Rutgers University Libraries

Annual Report

Research and Instructional Services

2010/2011

Submitted by

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For Research and Instructional Services

August 15, 2011
Constant change propels us to continuously reinvent ourselves and revitalize our services. This 2010/2011 annual report will reflect numerous new roles that our librarians and staff are taking on in response to these challenges as well as the degree to which we are gradually repurposing our spaces to reflect changing needs. Exit counts in our New Brunswick Libraries actually show a 7% increase from the previous year! As AUL, it has become clear to me that our greatest assets are our creative and hard-working librarians and staff. We have been taking steps forward in many directions. Among the highlights are:

- Enhancing ways for students and faculty to use and store data
- Embedding in courses, whether they be traditional or online courses
- Making increased connections and collaborations with teaching faculty
- Improving our ability to provide access to and deliver streaming video
- Making substantive inroads in our effort to redesign our web presence
- Offering NetID for additional services, and increasing the availability of OIT printing in more locations

Examples of these improvements should be evident in the various sections of this report.

Although represented by a small box on the RUL Organization Chart (http://www.libraries.rutgers.edu/rul/staff/admin/org_charts/RUL_Organization_Chart_6-8-2011.pdf), the New Brunswick Libraries Faculty (NBLF) represents the largest component of faculty librarians in the system. There are currently (35) faculty positions within the NBLF; this number includes the Art Librarian position which is in recruitment, our RUL/SCI Diversity Intern, and three other positions which fall under NBLF mostly for personnel actions: the Interim AUL for Collection Development and Management, and two Special Projects Librarians. Also, while new librarian Joseph Deodato is within NBLF for personnel matters, his position is RIS-wide. A copy of the NBLF organization chart is attached. Activities of the two major components of NBLF, the Information Services Group (NBISG) and the Collections Group (NBCG), are incorporated throughout this report.

Undoubtedly this mid-year report will cover territory that overlaps with some activities reported on by other AULs since our work is often collaborative, but the report draws upon reports from all New Brunswick Library Faculty (NBLF) members as well as from reports of many of the groups that submit them to the AUL-RIS. These groups include the User Services Council (USC), the NBLF itself, the New Brunswick Collection Development Group (NBCG), the New Brunswick Information Services Group (NBISG), the IRIS Public Access Committee (IPAC), the Advisory Committee on Library Services for Persons with Disabilities, the Administrative Team, the unit reference team leaders, and other groups. The workings of the newly created Web Board and the PC Working Group (PCWG) are broadly reflected in this report. While responsibility of the AUL-RIS for public services extends not only to all units in New Brunswick but also to Robeson Library in Camden and Dana Library in Newark, personnel issues and much of the other activity unique to the latter two campuses will be left to the reports of their unit directors.
In addition to the above-named groups, many of whose meetings I attend regularly, several components of the University’s own strategic planning have occupied time on my calendar this year and required important consultations. Among those are:

✓ The construction of a new Business School on the Livingston Campus, along with the anticipated move of the School of Management and Labor Relations to that campus in 2013, have occasioned initial discussions with the librarians of these respective collections, the AUL-CDM, and the Vice President/University Librarian (VP/UL) on implications for collections and services. Work by G. Springs and D. Shulman to assess space and service needs for their constituents will be ongoing.

✓ The University’s expressed desire to integrate the Robert Wood Johnson Medical School and the School of Public Health, segments of the UMDNJ, with Rutgers requires that we anticipate the ramifications of such a merger on the University Libraries. Following discussions with J. Mardikian, J. Gardner, and T. Izbicki, I drafted and forwarded to M. Gaunt a white paper reflecting our findings on the implications.

✓ Two of our librarians, Haipeng Li and Tao Yang have been members of President McCormick’s China Strategy Committee. With the departure of Dr. Li. for Hong Kong in March, responsibility for a project he had designed to bring a group of Chinese library directors to Rutgers for a week, followed by a week’s tour of the East Coast, was transferred to New Brunswick. After meetings with the VP/UL and steering committee members, we agreed to move ahead with invitations to 17 candidates. Tao Yang served as lead and liaison to the Chinese and C. Wu assisted with travel arrangements. The visit was reduced to a one-week program and was rescheduled to August 7-12.

What follows is a bulleted list of the many initiatives and accomplishments of faculty and staff within Research and Instructional Services, with an emphasis on the New Brunswick campuses.

**Collection Development and Management**

Although the work of collection development and management fall under the Interim AUL-CDM, activities are reported in individual librarians’ reports to the Interim AUL-RIS. Specifics of the acquisition of many new databases and additional details are, however, left to T. Izbicki.

- Under the guidance of N. Kranich, a document on *Liaison Relations: a Vision for the Future* was reviewed by the Liaison Action Team, by NBCG, and then Planning and Coordinating Committee. The plan identified three new roles for library liaisons, and seeks to reposition the libraries to occupy a more visible and valued role on campus while moving from a collection-centered to an engagement-centered model of service. The Liaison Action Team held a successful liaison assembly, will draft and adopt “Liaison Responsibilities: Goals, Action and Framework,” and inventory library faculty and staff assets.
In response to Counting Opinion requests for some leisure reading for our students, a new recreational reading collection (RECREAD) was enabled by a small fund of $500 from the AUL-CDM and some personal donations especially from J. Nathanson who, with J. Cassel, is charged with building the collection at the Kilmer Library. Nathanson also created a readers’ advisor LibGuide to which students will be able to connect through QR codes.

Collection weeding is progressing at a number of our libraries. Duplicates at the Douglass Library are being weeded to make room for the shift in collections to allow music and performing arts materials to move to level 2.

Weeding is also happening at Chemistry, thanks to the acquisition of the online database Reaxys; and in the LSM reference collection. Weeding of the ERIC microfiche collection at Alexander Library has been completed.

Following extensive discussions within NBCG on weeding and space priorities across the libraries, two teams were established and are currently at work, one on Microforms and the other on Periodicals. Each major unit is represented on these two teams. Ongoing consultation with Distributed Technical Services proceeds from decisions.

All New Brunswick collection fund allocations were completed by the end of October, 2010, significantly earlier than past norms. New Brunswick Collection Group chair, R. Womack, with assistance from the four subgroup chairs (R. Gardner, Denda, Hartman, and Kuchi), monitored spending and are making progress in the goal to achieve fewer funds with free balances remaining greater than 20% (excluding transfer funds). The number dropped from 150 funds in FY 2010 to 95 in FY 2011.

Because of diminished resources and the continuing erosion of the Van Wagoner Fund, recommendations of the Approval Plan Task Force, chaired by Tom Izbicki, were acted on by NBCG, reducing coverage of the approval plan by limiting several high volume commercial publishers and by blocking a large number of small university presses. These changes will cut approval spending by roughly $100,000 to a level of $300,000 annually—a loss of about 2800 titles annually. NBCG also allocated funds from discretionary New Brunswick endowments and phonothon funds to plug the gap in approval funding.

R. Womack produced a report on the “Future of the Approval Plan” describing the current situation, the need to find a sustainable source for monograph funding, and future possible outcomes. It was endorsed by NBCG and has been presented and vetted at the Library Resources Council, at Cabinet, and at the New Brunswick Faculty Council which referred the issue to its Library Committee.

Concerns frequently raised by selectors regarding getting books to the shelves more quickly and the reduction of backlogs were addressed by the NBCG in a meeting with M. B. Weber and F. Austin. Recent staff departures in Acquisitions, difficulties with foreign
language orders, and the need to keep orders flowing smoothly will be a continuing dialogue

- In a continuing effort to further identify, understand, and respond to changes in the publishing industry and their impact on library services, NBCG devoted its April meeting, minutes of which are on the NBCG sakai site, to an extensive discussion. In May, the group explored examples of e-book licenses to understand use restrictions and best practices.

- M. Wilson negotiated with three Library and Information Studies faculty and with M. Lo and C. Pecoraro on the acquisition of a customized package of 40 electronic book titles from Morgan Claypool Publisher

- To better suit user needs for Math and Computer Science books, a patron-driven acquisitions pilot program was initiated by Mei Ling Lo and is underway. A presentation on the model was given by M. Lo and M. De Fino at the January NBCG meeting; the program has resulted in over 120 titles acquired at last report. G. Springs is developing a patron-driven program for the New Brunswick business collection also.

