



R. BARBARA GITENSTEIN LIBRARY NEWSLETTER

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ACCESS SERVICES UNIT WINS HELEN SHAW AWARD

Congratulations to all the members of the Gitenstein Library Access Services Unit for being one of this year's recipients of the Helen Shaw Staff Excellence & Special Achievement Award. This honor recognizes the essential role TCNJ staff members play as full partners in the College's educational process and institutional activities, and acknowledges their commitment to varied models of excellence that display the dedication and breadth of staff contributions to the College.

Access Services is the division of the library that handles circulation of library materials, Get It for Me services (including Interlibrary Loan [ILL] and Document Delivery), and Reserves. They also open and oversee the

WRAPPING UP THE SEMESTER



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building for daily use by patrons. The staff members recognized with this award are Bethany Sewell (Access Services Librarian), Andrew D'Apice (Head of Circulation), Sharon Austin, Dina Carmy, Susan Clark, Maurice "Reese" Crawley, Joanna Karwowska, Lisa Morris, and Louise Pezzullo-Bizon.

During the Helen Shaw Award Ceremony held on November 17, 2021, Dean Taras Pavlovsky spoke briefly about why he nominated the Gitenstein's Access Services Unit for this award. "I find it difficult to overestimate the impact of the services provided by the Access Services Unit to the campus community," he said. "The 2020-21 academic year would not have succeeded without them." During his remarks, Pavlovsky listed three remarkable contributions that Access Services made during the 2020-2021 year.

According to Pavlovsky, "First, the Access Services Unit developed and implemented a 'Curbside Delivery' program that allowed members of the college faculty and staff to request library materials (whether owned by the Gitenstein Library or received through Interlibrary Loan [ILL]) to be delivered safely to their vehicles. This service was expanded during the spring semester to include a walk-up delivery option, since at least some faculty and students were regularly on campus."

The impressive scope of this program is evident in the data. Across the 12 months, an average of 40 unique users scheduled an average of 58 curbside deliveries each month. A total of 1225 items were delivered to users between July and December 2020, and another

2074 were delivered to users between January and June 2021. In addition to those deliveries, Access Services staff also scanned and delivered to faculty members' mailboxes 515 documents (articles or book chapters) from the Gitenstein's print collections, since those collections were closed.

"Second, the Access Services Unit worked tirelessly to find and substitute e-books, streaming videos, or other electronic resources for the standard physical reserve items that were inaccessible to students attending remote classes," added Pavlovsky. He concluded by explaining that while the entirety of the rest of the campus was shut down, the Access Services Unit staffed the Gitenstein Library in order to allow students needing a place with adequate workspaces and reliable internet connectivity to attend their remote classes.

"The fact that the members of the Access Services Unit physically attended to their duties in the Library while the entire rest of the College (with the exception of sworn Campus Police officers, power plant operators, and a very few other essential personnel) worked from the safety of their own homes is a great testament to how far their performance exceeded 'normal expectations,'" Dean Pavlovsky stressed.

While the COVID 19 pandemic could have prevented the Library from fulfilling its mission, it did not, thanks to an amazing group of dedicated employees.

Congratulations to Bethany, Andrew, Sharon, Dina, Susan, Reese, Joanna, Lisa, Louise for their dedication and outstanding achievement.



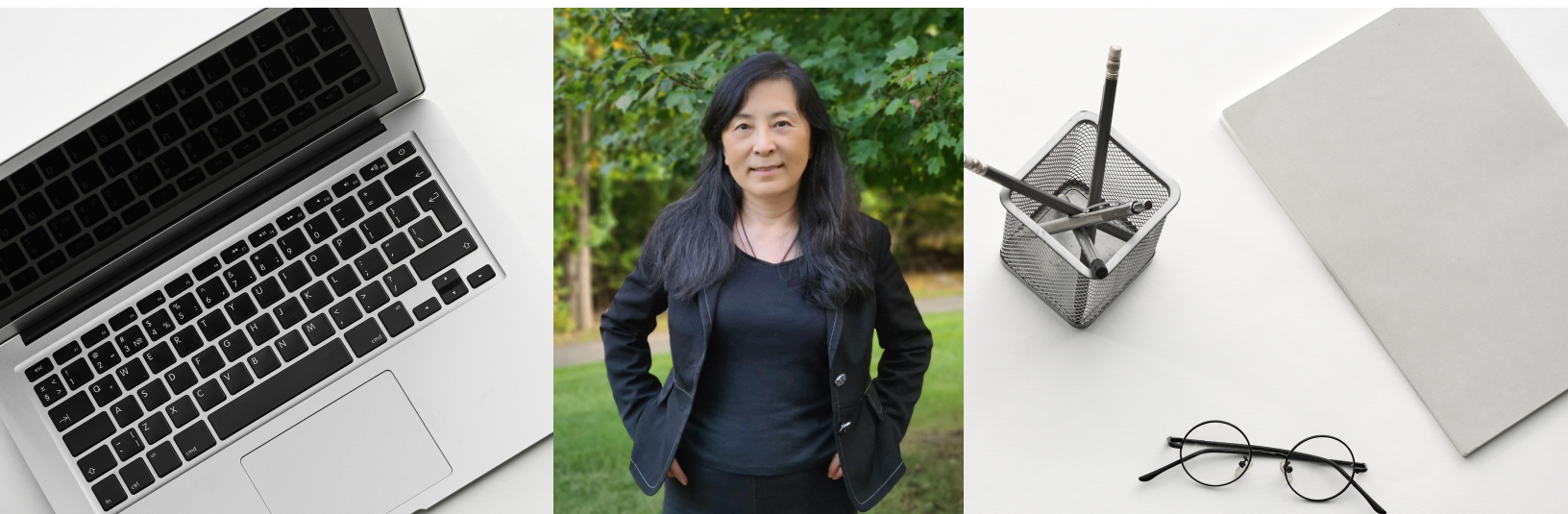
**Members of the Access Services Staff
at the Helen Shaw Awards**



