluded that it could be removed without any significant loss of access to the collections, thus freeing considerable floor space for the area redesign.

- The event and services digital services revenue in the SCC increased over the previous FY by more than $3000. This was due to the increased usage of SCC facilities (especially for high value services like videotaping) as well as increased poster production.

- The SCC designed and prototyped a BookRoom Usage Stats website. As part of an initiative to discover a better way to gauge SCC room utilization, the development resulted in a website that interfaces with the BookRoom reservation system to display individual room usage over various timeframes (month, quarter, year) and produces a breakdown of daily and overall time usage. As an example of its output: year 2008-2009 room usage for the TLH is: 162 events, total hours of usage: 620.5. Room 413 : 232 events, 573.75 hours of usage. Room 415: 170 events, 470.67 hours of usage.

- Distributed Technical Services is consolidating its services and closing its Library of Science and Medicine working area. This will make more space available for LSM collections and services and enable consolidation of effort and economies of scale for DTS activities. The move will be completed in August 2009.

- Servers were upgraded in SCC and Systems and a new UPS was installed in Systems, to ensure robustness for the libraries’ digital services and applications.

Goal III: Improve awareness of the resources, services, facilities, and support available to all of the Libraries' constituencies

- Bob Warwick implemented the new books list in support of the IPAC initiative.

- John Brennan led the Libraries’ branding initiative, resulting in the slogan: “The place to go when you need to know.”

- A significant development for RUL was the implementation of the Drupal Content Management System, with the first public service implementation being the electronic index database. The electronic index database development was led by Choong Liew (SCC) and Sam McDonald (Systems) and provides a modular, dynamic approach to information management by creating reusable information objects that can be used and combined with other objects in novel ways to serve library users. The electronic index database includes the following:

  ✓ An innovative metadata schema was designed by Li Sun (CTS) with assistance from Sam McDonald. The schema is based on the NISO Metasearch Initiative collection metadata schema—a schema that was designed to provide automatic redirection of federated searches to appropriate databases—with extensions specific to the needs of the Rutgers University Libraries.

  ✓ All Indexes and Databases are dynamically linked to a more user friendly and understandable URL alias.

  ✓ A dynamic re-cache mechanism was implemented to provide capability for content manager to re-cache specific pages only in the Indexes and Databases A-Z list.
 Added the proxy check capability for the “Logged In” and “Not Logged In” button on the top left corner of Drupal template.

- Sam McDonald worked with selectors to develop a hierarchy of subject areas that will extensively re-used for other portions of the web site, which is used to classify all the databases and to mark them as primary, secondary, tertiary for each subject area.

The Drupal electronic indexes database will form the basis of dynamic basic research guide development in FY10.

- The Web Services Who’s Who Group developed the Who’s Who Library directory database, a redesigned modular RUL faculty and staff directory, under the leadership of Ron Jantz (SCC), Kayo Denda (RIS), Choong Liew (SCC) and Sam McDonald (Systems). The group identified and finalized the basic fields for the newly designed who’s who landing page and individual profile page, created two web applications to collect librarian liaison information such as functional and administrative title, contact information, and subject areas, to support the forthcoming dynamic research guides application in FY10, provided a detailed analysis on the clear definition of certain fields such as title and working title, and performed a test run on the Drupal LDAP module to understand the possibility of obtaining certain fields directly from Rutgers’s LDAP system. The Who’s Who database will debut in FY10.

- Jeffrey Triggs (SCC) is now submitting RUcore resources to Google for indexing. Improvements have been made to the site map browsing to support improved Google indexing.

- The SCC created the Numeric Data Lab and Portal web site. In conjunction with Ryan, Womack, the Data Librarian (RIS), SCC designed and created the Numeric Data lab setup used in the Reference Room. Additionally a revamp of the Numeric data website was completed which includes the RUcore map collection. Both of these areas now help patrons gain access to more library resources and will increase overall data usage.

- Li Sun (CTS) developed a new book alert email process for East Asian Library faculty and students. Feedback has been very positive.

- Li Sun (CTS) developed an EAL periodical list which includes conversion of all Wade Giles to Pinyin for periodical records, ISSN, Title control number and access links in all records.

