The Central Technical Services Department’s work has supported the following Libraries goals and objectives.

Goal I: Improve the quality of scholarly resources and information services that support the advancement of academic excellence at Rutgers
Objective IA. Expand the collections both electronic and in print to the level of our peer institutions
Activity: Actively develop and market the statewide NJVid digital video collection by developing web interface for participating organizations to upload and catalog videos, digitizing videos, developing and applying metadata requirements to catalog videos, developing and implementing XACML restrictions for limiting access for licensed videos to owning organizations, selecting licensed videos and marketing to RU and statewide users

Objective I.E. Build a preservation program for the collections in all formats to ensure that critical and unique collections remain available in perpetuity
Activity: Develop a digital projects management team, representing TAS staff with expertise in digital file creation and metadata, to digitize collections quickly and effectively

Objective I.F. Focus the creation of digital resources on the Libraries' unique collections and on the output of Rutgers University, with an emphasis on support for the faculty research process
Implement the NJ maps collection

I. Central Technical Services Contributions

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 143,279 titles for all formats and all libraries were cataloged during the period of July 2008-June 2009; a total of 170,779 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.

A total of 1,838 priority 1 requests were cataloged and processed; a total of 389 priority 2 requests were cataloged and received end processing. A total of 28,887 items received end processing in Central Technical Services during the period of July 2008-June 2009.

Spreadsheets are provided at the end of this report.

The accomplishments of each section in Central Technical Services follow.
Mary Beth Weber, Elizabeth Leister and Steve Zahorbenski were each recognized for 20, 10, and 30 years of service respectively, to the Libraries.

**Acquisitions**

- Donna Kraska, Rose Deland, and Susan Killough developed a procedure to handle Sirsi glitches that occur when approvals records are loaded by not linked when the default location (Alexander) is changed to the appropriate owning library.
- Sindhu Golhar inventoried all the Music Department's recital recordings for Jane Otto and Charlotte Toke (a total of 800 records). This information will be shared with the Music Department so that they have the same inventory as the Multimedia Cataloging Section.
- Management of the backlog of newly purchased monographs was transferred from Fay Austin (Head, Monographs Cataloging Section) to Robert Hilliker. The purchase of a portable barcode scanner following the implementation of the new item types in IRIS made it more efficient for the management of the backlog of newly purchased monographs to be handled at the point of acquisitions. 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.
- Kati Ritter and Robert Hilliker have collaborated to reduce the number of monographs in the backlog for all titles that include series treatment and require copy cataloging treatment.

**Asian Languages Cataloging**

- Li Sun continues to make good progress on a long-term recon project for Asian languages materials.
- Li Sun collaborated with the Acquisitions Section to
  - Continue ordering and receiving EAL materials
  - Experiment with loading a vendor’s free order records into Symphony to improve the acquisition for EAL materials.
  - Work with two new Chinese vendors (Starmark and the Beijing Publications Import and Export Corporation)
  - Notify EAL patrons of the availability of their requested materials by using new book alert emails to faculty and students. Feedback has been very positive.
- Li Sun continued to provide cataloging for EAL materials in a variety of formats, including monographs, periodicals, DVDs, and CDs
- Li Sun has completed cataloging for the Buddhism gift collection
- Li Sun managed all EAL periodical bibliographic records by creating an EAL periodical list, converting Wade-Giles records to Pinyin records and kept Wade-Giles titles in the records, added English titles to these records. The ISSN, Title control number, and free access link were also incorporated into the records. A chart detailing EAL periodical is provided below.
<table>
<thead>
<tr>
<th>Language of Periodical title</th>
<th>subscripts</th>
<th>gifts</th>
<th>cancelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>43</td>
<td>63</td>
<td>9</td>
</tr>
<tr>
<td>Japanese</td>
<td>18</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>Korean</td>
<td>2</td>
<td>22</td>
<td>0</td>
</tr>
<tr>
<td>total</td>
<td>63</td>
<td>105</td>
<td>11</td>
</tr>
</tbody>
</table>

