2006

Holy Cross Libraries Annual Report FY2006

James E. Hogan
College of the Holy Cross

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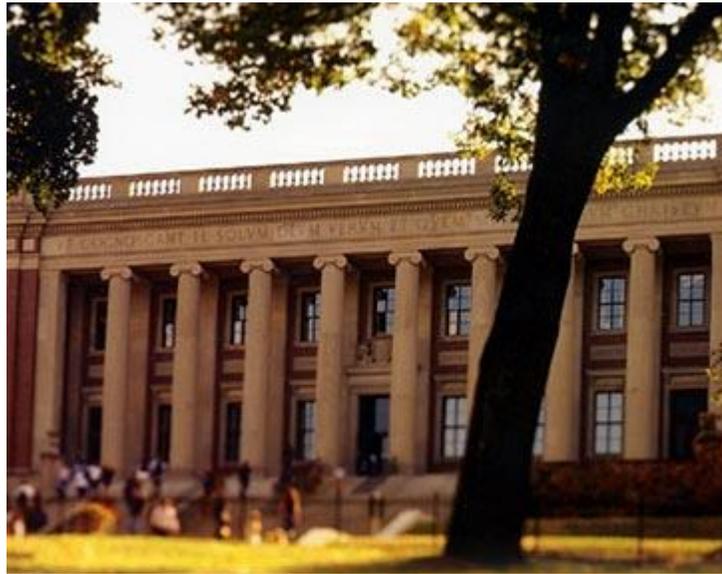
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Holy Cross Libraries
Annual Report
FY2006

Welcome to the
Holy Cross Libraries

Table of Contents:

Director of Library Services
Annual Report
FY 2006

This report will highlight the major accomplishments of the Library program for the 2005-06 academic year, and outline the principle challenges facing the Library in 2006-07. The first section of this report will be an overview of the year from the Director of Library Services. The following sections are the annual reports for each of the library departments.

I.   Academic Year 2005-06 in review.

The library budget in 2006 was not nearly as robust as it was in 2005. This is mainly due to two factors. First, we had virtually no infusions of new money from gifts or College discretionary funds, and secondly, although the increases in periodical prices have begun to abate, they still continue. This latter fact is largely attributable to the continuing migration from print to electronic in the journal literature. During 2005-06 we made some very significant changes to electronic formats and negotiated some very favorable subscription contracts. This activity is charted more fully in reports from the Technical Services Departments. As always these programmatic modifications are done in close consultation with appropriate faculty, who have been extremely cooperative and enthusiastic. In addition to controlling prices, this migration to electronic format has enabled us to add thousands of additional titles to our journal offerings. Our finite journal budget now buys far more information at much lower per title costs than ever before. As of June of 2006, we have available over 16,000 e-journals in full text, an increase of 3,000 titles in the past year.

As is noted in Nancy Singleton's report, the book is still an important component of our intellectual offerings and will probably continue to be so for many years. The migration to electronic has been much slower with monographs than with journals. We have purchased, and fully catalogued several thousand electronic books, but their usage has been spotty. Our monographic budget has been kept flat (at $250,000) for the past several years due to pressures from the journal budget. Thus, with price increases, we have purchased fewer books in each of the past few years. The successful Honor with Books Program, now in its third year, has been a great aid to our monographic acquisitions program, adding about $12,000 each year.

This year the George and Bernice Phillipp History endowment, which will add about $4000 per year, came on-line. This money is designated for historical journal and database subscriptions (print or electronic). We are currently finalizing plans with the history faculty for expenditures from this fund.

We are most appreciative and grateful to Fr. McFarland, Vice President Ainlay, and Paul Sheff of the Development Office for their continuing labors on behalf of the library. The resources are certainly needed, and in consultation with the appropriate faculty, we will spend them wisely. A goal for the coming year will be to begin working with the newly appointed AVP/Dean, Dr. Timothy Austin in continuing and even accelerating these efforts.

We have now fully completed the implementation of the new Millennium integrated library System from Innovative Interfaces, Inc (III). We remain very pleased with the system and are

now exploiting its powers on behalf of our patrons. This remains a major focus of our new Electronic Resources Librarian, Bob Scheier.

During February and March the library conducted, in conjunction with other schools in the AJCU Consortium, the LIBQual survey. This an instrument that was developed by the Association of Research Libraries (ARL) and has been in use for nearly 10 years. It is designed to measure faculty and student satisfaction with library services and offerings.
We were pleased by the relatively high response rate (26%) from both faculty and students. As an incentive to the students we randomly selected three prize winners from the 600 students who responded. The first prize was an i-Pod and the second and third prizes were deposits to the students' One-Card accounts. We have just received the analyzed data responses back form LIBQual and will be studying them during the summer.   This project was ably managed by Nancy Singleton, our Head of Acquisitions and Cataloguing. Nancy will be attending additional LIBQual sessions this summer at the annual meeting of the American Library Association (ALA). In the fall we will send out a detailed response to faculty and students along with an explanation of how we plan to tailor future library programs and acquisitions based on the LIBQual results. We hope to conduct at least one more LIBQual survey before the College's 2010 general reaccredidation process.

Holy Cross remains a very significant player in the AJCU Virtual Reference service under the able direction of Reader Services Librarian Patty Porcaro. We are pleased by the relatively high, and continually growing rate of Holy Cross student participation within the consortium-wide program.

This year the faculty culminated their study of the successful First Year program with an eye toward expanding the now voluntary program to the entire first year class. In the spring, the faculty voted to do so and at the same time accepted a library proposal to include at least one librarian in each teaching cluster within the new First Year Experience (FYE). Librarians have for some time been looking for an appropriate vehicle to engage students in what we refer to as "information literacy". This will be our opportunity to do so and at the same time provide assistance to the teaching faculty.   We are very excited about our participation in the FYE and pleased that our Head of Reader Services, Patty Porcaro, has been named to the FYE Implementation Committee.

The Worcester library consortium move from the Colleges of Worcester Consortium (COWC) to the Central Massachusetts Regional Library System (CMRLS) continues to prosper, and we remain very pleased with the high level of service provided by CMRLS.   This higher level of service is also provided at a much lower cost than was charged by COWC. Much of the credit for this has to go to the Director of CMRLS, Carolyn Noah.

In July, 2006 we will begin our consortium-wide purchase of OCLC's WorldCat. This purchase did not decrease the costs of Holy Cross and the other major libraries in the consortium, but it will enable several of the smaller consortium libraries to begin WorldCat subscriptions for the first time. This will greatly facilitate interlibrary loan within the consortium and may lead to other digital possibilities in the future.

We are proceeding with plans to re-design the old Debate Room on the second floor of Dinand into a multi-media student study space, and while no physical progress was made this year, the

scope of the project has changed. The plan now is to create two rooms from the one large space. The smaller room at the north end would be converted to the Nineteenth Century Culture seminar room. The centerpiece will be a six foot long exact replica of the British ship, *The Earl of Abergavenny,* the vessel that the brother of William Wordsworth commanded when it went down off the coast of England in February 1805. Prof. Richard Matlak of the English Department has been spearheading this part of the project and we have been working closely with Paul Sheff, Vice President of development.   Paul is quite confident that we will find a suitable donor fro this project and we hope to make significant progress in the coming months.   A full description of the proposal is appended to this section of this Annual Report.

This significant library renovation is a good example of the changes caused by the migration from print to electronic information sources.   The room in question has long been used as the Reserve collection reading room. When library reserves were totally print, this room was heavily used, day and night. Now, with most reserves electronically mounted on the library's E-Res system, or integrated into faculty BlackBoard pages, the room is used much less. It is beautiful space and the time has come to put it to better use.

The Scalia electronic classroom also had a busy and productive year. The room hosted 110 scheduled class uses as well as numerous ad hoc gatherings by staff. Other library rooms were also heavily used by faculty and librarians for meetings, classes, guest lecturers etc. The Levis Browsing Room had 38 scheduled sessions and the second floor Faculty Room was used 77 times.

This was the second year of the *Library Value Statement* and it continues to be a useful tool for both librarians and faculty. We are presently engaged in a fruitful conversation with the psychology department on the merits of print versus electronic journals in that discipline. The information contained in the *Value Statement* has been very helpful.   Once again, I thank librarians Diane Gallagher and John Coelho for their hard work and diligent attention in producing this document.

The 2005-06 year ended with another successful Food for Fines campaign.   We collected nearly a half ton of food items in the final weeks of the semester.   As usual the food has been donated to the St Paul's Food Bank and will be distributed to the needy of Worcester. This is an area where both library staff and students can truly be *Men and Women for Others.*

II.   Challenges for 2006-07
Librarians' salaries are still an issue. The fact of compression has created some unfair discrepancies between exempt and non-exempt staff, entry level salaries are too low, and mid-level salaries are no longer competitive. I intend to utilize an outside consultant to review librarian salaries and make recommendations.

The issue of print versus electronic content will continue to challenge us in the coming year.   I do believe, however that faculty have turned the corner on this issue. The reliability of the network, the success of off site authentication, the integration of E-content with *Blackboard* and *E-Res*, and the continuing enrichment of content aggregations have convinced most faculty that electronic information is the way to go. Not only will this help us control price increases, it will also enhance the teaching and learning that is central to the mission of the College. The challenge to

librarians is to continue to work with faculty and students to see that both are fully conversant with the intricacies of these products, and that they are used to the maximum benefit.

In 2006-07 we hope to finally begin to do serious work with the Development Office on the long wished for *Friends of the Holy Cross Library.* I have been quietly researching other friends groups, and we are gradually arriving at some approaches that will make the Holy Cross model unique among friends groups.

On July 1, 2005 the Education Technology Group composed of Mary Morrisard-Larkin and Richard Lent came under the supervision of the library. Although illness prevented me from accomplishing all that I had hoped with the Ed Tech Group, I have thoroughly enjoyed working with them. Throughout the year I have been receiving written "logs" from Mary and Rich documenting their activities. I plan to use these to implement some major changes in the way the Ed. Tech Group is structured and how it views it responsibilities.

We will continue to work closely with the Audio Visual Director, Jesse Anderson. We have already expanded the use of the Library system in the Multi-Media Resource Center, and we are exploring other areas for collaboration. In a similar vein, this year we effectively made the collections of the Multi-media resource Center (MRC) library collections, although they will continue to be housed in the present location. This arrangement was worked out with Prof. Francisco Gago-Jover, Chair of the modern languages department.

I end this section of the Annual Report by thanking the senior management of the College for their continued support and encouragement. From the President on down, Holy Cross continues to create an environment that urges each of us to constantly strive for excellence. This is a wonderful environment in which to work.

I especially thank the Vice President for Academic Affairs and Dean of the College, Stephen Ainlay for his support, encouragement and friendship. I very much enjoyed working with Stephen these past ten years. While I was very sorry to see him leave, I was delighted at his appointment as President of Union College.

The entire College owes a deep debt of gratitude to Prof. James Kee for agreeing to act as Interim Vice President for Academic Affairs and Dean from March to the end of July. We were fortunate to have someone of Jim's experience and dedication at this critical time in the College's development. I remain deeply grateful for all that Jim has done for the library during this present interim period as well as during his earlier tour of duty in the Dean's Office.

Dr. James E. Hogan
Director of Library Services
June 17, 2005

Associate Director and Head of Technical Services
Annual Report
FY2006

This was a very productive year for the Technical Services Departments (Acquisitions, Cataloging, and Serials). Detailed departmental reports will follow. This report will touch on the highlights as well as give an overall view of the Innovative Library system, other technology issues, special projects, personnel changes, and budget.

Library System

The Innovative system continues to be a stable platform. This year we made progress in the following areas:

- **AirPac** allows users with web enabled cell phones or PDA's to access a text only version of the library catalog. An announcement was made to the community in the fall that this service was available. At this point, we do not know if anyone has used it. Perhaps a link from a revised catalog page will make it more prominent.

- **LDAP** allows Novell Login information to be used for authentication to the library system. Fr. Pomeroy worked with III to test the software in the fall and it was placed into production over Christmas Break. Patrons may now use their network username and password to log into My Library Record or to gain remote access to electronic databases and journals (See WAM).

- **ERM (Electronic Resource Manager)**

    - Gathers all the information about electronic resources into one place so that all staff will have access to this information. This replaces binders that were in a few different offices.
    - Makes appropriate information available to the public via the OPAC
    - Loads coverage data about all the electronic journals so that WebBridge, the open url resolver, can be implemented.

    Bob Scheier, Electronic Resources Librarian, led the implementation process. We formed a committee that looked at each type of record and its associated tags. Bob researched alternatives and presented options to the group. The resulting records are very clear and concise. Thank you to everyone that participated.