- Central Technical Services launched a new website in June 2009. Melissa De Fino coordinated the revision of older documentation and the addition of new documentation and procedures.

- Distributed Technical Services launched a new website in FY09, under the leadership of Rebecca Martinez, Department Coordinator. Documents were evaluated for value and accuracy and then organized for the site. A graphical interface provides streamlined navigation for users, while a prominently displayed “what’s happening” box keeps visitors aware of strategic initiatives in the department. The result is a bold new design that has received many positive comments.
• Sam McDonald (Systems) coded the following web pages:
  ✓ Access Services section revision
  ✓ - Central Technical Services
  ✓ - Distributed Technical Services
  ✓ - Re-arranging the Council pages
  ✓ - IPAC’s "This just in...New stuff in the Libraries"
  ✓ - New slogan on the front page
  ✓ - Banned Books event
  ✓ - Welcome pages (in multiple languages)
  ✓ - New stem cell guide
  ✓ - Diversity Resources pages
  ✓ - "Scholarly Communication and Open Access: Research and Publication in
  ✓ Flux" pages
  ✓ - Metadata help documentation pages for OpenMIC (supporting M. Barnett)

• Chris Sterback  and Bob Warwick (Systems) led the Item Type implementation to create
  more streamlined and understandable item types and locations for holdings in the libraries’
  online catalog.

Goal IV: Increase the Libraries' resources to the levels of peer AAU public universities and
manage those resources more strategically and efficiently

• Under the leadership of DTS, the Rutgers Serials Team, the DTS Serials Acquisitions Team
  (SAM) and other members of DTS were able to achieve significant cost savings to support
  the libraries’ required budget reduction while at the same time maintaining a significant level
  of information service to the libraries’ users. All duplicate subscriptions were evaluated and
  where possible canceled and the format changed to online. Also, many electronic resources
  were evaluated for licensing issues such as simultaneous users and changed where savings
  could be realized without jeopardizing patron access. Pricing was renegotiated in many cases.
  Simultaneously staff evaluated subscription orders that were encumbered and not paid. Over
  $371,878 in savings was accumulated as a result of these activities.

• DTS staff members Yasu Denda and Colin Leibtag  have worked with Yuhwei Ling and
  Cathy Pecoraro to implement the 360 Counter statistic analysis tool. They have collected
  usage statistics for all major databases for 2008 and have begun 2009 statistics. Complete
  usage statistics for each title in the Science Direct package for 2008 through June of 2009
  are now available.

• Yuhwei Ling (DTS) orchestrated a pilot project at Alexander Library to determine usage of
  the current unbound periodicals. The usage was measured by recording in-house circulation
  every time an issue was shelved. The statistics were kept for the entire spring semester. The
  pilot proved to be worthwhile and is being extended to LSM current periodicals in fall 2010.
A task force chaired by Grace Mary Smulewitz, Head of DTS, that included the Serials Team, RIS faculty representatives, the Budget Officer and a representative from Acquisitions was charged with selecting a vendor to manage RUL subscriptions. The task force recommended that the majority of subscriptions be offered to two vendors, Ebsco and Swets, with a small selection of titles offered to Harrassowitz. The decision was based on vendor services offered and pricing. Another factor was the vendor’s ability to demonstrate technological developments and an understanding of the technical needs of the library, particularly in managing electronic journals and journal packages.

Mary Beth Weber chaired a Task Force to Evaluate the Library Approval Plan, which resulted in the selection of Coutts, based on criteria such as cost, range of offerings including e-books, and technical expertise.

The SCC, under the leadership of Ron Jantz and Jie Geng, developed and implemented XACML metadata to restrict access to licensed resources. XACML will also be used to embargo electronic theses and dissertations and to restrict access to other resources as needed to support licensing restrictions, collaborations, etc. The use of XACML will provide much more streamlined access to licensed resources and enables the libraries, for the first time, to collaborate on licensed or restricted resources with other institutions.

Chris Sterback implemented EDI digital invoicing with Harrassowitz, resulting in much faster invoice receipt and processing.

Central Technical Services placed 27,383 orders during the period July 1, 2008 through June 30, 2009. This figure includes all types of orders (firm, approval, blanket and recurring). This includes orders placed by personnel in the Acquisitions Section and a cataloger in the Multimedia Cataloging Section who orders, receives and catalogs sound recordings and scores. In addition 1,996 orders were cancelled.