LIBRARIAN SPOTLIGHT

MEET THE ELECTRONIC RESOURCES LIBRARIAN

Jia Mi



Let's hear it for Electronic Resources! Electronic resources (or e-resources) are materials in digital format accessible electronically. As more and more resources are converted to digital form, providing instant access to full-text databases, e-journals, e-books and streaming videos has become even more important to support teaching, learning, and research. The capability to immediately access items right from your handheld, mobile, or computer device saves time (and trees).

The Gitenstein Library provides access to thousands of electronic resources such as online journals and databases so that faculty and students have high-quality, information resources needed to complete their academic work. Jia Mi, Electronic Resources and Serials Librarian is responsible for providing electronic resources access and coordinating maintenance of online databases, electronic journals and print serials subscriptions. According to Jia, "My favorite part of the job is to make sure electronic resources (e-books, databases, e-journals and streaming videos) are accessible and discoverable on campus and off campus to the TCNJ community."

Although access to electronic resources looks simple from the user side of things, Jia puts in a lot of work behind the scenes to make it possible. "My work at Gitenstein Library allows me to manage the lifecycle of electronic resources. I work with library faculty and vendors to conduct trials, review licenses, negotiate with vendors, provide and troubleshoot access issues, and evaluate our resources," Jia explains.

Jia's educational and work history prepared her well for her current role at TCNJ. Prior to joining TCNJ in 2003, she worked as a System Analyst at Factiva, a Dow Jones & Reuters Company. Her experience also included working as an Electronic Resources Librarian at Rutgers University's Kilmer Library and Saint Peter's University Library. She holds MLIS, MBA, and MIS degrees. As one might predict, Jia's research interests include electronic resource accessibility, digital libraries, and the complexities in translating print to electronic formats.

When Jia is not analyzing electronic resources, she teaches Chinese. She has over 30 years of teaching experience in Chinese, including Chinese language courses here at TCNJ. "Teaching Chinese is an incredibly rewarding experience because I get to share the joy of learning Chinese and build a bridge between two cultures. I enjoy watching the students grow as language learners and discover new parts of the world and themselves. I love teaching."

Jia would like to wish you and your family a very Happy and Healthy Holiday Season!
祝您及家人节日快乐！祝圣诞快乐！新年愉快！

WHERE ARE THEY NOW?

Helping Others Communicate

When 2017 TCNJ alumna Grace Lazarus Furka began her career as a speech language pathologist, she had no idea how much her college minor, Spanish and Deaf Studies, would be needed on the job. "After I graduated from Montclair State University with my Masters in Speech Language Pathology, my first job was at Children's Specialized Hospital as a bilingual speech therapist. My Spanish really came in handy because about 70 percent of the families spoke Spanish," says Grace.

As an undergraduate student, Grace was actively involved with many extracurricular activities including the New Jersey Christian Fellowship (NJCF) Executive Board, Voice of Hope A Cappella Choir Executive Board, and New Jersey Speech and Hearing Association (NJSHA) Executive Board. Grace also worked in the Gitenstein Library's Acquisitions Department, which handles the ordering and intake of new library materials.

Grace says, "I think working in the library allowed me to have a bridge between being a student and transitioning into the worker life. It allowed me to take a break from being a student. I learned to develop good coworker and mentor/mentee relationships that I have been able to cultivate in the jobs that followed since then. That is an invaluable asset to develop before even entering into the workplace. I loved my co-workers! I especially loved the conversations with coworkers while we were on breaks or sharing a task together. I also liked being able to get away from school things and play a small role in the library process. Not to mention, the library's student appreciation days were AWESOME!"