- **MetaData Builder** is the module that allows us to catalog using Dublin Core or EAD (archival) labels, instead of MARC. We are very interested in using Dublin Core for image cataloging. So far, we have only done some preliminary testing. Our current plan is to add faculty owned images to the catalog over the summer.

- **Version 2006LE** was loaded over Christmas Break in order facilitate LDAP as well as some potential benefits in Webbridge. The full Version 2006 will be available this summer. Version 2006 has an improved OPAC design that we will test, customize, and implement at the end of the summer or over Christmas Break.

- **WAM (Web Access Management)** is the Innovative proxy server that provides remote access to electronic resources. In the past we have used EZProxy to provide this service. However, additions and changes are processed by the ITS Department. With a rapidly increasing volume of electronic resources it makes more sense to manage proxy access ourselves. We are currently using both and are in the process of evaluation.

The use of the library system has expanded to two other departments. Jesse Anderson now uses Innovative to circulate equipment from the A-V Department. After this proved successful, David Gycsek, Millard Media Lab supervisor, requested the same for his equipment.

We also made a "system" policy change concerning housing of videos. In the past, videos purchased with library funds remained in the library and those purchased with Modern Language Department funds remained in the Multi-Media Resource Lab (MRC). This was very cumbersome for the patron and for circulation staff. This year we reached an agreement with the Modern Languages Dept. that addresses this issue. The MRC is now considered a "branch" of the library and a video will be housed in whichever location is best for the student.

Other Technology Issues

Digital images, their relationship to the library system, and to the campus continues to be an ongoing topic of interest. In the fall, I presented Metadata Builder and MilMedia (Innovative's modules for Dublin Core cataloging and image presentation) to the Digital Images Committee. Afterwards, a small sub-committee was formed to pursue a pilot project using Innovative to catalog faculty owned images. The result was a proposal to the Hewlett Mellon Presidential Discretionary fund entitled **"Cataloging images in Millennium: A central repository for faculty owned images."** Six faculty members have agreed to share their images. Mary Morrisard-Larkin and I are co-directors. Mary Moran and Nancy Singleton will supervise the input of cataloging data. This proposal was partially funded. We will import and catalog as many images as we can this summer and then evaluate the process.

I also served as the contact person for the CET/Wesleyan Digital Images Survey. Faculty were asked to fill out an on-line survey and to participate in an on-site interview with Dr. David Green. Several faculty agreed to participate. Survey results will be posted on the Academic Commons (www.academiccommons.org) website.

The equipment situation for older technology, microfilm and photo copiers is becoming a problem. Although the microfilm usage is not extensive (250 reels were reshelved this year) it is still important. Most of the microfilms that were shelved do not have an electronic equivalent. Unfortunately, microfilm printers are very expensive (about $8,000) and we need to start thinking about replacing our old models. We certainly don't need 3 microfilm reader/printers. One good one would be ideal.

The copier situation and our relationship with Blackboard (our One Card vendor) has been a literal nightmare. Starting in November I asked Blackboard if the copier we were purchasing could be connected to the reader we owned. They said yes, but it is now May and it is still not working. We have tried everything including the purchase of a new model of reader ($1200). Each year our copier revenue decreases. This year we collected $5,000. Last year we collected $6,000. I have absolutely no expectation that we will be able to connect a reader to the new copier, although I am still trying to work with Blackboard. I have no idea what copier we could purchase to make this happen. Our other copiers are getting old and we should replace one a year. Jim, Art, and I will be meeting to discuss options.

Although we still try to charge for photocopies, we do not charge for its replacement, network printing. In FY2005, our cost for paper and toner was about $29,000. This year our cost went down to $25,000. The volume of printing was about the same. Mid-year we found a high yield toner cartridge that decreased that cost. As more and more journals go electronic, printing costs will probably rise again, even with the new toner cartridges. As a library staff, we would like to see a print management system put in place. Controlling the waste, even if we did not charge, would go a long ways towards controlling the printing budget. We understand that implementing such a system is also expensive. An educational environmental program might be a worthwhile endeavor.

Special Projects

- Nancy Singleton managed the very successful LibQual survey.
- Diane Gallagher and John Coelho managed the production of this year's Value Statements

Personnel

Robert Scheier joined our staff as Electronic Resources Librarian in September. Bob has been working on providing better control of our electronic databases and journals with the ERM system. He has also been very successful in negotiating lower prices for several of our databases. As Bob continues to work with ERM and other Innovative modules, particularly WebBridge, the patrons will have easier access to our electronic offerings.

Slavicka Zukic, Catalog Assistant, was promoted to Circulation Supervisor. She was replaced by Michele Parslow, who left in December. Michael Zeller replaced her in April. Michael is a 2005 Holy Cross graduate. Welcome back!

Nancy Charbonneau, retired in May after 25 years of service in the Acquisitions Department. Nancy was an excellent employee who ordered thousands of books over the years. A reception in her honor was held on May 16 and was attended by her family, library friends, staff and faculty. She will be missed by all.

Budget

The budget is under control this year, but just. As usual, periodical prices are the major stressor. The trend towards electronic journals continues. The Biology and Chemistry Departments decided to transfer several titles to the electronic version. The Psychology Department has also just decided to transfer all the APA journals to the electronic version. It is

our policy to cancel print when we order the electronic version. This may or may not aid in the overall budget as electronic titles tend to increase by 5 % instead of 8-10%. This is still more than the annual 3% budget increase we receive. Next year may be another crunch year where assistance will be needed to maintain the complete journal list.

On the positive side, our discovery of the high yield cartridges for the laser printers should bring our network printing costs down substantially, perhaps by as much as $1,000 per month. Some of the database costs will also be less due to Bob's continued research and negotiation skills. All of the database changes were reviewed by the "Database Team" comprised of Bob Scheier, Diane Gallagher, Nancy Singleton, Patty Porcaro, and myself. This team worked very well together as we looked at database trials and made decisions based on quality of the interface, as well as price. There was at least one case where we decided not to purchase the cheapest version. We also worked with the History Department to decide how to allocate the funds received annually by the George and Bernice Phillip History Fund. We researched titles, arranged for trials, evaluated them, and then presented several options to the History Department. The final decision was to order the Times Digital Archive (London). This team will continue to meet next year to discuss changes in our electronic environment.

Committee Work

Holy Cross:

CITISAC (College IT Architecture and Standards Advisory Group)
Digital Images Committee
Digital Images Convergence, Subcommittee – Chair

Other:

New England Libraries Association Annual Meeting Planning Committee, 2005-2006

Meetings, Seminars, Workshops Attended

Association of College and Research Libraries: Harvard Leadership Institute, August 7-12, Cambridge, MA

Blackboard, Webinar: "IP Readers for your Bb Transaction System", Feb. 16

Blackboard, Webinar: "Integrated Multifunction Printers Take Campuses by Storm!, March 29

Dynix/Sirsi, Webinar: "Weblogs and Libraries: Communication, Conversation, and the Blog People

Innovative User's Group, Annual Conference, May 19-22, Denver, CO

Nelinet, Annual Meeting, May 5, Worcester, MA

Nelinet, "Google vs. the Opac: The Challenge is On!", Nov. 18, Holy Cross

Nercomp, "Are Digital Images Changing Teaching in Liberal Arts Colleges? April 24, Holy Cross

New England Library Association, Annual Meeting, Oct. 16-18, DCU Center, Worcester
 -Served on program committee

New England Technical Services Librarians, "Exploring the Open Universe: A Librarian's Guide", April 6, Holy Cross

Goals for FY07

- Maximize Innovative's ability to provide easy and seamless access to our electronic holdings.
- Add digital images to the catalog using MilMedia and MetaData Builder
- Evaluate III enhancements and implement as appropriate. This includes their new OPAC design, WebPac Pro.

Respectfully submitted,

Karen Reilly
Associate Director of Library Services

Within Reader Services, the Access Services Librarian supervises seven full-time staff members responsible for major customer service areas. This year saw some staff changes as two employees resigned and one went on long-term disability.

- MaryKate McMaster – resigned as Evening Circulation Supervisor in order to teach full-time
- Lynne Riley – resigned as Circulation Supervisor to assume the position of Access Services Librarian at WPI after completing her MLIS degree
- Al Lefrancois – received long-term disability resulting from his car accident in 2005

The new hires for these positions are:

- Carrie Grimshaw, Evening Circulation Supervisor
- Slavica Zukic, Circulation Supervisor
- Daniel Beauregard, Access Services Assistant

Although the beginning of the year was in flux with these staff changes, we were fortunate to have a very successful and productive year. Below please find highlights for each service area.

Circulation: Slavica Zukic, Circulation Supervisor – Slavica accepted the position of Circulation Supervisor, moving from Cataloging Assistant, beginning in August 2005. New policies and procedures were instituted for student workers throughout the year to streamline management of these workers.

- Employed **~60** student workers
- Circulated 25,954 items (**decrease** of 995 from last year)
- Approximately 45 boxes of food donated to St. Paul's outreach from our annual "Food for Fines Drive" – waived book fines with food donations. A number of donations were made even if fines were not owed. Patrons look forward to this event.

- ACRL/NEC ASIG
  - Fall conference - *Customer Service As If Your Library Depended On It* – facilitated by Pat Wagner, hosted by Dinand Library at the Hogan Campus Center
  - Spring roundtable conference at Trinity College, Hartford, CT

Interlibrary Loan: Gail Montysko (Lending) and Diana Antul (Borrowing), Interlibrary Loan Coordinators. Clio upgrade planned for summer 2006. After months of testing the ARIEL upgrade by Audrey White of the applications group in ITS we have come to a dead end. We have discovered that the new version 4.1.1, although claiming to be backward compatible, has many limitations.
For example:

> 3.4 via 4.1.1 to 3.4 = okay
> 4.1.1 via 4.1.1 to 4.1.1 = okay
> but 3.4 via 4.1.1 to 4.1.1 = not okay
> 4.1.1 via 4.1.1 to 3.4 = not okay

Since we use ARIEL quite extensively, we are hesitant to update our client machines in fear that we will not be able to send or receive from the majority of libraries with which we loan and borrow. A possible solution might be to simply update the server and leave the client machines

as they are. More testing with ITS and outside libraries on the different ARIEL versions is needed. This year CMRLS (Central Mass Regional Library System) brought back the Net Lender program and we were once again a Net Lender in our area. (I have been spending 4-6 hours weekly assisting in ILL – with lending and borrowing.)

- **Lending** (through May 2006)
  - Dinand = 5,337 filled (7,187 processed) – **decrease** of 486 (317) - *After many years of increase, this year seemed to drop a slight bit, somewhat of a leveling off*.
    - Generally answered in less than one day
    - Majority of articles are transmitted via ARIEL
    - Top reasons for unable to fill (accounts for difference between processed and filled)
      - Non-Circulating
      - In use/On loan
      - Not Owned
      - Not on Shelf
      - Not Found as Cited
    - Top Borrowers:
      1. Clark University (#1 last year)
      2. Worcester Polytechnic Institute (#8 last year)
      3. Assumption College (#5 last year)
      4. Stonehill College (#6 last year)
      5. Tufts University (#2 last year)
      - Followed by Anna Maria College, Mt Holyoke, Boston College, Bridgewater State College and Fitchburg State College
      - Our top 13 borrowers account for 25% of our lending
  - Science = 843 filled (1,207 processed) – **decrease** of 124 (217)
    - Top reasons for unable to fill (accounts for difference between processed and filled)
      - Not Owned
      - Policy Problem
      - Volume issue not …
      - Not on Shelf
      - In Use/On Loan
    - Top Borrowers
      1. Worcester Polytechnic Institute
      2. Mt Holyoke College
      3. Clark University
      4. University of Southern Maine
      5. Tufts University
      - Followed by – University of Maine, Bowdoin College, University of Vermont, Stonehill College, and Western Michigan University
      - Our top 10 borrowers account for 30% of our lending

- **Borrowing*** (through May 2006)
  - Dinand = 3,247 filled (3,638 requests initiated) – **increase** of 233 (235)
    - TAT = 7.4 days average; 6.9 days for copies and 7.6 days for loans

- Top Lenders
  1. Tufts University
  2. Clark University
  3. UMass – Amherst
  4. Fitchburg State College
  5. Brandeis University
  - Followed by Mt. Holyoke College, Assumption College, Smith College, Wellesley College, and Worcester State College.
  - Our top 16 lenders fill more than 50% of our requests
- Science = 681 filled (778 requested) – **increase** of 311 (363) – significant increase, greater than **84%** from last year
  - TAT = 5.7 average; 4.6 for copies and 6.8 for loans
  - Top Lenders
    1. UMass Medical
    2. UMass Amherst
    3. Boston University Medical
    4. Assumption College
    5. Williams College
    - Followed by Tufts University, Smith College, Boston College, UMass Dartmouth, and Mt Holyoke College

* The complexity of requests have increased due to the fact that more items are available full-text online and patrons can obtain these readily by themselves, patrons request the more difficult to find ones. Since the end of February 2006 we have kept a count of requests made to ILL for items we own either in print or electronically – 232! We spend time processing each of these requests as well as notifying the patrons of the fact that the library does hold the items requested.

