

FRONTIERS

Annual Report | 2019



RUTGERS
University Libraries

By the Numbers: 2018–2019

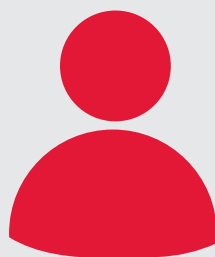


5,579,900

Total Volumes (print and electronic)

207,243

Volumes Added (print and electronic)



2,648,964

In Person Visits

3,273,398

Online Visits



159,368

Print Circulation

10 million +

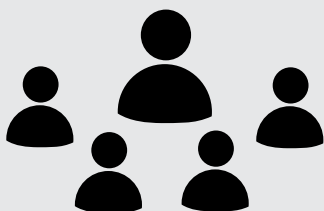
Circulation of Online Resources

3,111,380

Ebook Downloads

111,781

Video Streams



1,577

Library Classes

31,943

Students Taught

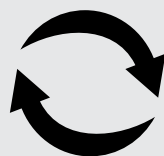


30,156

Reference Questions

7,264

Chat and Ask a Librarian



38,937

Interlibrary Loan, Borrowed

39,191

Interlibrary Loan, Loaned

42,049

Rutgers-to-Rutgers Deliveries

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\$3,522,622

[Open and Affordable
Textbooks Program](#)

Total Savings



Welcome

I am delighted to share this year's annual report with you. This has been a period of tremendous growth and success for the Libraries, as we build on the strong foundations we've laid over the past several years. The theme of this report is "frontiers," and the idea of pushing boundaries and exploring new opportunities rings true throughout. Within these pages, you will encounter stories of innovative services, creative programs, and bold new partnerships.

Thank you for your interest in our work as we continue to make Rutgers a better place to research, teach, and learn. As always, if you have any questions or feedback about the Libraries, please feel free to contact me.

A handwritten signature in black ink that reads "Krisellen Maloney".

[Krisellen Maloney](#)

Vice President for Information Services
and University Librarian

Improving with Your Feedback

In 2016, we conducted the first iteration of **LibQUAL+**, our universitywide quality improvement survey. This past spring, we held our first follow-up survey, and [we were delighted with the results](#), which show demonstrable improvement in each area measured.

The most improved dimension of our service was **information control**, which measures our collections and how easily users can obtain the information they need. Resources falling under this umbrella include the QuickSearch platform, our print and electronic collections, and our website.

Affect of service also had positive scores, with our personnel earning full marks for their courtesy and willingness to give users individualized attention.

For **library as place**, scores showed that our spaces inspire study and learning—but that there's room for improvement when it comes to providing enough seating and the right mix of quiet and collaborative spaces. We've heard this feedback loud and clear and will keep working to better meet our users' needs in this area.

Overall, we're incredibly happy to see these positive results, but that doesn't mean there isn't work left to be done. Now that we have more data to act upon, we will continue to improve based on feedback to ensure that our users have access to world-class library services befitting a world-class research institution. Thank you for keeping us accountable!



Rutgers–Camden student Daoud Moon poses with an Echo Show he won as a prize for participating in the LibQUAL+ survey.

New Online Resources

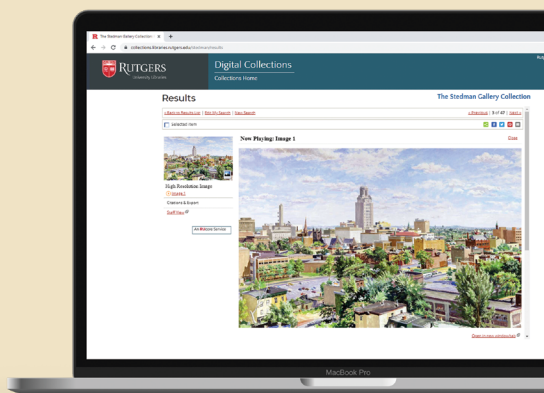
A major acquisition for us this year was three new sets of backfiles in [Web of Science: Science Citation Index Expanded Backfile](#), [Social Sciences Citation Index Backfile](#), and [Arts & Humanities Citation Index Backfile](#). We now provide access to Science Citation Index Expanded and Social Sciences Citation Index from 1900 to the present, and Arts & Humanities Citation Index from 1975 to the present.



