The academic year 2001-2002 was an exciting one, with many accomplishments that we believe made library services more effective for our users. The many service enhancements noted in this report are based on the use of digital technologies to speed processes and save our users time. Enhancing service through the use of information technology is one of the goals of our long-range plan, the Rutgers Digital Library Initiative, and it is having immediate benefits. Online recall notices, e-mail notifications of interlibrary loan arrivals, electronic reserve operations, and online reference services have been received with enthusiasm by our community – and their use continues to grow.

We are currently spending about 34% of our collections budget on electronic resources, many of them including the full-text of journals. All three campuses continue to benefit from the accessibility of these materials; and, as a recent survey of e-journal use demonstrated, over 40% of the respondents indicated they accessed the Libraries from their offices. Fifteen new databases were purchased supporting the arts and humanities, social sciences, and science and technology. Print collections also continue to grow; and our Special Collections and University Archives continue to acquire significant primary resources for research and scholarship, including rare books, broadsides, and engravings from the library of the late Sebastian Gaeta by or about the life and times of William Shakespeare. Gifts from friends continue to enrich our collections as well.

Two particular areas where the Libraries have provided leadership for university-wide discussions are in the areas of scholarly communication – the process by which the faculty share their research and scholarship with the world — and privacy in cyberspace. Both these issues have major impacts on how the academic community does its work and the ease with which it will continue to be able to do so. Because both these topics have major implications for access to information, the heart of the Libraries’ enterprise, it is logical that we play an important facilitating role in these discussions. Two major programs were held during the year with broad and enthusiastic participation by attendees.

Critical to the Libraries’ success is the support of our many friends and donors. Their contributions have allowed the Libraries to acquire expensive collections; purchase new equipment, software, and furnishings; and provide public programs to showcase collections and services available to the community. This year we have reached a total of $7,333,518 towards our capital campaign goal of $9,250,000. We are grateful to the many individuals who have contributed with this largess.

Finally, I wish to thank our staff and librarians, who are an outstanding group of individuals dedicated to serving our users with distinction. Their accomplishments speak for themselves.

Marianne Gaunt
University Librarian
Service Enhancements

• The Libraries digital infrastructure was enhanced significantly with the installation of new scanners and Ariel document transmission software across the system at the Alexander, Douglass, Chang, Dana, Kilmer, and Robeson Libraries and the Library of Science and Medicine. Electronic reserve operations were streamlined when local library reserve staff began to scan, assign file names, and FTP their own reserve documents to the Libraries’ Web server. Article delivery time decreased when Rutgers Delivery Services staff started to scan articles from their collections and transmit them via the Internet to libraries on the three major campuses.

• The electronic reserve service continued to grow. Over 15,900 PDF electronic documents were placed on reserve, 5,683 more files than were processed the previous year. Requests to the Libraries’ Web server for electronic reserve files increased by 22%, and bytes transmitted increased by 33%.

• The VALE reciprocal faculty borrowing agreement was implemented in January 2002 (replacing the New Jersey academic library network and council of two-year college libraries agreement). Faculty and staff at many institutions of higher education in New Jersey may now apply for guest borrowing privileges at Rutgers, and Rutgers faculty and staff are eligible to borrow at participating libraries.

• The Libraries started sending email overdue and recall notices, email notifications when interlibrary loan and Rutgers materials arrive at patrons’ pickup libraries, and courtesy “time to renew term loan” email reminders to patrons. Employee and student email addresses were included in weekly data files from administrative computing services beginning in August 2001. Postage and the number of paper library notices decreased. During the academic year, 85-87% of the current student, faculty, and staff user records received from administrative computing services contained an email address. Staff created instructions to help patrons change their email address with the university and developed new workflows to deal with returned email notices.

• During the academic season, from September 2001-August 2002, “Ask a Librarian,” the Rutgers University Libraries email reference service, received 12,071 questions/requests—a 68.5% increase over the 7,164 queries received in the previous year. This significant increase in the number of queries received has had little effect on response times. During the spring and summer 2002, 87.7% of the answered queries were responded to on either the same day or on the next day; 96.1% were answered within the twenty-four to forty-eight hours specified in the “Ask a Librarian” guidelines. The members of the “Ask a Librarian” team have continued to provide quality services efficiently, effectively, and with good spirit.