Reserves: Judith Morano, Reserve Supervisor
- Traditional – Although there have been significant decreases in the circulation of reserve materials there will always be a need for traditional reserves – videos, DVDs, and books. Additionally, some faculty members prefer having photocopied articles on hard-copy reserves.
  - 3,625 Circulation transactions (941 **decrease** from last year)
- Electronic – upgrade planned for July 2006 (**Dan Beauregard** is responsible for the day-to-day ERes operations)
  - 273 Faculty accounts (**increase** of 36 accounts)
  - 866 Course pages (**increase** of 161 pages)
  - 14,814 Documents (**increase** of 3389 documents)

Stacks: Patricia Dagle, Stacks Supervisor
- Books Re-shelved:
  - Summer 2005 = 7,050 – **decrease** of 1,485
  - Fall 2005 semester = 16,575 – **decrease** of 6,580
  - Spring 2006 semester = 19,590 – **increase** of 2,092
  - Total = **43,215**– **decrease** of 5,973
- Internal Use (books picked up during the morning sweep that have been used by patrons within the library – non-circulating use) = 2,696 – **decrease** of 359

- Laminating:
  - Total = **1,499** – **increase** of 888
  - Out of the 1,499, **seventy-one** were "RUSH" and laminated the same day; all the rest were laminated within 1-3 days
- Meeting Room Set-ups = 115 (**increase** of 20 from last year)
- Books Repaired:
  - Total = 205 **decrease** of 60; books in all stages of disrepair – some needing major work while others were not as time consuming.

Access Services Assistant: Daniel Beauregard – A recent graduate of Holy Cross and former library student worker, Dan joined the team in October. Given Dan's experience there was little training needed and he was able to jump right in!
- Paper used:
  - 300 cases; $6735.00
  - Photocopies – 90,878 (Dinand student use, 35% **decrease** from last year)

- Printer cartridges used = 169 with a cost of $17,293 for the 4 public printers; **decrease** of 35 (**first time in past 5 years** – due to the switch to the high yield cartridges)
- **Need for campus-wide print management system!**
- Maintained all library equipment
  - Spent considerable time troubleshooting the **microfilm machines**. Although there were few maintenance calls on the machines – due to expense of service calls and parts, they needed much attention. Currently the best way to use the machines is to print negative/positive (black background with white lettering). A number of faculty and students complained about the quality of the printouts.
    - One faculty member noted that Quinsigamond Community College provides free MFM copies to area faculty. Another faculty member uses the MFM machines at the Worcester Public Library.
    - We currently receive titles on MFM, therefore we need to provide a way for our students and faculty to utilize these resources. Additionally, one faculty member noted that many of these resources on MFM are from the 1960's and '70's a time when Holy Cross was advancing as a research institution; and we want to remain competitive!
    - Although we do have a number of items now available electronically, there is not much overlap (NYT excepted) with the MFM (anecdotally) these are resources going underutilized.
    - We are unable to send MFM print outs via ILL (Ariel) due to the poor quality – therefore we are loosing "business."
    - **It would be wise to invest in one good quality, durable MFM reader printer so that these resources may be utilized!**
- Maintenance calls for Photocopier machines = 24; These machines are aging and the one new one we have wasn't able to be used due to connectivity issues with the OneCard system – still being worked out with BlackBoard!
- Need for a public scanner – we have had many request from students and faculty for a scanner. As we live in the age of technology investing in one or two public scanners would be prudent.

Evening Weekend Supervisors: Carrie Grimshaw, Evening Circulation Supervisor
- Supervises and manages schedule for the ~12 part-time Evening/Weekend Supervisors.
- Attended Fall ACRL ASIG Meeting – *Customer Service As If Your Library Depended On It* – facilitated by Pat Wagner, hosted by Dinand Library at the Hogan Campus Center
- Initiated evening rounds at Music, Rehm, and Science Libraries
- To help conserve energy campus-wide, the 24 public PCs and 6 general staff PCs have been shut down rather than restarted
- Our evening weekend supervisors' staff special events such as Reunion weekends and this summer will staff the evening hours for the NEH Institute.

Access Services Librarian, Eileen Cravedi
With the staff changes this year, I took the opportunity to reflect upon the most effective use of staff given the services we need/would like to provide. Some areas that need enhancement include Interlibrary Loan and Copyright. First, ILL; in some libraries ILL is handled by the reference staff. This is due mostly to citation verification. We are fortunate to have very capable staff members who understand bibliographic citations for the most part, referring the most complex ones to me. However, the volume of these complex citations has been increasing with me now spending 4-6 hours weekly assisting in ILL – some of this time is due merely to the volume of request we process. It would be good to have some assistance with the volume of requests so that the full-time staff members can spend more time with the more difficult citations. Second, Copyright; copyright compliance is required for both ILL and reserves, especially electronic reserves. Again, someone with a deep understanding of citations and copyright regulations is needed in Access Services. In the past I have been able to devote some time along with one of our student workers, but to be fully compliant we need to do more. I would like to request/suggest the addition of a part-time position and the restructuring of one of the current full-time positions within the Access Services area to meet these needs. The part-time person would assist with the ILL volume; manage the machines, and fill-in in circulation and stacks as needed by volume and time of academic year. The Access Services Assistant position would be restructured to focus on copyright compliance.

- Attended/participated in the following conferences/committees:
  - *Copyright in the Digital Age*
  - ACRL/NEC
    - Fall Conference – *Customer Service As If Your Library Depended On It* – facilitated by Pat Wagner, hosted by Dinand Library at the Hogan Campus Center
    - Spring Conference, round table discussions – Trinity College, Hartford, CT
      - Led discussion for three sessions – EReserves, Course Management Systems, and an open topic
    - ASIG planning committee member
- Participated in the following HC committees/projects/activities
  - President's Committee on the Environment

Respectfully Submitted: Eileen M. Cravedi, Access Services Librarian

FY2006 has been a year of both stability and change for the Acquisitions and Cataloging Department. The stability has been provided by our Innovative Interfaces system. The staff is very comfortable using both the Acquisitions and Cataloging modules, which haven't changed greatly with 2006LE, our current release. The major functionality that was added with this release was the ability to view invoices. The change in the Department has involved staffing. Two people have left the Department due to promotion and retirement respectively, and one new position has been added.

On August 8, Slavica Zukic left the Department to become Circulation Supervisor. Although we miss her good humor and great work ethic, we were happy that she was able to obtain a higher level position without leaving the Library. Michele Parslow, who worked at the Worcester Art Museum Library and as a Night Supervisor at Dinand, was hired as a Cataloging Assistant in September. In December, it was mutually agreed that the position was not a good fit for her and she left. Michael Zeller, a Holy Cross graduate, was hired in April to fill this position. On May 17, Nancy Charbonneau retired after working as an Acquisitions Assistant for 25 years. With her many years of experience, she was a great asset to the department. We will miss her. The staffing of the rest of the department has been stable throughout the year with Mary Moran, Principal Catalog Librarian, Tess Huaman, Catalog Librarian, Holly Perkson, Acquisitions Assistant, Alessandro Camarra, Cataloging Assistant, and John Dunphy, General Library Assistant. Their hard work and professionalism made it possible for the Department to function without one staff member for much of the year. Lastly, Bob Scheier was hired in September to fill the new position of Electronic Resources Librarian. We feel lucky to have found such a well-qualified person to fill this important position.

Acquisitions

The library book and audio-visual materials budget for FY2006 was $250,000. This amount was the same as FY2004 and FY2005 but is a 15% decrease from the FY2003 budget of $294,229. It was allocated to the general and reference funds and among the various academic departments according to the book budget allocation formula.

As of June 6, 2006 we have spent $154,132.11 on firm orders and have received 3968 volumes at an average cost of $38.84 per volume. $93,892.85 was spent on 741 volumes of standing orders at an average cost of $126.71 per volume. Firm order average costs have increased by 9.4% and standing order average costs have increased by 9% per volume this year. Last year as well, average costs for both firm and standing orders had increased 9%. These escalating costs combined with a level funded budget mean that we are able to purchase fewer books each year. We have approximately $2000.00 left in the FY2006 budget, and so we will continue to receive firm orders until this is expended. We currently have standing orders totaling $4162.00 waiting to be received and will probably receive additional standing orders before the end of the month. This backlog will have to be received and paid with FY2007 funds.

We continue to create order records for standing orders as we receive each new title. 80 additional standing order records were set up this year which brings the total of standing order records in the system to 405.

We continue to follow our new procedures for keeping track of credit card purchases and prepaid orders. These have allowed us to balance the credit card statement accurately and to ensure that all prepaid orders are received.

Honor with Books

Once again the Honor with Books program has been a highlight in an otherwise fiscally challenging year. Donations totaling $10,600.00 were received this year honoring 2006 graduates as well as a few faculty members. Although this amount was less than last year's total of $13,600.00, it has still enabled us to purchase many outstanding titles. So far this year, we have purchased 146 books to honor graduating seniors, and additional titles will be ordered this summer. The donations continue to be tracked in a shared Excel file created by Development, which lists the student's name and the subject area desired. A change in the production of the bookplates was made this year. The students' names are now printed in Graphic Arts rather than handwritten. This has made the processing of the books more efficient since the bookplates are sent to the Library more quickly. During graduation week, the books are displayed in Dinand Library. A report listing the students' names in alphabetical order with the book titles and call numbers is kept at the Circulation Desk.

Cataloging

New books continue to be cataloged promptly, and we have very little backlog of materials waiting to be cataloged. As of June 1, 2006, 6084 volumes were cataloged and processed. This total is an increase over the 5175 volumes cataloged in FY2005. In addition, 25 videos, 42 CD-ROM's, 131 DVD's, and 17 print journals were cataloged. This past year showed a new trend-- for every one video title ordered, five DVD titles were ordered. An increase in the ordering of foreign language titles was also observed, especially by the Russian division of the Modern Languages and Literatures Department, which ordered over 20 Russian language DVD's. In addition, this year saw the first DVD-ROM's added to the collection. 65 volumes were cataloged for the Rehm Library and 21 volumes were cataloged for Ciampi. 981 volumes of serials bindery were also processed.

113 videos and 59 DVD's have been cataloged for the Multimedia Resource Center. This is more than double the amount of videos and DVD's that were cataloged for the MRC last year. In part, this may be due to the fact that many of their previously uncataloged videos and DVD's were sent over to be cataloged.

In addition to the normal volume of books cataloged for Special Collections, a special group of books was brought down to be cataloged for the Jesuitana Collection. These books were part of a special project forming the basis for requesting a grant to catalog the entire Jesuitana Collection. The time spent and effort involved for each book was tracked and tallied for the total group. Based upon the efforts to catalog these books, the total amount for outsourcing the cataloging of the entire Jesuitana Collection was estimated to be $60,000.00.

Since the move to III, we are doing online shelflisting. We are able to do this accurately because of our previous database clean-up efforts. We continue to check our item records to ensure that the data is listed in a consistent manner and that it accurately reflects our holdings. The cards in

33 additional shelflist drawers have been checked this year, and the item records have been corrected. We are nearing the end of this project and look forward to the day when all of our item records will be complete and correct.

Another activity that is essential to ensuring that our catalog accurately reflects our holdings is inventory. Last summer, the Science Library collection was inventoried.

Electronic Resources

Because of the increasing importance of electronic resources in the library as well as the need to implement the III modules which deal with electronic resources, we created the new position of Electronic Resources Librarian. This position was filled by Bob Scheier in September. After some initial departmental training, Bob began working to implement the Electronic Resources Management (ERM) System, a module of III. Being a new module, preliminary work was required before any metadata could be entered into the system. First, a data structure had to be established. This was completed with the cooperation of a library task force and was based on the nationally recognized Digital Library Federation ERM Initiative. After the necessary changes were made to the ERM module to accommodate the new data structure, some procedures were established: preliminary local cataloging standards were agreed on, and a processing workflow was created. Also at this time, Bob setup the Web Access Management System, which is a proxy server integrated with the III system. This proxy will be used by the library to authenticate users accessing electronic resources through our III system from off campus locations. After this setup work was completed, data loading began—uploading cataloging records and entering data into the ERM module. To date, 33% of our commercial databases have been entered.

