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Holy Cross Libraries Annual Report FY2007

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**Holy Cross Libraries
Annual Report
FY2007**



Welcome to the
Holy Cross Libraries

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**Director of Library Services
Annual Report
FY 2007**

This report will highlight the major accomplishments of the Library program for the 2006-07 academic year, and outline the principle challenges facing the Library in 2007-08. 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.

Academic Year 2006-07 in review

Probably the biggest news of the year has been the library's inclusion into the Oberlin Group of Libraries. This is a national consortium of liberal arts colleges with strong science programs. It has long been our objective to be invited into this group, and we were thrilled to receive the invitation late in the fall. I accepted immediately and with Dean Austin sent a message out to all faculty. Needless to say, faculty response has been enthusiastic. The Oberlin Group has a very active web presence and I have already benefited from advice and information I have received from my new colleagues. I will be attending my first Oberlin Group meeting in Minneapolis this October.

The library budget situation in 2007 was not as difficult as it was in 2005. This is mainly due to the fact that the increases in periodical prices have begun to abate. This is largely attributable to the continuing migration from print to electronic in the journal literature. During 2006-07, we continued to negotiate some very favorable subscription contracts. This activity is charted more fully in the **Electronic Resources** section of the Acquisitions and Cataloguing report. 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, 2007 we provide full text access to 21,886 electronic journal titles.

The overall budget situation for 2007-08, should be quite a bit more comfortable due to the infusion of \$50,000 worth of new money. We are grateful to Dean Austin for successfully pursuing this initiative. We also gratefully acknowledge the work of Development in steering donations toward the library.

As 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 continues to be light. 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 bought fewer books in each of the past few years. The successful Honor with

Books Program, now four years old, added \$16,722 to the acquisitions budget this year. This has been very helpful.

The George and Bernice Phillipp History endowment is now in its second year and adds about \$4000 annually. This money is designated for historical journal and database subscriptions (print or electronic). In consultation with the history department we are effectively using this resource.

The end of this academic year saw the departure of long-term science librarian Tony Stankus. We gathered in May to wish Tony well in his new position at the University of Arkansas. We are now well into the search for a new Science Librarian.

Holy Cross remains a very significant player in the AJCU Virtual Reference service under the able direction of Reader Services Librarian Patty Porcaro. The AJCU campus coordinators have begun to meet on an annual basis and this has enabled them to refine and fine-tune the program. By closely monitoring the volume and time of day of the traffic, the coordinators have been able to hold costs in check. At the same time usage has been steadily increasing. Holy Cross parents seem particularly pleased and impressed by this service. We have just signed a new contract with our vendor, Tutor.com for continued service through 2007-08.

During 2006-07, Reader Services Librarian, Patty Porcaro continued her role as a member of the First Year Experience (FYE) Coordinating Committee. The library is now viewed as an integral component of the FYE. In April, a team of librarians gave the Committee a presentation of the library's anticipated program within the FYE. The FYE Coordinating Committee and the library team are now in full agreement on the library's role.

Additionally, the library team is continuing to meet throughout this summer, and in consultation with Deans Freije and Freeman, will be conducting a completely revised library orientation program during this fall's Gateways. The library's information literacy exercises will be drawn from the first year common reading of the *The Omnivore's Dilemma* by Michael Pollman. This exercise will serve as a mini-test of the type of activities we have planned for the FYE. Additionally, we will include a short session on academic integrity, particularly as it relates to the electronic environment.

We remain very pleased with the high level of service provided by the Central Massachusetts Library System (CMRLS). Once again, we owe much to the dedicated leadership of CMRLS Executive Director Carolyn Noah. Within the consortium we continue our group purchase of OCLC's WORLDCAT, and continue to receive at no cost the state-wide databases such as Proquest and Lexis-Nexis. This saves Holy Cross about \$40,000 annually.

The plans to re-design the old Debate Room on the second floor of Dinand into a multi-media student study space appear to be stalled as an appropriate donor has not been

identified. The scope of the project, however remains the same as it was described in last year's Annual Report.

Throughout 2006-06 the Library furniture project has blossomed from the replacement of a few carrels to a \$330,000 furniture makeover. The Associate Library Director's report goes into greater detail in her section called, "Dinand Gets a Facelift". Our thanks to Scott Merrill and Joan Anderson for their wonderful help in making this project a reality.

On our own, we have purchased three large umbrella table/bench sets and installed them on the west patio of Dinand. I think the students will really enjoy this when they return in the fall. This is part of our effort to create more usable spaces for students. We have also begun a conversation with Scott Merrill about converting some of our under utilized faculty carrels into group study rooms for students.

This summer Dinand is receiving quite a bit of attention in the form of extensive interior painting, signage, and new drapes. The on-going project to replace all the noisy light switches in the stacks with new, silent, motion activated switches is almost complete.

The Scalia Electronic Classroom and the Levis Browsing Room both had busy and productive years with continued increased usage. Additionally, the Library has been prepared to offer some of its faculty study carrels as temporary offices for faculty displaced by the construction in the science complex. So far, this has not been necessary, but I continue to be prepared to assist should it be needed.

The latest edition of the *Library Value Statement* is now complete and will be delivered to faculty at the beginning of the fall semester. It will be an important tool in the new Library Liaison Program.

The liaison program has been dormant for several years due to a variety of factors. During this past year Dean Austin held extensive conversations with the academic departments. While faculty are generally very pleased with the library and the services they receive from us, they did ask for more input into library decision making. I suspect that this is at least partially due to our rapid transition from print to electronic journals. In any event, I am delighted by the request, and have promised the Dean that I will have a Liaison program on his desk by the end of the summer.

The Library continues to assume a lead position on campus on the emerging issue of digital storage. This is particularly important to the Visual Arts Department, but increasing will be critical for other departments as well. During this past year, Associate Library Director Karen Reilly has been directing a pilot program called "Cataloguing Images in Millennium: A Central repository for Faculty Owned Images." The pilot has gone well and Karen and Nancy Singleton presented their findings at the annual User Group Meeting of our library software vendor, Innovative Interfaces. That too was well received and has led to an invitation to present their findings in a published article. There is clearly much interest in this subject nation-wide as well as at Holy Cross. The library is clearly the logical guardian of such material, and we will continue to pursue our goals.

In conjunction with that last point, the Dean's Office, the Visual Arts department, and the Library continue our joint attempt to upgrade the vacant position of slide librarian into a professional position called Visual Arts Resources Coordinator. I see this as somewhat analogous to the position of Music Librarian in that while the position would have a primary responsibility to the Visual Arts faculty, it would also serve the digital needs of the entire College. I AM PLEASED TO REPORT THAT THIS POSITION HAS NOW BEEN APPROVED AND FUNDED.

The 2005-06 year ended with another successful Food for Fines campaign. As usual the food has been donated to the St Paul's Food Bank and will be distributed to the needy of Worcester.

Challenges for 2006-07

Librarians' salaries are still an issue. I had hoped to raise this issue during this past year, but decided to put it on hold during the first busy year of a new Dean. I would like to consider utilizing an outside consultant to review librarian salaries and make recommendations. I do plan on bringing this issue before the Dean in the fall.

As always, budget issues will present a challenge. In addition to serials prices I expect pressures on the library budget to continue to pop up in unexpected ways. We hope to assist the FYE in programmatic ways. We have continuing obligations at the Worcester Art Museum. We continue to wrestle with the concept of "library as place" and this will involve internal modifications. Still, I will bring the library budget for FY '08 in the black as I have done for the past twenty years.

The issue of print versus electronic content will continue to challenge us in the coming year. 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 maximum benefit. This will be a major thrust of our work within the new FYE, and will also become one of the responsibilities of the new library liaisons.

We have had some success working with the SGA's Library Advisory Group, and we hope to do more with them. At the end of the spring semester we met with the group's chair, Bridget Whithead, '09 and the College's new Assessment Officer, Dr. Denise Bell. In the fall Dr. Bell will be conducting a series of focus groups with students in an attempt to gauge their expectations and concerns about the library and our programs. We will take the results of these sessions very seriously, and will use them in future planning.

On July 1, 2005 the Education Technology Group composed of Mary Morrisard-Larkin and Richard Lent came under the supervision of the library. During 2006-07, I had the pleasure of working more closely with the Ed Tech Group, and have become more familiar with their culture and accomplishments. Effective July 1, 2007 I have appointed Mary Morrisard-Larkin Director of Educational Technology, and will be working closely with her as she assumes her new duties. We are challenged to utilize this group in ever more effective ways to maximize the pedagogical uses of technology within our curriculum. We remain in close contact with Dean Freije as we pursue these objectives.

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, Timothy Austin for his support, encouragement and friendship. Along with other members of the community, I have been impressed by how quickly Tim has come up to speed on things Holy Cross. It is as if he has been here for many years, not just one. His obvious interest in the library is a continuing encouragement to me and to the entire library staff.

Dr. James E. Hogan
Director of Library Services
June 17, 2007

Associate Director and Head of Technical Services
Annual Report
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This has been a year of transition and planning for transformation. Our periodical collection continues to migrate to the electronic format, faculty images are included in our catalog, we continue to look at print management issues, and we planned for improvements to the physical space that will take place in FY2008. Detailed departmental reports from Acquisitions, Cataloging, and Periodicals will follow.

Dinand Gets a Facelift

Last summer Physical Plant told us there was a little extra money in the budget and we could replace some of the orange carrels. A small committee formed (Eileen Cravedi, Nancy Singleton, Patty Porcaro, and myself) to select a style and vendor. We visited other libraries (WPI, Quinsigamond Community, Massachusetts School of Pharmacy, and Bridgewater State) and spoke to vendors. As we progressed, we discovered we could not simply replace carrels, but needed an overall plan. Another consideration is the change in student study patterns. One vendor strongly suggested we hire a designer to arrive at a long-term plan. With the support of Scott Merrill and Joan Anderson, Kristin Stoller was hired. Kristin proposed two seating plans for the mezzanine and ground floor levels and several furniture selections. Her suggestions were very well received and we decided to move forward. Assuming this would need to be a phased in project, the decision was made to purchase soft seating first. However, much to our surprise and delight, the complete project has been funded and we will see soft seating, tables and carrels in FY2008.

Several more improvements to the building will be taking place in FY2008. Physical Plant will be refreshing paint on the first and second floors. They will also be ordering new curtains and signage. We have purchased umbrella tables for the patio that is accessible from the Reading Room. The “New Dinand” will make a much better impression for the admissions tours and will address some of the issues brought to us by the SGA.

Library System

The Innovative system continues to be a stable platform. In fact, at the Innovative User’s Group in May, Jerry Kline, CEO, pointed out that three of the major competitors had all been sold this past year. III is independent and stable.

Bob Scheier, Electronic Resources Librarian, has been diligently adding bibliographic information about our databases into the **ERM** (Electronic Resource Manager). This project is almost complete and this next year implementation of the **WebBridge** (open url resolver) and **Research Pro** (multiple database searching) modules will proceed.

This summer a new version of the OPAC, **WebPac Pro**, will be implemented. We need to convert to this new platform to take advantage of future enhancements. The most noticeable difference will be relevancy ranking in keyword searching. We will also be installing a spellchecker.

The ITS Dept. has decided to change the operating system from Sun Solaris to **Red Hat Linux**. The database will also be upgraded to Oracle 10g. In order to install these upgrades III's Version 2007 must first be installed. Version 2007 will be available at the end of this year. Linux and Oracle will be installed on the test server first and the production server will be upgraded during spring break or next summer.

Innovative has also announced a new product, **Encore**. Encore is an umbrella search tool that brings together information from our catalog and many of our databases using one "Google like" search. As with a Google search, the user will never get a "no hit", but will be led through information in "discovery mode". A proposal to fund this module will be submitted to ITS.

Web 2.0 functionality will begin to appear in WebPac Pro. If we decide to allow it, users will be able to rate books, keep reading lists, keep a reading history, and select their favorite databases. We will also be able to incorporate incoming RSS feeds into our webpages. Encore will enable the users to participate in social tagging.

Print Management Situation

For the last few years, we have been frustrated by the amount of wasted printing we see at our printers. The major expense is for toner cartridges. Last year we changed to hi-yield cartridges from C2C Ink. Our cost has decreased from a high of \$21,709 in FY05 to \$12,252 in FY07. During the same period, the number of prints has probably doubled to a current count of 1,135,137. As more and more of our resources migrate to the electronic form, we expect the number of prints to continue to increase.

Although printing is free, we still charge for photocopying. Revenues for photocopying have decreased to \$5,000 from a high of \$30,000 ten years ago. Photocopy machines are expensive to replace (at least \$6,500 for black and white). The new copiers are multi-function devices (MFD's) that can copy, print, and scan. Color copying and printing is also becoming the industry standard. At this point, we can still purchase a black and white copier, but the cost is not much less that of a color MFD. Toner is also the major expense here and if color copying/printing were allowed, we would need to charge appropriately. Students would like a scanner in the library. Therefore, we are in a Catch-22 situation. It does not make sense to purchase a very expensive machine and only use it for copying. If we purchased a MFD, and connected it to the network, how could we charge for copying and not for printing? Technically, it is probably possible. However, it would not take long for students to figure out that if they scanned and e-mailed it to themselves, then they could print their photocopying for free. Our revenue stream would trickle down to the point where it does not make sense to pay for the One Card readers to collect the money.