- Through agreements negotiated by the VALE Digital Media Committee, of which J. Sloan is a member, we acquired 41 streaming video titles from California Newsreel and the Media Education Foundation. *Journey to Planet Earth*, a series of 13 streaming video files (funding for which was negotiated with the School of Arts and Sciences) was the first commercial video to be served through the Libraries

- In order to connect liaisons with new teaching faculty in their departments, the Interim AUL-RIS, working with T. Izbicki and the Administrative Team, sent out letters in the fall to 87 new faculty introducing their selectors to them. This was a fairly time consuming process, since it was necessary to consult with staff in Newark on which business faculty are considered Newark versus which are New Brunswick, and to sort out appropriate liaisons for complex areas such as SEBS and for faculty with cross-disciplinary affiliations. Letters for approximately 35 new faculty hires for FY2012 were revised, based in part on recommendations of the Liaison Action Group, and the efforts of the VP/UL to obtain for us a list of new hires during the summer, and were sent in early August 2011.

- A project initiated by S. Bartz resulted in approximately 300 duplicates maps and maps in poor condition being withdrawn or transferred to more appropriate collections at LSM or Special Collections, with selected federal maps going to Newark Public Library. A map LibGuide is in progress.

- Lists of government publications being weeded from the Kilmer and Robeson Libraries were reviewed for transfer to Alexander.
• With the assistance of L. Sun, T. Yang continues the project of digitizing the Central China Relief Records from 1946; these are English language documents related to post-war relief in China

• Selected gifts received by selectors in New Brunswick include the following:
  
  o 438 unique lesbian fiction titles (from H. Schietinger, per K. Denda)
  o 500 books of women’s poetry published by small presses (A. Ostriker, per K. Mulcahy and K. Denda)
  o A collection of ephemera (books, buttons, T-shirts, clippings) from D.K. Raffalovich estate per K. Denda
  o Materials from the dispersed library of Preservation New Jersey, Inc., per S. Harrington
  o Art history materials from J. P. Small, per S. Harrington
  o Manfred Fleisher World War II collection (ca 2000 volumes), from his widow Joan Fleisher, per J. Niessen
  o Acquisition of the video archive of the China Boom Project (contemporary China) from the Asia Society for RUcore were negotiated by T. Yang, and the contents of 6 boxes of Japanese books from Princeton University Libraries were acquired

• The collection of approximately 3000 books left to the Art Library by Rona Goffen and temporarily housed in BB in Alexander Library have now been searched by art librarians and staff. J. Consoli will begin the disbursement of these items in the coming year.

Services and Service Enhancements

We have been systematically examining our reference services within and among the units. Enhancements may relate to advances in technology, some to responses to the Counting Opinions survey, and others are related to the Report of the Organizational Review Task Force: Reference or the Chat Reference Services Task Force. As the number of reference questions decline at our traditional reference desks, Alexander Library is now the only library to provide librarian-staffed service on Sundays in New Brunswick/Piscataway. The Kilmer Library moved from librarian staffing to the use of RAs on Sundays, while LSM and Douglass offer no in-person reference service on weekends. These have been local unit decisions based on unit statistical analysis. There appears to be statistical evidence to support a reduction in librarian-staffed hours of service. At the same time, serious consideration also needs to be given to the value of serendipitous intervention and then posited against the most effective use of librarians’ time. As one librarian observed, “A gentle approach, unassuming and nonintrusive inquiry from us can often result in a serial reference questioner, returning week after week searching for information.” This intervention cannot take place if no one is available. It can also limit ready colleague availability for triage on reference questions and other areas in which librarians need to engage.

At the same time, our popular chat reference service (Meebo) was expanded to three shifts (2-4, 4-6, 7-10). A morning time slot is planned for the fall based on the recommendations of the RIS-wide Chat Reference Services Task Force which also recommended we replace Meebo with
Altarama’s RefChatter. RefChatter has been acquired and will be implemented in September. Twenty two of our public service librarians within the overall RIS operations now participate; several more librarians attended training sessions for RefChatter in August 2011 and will hopefully participate. RIS-wide, there were 7224 (-15.3%) chat questions answered. As AUL-RIS, I would like to see all public service librarians participating in at least two forms of reference.

Ask-a-Librarian continues as our e-mail service with at least 20 librarians as well as staff from throughout RIS participating in this service. N. Borisovets reports that systemwide, there was a total of 5687 (-21.9%) questions answered. The drop in numbers, however, is due largely to a predictable drop in PIN/Registration requests (-45.5%), questions that are routinely answered by Access Services staff; reference requests were down 9.8%.

In New Brunswick, cumulative statistics show that reference librarians and RAs answered 11,540 reference and 11,740 directional questions for a total of 23,280 questions at the reference desks. The number of reference questions continues to decline, although there was a modest uptick in the number of directional questions answered. However there were 8,267 off-desk reference and directional questions answered in New Brunswick, and that included 4,298 questions generated by AAL and Meebo.

See chart below for fuller statistics for New Brunswick:

**New Brunswick Libraries, Reference Desk Service Requests**

<table>
<thead>
<tr>
<th></th>
<th>Reference</th>
<th>Directional</th>
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<tbody>
<tr>
<td></td>
<td>In-Person</td>
<td>Phone</td>
</tr>
<tr>
<td><strong>FY2010</strong></td>
<td>Count</td>
<td>% of Total</td>
</tr>
<tr>
<td></td>
<td>11789</td>
<td>46.1%</td>
</tr>
<tr>
<td></td>
<td>2490</td>
<td>9.7%</td>
</tr>
<tr>
<td><strong>FY2011</strong></td>
<td>Count</td>
<td>% of Total</td>
</tr>
<tr>
<td></td>
<td>9453</td>
<td>40.6%</td>
</tr>
<tr>
<td></td>
<td>2087</td>
<td>9.0%</td>
</tr>
<tr>
<td><strong>Change</strong></td>
<td>Count</td>
<td>% Change of Count</td>
</tr>
<tr>
<td></td>
<td>2336</td>
<td>-19.8%</td>
</tr>
<tr>
<td></td>
<td>-403</td>
<td>-16.2%</td>
</tr>
</tbody>
</table>

Does not include missing statistics from Alcohol Studies (Dec 2010 - Jun 2011) and Art (Jun 2011)
Our librarians wear many hats; while this is not unusual in this economy or in academic libraries, the multitude of responsibilities and the volume that befall some librarians may need reassessment. When I read an annual report telling me that an individual librarian has substantive collection development and liaison responsibility, participates fully in traditional reference, in Ask-a-Librarian, and in chat reference, has done 60 advanced research consultations, taught 50 basic and advanced classes, done outreach, and chaired/worked on committees, I detect a need to re-examine a multitude of things. While not every librarian may be able to keep up with this pace, there is a need for each to examine how he/she stacks up against some norm. With the backing of the User Services Council, I developed a charge to a Core Responsibilities for Public Service Librarians Task Force. Goals of the Task Force will be to:

- Name and affirm core responsibilities of public service librarians
- Recommend any modifications in services and provide appropriate rationales
- Suggest a model or set of norms for the number of contact hours that each public service librarian should be expected to deliver regardless of other duties (liaison, selection, technical, administrative roles)
- Recommend any additional types of support (e.g. training, administrative or technical support, use of part-time librarians) needed to deliver superior quality reference service

It is recognized that this assignment is not a simple task, but we need to begin assessing our delivery of reference service and provide reasonable expectations for each librarian.