Grace's advice to TCNJ students is "Take breaks from being a 'student.' Get involved in a club, take a part-time job, volunteer, do something that gets you out and making connections with other people. The skills that you will learn from working with and growing with other people will serve you well later in life. Also, keep in touch with your professors after you graduate! I kept in touch with some of mine, and the connection has helped me land my dream job."

Today, Grace is working as a speech language pathologist at the Summit Speech School in the preschool program. "Before I decided on speech pathology, I was not sure if I wanted to be a nurse or a special education teacher. My sister is an audiologist, and she recommended this field. As a speech pathologist, I feel like I combined the best of those two."



Grace Lazarus Furka
Speech Language Pathology Self-Designed
Major
Spanish and Deaf Studies Minor
Class of 2017

Library Acquisitions Worker

**"TAKE BREAKS FROM BEING A
'STUDENT.' GET INVOLVED IN A
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Photo by: [Rachel Gallic Photography](#).

In addition to enjoying her professional life, Grace's personal life has also had positive developments. In October 2021, Grace got married to her fiancé, Matt! Congratulations!

LIONS ROAR!

FOCUS ON STUDENT WORKERS

EACH SEMESTER, R. BARBARA GITENSTEIN LIBRARY EMPLOYS A LARGE NUMBER OF STUDENT WORKERS WHO WORK IN ACCESS SERVICES, MEDIA SERVICES, INTERLIBRARY LOANS, LATE NIGHT, LIBRARY AUDITORIUM AND LIBRARY DEAN'S OFFICE. LET'S GET TO KNOW ONE MEDIA ACCESS SERVICES STUDENT WORKER!

JAMIE COX

FINANCE MAJOR
MEDIA SERVICES STUDENT
EMPLOYEE
CLASS OF 2022



Interviewer:

What made you decide to come to TCNJ?

Jamie: When I visited TCNJ, I really liked the campus and the size of the school. This is the only school where I applied, and I applied under early decision. My favorite thing about TCNJ

is the community atmosphere and the relationships I've been able to form because of it. Whether it's through clubs, my major, or working in the library, I love all the people I've met thanks to TCNJ!

Interviewer: When did you join the R. Barbara Gitenstein Library?

Jamie: I first started working at the library in the fall of my sophomore year. In 2019, during my sophomore year, I worked in Media Services. But once COVID hit, we all got sent home for the rest of that year. In the fall of last year, I started living in a house off campus in Ewing, although classes were still virtual. So once the library reopened in 2020, I started working in Access Services. And now, in 2021, I'm back upstairs working in Media Services; so, I've bounced from department to department!

Interviewer: You were one of the few student workers in the library, even on campus. What was that like?

Jamie: It was weird not seeing students walking on campus. Nobody was around. But I was living off-campus with 13 people, so working on campus was a good way to get out of the house. It was also

interesting to see the library visitor count increase from the fall 2020 semester to the spring 2021 semester when flex classes started.

Interviewer: How does it feel being back in person?

Jamie: I am thrilled to be back. I started in person as a freshman. I feel like my sophomore and junior years were robbed, but it's nice to finish where I started, even if we have to wear masks.

Interviewer: What is your favorite thing about working in the Library?

Jamie: Again—there's just such great people that work at the library. I've been able to make friends with some coworkers and have had awesome supervisors throughout my time working at the lib (Shout out to Katy and Andrew)!

Interviewer: What made you decide to major in finance?

Jamie: I came into TCNJ as an Open Options Business major, so I hadn't declared a specific major yet. After taking all of the 201 major options courses, I declared finance my sophomore year. I like finance because it's everywhere: personal, business, government, etc. Since declaring finance, I've been able to intern with two wealth management firms. Over the summer, I interned at New Horizons Wealth Management in North Jersey, and throughout this school year I've been interning with the Begnaud Wealth Management Group of Janney Montgomery Scott LLC in South Jersey. I wouldn't have had these awesome opportunities if it weren't for the TCNJ School of Business and all the ways they've prepared me.

Interviewer: What are your plans after you graduate this spring in 2022?

Jamie: The plan is to work for a wealth management firm and start in client servicing!

Interviewer: What advice would you like to share with your TCNJ peers?

Jamie: Don't be afraid to put yourself out there and get out of your comfort zone. You don't want to look back on your four years here and regret not getting involved. Meeting new people and trying new things can be intimidating, but it's worth it!

Interviewer: Thank you so much, Jamie. You are amazing!

STAFF SPOTLIGHT

Meet Acquisitions Supervisor Ann Wittik

More than Forty-Two Years... and Counting.