Eileen Cravedi, James Pinkerton (ITS), and I formed a small committee to investigate print management solutions. Unfortunately, there is no clear-cut solution. Many print management systems are expensive to install and therefore not cost effective, yet. We focused on three vendors, Xerox, Ricoh, and Envisionware. The Xerox solution brings in a third party print management vendor, needs release stations, and a server, and is simply too expensive. The Ricoh solution is a closed system and all machines would need to be Ricoh multi-function devices. The Envisionware system is a software only solution that does not need a release station. It can connect to printers and MFD's. It can also just alert students to the amount of printing they are doing without charging. All three of these systems can connect to Blackboard.

Another important consideration is the need for this to be a campus solution. The print count at the library is three times that of all the other labs combined. However, if the library started charging than students might go to the other labs and increase their costs.

The Envisionware product can be set to tell a student how many pages will be printed, and then ask if they would like to continue, without charging. It gives them the opportunity to cancel and resend a smaller job. It is possible to implement this software in the library first without affecting the other labs. An upgrade can be installed later that will charge for prints and/or copies, with a certain free amount allotted per student. The Library and ITS will continue to monitor this situation.

Special Projects

The project "Cataloging Images in Millennium: A Central Repository for Faculty Owned Images" is almost complete. This pilot project tested the functionality of the MilMedia and Metadata Builder modules to catalog images. Four collections are cataloged and the last one will be completed over the summer. Staff who worked on this project were Mary Morrisard-Larkin, Karen Reilly, Nancy Singleton, Mary Moran, Alessandro Camarra, and Michael Zeller.

The results of this pilot project are:

- A workflow has been established between Faculty, Educational Technology Staff, and Library Staff that can continue to be used for the addition of future collections, as time permits.
- 761 bibliographic records and 1,144 images have been entered into the library catalog
- An entry web page (<http://library.holycross.edu/screens/imcoll.html>) has been created that is accessible from the library catalog page.
- Since they are included in the library database, these images may also be discovered while a patron is searching for information on a topic.

- Images from a variety of disciplines were cataloged to discover if there were differences in metadata needs. For this project, we used Dublin Core labels, which is a standard that can be used for non-book items. As we cataloged the Stained Glass Image Collection, we realized that the Dublin Core labels available to us in the Innovative system are not adequate for a complete and thorough description of Visual Arts images. A request has been submitted to Innovative to add the Visual Resources Association (VRA) tagging system.
- Extensive authority work is needed for Visual Resources material and the ideal thesauri for these items are not currently available.
- The absence of thumbnails on the list page is an additional limitation of the system. It is possible a remedy will be available in the next release; however, Innovative has not announced anything definite.

Personnel

Renee Haddad, Acquisitions Assistant, was welcomed to the staff on Aug. 28. Renee replaces Nancy Charbonneau who retired last spring.

Budget

The budget is under control this year. Two forces have made this possible. First, several print journal titles (Cambridge, Blackwell, and Springer) have migrated to their electronic version. Electronic journal prices tend to increase at 5% per year increase instead of 8-10%. Secondly, the cost of toner has decreased because we use the hi-yield cartridges from C2C Ink.

The Database Team (Bob Scheier, Diane Gallagher, Nancy Singleton, Patty Porcaro, and I) continues to meet to discuss electronic offerings and to decide on purchases based on quality of interface, content, and price. More often than not, we have decided to purchase an electronic version in favor of the print.

Two additional budgets assist with the overall program. Parents of graduating seniors continue to support Honor with Books. The gift account has also had a major influx of funds (\$41,000) that we will spend on special projects.

Committee Work

Library:
 Database Team
 Interior Design
 Print Management

Holy Cross:
 CITISAC (College IT Architecture and Standards Advisory Group)
 Digital Images Committee
 Hate Not Here

Meetings, Seminars, Workshops Attended

CMRLS Annual Meeting, Manor Restaurant, West Boylston, Nov. 14

EBSCO, EBSCONET Workshop, Dinand Faculty Room, April 25

Innovative User's Group, Annual Conference, May 14-17, San Jose, CA.

Nancy Singleton and I presented a poster session entitled: "Faculty Owned Images in Millennium: A Pilot Project"

Nelinet, Annual Meeting, May 11, Westford, MA

Nelinet, "OPAC 2.0: Reinventing the Library Catalog", Nov. 17, Holy Cross

Nelinet, Member Interest Zone: Accreditation and Library Assessment, Southborough, MA, Feb 16

Nelinet, Webinar: "Web Browsers: New and Improved, Feb. 21

Nelinet and CMRLS, "New Shoes for the Old Footprint: Re-design Your Library Space, Tower Hill Botanical Gardens, April 26

OCLC, Webinar: OCLC eSerials Holdings Service: Increase the Visibility of Your Electronic Serials, Sept. 13

Goals for FY07

- Install Innovative's WebPac Pro, Spellchecker, and Version 2007
- Assist with website redesign
- Update Collection Development Policy
- Assist with FYE where appropriate

Respectfully submitted,

Karen Reilly
Associate Director of Library Services and
Head of Technical Services

Access Services Annual Report FY 2007

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 outlined below.

- Daniel Beauregard – resigned to attend George Washington Law School
- Carrie Grimshaw – moved from Evening Circulation Supervisor to Access Services Assistant (this position has been redefined, please see below)
- Heather Dennis – hired as new Evening Circulation Supervisor

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 instituted new policies and procedures were instituted for student workers throughout the year to streamline management of these workers.

- Employed ~55 student workers
- Circulated 23,077 items (**decrease** of 2,877 from last year)
- In-House usage = 2,236
- Approximately 25 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 2006: "Why Won't They Listen to Me? Improving Influence for New and Experienced Managers and Supervisors."

Interlibrary Loan: Gail Montysko (Lending) and Diana Antul (Borrowing), Interlibrary Loan Coordinators.

Clio, our interlibrary loan management system, was upgraded summer 2006. Ariel, our internet delivery system, was upgraded Fall 2006. This is the 2nd year CMRLS (Central Mass Regional Library System) has instituted the Net Lender program and we were once again a Net Lender in our area.

- **Lending** (through May 2007)
 - Dinand = 5,661 filled (7,677 processed) – **increase** of 324 filled (490 processed)
 - Loans = 2,434
 - Copies = 3,227
 - 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 Found as Cited
 - Not on Shelf
- Top Borrowers:
 1. Clark University
 2. Worcester Polytechnic Institute
 3. Assumption College
 4. Stonehill College
 5. Simmons College
 - Followed by Anna Maria College, Minuteman Library Network (Wellesley, MA), Fitchburg State College, University of Southern Maine, and Middlebury College.
 - Our top 10 borrowers account for 25% of our lending
- Science = 953 filled (1,377 processed) – **increase** of 110 filled (170 processed)
 - Loans = 119
 - Copies = 834
 - Top reasons for unable to fill (accounts for difference between processed and filled)
 - Not on Shelf
 - Not Owned
 - In Use/On Loan
 - Volume issue not ...
 - Non-Circulating
 - Top Borrowers
 1. Worcester Polytechnic Institute
 2. University of Southern Maine
 3. Western Washington University
 4. Stonehill College
 5. Clark University
 - Followed by – Bowdoin College, University of Alaska, and University of Maine Orono.
 - Our top 8 borrowers account for approximately 30% of our lending
- Borrowing* (through May 2007)
 - Dinand = 2,930 filled (3,373 requests initiated) – **decrease** of 317 filled (increase of 265 requests initiated)
 - Loans = 1,755
 - Copies = 1,175
 - TAT (Turn Around Time) = 7.65 days average; 7.8 days for copies and 7.5 days for loans

- Top Lenders
 1. Tufts University
 2. Clark University
 3. UMass – Amherst
 4. Mt Holyoke
 5. Fitchburg State College
 - Followed by WPI, Wellesley College, Smith College, and Assumption College.
 - Our top 9 lenders fill more than 40% of our requests
- Science = 568 filled (869 requested) – **decrease** of 113 filled (increase of 91 requested)
 - Loans = 21
 - Copies = 547
 - TAT = 6.7 days average; 5.3 days for copies and 8.0 for loans
 - Top Lenders
 1. UMass Medical
 2. UMass Amherst
 3. WPI
 4. Assumption College
 5. Tufts University
 - Followed by Clark University, Boston College, University of Massachusetts Boston, Smith College, and Williams 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 January 2007 we have kept a count of requests made to ILL for items we own either in print or electronically – **393!** 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. This is an area where we need to educate our patrons better, so they can access the materials they need quicker and so we can spend the time on the “real” requests.

Reserves: Judith Morano, Reserve Supervisor and Carrie Grimshaw, Access Services Assistant

- 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.
 - 3,150 Circulation transactions (475 **decrease** from last year)
- Electronic – upgraded July 2006 (**Carrie Grimshaw** is responsible for the day-to-day ERes operations)
 - 311 Faculty accounts (**increase** of 38 accounts)
 - 1,030 Course pages (**increase** of 164 pages)
 - 69,850 course page hits
 - 18,105 Documents (**increase** of 3291 documents)
 - 198,605 document hits

Stacks: Patricia Dagle, Stacks Supervisor

- Books Re-shelved:
 - Summer 2006 = 4,710 – **decrease** of 2,340
 - Fall 2006 semester = 14,625 – **decrease** of 1,950
 - Spring 2007 semester = 18,285 – **decrease** of 1,305
 - Total = **37,620**– **decrease** of 5,595
- 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 = **1,454** – **decrease** of 45
- Meeting Room Set-ups = 149 (**increase** of 34 from last year)
- Books Repaired:
 - Total = 243 **increase** of 38; books in all stages of disrepair – some needing major work while others were not as time consuming.

Access Services Assistant: Carrie Grimshaw – the majority of work performed in this position is devoted to ERes and copyright (see above). Carrie did supervise the student worker responsible for the day-to-day paper monitoring and distribution. The majority of the other tasks previously associated with this position have been shared by Carrie and Diana LeBlanc. Thank you Diana!

- Paper used (From Diana LeBlanc):
 - 393 cases; \$9,187– **increase** of \$2,452
 - Photocopies – 144,005; **decrease** of 60,366
- Printer cartridges used = 90 (a decrease of 79) with a cost of \$12,252 **decrease** of \$5,041
- **Still a need for campus-wide print management system!**
- Photocopier machines. These machines are aging and the one new one we have was finally able to be connected up to the OneCard.
- Need still have a need for a public scanner – we have had many requests from students and faculty for a scanner. Since last year’s report, a public scanner has been placed in the O’Kane labs (24/7 access). Still, as we live in the age of technology investing in one or two more public scanners would be prudent.

Evening Weekend Supervisors: Heather Dennis, Evening Circulation Supervisor

- Supervises and manages schedule for the ~12 part-time Evening/Weekend Supervisors.
- New part-time staff hired = Richard Zajchowski; day staff that work rotating Sunday shifts = Holly Simpson and Patricia Dagle
- Our evening weekend supervisors’ staff special events such as Reunion weekends.
- We continue night rounds to the Music, Rehm, and Science libraries and act as a resource to the student workers in those libraries.

Access Services Librarian, Eileen Cravedi

This was yet another busy and productive year. There are just a couple of things on which I want to elaborate. First, as proposed in last year's report, we restructured the Access Services Assistant position to more closely monitor copyright in electronic reserves. This change resulted in a new student position being created, one where paper is monitored and distributed. This worked out very well as we had an excellent student worker who was able to come in every day for about one hour to make sure the paper needs were met. Additionally, the Access Services Assistant could devote more time to ERes processing, locating and using electronic forms of documents, as well as monitoring copyright compliance. We still have a way to go in honing our copyright compliance procedures for ERes, but at least now we have the resources. Nonetheless, it may benefit the library to re-incorporate some of the previous duties, such as pc, printer, and machine oversight back into the position, as there is still a need and it is good to have one person staff members know they can access for these concerns.

Second, the Educause Learning Initiative Annual Meeting I attended this year was remarkable (please see [write-up](#) for more specifics). I strongly suggest that we become members of this group within Educause. It would be of great benefit to our faculty as well as library and technology staff members. This was one of the best conferences I have attended; *"it was invigorating and intellectually refreshing. I felt like I was on the cutting edge of what is happening in higher education."* I left this conference wanting to implement some of the things I had learned – but where to find the time? Since the conference, I have joined FaceBook and MySpace and have been accepted by the HC students in these realms. This summer I hope to explore blogging a bit more as well as to streamline IM chat for quick reference questions. We want to get our services known to students and faculty so that they will utilize the library and the wonderful resources available to them, not just Google. I think with the library participating in the FYE we will better be able to reach the students and more fully integrate library services into the curriculum. Below please find a summary of my activities from the past year.