**Continuing Resources Cataloging**

- Elizabeth Leister served on the Alexander Reference Room and Lobby Redesign Committee. Elizabeth demonstrated to the committee that removing the card catalog would not constitute an undue loss of access to our collections given that the catalog has not been updated in many years. The committee and other concerned parties agreed that it could be removed to free up significantly more floor space for the redesign.
- Steve Zahorbenski completed cataloging of union proceedings for SMLR.
- Elizabeth Leister completed a small project of International Foreign documents requested by Stephanie Bartz and Mary Fetzer to facilitate a shift in government publications.
- Elizabeth Leister completed the cataloging of Douglass College Red book titles and the Douglass College Catalogs per faculty request.

**Gifts and Unit Receipts Cataloging**

- Carla Zimmerman served on a Gifts Policy subcommittee appointed by the Library Resources Council (LRC) to revise the policy and form for donation of gift items. The new policy is available at [http://www.libraries.rutgers.edu/rul/staff/collection_dev/policies/gifts_policy.shtml](http://www.libraries.rutgers.edu/rul/staff/collection_dev/policies/gifts_policy.shtml).
- Carla Zimmerman worked with Sara Harrington, the Art Library Selector, to review French books in the Gifts Cataloging backlog which require original cataloging. Sara also weeded the backlog of books for the Art Library.
- Bonnie Spaventa, Brenda Carter, and Nancy De Nicola assisted the Acquisitions Section by doing receiving for newly purchased monographs during May to June 2009.
- The section’s backlog of gift materials requiring cataloging has been significantly decreased.
- Carla Zimmerman completed UHR’s Supervisor Development Program, December 2008-April 2009.
- Brenda Carter assisted the Multimedia Cataloging Section with weeding duplicate music scores in April 2009.
- 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.

Gift Books Cataloged July 2008-June 2009

[Please note this does not include the significant number of Unit Receipt books that this Section also catalogs.]

<table>
<thead>
<tr>
<th>Library</th>
<th>COMPLEX</th>
<th>COPY</th>
<th>ADD-ITEM</th>
<th>ORIGINAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALCOHOL</td>
<td>1</td>
<td>1</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>ALCOHOL/NJ</td>
<td>1</td>
<td>1</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>ALEXANDER</td>
<td>200</td>
<td>2,645</td>
<td>7</td>
<td>174</td>
</tr>
<tr>
<td>ANNEX</td>
<td>1</td>
<td>23</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>ART</td>
<td>13</td>
<td>347</td>
<td>18</td>
<td>54</td>
</tr>
<tr>
<td>CAMDEN</td>
<td>7</td>
<td>768</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>CHANG</td>
<td></td>
<td>40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CHEMISTRY</td>
<td></td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DANA</td>
<td>12</td>
<td>861</td>
<td>9</td>
<td>27</td>
</tr>
<tr>
<td>DOUGLASS</td>
<td>6</td>
<td>241</td>
<td></td>
<td>16</td>
</tr>
<tr>
<td>HUNGARIAN</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JAZZ</td>
<td>2</td>
<td>18</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>KILMER</td>
<td></td>
<td>53</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>LSM</td>
<td>6</td>
<td>347</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td>MATH</td>
<td>1</td>
<td>84</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>MEDIA</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MUSIC</td>
<td>4</td>
<td>97</td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>PHYSICS</td>
<td></td>
<td>39</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>RU-ONLINE</td>
<td>148</td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>SMLR</td>
<td>1</td>
<td>71</td>
<td></td>
<td>9</td>
</tr>
</tbody>
</table>

Gifts Section
Total       257      5,623  37       347

Grand Total 6264

Monographs Cataloging/Database Management

- Fay Austin and Roman Frackowski collaborated with DTS to develop guidelines for cataloging MARCIVE government document records.
- Steve Perrotta has assumed responsibility for cataloging print theses and dissertations. This work was formerly handled by Charlotte Toke. An examination of the existing
workflow revealed that it was more practical for these materials to be handled by the Monographs Cataloging Section.