Moreover, through a transformative purchase via our membership in the Pennsylvania Academic Library Consortium (PALCI), we have acquired all the Oxford University Press ebooks published on the [Oxford Scholarship Online](#) platform, including the complete backlist and all frontlist titles through 2022. The collection currently includes over 16,000 ebooks—a number that will only continue to grow.

Digital Collections Portal

Our new digital collections portal provides online access to completed digitization projects, including Rutgers in the First World War, the Robert Moevs Archive, and the Newark Celebration 350 collection. Explore them all at collections.libraries.rutgers.edu.





Expanding Our Chat Service

This year, we made two major changes to the chat service delivered via our website, both of which have been received enthusiastically by the Rutgers community.

In January, we **extended our chat**

hours to 10 a.m. to 10 p.m., seven days a week. Almost a third of all chat questions we received this year were asked during our new weekend hours.

Later, we piloted **proactive chat widgets** on our homepage, in QuickSearch, and in various databases. Rather than wait for a user

to contact us with questions, after a set amount of time a pop-up prompts them asking if they need assistance. These widgets now account for 58.2% of our total chat traffic. What's more, our

analysis shows that a high percentage of these questions are sufficiently complex to require the assistance of

an expert. This means that we're reaching users who really need our help, but who might not otherwise ask for it. We're delighted to provide this service and look forward to continuing in 2020.

Chat activity rose
99.3%
from 2018 to 2019

More Tools for Student Success

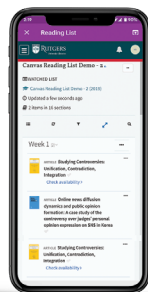
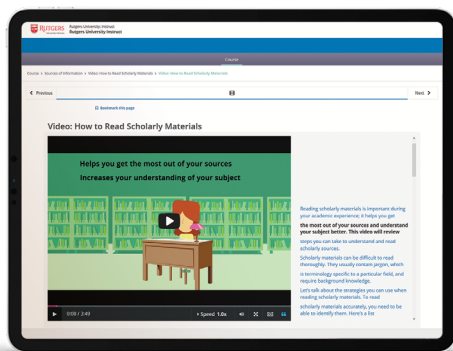
Two new additions to our suite of online tools will enhance learning experiences for students across the university.

Library tutorials, which include video lessons and quizzes to assess understanding, introduce students to the basics of locating, evaluating, and using information. Topics include refining search results, copyright, citation styles, and more.

Instructors, on the other hand, have the option to embed content from one of four master courses directly into learning management systems like Canvas and Blackboard to seamlessly complement their teaching. These courses provide comprehensive deep-dives in

information literacy, critical thinking, communication, and health science. This tool lets instructors focus precious classroom time on course material rather than research skills.

Our **reading list** tool, similarly, integrates easily with popular learning management systems. It allows instructors to assemble lists of electronic articles, streaming media, digitized content, and more so that students can access all their course materials in one place. Instructors enjoy greater control over the organization and display of their content, while taking the hassle out of accessing course reserves means students can spend more time focused on what really matters: learning!





Camden

The highlights collected here illustrate Paul Robeson Library's commitment to supporting the university's mission by enhancing

research and learning at Rutgers–Camden. This year, we embarked on new initiatives and continued building partnerships that demonstrate both traditional and novel approaches. We aimed to reduce barriers to access, build critical research skills, and support the civic engagement priorities of our campus. In everything we do, we strive to foster a culture of creativity, diversity, and innovation.

This is all just the beginning—we have already set in motion plans for new and enhanced user services and community outreach in the year to come. In the meantime, please feel free to let us know how we're doing!