- Attended/participated in the following conferences/committees:
 - Educause Learning Initiative (ELI) Annual Meeting
 - New England Innovative Users Group meeting
 - Massachusetts Library Association (MLA) Annual Meeting
 - COWC - **"Creating a Campus-wide Learning Experience"**
 - Webinars
 - *Wiki: The ultimate Tool for Online Collaboration*
 - *Second Life and Info Island: Library Service in a Virtual World*
 - Lexis-Nexis update
 - CMRLS
 - 11-16-06
 - Nelinet
 - *Life on the Edge: Succeeding at Library Innovation*
 - Resources Sharing Annual Meeting

- *Managing Student Workers* Conference presenter
(http://www.nercomp.org/events/event_single.aspx?id=600)
- *Copyright and Compliance*
(http://www.nercomp.org/events/event_single.aspx?id=608)
- ACRL/NEC
 - ASIG Fall Conference – "**Why Won't They Listen to Me? Improving Influence for New and Experienced Managers and Supervisors.**"
 - ASIG planning committee member; acting chair while current co-chair out on medical leave – participated in Board Meetings
 - ITIG Content management program
- Participated in the following HC committees/projects/activities
 - Lily Vocation Seminar
 - Kurzweil stand alone stations in Dinand and Science Libraries
 - ETSG
 - President's Committee on the Environment

Respectfully Submitted: Eileen M. Cravedi, Access Services Librarian

**Acquisitions and Cataloging Department
Annual Report FY2007**

FY2007 has been a productive year for the Acquisitions and Cataloging Department. In addition to our traditional ordering and cataloging of print monographs and audio visual materials, we are now purchasing many titles in electronic format. These are made accessible to our users through the machine loading of MARC records and holdings data.

We have one new staff member in the department. Renee Hadad was hired as an Acquisitions Assistant to replace Nancy Charbonneau, who retired last spring after working in the department for 25 years. Renee started work on August 28, 2006 and has been an excellent addition to the staff. The staffing of the rest of the department has been stable throughout the year with Mary Moran, Principal Catalog Librarian, Tess Huaman, Catalog Librarian, Bob Scheier, Electronic Resources Librarian, Holly Simpson, Acquisitions Assistant, Alessandro Camarra and Michael Zeller, Cataloging Assistants, and John Dunphy, General Library Assistant.

TOTALS	
ACQUISITIONS:	
Vols./Items Ordered	3466
Firm Vols./Items Rec'd	3556
Stand Vols./Items Rec'd	712
Gift volumes Rec'd and processed	403
Total Items Rec'd	4671
 CATALOGING:	
VOLUMES/ITEMS:	
DINAND	
Books	5141
Microfilms	89
Microfiche	0
Videos	19
DVD's	152
DVD/ROM's	0
Audio CD's	6
Computer Disks	0
CD-ROM's	34
 MRC Videos	 22
MRC DVD's	21
 CIAMPI	
Books	25
 REHM	
Books	116

Acquisitions

The library book and audio-visual materials budget for FY2007 was \$250,000. This amount was the same as the past three fiscal years 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 1, 2007 we have spent \$136,216 on firm orders and have received 3556 volumes at an average cost of \$38.30 per volume. \$96,911 was spent on 712 volumes of standing orders at an average cost of \$136.11 per volume. 403 gift volumes were received and processed. Firm order average costs were slightly less than last year, but standing order average costs have increased by 9.3% per volume this year. During the last two years, 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 currently have a cash balance of \$16,872, but this is encumbered by our outstanding orders. We expect to receive most of these orders by the end of the fiscal year, but those that are not received will be offset by the receipt of a number of standing orders, which are not currently encumbered. We hope to end the year with a zero balance, but we may go slightly over budget if many standing orders are received.

We have used the credit card more extensively this year, primarily for rush and out of print books purchased through Barnes & Noble. This allows us to process the books immediately upon receipt rather than having to wait for an invoice. We continue to follow our 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

This has been an outstanding year for the Honor with Books program. So far we have received donations totaling \$14,900 in honor of 106 graduates. This amount exceeds last year's total of \$10,600. Particularly noteworthy were two \$1500 donations--one to purchase works by Mark Twain, the student's favorite author, and the other in honor of Professor Steve Vineberg to purchase works in the area of film theory and criticism. We have purchased 125 books so far this year 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. Since the students' names are now printed in Graphic Arts rather than handwritten, the bookplates are sent to the Library more quickly making the processing of the books more efficient. 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. This year a number of past years' Honor books were displayed on a table in Hogan Campus Center on Thursday and Friday of graduation week. The table was staffed with Parents' Council volunteers.

Cataloging

New books continue to be cataloged promptly, and we have very little backlog of materials waiting to be cataloged. As of June 1, 2007, 5141 volumes were cataloged and processed. This total is a decrease from the 6084 volumes cataloged in FY2006 and reflects the decrease in the number of volumes ordered and received in FY2007. In addition, 19 videos, 34 CD-ROM's, 152 DVD's, and 8 print journals were cataloged. 116 volumes were cataloged for the Rehm Library and 25 volumes were cataloged for Ciampi. A total of 22 videos and 21 DVD's were cataloged for the Multimedia Resource Center. Also, 1077 volumes of serials bindery were processed.

In addition to the normal volume of books cataloged for Special Collections, the recently acquired Bishop James Augustine Healy Collection was sent down to be cataloged. A total of 53 titles and 135 volumes were added to the collection.

We completed 33 shelvest drawers in our ongoing bibliographic clean-up project. The purpose of this project is to have our online shelvest accurately reflect our item holdings. This year we finished up the B classification drawers, the entire Reference collection, and several oversize book areas.

Alessandro Camarra was asked to oversee the day-to-day running of the Slide Library after Eleanor Binnall's retirement. Beginning in January, he spent an hour each day supervising two student workers, ensuring that slides were filed properly, and performing bibliographic maintenance.

Alessandro Camarra, Michael Zeller, and Mary Moran worked on the Digital Image Cataloging project. With the assistance of educational technology student employees, Alessandro and Mike input and edited much of the necessary metadata and linked the images to their related records. Mary was responsible for the authority work on the headings which proved to be quite a challenging task. We had decided that we needed to have all of the controlled headings for the digital images in the Library of Congress authorized form since we wanted our patrons to find them while searching for other items in our catalog. Determining the proper Library of Congress form of a name was especially difficult with the Stained Glass Image records which often contained many foreign proper nouns. A particular cathedral, for example, may be known in the United States by its English name, but the true name, the one the Library of Congress uses, is generally the name used by the people of the country where the cathedral is located. Mary had to research the proper names and then try to find a matching authority record in OCLC if one existed. When necessary, she added cross references to the authority records to make it easier for patrons searching the catalog by the English name to find the correct name.

Karen Reilly and Nancy Singleton presented a poster session on the Digital Image Cataloging project at the Innovative Interfaces Users' Group meeting in San Jose, CA on May 15-17.

Electronic Resources

This year Bob Scheier continued his work on reducing costs for e-resources by seeking out consortium pricing for e-journal packages and database subscriptions. A total of \$306,047.43 was spent this fiscal year on e-resources, \$162,883.48 for e-journal packages and \$143,163.95 for databases and e-books. This does not include individual e-journal titles ordered by the Periodicals Department.

To date 59 ERM records and 54 MARC records have been loaded into the Millennium system for databases and electronic journal and e-book collections. This represents close to half of our commercial e-resources. Additionally, 50 of these have had license records created for them.

An increased effort was made this year to begin adding both MARC records and holdings records into the Millennium system for e-journals. This area of the ERM project is now the highest priority, so that the library's link resolver, WebBridge, can be running as soon as possible. WebBridge will facilitate better access to full text content in our e-collections. To date, 6,543 MARC records, 2,228 e-books and 4,315 e-journals, as well as 7,885 holdings records, have been machine loaded into the Millennium system.

Bob Scheier's previous experience as the Information Literacy Project Manager at Springfield College allowed him to also contribute to the library committee working with Holy Cross faculty on creation of the First Year Experience Program. He participated in the library's presentation to the full FYE committee on the library's role in this new program. He found this to be a very interesting and rewarding experience and hopes to continue to be involved as FYE is implemented.

Two other small projects were completed this year, moving Scifinder Scholar software to the campus application servers and vendor IP updating. Scifinder Scholar, the premier chemistry database, requires a client to be installed on each computer needing access to the database. In the past, installation has been done manually, by physically going to each computer to install the client. This year, the process has been moved to the campus NAL and MAC application server. Faculty now have the option to download and install the Scifinder Scholar client from the campus NAL or MAC application server, or have a librarian come and perform the installation for them. This should prove to be more convenient and will increase accessibility.

Lastly, the campus moved to a new Internet Service Provider, between the summer and fall of last year, causing a change in the campus IP addresses. For the library, this meant contacting all vendors that the library uses, where user authentication is based on IP addresses. This was completed in the fall of 2006.

Professional Activities

Positions Held

American Library Association, Association for Library Collections and Technical Services, Cataloging & Classification Section 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

ARC Collection Management Interest Group, Chair – Nancy Singleton

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

Association for College and Research Libraries, New England Chapter, Information Technology Interest Group – Bob Scheier

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 – Mary Moran, Tess Huaman, Bob Scheier

Committee Work and Presentations

Focus Group Participant, Massachusetts Board of Library Commissioners, Weston MA, October 13, 2006 – Bob Scheier

Poster Session with Karen Reilly “Faculty Owned Images in Millennium: A Pilot Project,” Innovative Users’ Group Meeting, San Jose, CA, May 15-17, 2007 – Nancy Singleton

Poster Session Presenting the Findings of the “Continuing Education Survey of Library Personnel in Northern New England and Western Massachusetts,” Association for College and Research Libraries, New England Chapter, Annual Conference, Waltham, MA, June 1, 2007 – Bob Scheier

Meetings, Seminars, Workshops Attended

NELINET Training, "Introduction to MySQL (Session 1)," Southborough, MA, November 1, 2006 – Bob Scheier

CMRLS Annual Meeting, West Boylston, MA, November 14, 2006 – Tess Huaman, Bob Scheier, Nancy Singleton

NELINET Training, "PHP and Database Access (Session 2)," Southborough, MA, November 15, 2006 – Bob Scheier

NELINET Bibliographic Services Conference, "OPAC 2.0: Reinventing the Library Catalog," College of the Holy Cross, Worcester, MA, November 17, 2006 – Mary Moran, Tess Huaman, Nancy Singleton

American Library Association Mid-Winter Conference, Seattle, WA, January 18-23, 2007 – Nancy Singleton

ACRL-NEC Program, "Content Management Systems: the Good, the Bad, and the Ugly," Worcester, MA, February 9, 2007 – Bob Scheier

NETSL Spring Conference, "Reimagining Technical Services," College of the Holy Cross, Worcester, MA, April 13, 2007 – Mary Moran, Tess Huaman, Bob Scheier, Nancy Singleton

NELINET Seminar, "New Shoes for the Old Footprint: Re-design Your Library Space," Boylston, MA, April 26, 2007 – Nancy Singleton

ACRL-NEC Program, "Library-Faculty Collaboration: Bryant University's Experience with Blackboard," Smithfield, RI, April 27, 2007 – Bob Scheier

Massachusetts Library Association Annual Conference, Sturbridge, MA, May 3-4, 2007 – Tess Huaman

NELINET Annual Meeting, "Transformations and Collaborations: Creating the Opportunities for Change," Westford, MA, May 11, 2007 – Nancy Singleton

Innovative Users' Group, 15th Annual Conference, San Jose, CA, May 14-17, 2007 – Bob Scheier, Nancy Singleton

ACRL-NEC Annual Conference, "Space: The Final Frontier," Waltham, MA, June 1, 2007 – Bob Scheier

ARC Annual Meeting, Boylston, MA, June 13, 2007 – Tess Huaman, Nancy Singleton

American Library Association Annual Conference, Washington DC, June 21-26, 2007 – Nancy Singleton will attend

Web Seminars (Bob Scheier arranged these and set up the computer in the Faculty Room. They were attended by various department members and other library staff.)

“Wiki: The Ultimate Tool for Online Collaboration,” Online, July 13, 2006

“WorldCat for New Users (OCLC),” July 27, 2006

“SciFinder E-Seminar (CAS),” August 2, 2006

“E-Serials Holdings Seminar (OCLC),” September 13, 2006

“Understanding the MARC Format (OCLC),” September 20, 2006

“Many Faces of WorldCat (OCLC),” September 26, 2006

“AACR2, RDA, and FRBR: An Update (OCLC),” October 17, 2006

“Dublin Core (OCLC),” November 9, 2006

“Emerging Metadata Topics (OCLC),” December 14, 2006

“Electronic Records: Preservation Options of PDF (SAA),” February 05, 2007

“Gaming in the Library Space (Sirsi/Dynix),” March 13, 2007

“The Info Island Project on Second Life, (Sirsi/Dynix),” April 3, 2007

“The Classroom Will Now Be Podcast: Podcasting in Higher Education and Implications for Academic Libraries (ACRL),” May 9, 2007

“Introduction to SUSHI (NISO),” May 17, 2007

Holy Cross & CMRLS Training

PC Troubleshooting and Preventative Maintenance, CMRLS Office, Shrewsbury, MA, November 16, 2006 – Mary Moran

Standard and Poor’s Insight Database Training, Worcester, MA, February 22, 2007 – Bob Scheier

Dreamweaver MX, Worcester, MA, March 27, 2007 – Bob Scheier, Nancy Singleton

Respectfully submitted,

Nancy Singleton
Head of Acquisitions and Cataloging

Archives and Special Collections Annual Report 2006-2007

The College Archives and Special Collections Department continued to fulfill its mission of making our material available to researchers. We processed college records, photographs, manuscript collections, rare books and Jesuitana books. We continued our outreach through library exhibits, web exhibits and our "Mystery Photo" series. We provided reference services to our faculty, students, staff and the general public. We wrote new guidelines for transferring material to the archives. We created a permission form allowing us to make student works available to researchers. We reformatted college films and had college record books conserved.