In addition to the ERM implementation, work on reducing database costs was explored this year. Cost reductions have been realized through membership in two new consortia, the Westchester Academic Library Directors Organization (WALDO) and the Northeast Research Libraries Consortium (NERL), as well as savings via competitive price quotes from vendors.

One other area that required Bob's attention this year was the SciFinder software upgrade for the Chemistry Department. Chemical Abstracts Services (CAS), the producers of SciFinder, the library's premier chemistry database, recently notified the library that only the newest version of their client software could be used to access SciFinder. Following this announcement, Bob began working with the science librarian, Tony Stankus, to upgrade staff computers running SciFinder. This task is largely completed. To make this process more efficient in the future, Bob has been working with ITS to add this software to the campus Network Application Launcher (NAL) system.

LibQUAL
Nancy Singleton managed the Libraries' participation in LibQUAL, a web-based survey developed by the Association of Research Libraries. The survey measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. All faculty and students were urged to participate in the survey, which ran from March 13 through March 31. Considering the fact that surveys of this type typically have a response rate of 15-20%, we had a very good response rate of 26.5% for students and 26% for faculty. In addition, the responses seem to be representative of the population as a whole. The survey responses will be analyzed in detail this summer.

Professional Activities

Positions Held

American Library Association, Association for Library Collections and Technical Services, Nominating Committee – Nancy Singleton

American Library Association, Association for Library Collections and Technical Services, Council of Regional Groups Representative to Organization and By-laws Committee – Nancy Singleton

Association for College and Research Libraries, New England Chapter, Continuing Education Committee – Bob Scheier

College of the Holy Cross, Digital Image Convergence Committee – Nancy Singleton

New England Technical Services Librarians/New England Library Association – Nancy Singleton, Chair of Local Arrangements Committee

New England Technical Services Librarians/New England Library Association, Local Arrangements Committee – Tess Huaman, Mary Moran, Bob Scheier

Meetings, Seminars, Workshops Attended

New England Library Association Annual Conference, Worcester, MA, Oct. 17-18 –Tess Huaman, Nancy Singleton, Bob Scheier

CMRLS New Member Orientation, Worcester, MA, Nov. 3 – Bob Scheier

CMRLS Annual Meeting, MA, Nov. 8 – Bob Scheier

NELINET Bibliographic Services Conference, "Google vs. the OPAC: The Challenge Is On," College of the Holy Cross, Nov. 18 – Mary Moran, Nancy Singleton

OCLC's eSerials focus group, NELINET, Southborough, MA, Nov. 29 – Bob Scheier

"Communication & Collaboration: Blogs, Wikis, and RSS Feeds," Smithfield, RI, Dec. 10 – Bob Scheier

"Tour of UMASS Amherst Learning Center," Amherst, MA, Jan. 12 – Bob Scheier

ACRL New England, "Google Scholar: What it Means for Libraries," Holyoke, MA, Jan. 12 – Bob Scheier

American Library Association Mid-Winter Meeting, San Antonio, TX, Jan. 19-24 – Nancy Singleton

NELINET online course, "Dublin Core: Issues and Applications," Feb. 9-10 – Mary Moran

CMRLS "Library School Open House," Shrewsbury, MA, Feb. 10 – Alessandro Camarra

"Afraida Your Data? Vet It with Marcedit!," Boston, MA, Mar. 9 – Bob Scheier

National Institute for Technology and Liberal Education (NITLE) meeting, Worcester, MA, Mar. 28 – Bob Scheier, Nancy Singleton

NETSL Spring Conference, "Exploring the 'Open' Universe: A Librarian's Guide," College of the Holy Cross, Apr. 6 – Tess Huaman, Mary Moran, Bob Scheier, Nancy Singleton

CMRLS continuing education workshop, "Emerging Technologies in Academic Libraries," Worcester, MA, Apr. 12 – Mary Moran, Bob Scheier

Association of College and Research Libraries, New England Chapter, Annual Conference, Amherst, MA, Apr. 21 – Bob Scheier

NERCOMP Conference, "Are Digital Images Changing Teaching in Liberal Arts Colleges?," College of the Holy Cross, Apr. 24 – Nancy Singleton

NELINET Annual Meeting, "A New NELINET for a Changing World," Worcester, MA, May 5 – Mary Moran

Innovative Pre-conference Workshop, "Disaster Recovery Seminar: How to Use the System to Help Recover Collections and/or Operations," Denver, CO, May 19 – Nancy Singleton

Innovative Users Group, 14th Annual Conference, Denver, CO, May 20-22 – Bob Scheier, Nancy Singleton

Innovative End User Load Profile Training, Denver, CO, Tuesday, May 23-24 – Bob Scheier

"Copyright in the Digital Age," Salem, MA., June 7 – Bob Scheier

"Demystifying Cataloging," NELINET, Southborough, MA, June 8 – Michael Zeller

American Library Association Annual Conference, New Orleans, LA, June 22-27 – Nancy Singleton will attend

Web Seminars

"SciFinder ScholarTM: For Teaching or Learning You'll Love SciFinder ScholarTM," Nov. 3 – Bob Scheier

"Keeping eResources in line with ERM: What Was, What Is, and What's to Come,"
 Dec. 7 – Tess Huaman, Bob Scheier, Nancy Singleton

"When Everything Connects to Everything," Dec. 14 – Bob Scheier

"NELINET's Resource Sharing Town Meeting," Dec. 19 – Bob Scheier

"Emotional Customer Service: Making the Connections with Customers That Keep Them Coming Back," Jan. 13 – Tess Huaman, Bob Scheier

"Weblogs & Libraries: Communication, Conversation, and The Blog People," Feb. 15 – Bob Scheier

"A SirsiDynix Institute Conversation: The 2.0 Meme - Web 2.0, Library, Feb. 22 – Bob Scheier

"National Science Digital Library," May 8 – Tess Huaman, Bob Scheier

NISO presentation on SUSHI (Standardized Usage Statistics Harvesting), May 17 – Bob Scheier

Holy Cross & Consortium Training

Advanced Excel – Bob Scheier
Powerpoint Basics – Michael Zeller

Respectfully submitted,

Nancy Singleton
Head of Acquisitions and Cataloging

Archives and Special Collections Report
2005-2006

The College Archives and Special Collections Department enjoyed another productive year. We processed college records, special collections, photographs and rare books. We maintained a zero backlog of unprocessed college records. We presented a variety of exhibits and outreach activities this year. We've continued providing reference services to students, faculty and non-college patrons. We wrote a collection development policy with a special section devoted to the Rare Book collection, a Deed of Gift Form, and guidelines for handling our photographs. This year we began acquiring digital photographs and records.

Personnel:
The Archives and Special Collections Department consists of three employees. Mark Savolis is the head of the department. Lois Hamill is the Assistant Archivist. Jo-Ann Carr is the Archives Assistant, a 27.5 hours per week position. Our facility also houses the records of Jesuit New England Province. These records are owned and maintained by the New England Jesuits. Last July, Heidi Marshall left the position of Curator of the Province Archives for a position in Chicago. She was replaced by Alice Howe. While there was not a direct impact on the college archives, Mark was involved in the interviewing and hiring process and has spent some time acquainting Alice with our facility. In May of 2005, we lost three of our three-year veteran work-study students. With only two returning work-studies, we hired five new students. Two stayed with us through the year and three did not. This meant considerable time was spent training new work-study students.

Exhibits:
The "Fatherless Children of France" exhibit closed in the summer of 2005. We installed "Put Me In Coach: Holy Cross Baseball, 1876-1960" at the beginning of the Fall semester. This major exhibit will continue through the summer of 2006. In addition to our own photographs and material, we borrowed items from other departments, alumni and friends including a water color of Fitton Field painted by artist, Mark Waitkus. This exhibit has been popular with the students, alumni and especially the college staff.
Other exhibits included:
- South American Tapestries (in conjunction with a Modern Language Department lecture)
- Exorcism at Holy Cross
- Building Exhibit – O'Kane
- How Our Archival Material is Used – publications using our resources
- Reprise of Fatherless Children
- Return of the Mummy
- St. Francis Xavier's 400th birthday
- Holy Cross Monopoly
- B.A.R.F. (Ban all retroactive flunking)– the first Protest on campus
- Debating Trophies

We have also begun research for our next major exhibit, tentatively entitled, "The Angel's View: Holy Cross Aerials." We expect to install this exhibit in the Fall.

Acquisitions:

There have been **56** separate accessions of material to the Archives and Special Collections. Records transferred to the department totaled more than **77** linear feet. Among the more noteworthy items were 6 boxes of football videos, 2 scrapbooks of the construction and events at the Hogan Campus Center, personal records of Rev. Joseph Labran, S.J., and tickets to football games from the 1920's. A college senior donated a Holy Cross version of the Monopoly game that he created for a computer design class.

Cataloging:

The main emphasis of the work in the Archives and Special Collections has always been processing records and making them available to patrons. Jo-Anne has the task of processing our college records. She has kept up with our accessions and has also been processing Rev. John E. Brooks' Papers. She processed non-current alumni files and has reorganized the Buildings Collection. Jo-Anne also worked with Lois on our glass plate negatives. Lois continues to work with the photography and A-V collections. She processed new accessions of men's and women's basketball photos, student/alumni photos and began processing football photos. She rehoused the negatives of the 1969 yearbook, scrapbooks/photo albums and glass plate negatives; and wrote finding aids and labels for the individual photo collections. She added over 150 women's basketball films to the collection. She has spent countless hours identifying photographs in the collection and has involved our alumni through the mystery photo feature in the alumni enews and at reunions. Mark works on Special Collections and Rare Books. He worked on finding aids for **35** Special Collections and continued work on the Curley and Walsh Collections. He also began processing the Jesuit Community Records. Our rare books are cataloged by the Dinands' cataloging department. They cataloged **91** books for the Special Collections and **23** titles for the Jesuitana Collection. We also added **28** alumni and faculty books to the archives collection.

Reference:

This year we had **325** registered visitors to the archives. This number includes patrons who visited multiple times. There were e-reference requests for all areas of the department including archives, special collections and photo requests. Our reference questions totaled **577**. We had **10** classes visit, including a class entitled "The Historian's Craft. Since this class will become a requirement for history majors, we expect to see these students in upcoming years. Virginia Raguin borrowed 2 boxes of rare books from Stonyhurst College. The Archives stored these volumes and made them available to researchers. Several art and history classes and two tour groups visited the archives to study these volumes in our reading room.

Preservation of the Collection:

The major effort for preservation was the conservation of the Bishop Fenwick painting. This painting was purchased from the Ursuline nuns several years back. In 2004 it was sent to conservators who work for the Worcester Art Museum. They cleaned and repaired both the painting and its frame. The cost of this project was paid for by donations solicited by Rev. John E. Brooks, S.J. We also brought several early record books to the bindery for rebinding. These have not been completed as of this date. We sampled our reel to reel film collection looking for deterioration known as "vinegar syndrome" and used the results to prioritize our film conversion program. All category 3 and 2 films, a total of 16, were converted at a cost of $1,600. The archives department also purchased a new photocopier using department funds. This new machine includes a "binder-minder" which allows us to copy rare books without harming the bindings of books.

Archives Web Page:

In January we published our first web exhibit using material from our "Fatherless Children of France" exhibit. Since we now have a template for web exhibits we will be able to create future web exhibits relatively easily. Lois updated our website each time we put a new exhibit up and she also updated the Jesuit Province Archives website.

Miscellaneous Activities:

- Last November, after years of effort, we created an Acquisition Fund for the Rare Book collection that can roll over each year. This will allow us to sell duplicate items in one fiscal year and save that money to purchase items in the future. As of the end of this year, we will have approximately **$300** in this fund.
- We worked with Mallory Zeising, a student, who began inventorying the art work in Dinand Library. She expects to label each piece of art work in the library next semester. Virginia Raguin hired a work-study student for the summer who is also working on an inventory of the library's art work.
- Conservation work on the mummy was completed this fiscal year. It was displayed at the Worcester Art Museum as part of their "Egyptomania" exhibit, and then returned to the library. It was on display in the library for most of the Spring semester. In June we loaned it to the Fitchburg Art Museum for their Egyptian and Classical Antiquities exhibit. This is a one year loan with the ability for renewals.
- In February we conducted tours of the archives for the Presidential scholars. This was an opportunity for us to showcase our collections and facility to some of the college's brightest students.
- Last Fall we met with the staff of the A-V department to begin a process where we can acquire their digital photo images.
- We also acquired **Teleport Ultra** software which will enable us to archive the college website.