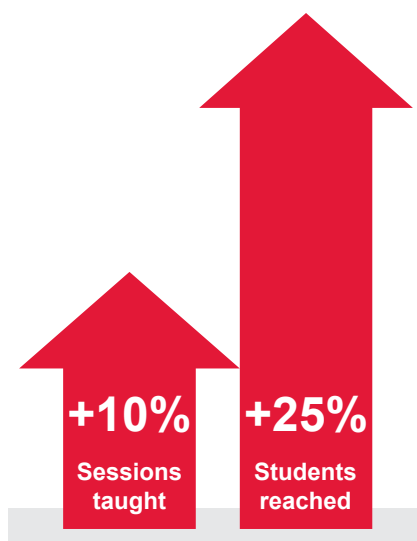
A stylized, handwritten signature in black ink, likely belonging to Regina Koury.

Regina Koury
Director, Paul Robeson Library

Making A Bigger Impact

Research shows that **library instruction** strengthens general education outcomes. That's why we at Robeson Library have expanded our instruction efforts in the past year, teaching more classes and reaching more students than we have before.

We provide course-based library instruction to undergraduate and graduate students, as well as a series of orientations and workshops throughout the year. We also have an especially robust partnership with the First Year Writing Program, which includes library instruction for both courses in its sequence (Composition I and Composition II).



20.7%

More reference questions answered this year

Fighting for Affordability

The Libraries continued to support the adoption of open educational resources, with 14 Rutgers–Camden faculty winning [Open and Affordable Textbooks awards](#) this year. We're proud to have helped save Camden students **over \$550,000** on the cost of course materials since 2016!



Librarian Zara Wilkinson (center r.) participates in a panel on textbook affordability. Credit: @NJPIRGstudents

Forging New Partnerships

Scholarship has shown that **collaborative academic programs** and services involving the library enhance student learning. To that end, Robeson Library has worked to engage library users by partnering with groups from across campus.

For instance, we hosted Student Health Services' We Hear U series, which provided students a number of workshops focused on topics like mindfulness and

managing anxiety.

Other collaborations included student success tutoring, Office of Disability Services testing, a weekly

trans/nonbinary discussion group led by the Office of Diversity and Inclusion, a PhD writing circle, and instructional design and technology

open lab hours for faculty.

We are always looking for new partners, so if you have an idea for a collaboration, we'd love to hear from you.



Our Camden Local History Edit-a-Thon hosted with the Nilsa I. Cruz-Perez Library added over 700 words to Camden's presence on Wikipedia.

Supporting LGBTQIA+ Students

Rutgers–Camden sponsored the [11orMore Project](#), which is based on findings that LGBTQIA+ students do better when they can identify 11 supportive faculty or staff on campus. Many Robeson librarians participated by issuing statements of support.

A promotional graphic for the 11orMore Project. It features a black and white portrait of John Powell, a man with a beard and mustache, wearing a plaid shirt. To the right of the portrait is a quote: "I am committed to supporting LGBTQIA+ students because as an out member of the community for over 25 years, I believe libraries should be safe and welcoming places for everyone." Below the quote, it says "John Powell" and "Reference & Instruction Librarian". At the bottom, there is a logo for "11OR MORE" and the text "TOGETHER, BUILDING A SAFE COMMUNITY FOR ALL." with "Sponsored by Rutgers University-Camden" and a URL below it.

"I am committed to supporting LGBTQIA+ students because as an out member of the community for over 25 years, I believe libraries should be safe and welcoming places for everyone."

John Powell
Reference & Instruction Librarian

11OR MORE

TOGETHER, BUILDING A SAFE COMMUNITY FOR ALL.

Sponsored by Rutgers University-Camden
<https://www.11ormore.com/>

Events, Exhibits, Engagement

One of our priorities for 2018–2019 was to expand our role as a collaborative partner on campus. To do this, our events planning committee organized a **record number of events** this year, ranging from book clubs to film

screenings to therapy dog visits. Our exhibits and displays focused on topics of local significance, items from the



Jean-Louis Hippolyte of the World Languages and Cultures Department introduces *Welcome to the Space Show* at a library-hosted screening.

library's collection, and opportunities for collaboration with others in the community. These programs supplement core services by creating new ways for our users to engage with the library.

Curated by graduate history students, *Rutgers–Camden: A Campus in Flux* displayed a history of the campus through its material culture.



