Annual Report

Research and Instructional Services

2011/2012

Submitted by
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Compiled by
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Deputy Associate University Librarian
On February 27, 2012, Research and Instructional Services (RIS) welcomed Melissa Just as our new AUL-RIS; Mary Fetzer, who filled that position on an interim basis since September 2009, subsequently accepted appointment as Deputy AUL-RIS.

As the faculty body that reports to the AUL-RIS, several of its members served on the system-wide AUL-RIS search committee. In addition, the New Brunswick Libraries Faculty (NBLF), chaired by Rebecca Gardner, considered various issues at its meetings throughout the year, including open discussion of a vision for services and spaces, and, in May 2012, library instruction needs in New Brunswick. The meetings are a forum for communication between members and between members and the AUL-RIS. Other topics were presented:

- New Copyright and Licensing Librarian Janice Pilch, gave an overview of current copyright issues and how she can assist in the work of our librarians.
- Aletia Morgan, research data specialist, explained her role in data management.
- Judy Gardner reported on activities concerning the proposed merger with the Robert Wood Johnson Medical School.
- Gideon Thompson, Diversity Intern, discussed his experiences rotating through various Libraries units.

The NBLF is composed of two functional subgroups, the New Brunswick Collections Group (NBCG) and the New Brunswick Information Services Group (NBISG), as well as the Travel Committee. Reports of the operations of NBCG and NBISG are embedded in this annual report in appropriate sections.

This report, with information culled from 29 librarians’ individual NBL faculty annual reports and an additional 11 submitted unit or committee reports, will likely overlap somewhat with activities reported by other AULs since our work is often collaborative or intersecting. An additional eight reports on year-end goals have been received from units or groups and was fed into the RUL Libraries Strategic Plan Action Grid. In reading the reports of our librarians, one
can feel the wonderful energy of many of them, and reading the individual reports is highly recommended since no synthesis can capture all of the details.

What follows is a bulleted list of many of the initiatives and accomplishments of faculty and staff within RIS. Emphasis is, however, on the New Brunswick campuses since reports for the Dana and Robeson Libraries go to their unit directors and are included in the annual reports of their respective units.

**Collection Development and Management**

While activities in this area fall largely under the purview of the Interim AUL-Collection Development and Management (CDM), much of it engages and intersects with the work of the AUL-RIS, but many specific accomplishments herein are reported by NBL faculty in their individual annual reports to the AUL-RIS. This year’s Library Resources Council (LRC), co-chaired by Karen Hartman and Laura Bowering Mullen, focused on the weeding and consolidation of print indexes and periodicals across the Libraries, on developing appropriate policies for this process, and on developing a holistic vision of the print collections across the Libraries. LRC also endorsed creation of a play script browsing collection at Douglass Library and viewed a demonstration of PALCI Data Farm and discussed possible uses.

The Scholarly Communication Committee (CSC), co-chaired by Tom Izbicki and L. B. Mullen, concentrated its efforts on re-energizing scholarly communication activities, especially through a focus on open access developments with the University Senate and drafted, with the assistance of Jane Otto, J. Pilch and the Research and Graduate Professional Committee of the Senate, policy language for a Rutgers University Open Access Policy. Some of the other work and/or accomplishments in collection development include:

- Liaison with faculty, grad students, and undergraduates:
  - M. Fetzer revised the letter that she and the Interim AUL-CDM have been sending out each fall to new faculty, incorporating recommendations that filtered through the Liaison Action Team (LAT) and shared the letter with unit directors in Newark and Camden to send to their constituencies as each saw fit. Efforts were been made to identify all new faculty members, but that process continues to be problematic.
  - Several librarian departures required interim appointees as liaisons:
- Kevin Mulcahy took on temporary responsibility as liaison to the Graduate School of Education.

- Connie Wu has assumed temporary responsibility for physics and earth sciences, and Helen Hoffman for chemistry.

- Consolidating, weeding and moves of specific collections, e.g.
  - As part of the Library of Science and Medicine (LSM) weeding, Jill Nathanson worked out a procedure with Distributed Technical Services (DTS) that can serve as a model template for other libraries undertaking weeding projects.
  - Ongoing weeding of the reference collection at LSM has progressed to the point that some reference stacks were removed to allow the space to be repurposed for vending machines (for lack of a café) and eating.
  - The Douglass Library periodicals collection was weeded, and a major shift was implemented last past summer to flip the Music and Douglass collection locations and to incorporate 2,639 GVs into the Music collection. 8,126 items were weeded from the Douglass collection, and the collection review and shift of approximately 100,000 items were accomplished through work of individual selectors, staff from Access Services, and an outside vendor. Music and Dance are now combined on Level 2 in the “West Room;” the Douglass collection A-PN begins on Level 1 and PR-Z continues on Level 2. The Douglass Slide Collection was also weeded.
  - At the Kilmer Library, some weeding of their reference collection was done quickly and remaining materials moved to the second floor to allow for expansion and movement of the Office of Information Technology (OIT) lab on the main floor.
  - A total of 18,934 volumes were transferred to the Annex, a 55% increase from the previous year. The Annex is currently at 71% capacity and at its current growth rate the facility will run out of space in approximately ten years. The eventual move of materials from the Sage Theological Seminary Library will free up some additional space.
  - Ryan Womack’s part of the project to transfer business titles from Alexander Library to Kilmer Library has been completed; follow-up work by DTS is required.
- The reference collection at the Chemistry Library was weeded, and eleven boxes of moldy books were removed from the Physics Library for remediation.

- M. Fetzer and Stephanie Bartz transferred long runs of government document microprint collections to the Annex; and Access Services made the physical shifts, as well as shifted documents in the international and foreign collections to comply with fire code regulations.

- A reorganization of the East Asian Library (EAL) collections to allow for expansion of its monographs was completed; many EAL bound journals were moved to the B level with other bound journals.

- A project to search and incorporate gift titles needed for the Art Library collection was completed during the summer with the assistance of two voucher students.

- Explorations on the feasibility of a merger of the School of Management and Labor Relations (SMLR)’s Carey Library’s circulating and reference collections with the Kilmer Library resulted in a meeting with Gene Springs, Donna Schulman, Marianne Gaunt, and the Interim AUL-RIS. Plans are underway to incorporate the SMLR circulating collection into the second floor Kilmer stacks in 2013.

- Senate Bill 1217, signed by the Governor January 17, 2012, changed the way the New Jersey depository program operates, eliminating the requirement that state government entities send the State Library 75 paper copies of documents for distribution. The State Library will now receive one submitted digital copy and one print-out if the document exists only electronically, and a digital copy and six paper copies if it exists digitally and in print. Rutgers Alexander anticipates being the recipient of one of the six print copies.

- The Library of Science and Medicine, known formerly as a Patent and Trademark Depository Library (PTDL), is, as of October 1, 2011, known instead as a Patent and Trademark Resource Center (PTRC), a general name change for former PTDLs.
• Digitization Projects included the following:
  
  o In preparation for the 75th anniversary of the *Journal of the Rutgers University Libraries*, Robert Sewell, along with others, worked on a project to digitize back issues from v. 1, 1937 – v. 57, 1995.
  
  o Jim Niessen coordinated and has largely completed the project to digitize the records of the President’s Committee for Hungarian Refugee Relief; 38 of the folders are now accessible through RUcore and a special portal.
  
  o Tao Yang collaborated with Technical and Automated Services (TAS) to build the digital collection of Central China Relief Records for RUcore.
  
  o S. Bartz worked with M. Fetzer and L. Langschied to establish procedures and workflows for identifying and scanning government publications from the collections at Alexander Library for adding to the New Jersey Environmental Digital Library (NJEDL) and the New Jersey Digital Highway (NJDH). E. Calhoun has been clearing shelves in LSM’s old STATE NJ collection by selecting monographs for inclusion in the NJEDL.
  
  o As part of her role in SALALM (Seminar on the Acquisition of Latin American Materials), Melissa Gasparotto developed a digital archiving plan for all web-based content generated by the organization and began developing a SALALM digital repository.

• Collection Building

  o New Brunswick collection development efforts have been led by K. Mulcahy as Chair, New Brunswick Collections Group, with the assistance of team leaders, Kayo Denda (Arts and Humanities), K. Hartman (Social Sciences), Triveni Kuchi (General and Reference), and L. B. Mullen (Sciences). Extensive analysis and budget details for New Brunswick appear under Budget in this report.

  o Numerous of our selectors have been engaged on the E-book Working Group, and on various PDA (patron driven acquisition) projects—although budget realities have forced a hiatus on the PDA projects.
- A HathiTrust Task Force charged by LRC with investigating possible RUL membership made its recommendations to the Council. The report was co-authored by K. Mulcahy, Michael Joseph, and J. Pilch.