Exhibits

In the late summer we closed our baseball exhibit. This popular exhibit incorporated items from our collection and also material loaned from other college departments, staff, alumni and friends. In September we installed "The Angel's View: Holy Cross Aerials." This exhibit features 39 campus aerial photographs from 1917 through 2002. It is scheduled to remain through the alumni weekends and end this summer. In conjunction with this exhibit, Rev. Anthony Kusniewski, S.J. spoke on the development of the college campus. He will give this well-received talk again during the second alumni reunion. As part of this program we unveiled the conserved Bishop Fenwick painting. The painting still needs to be hung in a place of honor on campus.

This Fall we will install an as yet untitled exhibit of paintings from the collections of the library and archives. This exhibit was researched during the Spring semester by Mallory Zeising, a graduating Visual Arts major.

Our second web exhibit went live this September. It is a digital version of our first major exhibit entitled "Building Spaces." It features campus art and architecture. Other exhibits which we presented included:

- HC/BC Football rivalry
- The Crusader Image
- Science Labs
- Student Art Book (in conjunction with the Visual Arts dept)
- Alumni Hall

Acquisitions

There were **65** accessions of material to the College Archives and Special Collections. Records transferred to the archives totaled over **67** linear feet. This number does not include our daily acquisition of campus printed material or books added to the collection. Also, Rev. Vincent Lapomarda, S.J. regularly sends the archives clippings and printed material. His sharp eyes locate articles about the college that we might otherwise miss. Our largest acquisition this year was the library of Bishop James A. Healy. The **106** titles in this collection were donated by St. Joseph's College of Standish, Maine. We purchased a circa 1880's photograph of Bishop Denis Bradley, class of 1867, and an 1863 academic award medal of James Smith, class of 1863. Other valuable acquisitions include:

- The diaries of W. Arthur Garrity, class of 1905
- Book entitled "XCVI Sermons by Lancelot Andrews, 1629
- Book entitled "The Worthy Communicant..." by Jeremy Taylor, 1660
- Photographs of the Daniel Berrigan Lecture, 2005
-

Processing Collections

The archives staff devotes the majority of its time to cataloging collections. The archival term for this is "processing." Jo-Anne processes the records of the college. Her main efforts this year were to keep up with the new accessions and to update Rev. Brooks' papers. She added a large amount of material transferred from the Development Office to our alumni files. She also added biographical files removed from the Jesuit Community records to the college's Jesuit files.

Lois continued working with the photograph and A-V collections. With the help of her work-study students she processed approximately **2600** individual images. These photos were mostly in our student/alumni and athletics categories. She has made significant progress with our photo backlog and has kept up with photo accessions. Lois did a major shifting of the photo collection this year and reorganized the shelf order. She processed a large accession of analog and digital football films, adding **284** new items to the collection.

Mark spent most of his time working with the special collections and rare books. In order to accommodate the fast-growing Jesuit Province collection, he shifted three shelf ranges of boxes in the special collections room. This shift allows the New England Jesuit Province an additional shelf range of space. He also reboxed and transferred the Catholic Commission on Intellectual and Cultural Affairs (CCICA) records to Catholic University. This collection had been placed on deposit by David O'Brien, who donated these records to Catholic University this year. Mark processed **18** special collections and completed the collection descriptions for the Curley and Walsh Papers. He also started arranging the Jesuit Community records and selected rare books for cataloging or disposal. Mark was given access to Rev. Honore's email account after he passed away. He evaluated these electronic records for their permanent retention value. This was a test case for archiving email. Mark weeded books in the rare book collection and sent others to be cataloged. The catalogers added **215** volumes to the Rare Book Collection this year. This number includes all the titles from the Bishop James Healy Collection.

The Jesuits of Holy Cross gave us an \$8,000 grant to start cataloging the Jesuitana book collection. Intended as a summer project, due to delays at Human Resources, the summer was nearly over before Lisa Villa began cataloging. She has worked part-time throughout the year. As of mid-May she has added **479** volumes to the OPAC, corrected **59** volumes and deaccessioned **4** items. This is about 1/5 of the Jesuitana collection. This cataloging project will remain ongoing until our grant money runs out. Hopefully a fresh infusion of funds will enable the project to continue.

Reference

There were **205** separate visitors who signed into the Archives this year. This number does not include library staff, multiple visits or students coming in with their class. Our reference questions numbered just under **600** this year. Mark taught an Introduction to Archives for a section of Rev. Kuzniewski's class "The Historian's Craft." In August, Professor Rinklin brought her Visual Arts class to the Archives and taught her class here. We gave tours of the archives to the Modern Language teaching assistants and for new student Orientation. Three sections of art students used our Jackson Pollock sketchbooks this year.

Preservation of the Collection

This year we sent **5** nineteenth century record books to the bindery for conservation. The cost of this work was just under \$2000. We also sent **23** reel to reel films out to be reformatted. These films averaged about \$100 for conversion to VHS format. Due to cost and concerns about the longevity of CDs, we have not yet converted films to a digital format. We also conducted another sampling of our reel to reel films to document their condition and evaluate them for preservation issues.

Archives Web Page

The major work on the web page this year was the addition of the "Building Spaces" exhibit. We have started to convert last year's baseball exhibit into a web exhibit. We expect it to be ready by the end of this summer. Lois kept the website current to reflect our changing case exhibits in the main reading room and Rev. Kuzniewski's talk in January.

Miscellaneous Activities

We worked on our policies and procedures. This year Mark wrote Transfer Guidelines for material to be sent to the archives. We created a permission form to allow use of student-authored material. Tim Mines, General Counsel for the college, reviewed this form and provided useful changes. Lois updated the Photo Policies manual. Lois also used Teleport Ultra to archive the college's website during each of the two semesters. Lois secured written permission from photographer Daniel Duffy for the use of his photographs in our collection. We met with Charles Bare, Director, Athletic Media Relations, as part of our effort to capture records which have gone digital and are at risk

of being lost.. Athletic Media Relations will now send us images on archival CDs that we will provide. They will also print out and send us press releases, statistics, etc. that are on their website. We continue to receive print material from Graphic Arts and Sports Media on a weekly basis. After meeting with Jesse Anderson, the AV department now sends digital copies of lectures and programs on more regular basis. This year we are participating in the reunion weekends by posting "Mystery Photos" at the Hart Center registration area. We are looking to our alumni for help in identifying images.

Professional Service and Staff Development

Mark served on the Executive Board for New England Archivists and also on their Recruitment and Retention Task Force. He attended the Spring NEA conference in Chelmsford, MA; the Society of American Archivists conference in Washington, D.C.; and has remained active in the ARC special collections committee.

Lois completed her two-year term as Treasurer of New England Archivists in March, 2007. She attended both conferences of NEA; the Society of American Archivists conference in Washington, D.C.; and all the ARC special collections meetings.

In January the College Archives hosted a Society of American Archivists workshop on pdf files. We opened this up to local archivists and were pleased to have 14 archivists attend. Lois and Mark also attended several webinars that were offered here in the library.

Final Thoughts

The advent of the digital age is changing the way archives do their business. We are faced with the challenge of preserving records in formats that were not dreamed of just a generation ago. The College Archives, like many other institutional archives, is taking its first steps towards preserving the vast quantity of digital records. We are trying to keep current with the latest trends in digital archiving by attending archival conferences, webinars and reading the professional literature. With the cooperation of our colleagues in ITS and other college departments, we are committed to preserve as much of the digital record as we possibly can.

On a more traditional note, we feel that the Jesuitana cataloging project deserves continuing financial support by the college. These valuable books are sitting unknown in the College Archives because they are uncataloged. This collection was omitted when the library went online in 1990. It is time that we finish the job of cataloging our collection.

For the last several years we have developed annual departmental goals. This has been a useful tool in setting our priorities. We have successfully completed approximately 80% of the goals that we set last July. Please find the 2006-07 list of goals attached.

Archives & Special Collections Goals for 2006-2007

ARCHIVES

- Maintain a zero backlog of archival material – new accessions
- Photocopy and file records from 3 scrapbooks
- Process Memorabilia in archives
- File Jesuit biographies from Jesuit Community records
- Continue processing President Brooks' papers

SPECIAL COLLECTIONS

- Continue processing of Jesuits Community records
- Process 20 collections
- Move Jesuit Community Records out of last aisle and consolidate Province Archives to last 2 rows.

RARE BOOKS

- Continue cataloging Rare Book Collection
- Identify books to deaccessioning or transfer to general library collection
- Identify books for simple repairs by Pat Dagle
- Catalog 20-25% of Jesuitanna Collection

PHOTO, AV COLLECTIONS & WEB PAGES

- Finalize finding aid & box labels for RG 1.22 Campus Life, RG 1.16 Academic, and RG 1.28 Events
- Reorganize boxes physically on shelves to match new record group structure
- Complete final proofing of Student /Alumni photos Cummings-G: c. 500 images
- Add C-G photos from accession HC2005-14 [alumni files]
- Reduce photo backlog of new accessions
- Process AV new accessions, particularly 6 record boxes of football film
- Convert at least ten 16mm films to SVHS
- Update the archives website: add pages with special collections finding aids, additional archives finding aids, and include changes required for new website
- Archive the college's webpage 1x/semester using Teleport Ultra software
- Identify "mystery photos" in 6 e-newsletters and at 2 alumni reunions; move identified photos into new location

PRESERVATION

- Metal records – reformat
- Film – retest film and prioritize for conversion
- Evaluate & prioritize record books to go to Green Dragon

EXHIBITS

- Present “Aerial Views” exhibit
- Begin research for Jesuits of Holy Cross exhibit
- Present 8 new case exhibits in the main reading room
- Change 2 exhibits in 3rd floor archives cases
- Present at least 1 online exhibit

MISCELLANEOUS ACTIVITIES

- Work on Acquisitions for Special Collections
 - Identify prospective collections/materials
 - Solicit for targeted material
 - Publicize, tell key people on campus
- Identify and purchase collection material with \$300 in fund
- Work with History dept on the archival component for the “Historian’s Craft” class
- Coordinate transfer of electronic images from Sports Media
- Write and distribute a new policy statement on sending items to the archives
- Identify publications that are only in electronic format, print them on archival quality paper and file them
- Raise awareness on campus of the need for electronic records to be transferred to Archives. Need for backup of select key documents?
- Develop archives brochure
- Get permission to use student papers from the authors.

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Educational Technology Annual Report FY2007

Educational Technology has had a busy and productive year. It began with providing instructional and technical support to the 27 secondary school teachers who participated in Todd Lewis' NEH Institute where websites were created for their respective institutions, and ended with designing and producing 300 CD-ROMs for Volume 26 of Maurice Geracht's journal *Interfaces*. We would like to thank the Library staff for their continued support and Margaret Nelson for the instructional and technical assistance that she has provided to our group.

Faculty Training & Support

Educational Technology continued its annual cycle of workshops for faculty by sponsoring three intensive workshops during the summer, eleven Lunchtime workshops during the academic year, and several additional workshops during the semester breaks. For the most part, we have been pleased with the response that we have received and appreciate the smaller class sizes which allow us to personalize our instruction. We also resumed our *Going On-Line with Students* lecture series this past Spring with a presentation on Geographic Information Systems by Sara Mitchell.

Last August, we decided to restructure the Faculty & Technology Mini-Conference by combining it with offerings that has previously been included in a *Creating a Course Materials* workshop. As a result, the mini-conference became a 3-day event known as *Technology Back to School Week* and was held earlier in August to give faculty more time to work with the new technologies before classes began. Each day was given a particular theme: Day 1: New Faculty Orientation; Day 2: Using the Web to Enhance Classroom Learning; Day 3: Technology Tools for Classroom Teaching and Research. More than 30 faculty attended at least one workshop and there were equal numbers of new and returning faculty. The *New Faculty Orientation*, which was rated anonymously by participants, received an overall rating of 4.3 on a 5 point scale.

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

Workshop		# in attendance
Introduction to GIS	July 2006	5
Introduction to SPSS	July 2006	5
Using Assignment Manager and Gradebook in Blackboard 6.3	Fall 2006	5
Making Electronic Bibliographies with EndNote	Fall 2006	4
New Methods in Classroom Presentation Technology	Fall 2006	6
Using ARTstor's Off-line Image Viewer to Create Digital Slide Shows	Fall 2006	9
Incorporating Personal Response Systems into Classroom Pedagogy	Fall 2006	1
Introduction to SPSS	Fall 2006	11
Introduction to SPSS	January 2007	3
Using Gradebook in Blackboard	Spring 2007	4
Preparing Images for Digital Presentations	Spring 2007	5
Presenting Digital Slide Shows	Spring 2007	8
Going On-Line with Students: Geographic Information Systems	Spring 2007	6
Making Interactive Maps with ArcGIS	Spring 2007	3
Creating and Editing WebPages in Dreamweaver	Spring 2007	5
Creating a Faculty Website Workshop (4-day)	June 2007	9
Moodle Demonstrations	May & June 2007 (4 total)	7

In addition to our traditional workshops, Educational Technology employed three 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. Two students continued that work during the academic year.