Professional Service and Staff Development:

The archives staff continued to keep up with current archival issues by attending conferences and seminars. Lois attended the meeting of the Society of American Archivists in New Orleans as well as both meetings of the New England Archivists. Mark attended the New Orleans meeting and one of the NEA meetings. Mark and Lois, as well as Alice Howe, attended the AJCU archivist conference in Milwaukee, WI. The object of this meeting was to learn about electronic records and to create a cooperative digital project among Jesuit archives. This project is still pending. Mark served as chair for the content subcommittee. Lois served on the technical subcommittee.

Lois was elected Treasurer and Mark was elected to the Board of the New England Archivists in the Spring of 2005. We both attended the NEA Board meetings and Lois has spent untold hours working on the NEA budget and the finances. Mark serves as the board representative to the NEA membership committee and attended a meeting of this committee in April. Mark served as chair of the Archives & Special Collections interest group of ARC. Lois served as Recorder for that committee. Mark also served on the History of Worcester Printing project.

Final Thoughts:
One of our main challenges is to keep current with all the changes that occur on campus. Every year journals and publications are begun or discontinued; new offices and programs are created. Much of this happens with little or no notice to the college community. Each year we also discover that more college records and publications will only be available in digital format. This year we found out that athletic statistics are only available digitally. We have had to create a system where we can download this information and store it before it is lost forever.

Respectfully submitted,

Mark W. Savolis
Head of Archives and Special Collections

Educational Technology began reporting to the Library in July 2005. We would like to thank all of the Library staff who have made us feel most welcome! We are also grateful to the Dean's Office that we have been able to continue collaborating with Margaret Nelson on so many of our workshops and special projects.

Faculty Training & Support

Educational Technology continued its annual cycle of workshops for faculty by sponsoring three intensive workshops during the summer, the annual Faculty & Technology Mini-Conference, and 11 Lunchtime workshops during the academic year. For the most part, we have been pleased with the response that we have received and are thankful that our classes are small enough that we can still personalize our instruction.

There has been, however, some discussion about the Faculty & Technology Mini-Conference and how it can better serve both new and returning faculty. A number of new faculty arrive on campus earlier in the summer and are eager to learn about new systems prior to the end of August. In addition, there are fewer new technologies for returning faculty to learn so they are less likely to attend. We are currently considering changing our Creating Course Materials Workshop offered in early August so that it would be more accessible to new faculty allowing us to do some more innovative work at the Mini-Conference.

The following table lists our offerings and the number of people in attendance:

Workshop		# in attendance
Creating a Faculty Website	June 2006	13
Introduction to GIS	July 2006	5
Creating Web-Based Course Materials	August 2006	7
Using Assignment Manager and Gradebook in Blackboard	Fall 2006	7
Preparing Digital Presentations in PowerPoint	Fall 2006	6
New Methods in Classroom Presentation Technology	Fall 2006	7
Tips for Using ArtStor: A Multidisciplinary Online Database of Images	Fall 2006	9
From Printed Image to Digital Resource	Fall 2006	4
Making Electronic Bibliographies in EndNote	Fall 2006	3
Making Electronic Bibliographies in EndNote	Spring 2006	7

Technology Q & A: Help Session for Blackboard, PowerPoint and Photoshop	Spring 2006	2
Incorporating Personal Response Systems into Classroom Pedagogy	Spring 2006	3
Using ArtStor's Offline Image Viewer to Create Digital Slide Shows	Spring 2006	6
Creating and Editing Webpages in Dreamweaver	Spring 2006	7
Introduction to Photoshop	May 2006	4
Introduction to PowerPoint	May 2006	5

In addition to our traditional workshops, Educational Technology employed two students during the summer to assist faculty with large scale technology projects. During the months of July and August they were also available to faculty who needed assistance updating their websites. One student continued that work during the academic year.

The following table describes the projects that were completed by our workers:

Project	Faculty (Department) Involved
Scanned slides	Robert Bertin, Todd Lewis, Karen Turner Jody Ziegler
Scanned printed images	Christine Coch, Tom Doughton, Tom Worcester
Scanned articles/documents for use on E-Res/Blackboard	Isabel Alvarez-Borland, John Anderson, Tom Doughton, Catherine Roberts, Susan Elizabeth Sweeney
Assisted Faculty in updating websites	15+ faculty members
Updated or assisted in updating Academic Department Websites	Alpha Sigma Nu, Graduate Studies, History, Italian, Latin American and Latino Studies, Self-Paced Language Program, Sociology & Anthropology, Women's and Gender Studies
Updated Project Websites	Sarah Stanbury & Virginia Raguin (Mapping Margery Kempe), Todd Lewis (Japanese Tea Garden), Tom Doughton (Worcester and Its People Website)
Website for Ignatian Pilgrimage Photos	Christine Coch, Mary Conley, Sarah Stanbury
Website for Jamaican Immersion Program Photos	David Lizotte
Approaches to Social Research Website including on-line quizzes	Royce Singleton
Created image CD for *Interfaces Volume 24*	Maurice Geracht

New Technologies on Campus

During Summer 2005, the Physics Department secured a Hewlett Mellon grant to discuss the revitalization of its introductory level courses. Part of that conversation included a presentation by faculty from the University of Massachusetts-Amherst who were using Personal Response Systems as a tool to increase student participation in the classroom. Faculty from Biology, Chemistry, Mathematics, Philosophy, Psychology and Sociology/Anthropology were also in attendance. At the end of the session, faculty agreed that they were interested in experimenting with this tool so Educational Technology and Audio-Services began researching different systems. We ultimately chose Interwrite PRS because it was both PC and MAC compatible and offered a PowerPoint Plug-in too. Faculty in Biology, Physics and Psychology used the tool in their courses during the Spring 2006 semester and were generally pleased although most agreed that they needed to re-think their pedagogy more to use it more effectively.

After the Library acquired the ArtStor Database in Summer 2005, Educational Technology began to look for ways they could help Patty Porcaro and her staff encourage the use of this tool on campus. Through the college's membership in the National Institute for Technology in Liberal Education (NITLE), a special trainer was brought to campus in December and offered a very comprehensive workshop to a group of twelve faculty and staff. Following this training session, Mary Morrisard-Larkin and Patty collaborated on a one-hour workshop which demonstrated the usefulness of the ArtStor offline image viewer for creating digital slide shows which could replace an older technology once used by Audio-Visual Services. Three faculty members used the tool in their courses during the Spring 2006 semester with varying success and we are hopeful that this tool will become more widely used in the future.

We have acquired an Epson Stylus Pro 9600 44" Color Inkjet Printer with Ultrachrome Ink. This is a professional photographic printer that can produce long-lasting, archival quality prints on a variety of media. Prints can be up to 44 inches wide and of any length with use of roll paper. Located in the workroom of the Science Library in Swords, the printer is primarily for science posters but is also available as a college-wide resource. Both PC and Macintosh workstations are available for printing. ImagePrint postscript software is also available for both platforms, which allows printing of postscript output produced by scientific and other application software. ArcGIS will also be installed on the PC workstation for printing of large, high-resolution maps. Because of costs and technical issues involved in use of this printer, all printing is supervised by either Richard Lent (scientific printing) or Margaret Nelson (graphics, imagery, etc.). This printer was used to make prints that were hung in the Cantor Gallery during Virginia Raguin's Catholic Collecting exhibition. Another 50+ prints have been made of academic posters, etc.

Individual Activities: Richard Lent
Rich provided support to numerous Holy Cross faculty, staff, and students on educational technology applications, issues, and concerns. Support topics included geographic information systems; EndNote bibliographic software; database management; Windows, UNIX, and Mac software installation; Blackboard; web design and web site maintenance; network issues; FTP setup; PowerPoint and related presentation technologies; SPSS statistical software; Microsoft Office products; and Dreamweaver MX.

Rich conducted EndNote, PowerPoint, and GIS workshops for faculty during the academic year and assisted with week-long summer faculty workshops in electronic course materials (August 2005) and web design (June 2006). He also taught a week-long GIS workshop for faculty in July 2005, and developed a new, week-long faculty workshop on use of SPSS statistical software to be taught in August 2006.

Rich maintains and coordinates general hardware and software maintenance operations for the Haberlin 408 computer lab and other classrooms in the Science Complex and supervises large-format printing in the Science Library workroom. He also installs UNIX software for Mathematics and Computer Science faculty, and is a campus support contact for ArcGIS, EndNote, SPSS, Windows, UNIX, Microsoft Office applications, and Dreamweaver MX.

Other duties this past year included administering the Educational Technology budget, promoting use of GIS, bibliographic, presentation, and data analysis software on campus, assisting with the supervision of student technology assistants, and participating in the Faculty-Technology Mini-Conference (August 2005). He also continuously researches and evaluates software, World Wide Web sites and applications, and computer hardware for potential use in educational technology.

Courses Taught

Introduction to Geographic Information Systems course (CISS 247), Spring 2006, had 15 students enrolled, representing majors in Mathematics, Political Science, Psychology, Biology, Economics, Spanish, and Sociology.

Survey of Computer Science course (CSCI 110) had 7 students enrolled for the Fall 2005 semester, and 21 students for the Spring 2006 semester, representing majors in Political Science, Psychology, Mathematics, Economics, Accounting, Physics, Religious Studies, History, Biology, Classics, and Spanish. Responsibilities for CSCI 110 included supervision of a teaching assistant.

College Committees

Educational Technology Support Group
Educational Technology Advisory Group (liaison)
CITASAC

Presentations

Environmental Studies seminar, 15 November 2005 ("Ecology of New England Butterflies").

Conferences, Meetings, Workshops Attended

NERCOMP SIG - IT/Library Collaborations in Teaching and Learning, University of Massachusetts, Amherst

NERCOMP SIG – Creating an Infrastructure for GIS Support in Academic Environments, College of the Holy Cross.

Individual Activities: Mary Morrisard-Larkin

Mary began the year as the Acting Supervisor of the Multimedia Resource Center. With the help of a student worker, all of the videos in the MRC's collection were cataloged in the Library system. In addition, all of the audio materials for first and second year language courses were digitized for delivery on the web. Finally, Mary participated in the hiring of a replacement for the position and was able to return to Educational Technology full-time in October 2005.

Mary continues to administer the Foreign Language Placement Exams for French, German and Spanish at Gateways and during Pre-Registration periods. The Italian Section has adapted a placement exam used by Wellesley College this past Spring and a paper version of this exam will be available at Gateways this year with the hopes that it can be digitized by next summer.

Since Public Affairs have been so involved with the web re-design this past year, Mary have become more involved with digitizing surveys for administrative as well as academic departments. Unfortunately, the tool that Holy Cross selected does not allow us to upload files, forcing me to hand code each question. Similarly, the work cannot be delegated to a student because for security reasons.

College Committees

Educational Technology Support Group – Served as Chair for FY2006.

Digital Imaging Consideration – Participated in a sub-committee that wrote a Hewlett-Mellon proposal for a pilot project that would begin adding faculty images to Millennium.

Web and Electronic Communications Steering Committee – Advised Public Affairs of faculty and academic department needs for the new Holy Cross web design.

Conference Presentations

Emerging Technologies I: Personal Response Systems. AJCU Educational Technology Meeting, Le Moyne College.

Conferences, Meetings, Workshops Attended

NERCOMP SIG – Emerging Trends for Teaching and Learning, Bolton, MA

NERALLT Fall Meeting – The Language Lab in the Era of Publisher Produced Materials & Copyright Workshop, Marist College

ACTFL Annual Convention – Baltimore, MD

NERCOMP SIG – The P Word: What is Pedagogy, and Should it Drive Instructional Technology?, Southbridge, MA

NERCOMP SIG – Blackboard SIG, College of the Holy Cross

NERCOMP Annual Meeting & Workshop on Emerging Technologies for Teaching and Learning, Worcester, MA

NERCOMP SIG – Connecting Technology & Liberal Education: Theories and Case Studies, University of Massachusetts, Amherst

NERCOMP SIG – Are Digital Images Changing Teaching in the Liberal Arts Colleges?, College of the Holy Cross

AJCU Educational Technology Meeting – LeMoyne College

NITLE – Liaison's Meeting, Hartford, CT

ECAR Academy, Dedham, MA

Professional Service

Mary officially ended a two-year term as President of the New England Regional Association for Language Learning Technology (NERALLT) in July 2005. As the Immediate Past President, she have been serving on a committee to re-write our organization's by-laws for the past year. Patty Porcaro also helped NERALLT find a librarian from Southern Connecticut State University who could speak to the group about copyright at our November 2005 meeting.