In attempting to collect statistics across the units, it is also fair to say that, apart from the work of the above Task Force, a further look at how we collect statistics of reference in all its manifestations is overdue. In New Brunswick we will begin using Gimlet in the fall. However, better definition of what constitutes a “reference” question would be helpful, and a uniformity of collecting activity across the units, including Camden and Newark, is desirable. The User

<table>
<thead>
<tr>
<th>New Brunswick Libraries, Off-Desk Service Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
</tr>
<tr>
<td>In-Person</td>
</tr>
<tr>
<td><strong>FY2010</strong></td>
</tr>
<tr>
<td>Count</td>
</tr>
<tr>
<td>% of Total</td>
</tr>
<tr>
<td><strong>FY2011</strong></td>
</tr>
<tr>
<td>Count</td>
</tr>
<tr>
<td>% of Total</td>
</tr>
<tr>
<td><strong>Change</strong></td>
</tr>
<tr>
<td>Count</td>
</tr>
<tr>
<td>% Change of Count</td>
</tr>
</tbody>
</table>
Services Council has begun to look at the issue. I have also proposed that we take a look at the READ Assessment Scale to see if it might be beneficial for us to try; several members of Council will be reviewing it.

Specific examples of service enhancements this year include the following:

- Since the acquisition of LibGuides in spring 2010 and with guidance from G. Springs as LibGuides Administrator and the work of the LibGuides Working Group, these replacements for our Subject Research Guides have really taken off, with more than 300 currently available. LibGuides are available not only for academic subjects but also for topics such as multimedia (to self teach Sharon Fordham Lab programs), learning APA style for communication undergraduates, career services, grants, technical reports, and other types of government information.

- Members of the Web Board, co-chaired by T. Purger and J. Gardner and constituted last spring by G. Agnew and M. Fetzer under the auspices of the USC have been meeting intensively since November 2010. The 14-member Board has determined its operating procedures, reviewed the Ethnographic Study reports, discussed redesign preparations, looked at best practices and have a website redesign communications plan discussing channels through which transparency can be maintained, the target audience for the redesign, and determining content for their own redesign website. Teams have been established (information architecture, Google Analytics, search, etc.) and Roger Black Studios has been working with the Board.

- A new E-Z Borrow system Relais was brought up for the public on March 28. The new Relais allows a seamless search of the PALCI catalog, linking users directly back to the Rutgers Library Catalog when an item is available at RUL (or to ILL and Article Delivery when an item is currently not available for an E-Z Borrow request). It also allows NetID patron authentication.

- Through the work of IPAC (beginning July 1, 2011, the Library Catalog Committee), chaired by S. Bartz, many improvements have been made to IRIS, including implementation to reflect NetID login, improved language for Book Delivery/Recall and Book Special Request pages, reorganization of My Account pages, and a review of other features.

- The NBLF invited J. Boyle to discuss our Counting Opinions Customer Satisfaction Survey in October and our potential role in addressing the data gathered. Since then, individual reference teams have all analyzed, discussed and responded to comments and recommendations relevant to the units.

- To enhance the training for our RAs and IAs, J. Niessen and E. Stec developed a pilot joint cross training program for the Alexander and Kilmer Libraries for those aspects of assistants’ work that cuts across the units. Expansion of this joint training program should continue as much as feasible.
• In an effort to mitigate the difficulty that librarians at Douglass, whose offices are two floors distant from their service desk, have in connecting with potential users, they designed a local Douglass home page to use on their public pcs. Each of the four librarians has space on the page containing a Meebo chat box. After vetting the proposal before the NBISG and seeking Interim AUL-RIS and Web Board approval to use this page, they piloted it this summer and will continue the pilot through the fall term.

• R. Womack initiated a series of well-received, well-attended R workshops to expose students and faculty to this open source statistical alternative to proprietary packages such as SPSS and SAS. He has also established a Secure Data Facility within the Alexander Library to meet requirements for secure access to various data sources containing confidential or sensitive information.

• With the development of the RUresearch data portal, Womack also began a series of presentations in March on data management to assist faculty in their data preservation needs and to help them meet the National Science Foundation’s mandate to make their data accessible.

• Serving both as Interim AUL-RIS and in my continuing role as Government Resources Librarian/Federal Depository Librarian, I worked with S. Bartz to prepare for the Government Printing Office’s (GPO) required Public Access Assessment in March. GPO prepared its report following a 1-1/2 hour conference call and provided positive results. Two recommendations emanating from their report suggested, however, that RUL should continue the cataloging of its retrospective collections and should also place the FDLP logo on the Libraries home page.

• Exit counts and hours of operation for New Brunswick Libraries were as follows:

<table>
<thead>
<tr>
<th>Library</th>
<th>FY2009-2010</th>
<th>FY2010-2011</th>
<th>+/-prev yr</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexander</td>
<td>704,848</td>
<td>681,387</td>
<td>-3%</td>
</tr>
<tr>
<td>Annex</td>
<td>270</td>
<td>235</td>
<td>-13%</td>
</tr>
<tr>
<td>Art</td>
<td>93,633</td>
<td>177,450</td>
<td>90%</td>
</tr>
<tr>
<td>Chang</td>
<td>83,501</td>
<td>70,343</td>
<td>-16%</td>
</tr>
<tr>
<td>Chemistry</td>
<td>21,645</td>
<td>19,727</td>
<td>-9%</td>
</tr>
<tr>
<td>Douglass</td>
<td>232,624</td>
<td>286,258</td>
<td>23%</td>
</tr>
<tr>
<td>Kilmer</td>
<td>269,863</td>
<td>306,253</td>
<td>13%</td>
</tr>
<tr>
<td>LSM</td>
<td>264,659</td>
<td>244,343</td>
<td>-8%</td>
</tr>
<tr>
<td>Math</td>
<td>45,345</td>
<td>68,984</td>
<td>52%</td>
</tr>
<tr>
<td>Physics</td>
<td>13,814</td>
<td>10,198</td>
<td>-26%</td>
</tr>
<tr>
<td>SERC</td>
<td>86,398</td>
<td>86,398</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>1,816,600</td>
<td>1,951,576</td>
<td>7%</td>
</tr>
</tbody>
</table>
RUL Libraries in New Brunswick/Piscataway - Hours Open
Statistics

<table>
<thead>
<tr>
<th></th>
<th>FY2009-2010</th>
<th>FY2010-2011</th>
<th>+/- prev yr</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexander</td>
<td>4,825</td>
<td>5,012</td>
<td>4%</td>
</tr>
<tr>
<td>Annex</td>
<td>1,743</td>
<td>1,743</td>
<td>0%</td>
</tr>
<tr>
<td>Art</td>
<td>3,136</td>
<td>3,064</td>
<td>-2%</td>
</tr>
<tr>
<td>Chang</td>
<td>3,386</td>
<td>3,034</td>
<td>-10%</td>
</tr>
<tr>
<td>Chemistry</td>
<td>2,564</td>
<td>2,231</td>
<td>-13%</td>
</tr>
<tr>
<td>Douglass</td>
<td>4,065</td>
<td>4,260</td>
<td>5%</td>
</tr>
<tr>
<td>Kilmer</td>
<td>4,041</td>
<td>4,174</td>
<td>3%</td>
</tr>
<tr>
<td>LSM</td>
<td>4,671</td>
<td>4,697</td>
<td>1%</td>
</tr>
<tr>
<td>Math</td>
<td>3,435</td>
<td>3,100</td>
<td>-10%</td>
</tr>
<tr>
<td>Physics</td>
<td>2,564</td>
<td>2,231</td>
<td>-13%</td>
</tr>
<tr>
<td>SERC</td>
<td>3,352</td>
<td>3,195</td>
<td>-5%</td>
</tr>
<tr>
<td>Total</td>
<td>37,782</td>
<td>36,741</td>
<td>-3%</td>
</tr>
</tbody>
</table>

- Our students and faculty are now better served through a large number of improvements implemented by Access Services and/or Imaging Services:
  - In response to Counting Opinions staff have introduced same library/same campus holds
  - RU Express connectors for public printing have been installed at Alexander, Art, Chang, Douglass, Kilmer, LSM, and Math Libraries per a stated desire from the undergraduate student community.
  - In September 2010, circulation policies were changed to allow undergraduates to check out CDs at the Dana and Music Libraries and DVDs at the Music Library for a period of 3 days with no renewals. This has been a very popular policy revision particularly for the Music Library.
  - Introduced a new paging service in the fall 2010. Staff will now page items from the stacks to fill user requests for items in the same library as their pickup library.
  - Circulation of Recreational Reading titles at Kilmer were modified; RU students, faculty, and staff may use these items for 28 days with one renewal
  - ILL staff streamlined the ILL article request process and decreased the turnaround time to the end-user by implementing RAPID Manager as part of our ILLiad system
  - Imaging and Media services staff worked together to design and offer an analog to DVD reformatting service for the public. For a fee, staff will reformat a personal VHS tape or 16mm film to a DVD copy

- The USC, co-chaired by K. Mulcahy and N. Borisovets, approved the Web Board’s founding charge, supported the charge to and recommendations of the Chat Reference
Services Task Force, and heard reports ranging from the Video Reserves Working Group to the Streaming Video Media Group to a proposal to extend public wireless to guest users.