- An NBL team of J. Niessen, Jane Sloan, Joseph Abraham, and Andrew Ruggiero continue to liaise with the School of Arts and Sciences on coordinating swaps of content for the Shoah Visual History Archives database.

Details of collection building, new database acquisition, work of the Collection Analysis Task Force and other issues are left to the report of the AUL-CDM.

**Services and Service Enhancements**

As the area that falls most specifically to the AUL-RIS, we have made many new and incremental improvements in the area of service to our various constituencies. As an indicator of use of our libraries, Access Services reports that the libraries in New Brunswick were open a total of 41,573 hours during the 2012 fiscal year. Exit totals (persons leaving the buildings) increased by 9.26% from 1,953,727 in 2011 to 2,134,561 in 2012. Kilmer Library’s exit count of 392,115 was a 28% increase.

This is the first year that RUL has had a Digital User Services Librarian to help us make a significant difference in the way we deliver services online. Joseph Deodato has contributed to the development of many services including the RUL mobile web site, two helpful LibGuides, specs for a new public interface and many other projects. We continue to be informed by and analyze comments in the Counting Opinions survey and from dialogues with our users.

Our User Services Council was co-chaired by K. Mulcahy and Katie Anderson, and worked on the following:

- Analyzed, as part of the preparation for a new catalog and the shared interface, Counting Opinions data relevant to the catalog and then conducted a survey of faculty and staff regarding the features considered most important for the new catalog. That information was shared with the AUL for Digital Library Systems. USC also endorsed the selected interface VuFind and recommended speedy adoption.

- Discussed the report of the Information Literacy Implementation Advisory Committee. After suggesting some minor editorial changes, the Council endorsed the report in June. It will be delivered to AUL-RIS shortly.
• Endorsed adopting and implementing Reference Effort Assessment Data Scale (READ Scale) as a mean of improving our collection and analysis of reference data and as a means of making appropriate changes in our services.

• Recommended folding a dormant USC subgroup—the Instructional Streaming Video Team—into the Web Board Instruction and Help Team at its April meeting.

• Consulted with AUL-Planning and Organizational Research, Jeanne Boyle on Mission Assessment and Alignment Planning. Boyle made a presentation to the Council, and it was agreed that the Council would try to develop a program and activities to advance this goal.

• Endorsed a proposal from Access Services to purge dated user records—mostly bills now judged unrecoverable. This will give the libraries a cleaner and more current database to migrate to a new system.

• Learned about the difficulties with JAWS for Windows, from a presentation by the chair of the Advisory Committee for Library Services for Persons with Disabilities, Eileen Stec. JAWS is a computer program used by the libraries allowing persons with visual impairments to work with PCs. It is a difficult system for patrons to use and for librarians to teach. There does not seem to be a better product available at this point, but the Council will review the issue in the near future.

• Asked Electronic Resources Coordinator Cathy Pecoraro to analyze vendor contracts to see if they might allow remote access for Rutgers alumni. The contracts specifically forbid such access, so the only option would be to negotiate for additional access at a higher cost. In the absence of external support, such funding is not available.

• Received a detailed briefing on the Medical School merger from Medical Librarian Jackie Mardikian who provided extensive historical background and context. No particular USC activity is called for as yet, but the Council will continue to consider possible impacts on public services created by the anticipated merger.

• Received a detailed briefing from the co-chairs of the Web Board on the principles and the conceptual layout of the Website redesign and had the opportunity to offer input.

In New Brunswick, Tom Glynn serves as chair, New Brunswick Information Services Group (NBISG). His analysis of reference and instruction statistics for New Brunswick appears in
sections below. As Interim AUL-RIS, M. Fetzer previewed the new undergraduate web site (http://undergraduate.rutgers.edu) for attendees at an NBISG meeting. The New Brunswick Information Services Group had four goals for the 2011-12 academic year:

- Explore a centralized telephone reference service for the New Brunswick Libraries
- Guide and mentor students in the School of Communication and Information (SCI) MLIS Program who are interested in employment in academic libraries
- Report reference and instruction statistics consistently across the New Brunswick libraries, collecting only the information we need and using that information in a productive manner
- Develop a toolkit for new public services librarians in New Brunswick.

The Libraries’ Liaison Action Team (LAT), led by Nancy Kranich has focused its efforts this year on undergraduate education following a fall 2011 meeting; and in January 2012, a working group composed of Kranich, K. Denda, G. Springs, and Myoung Wilson began a series of community conversations aimed at engaging a broad cross-section of the Rutgers community in discussions about their aspirations and concerns to learn more about the direction of undergraduate education in New Brunswick and to use the input received to shift our thinking as we turn outward and recognize new opportunities and connections. Initial conversations were held May 16, 17, and 24 with a total attendance of 38 people. (For a more detailed report, see Kranich’s personal annual report.)

Increased emphasis has been placed on a discovery layer for the Rutgers Libraries this year. Both the User Services Council and the New Brunswick Information Services Group entertained presentations on how we could better understand and have impact on decisions in the planning process for a discovery layer. Natalie Borisovets and J. Deodato have served as members of the VALE Reference Services Subcommittee charged with developing selection criteria and have presented before these groups.

In preparation for the arrival of our new AUL-RIS, M. Fetzer developed a chart to explain how responsibility for reference and instructional services has come to be distributed within the NB Libraries. That chart follows. Completion of the Core Reference Responsibilities Task Force chaired by N. Borisovets, was pending at the end of the academic year.
Reference:

- Chat Reference:

  - During summer 2011, based upon recommendations of the Chat Reference Services Task Force that delivered its report in April 2011, we moved swiftly and seamlessly from the use of the Meebo software to that of RefChatter. Training for RefChatter was held in the summer and implementation went smoothly.

  - As Interim AUL-RIS, one of M. Fetzer’s goals was to increase the number of participants in our chat reference team. We now have at least 30 librarians (an increase of eight or ten from last year) system wide serving on the chat team (22 from New Brunswick and 8 from the Dana and Robeson units).

  - For the second year in a row, we were able to expand the hours that we offer chat reference; the service is now offered 10:00 a.m.—12:00 noon, 2:00 – 6:00 p.m., and 7:00 – 10:00 p.m.

  - For the period July 2011—June 2012, a total of 7331 chat reference questions were received, a 1.5% increase from that reported this time last year. This covers all campuses.

- Ask-a-Librarian:

  This continues to serve as our sole 24/7 service (24/7 from the users point of view although only our night owls respond immediately!). At least one librarian has joined the AAL team. 3,881 email reference questions and 950 PIN requests were received for a total of 4,831 questions. This is a 15% decline from the previous year.

- Traditional desk reference:

  Traditional service across units has undergone a number of changes this year:

  - Gimlet, an reference statistics tracking tool, was introduced by J. Nathanson for use at the Kilmer Library, but discussions within the New Brunswick Information Services Group led to the use of the web-based Gimlet subsequently at Alexander, LSM, and Douglass as well. Gimlet is customizable, allowing units to adopt different categories, and provides charts of reference activity that are helpful for
scheduling purposes. Also, J. Abraham, Unit Computing Specialist, has worked out a simple procedure for importing the Gimlet statistics into LibPAS, the Libraries’ statistics tracking tool.

- Librarians at the Library of Science and Medicine adopted a different scheduling pattern beginning fall term 2011. The use of reference assistants at the desk was discontinued due to the low volume of questions, and they trimmed their librarian reference hours to 10:00 a.m. – 4:00 p.m.

- At Douglass Library, the Reference Desk was staffed with trained and in-training Information Assistants with a librarian or the Unit Computing Specialist providing in-building backup reference service. Hours of service are M-Th 12:00 noon to 6:00 p.m. and Friday, 12:00 noon to 4:00 p.m. The pilot study of localized chat, using Meebo, had very few questions during the summer months or in the fall and the pilot was cancelled in late fall due to lack of use and problems with scheduling. Three librarians now participate in RefChatter instead.

- Metrics of LSM’s PTRC for the initial 3 quarters of the FY beginning October 2011 show 18 walk-in customers, 19 e-mail questions, and 12 phone questions; LSM held 7 training classes with 140 attending and had 2455 hits to patent and trademark web resources.

