

6-16-2008

# Holy Cross Libraries Annual Report FY2008

James E. Hogan  
*College of the Holy Cross*

Follow this and additional works at: [https://crossworks.holycross.edu/lib\\_annual\\_report](https://crossworks.holycross.edu/lib_annual_report)

 Part of the [Library and Information Science Commons](#)

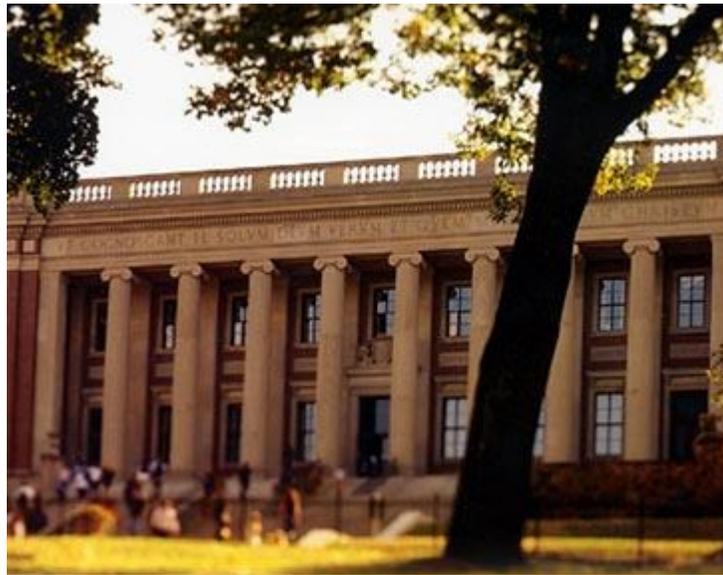
---

## Recommended Citation

Hogan, James E., "Holy Cross Libraries Annual Report FY2008" (2008). *Holy Cross Libraries Annual Reports*. 11.  
[https://crossworks.holycross.edu/lib\\_annual\\_report/11](https://crossworks.holycross.edu/lib_annual_report/11)

This Annual Report is brought to you for free and open access by the Information Technology Services at CrossWorks. It has been accepted for inclusion in Holy Cross Libraries Annual Reports by an authorized administrator of CrossWorks.

**Holy Cross Libraries  
Annual Report  
FY2008**



**W**elcome to the  
**Holy Cross Libraries**

# Table of Contents

EXECUTIVE SUMMARY .....	3
Director of Library Services .....	4
Associate Director and Head of Technical Services.....	8
Access Services.....	12
Acquisitions and Cataloging .....	17
Archives and Special Collections .....	25
Educational Technology .....	30
Music Library.....	38
Reader Services.....	41
Science Library .....	47
Serials.....	51
Slide Library.....	55
Worcester Art Museum Library.....	59

# **EXECUTIVE SUMMARY**

## **ANNUAL REPORT OF THE LIBRARY 2008**

The 2007-08 academic year was one of the busiest ever for the libraries. Student usage of the facilities continues to increase, print circulation remains strong and usage of the vast array of electronic products also increased. Budgetary concerns continue, especially in the area of both print and electronic journals. We are unable to provide all the titles and products asked for by faculty. Even modest price increase of 5-6% is double the annual 3% increase to the library budget.

The furniture, drapery and signage replacement project was completed and has been much praised by students. This may account for some of the increase in foot traffic.

Librarians have continued their work with the new Montserrat program. They are prepared to assume their assigned roles with each of the clusters this fall. Assessment planning has been on-going all year and a draft library assessment plan should be ready this summer. The Library Liaison Program has been prepared and tested with the science faculty. It will be completely rolled out this fall.

A new Science Librarian, Barbara Merolli was hired and she has proven to be a very strong addition to our staff. The newly created Visual Arts Resources Coordinator (VARC) was filled with Janis DesMarais. She resides in the Visual Arts Department but reports to the library. She has to carve out the parameters of this new position, select new software to handle our growing digital collection, and still service the needs of Visual Arts faculty. It is a tough assignment, but she is making steady progress.

Work on the re-design of the Library web site is almost complete. Revisions to the library software making it more "Google-like" are also going well. These modifications are time consuming but will be very useful to our students and faculty when completed.

Space remains a critical issue for the Music Library. During the coming year some remedy, even if it involves the renting of off site storage, must be found.

The Educational Technology Group, under its new leadership model, continues to do fine work. They are deeply involved in the implementation of the new course management software (Moodle). They are also working very closely with Public Affairs in the re-design of departmental websites, and assisting the new VARC.

The year came to a close with the awarding of an honorary degree to Dr. James Welu, Executive Director of the Worcester Art Museum. This resulted from a joint nomination from Prof. Thomas Worcester, S.J. and the Director of Library Services.

Dr. James E. Hogan  
Director of Library Services  
June 16, 2008

## **Director of Library Services Annual Report 2007-2008**

This report will highlight the major accomplishments of the Library program for the 2007-08 academic year, and outline the principle challenges facing the Library in 2008-09. The first section of this report will be an overview of the year from the Director of Library Services. The following sections are the annual reports for each of the library departments.

### **I. Academic Year 2007-08 in review.**

The library budget situation in 2008 was difficult, but we expect to see a balanced ledger on June 30, 2008. The increases in print periodical prices, while still high, have continued to moderate. During this year, we continued to negotiate some very favorable multi-year subscription contracts with firm caps on price increases. This will restore some stability to our budget planning process. However, price increases will still exceed the 3% annual increase in the Library budget. This activity is charted more fully in the **Electronic Resources** section of this report. As with the previous year, 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, 2008 we provide full text access to over 20,000 electronic journal titles.

On January 15, 2008, at the request of Dean Austin, I met with the academic affairs committee of the Board of Trustees. I described the Library's major accomplishments and challenges.

- the continuing transition to the digital information environment
- the AJCU Virtual Reference program
- the ever evolving role of educational technology instruction
- the library's intimate involvement with Montserrat
- the replacement of library furnishings, draperies and signage
- library assessment planning
- Staffing changes, especially in the Science Library and Visual Arts.
- the ongoing funding difficulty, especially with regards to journals

The Library Director has had preliminary conversations with Dean Austin about library fund raising over the next few years. It was noted to the Trustees that Holy Cross' per student library expenditures are near the bottom of the comparison school list. A tentative goal might be the establishment of a library endowment. We will face some serious budget issues in 2008-09. There are faculty requests for some serious electronic products. We are trying to devise creative ways of affording these, and we will continue to do so. However, we will probably have to turn down many of the requests. We also expect to allocate a portion of the acquisitions budget in support of Montserrat.