- The work of the Digital Interface Group (DIG), convened by J. Cassel, worked on facilitating the transition from the SIRSI suite of products to EBSCO’s, focusing on link resolver and federated searching issues. DIG continuously assesses federated searching and database vendor options for our users.

- The potential for video-conferenced reference service using Adobe Connect Now was presented in NBISG and other forums.

- During fall 2010 semester, Imaging Services introduced five public scanners (at Alexander, Art, Kilmer, LSM, and Dana Libraries). Users began to scan materials on their own and send their scans to email or USB devices, and have the option to run optical character recognition for readable text. Just over 200,000 scans were recorded over the FY—in comparison to the slightly over 320,000 photocopies registered on seven times as many public copiers in the system.

- A very successful laptop lending pilot program was launched at the Art Library in August 2010. Rutgers students, faculty or staff began to borrow netbooks for use within the Art Library for up to four hours. Netbooks come equipped with Internet Explorer, Microsoft Word, Adobe Acrobat and other commonly used programs. The netbook lending program will be expanded to Kilmer and Alexander Libraries.

- Simple locks were installed on many Alexander and Kilmer Library tables to allow students to use a loop to lock down their laptops.

- Numerous purchases of and updates to software (e.g. iLife Suite ’11; Adobe Creative Suite, ver.5) in the Sharon Fordham Lab have been made to help them meet user needs; the SFL has been emphasizing customer service and hands on training and has produced a LibGuide for those who wish to learn about lab resources on their own. They have also opened up their “dance floor” space for forthcoming classes.

- K. Denda redesigned the Margery Somers Foster Center website (http://www.libraries.rutgers.edu/rul/libs/foster/foster.shtml) to incorporate new initiatives, e.g. the Undergraduate Multimedia Awards which were given out for the first time this year, as well as the Interviewing Workshops (attended by 62 students) and the Multimedia Workshops (attendance 10).

- Out of the RIS budget, I purchased WebCams and headphones for all librarians who felt they would make use of them in their service provision.
By the Numbers: Statistics of Circulation, Reserves, Delivery and Interlibrary Loan

- Access services staff checked out 522,446 items to borrowers July 2010-June 2011. Reserve circulation totaled 21,181 during FY 2011.

- Rutgers Delivery Service staff filled 46,806 requests for delivery of Rutgers books among the campus libraries, and scanned and delivered 12,328 Rutgers articles to students, faculty, and staff.

- Reserve staff created 10,827 PDF documents for electronic reserves and made them available to students in the Reserve module of the Library Catalog.

- Interlibrary Loan Services staff loaned 27,665 books and microforms to other libraries and institutions July 2010-June 2011; 16,511 were E-ZBorrow books loaned to PALCI libraries. RUL filled ILL requests for 12,256 articles from our resource sharing partners during the same period; 7,782 were filled within 24 hours through RapidILL.

- Interlibrary loan staff borrowed 23,268 books and microforms from other institutions for Rutgers students, faculty, and staff; 18,243 were E-ZBorrow books requested directly by users or ILL staff. 11,380 ILL requests for articles not owned by RUL were filled; 10,839 were received within 24 hours through the RapidILL system.

- Media services staff booked 795 video titles for use in 180 classes for 7,646 students in the Fall semester 2010. In Spring 2011, staff booked 987 titles that were shown in 136 courses to 6,060 students. During FY 2011, 250 video titles were placed on reserve for 90 classes with an enrollment of 7,000 students.

Support for Instruction

Discussion continues both at the University level and within the Libraries regarding core competencies, assessment, and related issues. The SAS Core Curriculum Summary of Learning Outcomes, revised March 16, 2011, speaks to 21st Century challenges, areas of inquiry, and cognitive skills and processes needed by students. A March 30, 2011 panel discussion on the book Academically Adrift: Limited Learning on College Campuses, attended by numerous librarians, provoked interesting comments and was sponsored by the Center for Teaching Advancement and Assessment Research(CTARR) and the Office of Undergraduate Education. Respondents offered comments such as “The notion that the present is in decline to the past is a very old notion;” the respondent was not sure that today’s University is necessarily in the crisis that the book suggests. Another respondent asked “Whose culture is getting calibrated to whose culture?” It was suggested that term papers may be obsolete in 10-20 years because students will be using more charts, video, and other media in their place. Observations for us to ponder!

As Interim AUL-RIS, I have met twice with Monica Devanas of CTAAR and with Gary Gigliotti, Mark Thompson of Middlesex County College, and Ann Ciliberti of William Paterson College to discuss assessment rubrics, including the VALE Literacy Progression Standards.
Because of concern about what librarians should be teaching and how we can do so effectively, several initiatives have occurred this year:

- I drafted a charge for an Information Literacy Implementation Advisory Committee (ILIAC) in fall 2010 and the USC approved it. The Committee, chaired originally by S. Harrington and now by R. Tipton, is charged with exploring the information literacy efforts of the Rutgers teaching faculty in order to move toward an information literacy program in collaboration with a range of University partners. ILIAC has now received (IRB) Institutional Review Board exemption to conduct focus groups with the teaching faculty and approval; it developed a full range of interview questions; designed an informed consent form and a list of potential faculty to invite to participate in the focus groups. It will begin interviewing faculty in the fall; approximately 75 teaching faculty will be asked to take part.

- A goal of the NBISG this year was to streamline communication and coordination of librarian support for the 302 (Scientific and Technical Writing) and 303 (Writing for Business and the Professions) courses. To that end, K. Mulcahy, G. Springs, and E. Stec met with Bill Magrino in the Writing Program to achieve better results, and E. Stec created an effective LibGuide for the courses.

- Extensive support is provided to a number of special programs at Rutgers. These include a three-credit Bibliography and Research Techniques course taught by J. Cassel for the McNair Post-Baccalaureate Achievement Program; the EOF Program, the Aresty Center for Undergraduate Research; the Writing Program; Students in Transition courses; and the Byrne Seminar Program. S. Harrington taught the 3-credit course “Representing Addiction in America” Honors Program for Rutgers, fall 2010. Sixteen New Student Orientation Resource Fair sessions were done by librarians and Access Services staff in the summer of 2010 and 14 for summer 2011 and two classes for students in Rutgers’ Western Monmouth Higher Education Center.

- J. Cassel coordinated open house activities for the Scarlet Knight Campus Days for Fall 2010 across the libraries, and librarians and staff participated in numerous other student orientation programs; bookmarks aimed at undergraduate students have been made and are being piloted.

- Some of our librarians have begun to embed themselves in course work, e.g. T. Kuchi embedded herself in the Sociology Graduate Proseminar for first year graduate students and will do the same with the Knowledge at the Intersections course next spring. T. Kuchi and K. Hartman also keep reference office hours in the departments to which they provide liaison.