**New Brunswick Libraries—Reference Desk, July 2011—June 2012**

<table>
<thead>
<tr>
<th>Reference</th>
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<tr>
<td><strong>In-Person</strong></td>
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<tr>
<td>FY2011</td>
<td>Count</td>
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<tr>
<td></td>
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<td>FY2012</td>
<td>Count</td>
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<td>% of Total</td>
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<td>Change</td>
<td>Count</td>
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<td></td>
<td>% Change of Count</td>
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</table>
The above numbers reflect a continued downturn in the number of questions asked at our reference desks in New Brunswick. It is difficult at this stage, however, to determine the cause and effect relationship between increased RefChatter hours, increased availability of LibGuides and their embedding in instructors’ course management systems and other factors (e.g. clarifications in the use of the term “reference”) to this decline in desk reference statistics. The chair of NBISG commented in his group’s annual report that “I believe the numbers indicate problems with its [Gimlet’s] implementation…. Gimlet has made compiling and reporting statistics much easier, but I suspect, at least initially, it has made them less accurate.” Some of our New Brunswick libraries, nevertheless, continue to experience substantial foot traffic. Unit statistics are supplied as an appendix to this report. NBISG will be discussing possible issues with statistics reporting.

- Individual Librarian Consultations (Advanced Research Consultations)

Some librarians in New Brunswick report a very high volume of individual research consultations, often the result of their already heavy instruction load and outreach; some report ARCs as high as 60 consults. Most consults require a minimum of 30 minutes or more. ARC statistics are now recorded using Gimlet also.

### New Brunswick Libraries – Off-Desk Reference, July 2011—June 2012

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<thead>
<tr>
<th></th>
<th>Reference</th>
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<th>Non-Reference</th>
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<td>Phone</td>
<td>Email</td>
<td>In-Person</td>
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<td>2239</td>
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<tr>
<td>% of Total</td>
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<td>8.2%</td>
<td>56.4%</td>
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<tr>
<td>FY2012</td>
<td>Count</td>
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<td>953</td>
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<tr>
<td>% of Total</td>
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<td>25.6%</td>
<td>7.2%</td>
<td>53.4%</td>
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<tr>
<td>% Change of Count</td>
<td></td>
<td>-50.2%</td>
<td>-60.5%</td>
<td>-57.4%</td>
</tr>
</tbody>
</table>
Ask-a-Librarian - All scheduling currently done by N. Borisovets, Dana Library

Ask-a-Librarian Live (RefChatter) - All scheduling currently done by N. Borisovets, Dana Library

- An important NBISG goal for the year was to “report reference statistics consistently…and use that information in a productive manner.” NBISG discussed how to define certain types of reference transactions consistently across the New Brunswick libraries since we found differing interpretations and use. The planned implementation of the Reference Assessment Effort Data (READ) Scale will help.

- S. Bartz and M. Oswell created the NBL Reference Toolkit LibGuide (private, at http://libguides.rutgers.edu/nblref-toolkit) intended for use by those who provide assistance to the public at service desks and other locations through the New Brunswick/Piscataway Libraries.

- An old topic that has been dusted off and whose time has finally come is that of a Centralized Telephone Reference service for the New Brunswick Libraries. A team of NBISG librarians composed of R. Gardner, J. Nathanson, and J. Sloan, has been
investigating the adoption of a centralized telephone service now that VoIP (voice-over internet protocol) is a reality for NB libraries and that cost for implementation of the centralized service will be minimal. Discussion regarding details of telephone menus, hunt groups, and scheduling is underway with the hope of implementation for the fall semester.

**Instruction:**

- Library instruction has remained a nemesis in the sense that it is difficult to adopt a “one size fits all” policy for an institution with roughly 58,000 students, of which 43,380 are undergraduates scattered across 3 campuses (New Brunswick, Newark, and Camden). Undergraduate programs in New Brunswick (on five campuses: Busch, College Avenue, Cook, Douglass, and Livingston) are served through specialized programs such as FIGS (First-Year Interest Groups), Byrne Scholars, EOF, McNair, Students in Transition, English 201s and 301s. Many of our librarians, specialist and non-specialist alike, participate in the instruction programs for these students, although several librarians provide a much greater share of undergraduate instruction.

- As one vehicle to help analyze an appropriate path toward a more coordinated instruction program, the Interim AUL-RIS and User Services Council established an Information Literacy Information Advisory Committee (ILIAC) in October 2010 to help gather information. The report of the Committee is expected shortly; its initial progress was slowed by the original chair’s departure from the University Libraries as well as by the need to apply for Institutional Review Board approval. Interviews with faculty currently utilizing our instruction program were a key element in the Committee’s information gathering process. The charge to the Committee may be found at [http://www.libraries.rutgers.edu/rul/staff/groups/iliac/charge.shtml](http://www.libraries.rutgers.edu/rul/staff/groups/iliac/charge.shtml). Its draft report is available to USC and ILIAC members on the Sakai site.
• Statistics for instruction for FY 2011/2012 follow.

### New Brunswick Libraries—Instruction, July 2011—June 2012

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<th>% of Total</th>
<th>FY2012</th>
<th>Count</th>
<th>% of Total</th>
<th>Change</th>
<th>% Change of Count</th>
</tr>
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<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>RU Undergrad</td>
<td></td>
<td></td>
<td>RU All Others</td>
<td></td>
<td></td>
<td>Non-RU</td>
<td>Total</td>
</tr>
<tr>
<td>Classes</td>
<td>Students</td>
<td>Classes</td>
<td>Students</td>
<td>Classes</td>
<td>Students</td>
<td>Classes</td>
<td>Students</td>
</tr>
<tr>
<td>FY2011</td>
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<td>122</td>
<td>2773</td>
<td>24</td>
<td>571</td>
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<tr>
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<td>74.7%</td>
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<td>21.0%</td>
<td>3.8%</td>
<td>4.3%</td>
<td>—</td>
</tr>
<tr>
<td>FY2012</td>
<td>519</td>
<td>8300</td>
<td>94</td>
<td>1882</td>
<td>30</td>
<td>983</td>
<td>643</td>
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<tr>
<td>% of Total</td>
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<td>74.3%</td>
<td>14.6%</td>
<td>16.9%</td>
<td>4.7%</td>
<td>8.8%</td>
<td>—</td>
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<tr>
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<td>-28</td>
<td>-891</td>
<td>+6</td>
<td>+412</td>
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<tr>
<td>% Change of Count</td>
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<td>-23.0%</td>
<td>-32.1%</td>
<td>+25.0%</td>
<td>+72.2%</td>
<td>+0.9%</td>
</tr>
</tbody>
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• Statistics above indicate a very slight trend upward (+0.9%) in the overall number of classes taught and a significant 5.7% upward trend of RU undergrad classes, but a downward trend in the total number of students reached compared to the same reporting period for last year.

• After meetings with McNair staff, K. Mulcahy assumed J. Cassel’s former role instructing for the McNair Program and teaching a course Mondays and Wednesdays between from June 4 through July 25, 2012, holding office hours, and other related work.

• E. Stec has continued to work with the Director of Business & Technical Writing program courses, developing instruction integrated more tightly with the course curriculum, increasing the test group of early research concept mapping with additional course sections, and evaluating the concept maps that students create.

• C. Wu taught a Byrne Seminar called “The ABCs of Patents” to 20 freshmen in the fall, with her seminar receiving the highest rating of all the seminars given that semester according to the Center for Teaching Advancement and Assessment Research (CTAAR). Wu also received kudos from the US Patent and Trademark Office for her presentation at the annual patents conference.
• Librarians and staff of the Margery Somers Foster Center taught 500+ students in the Interview Workshop series; most of these students were from the Douglass Residential College mission course Knowledge & Power and two other courses (Practicing Social Justice, and Labor, Status and Identity).

• Enhancements to the Research Information Online Tutorial (RIOT) were funded last summer, while expensive updates to the Nursing Tutorial, both of which needed to be made by design firm Kognito Interactive, were placed temporarily on hold pending anticipated changes in our web page redesign.

• J. Nathanson initiated a collaboration with CTAAR for classes of mutual interest, i.e. RefWorks, Scanning PDFs, and Copyright. With the departure of J. Cassel, Nathanson also took on interim responsibility for the scheduling and organization of instructional sessions and orientations formerly handled by Cassel.

• NBISG has taken steps to play a greater role in mentoring students in the SCI’s MLIS program, especially those in the Student College, Academic and Research Library Association (SCARLA).

• J. Cassel, coordinated, in collaboration with Tisha Bender, Coordinator of English 201, the second Writing Program Poster Fair, November 9-10, 2011, at Kilmer Library. P. Wong, Instruction Adjunct, and J. Nathanson assisted with the mounting of over fifty-five paper posters and 12 digital posters for continuous viewing. Speakers included Matt Matsuda, SAS Honors Program Dean and College Avenue Campus Dean, and Lea Stewart, Livingston Campus Dean.

RUL Web Site:

Web site redesign has been an on-going effort led by Tibor Purger of Integrated Information Systems and J. Gardner. Additional details, including the various Web teams, may be found in the report of Grace Agnew, the AUL-Digital Library Systems (DLS).