A total of 52,486 titles for all formats and all libraries were cataloged during the period of July 2008-June 2009; a total of 65,390 copies were added in all formats for all libraries during this period. This figure includes added copies, volumes and locations and includes figures contributed by FastCat staff in the Acquisitions Section and Distributed Technical Services in addition to personnel in the Cataloging Sections in Central Technical Services.

Robert Hilliker (CTS Acquisitions) assumed responsibility for management of the backlog of newly purchased monographs. A new process involving use of a portable scanner was implemented to manage the backlog at point of acquisition, so that materials are continually researched for record availability. Kati Ritter worked with Robert on s a streamlined process for books in series. The new backlog management process has resulted in a greater than 50 percent decrease in the volume of items in the backlog and has expedited the processing of at least 1,750 items.

Charlotte Toke (CTS Multimedia and E-Monographs Cataloging) eliminated a backlog of 163 music CDs.
● Li Sun has continued to improve processes for East Asian Language acquisitions and processing, including loading free vendor order records into the SIRSI Symphony system for improved access and working with two new Chinese vendors (Starmark and the Beijing Publications Import and Export Corporation)

● 7,740 gift items were added by the Gifts Unit in CTS, led by Carla Zimmerman. 347 of these required original cataloging.

● Carla Zimmerman (CTS gifts) weeded the Art Library gifts collection and greatly reduced the gifts cataloging backlog generally.

● The Monographs Cataloging Unit, led by Fay Austin, worked on improved procedures for titles in series to insure that all series are identified and linked to their individual titles.

● Fay Austin and Steve Zahorbenski (CTS Monographs Cataloging) developed new procedures for MARCIVE government documents.

● Melissa De Fino incorporated cataloging of Newark Dana materials into her workflow beginning in March 2009.

● Jessica Rhodes (CTS) cataloged a backlog of bound-with reports for the Library of Science and Medicine

● A number of individual collections were cataloged by CTS in FY09, including
  ✓ International foreign documents for a government publications shift, cataloged by Elizabeth Leister
  ✓ Douglass College Red Book titles and Douglass College Catalogs, cataloged by Elizabeth Leister
  ✓ Buddhism gift collection, cataloged by Li Sun
  ✓ Carla Zimmerman, Nancy De Nicola, Brenda Carter and Bonnie Spaventa cataloged 343 titles for the donated Pamela Miller Ness Haiku Literature Collection for Robeson Library. Mary Belinsky and Dale Stevens of Acquisitions provided expedited end processing for these materials.
  ✓ Ruth Dyer cataloged pre-1981 New Jersey maps for Special Collections, as part of the New Jersey Historical Commission Grant.
  ✓ Hala Issa completed cataloging a collection of Persian books for Alexander Library.
  ✓ SMLR union proceedings were cataloged by Steve Zahorbenski

● SCC staff and SC&I students developed the following digital collections:
  ✓ 41,119 pages of text were added for thirteen classics texts titles. This required active involvement of Tom Izbicki, the library liaison for Classics and Philosophy.
  ✓ 1842 pages (Reels 1-2) of the Edison Papers’ Motion Picture Catalogs collection were added.
Working with Jim Niessen, the library liaison for World History, 1600 pages of text for two titles from the Libraries’ collection were added.

DTS implemented the Serials Solutions Electronic Resource Management System application for most active subscriptions. DTS will consult with Access Services and selectors to make adjustments for public displays in FY10. DTS will also evaluate the ERMS and the possibility of interoperability with serial vendor software for cost analysis and data packaging in FY10. A significant concern is the amount of labor and time required to maintain very dynamic serials subscription information in an ERMS implementation.

A collaborative process was established between DTS and CTS to reduce the number of titles requiring retrospective conversion by searching “cataloging on the fly” titles and adding bibliographic records immediately rather than sending the resources to the Cataloging Department when they are returned. Susan Brower of the DTS Holdings Record Management Team and Melody Tomazewicz perform this and other database management activities, such as resolving overdue and “books on shelf but not in catalog” issues, on an ongoing basis.