- R. Womack has been providing very popular workshops across our campuses, including Newark, on R, the open source statistical software. Under the auspices of the NBISG, at least three other librarians also provided workshops that support our instructional goals:
- J. Niessen provided two workshops on the Visual History Archives
- K. Denda conducted a workshop on multimedia and one on interviewing
- M. Lo organized a workshop on Citation Analysis of Your Publications Using Web of Science for 30 faculty and graduate students

- Faculty now have the option for including appropriate LibGuides, which serve as another form of instructional support, in their Sakai sites. In April, T. Glynn, M. Lo, J. Nathanson, and J. Sloan met with C. Scherer, SAS Dean of Entrepreneurial Initiatives, to discuss online instruction and streaming video in online courses

- Multiple brief streaming library instructional videos were created by M. Lo and J. Nathanson in support of online distance education students. Topics include getting started in the Libraries, finding books, using E-Z Borrow, using Indexes and Databases, and locating scholarly articles. They also created a LibGuide for their videos with instructions for librarians who may wish to embed them in subject research guides. In addition, they collaborated with R. Novak to create a course in eCollege; the course is now available to all students and highlights Library services. The course rolled out in fall 2010.

- M. Lo and J. Nathanson also worked with Rutgers iTV to create a professional quality video called “Rutgers Libraries Services for Distance Learning;” the video is available in eCollege and as a LibGuide. See http://libguide.rutgers.edu/intro.

- Fetzer, B. Fong, and R. Tipton took part in the excellent Raising the Standards for Information Literacy conference held at the College of St. Elizabeth June 14, 2011.

- E. Stec has been testing early research concept mapping with two sections of the Business and Technical writing courses and, along with other librarians teaching ENG 302/303, conducted an initial survey of students’ research skills as reported by students.

- We acquired, at the instigation of J. Nathanson, 60 Clickers and 3 base stations for librarians conducting instructional sessions to obtain immediate student feedback during the course of each session. The Clickers were demonstrated at NBISG, NBLF, and USC. Several librarians have been piloting them, and we are loaning a set to Robeson to assess their interest in obtaining their own set.

- In New Brunswick alone, librarians and RAs taught a total of 613 instructional classes reaching 12,664 students; another 24 classes were offered to non-RU attendees. Combined, this is an uptick of +4.3% in the number of classes taught and a +1.5% increase in the number of students reached. Comparable numbers for Camden and Newark were not readily available.
## New Brunswick Libraries Instruction

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### Technical Services/Technical Infrastructure

- Through purchases authorized by the Interim AUL-RIS, we upgraded all computers with JAWS, used for services to persons with disabilities, to JAWS version 12.
- Acquired substantial additions to software for the Sharon Fordham Lab: Camtasia Studio 6/snagit Bundle, Captivate 4.0, Inspiration, and Sibelius 6.0
- J. Sloan works with Technical and Automated services to help determine workflow solutions for the acquisition, cataloging and access to streaming media. Creating a policy and procedures for a video reserves user service is another discussion.
- As Thunderbird email was being phased out by OIT, librarians and staff scheduled themselves for 3-hour sessions on the new Zimbra email and calendaring systems, and considerable time was spent on the intricacies of Zimbra.
- VOIP (Voice Over Internet Protocol) was installed at the Kilmer Library in December, but because the Interim AUL-RIS felt that VOIP might have implications for more than just straightforward technological improvements in the phone system, I requested discussion of it at USC. VOIP installation in all of our New Brunswick libraries should be seen as an opportunity to develop a long-delayed centralized telephone reference system for NBL. Current callers to RUL need to identify a specific library’s phone number to ask questions.
- DIG (Digital Interface Group) exists as a bridge between user service and technical service issues. Convened by J. Cassel, it continuously assesses and develops federated searching and database vendor options, and the group facilitated the transition from the
Serials Solution suite of products to the EBSCO suite, and continues to enhance the interface and searching function of Searchlight.

- E-bulletin boards now funded for Douglass, Kilmer, LSM lobbies and the Alexander café are requiring not only the development of sustainable content but also technical skills to deliver the content. Librarians and staff from Douglass, S. Bartz at Alexander, M. Lo at LSM are, in particular, working on technical aspects in the hope of bringing the displays to life in fall 2011. A. Butman has worked tirelessly on acquisition of appropriate equipment.

- Intense work continues via the Web Board and its teams to enhance our University Libraries’ web presence. For technical details of the Web Board, co-chaired by T. Purger and J. Gardner, see report of the AUL-Digital Library Systems.

- R. Womack serves on the Google Analytics team which is evaluating the best uses of the Google Analytics software for understanding user behavior on our web site.

**Outreach and Statewide Collaboration**

- Despite major cuts in the State Library’s budget for FY 2010/11 and initial uncertainty about funding, we were fortunate that our Statewide Services Contract, which allows funding for a staff line for interlibrary loan services, was renewed once again.

- A collaboration among K. Denda, R. Marker, L. Sun, the Women’s and Gender Department, and the Center for Women’s Global Leadership (CWGL) led to digitizing and ingesting 300 posters of women’s organizations worldwide, collected by the CWGL, into RUcore.

- Efforts were made to establish an Emerging Scholars Program to allow selected high school groups (those in programs such as Model Congress, Model UN, and International Baccalaureate) to be able to use library facilities without the accompaniment of a parent or adult supervisor; however, we were unable to supply J. Boyle and University Counsel with adequate models of use in other institutions to allow the initiative, proposed by T. Glynn, to move forward.

- RUL has been involved with numerous collaborations with faculty of the School of Communication and Information (SCI) in addition to a SAPAC program with Chirag Shah:
  - Co-sponsorship of the LISSA Career Fair to assist LIS students in seeking jobs in today’s very competitive job market. SCI students with a focus on academic librarianship were able to benefit from G. Springs’ review of their resumes at the Career Fair
  - Support of C. Shah on an IMLS early career development grant proposal
- Planning of the initial year’s program for our RUL/SCI Diversity Intern (see details under Personnel)
- Extending an invitation to Jacek Gwizdka to serve as a member of our newly created Web Board and inviting him to lunches with our candidates for the Digital User Services Librarian position
- Held exploratory discussions with M. Wilson, J. Varlejs, K. Cassell on the possibility of initiating a post-graduate training program for recent SCI graduates to allow them a modicum of experience in an academic library setting.
- Various librarians, including K. Mulcahy, M. Wilson, J. Mardikian, and M. Fetzer have guest lectured for our faculty colleagues in SCI.

- T. Yang (with Li Sun) hosted and supervised a SCI/MLS student Spring semester 2011 and worked closely with F. Perrone’s public history intern. Yang also coordinated the Libraries’ participation in the RU Alumni Reunion weekend in New Brunswick in May.

- T. Glynn, K. Mulcahy, J. Niessen, and J. Cassel provided instruction and outreach to external groups, i.e.
  - National History Day students from Highland Park
  - International Baccalaureate students from West Morris Regional High School (3 groups)
  - Advanced Placement History class for students from Bernardsville High School
  - Far Hills County Day School
  - Montville High School’s Holocaust Studies class

- Subject specialists within RUL have generously extended their knowledge and skills to external users, e.g.
  - G. Springs provided over a dozen advanced research consultations to members of the public with a need of his expertise and contacted public libraries for follow-up support as necessary
  - Special assistance on patents and trademarks is provided to the public at the Library of Science and Medicine and on government information through our depository librarians M. Fetzer and E. Calhoun and through other librarians at Alexander and LSM

- S. Bartz and R. Barbalace co-chaired the Rutgers Day 2011 Planning Committee and worked with librarians and staff throughout the Libraries to develop programs and activities for the event.

- Participated in Snapshot Day, April 13, 2011, to enable our libraries and libraries throughout New Jersey to document “a day in the life of...” and help to demonstrate the value libraries add to the life of citizens of the state.

- R. Gardner and an Access Services staff member provided outreach at the Cook Community Day program.
• E. Stec worked with four teachers from the Ocean County Vocational and Technical High School (OCTVHS) Performing Arts Academy and developed a library research curriculum on using IRIS and ILL services available through the Ocean County Public Library. She and a Douglass IA then trained approximately 40 high school students who are engaged in a two-year research project.

• Following Haipeng Li’s departure from our Newark Campus, T. Yang graciously took over planning for a Chinese Librarians’ Leadership Institute during the spring, with assistance from C. Wu and a steering committee of W. Ren, L. Sun, Q. Hu, and M. Wilson. The Institute was scheduled to the week of August 7, 2011.