The User Services Council has continued to monitor progress of the web site redesign from the service perspective, through reports from J. Gardner, T. Purger, and G. Agnew. A website "refresh" was released on Wednesday, July 18, 2012. The "refresh" differs from a complete overhaul and redesign is intended mostly to update our templates for look-and-feel, without changing the labels, architecture, etc. The mouse-over panels are removed, and a tabbed search interface is put in its place. Users are asked to share their thoughts on this new interface.

• The Web Board’s Search Team met with M. Just and M. Fetzer in early June to discuss the challenges of trying to develop an integrated library search interface while the groups
responsible for maintaining its various underlying systems are structurally and administratively separate. Just will meet with members of the Database Interface Group (DIG), the Library Catalog Committee (LCC), and the User Services & Applications Working Group (USAWG) to discuss potential changes in an effort to develop a more holistic approach to library search and discovery and will discuss a proposal with members of User Services Council and Cabinet.

- USC and NBISG looked at the options for a discovery layer for the Libraries catalog (known previously as IRIS). G. Agnew presented at USC; and N. Borisovets, as VALE Reference Committee representative, presented NBISG members with the three options considered: VuFind, Blacklight, and eXtensible Catalog.

Miscellaneous Services:

- In a collaborative effort between RUL and RU OIT, two printers were installed at the Art Library. Starting in June, students can charge prints using their OIT printing account. It was a “first” for the libraries in that the printers are not part of an OIT lab; they will be staffed and attended to by Art Library staff. Staff at Chang hope that a similar arrangement can be worked out for student printing there.

- Our data services continue to become more robust. The Secure Data Facility on the lower floor of Alexander Library is now fully functioning, and R. Womack, our Data and Economics Librarian, has presented well-attended workshops on RUresearch, on the open access statistical package R, as well as, for the first time, on SAS. The addition of Aletia Morgan to our Libraries’ staff means that we will be able to provide additional outreach to our faculty regarding our data services and on the National Science Foundation mandate that grant recipients have a data plan for managing the data they generate.

- Through attendance at the ARL E-Science Institute in Atlanta, G. Agnew, R. Womack, and A. Morgan received the requisite help to assist them in the preparation of a draft strategic plan for data that will be refined and brought forward for discussion in the Libraries.

- Librarians (Kesselman, Hoffman, Qian Hu, and Mei Ling Lo) at the Library of Science and Medicine initiated a workshop series for faculty and graduate students; they hosted Womack’s presentation on data curation; an IEEE workshop, arranged by Wu, for the Rutgers community; ones on RefWorks, done by Lo and J. Nathanson); and on Chemical Structure and Reaction Search using SciFinder and Reaxys taught by Hu.

- The Chemistry and Physical Sciences Librarian added reference hours on selected afternoons at both the Physics and Chemistry Libraries in an effort to increase her visibility to faculty and graduate students.
Two of our librarians, M. Lo and J. Nathanson, continue to maintain the e-college course guide “Introduction to Rutgers Libraries,” that contains short videos introducing basic library services to distance education students; usage statistics are encouraging. Teaching faculty may now embed the guide into their course shell on Sakai by clicking on “site info,” and then on “edit tools.” Both librarians participated in the “Libraries and Online Learning” third annual conference on Online and Hybrid Learning at the Rutgers Center for Online and Hybrid Learning and Instructional Technologies in January.

The AUL-RIS funded e-bulletin board displays for LSM, Douglass and Kilmer Libraries and the new display in Alexander Library’s Scarlet Latte Café was purchased through café funding. Displays at Alexander, LSM and Douglass are now operational, with the help of S. Bartz, Anne Butman, M. Lo, and others. An e-display Working Group has been established in order to facilitate the exchange of information and continue development of the displays in the NB Libraries. Some assessment of the displays’ value would be desirable.

Netbook lending, piloted at the Art Library, continues to be popular. Ten netbooks are now available at Alexander, and five at Kilmer. By the end of June the ten Alexander Library netbooks had circulated 1,190 times. Because of their popularity at Kilmer in particular, where the Library broke the 3,000 exits per day count, RIS is funding five new laptops (versus netbooks). For netbook availability, students need only search “netbook” as a title in the Library Catalog. Also, three digital voice recorders were purchased and made available for check-out at the Media Center at Douglass Library. This purchase supports the Interview Workshops initiated by the Margery Somers Foster Center.

Feeling that some of our librarians were not sufficiently experienced with tablets, NBISG supported the Interim AUL’s recommendation that we experiment with tablets from the reference point of view. As a result, we purchased 4 different tablets (an iPad, Kindle Fire, Samsung Galaxy, and an Asus) that have rotated among Alexander, LSM, Kilmer and Douglass so that there is greater familiarity with their operation and possibilities. A SAPAC brown bag contributed to an understanding of them and their functioning.

Group study rooms have been enhanced or increased at LSM, Alexander, Douglass and Chang Libraries. Their locations are listed on the Libraries “How do I…” page.

The desire for a quiet zone at the LSM led to improvements to that library’s third floor; new carpeting was funded through RIS. Library “quiet zones” are now listed under http://www.libraries.rutgers.edu/rul/how_do_i/find_a_quiet_area.shtml
• The establishment of the Scarlet Latte Café at Alexander led other libraries to reconsider the availability of areas where students might eat. The User Services Council and, subsequently the Cabinet, approved a slightly more liberalized Food and Drink Policy. The revised policy appears at http://www.libraries.rutgers.edu/rul/about/pub_serv_policies/food_and_drink.shtml. Designated library food areas are noted on the “How do I…?” on the left bar of the Libraries’ home page. As previously noted, vending machines and an eating area have been added on LSM’s main floor to accommodate students’ requests.

• The brochure “Services for Persons with Disabilities” and matching web page have been updated, and the Library Services for Persons with Disabilities Committee attempted to learn enough JAWS commands to “read” some of the RUL web pages for accessibility, discovered problematic areas, and reported its findings to the User Services Council. The Web Board will consider issues related to access for the disabled.

• Access Services initiated a pilot of two new media services in the spring. Instructors may now request that short sections of audio and moving image material be made available by the Libraries as streaming files through the online Library Catalog’s Reserves module. Media Services staff can also create a custom DVD of portions of audio and moving image works for instructors to use in the classroom.

• Access and Imaging Services continued to move the Libraries’ public reproduction services to a scanner model, extending public scanning to Chang, Douglass, Math, SERC, and Robeson. The number of public scanners increased from five to twenty six throughout the system. The service enables users to scan to email or USB device, running optical character recognition for readable text. Cloud-based scanning via direct upload to Google Docs is also available.
• There were 644,586 scans recorded at public scanning stations throughout the year. There were also 155,765 public photocopies made in FY 2012. Trends are noted in the following table.

<table>
<thead>
<tr>
<th>FY</th>
<th>Public Scans</th>
<th>% Change*</th>
<th>Public Copies</th>
<th>% Change*</th>
<th>Copies + Scans</th>
<th>% Change*</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>685,634</td>
<td>-19.9%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2009</td>
<td>565,789</td>
<td>-17.5%</td>
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<tr>
<td>2010</td>
<td>435,064</td>
<td>-23.1%</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2011</td>
<td>195,149</td>
<td>-26.1%</td>
<td>321,562</td>
<td>-51.6%</td>
<td>516,711</td>
<td>18.8%</td>
</tr>
<tr>
<td>2012</td>
<td>644,586</td>
<td>230.3%</td>
<td>155,765</td>
<td>-51.6%</td>
<td>800,351</td>
<td>54.9%</td>
</tr>
</tbody>
</table>

* from previous FY

• Color public printing was expanded to Chang, Douglass, Kilmer, SMLR, and to SERC, where no public printing of any kind was previously available.

• The thesis and dissertation binding service launched in April 2010 by Imaging Services processed 348 bindings through 136 orders, bringing in a total of $14,399.50 in revenue. Roughly two thirds of the volume brought in by this service occurs in the April to June timeframe.

• Access Services initiated a process to allow students remote access to a greater number of reserve items by acquiring and placing e-books on reserve; implemented new and improved messages for borrower overdue, bill and courtesy notices in an effort to eliminate jargon and communicate in a more conversational and direct style; and updated Information Service Standards were introduced system wide. Access Services efforts throughout the year to make our services more user friendly certainly do not go unnoticed or unappreciated!

• Alexander Library became one of the central locations on the New Brunswick campus where bikes are made available for Transportation Services’ Bike Rental Pilot Program sponsored by the Rutgers Energy Institute.

• Access Services continued to staff the Alexander Library for extended study hall hours using funding provided by the Division of Continuing Studies.
• Use of the Kilmer Library increased substantially this year. At least eight times this academic year usage went over 3,000 users per day. Prior to this year it had reached 40,000 users per month only once previously; this year usage exceeded 50,000 users three months of the year.