- Monographs Cataloging is involved in a series clean-up effort to ensure that titles within the series are correctly identified and linked. Fay Austin is working with Kati Ritter on this project. Fay Austin edits series authority records as necessary to clarify RUL treatment to prevent noncompliance in the future.

**Multimedia Cataloging**

- Charlotte Toke has eliminated a backlog of 163 music CDs.
- Charlotte Toke cataloged 638 electronic theses and dissertations (ETDs); to date that are 694 ETDs available in RUcore.
- Jane Otto and Charlotte Toke developed detailed guidelines for cataloging print theses and dissertations and trained Steve Perrotta and Robert Hilliker to catalog these items.
- Jane Otto is working with Tom Izbiki to eliminate a backlog of materials from the Music Library.

**Special Collections and University Archives Cataloging**

- Melissa De Fino incorporated cataloging of Newark Dana materials into her workflow beginning in March 2009.
- 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.
- Jessica Rhodes cataloged a backlog of bound-with reports for the Library of Science and Medicine.
- With Distributed Technical Services staff, Melissa De Fino and Nancy DeNicola updated priority slips used for Gifts & Unit Receipts cataloging. The revised priority slips incorporate new RUL procedures such as item types and donor notes.

**NACO**

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

**II. Collaboration and Communication**

**Outreach**

- Central Technical Services launched a new website in June 2009 (http://www.libraries.rutgers.edu/rul/staff/technical_services/technical_services.shtml).
Melissa De Fino coordinated the revision of older documentation and the addition of new documentation and procedures.

- 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, Elizabeth Leister, Fay Austin, Janet Howard, Li Sun, and Melissa De Fino presented to faculty and staff from the Montclair State University technical services department.
- 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.

Presentations

- Melissa De Fino co-presented a poster session with other ALA Emerging Leaders at the ALA Annual Conference in Chicago in July 2009 titled “Expanding the Impact of CALM: Ala/SAA/AAM.”
- Li Sun co-presented with Tao Yang at the Joint REFORMA Northeast, AILA, APALA, BCALA and CALA Mini-Conference on May 15, 2009 in New York City. Their presentation was titled “Diversity and non-English collections in Academic Libraries: the Case of the East Asian Library at Rutgers University.”
- Jane Otto served as a presenter at an open forum for the Libraries. Jane analyzed a chapter from the CLIR report “No Brief Candle.”
- Mary Beth Weber co-presented with Grace Agnew at the PALINET ’08 Conference in Philadelphia, on October 27, 2008. The presentation was titled “Building a Digital Cyberinfrastructure for New Jersey Education,” and detailed the development of a digital cyberinfrastructure for New Jersey, through a collaboration of the state’s educational and cultural heritage institutions. An audio file of the presentation is available at http://www.palinet.org/media/2008Conf/Grace%20Anew.mp3.
- Mary Beth Weber did two poster sessions at the NJEdge Conference with Isaiah Beard, Rutgers’ Digital Data Curator on “Realizing a New Jersey Statewide Video Portal Based on Open Source Technologies.” We received many inquiries about NJVid and how to participate.
- Fay Austin presented to RUL at a SAPAC sponsored event a summary of the papers she had presented at the International Federation of University Women's conference in Manchester, England in August 2007.

Publications

- Li Sun published "A Metadata Manager's Role in Collaborative Projects: the

Service to the Profession
- Melissa De Fino will serve a one-year term as an intern to the ALCTS Board of Directors commencing in January 2010 and ending in June 2010.
- Jane Otto was invited to serve as a grant reviewer for IMLS National Leadership Grants (Advancing Digital Resources).
- Carla Zimmerman is a CAPES (Caucus Archival Projects Evaluation Service) consultant in a service run by the Mid-Atlantic Regional Archivists Conference (MARAC).
- 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.
- 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).
- 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. Mary Beth is the newsletter editor.
- Melissa De Fino is a reviewer for “Tech. Services on the Web,” a regular column in Technical Services Quarterly.
- Fay Austin is a member of the IFLA President's Working Group on the World Information.
- 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.
- Melissa De Fino was selected to be the ALCTS sponsor to the ALA 2009 Class of Emerging Leaders.