Sam McDonald (Systems) provided significant support for the Ethnography Research Project, an RIS project for website and service redesign, including setting up and managing the Sakai sites, blog and surveys. Sam also worked on drafting and marketing the survey, co-developing survey codes and providing camera support for three interviews.

Nick Gonzaga loaded the Archivists’ Toolkit on a New Brunswick server to provide networked access to this collection management software in SC/UA.

TAS continued to build a strong partnership with SC&I through many collaborations. SC&I students worked on digital collection building in the SCC through several independent studies. Grace Agnew taught two semesters of the online course, “Metadata for Information Professionals.” Her students cataloged videos for the RUcore and NJVid collections. Central Technical Services hosted an intern from SCILS, Caroline Caviness, in March-June 2009. Caroline provided original cataloging for Special Collections & University Archives monographs, including a large number of New Jersey theses and dissertations. Melissa De Fino served as her supervisor. Mary Beth Weber, Melissa De Fino, Mary Belinsky, Robert Hilliker, Kati Ritter, Susan Killough, Rose Deland, Donna Kraska, and Dale Stevens hosted students from the SCILS course “Collection Development and Management.” They provided an overview of Acquisitions operations, discussed different types of orders and workflows, and conducted small breakout sessions on the various workflows for the students.

DTS continued to provide timely and efficient holdings management to support many collection temporary moves and permanent relocations, particularly to support a large recarpeting effort for the New Brunswick Libraries. The Team Leader for Holdings Record Management performed holdings management for Kilmer for carpet installation. Simultaneously the Holdings Swat Team (soon to be renamed HPAC or Holdings Planning and Coordinating) in collaboration with Access Services Collections Management coordinated the massive relocations and weeding of reference collections and stacks material
in the Alexander Library. The swat team also conducted a transfer and withdrawal of Alexander business material to Kilmer or the Annex. The Business transfer is ongoing.

- DTS continued to support weeding initiatives, including the massive Library of Science and Medicine weeding project. DTS noticed that a lack of coordination for weeding was resulting in libraries simultaneously weeding their last copies, each operating in the belief that the other library was maintaining its copy. As a result, DTS developed procedures for coordinating weeding projects to avoid the accidental weeding of unique titles.

- DTS corrected significant access issues for RUL collections and provided timely and accurate collection transfers, including:
  - Bob Hosch corrected the status of 500 shadowed government documents
  - Neera Sondhi worked with the documents librarian to investigate LSM MARCIVE lists that had been missing in documents processing
  - Paul Cabelli participated in collection shifting for Alexander international, foreign and state documents and Alex folio and oversized periodicals.

- Central Technical Services contributes to the profession and to information access generally by participating in NACO, a national collaborative authority control program organized and sponsored by the Library of Congress. CTS contributes headings unique to Rutgers to ensure that other libraries have authoritative headings for people and organizations at Rutgers that produce information. Responsibility for NACO Coordination was transferred from Rhonda Marker to Jane Otto in December 2008. The NACO statistics to date follow:
  - New personal/corporate names: 429
  - New series: 2
  - Changed personal/corporate names: 11

Goal V: Continue to develop an organization and the human resources to achieve the Libraries' strategic goals

- The Head of Systems position vacated by Ann Montanaro was redesigned as Director of Integrated Information Systems, with new responsibilities for integrating all RUL information networks and providing strategic leadership and management for important systems areas including identity management, security, web services, digital storage, server management, and applications management. A search for an experienced IT professional to serve in this position is currently ongoing.

- In the past year, Isaiah Beard’s position has been reconfigured as that of Digital Data Curator. As part of shaping this position and the respective duties, the year was spent developing space within the SCC to take on digital curation roles, as well as continuing to provide leadership in existing digital preservation and repository projects. Isaiah has had a leadership position in developing digital preservation and access formats for digital video in support of NJVid. He also participates in the Metadata Working Group in the development of technical metadata to document file characteristics.
for resource management and future migration. Currently, he is researching and evaluating preservation standards for data sets, Word documents, email and other formats that fall within the RUL role as university archives and collection manager.

- FY09 was a turning point for RU’s cyberinfrastructure development as the Software Architecture Working Group worked to standardize and formalize policies and practices and to add maturity and consistency to software development practices. In the past year, the group developed an installation and configuration guide to standardize configuration processes. The document will now be updated and reviewed for each major RUcore release. In addition, the group increased its focus on standardizing software development processes and also improved quality by tracking and reporting all bugs and periodically examining performance issues.