• The Web Advisory Committee (WAC) accomplished a complete restructuring of the architecture of the Rutgers University Libraries website. The new site, which is much more streamlined and intuitive, was brought up in August 2001. New features included a “scroll-over” box, which describes what will be found under each of the individual headings listed on the top page, and a “How do I...?” section right on the home page, which provides information about how to connect from home, find an article, get a PIN, etc. The Libraries also worked with a Web design graphics consultant to revise the “look and feel” of the new pages. By January, the consultant’s recommendations, including the use of colors, font, “white space,” etc., were implemented across all pages.

• The Libraries Assessment Committee conducted an online survey to gauge how Rutgers students, faculty, and staff use electronic journals accessible from the Libraries Web pages. The survey was designed with help from social science data librarians in the Scholarly Communication Center and the Libraries’ webmaster. The survey received 141 responses during the two-week period in which it was held. Results indicated that the most frequent electronic journal users are graduate students (nearly 50%); the highest use comes from those in the natural sciences (nearly 25%), then those in the social sciences (over 20%); and that most respondents access electronic journals from their offices (over 40%).
Collections

• The Libraries spent $8,093,291 in total on collections in this academic year. Of this total $3,179,743, or 45%, was spent on systemwide expenditures. Systemwide expenditures included $2,830,584, or 35% of the total collections budget, for networked electronic resources; $124,920 for institutional memberships; $126,974 for purchases to strengthen research collections; $87,954 for interlibrary loan; and other expenses.

• The Rutgers University Libraries acquired the online version of the renowned journal *Nature*. Nature's “impact factor”, measured by the independent Institute of Scientific Information in Philadelphia, is higher than any other interdisciplinary scientific journal. The Libraries have also obtained seven monthly Nature electronic journals: *Nature Biotechnology*, *Nature Cell Biology*, *Nature Genetics*, *Nature Immunology*, *Nature Medicine*, *Nature Neuroscience*, and *Nature Structural Biology*. The monthly journals publish papers of the highest quality and exceptional impact in the disciplines indicated by their titles, as well as informal material and reviews.

• Fifteen new databases were added, supporting the arts and humanities, social sciences, and science and technology:
  - Alcohol History Database
  - AMICO (The Art Museum Image Consortium) Library
  - Columbia Gazetteer of the World
  - Columbia Granger’s World of Poetry
  - ComAbstracts
  - IEEE Xplore
  - Encyclopedia of Life Sciences
  - Global Financial Data
  - National Journal Group’s Policy Central
  - Nature Online
  - netLibrary – Computer Science E-book Collection
  - North American Women’s Letters and Diaries, Colonial Period to 1950
  - UN Statistics Division Common Database
  - Wiley Interscience journal package
  - Women’s Resource International

• The Libraries introduced a digital library project designed by Rutgers librarians - the New Jersey Environmental Digital Library (NJ EDL). NJ EDL is a “one-stop” resource for locating research and other information on the New Jersey environment that brings together a digital collection of “ephemeral” or “gray” literature – materials that are unavailable through common research tools like library catalogs. The collection comes from the New Jersey Department of Environmental Protection, state and local agencies, academic resources, Web documents, and other sources. The NJ EDL database contains a wide range of environmental information collected from New Jersey government agencies, research institutes, academic departments, and non-profit and non-governmental organizations, including: scientific and technical reports, maps, inventories of environmental resources and endangered species, guides to environmental indicators, videos related to New Jersey’s environment, and slide shows and transcripts of presentations made by New Jersey environmental researchers. The NJ EDL also allows users to submit their own digital documents to the database. The NJ EDL can be accessed at http://njedl.rutgers.edu.

• The Libraries organized, promoted, and conducted resource training workshops for faculty, staff, and students on all three Rutgers campuses for the following electronic resources: FIS Online (business); ingenta database, document delivery, and research alerts; and RLG Citation/Eureka databases.

• The Libraries acquired 800 Portuguese books from the Portuguese government for the new Caoes Institute to be located in the John Cotton Dana Library. The Libraries also acquired fifty monographs, in literature, anthropology, art, and related areas, in support of the new Portuguese studies program at Rutgers-Newark.
library leadership

• Rutgers librarians developed a long-term initiative to address serious problems in the exchange of scholarly information, that affect all faculty at the university. In “Scholarly Communication and You”, a new Web page, the Rutgers University Libraries’ Scholarly Communication Steering Committee identified trends in commercial publishing that have severely limited the affordability of scholarly resources for most research libraries. These trends have in turn significantly restricted student and faculty access to critical research materials. The website served as a companion publication to the “Stop Reacting, Take Action” brochure that was mailed to all university faculty. Both publications provide concrete suggestions on how faculty members can help address these trends. The committee also organized a half-day conference “Scholarly Communication: New Challenges, New Directions” that featured panelists from government, the scholarly publishing industry, and academics from diverse disciplines. More than a hundred Rutgers University faculty, librarians, and administrators came together for the May 9th half-day symposium.