Bike Routes Make the News

Among the collections digitized by the Libraries this year was a [late-1800s Philadelphia Inquirer column](#) titled **“Trips Awheel.”** Penned by reporter and cycling enthusiast Alphonse Estoclet, each edition described the sights along a Philadelphia-area bicycle

route, complete with a hand-drawn map and discussion of local businesses and historical sites. Imagine how delighted we were to see this collection come to life when reporter Mike Newall decided to retrace one of Estoclet's routes for [his own article](#) in the modern-day *Inquirer*!

five miles are somewhat bulky we think the loss of it as we are so near our destination.
At the end of this turnpike turn L into Datto Avenue for a couple of blocks, then R into Mifflin Avenue, and you arrive Atlantic Avenue, the main thoroughfare of Atlantic City, at the corner of the Reading depot, having covered in all a distance of 69



Newark

In spring 2016, Dana Library embarked on a strategic planning process from which we developed three overarching goals: innovate

to support 21st-century library use; increase community engagement; and increase operational excellence, efficiency, and fiscal sustainability. The stories included here demonstrate that we have made significant strides in all these areas.

This year, in addition to beginning a major physical renovation, we also made changes to our internal structure, creating a flexible and nimble organization responsive to the needs of our user community. We have also taken a critical eye toward our collections, working to align them more closely with the university curriculum and the needs of our users. We're incredibly proud of the progress we've made, but always welcome your thoughts. Please reach out with any feedback!

Consuella Askew

Consuella Askew

Director, John Cotton Dana Library

Transforming Dana Library

This past spring, Dana Library began a series of renovations that will enhance the use, effectiveness, and enjoyment of the library for decades to come. This project will create new study and learning spaces for students, facilitate ease of access to the collections and various library departments, and establish a new center to support the development of teaching faculty.

The centerpiece of the renovations is the construction on the third floor of the library, which will be built out into quiet study space for students as well as the new P3 Collaboratory for Pedagogy, Professional

Development, and Publicly-Engaged Scholarship. The renovations will also enhance the library's archives spaces, home to both the Institute of Jazz Studies and the newly established Rutgers–Newark Archives. Finally, an addition to the library including

a larger stairwell and high-capacity elevator will allow for the easier flow of foot traffic, while a bold addition to the façade on the plaza side of the

building will serve as an attractive campus landmark.

The construction is scheduled to be completed this spring. Stay updated at blogs.libraries.rutgers.edu/danatransformation.



An architectural rendering of renovations for the P3 Collaboratory on the third floor. *Below:* a rendering of the exterior renovations.



New Partners, New Services

This year, we sought out opportunities to bring our resources and services to new audiences. Over the summer, we designed a **Library Digital Literacy for Student Success**

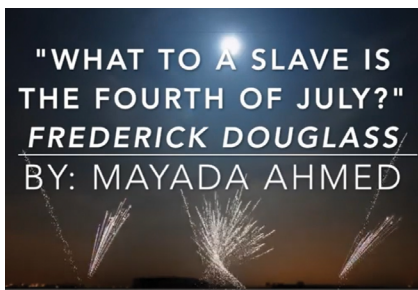
curriculum and delivered it to Upward Bound and Cooperman Scholars students, who used iPads to learn the educational potential

of common apps, apply information searching strategies, and write basic code. We worked with the **Honors Living-Learning**

Community to integrate the library into their first-year curriculum through research support and library instruction. Newark IT supported the expansion

of our **technology loan** service to include new laptops and iPads, while Dining Services helped us become a **Raider Dollars**

vendor, offering users another option to pay their fees. We also launched our [poster printing service](#) for students, faculty, and staff.



This student video essay won our speech contest, held as part of the campus's commemoration of Frederick Douglass and his ties to Newark.

TRHT Center Opens at Dana

In November, Rutgers–Newark became one of only 10 colleges and universities in the country to host a [Truth, Racial Healing, and Transformation Campus Center](#) in Dana Library, which will host public events to confront biases that exacerbate racial tension.



Consuella Askew speaks at the TRHT Campus Center launch day.

Preserving the Newark Story

In her role as the inaugural archivist for the **Rutgers–Newark Archives** at John Cotton Dana Library, [Angela Lawrence](#) is tasked with collecting materials that accurately document, preserve, and communicate Rutgers–Newark’s historical record, highlighting the university’s role as an anchor institution in its host city.