Mary continues to serve as the International Association for Language Learning Technology's (IALLT) liaison to the American Council on the Teaching of Foreign Languages (ACTFL) which involves coordinating IALLT's participation in ACTFL's annual conference.

Mary was appointed to the Learning Objects, Learning Activities (LOLA) Editorial Board for the Humanities and Culture.

Music Library
Annual Report 2005-2006

The 2005-2006 academic year was an active one for the Music Library. A high level of activity in the Music Department accounts for the increased use of the Music Library. Our collections and services effectively support the curriculum and faculty research. The space shortage in the Music Library continues to be a critical issue.

Bibliographic Instruction and Public Service

As in previous years, the Music Librarian gave bibliographic instruction to selected Music Department classes. These classes were complemented by tours and hands-on research training in the library.

This year's circulation transactions totaled 14,585. The number of reserve room transactions was approximately 3,576. The Music Librarian answered over 520 reference questions during the 2005-2006 academic year.

Library traffic can be measured using the automated patron counters in the security gates. There have been 93,731 hits registered on the patron counter this year.

Acquisitions and Collection Development

The collection continues to grow at a consistent rate. Approximately 485 compact discs, 120 scores and 95 books were added to the collection this year. We continued to expand the collection in all areas, with emphasis on the eighteenth and nineteenth centuries, contemporary art music, American popular music as well as the music indigenous to Indonesia, India, Africa and the Middle East. Approximately 695 book, score, video and sound recording titles were ordered this year.

Cataloging and Technical Services

The Music Library staff made noteworthy progress cataloging the backlog of recordings, scores and videos. Approximately 700 items were cataloged this fiscal year.

The Music Library continues to be aggressive about bindery projects. A total of 94 items were sent to Acme Bookbinding during the 2005-2006 fiscal year. We are committed to collection preservation and implement restorative measures whenever possible.

Projects

The Music Librarian and Music Library Assistant are working to reduce the backlog of uncataloged materials. The CD backlog was successfully eliminated in March 2006, although numerous new items have arrived since then. The next task is to reduce the score backlog.

Because of space limitations, the Music Librarian deaccessioned several runs of bound periodicals. Title selection was based on relevance to the curriculum, faculty interests, and completeness.

A database of jazz standards was created five years ago and will be updated this summer. This database provides an index to each track of every jazz CD in the Music Library.

Personnel

Alan Karass completed his third year as Music Library Association's Liaison to the American Library Association. He also serves as a member of the Music Library Association's Recruitment Task Force, Membership Committee, and is Chair of its Outreach Subcommittee. He has recently been appointed Chair of the 2007 Program Committee for the Arts Section of the Association of College & Research Libraries (ACRL).

In October, Alan attended the Fall meeting of the New England Music Library Association (NEMLA) at Vassar College (Poughkeepsie, NY). As part of the meeting he presented a paper titled, "That Rings a Bell...: An Overview and Assessment of the Sound Healing Literature". He was also invited to attend the American Orff-Schulwerk Association (AOSA) Conference in Birmingham, AL. As a guest of AOSA, he was a speaker during the Annual Meeting.

Alan continues to serve as co-editor of the journal *Music Reference Services Quarterly*, published by Haworth Press. The fifth issue under his editorship was published in May 2006.

Alan completed his fifth year on the Board of Directors of the American Recorder Society, and third year as President. He will serve on the board through August 2007. Alan served as the coordinator for the American Recorder Society's first conference, which was held at Regis University in Denver, CO, July 28-31, 2005. He was also a presenter at two sessions on chapter leadership during the conference.

For the September 2005 issue of *American Recorder*, Alan wrote concert reviews for two Boston Early Music Festival performances.

Julia Severens has made significant progress cataloging items from our compact disc and video backlog while successfully managing student staff, circulation and reserve room operations. In April, she attended the Spring NEMLA at Symphony Hall in Boston.

Concerns

The lack of sufficient shelf space for books, scores, and periodicals is a critical issue for the Music Library. Our shelves are approaching 100% capacity, and they will undoubtedly reach their capacity soon. Deaccessioning selected print periodicals offers a limited solution, but does not solve the fundamental problem-the music library has outgrown its space. Alternative storage options will soon become a necessity.

Rehm Library

This is the fourth full academic year that the Rehm Library has been open to the Holy Cross Community. During the academic year it is open 84 hours per week. It continues to be a popular spot for studying.

Respectfully submitted,
Alan Karass, Music Librarian

It is difficult to reflect on the past year without bumping into the present. This is one reason that this is such a useful exercise as it affords the opportunity to analyze the challenges and unrealized goals of the past with promises for the future. This annual report, then, acts as a leveler as our ambitions always seem to exceed our achievements.

As with past reports, Eileen Cravedi, Access Services Librarian, will ably present the activities and accomplishments of the many Reader Services areas under her tutelage (Circulation, Interlibrary Loan, Reserves, Stacks, and Access Services). I will concentrate on Reference and Instruction.

Reference

Staff

Eileen Cravedi, Access Services Librarian, deserves kudos for fulfilling the promise of providing outreach lunchtime reference services to students. Armed with a laptop and a great deal of enthusiasm, Eileen setup shop in Cool Beans to "Bring the Library to You."
Aside from her many responsibilities in Access Services, Eileen is also credited with jump starting our student Reference Assistant's program.

John Coelho, Reference/Instruction Librarian, continues to be the primary editor and maintainer of the library database page; assists the Science Librarian with the design and upkeep of his page; and, once again, helped with the editing and updating of this 2nd year of producing departmental "value statements." Also, appreciated is the collaborative efforts of John and Bob Scheier, Electronic Resources Librarian, in URL management. John's sense of design was also enlisted by the Archives to help create a brochure.

Gudrun Krueger, Reference Librarian, keeps us looking good with current event book displays and welcoming exhibits for visiting authors. Gudrun also has a history of working with the pre-law students to give them hints on verifying citations for the student published law journal, "Holy Cross journal of law and public policy."

Diane Gallagher, Periodical's Librarian, and **Mary Moran,** Principal Cataloger, continue to help out by staffing the Reference desk one shift a week. Not only is their assistance appreciated but they offer a unique perspective from their areas of expertise.

Tony Stankus, Science Librarian, is appreciated for often volunteering to help out with open houses, tours, and orientation.

Two of our valued Reference assistants left at the beginning of the school year to pursue their professional goals. **Lynne Riley**, Circulation Supervisor, graduated from the University of Pittsburgh in May with an MLS and accepted a position at WPI as an Access Services Librarian.

MaryKate McMaster, Evening Circulation Supervisor, decided to pursue teaching full-time as an adjunct faculty at area colleges.

Course Integrated Instruction, Tours, & Consultations

Faculty Requested Sessions	15 (145)
Personal Consultations (Desk & Researcher's Workshop)	60
Passport/Odyssey	4 (120)
Transfer Students	1 (3)
Teaching Assistants	1 (12)
Orientation	1 (290)
Open House	1

(parentheses) indicate # of participants

Reference Statistics

Total Reference Transactions @ Reference Desk	**3303**
Informational/Directional/Technical	1712
Quick Reference	1340
Extended Reference	251
Total Reference Transactions @ Circulation Desk	**1483**
Informational/Directional/Technical	873
Quick Reference	499
Extended Reference	111
Total Reference Transactions @ Periodicals Dept.	**265**
Informational/Directional/Technical	74
Quick Reference	140
Extended Reference	51
	5051*

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Digital Reference

Email Reference	129
AJCU Virtual Reference *(Fall05=74 Spring06=116)*	190**

*As reported by most other ACRL institutions, "Reference Desk" transactions are declining. There is much speculation about such trends (google, millenials, fear, appearing dumb in a public arena, etc.); however, I prefer to focus on our attempts to reach out to students and "personalize" services. Examples are: the Researcher's Workshop, Bringing the Library to you @ Cool Beans, Student Reference Assistants, Virtual Reference, etc.

**In comparison with other AJCU participating institutions (especially for a library our size); these numbers are comparable. However, having noticed that there is a spike in information requests after a personalized email broadcast to the student body, we know that marketing works and we will attempt to do more of it in the next Academic year.

Hi-lights of the Year

"Summer 05" Workshops & Tours:

- In addition to tours, we are pleased to report that Passport instructors requested instructional sessions (Spanish & Comp) for their students
- Tours were also provided for Odyssey students
- Introduced ARTSTOR to faculty as a part of the Mini-Technology Conference offered annually the week before classes start
- Gave library staff a brief introduction to the new ARTSTOR database
- A "Treasure Hunt" for First Year Student Orientation continues in lieu of tours

Historian's Craft

- Invited to give a presentation to the History Faculty on reference tools and possible mock exercises for a new course titled "Historian's Craft"
- Created a PowerPoint presentation (after conferring with the History Chair) on the most prevalent problems students have with the research process—used as a springboard into utilization of Historical reference tools and strategies

Academic Integrity Project

- Member of a committee formed by Prof. Mark Freeman to set up an Academic Integrity Website dealing with issues of intellectual freedom, honesty, dishonesty etc. The website would also contain a tutorial that would be mandatory for First Year students. Other members of the committee included Mary Morrisard-Larkin (Educational Technology) and Jasna Shannon (English professor and Director of the Writer's Workshop). A busy academic schedule stalled progress on this project. In investigating similar models at other colleges and universities, it was noted that most Academic Integrity modules were part of a larger Information Literacy Tutorial, including Georgetown's that was offered as a model.

New Website

- Attended occasional WESC (Web & Electronic Communications Steering Committee) meetings with respect to the new website design and provided input on the new "Library Explore Page"
- Gave a brief presentation to the library staff on the new web design shortly before its unveiling in April of 2006. Since, there is no longer a link from the HC main page to the library and the new design also sports a Library Explore page which is primarily for marketing, it seemed prudent to diminish the shock that may have ensued from such a drastic difference in appearance and, well, function.

Virtual Reference

- As a startup Steering Committee member in year 2 of participation in the AJCUVR (Association of Jesuit Colleges and Universities Virtual Reference) project, I'm glad to report that the numbers of Holy Cross users are rising and are expected to increase with more aggressive marketing. This anytime/anywhere service reaches the students in their medium and at the point of need.
- AJCUVR Librarians have displayed a remarkable aptitude for co-operation
- Presented on the AJCUVR project at the NELA (New England Library Association) conference. Session title: "Virtual Reference: Brave New World"
- Gave a presentation to the Holy Cross Parent's Council on the AJCUVR project

Outreach

- Introduced a new outreach service: "Bringing the Library to You." Towards the end of the spring semester, one of our more adventurous Reference Librarians, Eileen Cravedi, brought a laptop to Cool Beans during lunch hour to provide on the spot research services. This service will be part of next year's program.
- Inspired to suggest more in-class instructional sessions to busy faculty after being invited to provide a research session to the class
- After learning that the Football players gather in the library nightly for an enforced study to utilize the facility (computers, Writer's Workshop, etc.), it seemed that we were missing an "outreach" opportunity—a few specialized sessions will be offered next year
- AIM—we are considering an Instant Messaging pilot project at Reference

Student Reference Assistants

- Due to declining requests at the Reference Desk; literature that suggests students will interact more readily with their peers; and because we have known for some time that "two" students at the Reserve desk with minimal requests for "print" reserves was a poor use of resources, we decided to re-assign one of the students to the Reference Desk. The students were rotated through on a weekly basis during the spring semester—thus each had an opportunity to work in Reference. The suddenness of this action was a surprise to some students (especially those who had planned their shifts so that they could study together at the Reserve Desk). However, most adjusted quickly, some actually relished it, and we have added a Reference slot on our sign-up sheets for the fall of 2006. We will, of course, offer a more extensive training program and guidance on decorum.

FYE

- After a bit of modest lobbying, the Library is pleased and gratified to be included in the plans for a universal First Year Experience.   This will give us an opportunity to provide personalized research services to "each" First Year student as they begin their studies at Holy Cross. Plus, I am happy to serve as a member of the FYE Coordinating Committee.