• Six Access Services staff traveled to the Ivies+ Symposium at Cornell University in June and participated in roles as facilitator, note takers in breakout groups, and presented on the future of access services in a lightening round program; attendees brought their experiences back to the Libraries in an Access Services brown bag luncheon.

• Members of Access Services’ Collection Management Group participated with preservation staff in presenting a mold training session at the Robeson Library in April

• Several of our librarians serve as official representatives to important institutional groups:
  
  o AgNIC (Agricultural Network Information Center): Marty Kesselman, chair of AgNIC for the academic year
  o ICPSR (Inter-University Consortium for Political and Social Research): Ryan Womack
  o Patent and Trademarks Depository Library Association Regional Representative: Connie Wu

• K. Hartman served as a member of the RU Dean’s Review Committee for the School of Social Work

Communications/Exhibits/Programs

• Chair of the Libraries Advisory Committee on Library Services for Persons with Disabilities, E. Stec, organized a well-attended service dog training presentation done by the RU Seeing Eye Puppy Raising Club at the Douglass Library on November 17, 2010.

• Interim AUL-RIS has provided assistance to H. Glazer and R. Martinez on several items, e.g. the new E-ssentials online newsletter and the Faculty Authors program.

• Unit librarians and staff participated in the Rutgers Against Hunger (RAH) program again, or developed their own similar program (i.e. LSM’s) during the fall semester.

• To publicize the new Media Center’s collections and services first anniversary of their move from Kilmer to Douglass Library, J. Sloan, M. Oswell, S. Carton and other staff
staged an open house on February 1, 2011. The open house was aimed primarily at teaching faculty.

- Rutgers Libraries, especially through K. Denda, supports the Institute for Women’s Leadership’s Scholar’s Social Action Projects. I, along with Mary Trigg and Leslie Fishbein, welcomed the 25 student scholars at the February 8, 2011 program hosted by the Douglass Library.

- Chaired this year by Q. Hu, the Scholarly and Professional Activities Committee (SAPAC) provided a marvelous array of eight lunch-time brown bag programs to enhance librarians’ and staff professional development. Topics and presenters:
  
  o Special Library Services: Practical Bibliometrics. Paul Candon, James Cox, Molly Stewart, Judit Ward
  o Science Fiction Scholarly Literature. Kevin Mulcahy
  o Women’s Education in the Decade of Domesticy: A Case Study of Private Junior Colleges in the 1950s. Fernanda Perrone
  o Everything You Wanted to Know about RDA but Were Afraid to Ask. Mary Beth Weber and Fay Austin
  o Online Question-Answering: Virtual Referencing to Social Q&A and Back. Chirag Shah
  o Documenting the Great Society with the Harrison Williams Papers. Ronald Becker
  o Symposium, co-sponsored by the Institute for Hungarian Studies. Hungarian Media and Archives Policies Today: Big Controversies in a Small Country. Tibor Purger and Christopher Adam
  o Culture and Commerce at the Mercantile Library of the City of New York, 1820-1904. Tom Glynn

- DIG also sponsored a brown bag on ERMS (Electronic Record Management System) on the functionality of EBSCO tools for the A-Z List, the new federated search (Searchlight), and the Link Resolver as a way not only of educating users but also of obtaining valuable feedback.

- G. Springs developed a networking game for first-time attendees of the ACRL National Conference and introduced the game to over 400 new attendees at the Conference orientation.

- M. Wilson and K. Denda participated in the Rutgers Study Abroad Student and Parents Pre-Departure Orientation Program and also hosted an information session with the Study Abroad Directors.

- S. Harrington, J. Consoli, and C. Wu curated the art exhibit titled “Professors’ Oriental Abstract World” at the Art Library
• M. Gasparotto helped plan a series of events with faculty from the Department of Latino and Hispanic Caribbean Studies: “Brown Gaypril”

• K. Denda curated an exhibit on “Doris Kulman Raffalovich: New Jersey Journalist and Champion of Women’s Rights” for the Douglass Library (February—March 2011)

• K. Mulcahy served as consultant for exhibit “John Milton and the Culture of Print” exhibit at Alexander Library and as co-curator for the supplemental exhibition, “An Afterlife: The Literary and Cultural Influence of John Milton.”

• Under T. Kuchi’s leadership, the Libraries co-sponsored and facilitated:
  o Kiran Nagarkar (India) event in the Teleconference Lecture Hall
  o SASP Chat and Chai meeting with Rutgers South Asian Student Organizations
  o Neloufer De Mel (Sri Lanka) event in the Pane Room
  o Ranjan Kamath (India) films with discussion by director and screenwriter Kamath
  o Adluri on Mahabharata event in the Teleconference Lecture Hall

Facilities

• Interim AUL-RIS worked with F. Puniello, AUL for Facilities, and C. Houser on efforts to fill many requests on the RIS “Big Ticket” wish list. Requests received by February 2011 amounted to $856,332, but only $69,257 was available from this year’s salary savings, a significant drop from last fiscal year’s salary savings that totaled $227,645. This decrease was brought about by the fact that we decided to begin filling some of the positions that had previously been on hold. Therefore, the $69,257 plus $50,000 that I rolled over from FY 2009/10, amounted to only $119,257 to spend.

  I worked carefully to establish priorities, and many orders were placed in mid to late February using the rollover funds. Our salary savings were announced to us March 14, and we moved rapidly to obtain estimates and updates of prices for many items. With diligent work from the Administrative Services Team we succeeded in spending out our budget. A wish list of furniture, construction, and other items was also provided to M. Gaunt for potential VP/UL purchase.

• Utilizing RIS funding, special attention has been given this year to
  o Upgrading and carpeting the old DTS space at LSM to develop a quiet study zone on the 3d floor;
  o Providing new chairs for the Kilmer instructional area, the Chang group study room, and for the staff lounge at LSM
  o Enhancing wireless at Alexander and Douglass Libraries
  o Upgrading signage and upholstery at the Math Library
  o Adding and upgrading software for the Sharon Fordham Lab
- Acquiring lobby monitors for Douglass, Kilmer, and LSM, and new floor designation signage for Douglass (numbers now replace named floors)
- Adding seating and a new book drop for the Art Library
- Increasing seating at public tables for Kilmer
- Providing tables for all the new public scan machines around the units
- Developing a group study room at Chang and converting a former office at LSM to a group study room.
- Replacing miscellaneous chairs at public computers at ALEX with new stools and installing a small partition off the lobby to create a better study space near the old reference office
- Proceeding with work to enable the Music Seminar Room and various collection moves at Douglass to take place
- Other basic repairs, supplies and equipment

- A new Alexander Library Reference Desk, planned in FY 2009/2010 was installed and is in operation

- With the release of end-of-year funding in mid-April, 2011, from the Office of the VP/UL, I worked with Francoise Puniello, AUL for Facilities and Development, on many of the facilities and service priorities we had presented and agreed upon in our white papers. While primary responsibility for planning and implementation falls to Puniello, it also absorbed much time of the AUL-RIS. Important building enhancements to further are services are being accomplished and include:
  - Further support for improved wireless at ALEX and Douglass (in addition to what came out of RIS funding)
  - An office suite on level 2 of Douglass for the Douglass/Music and Performing Arts librarians and the unit computing specialist to place them in closer proximity to users
  - Support for the flip of collections at the Douglass Library
  - Additional furniture for Kilmer Library
  - Conversion of the Special Collections Room at LSM to a multipurpose room which will include a director’s station, laptops, and the ability to offer larger instructional sessions than the current room allows
  - Replacement of chairs in the Teleconference Lecture Hall and reupholstering of chairs in the Alexander staff lounge

- With the assistance of several librarians and staff, plans to build the Scarlet Latte Café (funded by the Office of the VP for Student Affairs with assistance from the VP/UL) in the former Periodicals/Microforms Room at Alexander is moving toward completion and a September 6th, 2011 opening has been announced. DTS staff compressed and then vacated the space occupied by current unbound periodicals, and then moved those remaining to an area near the bound periodicals; they also winnowed the collections of microforms and transferred some microforms to Annex.
• Access Services staff, working with the East Asian Librarian, reorganized the EAL collections so that stacks now run in a rational flow parallel to other RUL collections. 18,925 items, including microfilm/fiche and EAL books, were transferred to the Annex, and frequently requested bound periodicals were shifted to the first floor of the Annex to allow for easier access.