Established earlier this year, the archive paints a rich portrait of Rutgers–Newark and its community, with decades of yearbooks, student publications, administrative proceedings, artworks, and

other documents.

Even in this early stage, the archive has already supported a variety of researchers, from students investigating the history of Dana Library’s architectural additions, to a political historian studying the student career of Senator Elizabeth Warren.

The collection is now available for use on site. Please contact us for an appointment!



Angela Lawrence is the inaugural archivist for the Rutgers–Newark Archives at John Cotton Dana Library.

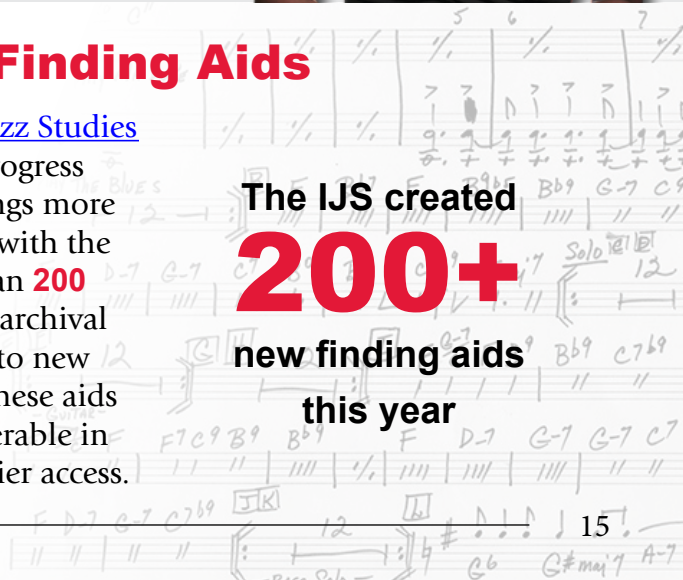
New Jazz Finding Aids

The [Institute of Jazz Studies](#) (IJS) made major progress in making its holdings more accessible this year, with the creation of more than **200 finding aids** for its archival collections. Thanks to new database software, these aids will soon be discoverable in QuickSearch for easier access.

The IJS created

200+

new finding aids
this year





New Brunswick

This has been an incredibly busy year for us at the New Brunswick Libraries. In the pages that follow, you'll read how we've been working to transform our physical spaces, create innovative services, and forge meaningful partnerships within the campus community.

But these highlights are just the tip of the iceberg. After a year of surveys, interviews, and analysis, we've published our strategic plan for 2020–2023 with the theme of *Connect, Build, Evolve: Implementing the Future Academy*. I invite you to read the full report at libraries.rutgers.edu/mission to learn more about how we will empower student success, strengthen research and teaching, and build connections moving forward.

A handwritten signature in black ink that reads "Dee Magnoni".

Dee Magnoni
Assistant Vice President for Information Services
and Director, New Brunswick Libraries

Marking Milestones

The New Brunswick Libraries were proud to contribute to two major milestone celebrations this year. First, as part of the campus's

centennial celebration of **Paul Robeson's** (RC 1919) graduation, we mounted an exhibition in Alexander Library titled

["Fight for Freedom": Paul Robeson's Life and Legacy.](#)

This display explored the life of one of Rutgers' most distinguished alumni through archival records and

memorabilia, highlighting his career as an actor, singer, and global activist.

Later, we helped celebrate the legacy of **Rutgers**

football with [Rutgers Football from the Vault: Celebrating 150 Years.](#)

Through archival documents, photographs, ephemera, and

memorabilia, this exhibit traced the history of Rutgers football from the first game versus Princeton on November 6, 1869 through Rutgers joining the Big Ten.



The evolution of football helmets is illustrated in the *Rutgers Football through the Centuries* exhibit.

Graduate Specialist Program

Our [Graduate Specialist Program](#), which moved from pilot to program this year, provides opportunities for graduate students to develop their skills in a variety of methodologies while working with us to deliver consulting, workshops, and training.