Print management remains a serious issue for the library. We have been working with Judy Hannum on some possible budgetary relief, but nothing is in place as of today. The irony is that the more journal titles we convert to electronic (to save money), the more students print from library printers.

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 continues to be much slower with monographs than with journals. Our monographic budget once again remained flat at \$250,000. The successful Honor with Books Program, now five years old, has so far added just over \$10,000 to the acquisitions budget.

The George and Bernice Phillipp History endowment is now in its third 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.

In January 2008, Barbara Merolli was promoted from interim Science Librarian to full time permanent Science Librarian. In her interim role, Barbara did an excellent job and won the respect of faculty. She has had a very productive semester, and has proven to be a very effective hire. Also in January, Janis DesMarais was hired to be the new Visual Arts Resources Coordinator (VARC). This is a newly created position and Janis' first semester in it, had some difficulties. She reports to the library, but resides in the Visual Arts Department. In addition to selecting a major software product to accommodate thousands of digital images and their associated meta-data, Janis had to flesh out the specifics of her new position.

Holy Cross remains a very significant player in the AJCU Virtual Reference service under the direction of Reader Services Librarian Patty Porcaro. The AJCU campus coordinators continue to meet in person on an annual basis. Usage of this service 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 2008-09.

Under the direction of Reader Services Librarian Patty Porcaro, librarians are prepared to participate fully in the Montserrat program. One or more librarians have been assigned to each of the clusters and they are busily preparing for their work with faculty and students within the program. Along with assessment and preparing for the 2010 reaccreditation visit, Montserrat is a major priority for the coming academic year.

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 annual

The Scalia Electronic Classroom and the Levis Browsing Room both had busy and productive years with continued increased usage.

The Library Liaison Program is slowly being put into place. The detailed outline of the program has been completed and will be implemented during the summer to be in place for the beginning of the fall semester. We have piloted the program with the science departments during this past semester as we expand beyond simply dealing with book orders and budgets. 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.

During this past academic year we have been working diligently on the implementation of several enhancements to our library system. These take time, but the project is going well. The end result will be a more “Google-like” approach to searching the library’s holdings. The library website and the OPAC will also be re-designed this summer. That work has been on-going in conjunction with Public Affairs, and should be completed during July.

There has been much activity as well in our branch libraries and in the Archives. The latter has been participating in an AJCU digital history of Jesuit education in the United States. We have loaded quite a few digital images into this new database, and it really looks quite nice. I will suggest that when the AVP’s next meet, the resident archivist might give a brief demo of this new product, which we intend to grow well into the future.

The Science Library is managing the renovations in the new integrated science complex with aplomb. Shelves are covered with plastic, walls and doors have been torn out, and entry ways have had to be shifted. The cooperation from both Physical Plant and the contractors has been outstanding.

Space remains a critical issue in the Music Library. Alan Karass has exhausted his spatial creativity. There is no where else for him to move things. Remote storage of some materials might be an option, but this would have to be coordinated very closely with the faculty and the needs of the curriculum.

Holy Cross’ partnership with the Worcester Art Museum deepened during this year. Our management of the library is now in its 8<sup>th</sup> year, and the WAM Library plans on being an integral player in Montserrat. The Library’s management of three WAM consortial events had its most successful year ever. These events are; the fall opening reception and tour for all first year students; Profs Night when Director Welu hosts a reception for faculty and outlines future exhibit plans in the hope they can be integrated into the curricula; Career Night targeting juniors and seniors with speakers from the world of art and suggestions for possible careers in art. This year Prof. Thomas Worcester, S.J. and Dr. James E. Hogan co-sponsored Dr. James Welu, WAM Executive Director, as an honorary degree recipient from the College of the Holy Cross. This was a fitting and exciting culmination of a very successful year.

The spring semester once again 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.

## **II. Challenges for 2008-09**

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.

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 newly formed SGA Library Advisory Group. This spring we met twice with the group, chaired by Jim Brennan, '08. They seem genuinely pleased with the progress we making on issues they have raised.

This was the first year of Mary Morrisard-Larkin's directorship of the Educational Technology group. Overall it was quite a successful year for the group. They are working closely with faculty as the College introduces Moodle as the course management system to replace Blackboard. They are still conducting specific workshops for faculty, and they are deeply involved in the restructuring of departmental web sites in conjunction with Public Affairs.

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.

Dr. James E. Hogan  
Director of Library Services  
June 17, 2008

**Associate Director and Head of Technical Services  
Annual Report  
FY2008**

**Dinand Gets a Facelift**

The improvements planned in FY2007 were installed in FY2008. In August, 78 soft cushioned chairs with a laptop tables and cup holders, 32 drum tables, and 24 reader's tables were delivered and installed by WB Mason. W.B. Mason installed 37 single person carrels and 48 two person carrels over the Christmas break. We accomplished our goal of eliminating the orange carrels and providing the students with a variety of seating options. In order to increase the number of seats we have identified locations to place 12 more carrels in the stacks. We are also planning to order similar furniture for the Debate Room. New curtains and signage, including room numbers, were also installed this year. When we met with members of the SGA they were very pleased with the results. Usage of the library has increased. Anecdotally, I told the curtain installer that the best time to do the Reading Room was Friday afternoon, and it was so full he had to ask students to move.

This year, we are reupholstering the 23 chrome chairs in the Blue Room and 113 chrome chairs in the Science Library. Any furniture funds left over are allocated for the additional carrels in Dinand.

I'd like to thank the members of the Design Committee (Eileen Cravedi, Nancy Singleton, Patty Porcaro), Scott Merrill and Joan Anderson for all their efforts and advice during this process.

**Library System**

The Innovative system continues to be a stable platform. In fact, at the Innovative User's Group in May, Jerry Kline, CEO, showed us that III has sold a significantly larger number of systems this year than their competition.

Bob Scheier, Electronic Resources Librarian, continues to add records to the **ERM** (Electronic Resource Manager) module. He has also begun the implementation of **WebBridge**, the open url resolver, that allows users to link to electronic journals directly from our databases.

After these projects are completed we will turn to the implementation of **Research Pro** (this provides the ability to search across several databases at once). We have also requested **Encore** for FY09. 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”.