• Over 125 academic administrators, faculty, librarians, lawyers, and Friends from across New Jersey, New York, and Delaware participated in a full-day symposium held March 18, 2002 at the Rutgers Student Center in New Brunswick about cyberspace privacy issues in higher education. Marc Rotenberg, director of the Electronic Privacy Information Center in Washington, D.C., was the keynote speaker. Three panels of legal, policy, and technical experts from government, academia, and industry across New Jersey described recent and future developments in their areas and the steps those attending can take to preserve the personal privacy of students, faculty, and staff. The symposium was sponsored by the Friends of the Rutgers University Libraries in cooperation with Rutgers University Computing Services, the Office of the University Registrar, the Office of the Vice President for Continuous Education and Outreach, the Professional Development Program of the School of Communication, Information, and Library Studies, and the Rutgers University Libraries. The conference received front-page coverage in the subsequent day's issue of the Home News Tribune newspaper.

grants

• A portion of a $1 million grant pledged from the Prudential Foundation to “The Rutgers Campaign: Creating the Future Today” will be used to equip the reading room in the Margery Somers Foster Center in the renovated Mabel Smith Douglass Library at Douglass College. The Center will provide those working in the fields of women's and gender studies a scholarly resource center dedicated to acquiring, creating, preserving, and promoting world-class research and scholarship. The grant of $100,000 from Prudential will fund the construction of hard-wired technology systems and associated work spaces. The center is named in honor of a former dean of Douglass College and first female member of Prudential’s corporate board of directors.

• In recognition of the Library’s reputation for quality, international outlook, and excellent service, the Chinese Information and Culture Center in New York donated a collection of 1,000 volumes to the East Asian Library. The collection consists of many valuable research oriented books and journals. A centerpiece of the collection is a limited edition copy of the Four Treasures
of Chinese Literature, a compilation of all collected books in China prepared on the order of Emperor Ch’ien-lung in 1772 and reprinted in a limited run in 1988. This compilation took fifteen years to complete and involved over 4,000 writers, editors, and researchers. It encompasses over 3,470 titles. The Chinese Information and Culture Center, located in midtown Manhattan, is the New York area’s largest public resource center for Chinese culture and contemporary life in the Republic of China on Taiwan.

- The United States Department of the Interior awarded Special Collections and University Archives $73,126 to preserve the Roebling Collection. This collection documents the lives of noted father and son bridge engineers John A. and Washington Roebling, who built the Brooklyn Bridge and other famous structures, and Mary Roebling, the first female president of a commercial US bank and the first woman governor of the New York Stock Exchange, as well as other distinguished members of the Roebling family.

- The International Union of Electrical, Electronic, Salaried, Machine, and Furniture Workers—Communications Workers of America (AFL-CIO/IUE-CWA) awarded $373,180 to Special Collections and University Archives in April to continue the Labor Archives Project. The Labor Archives in Special Collections and University Archives is considered one of the most significant and comprehensive in the country.

experimentation

- In the spring semester, the New Brunswick Libraries created an Outpost Services Team to study the demand for library services at locations other than library buildings. The team used the Busch Campus Center for a pilot project and provided service at the Center information desk for nineteen days, Monday through Thursday, for a total of ninety-five hours in April and May. The pilot outpost service received a total of 205 questions during this period. Team members assisted patrons with library research on such topics as Niebuhr theories of democracy, ethnology, folk law and anthropology, x-ray diffraction, literature reviews in art history, and construction management.

- The Libraries offered “Ask A Librarian LIVE” from April 8 until May 17, between the hours of 1-4 p.m., as a trial project. This service, accessible from the “Ask a Librarian” page of the Libraries website, allowed users to submit questions and then interact with a Rutgers reference librarian in chat mode. Response to the trial project was encouraging, with exit surveys filled out by users who had sampled the service showing that all rated the service very positively.
• The cover story in the March 2002 issue of Syllabus magazine, written by University Librarian Marianne Gaunt, reflected on the efforts of Rutgers librarians and staff to envision and then build the new digital library, in cooperation with a diverse group of partners within and beyond the Libraries. Marianne’s article, “A Bridge to the Future: Observations on Building a Digital Library,” offered perspective on how the Rutgers University Libraries pursued this objective by adopting a multi-faceted strategy that included building consensus across the campus on future directions, setting clear goals, encouraging staff development, and incorporating new technologies as they emerged. Read by an audience of 156,000, Syllabus serves educators, administrators, and IT professionals. The Syllabus online presence, SyllabusWeb, is co-sponsored by Compaq.