• The RU-TV viewing room at Alexander Library was reconfigured as a multi-purpose group study, media viewing, and collaborative presentation practice room and is available for reservation.

• Two additional group study rooms were opened at Kilmer Library on the lower level, and a former office was turned into a group study room on the third floor of LSM

• Staff in the Sharon Fordham Lab redesigned lab space to provide access to the dance floor for classes in the coming year

**External Support**

• As Interim AUL-RIS, I serve on the President’s Committee for Strengthening Ties with Liberia. Following a number of meetings last year with President McCormick, President Emmet Dennis of the University of Liberia, and the group, chaired by Jim Simon of SEBS, I engaged the assistance of M. Kesselman in the writing of two grant proposals to help develop an Agricultural Center of Excellence and an Engineering Center of Excellence for the University of Liberia. Two grants have been awarded:

  o An $18.5 million dollar USAID EHELD (Excellence in Higher Education for Liberian Development) grant request is now being split among the five participating institutions (RTI—Research Triangle Institute, Rutgers, U. Michigan, North Carolina State University, and Kunst in Ghana) that jointly applied for it (we received notification in March that the grant had been awarded); Kesselman is preparing to leave on trip to Liberia in late August/September.

  o A second grant request for the EAKO System (Engineering Access to Knowledge Offline) made to the Engineering Information Foundation Grant Program on Developing Countries in February by M. Kesselman and C. Wu. April 15, 2011, co-PIs Kesselman and Wu were awarded this grant for $24,600 and implementation has begun.

• R. Sewell who reports to the VP/UL as Special Projects Librarian but is a member of the NBL faculty has prepared an NEH Challenge Grant related to the British Empire and its Aftermath to build on Rutgers’ strengths in English and in History and to tie in with the Mellon-funded Rutgers British Studies Center.

• K. Denda and M. Wilson received a $1000 Research Council grant to collect data and to prepare a Study Abroad LibGuide.
• T. Yang secured commitment from the Confucius Institute at Rutgers for an annual contribution of $10,000 annually for three years, beginning FY 2012, to support acquisitions to the Chinese collections.

Personnel

• After attrition in the ranks over the years, RIS was most fortunate to receive a new faculty line as the result of the previous AAUP contract that negotiated 100 new faculty lines for the University and astute inquiry by our VP/UL. A position description for a Digital User Services Librarian emerged as one of three library faculty positions made available and was crafted by and vetted within the NBLF, Planning and Coordinating Committee and Cabinet. The Interim AUL-RIS established a search committee chaired by M. Wilson. They expedited the search and the successful candidate, Joseph Deodato, started in this position June 1, 2011.

• Several changes in the NBL faculty composition came as a result of transitions: R. Sewell assumed the position of Special Projects Librarian, while T. Izbicki will serve a two-year term as Interim Associate University Librarian for Collection Development and Management. Both report to the VP/UL, but remain within the NBLF for personnel actions. With both Tom and me serving as Interim AULs, Alexander Library has essentially lost two public service providers.

• The departure of Art Librarian Sara Harrington for a newly created position at Ohio University, Athens, has necessitated the search for a replacement; K. Mulcahy is chairing the search.

• Administrative Assistant L. Friday’s position was upgraded and she moved from Alexander to LSM. After the challenges of rotating administrative assistants through Alexander Library for eight months following her departure, we conducted a search for a new Alexander Administrative Assistant and hired Lorraine Slavik as a replacement.

• Through the generous transfer of a line from the Office of the Vice President for Research (OVPR), M. Pazzani, RIS gained the services of Aletia Morgan as Research Data Management Specialist. Though she will continue to liaise with the OVPR on faculty data issues, she will work with and report to R. Womack in his role as RUresearch Data Manager and with appropriate teams.

• In Access Services, personnel were as follows:
  o Transfers
    ▪ Jennifer Holland, Lending Assistant to Borrowing Assistant, ILS Alexander
    ▪ Drue Williamson, Library Associate II, LSM to Imaging Services
Promotions
- Gillian Newton, Library Assistant II to Library Associate II, Alexander

New Hires
- Soo Yung Lee, Library Assistant II, ILS Alexander
- Orla Mejia, Library Associate I, ILS Alexander

Departures
- Antoinette Peteet, Library Associate II, Alexander
- Mary Belasco, Library Associate I, Alexander
- Mary Brodman, Library Associate II, Alexander

As Interim AUL-RIS, I have continued hosting the Futures Group to provide our non-tenured NBL librarians guidance on their route to reappointment and tenure. We met monthly throughout the year. I invited various guest speakers to assist these librarians in understanding expectations of them at different levels. Our five NBLF members were frequently joined by two librarians from TAS. After analyzing the composition of our untenured faculty, I sought agreement of the Camden and Newark directors and of Cabinet to offer the Futures Group meetings to all RUL non-tenured librarians and will, in FY 2012, divide them into Futures I and Futures II (those already having experienced a two-year cycle) groups.

In February, numerous tenured librarians received routine letters notifying them of their eligibility for rank review. Although I could not meet with all of them, I made time to meet with five to informally discuss their future plans.

Only one post-tenure review was required this year. R. Womack’s P-T review was conducted in December. Womack has been designated Research Data Manager for RUcore and works with the RUcore Data Working Group and the Cyberinfrastructure Steering Committee on development of the RUresearch data portal and RUcore in addition to his work as Data Librarian and selector for economics.

Six annual evaluations of non-tenured librarians and one reappointment action were required in the spring. I interviewed each and sent the documentation forward to Human Resources. Each action requires approximately 4-5 hours.

As Interim AUL-RIS I read 42 P4P (Pay for Performance) documents, commenting on many of them, provided second level supervisor sign-off on 16, and wrote one.

In August 2010, the NBL faculty welcomed a new RUL/SCI Diversity Intern, Gideon Thompson to our ranks. Gideon is at Rutgers for a 3-year program. I worked with J. Gardner for his first semester rotation through Access Services and with T. Izbicki in his spring semester rotation in Collection Management and Development. G. Smulewitz and G. Agnew are responsible for his summer with TAS/DTS.
Two of our tenured librarians extended their reach this year through service to other units of the University. At the request of the then Dean of International Programs J. Regulska, T. Kuchi is serving as Director for the South Asian Studies Program; her service to SAS will continue next year. J. Niessen served as Director of the Institute for Hungarian Studies. Both continued most of their duties within the Libraries, and the Libraries are being appropriately compensated for their extra-ordinary involvement.

Budget

- With the new RIAS III Payroll System and the decentralization of hourly payroll functions, all processing and responsibility for submitting and approving bi-weekly payroll for RIS’ 300+ hourly employees is now the direct responsibility of Access Services supervisors and the Administrative Services Team under the leadership of our Business Manager. C. Houser had to assume direct responsibility and oversight of the activities. Significant time and effort continues to be required to implement the new RIAS payroll system; additional RIS-specific training for all staff and faculty involved with hourly payroll, as well as some oversight procedures, need to be developed.

- Voucher budgets throughout the New Brunswick Libraries remained roughly the same as the previous year, but we experienced reductions in federal work study.

- The Libraries were awarded a $55,000 statewide services grant from the New Jersey State Library to provide interlibrary loan services to New Jersey Library Network member libraries for fiscal 2011.

- Access Services staff collected over $60,000 in fines and replacement fees last fiscal year.

- The thesis and binding service launched in April 2010 by Imaging Services brought in a total of $14,375 in revenue in FY 2011. The service processed 372 bindings through 124 orders.

- Salary savings of $69,257 were provided to us on March 14, 2011. See section on Facilities for further details.

- Pursuant to the release of substantial year-end funding in mid-April from the Office of the Vice President/University Librarian, Francoise Puniello, Charlene Houser, and the Interim AUL-RIS engaged in a very busy 3 months further refining our priorities based on needs within the units, soliciting input, identifying items for purchase, tracking orders, deliveries and installations, and moving physical projects toward implementation. See section on Facilities for further details.