This summer, in conjunction with the launch of the new library website, a new version of the OPAC, **WebPac Pro**, will be implemented. The new platform allows us to take advantage of future enhancements. The most noticeable differences will be relevancy ranking in keyword searching and 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 was recently installed on the test server. It will be placed on the production server in June. We are planning to move to the Linux server over Christmas break.

The library system also continues to be used by other departments on campus. In addition to the MRC and the Millard Lab we have been approached by ROTC and the Math Dept. The Math Dept. will use the system to “check out” robots to students for the semester.

### **Print Management Situation**

For the last few years, we have been frustrated by the amount of wasted printing we see at our printers. We have searched for a print management software/hardware solution only to discover that they are expensive and would just add another layer of complexity to the IT environment. The return on investment (time and money) is probably not worth the aggravation.

Another frustration is the amount of our operating budget that is used for supporting printing. In FY07 we spent \$21,439 on paper and toner. In FY08 it has increased to \$26,586. In the past, some of this was offset by purchasing the paper from our copier budget. However, copier revenue has decreased to around \$4,000. We are currently speaking to the Office of Budget and Planning about our concerns. As more and more of our resources are electronic this number will only increase.

One possible method to control this situation is to educate our students to print only what they need. A display showing how much paper was collected from the recycle bins for a week was mounted in the Reading Room for Earth Day. We will continue to look for ways to educate students not to waste.

### **Copier Situation**

As network printing has increased, copier usage has drastically decreased. However, we will always need to provide this service. The number of public copiers in Dinand has decreased from four to two. We continue to keep two copiers in the Science Library. This year we purchased a Xerox copier for Interlibrary Loan that has the capability to scan and print color. In FY09 we will replace one of the old Science copiers

with the same Xerox model that we purchased for ILL. We will charge \$.25 for a color copy. If it is technically possible to connect both the One Card reader and the network, we will allow the students to scan for free. Students have been requesting a public scanner for a long time.

### **Personnel**

This year I served on search committees for the Science Librarian and for the Visual Arts Resources Coordinator. Both searches were very successful. Barbara Merroli served as temporary Science Librarian in the fall and was promoted to Science Librarian at the end of the semester. Janis DesMarais started Jan. 1 as the Visual Arts Resources Coordinator. Janis previously was employed at the Worcester Art Museum as the Library Assistant.

The Visual Arts Resources Coordinator is a new position that reports to the Associate Director. Janis is working closely with the Visual Arts Dept. to transition the slide library to a digital format. As you will see from her report we have been evaluating appropriate database platforms and are close to a decision.

### **Budget**

The budget will again be balanced this year. A \$50,000 increase to the budget line last year and the continued migration from print journals to the electronic format has slowed down the inevitable need to cancel journals to maintain a balanced budget. The usual increase on electronic journals and databases is closer to 5% than 8%-10% expected in the print format. This is still more than the annual 3% overall budget increase. Next year will be very tight.

### **Committee Work**

Library:

Assessment Steering Committee

Database Team

Interior Design

Holy Cross:

CITISAC (College IT Architecture and Standards Advisory Group)

Hate Not Here

### **Meetings, Seminars, Workshops Attended**

Digital Commonwealth, Annual Meeting, Holy Cross, Oct. 25

Innovative User's Group, Annual Conference, Washington, DC, May 27-30

NELA/NETSL, Cohabiting and Colliding: Print and Electronic Resources, Holy Cross, April 4

NELINET, Digital Projects Showcase, Southborough, MA, Dec, 4

NELINET, Robert L. Cunningham Annual Bibliographic Services Conference, Holy Cross, Nov. 16

### **Professional Development**

Co-authored with Nancy Singleton "Cataloging Images in Millennium: A Central Repository for Faculty Owned Images" which was accepted for publication by Journal of Library Metadata, date of publication TBD.

Respectfully submitted,

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

## Access Services Annual Report 2007-2008

Within Reader Services, the Access Services Librarian supervises seven full-time staff members responsible for major customer service areas. This year saw some minor staff changes as outlined below.

- Heather Dennis – resigned as Evening Circulation Supervisor but remained on in a part-time position as Evening/Weekend Supervisor
- John Arbuckle – hired as new Evening Circulation Supervisor

Below please find highlights for each service area.

**Circulation: Slavica Zukic, Circulation Supervisor** – Slavica instituted new policies and procedures for student workers throughout the year to streamline management of these workers.

- Employed ~45 student workers
- Circulated 23,827 items (**increase** of 750 from last year)
- In-House usage = 3221 (**increase** of 985)
- 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.

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

With the purchase of a Xerox WorkCentre 7132 multifunction device (copies, scans, and prints) our primary method for delivering journal articles shifted from Ariel to e-mail. Additionally, with a number of our journal subscriptions being in electronic format, this too has contributed to the shift in e-mail delivery rather than Ariel. This is the 3<sup>rd</sup> 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 2008)
  - Dinand = 5,529 filled (8,046 processed) – **decrease** of 132 filled (+369 processed)
    - Loans = 2,542 (+108)
    - Copies = 2,987 (-240)
    - Majority of articles are transmitted via e-mail and ARIEL
    - Top reasons for unable to fill (accounts for difference between processed and filled)
      - Non-Circulating
      - Not Owned
      - In use/On loan
      - Volume/issue not yet received/available
      - Lacking

- Top Borrowers:
  1. Clark University
  2. Assumption College
  3. Worcester Polytechnic Institute
  4. Stonehill College
  5. Simmons College
  - Followed by Loyola Notre Dame (MD), Marquette (WI), Anna Maria College, Springfield College, and Tufts University.
  - Our top 10 borrowers account for 22% of our lending
- Science = 851 filled (1,377 processed) – **decrease** of 102 (163)
  - Loans = 133 (+14)
  - Copies = 718 (-116)
  - Top reasons for unable to fill (accounts for difference between processed and filled)
    - Not on Shelf
    - In Use/On Loan
    - Not Owned
    - Volume issue not ...
    - Other
  - Top Borrowers
    1. Worcester Polytechnic Institute
    2. University of Southern Maine
    3. Clark University
    4. Salem State College
    5. Stonehill College
    - Followed by – Amherst College, Springfield College, University of Maine Orono, Stonehill College, and University of Rhode Island.
    - Our top 10 borrowers account for approximately 28% of our lending
- Borrowing\* (through May 2008)
  - Dinand = 2,965 filled (3,407 3,373 requests initiated) – **increase** of 35 (34)
    - Loans = 2182 (+427)
    - Copies = 783 (-392)
    - TAT = 8.25 days average; loans = 7.9 days and copies=8.6 days
    - Top Lenders
      1. Tufts University
      2. Clark University
      3. UMass – Amherst
      4. Minuteman Library Network
      5. Fitchburg State College
      - Followed by Smith College, Brandeis, Assumption College, Wellesley College, and Mt. Holyoke.
      - Our top 10 lenders fill more than 43% of our requests