• In 2011/2012, Access Services staff checked out 217,582 items and 21,141 reserve items using Workflows. Compared with last year’s statistics, this represents a significant drop. Statistical discrepancies may have something to do with the switch to LibPAS this year and reporting will be investigated by NBISG. Staff and patron renewals totaled 314,415 for the same period. Other statistics:
  o Staff processed requests and delivered 44,396 books to users at library pickup locations and scanned 14,001 articles from the collections;
  o RUL received 23,813 books via E-Z Borrow and 6,719 books, microforms, scores, and dissertations on interlibrary loan for Rutgers students, faculty, and staff. 16,357 articles were obtained for Rutgers users from our interlibrary loan resource sharing partners.

• Interlibrary loan staff worked with local unit access services staff to process and fill requests from the Rutgers collections for 10,993 returnable items for resource sharing partner libraries and 15,181 items for E-ZBorrow partners. 9,033 article requests were filled for other libraries during the fiscal year. Rutgers loaned 3,386 books and filled 120 article requests for other libraries during the fiscal year. Rutgers loaned 3,386 books and filled 120 article requests for New Jersey libraries using the JerseyCat ILL system. RUL continues to be the largest lender among all JerseyCat partner libraries.

• NBISG members discussed and are pursuing implementing a more generous PC Reservation policy for our Rutgers alumni and community borrowers, enabling them to use four (rather than two) hours per day on our public computers.

**Technical Services/Technical Infrastructure**

• K. Mulcahy is a member of the team working to incorporate the Rutgers Optimality Archive (a prominent repository long supported by the Rutgers Linguistics Department) in RUcore. Currently, work is being done to assess copyright status of documents.

• J. Deodato, as a member of the Planning and Coordinating Committee, conducted an assessment of RUL’s technical infrastructure and advanced a proposal for technology planning.
• Ellen Calhoun reviews and manages issues that derive from our Marcive Government Printing Office (GPO) Ongoing Database Service (Documents Without Shelves) subscription for federal documents and works extensively with Robert Warwick in Technical and Automated Services and with staff in Distributed Technical Services.

• G. Thompson, our RUL/SCI Diversity Intern, completed his spring rotation in Central Administration and Technical and Automated Services. In the latter, he was involved in three projects: the digitization of the Tracy Voorhees Clippings on Hungarian Refugees in the U.S. during the 1950s, the Rutgers Optimality Archive, and Scarlet Letter Yearbooks.

• T. Yang continues to work with TAS staff on the Central China Relief Records and the China Boom Project Video Archive.

• M. Oswell and other members of the Media Team have developed a plan and forms for improved online acquisition and works with a member of the Cataloging Department on priority procedures for cataloging music materials.

• J. Sloan continues to play a role in the on-going development of procedures for the acquisition, cataloging and access workflows for streaming media at RUL and, along with others, works on development of the technical infrastructure of the Sharon Fordham Lab.

**Outreach and Statewide Collaboration**

• Interlibrary loan staff worked with local unit access services staff to process and fill requests from the Rutgers collections for 10,993 returnable items for resource sharing partner libraries and 15,181 items for E-ZBorrow partners. 9,033 article requests were filled for other libraries during the fiscal year. Rutgers loaned 3,386 books and filled 120 article requests for New Jersey libraries using the JerseyCat ILL system.

• Imaging Services filled 5,976 article requests for RapidILL partner libraries during the year, and a total of 7,020 ILL article requests or 77% of the article lending output of RUL as a whole.

• T. Glynn, K. Mulcahy, J. Niessen, and G. Thompson, conducted tours and orientations for approximately 100 students from the Highland Park Middle School who were
preparing papers and projects for National History Day and three of them provided tours and orientations for young students from the Roselle Charter School.

- T. Glynn worked with Fernanda Perrone, Ron Becker, and Bonita Grant to provide a tour and orientation for 18 students from Paterson High School preparing papers and projects for National History Day.

- T. Glynn provided three library instruction sessions for International Baccalaureate students from the West Morris County school system, approximately 130 students in total.

- Joe Consoli served as advisor for two students applying for Fulbright Scholarships

- M. Gasparotto serves as a University LGBTQ Liaison to Students and is on IAPP’s (International Academic Partnership Program) Ad Hoc Strategic Planning Committee for Brazil.

- K. Denda serves as a member of the New Jersey Historical Commission and the RU Global Advancement and International Affairs Advisory Committee, is an invited member of Rutgers’ Asians in the Americas and the Diasporas Scholarship Collective, and served as a member of the Search Committee for the West/West Asian American Feminist specialist.

- J. Deodato consulted with the director of the Thomas A. Edison Papers regarding possible future directions and opportunities for collaboration with the Libraries.

- M. Kesselman serves as RUL representative to AgNIC, the Agriculture Network Information Center, and as Past Chair of AgNIC for this academic year.

- C. Wu serves as a member of the Mentoring Committee for the Association of Patent and Trademark Resource Centers (APTRC) and as an affiliated faculty member of the University’s Confucius Institute.

- T. Kuchi, in her role as Director of the South Asian Studies Program, has engaged the library in various ways either as a co-sponsor or facilitator for several South Asia events. Some of the events that the Libraries co-sponsored and facilitated included – Girish Karnad, Prashant Bhushan, International Mother Language day, Dasgupta lecture, Kidwai Lecture, etc. She is also faculty advisor to RUNaya, a Rutgers organization, a member of the Advisory Committee on South Asian Health Initiatives for Robert Wood
Johnson/UMDNJ, and co-chairs the RU Ad Hoc Faculty Strategic Plan Committee for India.

- K. Hartman, with K. Denda and F. Perrone, coordinated “Voices of Rwanda,” a program sponsored by the Center for International Social Work, the Center for African Studies, and the Centers for Global Advancement and International Affairs held February 27, 2012, in the Alexander Teleconference Lecture Hall.

- R. Womack continues to serve as RUL’s official representative to the ICPSR (Inter-University Consortium for Political and Social Research). He is a member of the Advisory Committee for the TeachingWithData project being developed by ICPSR. TeachingWithData has developed a website that helps faculty incorporate data literacy into the classroom. He also serves on the Advisory Board of the New Jersey State Data Center.

- M. Wilson is a member of the SCI Dean’s Decanal Review Team.

- H. Hoffman serves on the University’s IACUC – Institutional Animal Care and Use Committee.

- E. Stec received requests for her interactive online tutorial and quizzes “What Makes a Journal Scholarly?” from George Mason University, and for use of the LibGuide “Web Evaluation” from Lackawanna College and gave respective institutions permission to use them.

- T. Yang, C. Wu and other members of the steering committee planned and executed the visit of 12 Chinese library directors from Jilin Province during the summer 2011. The directors spent one full day hearing RUL speakers at the Alexander Library, were feted at an evening dinner, and spent considerable additional time touring New York City and other areas on the East Coast before returning to China. Negotiations for their visit consumed significant time for many of us, especially for Yang who negotiated details of their arrival and visit and for Wu who worked with tour agencies to plan their visit.

- In March the Chang Library hosted a donation box from the Rutgers Graduate Student Association (GSA) in partnership with the African Library Project. Several boxes of books were donated and forwarded to the GSA.
Communications/Exhibits/Programs

- As part of the Technologies Across Borders/Technologies Without Borders grant, L. B. Mullen planned the Open Access Week program on Wikipedia with invited guests from Wikimedia Foundation and the March 7th program on Digital Divides/Learning Divides focusing on Africa.

- J. Deodato organized and presented an NBISG-sponsored workshop on integrating mobile devices into reference and instruction, composed a press release for E-ssentials introducing the mobile apps LibGuide, and presented on methods for developing a library stacks mapping application for the Collection Management Group.

- Fredda Sacharow of Rutgers Today interviewed J. Niessen regarding his work as director of the Institute for Hungarian Studies; this prompted an article in the February 17, 2012 issue of the online Rutgers Today as “New Rutgers Online Collection Puts Spotlight on Humanitarian Mission.” The article was reproduced with little change as “University Librarian to Archive Historical Past of Tracy Voorhees Online” on p. 3 of the February 22 issue of The Daily Targum. Niessen also continued as a member of the Board of Directors of the German Society of Pennsylvania.

- G. Springs serves as faculty advisor to SCARLA at SCI.

- E. Stec, working with Stacy Carton from Media Services/Fordham Lab, developed and conducted a full afternoon of media activities for young students in the Rutgers Continuing Education SPARKS camp.