GitHub (18)

NVivo (41)

Digital Humanities (109)

Python (173)

341 workshop registrants

Reimagining Chang Library

The Stephen and Lucy Chang Science Library was the focus of a class assignment in the School of Environmental and Biological Sciences this year, as landscape architecture students undertook a redesign of the library as a project for their **Social and Cultural Aspects of Design** course.

Faculty and staff in the New Brunswick Libraries assisted the students by providing background on past and

current library practices, site visits, observation sessions, and classroom presentations. Based on this information and their own experiences, students proposed changes

that included the installation of new furniture as well as other optimizations of the available space to better meet their needs. It was such a great opportunity

for mutual engagement that a similar assignment was performed the next semester at the Art Library.



Landscape architecture students who helped redesign Chang Library for their Social and Cultural Aspects of Design course.

Telling Suffragists' Stories

To commemorate the 204th birthday of women's suffragist Cady Stanton, a **Suffragist Transcribathon** was hosted at Alexander Library. [Students and faculty gathered](#) to review, annotate, and transcribe scans from the personal papers of Stanton and other suffragists.

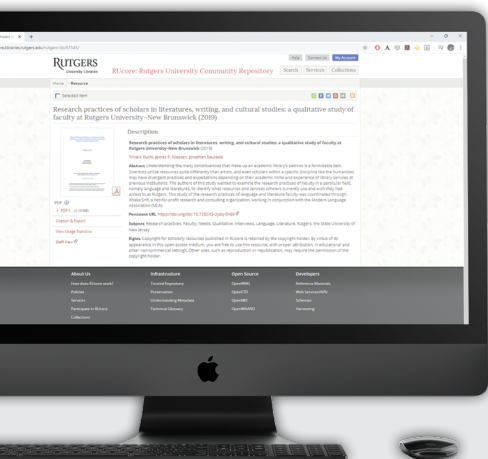


History professor emerita Ann Gordon presents during the Suffragist Transcribathon at Alexander Library.

Studying Research Practices

A team of New Brunswick librarians participated in an **Ithaka S+R** and **Modern Language Association** sponsored research project titled [“Research Practices of Scholars in Literatures, Writing, and Cultural Studies: A Qualitative Study of Faculty at Rutgers University–New](#)

[Brunswick.”](#) Part of Ithaka’s Research Support Services program, the purpose of the research was to examine the research practices of scholars in these fields to identify the resources and services they need to be successful. Fifteen interviews with Rutgers–New Brunswick faculty were conducted and analyzed in the report, which is now available in RUcore, the institutional repository, at [rucore.libraries.rutgers.edu](#). Rutgers was one of 13 universities “with strength in the field” to participate in the project.



The findings of the Ithaka study are freely available in RUcore, the institutional repository.

Celebrating Livi @ 50

We [partnered with the Livingston Alumni Association](#) to host an event celebrating **Livingston College’s 50th Anniversary** at Carr Library, including an alumni panel and exhibit from the University Archives. A digital collection will be published in the spring.



Guests in attendance for the Livi @ 50 celebration at Carr Library included alumni and former faculty members.



RBHS

This year was an exciting one for the Health Sciences Libraries. In a variety of ways, we focused on bringing the library closer to

the communities we serve—whether physically, as in the case of our outpost in the Library of Science and Medicine, or virtually, through remote instruction sessions or online research guides, which saw significant growth in terms of reach and engagement this year.

We strive to be a critical partner in the success of RBHS students and faculty, adapting our services and resources to meet the evolving needs of our community. If there is something we can do to help you succeed in your research or teaching, please let us know. We'd love to hear from you.

Judith S. Cohn

Judith S. Cohn
Assistant Vice President for Information Services
and Director, Health Sciences Libraries

Building Bridges

This year, the Health Sciences Libraries expanded our service to the RBHS community in Piscataway by establishing a service outpost within the

Library of Science and Medicine

on Busch campus.

Located on the third floor of the library in close proximity to

schools like the Ernest Mario School of Pharmacy and the Robert Wood Johnson Medical School, this space was occupied by health sciences librarians four days

a week during the semester for research and reference support.