- Science = 494 filled (694 requested) – **decrease** of 74 (175)
  - Loans = 33 (+12)
  - Copies = 461 (-86)
  - TAT = 5.95 days average; loans = 8.8 days and copies 3.1 days
  - Top Lenders
    1. UMass Medical
    2. Boston College
    3. UMass Amherst
    4. Clark University
    5. Tufts University
    - Followed by Assumption College, Williams College, Wheaton College, University of Massachusetts Dartmouth, and University of New Hampshire.

\* 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 2008 we have kept a count of requests made to ILL for items we own either in print or electronically – **734** (an **increase** of 341 from last years)! 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. Diana was mentioned in two recent faculty published books, Charles Gallagher – “Vatican Secret Diplomacy” & Lee Oser - “Ethics of Modernism” for her assistance in locating and obtaining needed materials for their publications.

### **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.
  - 2,322 Circulation transactions (828 **decrease** from last year)
- Electronic – (**Carrie Grimshaw** is responsible for the day-to-day ERes operations)
  - 344 Faculty accounts (**increase** of 33 accounts)
  - 1,195 Course pages (**increase** of 165 pages)
    - 66,747 course page hits (**decrease** 3,103)
  - 22,757 Documents (**increase** of 4652 documents)
    - 186,942 document hits (**decrease** 11,663)

### **Stacks: Patricia Dagle, Stacks Supervisor**

- Books Re-shelved:
  - Summer 2007 = 5,774 – **increase** of 1,064
  - Fall 2007 semester = 15,480 – **increase** of 855
  - Spring 2008 semester = 19,134 – **increase** of 849
  - Total = **40,388** – **increase** of 2,768
- Laminating:
  - Total = **915** – **decrease** of 539
- Meeting Room Set-ups = 123 (**decrease** of 26 from last year)
- Books Repaired:
  - Total = 139 **decrease** of 104; 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 earned her MLIS from the University of Rhode Island this May – Congratulations! Thank you goes to Diana LeBlanc for tracking and supplying the below statistics!

- Paper used:
  - 325 cases; \$8,643 – decrease of \$544
  - Displayed printouts left behind for a week (wasted paper) during Earth Day.
- Printer cartridges used = 128\* (increase of 38) with a cost of \$16,014 increase of \$ 3,762 - *\*previous reports for Dinand only; this report for all libraries as they are all using the same cartridges.*
- MFM machines:
  - We now provide free printing from our MFM reader/printers!
  - **It would be wise to invest in one good quality, durable MFM reader printer so that these resources may be utilized!**
- Photocopier machines. Removed coin operated one; set up system, with cash box, in reserve room for patrons who would like to pay with cash.
- Need still have a need for a public scanner – we continue to have many requests from students for a scanner. Investing in one or two more public scanners would be prudent.

### **Evening Weekend Supervisors: Heather Dennis and John Arbuckle, Evening Circulation Supervisor**

- Supervises and manages schedule for the ~12 part-time Evening/Weekend Supervisors.
- New part-time staff hired = Tressa Santillo, Carolyn Sager, and Darlyne Joseph
- 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. Inspired by attendance at last year's Educause Learning Initiative (ELI) meeting, I made a concerted effort this year to incorporate some new technologies into my daily routine. I now regularly monitor relevant professional blogs via RSS feeds as well as contribute to the ACRL NEC ASIG planning committee blog. I continue to use Facebook as a way of communicating with our student workers with great success. In fact, one student who did not respond to a regular e-mail message quickly responded to a Facebook message. It is a challenge to keep up with all the emerging technologies and what it means to an academic librarian – but I certainly do try! The Library has become a member of ELI and hope that at next year's meeting we may have some faculty members joining me to the annual conference! I am quite excited and very much looking forward to be participating in Montserrat with my fellow librarians and see this as a great opportunity!

Accomplishments:

- ✓ Library Liaison program documentation
- ✓ Student Worker Supervisor and tiered salary proposal documentation
- ✓ Library web site redesign team
- ✓ Implemented new Library Orientation program
- ✓ Provided 8 course specific BI sessions:
- ✓ Created 5 LibGuides
- ✓ Courses/workshops taken/attended
  - Reference Blog - CMRLS
  - Podcasting - CMRLS
  - Neline Tech
  - Video tutorials – CMRLS
  - ILL roundtable – CMRLS
  - [Teaching and Learning with Web 2.0](#) Webinar – ELI
  - Emerging Technologies - ARC
- ✓ HC Committees
  - ETSG
  - Pres Task Force on the Envmt
  - Web 2.0 Bootcamp team
- ✓ MFD scanning to e-mail for ILL delivery
- ✓ Montserrat
- ✓ ACRL NEC ASIG program committee member
  - Presented at the spring program – “Blogs, Wikis, and Podcasts -- oh my! Web 2.0 for Access Services”
    - Facebook
    - Blogs & RSS feeds
  - Represented ASIG at regional ACRL board meeting
- ✓ ARC Customer Service Interest Group
- ✓ ELI Annual Meeting, San Antonio, TX

Respectfully Submitted: Eileen M. Cravedi, Access Services Librarian

## Acquisitions and Cataloging Annual Report FY2008

FY2008 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.

There has been one staff change in the department this year. John Dunphy, General Library Assistant, retired in January after working in Dinand Library for 36 years. The position he vacated will not be filled since the physical processing of newly acquired library materials will be handled by our two Cataloging Assistants. 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 and Renee Hadad, Acquisitions Assistants, and Alessandro Camarra and Michael Zeller, Cataloging Assistants.