- C. Wu was Invited by the Program in Management of Professional Science to design the new innovative course proposal for future engineers and scientists: Fundamentals Intellectual Property (IP) with Patent Concentration. The course proposal was approved by the Graduate School in Fall, 2010 under the course number: 16:137:501 Fundamentals of Intellectual Property (3). Wu also worked with J. Consoli and the Art Library to plan the exhibition, "Professors’ Oriental Abstract World," exhibit that featured the Chinese brush calligraphy and painting artworks of two university professors in New Jersey. She serves as an Affiliated Faculty Member of the University Confucius Institute.

• K. Denda curated three exhibits in the Douglass Library: “Douglass College Early Years” (April-June 2012); “16 Books and 16 Days” in collaboration with the Office of Violence Prevention and Victim Assistance (November 25-December 10, 2011); and “An Exhibition in Honor of the 50th Anniversary of Douglass Library” (June—July, 2011).

• Members of the RUL World Languages Task Force chaired by Womack released a new Russian Welcome page and are working on one in Turkish.

• J. Sloan, with J. Otto, coordinated the highly successful “Faculty Forum on Video in the Classroom” attended by approximately 60 faculty on October 20, 2011.

• SAPAC (Scholarly and Professional Activities Committee), chaired by M. Oswell, sponsored 8 programs this year:
  
  o Search Engine Optimization for the Bibliographer. M. Gasparotto
  o Innovation and Creativity in Research Libraries. Ron Jantz
  o New Media and Gender at Rutgers. K. Denda, J. Sloan, A. Ruggiero, S. Carton
  o Wearing Two Hats: Librarians’ Experiences Running Academic Programs at Rutgers. T. Kuchi and J. Niessen
  o The Rutgers RIOT Assessment Project. Bobbie Tipton
  o Triage in the Digital Age. G. Smulewitz and Mary Beth Weber
  o The Future of Archival Finding Aids. Caryn Radick
  o RUcore Brings Equine Research Videos to the Public. J. Otto and Sarah Rolston

Facilities

The points listed below could just as easily be placed under the Services heading. It is very difficult to separate services from facilities. The Interim AUL-RIS made a significant effort to visit all our libraries, to attend local unit and reference librarian meetings to learn of needs, and to collaborate closely with Francoise Puniello the AUL for Facilities during her tenure. Much of the funding for facilities projects actually derives from RIS money, so it is additionally important to have a handle on the many project proposals and understand how each will impact the services we provide. She also worked with the AUL for Facilities on the proposed bond issue projects for the November 2012 bond referendum until the University Librarian decided we should cease our efforts on bond issue funding, and attended many of the Café Management meetings for the Alexander Library. Besides the enhancements to or increases in group study rooms, the improvement of LSM’s third floor to develop a “quiet zone,” and consultations involved in development of the Scarlet Latte Café at Alexander and the Music Seminar Room at Douglass, other projects in which the Interim AUL-RIS was substantially involved include:
• Work proceeded to turn the former LSM Special Collections Room into a multifunctional room, thereby enabling librarians to utilize that room for instruction and other programs. We purchased a laptop charging station and 30 laptops for the room, as well as new tables and chairs. Improvements were also made to the room’s acoustics and lighting.

• At the request of the Dean of Graduate Students, F. Puniello and M. Fetzer met with representatives from University Police, Emergency Services, Facilities, and Access Services staff to explore modifications to the Graduate Reading Room (GRR) at Alexander to allow for expanded hours in the GRR commensurate with extended hours in the Undergraduate RR. We are awaiting installation of a requisite door by Facilities. We also discussed the potential for extending hours (this would necessitate further space modifications) in the downstairs Atrium area of Alexander.

• Through funding from the VP/UL, we were able to provide new offices for librarians and the Unit Computing Specialist at Douglass, moving the offices to a more accessible location on the second floor. Along with 8-10 librarians and staff, F. Puniello and M. Fetzer also participated in an afternoon clean-up effort of the old music technical services area on the basement floor of Douglass to allow this area to be repurposed. The instruction alcove at Douglass was moved to the lower floor to make way for the new librarian offices, and offices previously used by Douglass librarians will become group study rooms. Media Center Room 10 also received furniture more appropriate for the size of the room, and the old Technical Services area was opened up and furnished for student study.

• After listening to concerns of librarians from several NB units regarding problems in the use of the Information Handling Laboratories (IHLs) and the Teleconference Lecture Hall (TLH) at Alexander, M. Fetzer chaired two meetings with appropriate librarians and staff to attempt to come to some resolution of these problems. As a result, T. Purger and staff implemented an upgrade to version 7.0 of NetOps, our classroom management software; installed the RIS-funded new projection screens in the IHLs; and reconfigured the student computers to prevent them from “hibernating” during an instruction session. New projectors will be needed soon.

• After consultation with J. Sloan, G. Agnew and others regarding the need to replace the existing Macs in the Sharon Fordham Lab, Fetzer agreed to fund their replacement. Cost of this for RIS was in excess of $45,000 since Fordham funds are now depleted.

• Flooding of the lower level of the Kilmer Library due to Tropical Storm Irene on August 28, 2011, led to extensive cleanup and remediation of the instructional alcove, staff offices, and bathrooms on the lower level. Numerous boxes of Livingston College
Archives stored on the lower level required remediation from water damage. Full public access was restored October 27, 2011, eight weeks after the storm hit.

- A severe mold problem was discovered at the Physics Library, prior to which eleven boxes of moldy books were removed for remediation. Facilities removed, chemically cleaned, and reinstalled diffusers in the ceiling; the entire ceiling will be replaced during summer 2012. REHS was called to assess the building for air quality.

- Librarians and staff from Kilmer met with OIT staff throughout the year to come together to address growing demand for more comfortable computing space in the Kilmer Library; consequently, the OIT lab was relocated during Spring 2012, providing considerably more space than before with 37 Windows computers, 8 iMac computers, and 15 laptop stations, plus 3 black and white printers.

- A group of librarians from Alexander Library (Fetzer, Mulcahy, Bartz, Womack) met several times with AUL for Facilities Puniello, T. Izbicki, Gracemary Smulewitz, and Jeff. Teichman on a possible Learning and Research Commons Committee with the intent of developing new learning space and facilities in Alexander.

- The NB Libraries experienced a 21% decrease in the number of incident reports, from 113 in 2010/2011 to 89 in 2011/2012. A complete list of incident reports, including specific library location, type and description of incident is included in a separate Circulation and Public Service Group annual report. Incidents range from facility issues to thefts to unruly raccoons, squirrels, and humans.

**External Support**

- Interlibrary Loan Services received a New Jersey statewide services grant of $45,000 (a $10,000 decrease from the previous year) to provide interlibrary loan services to members of the New Jersey Library Network.

- The five-year USAID EHELD grant of $18.5 million that the University shares with RTI, University of Michigan, North Carolina State University, and KUNST in Ghana is in the implementation phase. M. Kesselman continued significant involvement in this grant throughout the year.

- A $24,600 grant received by M. Kesselman and C. Wu from the Engineering Information Foundation was used to develop EAKO, Engineering Access to Knowledge Offline: Building a Prototype “Library in a Box” for Access and Use of Important Published Engineering Research. Kesselman and Wu also traveled to Liberia in June to demonstrate usage of the “Library in a Box.”
• Both Kesselman and Wu presented on their work at the March 7, 2012 “Technologies Across Borders/Technologies Without Borders” series for which Laura Mullen received a $600 grant from Global Programs.

• Tao Yang secured the transfer of $10,000 from the Confucius Institute to the library for Chinese acquisitions

**Personnel**

Personnel work absorbs a considerable amount of time for the AUL and Interim or Deputy AUL-RIS; this included the following:

• M. Fetzer continues leading the Futures Group, which is divided into Futures I and Futures II, the latter group being those librarians who already completed an initial two-year cycle; She also presented on the nature and operations of these groups before the Planning and Coordination Committee.

• Completed four post-tenure reviews.

• Oversaw three reappointment from L IV to L III actions; meetings were held with candidates throughout the year to monitor their progress.

• Scheduled Diversity Intern G. Thompson’s rotations, and meetings were held with him at the end of each semester’s rotation.

• Conducted annual evaluations for non-tenured librarians that are not undergoing a personnel action in this year’s cycle.

• All P4P narratives were reviewed this year by M. Just since the process occurred in the spring.

• Attended Cabinet meetings; as Interim AUL-RIS, Fetzer reported on RIS structure and operations; participated in nearly all User Services Council, Web Board, NBISG, and local unit librarians’ meetings. Also, attended Café Management meetings and NBCG, plus occasional Academic Coordinating Council meetings.

