

Dean Ciliberti Introduces New Strategic Plan for the Library

As a member of the University's Strategic Planning Committee, I was delighted when the new plan, William Paterson University Strategic Plan 2012-2022: A Model of Outstanding and Affordable Public Higher Education was approved in March, 2012. The hard work of the Committee resulted in an excellent blueprint designed to guide the University's collective efforts for a ten-year period. The Plan not only builds upon the University's strengths and unique opportunities, it articulates specific directions and goals for meeting the myriad of current and future challenges facing today's higher education institutions.

The creation of the University Strategic Plan provided an exceptional opportunity to develop a new strategic plan for the David and Lorraine Cheng Library, since the University plan's carefully crafted goals furnished a foundation and context for a new round of Library planning.

In July, 2012, with support from the Provost's Office, the Library engaged the services of DeEtta Jones, a nationally recognized academic library planning consultant. A 19-member committee was formed comprising representatives from the library staff, the Council of Chairs, the Associate Provost, the Director of Instruction and Research Technology and the Chief Information Officer. With leadership from Jones, the Committee met throughout the summer months and established a set of framework documents: new mission, vision and core value statements as well as five Library goals that carefully align with the goals of



the University Plan. During the FY13 academic year, Library staff developed specific objectives designed to guide and advance the achievement of the Library goals through 2016.

As the Dean of Library Services, I am especially proud to share the new Library goals in this issue of *Connections*. We hope you will agree that we are responding effectively and creatively to the challenges of delivering excellent library resources, services and instruction to the University community in an era of tumultuous change.

Technology is no longer a novelty or an ancillary benefit, but an essential and functional component of every aspect of the Library's workflow, resources and services. Scholarly publishing business models are changing so rapidly that many journals, databases and monographs are no longer simply purchased, but "acquired" through subscription and/or lease arrangements. And, of course, the full impact of the Internet on how instructors and students find and use information is a story still

unfolding. Despite the many significant changes to the traditional landscape of academic librarianship the Cheng Library's new strategic plan affirms its commitment to the mission of supporting the academic goals of William Paterson University, as evidenced in the five goals shared below. Other elements of the plan are available at www.wpunj.edu/library/missionvisiongoals.dot.

- ◆ The Library will increase and strengthen its presence and contributions to all aspects of online education—teaching and learning, research, services and resources;
- ◆ The Library will enhance its collections and their usability to best support the University's academic goals;
- ◆ The Library will establish a comprehensive communication strategy, tailored to each of its stakeholder groups, to articulate values, to foster collaboration, and to increase awareness and use of its services and resources;
- ◆ The Library will create physical and virtual learning spaces where students and faculty can productively interact with each other, with Library staff and with Library resources;
- ◆ The Library will lead and innovate, bringing to campus new directions and opportunities for the delivery and use of academic knowledge.

Dr. Anne Ciliberti
Dean of Library Service
September, 2013

New E-book Acquisition Plan Is Made Accessible

This fall, the Cheng Library began piloting a new business model for purchasing ebooks. In this plan, the selection of content for the Library's collection is placed directly in the hands of the user.

This business model is referred to as Patron-Driven Acquisition (PDA) meaning that purchases of ebooks are made only for the titles that patrons have selected and used.

Approximately 10,000 ebooks in the Cheng Library's online catalog are part of this new purchase program. The program is transparent, meaning that the catalog records from the PDA pilot collection cannot be distinguished from the records for any other title that the Library already owns.

As library users browse the online catalog and review the list of book and media titles in their search

results, they may see ebooks that the Library owns and others that are part of the PDA plan. By selecting and viewing an ebook in the PDA collection, the user will actually initiate a purchase for that title for the Cheng Library.

Collection development is an imprecise endeavor, and some books in the library's collection, even though selected with the best information and intentions, may yet remain unused. In contrast, the PDA model permits academic libraries to offer thousands of ebooks to their users, but only pay for the titles that are viewed.