- J. Gardner and I negotiated added funding for our Summer Session and Winter Session hours with Liz Beasley, Director, New Brunswick Summer Session and Special Projects Office. We received $15,000 from the Office for Summer Session 2010, and $2,000 for Winter Session 2011. For Summer Session 2011, the Office increased our share of the student fee by fifty cents (from $3.50 to $4.00).
**Librarian and Staff Publications**

While our librarians have also been busy moderating panels and giving local talks, the activities below represent publications (generally published, accepted, or manuscript completed), poster sessions outside RUL, editorships and editorial boards, presentations outside RUL, grants, and awards.

**Library Faculty Publications**

Glynn, Tom

- *Reading Publics: New York’s Public Libraries, 1754-1911*, on the city’s subscription libraries. Also wrote an epilogue and an entirely new introduction. Sent out book proposals to a number of publishers and three university presses are interested in reviewing a full manuscript. Draft manuscript to be sent out in August.

Hu, Qian (Ella)


Kesselman, Marty


Lo, Mei Ling


Mullen, Laura B.


Niessen, James

• Niessen, James. The Life and Work of Ottokár Prohászka (1858-1927), by Ferenc Szabó S.J., translated by Attila Miklósházy S.J. Book review in Catholic Historical Review v97, issue 1 (January, 2011)
• Niessen, James. Review of the database DigiZeitschriften for the Charleston Advisor, subsequently accepted after peer review for publication in the July 2011 issue of the journal.

Oswell, Michelle


Springs, Gene


Yang, Tao


• Rose Galaida and Central China Relief Records, 1946 (submitted to the *Journal of East Asian Libraries* in June 2011; this is an article about the original collector of Central China Relief Records and the collection).


**Editorships**

• Gasparotto, Melissa. *Latin America Information Series*.
• Mullen, Laura B. Co-editor, *Library Hi-Tech News*.
• Oswell, Michelle. Assistant Web Editor, Music Library Association.
• Womack, Ryan. Worldwide Web Reviews column for the *Journal of Business and Finance Librarianship*

**Editorial Board Members**

• Gasparotto, Melissa. SALALM Editorial Board.
• Kesselman, Marty. *Journal of Agricultural and Food Information (JAFI)*.
• Sloan, Jane. *Encyclopedia of Women in Today’s World* (media editor)
• Wilson, Myoung. *The Library Quarterly* (Review Committee).
**Library Faculty Presentations**  While presentations do not rise to the level of refereed articles, they are often the precursor of more significant research and scholarship and are therefore included in this annual report.

Denda, Kayo

- **Please, May We Include Your Poster in Our Repository? Permission Due Diligence and Supporting Rights Metadata.** Invited presentation at the ALA Annual Conference, ACRL Women and Gender Studies Section Poster Presentation. New Orleans, LA. June 25, 2011, and ACRL National Conference, Philadelphia, PA, March 31, 2011 (with R. Marker and L. Sun)

- **New Media and Gender at Rutgers: Transcending the Digital Divide and Building Young Women’s Capabilities.** Juried poster presentation at the 2011 New Media Consortium Annual Conference. Madison, WI. June 16, 2011. The poster received “The Best of NMC Award” (with Jane Sloan)


- **The Struggle for Equal Rights: Title IX and Women’s Athletics at Rutgers** Guest Lecturer at the Electronic New Jersey Summer Institute for high school teachers. New Brunswick, NJ. July 7, 2010

Gasparotto, Melissa

- **“Latin American and Iberian Studies Collection Development in the Age of Blogging: Identifying, Collecting and Preserving Literary Blogs and Other Cyberliterature.”** SALALM 2010 (July 2010)

- **“Search Engine Optimization for Librarians, or, How We Can Beat Spammers at Their Own Game.”** Presented at SALALM 2011 (May 2011)

Hu, Qian (Ella)


Kesselman, Marty

- **Martin Kesselman (2011) "New Opportunities for Information Services in a Transformative Digital Environment: The Shifting Information Landscape."** Paper presented at "Libraries and Information Resources in the Modern World of Science,
Culture, Education and Business" Sudak, Crimea, Ukraine, June 2011. Voted “Best Presentation” of the Conference


Lo, Mei Ling


• Mei Ling Lo, Jill Nathanson. “Make a difference: Embedding libraries resources into your Pearson eCollege course”, Second Annual Conference on Online and Hybrid Learning sponsored by Rutgers University Division of Continuing Studies, Dec. 10, 2010


Mullen, Laura B.


Nathanson, Jill

- “Make a difference: Embedding library resources into your Pearson eCollege course.” Second Annual Conference on Online and Hybrid Learning, sponsored by Rutgers University Division of Continuing Studies, December 10, 2010.
- “Academic Programs in a Virtual Environment and their Learning Support” a discussion of continuous education programs and modeling library support in a virtual environment. RUL Faculty meeting, November 12, 2010.

Niessen, James

- “In Search of Rosina: A Case Study,” and “Heritage Tourism and Your Encounter with the Fatherland,” German genealogy conference Your German Roots: Dig Here!, Philadelphia, PA, November 20, 2010.
- “Managing the Gateway to a New Life: Tracy S. Voorhees, Camp Kilmer, and the President’s Committee for Hungarian Refugee Relief,” Annual Meeting of the American Hungarian Educators Association, Cleveland, April 15, 2011.

Wilson, Myoung

- Building value-added services for institutional repositories (IRs): Modeling the Rutgers experience. 2011 IFLA Satellite Conference of the Social Sciences Libraries’ Section in Havana, Cuba to be held from August 8-10. (with Ron Jantz)

Womack, Ryan

- Co-presenter at Annual IASSIST (International Association for Social Science Information Science and Technology) Conference, Vancouver, CA, June 2011. The preconference workshop, was entitled “Introduction to R”, with Harrison Dekker of the University of California at Berkeley, and my presentation was based on my work learning and teaching R during the last two years.

Wu, Connie


Grants

Fetzer, Mary. U.S. AID Excellence in Higher Education for Liberian Development (EHELD) grant from USAID over five years. Announcement of award made locally February 16, 2011. $3.8 million to be shared with RTI (Research Triangle Institute), University of Michigan, North Carolina State University, KNUST in Ghana, and Rutgers. Collaboration with Marty Kesselman who served as Libraries’ point person in developing portion of grant proposal related to the Library in a Box concept to contribute to an Agricultural Center of Excellence at the University of Liberia and Cuttington University.


Kesselman, Martin. U.S. AID EHELD Grant, (2011-2016). $18 million (multidisciplinary). To develop centers of excellence at University of Liberia (engineering) and Cuttington University (agriculture) in Liberia. I am directly involved in developing library services and infrastructure. (5% effort)

Kesselman, Martin. Engineering Information Foundation, “EAKO (Engineering Access to Knowledge Offline) System, to develop a “library in a box” for engineering information,” 2011-2012. $24,600 (with Connie Wu). Candidates Effort=90% (grant), 50% (implementation). This will be a prototype self-contained system for the University of Liberia that can be expanded to other developing countries with little or no Internet access

Wilson, Myoung. 2010-2011 Rutgers Research Council Grant. Project title: Training Global Citizens: An Investigation into the Information Needs of Study Abroad Students (collaboration with Kayo Denda. Award: $1,000).

Wu, Connie. Engineering Information Foundation, $24,600, to RUL for “The EAKO System: Building a Prototype ‘Library in a Box’ for Access and Use of Important Published Engineering Research” to aid in rebuilding efforts for the University of Liberia. Grant awarded April 15, 2011. (with Marty Kesselman)

Awards

Denda, Kayo and Sloan, Jane. 'Best of New Media Consortium Poster Sessions', with Kayo Denda, "New Media and Gender at Rutgers," 2011 NMC Summer Conference,, University of Wisconsin, Madison, Wisconsin, 2011

Kuchi, Triveni. Special Recognition Award – for distinguished service as Chair of ALA/ACRL’s Asian, African, and Middle Eastern Section 2010-2011.


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