• Fetzer met with personnel from the UMDNJ/RWJ Libraries, gave a PowerPoint presentation on the services common to RIS, and met with Kerry O’Rourke to tour the RWJ Hospital Library. M. Just now carries on the liaison responsibility in these areas.
Other Personnel

• Art Librarian search completed. Committee chaired by K. Mulcahy. Successful candidate Megan Lotts began June 4, 2012, succeeding Sara Harrington who resigned in 2011 to become Head of Arts and Archives at Ohio University, Athens, Ohio.

• AUL-RIS search completed. Search chaired by T. Izbicki. Dr. Melissa Just began work February 27, 2012. Outgoing Interim AUL-RIS Mary Fetzer accepted the position of Deputy AUL-RIS.

• A. Morgan transferred from VP Michael Pazzani’s office to University Libraries to work under R. Womack as Data Management Specialist.

• Other departures included J. Cassel, Instructional Services Coordinator and Education Librarian (retirement effective September 1, 2012), and Q. Hu, Chemistry and Physical Sciences Librarian, who accepted a position at North Carolina State University.

• Two librarians were on leave during FY 2011/2012; G. Springs assumed responsibility as liaison/selector for SCI during M. Wilson’s fall leave; K. Denda filled the role of Media Librarian during J. Sloan’s spring sabbatical.

• T. Kuchi continues to serve as Director of the School of Arts and Sciences South Asian Studies Program for one additional year while continuing her duties as Reference Team Leader at the Kilmer Library.

• Staff changes were as follows:
  o Promotions:
    ▪ Rob Krack, to Collection Management Coordinator, Alexander Library
    ▪ Gillian Newton, to Billing Coordinator, Alexander Library
  
  o New Hires:
    ▪ Corinne Maxwell, Library Assistant II, Alexander Library and Interlibrary Loan Services
    ▪ Irina Radeva, Library Assistant II, Alexander

  o Departures:
    ▪ Kristi Conover, Library Associate II, Douglass/Chang Libraries
Budget

- RIS budget was essentially flat for 2011/2012.

- Extended study hall hours during summer and winter sessions were provided again in 2011/2012 with funding allocated by the Division of Continuing Studies.

- Salary savings of $84,339 were utilized, in conjunction with money rolled over from FY 2010/2011 to fund numerous improvements in local units, including replacement of computers in the Sharon Fordham Lab, new furniture for Room 10 and first floor Kilmer Library, new desks for the Douglass librarians’ offices, and many other improvements in the libraries.

- The reduction of the cost of photocopying to the public from 15 cents to 10 cents per black and white page and the reduction in the amount of photocopying (down by 31% from the previous year) has, as expected, led to a decline in income of approximately $18,500 from this revenue stream.

- The new thesis binding project in Imaging Services has resulted in a total of $14,399.50 in revenue.

- Net revenue of approximately $700 was generated by Alexander Library’s continuing book sale, coordinated now by J. Niessen, in the Scarlet Latte Café.

- Additional funding for the purchase of collections were generously provided by the Deans of the School of Social Work ($10,000) and SC&I, and from the Confucius Institute.

Details in the five bullets on collections budget that follow are quoted from the annual report of the Chair, NBCG for FY 2011/2012:

- Fiscal Year 2011-2012 was difficult. The RUL state collection budget declined from $8,462,011.82 in FY 2011 to $7,883,449.23 in FY 2012, a drop of 6.8%. RUL paid $7,996,630.83, with an additional encumbrance of $92,740.22, leaving a deficit of $205,921.76. New Brunswick state funds declined from $1,602,971.79 in FY 2001 to $1,422,426.80 in FY 2012 (a drop of 11.3%), and at the end of the year NBL faced a deficit of $77,087.01. Thus the RUL state collections budget and the NBL share of the state budget both suffered absolute declines, even before the impact of inflation.

- While RUL added nearly fifty new databases, almost all of them were purchased with year-end funds from FY 2010-2011; no such funds were available for databases in 2011-2012, despite continuing requests from faculty and graduate students.
• In FY 2012, the New Brunswick Libraries paid for 5465 approval titles at a cost of $226,414.69 (with an average price of $41.43 per volume), all from non-state funds. By comparison in FY 2011, NBL paid for 6340 approval titles, at a cost of $264,086.85 (with an average price of $41.65 per volume), with 1682 titles and $63,590.39 coming from state funds and the remainder from non-state funds. This represents a decrease of 875 titles and $37,672.16 (13.8% fewer titles and 14.3% less spent). The decrease reflects a deliberate effort to restrict approval expenditures in order to preserve Van Waggoner funds (the main source of approval spending) as long as possible.

• In FY 2012, NBL paid for 8024 monographs at a cost of $502,943.28 (with an average price of $62.68 per title), all but $4,124 from non-state funds. By comparison in FY 2011, NBL added 7364 monographic titles at a cost of $447,707.20 (with an average price of $60.80). NBL thus acquired 660 additional titles (or 9% more) in 2012 at an additional cost of $55,236.08 (or an additional 12.3%). Total volumes added (from approval and firm orders) declined from 13,704 in FY 2012 to 13,489 in FY 2012.

• Trends over the last ten years are disturbing. NBL state expenditures on monographs fell from $301,099.90 in FY 2003 to $4,124.00 in FY 2012. Approval expenditures over the same period fell from $532,312.21 to $226,414.69, with a transition from state funding for the approval plan to a mixture of state and non-state funds, and now a total reliance on non-state funds. Only NBL non-state monographic expenditures remained relatively stable over the ten year period, with 2012 slightly above the ten year average (with no adjustments, however, for inflation during that period).

**Librarian and Staff Publications/Presentations/Awards**

The following is divided into Library Faculty publications, Editorships, Editorial Board Memberships, Presentations, Grants, and Awards. Librarians also serve as peer reviewers for various publications, as external reviewers for librarians in other institutions who are applying for promotion and tenure, as organizational website managers, etc. The list below generally excludes RUL-sponsored, internal programs and reports, as well as grants submitted (unless awarded) even though the submission process can consume considerable time and energy. Although many of our colleagues have spent great amounts of time preparing and revising manuscripts, publications that are forthcoming and presentations in preparation await next year’s annual report. Please consult individual annual reports for these additional activities.
Publications


• Lotts, Megan. "Copyright, Fair Use, and the Creative Commons in the 21st century." Media-N 7, no. 2 (Winter 2011): 33-35. {P- Fall 2011, Peer Reviewed}
• Lotts, Megan. Arendt, Julie, Megan Lotts. "What Liaisons Say about Themselves and What Faculty Say about Their Liaisons, a U.S. Survey." Portal-Libraries And The Academy 12, no. 2 (n.d.): 155-177. {P- April 2012, Peer Reviewed}


• Nathanson, Jill. “Libraries and Online Learning: The world beyond physical books.” Third Annual University-wide Conference on Online and Hybrid Learning, sponsored by Rutgers Center for Online & Hybrid Learning and Instructional Technologies (COHLIT), Rutgers University Division of Continuing Studies, January 12, 2012.


to SEEIR: Slavic & East European Information Resources; forthcoming in v.13, no. 2/3, 2012.

- Niessen, James. Three library-related project reports in “Library Projects at the NEH Eurasia Summer Institute,” LHRT Newsletter, v11, issue 1, p.7 (available online).


Editorships

• Gasparotto, Melissa, Editor, *Latin America Information Series.*


• Mullen, Laura B. Co-Editor, *Library Hi Tech News* (Emerald), recruiting content, assisting authors, making sure 10 issues per year published

• Yang, Tao (ed.) FOREASt: Free Open Resources for East Asian Studies. Published online at http://www.foreast.org. Added five entries since September 2011. (Annotated webliography)

• Yang, Tao. Subject editor for Chinese language dictionaries in *Guide to Reference* published by ALA.

Editorial/Advisory Board Memberships

• Gasparotto, Melissa, SALALM (Seminar on the Acquisition of Latin American Materials)

• Kesselman, Martin. *Journal of Agricultural and Food Information (JAFI).*

• Kesselman, Martin. *Reference Services Review*

• Kranich, Nancy. *Journal of Information Policy:* A peer-reviewed professional journal dedicated to timely policy research that addresses contemporary challenges and connects researchers to policymakers. http://jip.vmhost.psu.edu/ojs/index.php/jip/index

• Sloan, Jane. *Films for the Feminist Classroom* (journal published under the auspices of *Signs*).


Presentations (External)


• Lotts, Megan. "How Technology and Communication Trends Are Affecting Librarianship in the Areas of Reference, Collection Management and Information Literacy." Weber State University Ogden, Utah.


• Niessen, James. “Rutgers and the President's Committee for Hungarian Refugee Relief.” American Hungarian Educators Association meeting, Long Island University, April 27, 2012.


• Wu, Connie. “Can EAKO interface be used for the College of Agriculture at Cuttington University?” A presentation for 13 faculty members at the College of Agriculture at Cuttington University, Liberia. With Marty Kesselman.