• Mary Fetzer, Government Resources Librarian, won the 2002 “Marta Lange/CQ Award,” presented by the Law and Political Science Section of the Association of College and Research Libraries. This annual award recognizes an academic or law librarian who, through research, service to the profession, or other creative activity, makes distinguished contributions to bibliography and information service in law or political science. Mary received this award for her 32 years of activity and accomplishment as a librarian in the fields of government information, political science, and international law.

• James Niessen, World History Librarian, was selected as the winner of the 2002 “Coutts Nijhoff International Western European Study Grant,” awarded at the 2002 American Libraries Association annual meeting in Atlanta. The jury selected Jim’s research proposal “German Acquisitions in Hungarian Research Libraries: Cooperative Collection Development in the Twentieth Century.” Jim’s project will employ a sampling technique to chart the history of German-language holdings in three Budapest libraries. By focusing on just four imprint years for German books — 1900, 1930, 1960, and 1990 — Niessen hopes to provide a quantitative basis for an examination of these library collections as a barometer of German cultural influence in Hungary. With the support of the study grant, Niessen will carry out his research primarily in Berlin and Budapest.

• Sara Harrington, Art Librarian, received the “Art Libraries Society of North America’s 2002 H.W. Wilson Research Award” for a proposed article on the valorization of female domestic labor in World War II posters.

• Sara Harrington also received the 2002 “Research Libraries Group Travel Award,” administered by the Art Libraries Society of North America (ARLIS/NA). The travel award enabled her to attend the March 2002 ARLIS/NA annual conference in St. Louis, Missouri.

• The Rutgers University Committee to Advance our Common Purposes selected Global Outreach Programs Coordinator Thelma Tate as one of the recipients of the 2002 “Human Dignity Award.” Thelma received the award at a reception in April at Winants Hall. The committee recognized Thelma’s work at the Rutgers University Libraries, as a member of the International Federation of Library Associations, and as one of the coordinators of a new Rutgers-based project that collects surplus books and ships them to needy libraries in Africa.

• The Jazz Journalists Association gave the Critics’ Choice Award to the Oxford Companion to Jazz for “Best Jazz Book of the Year” for 2001. Two Institute of Jazz Studies (IJ S) staff members contributed to this volume. IJ S director Dan Morgenstern wrote 2 chapters: “Louis Armstrong” and “Recorded Jazz.” IJ S archivist Vincent Pelotte wrote the chapter: “Jazz Clubs.”

• Dan Morgenstern, director of the Institute of Jazz Studies, received the 2001 Lifetime Achievement Award from the Jazz Journalists Association (JJA). Among his many accomplishments, past and recent, Morgenstern was senior adviser for the Ken Burns’ PBS documentary, “Jazz,” which the JJA named best film/video regarding jazz.
development report

The Rutgers University Libraries raised $7,333,519 since the inception of the university’s capital campaign “Creating the Future Today,” towards its campaign goal of $9.25 million dollars.

Year End Figures Include:

- University Librarian's Excellence Fund: $170,240
- Friends of the Rutgers University Libraries: $33,622
- Parents' Fund: $273,609
- Gifts-In-Kind: $14,475
- Cash Gifts to all other sources: $932,767
- Grants/Private: $170,271
- Total Private revenue: $1,594,986
- Total/Federal, State, & Private revenue: $1,897,676

Special Collections received a notable gift of twenty-seven rare books by or about the life and works of William Shakespeare, and other miscellaneous rare books, from the library of the late Sebastian Gaeta. Highlights of this gift include an eight volume set of Charles Knight's Pictorial Edition of the Works of William Shakespere, which was extra-illustrated and bound in green morocco leather by nineteenth century bibliophile Samuel Verplanck Hoffman, and an eighteenth century elephant folio edition of Twenty Two Plates, Illustrative of Various Interesting Scenes, In the Plays of William Shakespeare, published in London by T. Macklin.
scholarly publications