	<b>FY 2007 TOTALS</b>
<b>ACQUISITIONS:</b>	
Vols./Items Ordered	3404
Firm Vols./Items Rec'd	3425
Stand Vols./Items Rec'd	630
Gift volumes Rec'd and processed	436
<b>Total Items Rec'd</b>	<b>4491</b>
 <b>CATALOGING: VOLUMES/ITEMS:</b>	
<b>DINAND</b>	
Books	4766
Microfilms	95
Microfiche	90
Videos	10
DVD's	149
DVD/ROM's	0
Audio CD's	29
Computer Disks	2
CD-ROM's	39
 <b>MRC Videos</b>	 14
<b>MRC DVD's</b>	<b>76</b>

**CIAMPI**

Books 52

**REHM**

Books 51

**Acquisitions**

The library book and audio-visual materials budget for FY2008 was \$250,000. This amount was the same as the past five 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 May 30, 2008 we have spent \$139,361 on firm orders and have received 3425 volumes at an average cost of \$40.69 per volume. \$87,229 was spent on 630 volumes of standing orders at an average cost of \$138.46 per volume. 436 gift volumes were received and processed. Firm order average costs have increased by 6% this year, but standing order average costs were only 1% higher than last year. Although these increases were less significant than the 9% increase of previous years, this escalating cost trend combined with a level funded budget means that we are able to purchase fewer books each year. The weakness of the dollar in comparison to the euro also had a negative impact on our budget this year. We currently have a cash balance of \$20,329, 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.

Eastern Book Company remains our primary vendor for firm orders. We are very happy with their performance. They offer a very competitive discount and provide excellent customer service. YBP Library Services is our main standing order vendor. We also use them for the Honor with Books firm orders. We are very pleased with their performance with our standing orders but have been somewhat disappointed with their inability to supply a number of the Honor with Books titles. This may, in part, be a reflection of the low stock at their parent company, Baker & Taylor. In the past, Baker & Taylor was our main supplier for rush orders. We have used them much less this year because the percentage of books they have in stock has dropped dramatically. Barnes & Noble has become our main source for rush and out of print books. They ship books promptly and stock a good number of out of print titles. Using the credit card to purchase from Barnes & Noble allows us to process the books immediately upon receipt rather than having to wait for an invoice. Alibris is the other source we use for obtaining out of print titles.

Because Blackwell Book Services offers more sophisticated collection development products than the other vendors, we are experimenting with receiving electronic notification slips in a number of subject areas and so have ordered more extensively from them this spring. If we continue our increased volume of ordering with Blackwell, we

will need to negotiate additional discounts and to arrange to have the paperbacks laminated. Lastly, we have stopped ordering Spanish language materials from Puvill due to dissatisfaction with their performance. These orders have been split between Harrassowitz, our German vendor, and Casalini Libri, our Italian vendor. So far this new approach has worked out well. Aux Amateurs de Livres continues to supply our French titles.

### **Honor with Books**

Now in its fifth year, the Honor with Books program continues to supplement the book budget. So far this year we have received donations from 83 parents totaling \$10,650. This includes one \$1500 donation in honor of Father Michael McFarland. Books in the areas of chemistry, mathematics, and physics were purchased with the Father McFarland gift. We have purchased and received 116 books so far this year; additional titles are currently on order. 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. The bookplates with the students' names are printed in Graphic Arts and are affixed to the books before they are cataloged. 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. In addition to supplementing the library book budget, this program creates a lot of good will for the library and the College as the students and their parents are always excited to see the books that are purchased in their names.

### **Cataloging**

New books continue to be cataloged promptly, and we have very little backlog of materials waiting to be cataloged. As of May 30, 2008, 4766 volumes were cataloged and processed. This total is a decrease from the 5141 volumes cataloged in FY2007 and reflects the decrease in the number of volumes ordered and received in FY2008. In addition, 10 videos, 39 CD-ROM's, 149 DVD's, and 8 print journals were cataloged. 51 volumes were cataloged for the Rehm Library and 52 volumes were cataloged for Ciampi. A total of 14 videos and 76 DVD's were cataloged for the Multimedia Resource Center. Also, 780 volumes of serials bindery were processed, which is a decrease of 297 volumes from last year.

The online shelflisting project continued with 25 more drawers of shelf cards being checked against our online catalog for holdings and call number accuracy. Most of the drawers checked this year were for our oversized books. The Dinand collection is nearly completed leaving only a few of the most problematic materials left to do.

Alessandro Camarra continued to oversee the day-to-day running of the Slide Library while the search for the new Visual Arts Coordinator took place. Until the position was filled in January, he spent an hour each day supervising two student workers, ensuring that slides were filed properly, and performing bibliographic maintenance.

In November Mary Moran, Tess Huaman, Alessandro Camarra, and Michael Zeller started retrospective conversion of Special Collections. Retrospective conversion is the process of converting information from a traditional card catalog to an electronic format. When completed, the project will make this valuable collection accessible not only to Holy Cross users but also to anybody with internet access to OCLC's Worldcat.

Mary wrote detailed instructions outlining the retrospective conversion procedure. She and Tess Huaman oversaw the process and created catalog records for the volumes needing original cataloging. Dealing with the very old and unusual books has been a new experience for those doing the Special Collections retrospective conversion project. The volumes are delicate and need to be handled carefully, and the bibliographic records are often quite different from those for new materials. Indeed, OCLC's Connexion often has many records that may represent the rare book in hand as opposed to current cataloging where only one record matches an item. These records need to be evaluated carefully in order to select the best option. Many books that have been processed recently are in ancient Greek, Latin, and German and lack title pages making this a challenging project. Despite the difficulties inherent in working with the special materials, by mid-May 1,108 titles were downloaded into Millennium and 25 new records were originally cataloged into OCLC. A total of 1,546 unusual books are now available to researchers and others able to come to Holy Cross to take advantage of our wealth of materials.

### **Electronic Resources**

A total of \$403,507.08 was spent this fiscal year on e-resources, of which \$189,318.86 went for e-journal packages and \$214,188.22 for databases and e-book collections. This is an increase of \$97,459.65 from last fiscal year and does not include individual e-journal titles ordered by the Periodicals Department.

To date 238 ERM records and 76 MARC records have been manually loaded into the Millennium system for databases, electronic journal collections, and e-book collections. Also, 27,479 MARC records have been machine loaded into the Millennium system. Of these, 3,297 are for e-books and 24,182 are for e-journals. Included in this MARC load are 1,657 new MARC records describing the ARTFL collection, an online database of French Literature from the 17<sup>th</sup>-20<sup>th</sup>, to which we subscribe.