• Wu, Connie. “An Engineering Information Funded Project, the EAKO System (Engineering Access to Knowledge Offline),” A panel presentation at Digital Divides and Learning Divides: Challenges and Opportunities in Africa an program co-sponsored by the Rutgers Centers for Global Advancement and International Affairs and the Rutgers University Libraries as part of the “Technologies Without Borders: Technologies Across Borders” program series, March 7, 2012, New Brunswick, NJ.


• Wu, Connie. “Key Phases In Patent Field ,” Invited talk at the National Science Library, Chinese Academy of Sciences, January 4, 2012, Beijing, China


Grants


• Martin Kesselman. Co-author (20% effort) on USAID PROSPER grant (2012-2017) involving several institutions and organizations to develop forestry/conservation education in Liberia.
Awards (External)

- K. Denda, R. Marker, and L. Sun (with 3 others) received the ACRL Women and Gender Studies Section’s 2012 Significant Award in Women and Gender Studies Librarianship.

- T. Kuchi received a Special Recognition Award – for distinguished service as past chair of ALA/ACRL’s Asian, African, and Middle Eastern Section 2011-2012.

Awards (Internal)


- Laura Mullen. $600 from the Global Programs Office to facilitate programming for the Rutgers series: Technologies across borders/Technologies without borders.
Rutgers University Libraries – New Brunswick Campus

Melissa Just
Associate University Librarian for Research and Instructional Services

Ellen Callahan *
Government Resources

VACANT
Physical Sciences

Robert Sowell *
Special Projects

Mary E. Finner *
Deputy Associate University Librarian for Research and Instructional Services and Government Resources Librarian

Nancy Krench *
Instructional Services

VACANT

Instructional Services Coordination

Garrett Spring *
Business

Judy Gardner *
Head, University Libraries Access and Interlibrary Services

Jeff Teichman *
Supervisor

Imaging Services

Mary H. Laurens *
Supervisor

Arts & Entertainment

Shelley Voelcker *
Supervisor

Retailing

Henry Charles *
Supervisor

NB Access Services

Andrew Martin *
Supervisor

Aging & Care

Myoung Chung Wilson *
Social Sciences

Judy Gardner *

Association Services Team

administrative services Team

Charles Horne *
Business Manager

I.L. Siskin
Supervisor

LMS and
Branch

Science

Branches

* Librarians reporting to the AVL constitute the New Brunswick Libraries Faculty
AVL for Collection Development and Management also select for humanities
## Reference-Type Service Transactions
### New Brunswick Library Reference Desks

<table>
<thead>
<tr>
<th>Library</th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
<th>Compare 2009/10 to 2010/11</th>
<th>Compare 2010/11 to 2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In-Person</td>
<td>Phone</td>
<td>In-Person</td>
<td>Phone</td>
<td>In-Person</td>
</tr>
<tr>
<td>Alcohol</td>
<td>142</td>
<td>78</td>
<td>34</td>
<td>12</td>
<td>—</td>
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<tr>
<td>Alexander</td>
<td>5939</td>
<td>1594</td>
<td>5470</td>
<td>1459</td>
<td>3904</td>
</tr>
<tr>
<td>Art</td>
<td>112</td>
<td>3</td>
<td>239</td>
<td>14</td>
<td>—</td>
</tr>
<tr>
<td>Douglass</td>
<td>551</td>
<td>36</td>
<td>898</td>
<td>83</td>
<td>768</td>
</tr>
<tr>
<td>Kilmer</td>
<td>3131</td>
<td>257</td>
<td>1920</td>
<td>158</td>
<td>1249</td>
</tr>
<tr>
<td>LSM</td>
<td>917</td>
<td>330</td>
<td>892</td>
<td>361</td>
<td>467</td>
</tr>
<tr>
<td>Music</td>
<td>64</td>
<td>17</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Total</td>
<td>10856</td>
<td>2315</td>
<td>9453</td>
<td>2087</td>
<td>6388</td>
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</tbody>
</table>

### Notes:
- Lack of 2011/12 data from Alcohol and Art represents a loss of 279 (2.9%) In-Person and 26 (1.2%) Phone transactions.
- Tally sheets were used to record transactions in 2009/10 and 2010/11. Gimlet was introduced shortly before 2011/12.
# Reference-Type Service Transactions
New Brunswick Library Off-Desk

## 2009/10 vs 2010/11 vs 2011/12

<table>
<thead>
<tr>
<th>Library</th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In-Person</td>
<td>Phone</td>
<td>Email</td>
</tr>
<tr>
<td>Alcohol</td>
<td>93</td>
<td>18</td>
<td>448</td>
</tr>
<tr>
<td>Alexander</td>
<td>296</td>
<td>113</td>
<td>655</td>
</tr>
<tr>
<td>Art</td>
<td>20</td>
<td>0</td>
<td>312</td>
</tr>
<tr>
<td>Douglass</td>
<td>153</td>
<td>69</td>
<td>326</td>
</tr>
<tr>
<td>Kilmer</td>
<td>144</td>
<td>91</td>
<td>228</td>
</tr>
<tr>
<td>LSM + Math</td>
<td>126</td>
<td>61</td>
<td>289</td>
</tr>
<tr>
<td>Music</td>
<td>75</td>
<td>16</td>
<td>39</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>907</strong></td>
<td><strong>368</strong></td>
<td><strong>2297</strong></td>
</tr>
</tbody>
</table>

### Compare 2009/10 to 2010/11

<table>
<thead>
<tr>
<th>Library</th>
<th>In-Person</th>
<th>Phone</th>
<th>Email</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol</td>
<td>-69</td>
<td>-74%</td>
<td>-15</td>
<td>-83%</td>
<td>-324</td>
</tr>
<tr>
<td>Alexander</td>
<td>+42</td>
<td>+14%</td>
<td>-28</td>
<td>-25%</td>
<td>+193</td>
</tr>
<tr>
<td>Art</td>
<td>-20</td>
<td>100%</td>
<td>—</td>
<td>—</td>
<td>+286</td>
</tr>
<tr>
<td>Douglass</td>
<td>+20</td>
<td>+13%</td>
<td>+7</td>
<td>+10%</td>
<td>-96</td>
</tr>
<tr>
<td>Kilmer</td>
<td>-50</td>
<td>-35%</td>
<td>-27</td>
<td>-30%</td>
<td>-51</td>
</tr>
<tr>
<td>LSM + Math</td>
<td>+59</td>
<td>+47%</td>
<td>+24</td>
<td>+39%</td>
<td>-72</td>
</tr>
<tr>
<td>Music</td>
<td>+26</td>
<td>+35%</td>
<td>-5</td>
<td>-31%</td>
<td>+6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>+8</strong></td>
<td><strong>+1%</strong></td>
<td><strong>-44</strong></td>
<td><strong>-12%</strong></td>
<td><strong>-58</strong></td>
</tr>
</tbody>
</table>

### Compare 2010/11 to 2011/12

<table>
<thead>
<tr>
<th>Library</th>
<th>In-Person</th>
<th>Phone</th>
<th>Email</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol</td>
<td>-1</td>
<td>-63%</td>
<td>1</td>
<td>-69%</td>
<td>-324</td>
</tr>
<tr>
<td>Alexander</td>
<td>139</td>
<td>47%</td>
<td>-45</td>
<td>53%</td>
<td>-451</td>
</tr>
<tr>
<td>Art</td>
<td>-88</td>
<td>-58%</td>
<td>-45</td>
<td>-80%</td>
<td>-89</td>
</tr>
<tr>
<td>Douglass</td>
<td>+20</td>
<td>+13%</td>
<td>-49</td>
<td>-30%</td>
<td>-89</td>
</tr>
<tr>
<td>Kilmer</td>
<td>-50</td>
<td>-35%</td>
<td>-27</td>
<td>-30%</td>
<td>-51</td>
</tr>
<tr>
<td>LSM + Math</td>
<td>+59</td>
<td>+47%</td>
<td>+24</td>
<td>+39%</td>
<td>-72</td>
</tr>
<tr>
<td>Music</td>
<td>+26</td>
<td>+35%</td>
<td>-5</td>
<td>-31%</td>
<td>+6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>-457</td>
<td>-50%</td>
<td>-196</td>
<td>-60%</td>
<td>-1288</td>
</tr>
</tbody>
</table>

### Note:
- Lack of 2011/12 data from Alcohol, Art, and Music represents a loss of 125 (13.7%) In-Person, 14 (4.3%) Phone, and 767 (34.3%) Email transactions.
- Tally sheets were used to record transactions in 2009/10 and 2010/11. Gimlet was introduced shortly before 2011/12.