

## New Jersey Department of Transportation Bureau of Research

# Technical Brief

## Research Library Operations – Calendar Year 2016

Does a state Department of Transportation need a library? The answer is a resounding “YES”! From workforce support and knowledge sharing to the provision of materials and documentation for legal defense against lawsuits, the Research Library provides services to NJDOT staff, state government, and the general public.

NJDOT relies daily on the Research Library as an essential resource for career development and transportation information. Two certified professional Librarians operate this branch of the New Jersey State Library in a location most convenient to NJDOT employees, within the headquarters Engineering & Operations Building.

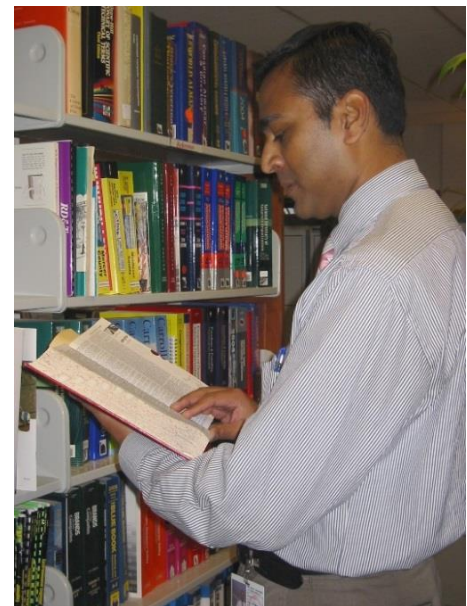
### Background

NJDOT had eliminated the Department library back in the mid-1980s. There had always been, however, a collection residing with the Research unit. When the clerk who oversaw this Research collection retired in 1996, Research staff saw the opportunity and need for a professional librarian to manage the collection and to provide information services. The current Research Library program was established in February 1998, and since that time, it has been funded annually as a research project by FHWA.

### Research Objectives and Approach

The objectives of this research project include:

- Operation and improvement of the Research Library as a major resource for transportation knowledge sharing and technology transfer;
- Workforce development and promotion of NJDOT’s core mission and values of professional service to the State of New Jersey; and
- Provision of support for the transportation industry by collaboration and networking to foster research opportunities within NJDOT and externally.



## Findings

This final report for calendar year 2016, updating the last final report from 1999, provides an overview of activity for the intervening years including the ramifications and effects of three major moves between 2000 and 2015. It provides monthly and annual statistics regarding library use and identifies broad categories of library users (requestor affiliation), methods of contact, type of services requested, and services provided.

To successfully accomplish the objectives, the librarians:

- Provided library reference and referral services to government employees, transportation and other professionals, and the general public.
- Maintained and enhanced the collection by selecting, acquiring, processing, organizing, storing and maintaining library materials for use by NJDOT staff and others.
- Promoted staff development by obtaining and lending civil service career examination study materials and professional certification exam study materials.
- Provided technology transfer by sending notifications of upcoming webinars to relevant units, and proactively forwarding links to journal articles, newsletters and research reports or other documents.
- Marketed the library and promoted services to current and potential customers.
- Provided training on Research Library resources and services.
- Initiated creation of an online employee directory and worked with IT and Human Resources to build this resource on the intranet.
- Collaborated with internal and external groups for promotion of knowledge and resource sharing.
- Reported monthly on Research Library critical issues, new initiatives, significant accomplishments, and classes and meetings attended, as well as provided statistics.
- Enhanced library staff knowledge and skills through attendance at presentations, webinars, and conferences.

Further plans are in the works for creation of a new tool to promote workplace productivity and for continued and improved dissemination of current resources, products, and services.

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A final report is available online at: <http://www.state.nj.us/transportation/refdata/research/>. If you would like a copy of the full report, send an e-mail to: [Research.Bureau@dot.nj.gov](mailto:Research.Bureau@dot.nj.gov).

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