To date 47,681 holdings records have been machine loaded by the ERM coverage load process. The ERM coverage database and corresponding MARC records are now updated monthly to keep this information accurate. Bob Scheier established and documented the procedure for this process. After the coverage database was completed, Bob set up Webbridge, III's link resolver. The link resolver was added to the online catalog in the spring. Currently, it only provides links to the Ebscohost full-text content, but links from all databases should be available by the fall semester.

Bob successfully negotiated the purchase of Thomson Scientific's Web of Knowledge, a citation index for content in the sciences, social sciences, and humanities. In addition,

several new packages were added to our electronic collections including: ACM Library, Anthrosource, Cambridge Structural Database System, Inter-University Consortium for Political and Social Research (ICPSR), Irish Times, Literature Criticism Online, S & P Compustat, JSTOR Arts & Sciences III Collection, and the Waldo Curriculum Package.

## **Professional Activities**

### **Positions Held**

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, 2008 Annual Conference Planning Committee & Vendor Relations Coordinator – Bob Scheier

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

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

Association for College and Research Libraries, New England Chapter, Information Technology Interest Group, Licensing Electronic Resources Program Coordinator – Bob Scheier

Central Massachusetts Regional Library System Database Committee – 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 – Tess Huaman, Bob Scheier

## **Publications and Presentations**

“Cataloging Images in Millennium: A Central Repository for Faculty Owned Images” by Karen Reilly and Nancy Singleton has been accepted for publication in Journal of Library Metadata

"III's Electronic Resource Management (ERM) Systems," Association for College and Research Libraries, New England Chapter, Information Technology Interest Group, Keene State College, Keene, NH, Sept., 24, 2007 – Bob Scheier

“Faculty Image Collections in the Holy Cross Catalog,” ARC Collection Management Meeting, Dinand Library Faculty Room, November 7, 2007 – Mary Moran

“ERM at Holy Cross: a Case Study,” presented to staff from the University of Eastern Connecticut, May 22, 2008 – Bob Scheier

## **Holy Cross Committees**

Educational Technology Steering Group – Bob Scheier

## **Meetings, Seminars, Workshops, Courses Attended**

“Electronic Resource Management (ERM) Systems,” Association for College and Research Libraries, New England Chapter, Information Technology Interest Group, Keene State College, Keene, NH, Sept., 24, 2007 – Bob Scheier

“NELA Stars in Sturbridge!” 2007 Annual Conference of the New England Library Association, Sturbridge, MA, October 14-16, 2007 – Tess Huaman, Mary Moran, Bob Scheier, Nancy Singleton

JSTOR User’s Forum, Boston, MA, October 23, 2007 – Bob Scheier

Digital Commonwealth Conference, College of the Holy Cross, Worcester, MA, October 25, 2007 – Mary Moran, Nancy Singleton

“Faculty Image Collections in the Holy Cross Catalog,” ARC Collection Management Meeting, Dinand Library Faculty Room, November 7, 2007 – Tess Huaman, Mary Moran, Nancy Singleton

CMRLS Annual Meeting, Leominster, MA, November 13, 2007 – Tess Huaman

“Subject Access: Out of Control?,” NELINET Bibliographic Services Conference, College of the Holy Cross, Worcester, MA, November 16, 2007 – Tess Huaman, Mary Moran, Nancy Singleton

“Rethinking Technical Services Workflow,” NELINET Workshop, Southborough, MA  
November 28, 2007 – Mary Moran, Nancy Singleton

“Get to Know Library 2.0,” Association for College and Research Libraries, New  
England Chapter, Information Technology Interest Group, Leominster Campus of Mt.  
Wachusett Community College, November 30, 2007 – Bob Scheier

American Library Association Mid-Winter Conference, Philadelphia, PA, January 10-15,  
2008 – Nancy Singleton

“Dynamic Web Development Series: Track One,” NELINET Eight Week Online Course,  
February 28, 2008-May 15, 2008 – Bob Scheier

NELINET Workshop, “Cataloging Landscape Update: RDA and LC Working Group on  
the Future of Bibliographic Control,” NELINET Workshop, Southborough, MA, April 1,  
2008 – Mary Moran, Nancy Singleton

"Cohabiting and Colliding: Print and Electronic Resources," New England Technical  
Services Librarians Spring Conference, College of the Holy Cross, Worcester, MA, April  
4, 2008 – Tess Huaman, Bob Scheier, Nancy Singleton

“Media and Popular Culture: Effects on Academic Libraries,” 2008 Annual Conference  
of the Association for College and Research Libraries, New England Chapter, University  
of Connecticut, Storrs, CT, April 18, 2008 – Bob Scheier

Innovative Users Group, 16th Annual Conference, Washington, DC, April 27-30, 2008 –  
Bob Scheier, Nancy Singleton

ARC Annual Meeting, Boylston, MA, June 11, 2008 – Tess Huaman, Nancy Singleton

American Library Association Annual Conference, Anaheim, CA, June 26-July 1, 2008 –  
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.)

SirsiDynix Institute Webinar, “Writing for the Library Profession,” July 10, 2007

SirsiDynix Institute Webinar, “Free your content! RSS for Libraries,” August 7, 2007

SirsiDynix Institute Webinar, “How to Understand your Library Users - The Better  
Futures of their Communities and Institutions,” September 4, 2007

SirsiDynix Institute Webinar, "At the Elbow: Understanding Users' Perception of Process and Effort," October 2, 2007

Gale Cengage Webinar "Is Print Reference Dead?" February 6, 2008

Webcast Presentation for NERL Member Libraries, "Portico e-Journal Archive: 2007 Year in Review," April 1, 2008

Submitted by Nancy Singleton, Head of Acquisitions and Cataloging  
With input from Mary Moran, Tess Huaman, and Bob Scheier

## **Archives and Special Collections Annual Report 2007-2008**

This was a transitional year for the College Archives and Special Collections. Lois Hamill left in September to become the head archivist for Northern Kentucky University. Sarah Campbell, who had worked at the Holyoke Public Library, joined our staff as Assistant Archivist at the end of November. In addition, Jo-Anne Carr has announced her retirement in June. Both Lois and Jo-Anne had several ongoing projects and spent their final weeks at the college finishing up their projects. Sarah has been orienting herself to the photograph and AV collections as well as the administration of the department. She is now fairly comfortable working with these collections and has learned a great deal about the history and culture of Holy Cross.