The PDA collection, from the vendor ebrary, includes ebooks in heavily used subject areas: business, history, nursing, sociology, environmental science, criminal justice, and sports management.

The Association of College and Research Libraries named the patron-driven ebook acquisition model as one of the top ten trends for academic libraries in 2012.

While this business model is partly based on economic efficiency (buying only what you use), it also facilitates the aspiration of academic libraries to align their collections with the needs of their users.

Pamela Theus, Assistant Director for Resource Management, said, "We are pleased to present these 10,000 additional ebook titles to our faculty and students for consideration. The PDA model allows the Cheng Library to promote a user-centered philosophy in collection development. Over the next several months, we will be watching the statistics closely to gauge the success of this program."

Fetch It! - New Book Retrieval Service Introduced

The Lending Services Department has launched a new service called "Fetch It!"

Members of the William Paterson University community may request books available in the Cheng Library's circulating collections, and the books will be held for them at the Lending Services Desk.

Users may search for a title in the Library's online catalog and click on the "Fetch It!" option in the item record. After logging in to "My Account" users simply click on the "Fetch this for me!" link to place a hold on the book.

Staff members in the Lending Services Department will page the materials and hold them at the front desk for three days. Staff will retrieve requested items several times

each day the Library is open.

Most of the materials located on the second floor may be requested using Fetch It. These books are in the Circulating, Oversize, Chinese, Curriculum Materials Center, or Leisure Lounge collections.

After using the service, users will receive an email confirma-

tion notice that their request was submitted. Users will also receive a second email notice once the book is ready for pick-up at the Lending Services front desk.

Requested items will be held for three days before returning them to the stacks or to the next person on the waiting list. The Fetch It service is presently offered to current members of the University community, and a Banner ID is required to login to the My Account feature of the online catalog.

University borrowers are pleased with this new service and enjoy the convenience it affords. Many students have expressed their appreciation to the staff at the Lending Services Desk for the Fetch It service and the time it saves in their busy schedules.



Kathy Malanga, Assistant Director, Announces Retirement

After more than 30 years at William Paterson University, Kathy Malanga has decided to retire at the end of the fall 2013 semester. Kathy started working at William Paterson in 1983 as the Business Reference Librarian, a position she retains to this day – although several other responsibilities have been added along the way.

Kathy served as Coordinator of Interlibrary Loan Services and then Library Instruction Coordinator before being appointed Head of Reference, a position she held beginning in 1988 until her appointment in 1998 as Assistant Director for Access & Information Services following a major reorganization of the Askew Library.

During her tenure as Head of Reference, Kathy introduced CD-ROMS to the University through a number of “Computers in Curricula” program grants titled “Undergraduate Research Using CD-ROM Technology.” As Project Director of the Grant, Kathy recalls a small area of four dedicated workstations where students could receive instruction on how to use key databases such as ERIC and PsycInfo.

Fast forward to 2013, the CD-ROMs are long gone and students can now access more than 100 databases and thousands of journals and a growing number of reference tools. The title of a 1999 PIP Grant says it all, “Library Anywhere/ Anytime: Increasing Student Access to Library Research.”

Kathy has worked consistently over the past two decades to enhance access to library resources from both a technical and an intellectual perspective through her promotion of Library User Education and outreach. Kathy is first to point out that many hands have contributed to this



Kathy Malanga outside the Library

transition. She notes, “the Library is a great place to work, a family really, and the hard work and dedication of all staff are what makes it worth my long commute from Sussex County – more than one hour each way.”

Since the Faculty Senate’s initiative to revise the University’s General Education Curriculum in 2008, Kathy has taken a leading role in this endeavor. She has been active on the Faculty Senate’s University Core Curriculum Council since its inception, and has co-chaired the group since September, 2009.

Aside from her role in the im-

plementation of the University Core Curriculum, one of Kathy’s recent interests has been the transformation of the Library from a “warehouse” for books and journals to a vibrant space where students can collaborate and study in a variety of venues.

