

Tisch Library – Who to Contact

Access

Question/Need	Contact
General questions	Frontline Services Team; 617-627-3347 or tischfrontline@elist.tufts.edu
Billing	Bill Bloom; 617-627-2096 or william.bloom@tufts.edu
Building access (for Tufts community members having trouble with tap ID, or authorized visitors)	Call 617-627-3347
Building issues (business hours)	Director's Office; 617-627-3345 or tischadmin@tufts.edu
Building issues (after hours)	Frontline Services; 617-627-3347 or tischfrontline@elist.tufts.edu
Circulating technology	Frontline Services; 617-627-3347 or tischfrontline@elist.tufts.edu
Classroom technology	Classroom Support; 617-627-3376 (specify "Classroom support" when calling)
Holds, paging, or mail delivery	Frontline Services; 617-627-3347 or tischfrontline@elist.tufts.edu
Locker assignments (levels G and 1)	Frontline Services; 617-627-3347 or tischfrontline@elist.tufts.edu
Patron issues	Frontline Services; 617-627-3347 or tischfrontline@elist.tufts.edu
Printing issues	TTS; 617-627-3376 or it@tufts.edu
Room reservations	Director's Office; 617-627-3345 or tischadmin@tufts.edu
Item tracing	Ian Antoniou; 617-627-3347 or badger.antoniou@tufts.edu
Interlibrary Loan/Scan & Deliver	Susan Brady; 617-627-6768 or ill@tufts.edu
Reserves	Allison Faeth; 617-627-5130 or tischres@tufts.edu
Canvas (other than Reading List tool)	Education Technology Services; canvas@tufts.edu
Streaming Media (general)	Resource Sharing Team; tischstreamingmedia@tufts.edu
Streaming Media (in-depth help)	Evan Smith; 617-627-6022 or evan.smith@tufts.edu

Director's Office

Question/Need	Contact
Building issues/card access (daytime, non-emergency)	tischadmin@tufts.edu
COVID-19 concerns/PPE orders	tischadmin@tufts.edu
Supplies/invoices>IDR/vendors/other finance questions	tischadmin@tufts.edu
Payroll/time off/student hiring	tischadmin@tufts.edu
Social media/event promo/art exhibits/Tower Gallery	tischadmin@tufts.edu
Reserve Tufts/Seats reservations	tischadmin@tufts.edu
General concerns/building policy/not sure who to ask?	tischadmin@tufts.edu

Research & Learning (R&L)

Question/Need	Contact
Patron referrals for research questions, instruction requests, or collections needs	Library liaison info: https://tischlibrary.tufts.edu/get-help/ask-us Research Guides: https://researchguides.library.tufts.edu/medfordguides
Questions about DDS services (e.g. large format printing, 3D printing, graphic design, audio recording & editing, video recording & editing, recording room)	TischDDS@tufts.edu or (617) 627-5953 Service owner info: https://tischlibrary.tufts.edu/get-help/ask-us
Not sure who in R&L your questions should go to	For quick turn around: Jabber Tisch LibAnswers & Reference or Tisch All Staff Or email: tischrefcoll@elist.tufts.edu
First-Year Writing program	Jen Ferguson; jennifer.ferguson@tufts.edu
LibAnswers platform questions	Jen Ferguson; jennifer.ferguson@tufts.edu
Virtual reference	Jen Ferguson; jennifer.ferguson@tufts.edu
Online learning support	Jen Ferguson; jennifer.ferguson@tufts.edu
Outreach to underserved user populations	Quetzalli Barrientos; quetzalli.barrientos@tufts.edu
Possible donation of books	Martha Kelehan; martha.kelehan@tufts.edu
Usage stats for electronic resources	Bev Gobel; beverly.gobel@tufts.edu
Tisch special collections, rare books, manuscripts questions	Chris Barbour; christopher.barbour@tufts.edu
Tufts archives questions	DCA; archives@tufts.edu
Tisch website design & usability	Tisch Web Team; tischwebteam@elist.tufts.edu or Nicole Bookout; nicole.bookout@tufts.edu
Open Educational Resources (OER), open textbooks	Overview Guide: https://researchguides.library.tufts.edu/OER Andrea Schuler; Andrea.Schuler@tufts.edu Alyn Gamble; alyn.gamble@tufts.edu or Anna Kijas; anna.kijas@tufts.edu