Lilly Summer Vocation Seminar 06

- The opportunity to reflect on my career path with other members of the Holy Cross community is an exciting one

LibQual Survey

- Anticipating the results to make plans for the improvement of services

Web, Technology, Committees, Presentations

- WECSC meetings continued intermittently
  - Provided input on new design and Library Explore Page
- Passport Workshops
- New Member of ESTG (Educational Technology Support Group)
- Overview of ARTSTOR (new database) to Library Staff (8/19/05)
- Presentation to History Dept (8/23/05) on possible resources and tools for the new Historian's Craft course
- Presentation on "Tips for Using ARTSTOR" at Faculty & Technology Mini-conference 8/24/05
- Academic Integrity Committee member (1st meeting 8/25/05)
- Private consultations on ARTSTOR & ERES to faculty
- Educational Technology Fall Workshop 10/5/06, 10/6/05, ARTSTOR
- Orientation de-briefing meeting 10/7/06
- NELA Conference Presentation "Virtual Reference: Brave New World," 10/16
- Convened two Reference Meetings
- Presentation to Parents Council on AJCU Virtual Reference, 10/23
- Steering Committee Member AJCUVR (2nd year)
- Worked on Library Explore Page for the web redesign
- Using ARTSTOR'S OIV, Spring Ed Tech Training, 2/22/06
- In-class Presentation to Prof. Guillemin's German students on 4/3/06
- Parents Council library tour and brief presentation, Saturday, 4/18/06
- Brief overview to Library staff on new web design, 4/17/06,
- Invited to attend Lilly Vocational Summer Seminar (June 8 & 9)

Seminars, Workshops and Meetings attended by Head of Reader Services

- AJCUVR Conference, Nov. 3-4, 2005, Georgetown, Washington DC
- NERCOMP Workshop, IT/Library Cooperation, 11/14/05
- NELINET Seminar, Library Web Site Makeover, 10/21/05
- NERCOMP Workshop, Copyright, 12/6/05
- NITLE ARTSTOR Workshop, 12/8/05
- New Tutor.com Software Provider Training 12/12/05 & 12/13/05
- NERCOMP Workshop, The P Word, What is Pedagogy…., 1/19/06
- Educational Technology Spring Workshop, EndNote, 2/2/06
- ARC, Information Literacy, WPI, 3/6/06

- NELIG, Google Scholar and Maps, UMASS, 3/17/06
- Holy Cross Academic Support and Service Support Management Advisory Groups, 3/21/06
- NELINET Workshop, Creating an Environment/Continuous Assessment, 3/22/06
- NELINET Workshop, Information Literacy, 4/4/06
- NERCOMP Workshop, Connecting Technology & Liberal Education, 4/5/06
- Annual Appreciation Breakfast for Administrative Assistants, 5/1/06
- NELINET Annual Meeting, 5/5/06
- CMRLS, Extreme Customer Service, WPI, 5/8/06

Respectfully submitted, Patty C. Porcaro, Head of Reader Services

Science Library
Annual Report 2005-2006

Assistants

The Science Library was well-served throughout the academic year by its two paraprofessionals. **Carrie Peck**, the full-time assistant on weekdays, continued to work primarily on requesting Interlibrary Loans under the management of **Eileen Cravedi**, Access Services Librarian. Nonetheless, her control of cash, office supplies, reserves, student workers & particularly library displays (all of which were revised during this academic year) was considerable and appreciated. **Marianne Siener**, the evening and weekend assistant, continued her steady work on outgoing Interlibrary Loans, and assisted in bindery.

Student Workers

The student staff initially consisted of 26 workers. While there were no major shelf-shifting projects this year, they maintained their stack-reading sections in good order in addition to serving patrons and circulating materials according to regulations. We lost four workers for parts of the year. One transferred to another college; one went to a Washington DC internship; one voluntarily resigned owing to the workload, and one was let go, owing to excessive lateness and absenteeism at Dinand, where she also worked. The hiring of two replacement workers enabled us to fill the shifts for all four missing students. All student workers were given a chance to review the new student employee handbook for next year before its submission; several gave suggestions that improved explanations of procedures and rules.

Accelerated Conversion to Electronic Journals

Forty six of our most important journals in Chemistry and Biology were converted to electronic-only formats. In addition we added *BioOne*, an all-electronic collection of nearly 70 journals in the life sciences. *BioOne* greatly enhanced our abilities to serve Dr. Ober, our entomologist, and Dr. Claessens, our paleontologist, since we had no journals in either's field. This project depended greatly on the cooperation and skills of **Diane Gallagher**, the Periodicals Librarian, and **Bob Scheier**, our new, and most heartily welcomed Electronic Resources Librarian. There is scarcely a part of Science Library functioning that is not improved by working with each of these staff members.

Planning for Geology Journal Access

Owing largely to the timely intervention of **Eileen Cravedi**, a mistaken notion held by the Science Librarian that area libraries did not have significant resources in Geology that would greatly assist the newly-recruited geologist was corrected. Consequently **the Dinand Library team** that researched the problem was able to give to the Associate Dean, the Biology Dept., and to Dr. Sara Mitchell, the incoming faculty member, a much improved report on what awaits her on arrival.

Books & Bound Periodicals Added & Weeded

Owing to budget constraints, we were able to bind only 607 volumes, as opposed to 949 in the last academic year. We added 640 books to the library. Special thanks must go to **Nancy Charbonneau**, who retires after 25 years of placing our book orders, and to **Nancy Singleton**, Acquisitions & Cataloging, who enabled us to stretch our funds and order a good starting collection in vertebrate paleontology for Dr. Claessens. With the assistance of **Mary Moran** & **Diane Gallagher**, 98 volumes of obsolescent books and bound periodicals, were discarded and eliminated from our holdings records.

One-on-One Reference Service

There were 571 directional questions (up from 236), 170 quick questions (less than 15 minutes, up from 38) and 315 extended questions (greater than 15 minutes, up from 235). The steep increase in numbers this year primarily involved more one-on-one teaching of the navigation and use of more full-text databases and the many new full-text electronic journals, in conjunction with term papers and lab reports. Non-science majors writing their first science term papers accounted for a high proportion of extended questions.

Bibliographic Instruction and Information Literacy Sessions

Fifteen classes were held (up from 14), with a combined attendance of 289 (up from 284). Twelve were held within the Science Library; three were in the sponsoring professor's classrooms, which are all internet ready & had projection capability. Biology accounted for 12 talks with a combined attendance of 251. Chemistry accounted for 3 talks with a combined attendance of 38. One of these classes was team-taught with **Bob Scheier**. We highlighted the library's increasing access to electronic journals.

Circulation Statistics

Circulation of science books was 2493 (up from 1604); of bound science periodicals, 291 (up from 166). Subject analysis:

- Environmental Biology & Chemistry 36%
- Neuroscience, Gerontology, Psych-Soc. in Medicine 25%
- Organic, Inorganic & Physical Chemistry 10%
- Physics, Astronomy, Engineering 10%
- Molecular, Cellular & Organismal Biology 9%
- Math & Computer Science 7%
- Photography 3%

While Environmental Studies still grew in raw number of circulations (897 vs. 840) and remained the leader, it lost 17% of the total share of volume in this high circulation year, owing to even greater proportional usage in the remaining areas. Biological Psychology, also number two last year,   increased 5% over last year's 20%. Each of the categories divided up the remainder fairly evenly. This year, photography students and faculty, who use the Science Library owing to a historical quirk in the Library of Congress classification scheme which places their books here, supplanted historians of science and medical ethicists as the most significant humanities borrowers.

Changes to Library Web Pages

Working with **John Coelho** we added, edited or deleted 21 websites to the departmental subject guides. This was fewer than last year's 39, a time when the whole site was dramatically rearranged. A "Request-A-Session" and "Science Library Suggestion Box" link was established that conforms in style and text exactly to that used by the Dinand Reference Department. In preparation for a time when Web Bridge will be implemented, I submitted a list of over 200 Open-Access medical journals from the HighWire archives that were not yet linked to our databases. This project will be considered by the Electronic Resources committee. **Karen Reilly** and **Patty Porcaro** suggested that I survey how other science libraries handle their web-based subject guides. I examined and reported on over 30 science library websites. In light of what we learned, and owing to dramatic recent changes in the overall Holy Cross web pages, I was asked to prepare brief basic web guides in the Sciences in the same style used for other non-Science departments. They may be edited versions of those I had prepared in the Spring semester. They are not to be loaded up until the library as a whole decides on what guide lengths, framing and formats will work best in the new environment.

Goals for the Summer & Upcoming Academic Year

- Work with the **Electronic Resources team** to convert more journals from print to electronic journal formats before the placing of the Fall EBSCO order and bill.
- Design and write subject-guides in the Sciences for the library web pages, that match in length and intent, those of Dinand Library, once **Patty Porcaro & Karen Reilly** have come to an agreement.
- Work with Physical Plant to get the Reference Area covered by some sort of back-up protection from repeated leaks from the floor above.
- Participate in the final layout and inventory stocking of the redesigned Room 101.
- Once again, try to expand instructional outreach to departments other than Biology & Chemistry.
- Work to accommodate whatever the needs of the many sure-to-be-displaced Science faculty during the first phases of construction of the new Chemistry wing.

Continuing Education

Carrie Peck is closing in on her Graphics Certification at Assumption, a skill that makes her even more valuable to our display work. **Marianne Siener** completed an advanced accounting class towards a second bachelor's degree (in Business) at Fitchburg State.

I attended the following:
- September 18, 2005: Boston SLA Fall Kick-off: The Collections of the Ernst Mary Library @ the Museum of Comparative Zoology @ Harvard.
- October 25, 2005: RI SLA: "Blogging in Special Libraries. Jessica Baumgart of the Harvard News & Information Agency Library & Berkman Fellow for the Role of the Internet in Politics & Society at the Kennedy School of Government @ URI University Club.
- Thursday, October 27, 2005: Boston & RI SLA Joint Function: "Great Gadgets; Hand-Held Technology in Libraries" @ Dinand Library Faculty Room.
- Thursday, November 3, 2005: Chemical Abstracts Webinar on the new edition 2006 of SciFinder Scholar @ Dinand Faculty Room.

- Monday, December 19, 2005: NELINET presentation on "OpenAccess Serials" @ NELINET headquarters, Southboro.
- Friday, January 13, 2006: "SirsiDynix Institute Webinar: Emotional Customer Service: Turning Customers Into Friends – Who'll Return Again & Again." @ Dinand Library Faculty Room.
- Wednesday, February 15, 2006: SirsiDynix Institute Webinar: "Weblogs & Libraries: Communication, Conversation, and the Blog People." Dinand Library Faculty Room.
- Tuesday, March 21, 2006: Boston SLA: "Using Feedback from Library Users to Improve Your Website: The Baker Library Experience." @ Baker Library, Harvard University.
- Monday, May 8, 2006: EDUCAUSE: "The National Digital Science Library Webinar." @Dinand Library Faculty Room.

SERIALS DEPARTMENT:
ANNUAL REPORT 2005-2006

Total Print Subscriptions:	3,438
Currently Received:	1,773
Added Subscriptions:	108
Reactivated Subscriptions:	33
Cancelled Subscriptions:	7
Ceased Publication:	10
Withdrawn:	8
Access to Electronic Titles (unique):	16,056
Bindery:	2,260

FINANCIAL

Industry price projections for 2006 were given as 7-9% ("Serials Prices 2001-2005 with Projections for 2006". (http://www.ebsco.com/home/printsubs/serialspriceproject06.pdf). We prepaid $680,000 to our serials vendor EBSCO in order to benefit from their policy of giving a prepayment credit; this year's prepayment credit was .75% or $5,100. We paid a total of $739,187.16 for print subscriptions this year and $50,519.08 for electronic subscriptions for a total of $789,706.24. We paid a surcharge of $3,010.35 on our non-discounted EBSCO titles. Our overall price increase was 9%.

We spent $22,014.90 on bindery. The Science Library was able to draw on additional funds from a gift they received; they used a portion of this gift $4,845.25 to bind 436 periodicals bringing our totals to 2,260 volumes this year: Dinand 979, Science 1,185, Music 94 and 2 facsimile volumes.

PERIODICALS

A total of 108 new titles and 33 reactivated titles were added to the collection this year, the majority of them in electronic format via the purchase of BioOne and JSTOR II.

Working with Tony Stankus, Science Librarian, we made extensive changes in Biology and Chemistry titles – changing 40 print titles to electronic. We also added a yearly subscription to the American Chemical Society Archive which gives us additional electronic coverage to earlier years as well as access to the older years of 11 more chemistry titles that we did not own.

A gift allowed us to purchase the subscription to BioOne, an electronic collection of 81 bioscience (biological, ecological and environmental) research journals, most published by societies and non commercial publishers. This added significantly to our title holdings in these areas (58 titles were completely new to us, 16 were reinstated). Extensive use has been made of both of these collections. Our access started with January 2006 and, as of May 2006, 103 searches were done and 198 full text articles were downloaded from BioOne. The American Chemical Society online journal collection was searched 188 times and 425 articles were requested.