The following table describes the projects that were completed by student workers and Educational Technology staff:

Project	Faculty (Department) Involved
Scanned slides	Todd Lewis, Carol Lieberman, Virigina Raguin, Claudia Ross, Karen Turner, Bill Ziobro
Scanned documents	John B. Anderson, Bill Clark, Bob Crimmins, Vincent Lapomarda, Ed Vodoklys, Tom Worcester
Assisted Faculty in updating professional websites	10+ faculty members
Updated or assisted in updating Academic Department Websites	Alpha Sigma Nu, Chemistry, French, Graduate Studies, Italian, Latin American and Latino Studies, Self-Paced Language Program, Writer's Workshop
Updated Project Websites	<i>Approaches to Social Research</i> (Royce Singleton), <i>Cultures and Religions of the Himalayan Region</i> (Todd Lewis), <i>Interfaces</i> (Maurice Geracht), <i>Presence Francophone</i> (Amrboise Kom),
Created <i>Shakespeare at Holy Cross</i> website	Ed Isser
Created <i>Classics Department Trips</i> website	Blaise Nagy & Ellen Perry
Created <i>Corpus Vitrearum Medii Aevi</i> website	Virginia Raguin
Created supplemental CD-ROM for <i>Interfaces Volume 25, 26</i>	Maurice Geracht
Created <i>Building Spaces</i> website	Lois Hamill (Archives)
Prepared manuscripts for publishers (pagination, endnotes, etc.)	Isabel Alvarez-Borland, Tom Worcester

Technology Initiatives with other Departments

Information Technology Services (ITS)

Although most faculty at Holy Cross are comfortable using Blackboard, the company itself has a reputation of providing inadequate technical support and not responding to repeated requests to make certain product features more user-friendly. After attending several conferences in Spring and Fall 2006, we also discovered that many of our comparison schools, who were similarly dissatisfied, were beginning to replace their commercial course management system with open-source tools like Moodle or Sakai. In view of these developments, ITS decided to install Moodle (the more widely used tool of the two) on a test server to find out if it might be a viable alternative to Blackboard for Holy Cross faculty and students. In January, Educational Technology trained three faculty members to use it with their students in four courses during Spring 2007. Students who responded anonymously to a survey about their use of Moodle found the

tool to be easy to use and helpful. They also stated that they did not prefer either Blackboard or Moodle seeming to indicate that, in their opinion, the tools were interchangeable. Given these results, Ed Tech and ITS decided to proceed with a more rigorous evaluation of Moodle for AY 2007-08. Accordingly, Ed Tech has been offering demonstration sessions to generate interest in the product. We hope to have 12-15 faculty using the tool before we make our final decision.

Library

In May 2006, Educational Technology and the Library received funding from the Hewlett-Mellon Discretionary Fund to digitize faculty images and catalog them in the Innovative as a first attempt at building an on-campus image database. Six faculty members agreed to participate and four currently have copyright-free images available on-line. The students who worked for Educational Technology scanned most of these images and prepared some of the meta-data that was used to classify each item. Although we were generally pleased with the results, there are some features of the software that we would like to see changed before we fully commit to using the Library system.

Public Affairs

Following the launch of the new Holy Cross website design in April 2006, Educational Technology began working with Jayne Fox and Kristine Maloney to convert academic department websites to the new format. A new website for the English Department was launched in October 2006 and was followed by one for Religious Studies in April 2007. Currently, Public Affairs is working to convert websites for Classics, Education and Psychology by August 2007. Since the goal of this re-design is standardization, some departments are reluctant to change their current sites, so Educational Technology is working with them to create separate websites which would highlight their unique features and be linked to their official departmental website.

Individual Activities: Richard Lent

During 2006-2007 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; web design and web site maintenance; network issues; PowerPoint and related presentation technologies; large-format poster printing; SPSS statistical software; Microsoft Office products; and Dreamweaver MX/8.

Rich conducted lunchtime faculty workshops on use of EndNote, SPSS, and ArcGIS software during the academic year, and also taught an all-day faculty workshop on SPSS on 10 January 2007. He also gave week-long faculty workshops on GIS and SPSS in July and August 2006, and developed a new two-day faculty workshop on advanced SPSS techniques to be taught in July 2007.

Rich maintains and coordinates general hardware and software maintenance operations for the Haberman 408 computer lab and other classrooms in the Science Complex. During 2006-07 he helped set up computers and a new Epson Stylus Pro 9600 large-format printer in the Science Library workroom, and printed approximately 70 large-format posters for science faculty and their students. He also helps to maintain hardware and software in the Scalia Electronic Classroom, installs UNIX software for Mathematics and Computer Science faculty, helps manage network resources for the Educational Technology Group, and is a campus support contact for ArcGIS, EndNote, SPSS, Windows, UNIX, Microsoft Office applications, and Dreamweaver MX/8. He participated in an evaluation of RefWorks and EndNoteWeb, two web-based bibliographic tools, for potential use at Holy Cross, and an evaluation of the Moodle open-source course management system. Rich also continuously researches and evaluates other software, World Wide Web sites and applications, and computer hardware for potential use by the Holy Cross community.

During the Fall 2006 term Rich guest-lectured in Prof. Catherine Roberts' Math Modeling class, instructing students in use of ArcGIS and SPSS software, and providing individual support for students as they worked on semester projects. He consulted with the Worcester Regional Research Bureau on use of SPSS and ArcGIS software to analyze neighborhood survey data, and with the Blackstone River Coalition on use of GIS to analyze and map river water quality. Rich also worked on a GIS research project for Prof. Robert Bertin (Biology) involving construction of a digital terrain model for the 60 towns in Worcester County. He recruited and hosted a speaker from the Massachusetts Natural Heritage Program for the Environmental Studies lunchtime seminar series, and also hosted Prof. Sara Mitchell's talk, part of the Educational Technology Group's "Going Online with Students" series, on use of GIS in geology teaching.

Other duties this past year included administering the Educational Technology budget, helping to maintain the Educational Technology website, contributing to the Educational Technology Newsletter, maintaining technical support websites for data analysis, GIS, and EndNote software, promoting use of GIS, bibliographic, presentation, and data analysis software on campus, and assisting with the interviewing and supervision of student technology assistants.

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

CITASAC (Holy Cross Information Technology Standards)

Academic Support Management Advisory Group

Presentations

GIS techniques for global imaging. Part of the workshop *Imaging Life*, hosted by the Holy Cross Biology Department, an outreach program introducing local high school students (approximately 60 students from Burncoat High School) to cutting-edge technology with the objective of stimulating their interest in the sciences. (April 2007)

Using GIS and Spatial Statistics for Bird-Habitat Relationships and Habitat Management. Presented at *Ecological Research and Teaching Using Geospatial Tools*, a workshop at Worcester State College sponsored by the National Science Foundation GeoScience Education Directorate. The overall goal of the workshop was to exchange ideas on use of geospatial tools in ecological research and to begin a discussion forum for sharing data and developing cooperative research initiatives. The workshop highlighted current research using Geospatial tools to examine ecological issues in Massachusetts and included a discussion of data and research needs. For this workshop Rich also developed a hands-on exercise introducing use of geospatial and statistical tools to assess bird habitat relationships. (June 2007)

Conferences, Meetings, Workshops Attended

- Five Colleges GIS Day – Amherst College (November 2006)
- NERCOMP SIG – Moodle Interest Group, Southbridge, MA (January 2007)
- Presenting Data and Information – Workshop by Edward Tufte, Boston Park Plaza Hotel (February 2007)
- NERCOMP SIG – Essentials of Statistical Analysis, College of the Holy Cross (March 2007)

Individual Activities: Mary Morrisard-Larkin

As Educational Technology as evolved over the past five years, Mary has become responsible for organizing training initiatives, working with faculty and academic departments on websites, serving as the primary faculty resource for Blackboard and supervising student workers. She has also become the principal liaison between Educational Technology and other departments on-campus. In addition to these administrative roles, she spends a significant amount of time researching new technologies which might be useful to faculty. This past year, she has become more interested in Web 2.0 technologies like Blogs and Wikis as well as Podcasting and is currently looking for opportunities to introduce them to the college community.

Mary has focused a great deal of effort this past year on improving communication between Educational Technology and Informational Technology Services. After Dean Freije reconstituted the Educational Technology Academic Group, she was very pleased to be invited to serve on that committee and participate in technology discussions that involved not only ITS but faculty as well. She also chaired meetings of the Educational Technology Support Group where her primary objective was to improve communication about new technology initiatives on campus being led by Ed Tech, ITS and Audio-Visual Services. Finally, after an opportunity was missed the previous summer to upgrade to a newer version of Blackboard, she participated in discussions testing that led to a successful upgrade to Blackboard version 7.2 in June 2007.

Mary remains involved with the Directed Independent Spanish Curriculum albeit on a very limited basis. While she no longer is involved with daily operations, she continues to create web-based materials for these courses which are frequently used as examples in faculty workshops, tests new software for the Spanish faculty and has provided assistance to students using an experimental DVD-ROM in the Medical Spanish course. In addition, she helped Elizabeth O'Connell-Inman, who had received funding from the Hewlett-Mellon Discretionary Fund, test software and create materials that could be used as part of a new pronunciation component for these courses.

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 and a paper version of this exam has been available for students to take. The Italian test should be digitized this July so that it can be administered more easily and will probably be delivered by Moodle which offers better security than our current delivery system. We are also considering converting the other three language exams to Moodle for similar reasons.

College Committees

Educational Technology Support Group – Served as Chair for FY2006.

Educational Technology Academic Group

Committee on the Formative Support of Faculty Teaching (Ad hoc committee of the AAC)

Conferences, Meetings, Workshops Attended

- HOPKINS-401 Meeting (Instructional Technology Directors from Liberal Arts Colleges) – Brandeis University (September 2006)
- NERCOMP SIG – Women, Technology and Leadership, University of Massachusetts-Amherst (September 2006)
- NERCOMP SIG – Follow-up to NERCOMP Presents: ECAR Academy User Group, Bolton, MA (October 2006)
- NELINET Conference – Social Networking: Plugging New England Libraries into Web 2.0 (October 2006)

- NERALLT Fall Meeting - Virtually Anything: New Modes of Communication, Harvard University (October 2006)
- NERCOMP SIG – Social Software for Teaching and Learning: Insights from Early Adopters, University of Massachusetts-Amherst (November 2006)
- DELL Intelligent Classroom Presentation – Andover, MA (December 2006)
- NERCOMP SIG – Blackboard SIG, College of the Holy Cross (December 2006)
- NERCOMP SIG – Moodle Interest Group, Southbridge, MA (January 2007)
- MACROMEDIA FLASH Training Course – New Horizons Learning Center, Boston, MA (February 2007)
- HOPKINS-401 Meeting – Williams College (February 2007)
- Colleges of Worcester Consortium Workshop – Creating a Campus-wide Learning Experience, Worcester, MA (February 2007)
- NERCOMP SIG – Assistive Adaptive Technologies, College of the Holy Cross (March 2007)
- NERCOMP SIG – Women, Technology and Leadership, Union College (April 2007)
- NERCOMP SIG – On-line Community 2.0, Norwood, MA (May 2007)
- AJCU Educational Technology Meeting – Regis University (May 2007)
- International Association for Language Learning Technology Biennial Meeting – Tufts University (June 2007)

Professional Service

In preparation for IALLT's biennial meeting to be held at Tufts University in June 2007, Mary has served on both the Program Committee and the Local Committee. As a member of the Program Committee, she was responsible for designing and editing the printed program and soliciting advertisements to subsidize its costs. During the conference itself, she assisted the host with variety of logistical issues.

Mary completed her service on NERALLT's Governance Committee in October 2006, when the organization's new by-laws were approved at the Fall Meeting. As the organization's Immediate Past-President, she has been responsible for fielding a slate of candidates for a June 2007 election. At that meeting, she was nominated to be Treasurer of the organization and was elected to fill that position.

Music Library

The 2006-2007 academic year was a busy 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 is an extremely critical issue that requires immediate attention.

Bibliographic Instruction and Public Service

The Music Librarian gave bibliographic instruction to twelve Music Department classes. These classes were complemented by tours and hands-on research training in the library.

This year's circulation transactions totaled 13,829. The number of reserve room transactions was approximately 2,674. The Music Librarian answered over 520 reference questions during the 2006-2007 academic year.

Library traffic can be measured using the automated patron counters in the security gates. There have been 96,281 hits registered on the patron counter this year. This is a 2.7% increase from last year.

Acquisitions and Collection Development

The collection continues to grow at a consistent rate. Approximately 365 compact discs, 100 scores and 160 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 music, jazz, as well as the music indigenous to Indonesia, India, Africa and the Middle East. Approximately 685 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 660 items were cataloged this fiscal year.

The Music Library continues to be aggressive about bindery projects. Approximately 80 items were sent to Acme Bookbinding during the 2006-2007 fiscal year. We are committed to collection preservation and implement restorative measures whenever possible.

Projects

The Music Librarian and Music Library Assistant continue to keep the backlog of uncataloged materials to a minimum. The CD backlog is almost eliminated and 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. Duplicate copies and older editions of monograph titles have been deaccessioned as well.

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

In June, Tressa Stalford '07 began cataloging the organ music collection that was donated to Holy Cross by the Worcester Chapter of the American Guild of Organists (AGO). Her temporary part-time position is funded by the Worcester AGO Chapter.

Personnel

Alan Karass completed his fourth year as Music Library Association's Liaison to the American Library Association. He also serves as a member of the Music Library Association's Education, Program, and Membership Committees, and is Chair of its Outreach Subcommittee.