“Our goal with this initiative is to meet students

where they are,” explained Victoria Wagner, associate director and medical education coordinator for the Robert



Librarian Victoria Wagner at the new health sciences service point in the Library of Science and Medicine.

Wood Johnson Library. “We want to make it easier for them to access the support and expertise they need, so what better place to set up shop than right next door?”

RBHS @ LSM: By the Numbers


79

RBHS students
& faculty
provided with
reference
support

14
instruction
sessions



406
hours of coverage



5
public programs
and exhibits
hosted

Systematic Reviews

Librarian support for the publication of **systematic reviews**—reviews that gather all the empirical evidence available to answer a specific research question—continues to be in high demand.

Through our [systematic review service](#), librarians perform comprehensive searches of scholarly databases and grey literature, organize citations, and author the methodology section of the review. Over 12 reviews are currently in process, representing partnerships with RBHS faculty in disciplines including

medicine, nursing, pharmacy, and public health. Completed reviews have been published in scholarly journals as well as repositories such as Cochrane and Joanna Briggs.

While this is labor-intensive work, we are proud to provide this valuable service to our collaborators and to help produce new scholarship. Visit our website to learn more about how we can support your next project!



Systematic reviews are situated near the top of the evidence pyramid as one of the most rigorous and comprehensive types of study design.

Scholarly Publishing Symposium

In 2018, we hosted a **Scholarly Publishing Symposium** as part of the RBHS Provosts Faculty Development Series to explore the complexities of the publishing process. Recordings of the event are now available at collections.libraries.rutgers.edu.



RBHS Chancellor Brian Strom (l.) and Elsevier's executive publisher for biochemistry George Woodward (r.)

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\$100,000+

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\$50,000–99,999

Mr. John van Rens and

Ms. Sarah Lutz

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Donor Spotlight

The generous bequest of **Suzanne Wieme Whitlock DC'66** to the Margery Somers Foster Center enabled the renovation of the Mabel Smith Douglass Room, creating a modern space in support of teaching and learning needs at Rutgers–New Brunswick.



Artist María Magdalena Campos-Pons delivers a talk in the newly renovated Mabel Smith Douglass room.

Donor Honor Roll

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Mrs. Catherine M. Fowler
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In Memoriam

Mr. Graham Beckhorn*
Mr. Edward M. Berger*
Mr. Arthur Braun*
Mrs. Berta Braun*
Mr. Joseph Paul Caravetta*
Mr. Bennett L. Carter*
Mr. David A. Cayer*
Mr. William E. Fowler*
Ms. Linda S. Langschied*
Mr. Marvin L. Norton*
Professor William M. Weinberg*

*deceased

Seen and Heard on Social Media

Did quick visit to Rutgers' libraries after thanksgiving break in New York and learned there are so many documents of American missionaries! Will conduct archival research in near future :)



4:40 PM • Nov 26, 2018 • 5 Likes

Library closes at 2 AM? Say no more. Nap then to Rutgers I go.



3:28 PM • April 7, 2019 • 5 Likes

on the last day of my third semester at rutgers i decided to go to the douglass library and let me tell u, i was missing out



1:21 PM • Dec 11, 2019 • 10 Likes



Getting information about how to use library resources in this week's Student Success Seminar!
#EOF #SummerInstitute #RutgersCamden



July 5, 2019 • 17 Likes

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They also have beanbag chairs.
#RUGivingDay



11:07 PM • Mar 25, 2019 • 5 Likes • 1 Retweet

I feel like I spend more time at Alex Library at Rutgers, than I do with my friends sometimes!
#txc19 #Dcim353a



10:17 PM • Oct 27, 2019 • 1 Like



There is something so incredibly calming about walking through the shelves of journals in a quiet library.

Halfway through comprehensive exams!
#library #rutgersnewark #comprehensiveexams
@runewark_dana @rutgersdga



February 21, 2019 • 28 Likes

The librarians who are responding to Rutgers Library chat are amazing. Very helpful, exceedingly patient, always polite. I would be lost if not for them!



3:53 PM • Jul 10, 2019 • 3 Likes

frantically opens Rutgers Library catalog and starts building a hold list



1:14 PM • Mar 21, 2019 • 1 Like



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