An additional $5,000 from the college enabled us to purchase the JSTOR Arts and Sciences II Collection. The $5,000 was used to pay the capital fee; there is an additional $1,250 yearly subscription fee. We added electronic access to 124 titles (of which 23 were new and 20 reinstated). In addition to economics, history and Asian studies, this collection has core journals in archaeology, classics, and African, Latin American, Middle Eastern, and Slavic studies.

We cancelled 7 print titles and 11 titles ceased publication. We canceled our print subscriptions to the Social Sciences Citation Index ($5,497.50) and Sociological Abstracts ($955) in order to purchase SocIndex with Full Text ($2,858 for 6 months) a research database for Sociology which includes journals (363 in full text), books and conference papers.

In March/April of this year MIT Press decided to withdraw their electronic content from INGENTA, moving to Atyphon and hosting their journals on their own site. We've been happy with INGENTA as an electronic journal host, but a number of publishers have chosen to withdraw from INGENTA in recent years and host their own material.

With the significant number of changes this year from print to electronic or the addition of electronic content, we have had to revise or add a significant number of MARC records. Mary Beth, Sue and Alessandro worked on adding notes and linking information to the MARC records of BioOne and JSTOR.

In Project Muse, we saw a price increase of $1,000 on our basic subscription due to extensive (745 searches in 2004) use (usage being incorporated this year into their pricing model).

The College's internet service provider filed chapter 7 in January; this necessitated the finding of an immediate replacement, Charter Communications. Another IP range was added; this necessitated contacting all of the library's electronic database and subscription providers to add the IP range to our profiles. Fortunately, this was accomplished with minimum service interruption.

By means of the money donated through the George & Bernice Phillip History Fund. ($100,000 – the library receives the income, $4,500), the library purchased a subscription to Critical Asian Studies for 2005 and 2006 ($427.04) and placed a standing order for French Colonial History (volumes 1-6, $238). In consultation with the History Department, it was decided to purchase the

Historical Statistics of the U.S. Millennial Edition with the remainder of this year's money ($2,200, with a continuing $100 yearly maintenance fee).

We did also receive a few subscription requests that we were not able to fund at the current time. We have added them to our ongoing list of desirable but currently unaffordable titles.

Mary Beth worked on a project to record microfilm usage of titles and to compare the titles used with our online holdings to see if there was any duplication. This information will be helpful to have when evaluating future expenditures for equipment support. Students have been required to do research with primary source documents (many of them on microfilm), and extensive use of the microfilm collection has been made. We saw 49 instances of usage in the fall semester and 200 in the spring.

We purchased back issues (numbers 1-54, $100) of <u>Earthlight</u> magazine for the Religious Studies Department.

Prof. Ann Marie Shea of Worcester State College donated back volumes 1-12, 1991-2002 of <u>Theatre Topics</u> to us.

Thanks to a gift of periodicals from Dr. Matthew Toth, (Ass't. Dean for Student Development), we were able to give these volumes (which were duplicates for us) to Fitchburg State College (<u>Suicide & Life Threatening Behavior</u> vols.17-19, 1987-1989), the University of Massachusetts Medical School (<u>Suicide & Life Threatening Behavior</u> vol. 23, 1993), and Worcester Public Library (<u>Journal of Counseling & Development</u> vols. 71-75, 1992-1997).

After dealing with repeated delivery problems (daily as well as weekend and summer), we decided to move our current local newspaper subscriptions to mail delivery to see if this works well for us. We have had some delays and erratic delivery here as well, but the changeover has been reasonably satisfactory. We have only had a few inquiries about the change – none from current faculty or students. Most of our newspaper content is also available on the same day online.

MILLENNIUM

We began tracking our periodical expenditures through the Millennium Acquisitions system this fiscal year. Yearly payment information now appears in the Millennium order records, linked to individual titles. This will also give us a more integrated look at our yearly expenditures. We loaded our major periodical renewal invoice (of over 300 pages) from EBSCO with a minimum of problems. We also created additional fund codes for electronic journals, microfilm, and replacement issues.

An upgrade to Millennium over Columbus Day created temporary problems with MFHD holdings and note display, but did not have a serious impact on us; a patch to solve the problems was made available.

DATABASE MANAGEMENT TEAM

As a member of the Database Management Team (with Karen Reilly, Nancy Singleton, Patricia Porcaro and Bob Scheier), Diane reviewed database changes and purchases, looked at interface options for the Philosopher's Index, BHA, GeoRef, and explored possible purchases for the George & Bernice Phillip History Fund.

At the suggestion of the Psychology Department's Prof. Richard Schmidt, we are currently looking at PsychArticles, the database of American Psychological Association titles in electronic format. Making this purchase would give us access to additional titles that we do not currently subscribe to in print. We would be able to provide electronic access to all of our 24 current titles, plus an additional 32 titles. To do this we would cancel our current 24 print subscriptions (which in 2005 cost $10,736). The Psychology Department is considering the change.

LIBRARY VALUE STATEMENT

Diane and John worked on the second edition of the Library Value Statement – a pamphlet giving each academic department the details of expenditures for materials and service support that they receive from the library. These include: books, standing order, and periodical expenditures (with a complete list of periodicals by department), database costs and usage statistics, circulation of library materials, reserve use, inter-library loan transactions, reference questions answered, bibliographic instruction sessions and research workshops given.

REFERENCE

Diane works at the Reference Desk on Thursday mornings. This continues to be a challenging and rewarding interaction with students, faculty, the occasional off campus library visitor and the Reference Staff.

OCLC UNION LIST

OCLC Union listing underwent a complete overhaul this year. The Passport System was shut down in February for a "hot" cutover to the new Local Holdings Maintenance System based on the MARC 21 Format for Holdings Data. Unfortunately, very little detailed information was available on the new system until it went live. As soon as they were available, NELINET provided online tutorials and then scheduled hands on training sessions. Detailed holdings information will now be available online via the FirstSearch and WorldCat systems. It will be advantageous to have this information readily available for public and interlibrary loan use. Work on the union list included: Dinand 16 additions, 59 updates, 2 deletions; Science 120 additions, 78 updates, 4 deletions.

JESUIT LIBRARY

We performed routine maintenance (check-in title ledger book, bills, claims, etc.) for the library's subscriptions.

LIAISON

Diane worked with Prof. Bill Roorbach, the Jenks Chair in Contemporary American Letters, on book purchases for the Elisabeth E. Sheehan Poetry Collection.

MEETINGS, CLASSES, WORKSHOPS

NELINET OCLC E-Serials Focus Group (November 29, 2005)
NELINET: Managing Your Archival Print Collections in the Digital Age (December 7, 2005)
SIRSI Dynix Web Seminars
NELINET OCLC Union List Migration New System Preview (December 22, 2005)
NELINET OCLC Local Holdings Maintenance (March 23, 2006)

Diane G. Gallagher
Mary Beth Pappie
Susan Selby
(Submitted by Diane Gallagher, June 8, 2006)

Worcester Art Museum
Annual Report 2005-2006

Highlights of the Year The library just concluded a very successful book sale designed to raise money for the inadequate acquisitions budget. The library's annual acquisitions budget is only $10,000, an amount that must cover both the book and serials acquisitions. With the average cost of an art book at $100 combined with the spiraling cost of serials and the increasing demand for on-line databases, it is very difficult to satisfy the Museum's research needs with $10,000 per year. The final tallies have not yet been made for the book sale, but so far the profits are almost $11,000. I plan to buy much needed catalogs raisonne on artists in the Museum's collection, scholarly research books pertaining to artists in upcoming exhibitions, monographs on artists whose art is newly acquired by the Museum, and a new on-line art database. The new purchases will be a welcome addition to our holdings. The book sale was sponsored and supported by the Friends of the Library. The Museum also benefited from the book sale by selling Museum memberships to book dealers who wanted to attend the members only session of the book sale.

   The most exciting news for the library was receiving a grant from the National Endowment for the Humanities for $4200 for a Preservation Assistance Grant for Smaller Institutions. This grant marks the first time the library has ever received a grant totally on its own. The grant allowed us to hire a consultant from the Northeast Document Conservation Center, Rebecca Hatcher, to spend a day in the library assessing our preservation and conservation needs. We have received a final, detailed report from the NEDCC summarizing her findings, which includes recommendations and is designed to be used as a planning document. The report identified short-, medium-, and long-term preservation priorities. The grant also supplied the library with $1,000 to buy preservation supplies to stabilize our collection per the consultant's recommendations. The library is currently in the process of reviewing the report. A report is due to the NEH at the end of the summer.

   The library also submitted its long-range plan to the Massachusetts Board of Library Commissioners at the end of last summer (MBLC). The plan was accepted and an update will be submitted by the deadline this year in order to keep us on track and current. Having a long range plan on file with the MBLC positions the library to be able to apply for other grants, specifically those offered by the NEH, LSTA, and IMLIS.
   The library again planned and hosted the three programs that have become annual events: College Night, Profs.' Night, and Career Night. All three events were successful and well attended: College Night had 70 attendees, Profs' Night had 47 attendees, and Career Night had 49 attendees. The programming for each was the same as in previous years. The attendance at Career Night was supplemented this year by an influx of students from Smith College, many of whom said they had never been to the Worcester Art Museum before. They found out about Career Night through a Smith College student whose father teaches at Holy Cross. The Art Museum will attempt next year to actively recruit more students from the five-college region for Career Night. I have a meeting with the student from Smith to brainstorm ways to effectively recruit students from the five-college area.

Staffing

   The library is fully staffed with Janis Manzo acting as the library assistant since October 27, 2005, and Christine Clayton acting as the Assistant Librarian since November 9, 2006. Christine has been able to catalog an average of almost 180 books per month, enabling us to start digging into the cataloging backlog. Because of that, shelf space has been cleared up and the "PR" slides were shifted into the workroom, enabling the library to acquire the Bancroft bookcase (which had been in Museum storage). The Bancroft bookcase will be used specifically for the library's rare books. Previously, rare books were simply housed with other books. Now we will be able to segregate rare books, find them more easily, eliminate wear and tear from shelf use, and protect them from dust in this glass enclosed book case.   Janis has instituted a book recall (which hasn't been done in years) to account for all the books in staff offices, and especially to recall uncataloged books that can now be cataloged and returned to their users.

Committees

   The library is in charge of two groups that meet regularly- the Friends of the Library and the College Liaisons Committee.   The Friends of the Library have 35 members and meets four times per year. The Friends group is very active and had the following events this year: book sale, speaker on the Da Vinci Code movie which was open to the public, and a tour of the Frontiers exhibition with the curator, Susan Stoops. There were approximately 70 people who attended the Da Vinci Code lecture, including a busload of Holy Cross students in the "First Year Program". The College Liaisons Committee is also very strong and active and meets usually four times per year also. They plan and recruit attendees for College Night, Profs' Night, and Career Night.

Usage

 The attendance of the library continues to be strong and very encouraging. So far this year, the library attendance is 3238 to date, with three more months to go in the Museum's fiscal year. The first year of the collaboration with Holy Cross, the library's attendance was 2154 patrons, indicating a significant increase in usage over the past six years.   The library usage is encouraging, considering the overall attendance to the Museum has been dropping over the last several years indicating that the library is a destination in and of itself.   In terms of web site use, the Bridges to Art web site was hit a total of 12, 367 times (between 6/01/2006-5/30/2006) with the average time viewed one minute and 38 seconds. The distribution of pages viewed is as follows:

- Bridges to Art   52.58 %

- Welcome page   11.22 %

- Sample   10.88 %

- Description   9.41 %

- Manual   9.04 %

- Workshop   6.87 %

   Previous reports of the web site's usage were approximately 4,000 hits per year, indicating a significant increase in usage via the web.

Other Notes

   The Friends of Goddard Library from Clark University visited the WAM Library on April 26, 2006 for a tour and explanation of our collection. We were able to take them into the print room to show them books that have been accessioned as works of art.

   The Museum purchased a new collection management system called TMS from Gallery Systems last August. The Museum also purchased an adjunct database called TMS Light designed to handle all the digital images that have been produced by various departments within the Museum, such as marketing, curatorial, and development. The purpose of TMS Light is to manage image quality, provide cataloging for correct identification, provide authority control for vocabulary, and ultimately provide an easy access system via keyword. All of the library's 20,000 "PR" slides are targeted to be scanned, cataloged, and entered into TMS Light. The Library has been asked to administer TMS Light for the Museum audience. The database has been delivered to the Museum but not yet installed.

   The Library also has been asked to take on the job of supervising volunteers to identify old pictures taken at Museum events.

Submitted by Debby Aframe
June 6, 2006