### **Acquisitions**

This year we had **62** major accessions to the collection. The most important accession was the transfer of college related paintings, photos and prints from the basement storage room in Loyola. Many of these items were part of the Rev. Richard J. Haberlin estate. We received 7 boxes of deceased alumni files from the Development Office which increases our information about our alumni. Edwin Meyer, ex '45, donated a box of his 1940's ROTC material. Our accessions are arriving in digital format with greater frequency. This makes the former method of measuring accessions in linear feet rather obsolete. The amount of information that once filled a box can now be stored in an envelope.

### **Books**

This year could have been called the "Year of the Book" for our department. Lisa Villa finished up the Jesuit Community grant money in the summer and cataloged **127** titles and deaccessioned **38** items in June and July before the grant money ran out. Her biggest challenge was the Monumenta Historica Societatis Jesu, a 156-volume set of collected works by and about Jesuits regarding the foundation, history and principle members of the order. This collection required much more detailed work due to its organization into multiple parts and subseries. This spring the Jesuit Community gave us an additional \$8,500 to continue cataloging the Jesuitanna Collection. Lisa will restart the project in late June or July. We anticipate that this project will be 2/3 complete at the end of this fiscal year. In the meantime she has been working with the collection a few hours per week with money provided by the library and has cataloged an additional **36** titles. Mary Moran and the catalogers started adding the Rare Book collection to the OPAC this year. As of the end of May they have linked **1,546** titles in Millennium. They have also checked **170** titles that were already in Millennium and deaccessioned **35** duplicate titles. Also, Tess Huaman added **25** titles to the collection from our "classified" collection. Since we were running out of shelf space in the archives reading room we moved our alumni authored books to the Jesuitana room, shifted the faculty authored books and did a complete shelf reading of the alumni and faculty authored books.

## **Processing Collections**

The main task of the department is to process records to make them available for patrons. Jo-Anne processes college records. She has kept up with our accessions and has worked on the trustee papers and faculty files. She continued working on Rev. Brooks' Papers. Her other projects included rearranging the annual reports submitted to the Dean and processing the deceased alumni files sent from the Development Office. Sarah Campbell is in charge of processing the Archives' audio visual and photograph collections. She has described and sleeved 778 photographs from the Student/Alumni, Faculty, Honorary Degree Recipients, Staff/Administration series and has also supervised a student worker who described and sleeved photographs from I-O of the Student/Alumni series. Mark worked with the rare book collection, the Jesuit Community Records and processed Special Collections. We also processed and boxed our college memorabilia collection, (the last major unprocessed area in the College Archives) and the artifact collection in Special Collections. We reorganized newspapers, the account books and boxed a portion of the Deaf Catholic Archives.

## **Reference**

This year we had **335** registered visitors to the archives. This number includes repeat visits by the same patron. There were **225** reference requests including email and phone requests, but not the casual questions we regularly receive when we are on campus. We had **4** photographs published in outside sources and **16** photographs reproduced for patrons. The Holy Cross magazine publishes images from the Archives in almost every issue. They were here eight times this year. Professors Beatty, Miller, Kuzniewski, Worcester and Mary Conley each brought a class to the archives this year. The history class, "The Historian's Craft" and Fine Arts classes using the Jackson Pollock sketchbook are regular patrons each year. One day in November the Pollock sketchers filled every available chair in the reading room. Rev. Kuzniewski taught a class on Holy Cross history and his students were here doing in-depth research during the latter part of the fall semester. Staff from Worcester Magazine took photos of our Medals of Honor for a Memorial Day story.

## **Exhibits**

In the summer of 2007 we mounted our exhibit entitled, "Old Masters: Copies and Culture at Holy Cross" on the second floor of Dinand. This exhibit was researched and written by senior art major, Mallory Zeising and featured the religious art from the Archives collection. Unfortunately for us, Mallory graduated in May and was unable to work with us to mount this exhibit. Due to the arrival of the ship model, Earl of Abergavenny, we had to remove the first several objects of this exhibit in December. Since the ship is a permanent installation and we expect more material related to the model to arrive, we have suspended plans for other exhibits in this space. Sarah completed the web exhibit, "Put me in Coach," which is the online version of our popular baseball exhibit. The case exhibits that we presented this year include:

- Alumni Hall

- Sciences @ Holy Cross
- Rise of the Crusader
- Leisure Time on the Hill
- Presidents at HC
- Our Alumni Write
- Faces of Jamaica (New England Jesuit Province Exhibit)
- 40th anniversary of the BSU

### **Preservation of the Collection**

This year we had 3 nineteenth century account books conserved at the Green Dragon Bindery. We also had a 1937 record of a radio program by the Glee Club and Philharmonic Orchestra reformatted. There were 8 16mm athletic films reformatted to VHS and digital formats. Sarah continued documenting the college's website, capturing a snapshot of the site each semester using Teleport Ultra. We continue to print out the daily E-news and alumni E-newsletter. We have been trying to reformat our digital records to gold CD's to preserve them for the longest time possible. We have provided these archival quality CD's to various departments, including the Dean's Office to allow them to preserve their email and digital records.

### **Miscellaneous Activities**

Prior to her departure Lois described approximately 35 images in Metadata Builder using the Dublin Core standard. These images are now available through the OPAC. These images were then added to the AJCU digital imaging project. We were among the first to complete our contribution to this Jesuit cooperative project.

We had a problem with a patron purchasing football films and then offering them for resale. After meeting with the College counsel, he sent a letter informing the man that he was in violation of copyright law. The issue was resolved to the College's satisfaction. We also provided information to the College counsel and Roger Hankins concerning a title dispute of College artwork.

We sent the "Student Author's Permission Form" to those alumni whose papers on College history are held in the archives. The signed, completed forms allow patrons access to these student records.

### **Professional Service and Staff Development**

Mark finished up his 3 year term on as a board member of New England Archivists and attended both the fall and spring NEA conferences. He was chair of NEA's Hale Award committee this year. He attended the annual meeting of the Society of American Archivists in Chicago. He attended the Digital Commonwealth meeting at Holy Cross in October. In late June 2007 he attended a two day workshop on Advanced Digital Archiving offered by the Society of American Archivists. Sarah attended the New England Archivists meeting in March; the Moving Images Workshop offered by NEDCC; and attended classes on Dreamweaver and Photoshop Elements. The College Archives hosted the January board meeting of New England Archivists.