Where does the time go? Ann Wittik, Library Acquisitions Supervisor, has a long history with TCNJ and its library. She graduated from The College of New Jersey (then Trenton State College) in 1977 as a double major in Elementary Education/Library Science. "I started working in the [library's] Acquisitions Department on June 18, 1979. I was the youngest person in the Acquisitions department," says Ann. "I have worked in the Acquisitions department all of my career, and now I am now the longest working employee in the TCNJ library." If you add Ann's time as a student with the College, that is actually a total of 46 years.

The Acquisitions Department of the R. Barbara Gitenstein Library is responsible for the selection and purchase of materials and resources. The department works closely with subject librarians who help select and oversee the collection resources, and Ann's job responsibilities have varied throughout her tenure, but always have involved facilitating the ordering of the library materials that TCNJ faculty, staff, and students use in their work. "When I first started in Acquisitions, my job was mainly receiving firm orders, standing orders and albums. Throughout the years, I have performed most of the jobs in the Acquisitions department when needed, including the Acquisitions librarian's job, bookkeeper's job, etc. Now, I supervise 2 full time staff and one student worker. My day involves looking around the office to see what needs to be done that day. I also like to check in with each person to see how they are doing and to talk about priorities for the day. It is almost like we are running a bookstore (books/ebooks are ordered and received, invoices are paid, etc.)," explains Ann.

Ann's dedication, knowledge and exceptional contribution to Acquisitions have not gone unnoticed. In 2018 Ann was nominated for Helen Shaw Staff Excellence and Special Achievement Award for her dual role of both supervisor and bookkeeper when the department needed her expertise. "It is rewarding to get books/dvds that librarians, professors and students need and see them come in. I have enjoyed working with a variety of people with different personalities. They have become like a second family to me," says Ann.

Outside of work, Ann enjoys travelling; four times each year, Ann travels to Cape Cod, Massachusetts. She and her husband, Pastor Bob Wittik of Harvest Chapel in Lawrenceville, NJ, are involved in their community.



Ann offers the following advice to TCNJ students: "Take one day at a time. Enjoy the time that you have and make the most of your time. It goes by faster than you think."

Speedy Delivery: Pilot program delivers library materials to faculty



Excuse me, professor, do we have a book you need and have been meaning to get over to the Library to pick up? Now we can bring your library items to you! Gitenstein Library is excited to announce that we are currently piloting a library materials delivery program for faculty. Library staff will now make deliveries of library items for faculty once each day to department offices across campus. This service builds on our established holds and curbside services. To use office delivery, faculty members need to request a hold for one or more items from inside the library catalog. When the items have been retrieved by library staff, the faculty member will get an email notifying them and giving them the option to select office delivery. More information and instructions are available on the "Get It For Me" section of the Library's website and our [Holds LibGuide](#).

CONTACT YOUR LIBRARIAN

Librarians can help you wrap up your semester! With reading days and finals coming up, remember there is more than one way to contact a librarian. You can find Reference hours on our website at <https://library.tcnj.edu/about-the-library/hours-of-operation/>.

Text your Question: SMS: (609) 482-3981



Librarians are available during Reference hours.
Regular text messaging rates apply.

Submit your Question by E-mail



Librarians will respond during Reference hours.
For questions submitted after hours, librarians will respond when Reference opens.

Ask Your Question by Chat



Librarians will respond during chat hours. If chat is unavailable, you may ask your question by email instead.

Schedule a Research Consultation



Librarians are available for virtual research consultations and instruction. Check the list of *Librarians by Subject/Major* (<https://library.tcnj.edu/research-help/contact-a-subject-librarian/>) for assistance.



CLICK HERE TO ASK A LIBRARIAN



HOLIDAY LIBRARY BUILDING HOURS

Main Library Building

Fri., Dec. 10	7:30 AM-10:00 PM
Sat., Dec. 11	10:00 AM-Midnight
Sun., Dec. 12	11:00 AM-3:00 AM
Mon., Dec.13-Thu., Dec 16	7:30 AM-3:00 AM
Fri., Dec. 17	7:30 AM-10:00 PM
Sat., Dec. 18	10:00 AM-Midnight
Sun., Dec. 19	11:00 AM-3:00 AM
Mon., Dec. 20	7:30 AM - 3:00 AM
Tue., Dec. 21	7:30 AM-6:00 PM

Extended Study

10:00 PM-2:00AM
Midnight-11:00 AM
3:00 AM-7:30 AM
3:00 AM-7:30 AM
10:00 PM-10:00 AM
Midnight-11:00 AM
3:00 AM-7:30 AM
3:00AM-7:30 AM
6:00 PM-8:00 PM

For hours of other services & library special hours, please visit:
<https://library.tcnj.edu/about-the-library/hours-of-operation/>