In July, Alan attended the Fourth International Conference on New Directions in the Humanities at the University of Carthage (Tunis, Tunisia). As part of the meeting he presented a paper titled, "Canon, Cultural Memory, and Positive Knowledge in Humanities Education." He was invited to attend the American Orff-Schulwerk Association (AOSA) Conference in Omaha, NE. As part of the American Library Association Annual Meeting in Washington, D.C. in June, Alan was a presenter for a session sponsored by Association of College and Research Libraries on the peer review process.

Alan continues to serve as co-editor of the journal *Music Reference Services Quarterly*, published by Haworth Press. The tenth issue under his editorship was published in May 2007.

Alan completed his sixth year on the Board of Directors of the American Recorder Society, and fourth and final year as President. He will serve on the board through August 2007.

Julia Severens has made significant progress cataloging items from our compact disc backlog while successfully managing student staff, circulation and reserve room operations. During the spring semester, she supervised the music library component of Tressa Stalford's library-based academic internship.

Concerns

The lack of sufficient shelf space for books, scores, and periodicals is a critical issue for the Music Library. Even with regular deaccessioning of older, duplication and under-utilized materials, our shelves are quickly approaching 100% capacity. Deaccessioning selected titles only offers a partial solution, but it does not solve the fundamental problem-the music library has outgrown its space.

Rehm Library

This is the fifth 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
June 5, 2007

Reader Services Annual Report June 2007

Another year has flown by, the seniors have left to test their wings, and it is time, once again, to review the successes and challenges of the previous year and plan for the future. Perhaps, it was participating in the Lilly Vocational Seminar last summer that has made me think more intentionally about learning in higher education and the role of the library. The library as place, the library's educational mission, and the library as resource provider have undergone significant conceptual and physical changes. Responding to the "readers" needs is an ongoing effort and this report makes some attempt to give an accounting.

We are fortunate to have a terrific and reliable "team" in Reader Services plus the experienced help of other departmental librarians. While I try and record some of the more notable activities in Reference over the past year, Eileen Cravedi, Access Services Librarian, will ably present the accomplishments and related data of the many service areas under her management.

REFERENCE SERVICES

In its short history, Reference has undergone many changes especially in the last decade. The advent of the internet has lessened traffic at the Reference Desk—especially in regard to "Ready Reference," quick factual questions which can generally be answered with encyclopedias, dictionaries, handbooks, etc. However, the plethora of specialized electronic resources, the need to discriminate between information sources, and the changing patterns of student learning has given rise to an emphasis on the acquisition of life long learning skills in the form of information literacy and concomitantly the requirement that librarians learn to be more effective teachers.

We continue to explore ways to reach out to our students at their point of need—and to engage the students with more interactive exercises during instructional sessions. We've had limited success with a couple of our outreach start-ups, "Bringing the Library to You" (setting up in Cool Beans with a laptop during lunch) and the "Researcher's Workshop" (drop in sessions one night a week). The "Researcher's Workshop" started off quite well in the first year but fizzled out in the second. A small sample of our work study students said that they were more interested in lunch than in querying the librarian at Cool Beans. Some of our more enduring attempts follow:

Student Reference Assistants

Thinking that peer-to-peer reference might encourage more interaction at the Reference Desk, we re-assigned Reserve Room students to help out in Reference. This was done rather abruptly during the spring semester of last year; however, this academic year was

much more organized with students able to select Reference for their work study assignments. We have identified students who seem to have an aptitude for providing Reference assistance and believe that with more directed training they will have more confidence in helping their fellow students. However, one of the students who worked with me during my evening shift suggested that I go to my office so that the students with questions would be more apt to come to her side of the desk.

AJCUVR - Association of Jesuit Colleges and Universities “Virtual Reference”

This is the third year of what I would have to classify as a very successful collaborative project to provide 24/7 online virtual reference to subscribing members. This is largely due to the service philosophy and commitment of the Reference librarians whose mission it is to “provide quality online reference service to students, faculty and staff of participating Jesuit institutions.” I think it appropriate to reiterate this mission because these librarians are often teaching users from other institutions how to use the resources of that home institution. Thus, it requires experience and, well, chutzpah.

The program has continued to thrive despite the competing forces of Instant Messaging and Web 2 social networking (many of the colleges maintain dual services because it is hard to get takers for those 3:00 AM shifts). Institutions have come and gone for various reasons including not enough staff to monitor the queue and not enough users to justify the expense. Our numbers continue at a modest climb and with more aggressive marketing there would be more Holy Cross calls. I am somewhat regretful to be rotating off the Steering Committee; however, it has been a tremendously rewarding experience to have been a part of implementing such a useful and collaborative service.

Course Integrated Instruction

Perhaps, I am being a heretic by saying that learners of all ages take the simplest route for finding and evaluating online information. However, undergraduates often have not had the experience or practice to recognize the reliability of the information. Thus, unless research is related to a class assignment, students generally do not pay attention. Faculty who request a research session often share their syllabi and collaborate with the lead librarian to develop a tailored session based on the parameters of the assignment. A customized handout is created and some librarians include an evaluation form. While both students and faculty appreciate these sessions, the number of faculty requests remains rather low.

Students will often contact librarians after these sessions for further help. This is one indication of the value of such workshops. It is also one of the reasons for our interest in participating in the FYE. In developing a relationship with students early in their first year, we hope to allay anxiety about requesting research assistance from librarians.

FYE

The opportunity to represent the library in the groundwork development of a universal First Year Experience has given me a greater appreciation of the tremendous effort it takes to build a more cohesive and integrated student centered learning environment. Serving on the Coordinating Committee and the Living and Learning sub-committee made for an active year. I must state at the outset that I have an abiding respect for each member of the committee who lent their valuable knowledge and effort over the year to pursue the goal of “getting the FYE up and running.” Special kudos go to Margaret Freiji for keeping the committee(s) on track and for the constant updates with the “Where We Stand” document that was so useful for just that reason.

For the interest of my fellow library readers who have been very excited about this program, it is important to note that many of “our” objectives have been incorporated into the language of the draft document circulated to the Faculty Assembly on May 1, 2007:

- Cluster Administration – a library liaison will meet with cluster faculty and other administrative members on a regular basis to monitor issues...discuss complementary programming, etc.
- Co-Curriculum
 - Identify a librarian to serve as a primary resource for the cluster
 - Work with faculty in the cluster to provide support for the writing and research that they may be asking students to complete—allows librarian to develop personal relationship with student
 - Develop programming to assist students with information literacy standards, including determining the extent of information needed....etc.
 - Programming could be done as cluster-wide events or using models developed for particular assignments in particular seminars
- Assessment – the library is included in the FYE “Mission Statement” and the document regarding “program” assessment

As a member of Living and Learning sub-committee that was charged with the “development of models for the co-curricular and extra-curricular components,” I suggested a model based on a Common Reading Program that could encompass an extended Orientation and include many members of the community in the selection of the book and then in the development of events and activities throughout the year. (This is not a new concept—there is a book by Laufgraben, J.L, Common Reading Programs: Going Beyond the Book , 2006). I am indebted to Professor Virginia Raguin who led the way by submitting model programs based on her own discipline.

A Library presentation comprised of Jim Hogan, Eileen Cravedi, Alan Karass, Karen Reilly, Bob Scheier, and Patty Porcaro was given to the FYE Coordinating Committee on April 19th. It emphasized our commitment to the FYE and our proposed objectives of promoting Information Literacy in context of the clusters and in personalizing services.

Note: There are always questions about what First Year Students have learned about research and information literacy in their High School years. It all depends comes to mind. At a very upbeat collaborative workshop that I recently attended, “My College Freshman is Your High School Senior,” I couldn’t help but hear undercurrents that school librarians are being “released” from their jobs due to the budget problems in the schools and municipalities. It is more incumbent on colleges and universities, then, to provide these skills (preferably in the first year.)

REFERENCE TEAM

There are four librarians including myself that handle the day to day activities of Reference including monitoring the AJCUVR queue, handling queries at the Reference Desk, providing instruction and research consultations, creating handouts and research guides, answering email and telephone queries etc. However, the “team” and associated staff should be recognized for their many other contributions which I make a poor attempt at recording in the brief passages that follow:

Eileen Cravedi, Access Services Librarian, has an extraordinary ability to handle the many service points under her management with expertise and aplomb. Plus, she keeps abreast of technological trends and experiments with social networking advances that relate to reference and education. Eileen has a FaceBook and MySpace account with many “friends” from Holy Cross. Eileen is a strong advocate of Academic Integrity and Information Literacy and was able to provide a strong case for their adoption at a recent presentation made to the FYE Coordinating Committee.

John Coelho, Reference/Instruction Librarian, maintains the database and electronic resource section of the Library website. Aside from adding the many new subscription databases that we purchase, he searches out “free” reputable sites and categorizes them by subject for the benefit of our users. John also created and maintains the Science Library website. His graphic talents have also been utilized in creating the Library Value Statements and in providing the Reference data which helps departments understand the “value” of library resources.

Gudrun Krueger, Reference Librarian, is responsible for the many book exhibits that greet entrants to the Main Reading Room of the Dinand Library. Gudrun does many themed events (40) and tries to keep track of scholars and lecturers to the college in order to display their books. She also selects the “new books” to be put out on display and recently attended a Barnes & Noble marketing workshop. Gudrun attended the “Web Search University—Power Searching with the Pros” conference in Philadelphia in May.

We are grateful to **Diane Gallagher**, Periodicals Librarian, and **Mary Moran**, Principal Cataloger, for continuing to help out at the Reference Desk and for contributing their insightful ideas from a different viewpoint.

Barbara Merolli, part-time Evening/Weekend Supervisor, was especially helpful this year in assisting in Reference on alternate Wednesday evenings. Her enthusiasm and willingness to reach out to each student was remarked on by one of our Student Reference Assistants who said that when Barbara is there, the students are lined up on her side of the desk.

Lisa Villa, part-time Evening/Weekend Supervisor, represented the library at our Open Houses. Lisa has an MLS, has worked in several areas of the HC Libraries, is a Holy Cross graduate, lives in the area and is very much involved as alumnus and neighborhood representative. Lisa's positive outlook is great for prospective students to hear.

Heather Dennis was hired as the new Evening Circulation Supervisor this year. This is a difficult position due to the hours, Sunday – Thursday, 5 PM – 1 AM, and the responsibility of managing a busy library in the evening. We have been fortunate overall to have had many great supervisors but I would be remiss if I didn't mention Heather's versatile aptitude and composure in handling the many quirky problems and scheduling changes that this job entails.

Tressa Stalford, Holy Cross Senior, chose to do her Academic Internship here at the Library. As far as anyone can determine, this was a first. As her supervisor wanting to provide her with a varied and meaningful experience, an ambitious schedule was proposed and Tressa took it on quite willingly. I wanted to give her the opportunity to work in the many different departments of the Holy Cross Libraries plus participate in area activities. Tressa seemed to flourish and as a fitting underscore to her excellent performance here, she was hired as a permanent part-time Library Assistant at the Worcester Art Museum.

REFERENCE STATS

Tours, Consultations, Course Instruction

Orientation	1 (350)
Teaching Assistants	1 (12)
Passport (Tour)	1 (50)
Odyssey (Workshops)	2 (45)
Open House	2 (n/a)
Faculty Requested Sessions	14 (184)

(parentheses) indicate # of participants

Information Requests

Total Desk Transactions @ Reference Desk	2686
Informational/Directional/Technical	1431
Quick Reference	1053
Extended Reference	202
Total Desk Transactions @ Circulation Desk	1260
Informational/Directional/Technical	790
Quick Reference	456
Extended Reference	14
Total Desk Transaction @ Periodicals Dept.	270
Informational/Directional/Technical	95
Quick Reference	122
Extended Reference	<u>53</u>
	4216

Digital Reference

Email Reference	149
AJCU Virtual Reference	199

TECHNOLOGY

It is no secret that most of our users prefer electronic resources and it does seem that when possible, we are moving in that direction. One of the most helpful and productive enterprises of this year is the formation of a “**Database Team**” to review and evaluate these resources. It is comprised of the Associate Director, Electronic Resources Librarian, Head of Acquisitions & Cataloging, Periodicals Librarian, and the Head of Reader Services. Our Electronic Resources Librarian, Bob Scheier, has been enormously helpful in setting up trials, negotiating with vendors, keeping usage statistics, etc. His input has really helped the team get a handle on this unruly process.

A **new college website** was unveiled in April 2006. While it has its many admirers, there is no longer a “library” tab off the main page. We have fielded several distressed “user” inquiries; however, the rationale is that this new website’s face is more of a marketing tool for prospective students.

With respect to the library website, it appears that our site is scheduled to be revised this summer. We look forward to working with Public Affairs to revise our pages and update the content for our users. This project has needed attention for some time.

Upcoming Projects:

Library as Place (or furniture):

Much of the educational literature on library re-design indicates that study space should reflect how students learn: collaborative and comfortable seating. When the Associate Director mentioned that there were funds available for replacement furniture, she formed a small committee to do a “quick” scan to see how other institutions have re-worked their libraries to accommodate the “millennials.” I was happy to be a part of that group and even happier to find that the project took on larger proportions and it now seems that several tables and lounge chairs will grace the floors of Dinand in the very near future.