Service to Rutgers University
- Melissa De Fino is assisting Grace Agnew with her metadata class at SCILS, “Metadata for the Information Professional.”
- Fay Austin served on a Libraries group that analyzed Annex operations and updated and revised the Annex’s operating procedures document.

Service to Rutgers University Libraries
• Robert Hilliker and Kati Ritter are serving on the Open Library Environment (OLE) Library Workflow Working Group.
• Mary Beth Weber, Jane Otto, Steve Perrotta, and Robert Hilliker served on the Task Force to Evaluate the Rutgers University Libraries’ Approval Plan (Weber served as chair). They worked with subject specialists from the New Brunswick Libraries plus Robeson and Dana Libraries.
• Kati Ritter served on the Task Force to Evaluate the Rutgers University Libraries’ Serials Vendor which was chaired by Gracemary Smulewitz of Distributed Technical Services.
• Elizabeth Leister and Melissa De Fino served on the Libraries Cost-Saving and Efficiencies Taskforce.
• Steve Zahorbenski, Dale Stevens, and Charlotte Toke are serving on the Lock Down Procedures Committee for Technical and Automated Services.
• Melissa De Fino was elected Faculty Secretary and will serve a two-year term commencing in November 2009.
• Central Technical Services implemented new environmentally friendly procedures to eliminate unnecessary paperwork to accompany cataloged materials. The idea was proposed by Donna Kraska, and Kati Ritter presented a proposal to the Technical Services Managers. Items containing vendor slips (mainly items received on the approval plan) will be used to record the date the item is cataloged, cataloger initials, and a call number stem (when appropriate). This information will be provided on flyers for items that are not received as part of the approval plan or another service that provides slips.
• New priority slips designed and implemented in June 2009; this will decrease amount of paper and ink used. The new slips combine information from several different flags. Carla Zimmerman and Kati Ritter prepared the documentation and designed the new flyers after consulting personnel in Central Technical Services and Distributed Technical Services. Carla conducted a brief training session for the department.
• Jane Otto has streamlined workflows and developed cataloging policies for processing, description, access points, relator codes, and genre headings for videorecordings. This work has been done in consultation with catalogers, public services staff, and (for genre headings) the Library of Congress.
• Jane Otto was elected to the Committee on Scholarly Communication as the Arts and Humanities representative for a one-year term (2009-2010).
• Jane Otto is serving a two-year term on the Personnel Policy and Affirmative Action Committee, 2009-2011
• Mary Beth Weber is serving as the chair of the Libraries E-Books Task Force. Elizabeth Leister, Fay Austin, and Jane Otto also serve on the Task Force. An interim report was submitted to the Library Resources Council in May 2009.
• Jane Otto, Elizabeth Leister and Carla Zimmerman developed guidelines and procedures for evaluating records sets for electronic resources.
Mary Beth Weber, Steve Zahorbenski, Charlotte Toke, Kati Ritter, Steve Perrotta and Robert Hilliker served on the Libraries’ Item Type Task Force which was charged to redefine the Unicorn “Item Types.” Kati Ritter updated holding codes for recurring orders for scores and maps that were not converted during the global update of item types.

The report of the Item Type Task Force led to workflow changes for Central Technical Services. Resources are now discharged before they are shipped out of the TAS building. This displays an “in transit” status in IRIS, rather than “In process.”

Central Technical Services participated in successful migration from Sirsi’s GL3.1 to the new version, Symphony 3.2.1. Steve Zahorbenski, Melissa De Fino, and Rob Hilliker provided training to the department and helped coordinate the updating of computers in the department.

Mary Beth Weber was elected to a two-year term on the New Brunswick Faculty Council. She also serves on the Library Committee, one of the various committees that reports to NBFC.

Melissa De Fino became a member of the VALE Bibliographic and Metadata Services Committee.

