

## IN THIS ISSUE

- Lenox China records donated to Rutgers' Special Collections
- LibQUAL+™ survey reveals users' views
- Libraries' student supervisors are the tops
- *New Jersey Knowledge Initiative* benefits library users



# Report

SPRING 2006 ISSUE

## Lenox China records donated to Rutgers' Special Collections

The records of a maker of fine china should reside in one of the finest archival collections. The owners of Lenox China recently identified their archival institution of choice to be Special Collections and University Archives at the Rutgers University Libraries.

Following the sale of Lenox China to Department 56 in November 2005, parent company Brown-Forman donated the Lenox company records to

company plates, vases, bowls, and artwares were donated to the New Jersey State Museum and the Newark Museum.

Started as the Ceramic Art Company in 1889 and based in Trenton, the company initially focused exclusively on manufacturing porcelain.

In 1906 the company was renamed Lenox, Incorporated in recognition of the work of Walter Scott Lenox, the principal designer and founder. With the name change, Lenox shifted focus to the manufacture of fine tableware and artware for high-end customers. Lenox tableware grew in acclaim and samples were proudly displayed and used on

tables in the wealthiest and most influential homes, including the State Dining Room of the White House.

Special Collections and University Archives look forward to making the Lenox archives available to researchers studying the histories of marketing,

manufacturing, and consumerism in America. The story of Lenox is the story of a national leader in porcelain production for over 100 years, which grew to successfully sell their respected products to millionaires and middle class alike.

For more information on the Lenox China company archives, please see: [http://www.libraries.rutgers.edu/rul/news/06/02\\_lenox.shtml](http://www.libraries.rutgers.edu/rul/news/06/02_lenox.shtml). ■



Lenox artisans remove irregularities from clay shapes, about 1920. Pieces thus finished were hardened in the fire. Photo from archives of Lenox China.

Rutgers' Special Collections and University Archives. Special Collections received over 500 cubic feet of materials, along with a grant of \$62,000 from the Brown-Forman Foundation to properly process and catalog the company archives.

Special Collections was part of a New Jersey consortium that received the collected history and memorabilia of Lenox China. Historic and prototype

## Get articles, not at Rutgers, RAPIDly!

By joining RAPID, the Rutgers University Libraries' interlibrary loan service has dramatically reduced the wait time for journal articles not available at Rutgers. Previously requests for articles took an average of two and a half days; with RAPID, most article requests take a day or less to fill.

RAPID, the Rapid Access Processing & Information Delivery program, is a resource sharing system designed and directed by the interlibrary loan department at Colorado State University Libraries. RAPID is predicated on a commitment to 24 hour turnaround for most requests. The RAPID consortium now encompasses the libraries at 37 major universities across the United States. The Rutgers University Libraries interlibrary loan service started participating in RAPID on January 17th.

Libraries' users seeking journal articles will not experience any change in the way they request articles, only faster results. To make an interlibrary loan journal request, please go to: <http://www.libraries.rutgers.edu/cgi-bin/IIIPatron.pl>. For more information on the Libraries interlibrary loan service, please see: [http://www.libraries.rutgers.edu/rul/lib\\_servs/ill.shtml](http://www.libraries.rutgers.edu/rul/lib_servs/ill.shtml). ■

# LibQUAL+™ survey reveals users' views of the Rutgers University Libraries

In Spring 2005, the Rutgers University Libraries participated in an international survey assessing library service quality sponsored by the Association of Research Libraries. Approximately 800 faculty, students and staff from the university responded to the online LibQUAL+™ survey. The survey results offered a wide-ranging snapshot of how users make use of library resources and services and how they regard the Libraries overall.

The LibQUAL+™ survey revealed that over 63% of undergraduates at Rutgers engage in research in the libraries either on a daily or weekly basis while over 67% of faculty members visit the libraries for class or



scholarly pursuits on a weekly or monthly basis. Over 83% of faculty members participating reported using libraries resources online on a daily or weekly basis and over 62% of undergraduates reported a similar frequency of use.

The Rutgers University Libraries are currently analyzing the results of the LibQUAL+™ survey. The Libraries' responses to the needs identified from the survey results will be incorporated into our five-year strategic plan

## New resource for undergrads in Alexander Library



A new undergraduate computer lab, developed in partnership with the Rutgers University Office of Information Technology, opened in Alexander Library after spring break. In the photo above, Rutgers' New Brunswick Libraries Acting Director Frano ise Puniello examines one of the PC's in the new computer lab. The computer lab is located on the first floor of Alexander Library, next to the undergraduate reading room.

currently underway. For more information on the LibQUAL+™ study at Rutgers, and links to both an executive summary and the full report, please see: [http://www.libraries.rutgers.edu/rul/news/06/03\\_libqual\\_spring\\_2005.shtml](http://www.libraries.rutgers.edu/rul/news/06/03_libqual_spring_2005.shtml). ■

## Libraries' student supervisors are the tops

This year the Rutgers University Student Employment Office added a new twist to their celebrated yearly contest for work study students. In addition to inviting nominations from supervisors for their student worker of the year, the Student Employment Office also invited student workers to nominate their choice for supervisor of the year.

The Libraries were delighted to learn that Rose Barbalace, student coordinator at Alexander Library, and Chiaki Yamada, student coordinator at Douglass Library, made it to the top ten list of student worker supervisors at Rutgers.

The Student Employment Office will hold an awards ceremony on Monday April 10th where the top student worker of the year and the top student worker supervisor of the year will be selected. Since the Student Employment Office serves all Rutgers campuses, these awards are especially noteworthy.

We commend Rose and Chiaki on receiving this praiseworthy recognition from their student workers and from the university. ■

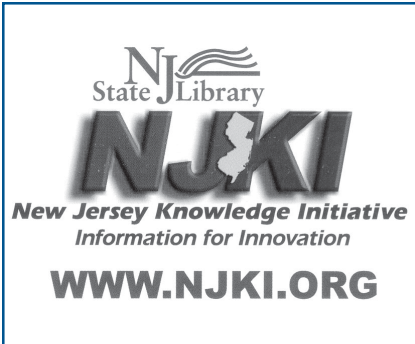
## New Jersey Knowledge Initiative benefits library users at Rutgers and across state

Supported by a \$6 million line-item appropriation in the FY 2005 State Budget, the New Jersey Knowledge Initiative provides New Jersey's entrepreneurs, small business owners, researchers and students with access to information resources for the 21st Century through statewide web access to high-end science, technology, medical and business databases.

Through the Knowledge Initiative, libraries will have an expanded role in economic development in New Jersey. Libraries are uniquely positioned to offer the Knowledge Initiative program because libraries can deliver the resources, and librarians are skilled to train customers in their use.

The New Jersey Knowledge Initiative provided the Rutgers University Libraries with access to twelve database packages, two of which were new to Rutgers. Access to the databases to which the Rutgers University Libraries previously subscribed, now provided through the New Jersey Knowledge Initiative, saved the Libraries over \$400,000 in subscription costs. New Jersey Knowledge Initiative funded databases include Academic Search Premiere, Medline, Nature and Research and Review Journals Online, and Regional Business News.

The New Jersey Knowledge Initiative was developed under the leadership of State Librarian Norma Blake. It is a coordinated effort by the New Jersey State Library (NJSL), the New Jersey Library Association (NJLA), the New Jersey Library Network and the Virtual Academic Library Environment (VALE). ■



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