To accommodate those students who would like a “comfortable” **Quiet Study** area, the **Debate Room** could be designated as such. To make way for the new furniture, the “older” stuffed furniture that is now on the ground floor could be moved to the Debate Room. Of course, we would have to notify the Athletes who have been gathering in there for regulated study.

Attention will be given to re-establishing **the Liaison Program** for the beginning of the academic year.

An **Academic Integrity Tutorial** is still very much on our minds and we would like to see this become a reality.

Since the **FYE Assessment Plan** mentions two student learning outcomes dealing with library resources and information literacy, there is a need to track how that impacts the FYE. Plus, incorporating some of our initial FYE plans into **fall gateways** and **library orientation, 2007**, presents us with an opportunity for an early start.

CONFERENCES, MEETINGS & WORKSHOPS ATTENDED

ACRL (Association of Colleges and Research Libraries) Conference in Baltimore, March 29-April 1, 2007.

AJCUVR (Association of Jesuit Colleges and Universities Virtual Reference) Coordinators Meeting, University of San Francisco, October 26-27, 2006.

CMRLS (Central Mass Regional Library System): “WorldCat for New Users,” Holy Cross, 7/27/06: Demonstrated how to use WorldCat for Reference. Annual Meeting, “What Has Google Done to My Library?” Manor Restaurant, 11/14/06. “New Shoes for the Old Footprint: Redesigning Your Library Space,” Tower Hill, 4/26/07. “Cool Tools: How and When to Use Them,” WPI, 4/17/07. “My College Freshman is Your High School Senior,” MWCC, 6/7/07.

COWC (Colleges of the Worcester Consortium): “Creating a Campus-wide Learning Experience,” Beechwood Hotel, 2/23/07.

Campus Marketing Team/Holy Cross – Established through Public Affairs, 3/8/07-

NEFDC (New England Faculty Development Conference): “Teaching and Information Literacy: Collaborative Efforts to Improve Teaching, Learning and Research,” 6/1/07.

NELINET Meetings & Workshops: “Library Faculty & Classroom Faculty Collaboration,” Holy Cross, 9/29/2006. “Social Networking,” Bentley College, 10/13/2006. “Everyday Leadership” by Pat Wagner, 10/17/2006. “B is for BLOG,” 12/5/2006. “Podcasting, Hands-on,” 4/11/07. “Annual Meeting,” Westford Regency, 5/11/07.

NERCOMP SIGS: “IT/Library Collaborations in Teaching and Learning, III,” Holy Cross, 3/5/07; “Uncommon Commons,” Norwood, MA, 6/5/07.

Respectfully submitted,

Patty C. Porcaro
Head of Reader Services

Science Library Annual Report 2006-2007

Acceleration of Conversion to Electronic Journals & Massive Expansion of Access

Almost 1,000 new journals from three of the world's most important Science publishers - -----Wiley, Springer, and Cambridge University Press-----were added in electronic full-text owing to the great work of the database team in Dinand, in particular Electronic Resources Librarian, **Bob Scheier**, with the support of **Diane Gallagher**, the Periodicals Librarian. This, was by far, the greatest one-time boost to full-run, non-embargoed journals in the history of the school, and essentially gave us large university class access to Science in a small liberal arts college setting.

Arrival of Educational Technology, Enhanced Storage & Kurzweil

A remodeling of the old Science Librarian's office made it up-to-date for the shared use of Science Library storage, the large-format printing operation of Educational Technology, and the Kurzweil computer (set up in cooperation with the Counseling Center for the discreet use of those with difficulties in reading.) Students and faculty seeking the services of **Dr. Richard Lent** and his colleagues, tended to increase their library usage along the way, and students who were using the library to prepare for presentations, often learned of Ed Tech's services while being waited on by the library staff. This shared housing was a great idea, well executed, and good for all concerned.

Planning for New Specialties

Next year will see the arrival of Dr. Jude Kelly, from the National Institute of Science & Technology. His field is the chemistry of explosives, and owing to the cooperation of **Nancy Singleton** and her Acquisitions and Cataloging team, we have literally thousands of dollars of reference materials that will support his teaching already in place.

Bound Periodicals Added & Books & Bound Periodicals Weeded

We were able to bind 840 volumes from September through May, up from 607 in the last academic year in that time frame. With the assistance of **Mary Moran & Diane Gallagher**, we weeded 668 titles, encompassing 809 volumes of obsolescent books and bound periodicals, and eliminated them from our holdings records. This was up greatly from last year, when only 98 were weeded out.

One-on-One Reference Service

Statistics were down, owing to the eleven-week absence of the Science Librarian. There were 324 directional questions (down from 571), 104 short reference questions (less than 15 minutes, down from 170) and 162 extended questions (greater than 15 minutes, down from 315). As with last year, most reference service 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

The Science Librarian's return from medical leave came after the time in the second semester when the second largest number of library instructions sessions are typically given, thus he missed half the opportunities usually available for library skills talks. (He was nonetheless asked for, and gave outlines & sample exercises to professors who requested them for conducting the class on their own.....All the professors nonetheless conducted the classes. None omitted them.) Seven classes were held (down from 15), with a combined attendance of 128 (down from 289). Five were held within the Science Library; two were held in the sponsoring professor's classrooms, which are all internet ready & had projection capability. Biology accounted for five talks and chemistry had two.

Circulation Statistics

Circulation of science books was 1267 (down from 1578); of bound science periodicals, 83 (down from 235); of print reserve materials 833 (down from 1343). The most important trends were the steady interest in books, particularly by non-Science majors taking lay-level Science courses; the accelerating faculty & student preference for legal downloading and printing of articles from electronic journals, rather than photocopying the same content from bound volumes, and the surprising durability of print reserves, even though we put most of this material up on e-Res for printing off as well.

A Medical Leave & A Departure from Holy Cross

The Science Librarian underwent emergency knee replacement surgery during the fall semester, and subsequently came down with pneumonia. He was out for 11 weeks and did not return until late January, after classes had resumed. At the end of March, he was offered, and accepted the position of Life Sciences Librarian at the University of Arkansas, which gave him faculty status and the rank of Full Professor.

Assistants

Carrie Peck proved absolutely stellar in performance of her duties, and in the assumption of even greater managerial tasks, during this extended absence. **Marianne Siener**, the evening and weekend assistant, pitched in by increasing her share of Interlibrary Loan work, and bindery.

Support from Dinand Library Staff

Patty Porcaro, Head of Reader Services, and **John Coelho**, Reference & Instructional Services Librarian, provided professional staff back-up throughout this period, not only providing reference service upon request, but by providing encouraging back-up for the paraprofessional staff in the library at all times.

Student Workers

The student staff consisted of 24 workers, all but one of whom performed well during the entire year. The exception was let go owing excessive lateness and absenteeism. He was satisfactory replaced upon my return in the second semester.

Continuing Education

Carrie Peck has only her final project to finish before completing her Graphics Certification at Assumption, a skill that makes her even more valuable to our display work. **Marianne Siener** completed more courses in Business at Fitchburg State.

I attended the following presentations and gave* some myself as follows:

- June, 2006. Special Libraries Association National Convention in Baltimore Including Programs on: “Stimulating College Student Interest in Microbiological Literature;” “Digitizing and Indexing Old Expeditionary Records for Reasons of Animal Conservation and Habitat Preservation Studies.”; “New Scientific Information Sources and Centers for Homeland Security;” ‘Sustaining Rare Fishes in Aquaria until they Can Be Re-Established in the Wild: the Growing Literature of the Zoo or Aquarium as an Ecologist’s Noah’s Ark.’; “Will Open Access Science journals Survive Once the Subsidies Are Gone?;” “How to Make Your Institution’s Representative the Smartest Man or Woman in the Room:” The Librarians Who Provide Reference & Research Back-Up for Sunday Morning Talk Show Hosts , Major Industry Addresses, and Institutional Fundraisers, Discuss How They Do it.” ; “The Basic Science, Clinical Benefits, and Pure Enjoyment of Chocolate.”
- July, 2006: The Rise of Metagenomics and its Literature. * Boston College.
- October, 2006. “The Literature of Flu Epidemics, Past, Present, and to Come,” and, “I Can See How you’re Thinking: Information Sources on Real-Time Brain Imaging Studies.” Continuing Education Programs of the RI Chapter of the Special Libraries Association.
- October, 2006. “Methods for Evaluating Life & Health Sciences Literature Collections.” * University of Arkansas.
- March, 2007. The President-Elect of the American Library Association Presents the Agenda for ALA in the coming Academic Year.” University of Rhode Island.
- May, 2007. “The Use of Geographic Information Systems in the Era of Global Warming.” Joint program of the US Geological Survey & the RI Chapter of the Special Libraries Association.

Immediate Challenges for the New Science Librarian

- To maximize the awareness and use of the vastly improved access to electronic journals. We get over 300 requests for the interlibrary loan of journal articles that we actually now have in electronic form.
- To resolve matters of retaining or discarding loose issues of journals at a time when many publishers are now maintaining stable electronic archives.
- To sustain Science Library use during construction, and to make the Science Library fully integrated as an oasis for science faculty & students in the expanded science complex.
- To expand library & information instruction farther into Chemistry, bringing it up to the level currently seen in Biology.
- To monitor whether Chemistry replaces the just departed Polymer chemist with another in this specialty, or someone starting in an entirely new field. This is a matter of several thousand s of dollars in specialty item expenditure annually.

A Thank You

I wish to thank the faculty, students, library staff and the administration of the library system for the privilege of having served here as Science Librarian for 33 years.

Serials Department Annual Report FY 2007

In July of 2006 Industry price projections for 2007 periodical subscriptions were reported by EBSCO Subscriptions Services as “6-8% for U.S. journals and 12-14% for UK and European journals” (“Serials Prices 2002-2006 with Projections for 2007,” <http://www.ebsco.com/home/printsubs/priceproj.asp>). In April 2007, *Library Journal* reported “overall journal price increases just under eight percent . . . U.S. titles rose nine percent on average; non-U.S. 7.3 percent.” We didn’t make a prepayment to EBSCO this year (in order to receive a prepayment credit from them toward our total subscription renewal). The controller’s office felt that they could do as well or better than EBSCO by retaining and investing the amount of money that we would have prepaid in July; they eventually deposited \$6,077 into the periodicals account. We paid a total of \$567,365.69 for print subscriptions this year and \$243,095.15 for electronic subscriptions for a total of \$810,460.84. We paid a surcharge of \$2,748.00 on our non-discounted EBSCO titles. Due to the conversion of print to electronic subscriptions and the smaller increase in price, our overall price increase this year was only 3%. EBSCO increased our service charge from 2.5 to 2.9% this year.

We were able to add a substantial number of titles to our periodical resources this year, primarily through the purchase by Robert Scheier, Electronic Resources Librarian, of electronic journal packages from Cambridge University Press (approximately 274 titles), Wiley (approximately 550 titles) and Springer (approximately 1,228 titles). We added 56 titles (32 new to us) from the American Psychological Association via their PsycARTICLES package. We converted 109 print titles from Blackwell, 28 print titles from the University of Chicago Press and 24 APA titles to online only subscriptions. A total of 2,009 new electronic titles were added to the collection.

We converted a total of 246 print titles to online; science withdrew 23 titles; 4 titles ceased publication. We currently receive a total of 1,508 print subscriptions and a total of 3,052 electronic subscriptions. By means of direct and aggregator sources, we have access to 21,886 unique electronic titles.

Money donated through the George & Bernice Phillip History Fund. (\$100,000 – the library receives the income, \$4,500), allowed the library to continue its subscriptions to Critical Asian Studies for 2007 (\$240.82) and French Colonial History (v.47, \$43), the *Historical Statistics of the U.S. Millennial Edition* (\$100 yearly maintenance fee), and to purchase *The Times Digital Archive 1785-1985* (\$3,400).

Due to increasing microfilm costs, low usage, and online availability of many titles we decided to review our microfilm subscriptions and cancelled 26 titles for a savings of \$2,910.00. Mary Beth and Sue both worked on checking the online availability of these titles.

We spent \$24,143.65 on bindery. We bound a total of 1,985 volumes: Dinand 1,077, Science 821, and Music 87.

The ARC (Academic & Research Collaborative) Collection Development Interest Group met on October 18, 2006 at WPI. One of the issues addressed was storage space for print journals and ways in which libraries could retain and/or discard back runs of print titles in a cooperative manner. It was suggested that a good starting point might be those titles included in the online JSTOR Arts and Sciences I Collection to which many of the libraries subscribe. Larry Spongberg (Assumption) had prepared a list of the JSTOR I titles held by each library. It was decided to form a JSTOR Project Subcommittee, consisting of representatives from Assumption, Holy Cross, Worcester Polytechnic Institute and (later) Clark (not represented at the first meeting) to look at each institution's print holdings of titles included in the JSTOR Arts & Sciences I Collection. The subcommittee (including Diane and Nancy from Holy Cross) met in April and divided the list of titles among the institutions, making plans to contact Worcester Public Library and Worcester State College Library regarding their willingness to take responsibility for specific titles.

We received 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; we were able to add six of the titles long on this list to the collection via the recently acquired electronic journal subscription packages. Mary Beth and Sue worked on updating the price information and online availability for all of the titles currently on this list.