Melissa De Fino served as TAS representative to the User Services Council.

Mary Beth Weber serves as a standing member of the new Library Resources Council.

Mary Beth Weber serves as chair of the Libraries’ Training and Learning Committee

Community Service

Jane Otto has volunteered at the Hunterdon County Historical Society processing photographs, and the Somerset Hills Handicapped Riding Center in Oldwick, New Jersey.

Carla Zimmerman oversees the Temple Shalom Library in Aberdeen, New Jersey and is organizing their archives.

III. Organizational Effectiveness (Leadership, Staff Development, Area Expertise, Recruitment)

Personnel

Budget shortfalls led to the termination of our voucher employees Deborah Grau (End Processing), Ruth Dyer (Multimedia Cataloging), Bonnie Spaventa (Gifts and Unit Receipts Cataloging), and Jessica Rhoades (Special Collections Cataloging).

The Department and Libraries lost a respected colleague with the untimely death of Janet Howard.

Mary McCutcheon joined the department and works in a position split between TAS Administration and Central Technical Services. Mary has provided cataloging support and end processing.

Carla Zimmerman joined the department as the new head of the Gifts and Unit Receipts Section of Cataloging in October 2008.

Jane Otto joined the department as E-Monographs and Multimedia Metadata Librarian in December 2008 and will oversee the cataloging of nonbook resources.
Training
- Melissa De Fino provided a review of Catalogers Desktop and Classification Web for the Central Technical Services Department.
- Melissa De Fino and Steve Zahorbenski provided an OCLC training session on how to select the best record from results sets.

Documentation and Resources
- Elizabeth Leister and Melissa De Fino established a local policy in response to the elimination of the 440 field.
- Melissa De Fino, Carla Zimmerman, and Hala Issa have reviewed the cataloging portion of the Central Technical Services website. Outdated documents have been removed, and plans are underway for new documentation and a unified website for the department.

Digital Initiatives
- Li Sun created a digital project titled “Central China Relief Papers” in the Workflow Management System (WMS) test module to test the WMS and RUcore’s output vernacular function for non-Roman scripts.
- Mary Beth Weber and Melissa De Fino are participating in the Research Context Metadata Project for the Video Mosaic Collaboratory grant.
- Jane Otto is participating in the Palinet (Lyrasis) Mass Digitization Project, and developing workflows, coordinating reports for selection, liaising with Lyrasis staff, and participating in Lyrasis webinars and conference calls.
- Jane Otto developed an OpenWMS policy on privileges, permissions, and roles.
- Melissa De Fino and Carla Zimmerman joined the Metadata Working Group.
- Li Sun and Carla Zimmerman served as consultants to the Courier News for a collection of historic photographs.
- 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.
- Mary Beth Weber, Li Sun and Hala Issa created metadata records for the first phase of the NJVid grant. The first phase of the project provides access to locally owned videorecordings held by NJVid participating institutions.
- Mary Beth Weber and Li Sun trained librarians from around the state to use the Workflow Management System (WMS) to create metadata records for various projects within NJVid.
- Carla Zimmerman and Melissa De Fino provided feedback on the NJVid website.
- Li Sun is serving as a metadata manager for a poster project for the Center for Women's Global Leadership.
- Mary Beth Weber, Li Sun, and Jane Otto contributed to the development of a data dictionary of metadata elements that are used for Rutgers digital projects and in the WMS.
- Debbie Apgar and Hala Issa are serving as reviewers Faculty Deposit module in RUcore.
• Debbie Apgar, Nancy De Nicola, and Susan Killough are serving on the newly formed Digital Projects Team.
• Debbie Apgar, Nancy De Nicola, Li Sun, Susan Killough, Jane Otto and Charlotte Toke participated in functionality testing for the Open WMS.
• Jane Otto, Charlotte Toke, and Rose Deland are tested Open ETD applications in the WMS.
• Elizabeth Leister served as a metadata consultant for the Classics Texts Archive Project in RUcore.