- A major innovation for software applications design and release was the creation of an open source software management team, led by Chad Mills, Software Development Coordinator and Kalaivani Ananthan, Library Applications Manager. The team evaluates all new applications for open source candidacy. Whenever possible, applications are designed for open source, resulting in robust, modular developments that can easily migrate to new platforms and that perform well with other applications. The team designed an open source software downloads site and developed a process and procedures including extensive testing and documentation and graduated support depending on whether the user is a Rutgers department or organization member or a member of the broader library community. All open source software releases include extensive documentation, including configuration and installation guides, known bugs and future enhancements and a complete user guide. Marty Barnett coordinate documentation preparation and release.

  http://rucore.libraries.rutgers.edu/open/

- The Open Source Software Management Team successfully released OpenMIC, the bibliographic utility component of the Workflow Management System. OpenMIC was downloaded more than 50 times in its first month of release. The Association of Moving Image Archivists has offered to extensively test and evaluate OpenMIC. OpenWMS and OpenETD are currently in test and will be released in fall 2009.

- The Open Source Software Management Team and Metadata Working Group have developed complete documentation for RUcore’s rich but complex metadata, with a data dictionary and usage guide, compiled and edited by Marty Barnett, with contributions from Marty Barnett, Jane Otto, Mary Beth Weber, Isaiah Beard, Kalaivani Ananthan and Grace Agnew.

- Central Technical Services has implemented streamlined procedures for resource workflow, particularly to reduce the use of paper through new procedures for vendor and priority slips.

- John Brennan consolidated Acquisitions and Cataloging and Metadata Services budgets to reflect the Central Technical Services reorganization and has also managed the Systems budget while the department head position is vacant.

- The programmers group, developed in FY08 to provide more coordination for applications under the leadership of Chad Mills, was reconfigured by Chad as the Software Development group and extended to include systems administrators and project managers. The group is currently working on best practices for programming in PHP.
Chris Sterback and Bob Warwick implemented NetID as the unique patron identifier, to replace SSN for all patron types. The University required that SSNs no longer be used for student identifiers, to conform with legal requirements. The Libraries extended this to all patron types to conform to robust identity management and patron privacy best practices.

The PC Working Group extended its role in the RUL organization to investigate new applications and provided enhanced support for efficient workstation-based workflows throughout RUL. In FY09, the PC Working Group developed a centralized backup strategy that ensures that RUL faculty and staff will not lose their documents and other library related applications and work while at the same time ensuring that their privacy is safeguarded. The centralized backup will be implemented in FY10.

In addition to the many accomplishments of each department in support of the Rutgers University Libraries’ strategic goals, members of TAS continued to represent the Libraries very effectively in the areas of scholarship and service.

**Scholarship**

**Publications**

**Book:**


**Articles:**


**Multimedia Publications:**

**Presentations**


De Fino, Melissa. “Expanding the Impact of CALM, “. ALA Emerging Leaders Poster Session, ALA Annual Conference, Chicago, IL, June 2009.


Martinez, Rebecca, Pecoraro, Cathy, and Smulewitz, Gracemary, “Implementing an ERMS Who has the time? The Rutgers Experience.” VALE / NJ ACRL / NJLA CUS Tenth Annual Users' Conference, January 2009


**Awards**

Grace Agnew received the NJLA ACRL CUS 2009 Distinguished Service Award.

Melissa De Fino was selected as a member of the American Library Association 2009 Class of Emerging Leaders.

**Service to the University and to the Profession**

Grace Agnew consulted with the National Science Foundation in 2008 to develop evaluation criteria for the National Science Digital Library and in 2009, through a subcontract to the Rand Corporation, to evaluate the National Science Digital Library.

Grace Agnew participated in the 2008 NSF National Science Digital Library grant proposal review.

Grace Agnew, John Brennan, Chris Sterback and Judy Gardner served on the Mellon-funded OLE Design Team and the VALE OLS Implementation Team.

Grace Agnew consulted on the feasibility of a Mellon-funded Cuban Theater Portal for the University of Miami in June 2008.