We received a gift of the *Catholic Observer*, Nov. 19, 1954 – May 1, 1981, microfilm from the Forbes Library. Prof. Matt Toth (retired) donated a number of periodicals, including the *Journal of Counseling and Development* (v.76-83, 1997-2005). We filled in missing issues of *Perspectives in American History* thanks to a gift from Fr. Kuzniewski. Virginia Newes gave v. 59-73, 1987-2001 volumes of *Acta Musicologica* to the Music Library.

Prof. Ross Beales and Prof. Michael West of the History Department took about 10 cartons of original print *Life Magazines* (mostly from the 60's) long held in storage to use in the department for student research projects.

We have been notified that Elsevier will no longer support their online web editions platform after March 2008. Our current subscriptions are print + a one year rolling online file. We will need to make decisions on these titles, probably moving to online only, either staying with EBSCO or purchasing a consortium package deal (if available) sometime this summer.

Diane enjoyed spending a couple of hours in the spring semester working with the library's intern Tressa Stalford showing her how the library handles its periodical subscriptions via the Millennium system and discussing current serials trends.

MILLENNIUM

Diane over-laid minimal bibliographic records for PsycARTICLES titles with complete OCLC MARC records and looked at the new catalog interface for Millennium. With the significant number of changes this year from print to electronic, the periodical department has had to revise a significant number of print holdings statements. Mary Beth and Sue worked on updating information and transferring holdings statement information from free-text to coded MFHD. As a department, we evaluated and voted on possible IUG enhancements.

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 possible purchases.

The library purchased *PsycARTICLES* the database of American Psychological Association titles in electronic format. We are able to provide electronic access to all of our 24 current titles, plus an additional 32 titles. To fund this purchase, we cancelled our current 24 print subscriptions.

We also looked at *Press Display* a database of full text newspaper titles. It received enthusiastic reviews from faculty and students. We are considering this as a possible purchase in the next fiscal year. Sue checked on prices, retention and overlap with our current print subscriptions; if we decide to purchase it, we will cancel the print titles we receive that are included in it to help fund the purchase.

Annual Reviews and the *University Of Chicago Press* are withdrawing their content from aggregator databases like EBSCO and Proquest. Although this doesn't affect our online access, it is a move of note that bears watching. Along these lines, Wiley acquired Blackwell Publishing and Thomson acquired Gale. Acquisitions of this sort are always a concern due to increasing monopolies and price control. Taylor & Francis changed their online platform to informaworld.

We also gave serious consideration to *Contemporary Literary Criticism* (the release of which was subsequently delayed), *RefWorks*, *MidEast Wire Service* and *AnthroSource*. *AnthroSource* is another strong candidate for purchase in 2008. As with other full text database purchases, we would cancel the print titles it includes (those published by the American Anthropological Association) to help fund the purchase.

LIBRARY VALUE STATEMENT

Diane and John worked on the third 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 Local Holdings Maintenance

Detailed holdings information, in MARC 21 Format for Holdings Data, is now available online via the FirstSearch and WorldCat systems. It is advantageous to have this information readily available for public and interlibrary loan use. Work on local holdings included: Dinand: 36 additions, 250 updates, 24 deletions; Science: 19 additions, 78 updates, and 39 deletions. We are currently looking at options for listing our e-journal holdings.

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

Sirsi/Dynix webinar: Wiki: the ultimate tool for online collaboration (July 13, 2006)
WorldCat for New Users (CMRLS) (July 27, 2006)
OCLC Eserials Holdings webinar (September 13, 2006)
CMRLS Serials Roundtable at Quinsigamond Community College (October 11, 2006)
ARC Collection Management Committee Meeting at WPI (October 18, 2006)
Sirsi/Dynix webinar: InfoIsland Project on Second Life (April 3, 2007)
ARC Collection Management JSTOR Subcommittee Meeting (April 10, 2007)
EBSCONET Workshop (April 25, 2007)
CMRLS Serials Roundtable (May 16, 2007): Diane, Mary Beth, Sue

Respectfully Submitted,

Diane Gallagher, Serials Librarian

**Worcester Art Museum Library
Annual Report
FY 2007**

Introduction

Fiscal Year 2007 turned out to be a very challenging year for the Art Museum Library. Because of financial difficulties suffered by the Museum in order to balance its budget, the Museum administration was forced to lay off several part-time employees. One of the staff people affected was Janis Manzo, the part-time Library Assistant. Even though Holy Cross's Library administration managed to re-instate the position two weeks after her lay-off, Janis had already found another job and left the Museum Library on September 21, 2006.

Because the position was unfilled for eight months the Library was forced to take measures to alleviate the workload on the remaining staff. We entered our symbol as lower case in the OCLC inter library loan module so we would not have to loan out books, a major portion of Janis's job. We asked Worcester Polytechnic Institute for another work-study student to help re-shelve books, and asked the Friends of the Library Group to volunteer on the reference desk. The position has at last been filled and the new person is scheduled to start on June 6, 2007; she is a Holy Cross graduate whose career goal is to become a librarian. We look forward to a productive year next year with a full complement of staff.

Another unfortunate turn of events related to the Museum's fiscal crisis was the reduction of the Library's acquisitions budget by almost 20%. The budget is already too low to meet the research needs of the Museum staff so the reduction made our situation worse. Fortunately, the Library held a very successful book sale in June 2006, which netted the Library's acquisitions budget an additional \$10,500 enabling us to purchase necessary materials. It is hoped that the Library's acquisitions budget will be reinstated to its former level this year.

The Museum was also forced to discontinue Thursday evening hours, only staying open on Thursday evenings once a month during "Young Friends" events. The Library was thus forced to discontinue its Thursday evening hours, a total of three hours per week.

Usage and Statistics

In spite of the fact that the Library was open three hours less per week to the public, the usage statistics increased slightly. The number of patrons using the Library at the end of April 2006 was 2976 compared to 3220 at the end of April 2007. The other Library usage statistics were relatively comparable to the usage statistics of the previous year, including the circulating slide collection. There was a decrease in the number of reference questions but an increase in the number of non-reference questions.

The most significant change in the Library's statistics from previous years is the high number of books cataloged. Christine Clayton, the Library's cataloger who began in November 2005, has ably managed to catalog 1621 books in the period between April 2006 and April 2007. Since the Library acquires only about 1000 books per year, she has been able to significantly dig into the Library's backlog of uncataloged books. It is estimated that there are about 1700 books left in the backlog. At the rate she is going, it is estimated that the backlog may be eliminated within about three years, not taking into account the Japanese and Chinese language books.

A new cataloging innovation has been the addition of the Museum's object accession number into the bibliographic record of books that include a picture of a Museum object enabling keyword searches by Museum accession number. The call number of the book is entered by the cataloger into the Museum's new collection management system (TMS) for easy access by Museum staff.

Acquisitions and Collection Development

A priority of the Library's Collection Development Policy is the acquisition of all newly published catalogs raisonne of artists in the Museum's permanent collection. A catalog raisonne is a complete, and as exhaustive as possible, collection of the total body of work of one artist. The catalogs are invaluable research tools, extremely expensive, and go out of print quickly. The cost of any catalog raisonne on the used book market is usually prohibitive.

The Library acquired a beautiful old oak cabinet with a glass door that has been made suitable to serve as our Rare Book Cabinet. There is a new cataloging location called "RARE"; books are selected from the collection that fit the category of "rare" and are recataloged and put into the new cabinet. Another new location has been created called "ARTIST BOOKS". Artist books have previously been cataloged and intershelved with the main collection but are now identified as such and housed separately.

Special Projects

Because so many books moved out of the backlog and onto the shelves for use by the Museum staff and the public, an abundance of shelving space opened up in the Library workroom. The extra space allowed us to consolidate the entire backlog into one area in the workroom, which freed up shelf space in the Library stack room for future growth.

The result of moving so many books out of the backlog and shelving them in the reading room and stackroom was an overcrowded situation on the shelves in the reading room and the stack room. The Library was fortunate to have two student interns available over the summer to tackle the huge job of reshelving the entire reading room, stack room, and mezzanine where the serials are housed. As a result, the entire Library was dusted, reshelved, and reorganized. There is still significant shelf space available for growth as a result of weeding and reorganizing.

The Library received a small grant from the Barnard Foundation to conduct a pilot project of entering images and metadata into the Museum's new TMS Light database. TMS Light is an image database (a scaled down version of the Museum wide database called TMS) designed to house all the Museum's non-object images. Because of the Library's expertise in cataloging and using authority files, the supervision of TMS Light falls under the Library's purview. A person was hired in January 2006 to scan the exterior architecture slides of the Museum and enter the respective metadata. A total of 550 slides was scanned into TMS Light with the accompanying metadata before the funds were exhausted. The Library is training designated Museum staff to enter images and metadata from their respective departments into TMS Light. Another grant to the Barnard Foundation was written in order to do further work on this important project.

The Library submitted an Action Plan Update to its Long Range Plan to the MBLC in October 2006. A grant requesting Library Preservation Funds was submitted to the MBLC in March 2006.

The Library participated in a project with the Massachusetts College of Pharmacy designed to promote Library usage and interest to students from the Burncoat Middle School. The Library also conducted a workshop for teachers from Millbury High School on how to effectively use the image database in Bridges to Art in their teaching.

The Library also hosted a day during the *Flora* exhibition for sight-impaired visitors with a tactile table of plants, flowers, and flower arranging supplies.

Another special project is database clean up work of the Library's pamphlet collection. The record of each pamphlet is compared with the item in hand, each pamphlet is given a call number in the bibliographic record, a label is affixed to each pamphlet, and any old Dewey Decimal numbers are deleted. The project began at the end of February 2007 and as of May 31 a total of 3473 pamphlets have been processed. Christine Clayton is supervising the project with the work being done by a volunteer. Processing the pamphlets will greatly improve access to them.

Programs

The Library again planned, organized, marketed, and implemented three ongoing annual programs: College Night, Profs'. Night, and Career Night. All three programs had basically the same format as in previous years. The attendance at College Night was very high this year at 115 attendees. College Night was combined this year with the Adult Education Department's Open House, which may have contributed to the higher numbers. Profs. Night was also very well attended with 50 people attending. Thomas Worcester and Virginia Raguin (both Holy Cross professors) were presenters at Profs. Night explaining to the audience how they use the collection of the Museum as a teaching tool. Speakers from Assumption College and WPI are already lined up to speak at the next Profs. Night in November 2007. Career Night was also very well attended with a total of 62 students. The overarching goal of these three programs is to develop productive relationships with Worcester's area colleges and to promote the use of the Museum and its collection as a resource to area colleges.

Professional Development and Staff Activities

Debby Aframe:

1. ARC Annual Meeting. June 14, 2006.
2. WorldCat Opportunities Workshop at Holy Cross. July 27, 2006.
3. TMS Light Training Session at Worcester Art Museum. August 8, 2006.
4. ARC Special Collections Interest Group Meeting. Tour of Special Collections And Library at Higgins Armory. August 16, 2006.
5. Mini-Grant Reader for CMRLS. CMRLS Headquarters, Shrewsbury. Nov. 7, 2006.
6. MBLC Grant Writing Workshop. Maynard Public Library. January 23, 2007.
7. "Electronic Records: Preservation Options of PDF." Holy Cross. February 5, 2007.
8. "Preservation for Non-Preservationists." Northboro Free Public Library. April 10, 2007.

9. "Spreadsheets for Libraries: The Basics Using Excel." CMRLS Headquarters. May 8, 2007.
10. Joint ARLIS NE/VRA Spring Conference at RISD, Providence. May 25, 2007.
11. ARC Annual Meeting. Tower Hill Botanical Gardens. June 13, 2007.

Positions Held:

Chair of ARC Steering Committee.

Member of CMLS Executive Board.

Awards:

Recipient of Wolfgang Freitag Continuing Education Award from Art Libraries of New England.

Christine Clayton, Assistant Librarian:

1. Annual ARC Meeting. Tower Hill Botanic Gardens. June 14, 2006.
2. TMS Light Training Session. Worcester Art Museum. August 8, 2006.
3. NELINET Class: "OCLC Connexion Client Basics". August 18, 2006.
4. NELINET Class: "OCLC Power Searching". September 27, 2006.
5. ARLIS/NE Fall Meeting at MIT, Cambridge. October 6, 2006.
6. NELINET Conference: "Reinventing the Library Catalog". November 17, 2007.
7. "Preservation for Non-Preservationists." Northboro Free Public Library. April 10, 2007.

8. NETSL Conference: “Re-Imagining Technical Services”. April 13, 2007.
9. Joint ARLIS NE/VRA Spring Conference at RISD, Providence. May 25, 2007

Goals for FY 2007

- Aggressively work to decrease the cataloging backlog by weeding and efficient cataloging
- Install wireless access to the Internet in the Library
- Complete inventory of dealer and auction house catalogs
- Install a sign in the Salisbury Lobby welcoming users to the Reading Room of the Museum

Final Thoughts

I would like to take this opportunity to formally thank the leadership in the Holy Cross Libraries, especially the Director of Dinand Library, James Hogan, for his persistent advocacy of the Worcester Art Museum Library. Thanks to the fruitful collaboration with Holy Cross we have been to make great strides forward in staff stability, being able to offer our patrons the latest on-line database products, having access to start of the art cataloging software with professional training and support, having technical support and backup, and receiving on-going management and support from professional librarians at Holy Cross who enable us to constantly make our Library better.

Respectively Submitted by,

Deborah Smock Aframe
Worcester Art Museum Librarian