From the creation of the Friends Room in 2006 to the opening of new study areas on the first floor, Kathy has worked closely with Anne Ciliberti, Dean of the Library Services, to insure that the library is a welcoming place where students can find both the resources and support needed to make the most of the 21st century library.

Kathy has enjoyed many opportunities to make friends throughout the University - from her participation on the All-College Planning Council in the early 1990’s to a consulting role on planting daffodils on campus. Among her pursuits and pastimes during retirement, Kathy commented, “Travel with my husband, Bob, and of course, gardening will be high priorities on my list for retirement . . . and maybe a little reading instead of sitting in traffic would be a wonderful thing.”



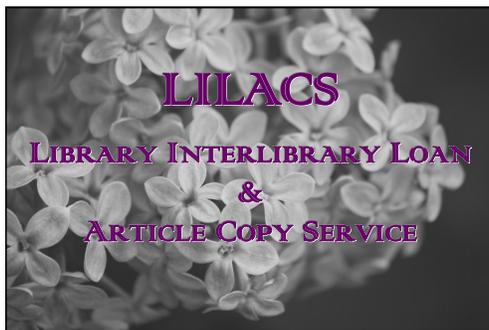
Kathy amid a field of phlox in her garden in Sussex County

Interlibrary Loan and Article Copy Service Unveils New Patron Interface: LILACS

The Cheng Library is pleased to introduce a new patron interface for the interlibrary loan and article copy service. The Library recently began subscribing to a new system for processing interlibrary loan requests. This new system confers many benefits for both the patrons who use the system and the staff who process the requests. Users are now empowered with additional options for submitting, managing, and tracking their interlibrary loan and article copy requests.

The system provides a Web-based interface that allows users to access their accounts anywhere via the Internet. First-time users must log-in with their University username and 855 number, but are able to create their own password after that. The user's profile – contact information, preferred delivery methods, etc. – is automatically inserted into each request.

Users are able to track and receive their requests electronically through the interactive, online sys-



tem. Should the user need to extend the loan period for a book or media item, he or she can log into the system and request an extension on the due date.

The new system allows the Library staff to manage all of the Library's borrowing, lending and document delivery through a single, online interactive portal. If the interlibrary loan staff has questions or needs further clarification about a request, it is possible to quickly email the patron with details related specifically to that transaction.

With the new portal, the library is able to deliver larger files, even files with color images, since there are no limits on file sizes for articles or book chapters. If the user has questions or comments to convey to the staff, space is available to add these notes to the request.

Additionally, the Cheng Library has also extended the use of this portal for processing "article copy requests." The Library will photocopy an article from any newspaper, magazine, or scholarly journal in its collection. The copy of the article will be sent via email to the user.

Users of the new system are happy about the ease with which they are able to submit new requests, as well as retrieve past arti-

cles. The system automatically retains requested articles in the user's profile for 60 days.

The new system has been named LILACS, Library Interlibrary Loan and Article Copy Service. The Library has a detailed Web page with information about this new service. A tutorial has also been designed to acquaint new users with some of the intricacies of the system. The tutorial is available from the Library Web page.

We invite the University community to try this new portal for processing both interlibrary loan requests as well as copies of articles in periodicals the Cheng Library owns.

If you have questions about the system, contact Judy Matthew, Head of Periodicals and Document Delivery, at 973-720-2346 or by email at matthewj@wpunj.edu.

Menu for the New System

- ◆ **Main Menu**
- ◆ **New Copy Request**
 - Article Copy
- ◆ **New ILL Request**
 - Article
 - Book/Media
 - Book Chapter
 - Thesis
- ◆ **View**
 - Pending Requests
 - Received Articles
 - Received Books/Media
 - Cancelled Requests
 - Request History
 - All Requests
 - Notifications
- ◆ **Tools**
 - Change User Information
 - Change Password
 - About Interlibrary Loan

CONNECTIONS

Fall 2013, Volume II, Issue 1

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Published by the
David and Lorraine Cheng Library
William Paterson University
Wayne, New Jersey

This newsletter is also available
online
www.wpunj.edu/library/connections