Grace Agnew served on an advisory panel to the Corporation for Public Broadcasting on the future of PBCore.

Grace Agnew served on the grant award panel for the Institute of Museum and Library Services for the Librarians of the 21st Century solicitation.

Grace Agnew is co-chairing the NISO Institutional Identifiers Working Group.

Grace Agnew taught the SC&I “Metadata for the Information Professional” course in Fall 2008 and Spring 2009 for the ILS Master’s degree program.

Grace Agnew participated in the OCLC Networked Names Advisory Group.

Fay Austin is a member of the IFLA President's Working Group on Information and Communication Technologies and Development. (ICTD).

Melissa De Fino was selected to be the ALCTS sponsor to the ALA 2009 Class of Emerging Leaders.

Melissa De Fino served as chair of the ALCTS/CCS Catalog Management Interest Group.
Melissa De Fino is assisting Mary Beth Weber with editing the ALCTS Midwinter and Annual reports for the *ALCTS Newsletter Online*.

Melissa De Fino is a reviewer for “Tech. Services on the Web,” a regular column in *Technical Services Quarterly*.

Melissa De Fino and Roman Frackowski are participating in OCLC’s Expert Community Experiment which enables cataloging members to make more changes to WorldCat records. Roman is upgrading foreign language titles on OCLC and Melissa is upgrading records for special collections materials. To date, Roman has contributed forty original cataloging records to OCLC for monographs, chiefly in Russian, as well as some records in Hungarian.

Roman Frackowski was invited to New Delhi, India by the MARCnow Cataloging Company to train new catalogers to do copy cataloging using Library of Congress records. The training took place in January 2009.

Ron Jantz continues to chair the Fedora Preservation Solutions Group.

Linda Langschied chairs the New Jersey Digital Highway Advisory Board.

Linda Langschied and John Brennan serve on the New Jersey Digital Highway governance planning committee.

Jane Otto served as a grant reviewer for IMLS National Leadership Grants (Advancing Digital Resources).

Li Sun served as Vice President/President-Elect of the Chinese American Librarians Association’s (CALA) Northeast Chapter.

Li Sun served a one-year term on CALA’s Mentorship Committee (2008-2009).

Li Sun has been appointed to the ACRL AAMES Membership Committee (Asian, African, and Middle Eastern Section).

Mary Beth Weber is the newsletter editor of the *ALCTS Newsletter Online*.

Mary Beth Weber was elected to the New Brunswick Faculty Council, where she serves on the Library Committee.

Carla Zimmerman is a CAPES (Caucus Archival Projects Evaluation Service) consultant in a service run by the Mid-Atlantic Regional Archivists Conference (MARAC).

**Service to the Rutgers University Libraries**
Mary Beth Weber chaired the Task Force to Evaluate the RUL Approval Plan Vendor, which issued an RFP and selected a new vendor, Coutts.

Gracemary Smulewitz chaired the Task Force to Evaluate the RUL Serials vendor, which issued an RFP and selected several vendors to supply serials to the libraries.

RUL faculty and staff served on numerous RUL committees including:

- Approval Plan Vendor Evaluation Task Force (Weber (chair), Otto, Perrotta, and Hilliker)
- Cost Savings and Efficiencies Task Force (Brennan, Leister, De Fino)
- Data Working Group (Jantz (chair), Beard, Weber)
- Ethnographic Research Project (Agnew, Ellis, Hoover, Marker, McDonald, Mills)
- Committee on Scholarly Communication (Agnew, Jantz, Langschied)
- E-Books Task Force (Weber (chair), Austin, Leister and Otto)
- Health and Safety (Brennan)
- Inventory and Stacks Automation Working Group (Sterback (chair), Martinez, Smulewitz, Weber)
- Library Information Services (Sterback (chair), Smulewitz, Warwick, Weber)
- Library Resources Council (Agnew, Smulewitz, Weber)
- Marketing (Brennan)
- PC Working Group (Bijur, Butman, Gonzaga, Smith)
- Serials Vendor Evaluation Task Force (Smulewitz (chair), Ling, Martinez, Pecoraro, Ritter)
- Training and Learning Committee (Weber (chair), Brennan)
- User Services Council (Agnew, De Fino)