# 2001/2002 Library Statistics

## Library Collections
- **Total Volumes**: 3,362,820
- **Total Microforms**: 4,456,329
- **Total Documents**: 2,542,161
- **Volumes Added, Gross**: 70,912
- **Titles Cataloged**: 36,091
- **Current Subscriptions**: 20,833

## Library Services
- **Circulation**: 745,733
- **Reference Questions**: 281,636
- **Ask A Librarian Service**: 11,127
- **Interlibrary Loan, Borrowed**: 15,338
- **Interlibrary Loan, Loaned**: 11,776
- **Rutgers Delivery Service**: 60,696
- **Library Classes Taught**: 1,007
- **Number Students Taught**: 19,847
- **Building Use**: 2,552,492

## Library Staff
- **Librarians**: 89
- **Supporting Staff**: 212
- **Student Assistants**: 91

## Library Collection Expenditures
- **New Brunswick Libraries**: $3,802,396
- **John Cotton Dana Library (IJS), (Newark)**: $732,678
- **Paul Robeson Library (Camden)**: $378,477
- **Systemwide Electronic Resources**: $2,830,584
- **Other (Interlibrary Loan, Memberships, etc)**: $349,158
- **Total**: $8,093,293

## Library Collection Expenditures FY 2001/2002
- **New Brunswick Libraries**: 47%
- **Dana Library (IJS), (Newark)**: 9%
- **Robeson Library (Camden)**: 5%
- **Systemwide Electronic Resources**: 35%
- **Other Systemwide (ILL, etc.)**: 5%

## Overall Library Expenditures
- **Library Materials**: $8,093,293
- **Salaries & Wages**: $15,250,704
- **Other Expenditures**: $1,354,946
- **Total**: $24,698,943

## Overall Library Expenditures FY 2001/2002
- **Library Materials**: 33%
- **Salaries & Wages**: 62%
- **Other Expenditures**: 5%
public events

Lectures

Layers: Levels of Meaning in an Artist's Work
Estelle Lebowitz Visiting Artist in Residence Hung Liu
Mabel Smith Douglass Library
October 10, 2001

Can We Build a Better Person? The Promises & Perils of Research on the Human Genome
Hot Topics Discussion led by Rutgers Genetics Professor Jay Tischfield
Library of Science and Medicine
October 21, 2001

Collecting Shakespeare in the New Millennium: The First Folio to Classic Comics
Seventeenth Annual Louis Faugeres III Bishop Lecture
Folger Shakespeare Library Librarian Richard J. Kuhta
February 28, 2002

Recipe for Danger: The Mega Dangers of MegaCities
Hot Topics Discussion led by Rutgers Geography Professor James K. Mitchell
Library of Science and Medicine
March 10, 2002

Symposiums and Workshops

New Jersey and the International Post-Millennial Book Arts
Seventh Annual New Jersey Book Arts Symposium
John Cotton Dana Library
November 2, 2001

Specialized Internet Workshop on Travel
Scholarly Communication Center
Archibald S. Alexander Library
February 10, 2002

Privacy in Cyberspace: New Challenges for Higher Education
Rutgers Student Center
College Avenue Campus
March 18, 2002

Excursions

Friends Two-Day Trip to the Library of Congress, the National Gallery of Art, and the Kreeger Museum in Washington, DC
May 31 – June 1, 2002

Exhibit Openings

Who Built New Brunswick? exhibition curator and former Hod Carriers union leader John Clancy (third from right) stands with some union colleagues at the exhibition opening.

Contemporary Portuguese Prints, 1980 – 2000
John Cotton Dana Library
October 4, 2001

Rutgers & The Avant-Garde: An Archival Assemblage
Special Collections & University Archives, Archibald S. Alexander Library
October 16, 2001

Ken Weathersby: 11 Samples, 20 Year Sequence
John Cotton Dana Library
January 24, 2002

Shakespeare: In Print, On Stage, On Film, Online
Special Collections & University Archives, Archibald S. Alexander Library
January 29, 2002

Who Built New Brunswick? The History of the International Hod Carriers
Special Collections & University Archives, Archibald S. Alexander Library
April 8, 2002

Enduring Delight: The Bookwork of Suellen Glashauser
John Cotton Dana Library
April 12, 2002

Visions Realized: Collages by Suzanne Bladon
Mabel Smith Douglass Library
May 17, 2002

Members of the Friends of the Rutgers University Libraries program committee stand together after their May 2002 meeting.