Resource Management and Repository Services (RMRS)

Question/Need	Contact
Orders (rush, reserve)	Acquisitions; tischacquisitions@tufts.edu
Payment queries (payment works, data warehouse)	Acquisitions; tischacquisitions@tufts.edu
GOBI questions	Acquisitions; tischacquisitions@tufts.edu
Gifts received	Acquisitions; tischacquisitions@tufts.edu
Materials in processing workflow	Acquisitions; tischacquisitions@tufts.edu
Mail room queries	Acquisitions; tischacquisitions@tufts.edu

Issues with access to e-books	Metadata Services; tischmetadata@elist.tufts.edu
Locating uncatalogued material	Metadata Services; tischmetadata@elist.tufts.edu
Special Collections cataloguing questions	Metadata Services; tischmetadata@elist.tufts.edu
Print title and equipment withdrawals	Metadata Services; tischmetadata@elist.tufts.edu
Equipment to add to the collection	Metadata Services; tischmetadata@elist.tufts.edu
Electronic bookplates	Metadata Services; tischmetadata@elist.tufts.edu
Print titles that need to be rush catalogued (usually from Ginn)	Send to Tisch attn: Sarah Corvene
Access issues for electronic journals/databases	Electronic Resources Management; liberm@tufts.edu
Primo display questions regarding journals	Electronic Resources Management; liberm@tufts.edu
Questions about digital content in the repository (electronic theses/dissertations, faculty publications, digitized books, trove images)	Digital Initiatives; tischdigint@elist.tufts.edu

Lilly Music Library

Question/Need	Contact
Contactless pickup	Circulation Desk; 617-627-3594
Overall Lilly-specific questions	Anna Kijas; 617-627-2846 or anna.kijas@tufts.edu
Collection development/acquisitions	Anna Kijas; 617-627-2846 or anna.kijas@tufts.edu
Faculty & student music research/pedagogical needs	Anna Kijas; 617-627-2846 or anna.kijas@tufts.edu
Searching and using the music collection (including Ritter Collection)	Anna Kijas; 617-627-2846 or anna.kijas@tufts.edu
Open Educational Resources (OER)	Anna Kijas; 617-627-2846 or anna.kijas@tufts.edu
Music course reserves/reading lists in Canvas	Julie-Ann Bryson; 617-627-5862 or julie-ann.bryson@tufts.edu
General library access, hours, etc.	Julie-Ann Bryson; 617-627-5862 or julie-ann.bryson@tufts.edu
Borrowing and scanning requests for Lilly items	Julie-Ann Bryson; 617-627-5862 or julie-ann.bryson@tufts.edu
Student employment at Lilly	Julie-Ann Bryson; 617-627-5862 or julie-ann.bryson@tufts.edu
Building access, security, facilities, & other Granoff-specific issues	Jeff Rawitsch, Granoff Music Center Manager; 617-627-2253 or Jeffrey.rawitsch@tufts.edu

SMFA Library

Question/Need	Contact
Scan & deliver/ILL	Séphora Bergiste; sephora.bergiste@tufts.edu
Circulation questions	Séphora Bergiste; sephora.bergiste@tufts.edu

Scheduling SMFA Library programming	Séphora Bergiste; sephora.bergiste@tufts.edu
Student hiring	Séphora Bergiste; sephora.bergiste@tufts.edu
Reserves	Lauren Kimball-Brown; lauren.kimball_brown@tufts.edu
Reading lists	Lauren Kimball-Brown; lauren.kimball_brown@tufts.edu
SMFA Acquisitions & Collection Development questions	Lauren Kimball-Brown; lauren.kimball_brown@tufts.edu
Research & Instruction, class meetings, consultations, studio visits, all levels	Carrie Salazar; carrie.salazar@tufts.edu
SMFA administration questions	Darin Murphy; darin.murphy@tufts.edu
Research & Instruction, consultations, studio visits, all levels	Darin Murphy; darin.murphy@tufts.edu
SMFA special collections	Darin Murphy; darin.murphy@tufts.edu