## **Archives & Special Collections Goals for 2007-2008**

### **ARCHIVES**

- Maintain a zero backlog of archival material – new accessions
- Photocopy and file records from 3 scrapbooks
- Process Memorabilia in archives
- Continue processing President Brooks' papers
- Develop checklist of ongoing college records
- Update and revise files as needed

### **SPECIAL COLLECTIONS**

- Continue processing of Jesuits Community records
- Process 20 manuscript collections
- Deaccession 3-D material
- Maintain zero backlog of new accessions/material

### **RARE BOOKS**

- Continue cataloging Rare Book Collection thru Library Cataloging dept.
- Identify books to deaccessioning or transfer to general library collection
- Identify books for simple repairs by Pat Dagle
- Continue cataloging of Jesuitana Collection – finish Jesuit grant; new money from Dean

### **PHOTO, AV COLLECTIONS & WEB PAGES**

- Catalog 31 AJCU project photos for the Dinand OPAC in Millennium/Metadata Builder adding links to finding aids and any other material on the department website relative to these images. Authority work to be done by Cataloging dept.
- Create OPAC catalog entries for photo Record Groups [except 1.11 and 1.13?] using Dublin Core in Metadata Builder module, list 3-7 sample names as subjects for each
- Create OPAC catalog entry for only the Presidents in the college records [RG 12.1 thru 12.23 only; try 1 RG entry with the 23? Names as subject entries]
- Complete final proofing of RG 1.9 Student /Alumni photos "H": c. 178 images [RG\_1.9A-H.doc]
- Complete final proofing of "H" images from accession HC 2005-14 ca 50 images [RG\_1.9\_alumni\_files\_A-M.doc] and blend with above photos
- Prepare RG 1.9 photos I – L minimum photos so students can draft labels. Integrate photos from the existing/main/alumni collection with photos from the Campus Life student photos, WW I Alumni photos, Football Managers and from accession HC 2005-14 if any; weed duplicates, put into desired sequence [a blend of chronological and size] within each individual's folder; check for name accuracy, changes; make cross references, etc. as needed.
- Process digital backlog
- Continue working to eliminate photo backlog of new accessions
- 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 once each semester using Teleport Ultra software
- Present unidentified "Mystery Photos" at 2008 Reunions for identification [2 weekends; work with Alumni Relations]

### **PRESERVATION**

- Metal records – reformat
- Evaluate & prioritize record books to go to Green Dragon

### **EXHIBITS**

- Present art exhibit in the Fall
- Present 8 new case exhibits in the main reading room
  - Fall: From the Knapsack [CW books soldiers carry]
    - Next bldg – the Farm photos & farm diary 2 cases; move up to Archives case after
    - Rev. Earls – Ellen Ryder
  - Spring: Geo. Washington – books/eulogies for Feb when this comes out – try artists' books again – contact Prof Schmidt
    - Early Student Life [RG 1.9 photos pre-1910?, and Healy diary]
    - Next bldg in the cycle
    - Recent acquisitions
- Change 2 exhibits in 3<sup>rd</sup> floor archives cases Farm exhibit fm main read rm
- Present 1 online exhibit

### **MISCELLANEOUS ACTIVITIES**

- Digitize Crusader volume Sept, 1966-Dec 1968
- Reformat Curley collection microfilm
- Write a cover letter for the Student Works Permission form and mail to students with works in RG 10.2 only College Histories
- 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
- Distribute 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
- Develop archives brochure

## **Educational Technology Annual Report FY2007**

Educational Technology has had a busy and productive year. We are particularly proud of the new technologies that we have been able to bring to the faculty over the past year, especially Moodle, SPSS, Adobe Flash and Blogging. We look forward to introducing other tools particularly those that would expand the use of Web 2.0 in the classroom. We would like to thank the Library staff for their continued support and Margaret Nelson for the instructional and technical assistance that she provides to our group.

### **Faculty Training & Support**

Educational Technology continued its annual cycle of workshops for faculty by sponsoring five intensive workshops during the summer, ten 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 continued our *Going On-Line with Students* lecture series with presentations on ARTstor, given by Barbara Craig (Theatre) and John Reboli (Visual Arts), and Geographic Information Systems, given by Victor Matheson (Economics).

A great deal effort has been focused on introducing faculty to the Moodle Course Management System so that it could be properly evaluated by faculty and staff as a possible replacement for Blackboard. After offering a handful of demonstration sessions during the summer, nine faculty members chose to use Moodle during the Fall 2007 semester and participate in the evaluation process. Several other faculty members, who were introduced to Moodle in October and January, joined the pilot group during the Spring 2008 semester. Since the IT Steering Committee approved Moodle as the College's new CMS at the end of April, more than 70 faculty and staff have attended one of seven different training sessions. More important, their response to the training has been encouraging and we look forward to the unique possibilities that this course management system offers our faculty and students.

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

<b>Workshop</b>		<b># in attendance</b>
Introduction to SPSS	July 2007	7
Advanced SPSS	July 2007	4
Creating a Faculty Website	July 2007	5
Creating Digital Slide Shows	August 2007	5
New Faculty Technology Orientation	August 2007	10
Technology Tools for Classroom Teaching and	August 2007	5

Research		
Using the Web to Enhance Classroom Learning	August 2007	9
Web-based Research and Writing with EndNote Web	Fall 2007	8
Exploring New Opportunities for Using Blackboard	Fall 2007	5
Preparing Digital Presentations in PowerPoint	Fall 2007	10
Going On-Line with Students: ARTstor	Fall 2007	7
Exploring the World with Google Earth	Fall 2007	7
Moodle Demonstration	Fall 2007	6
Creating a Course Website in Moodle	January 2008	10
Managing Digital Library Resources	January 2008	3
Tips for Using ARTstor: A Multidisciplinary Online Database of Images	January 2008	3
Blogging with WordPress	Spring 2008	5
Introduction to Photoshop Elements 5.0	Spring 2008	6
Presenting Digital Slide Shows	Spring 2008	3
Going On-Line with Students: Geographic Information Systems	Spring 2008	1
Creating and Editing WebPages in Dreamweaver	Spring 2008	8
Making Interactive Maps with ArcGIS	Spring 2008	3
Creating a Faculty Website Workshop (4-day)	May 2008	11

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:

<b>Project</b>	<b>Faculty (Department) Involved</b>
Scanned slides and/or documents	Tom Doughton, Todd Lewis, Ming-Chien Liang, Tom Martin, Ed Vodoklys
Assisted Faculty in updating professional websites	25+ Faculty Members
Updated or assisted in updating content on academic department and program websites	Alpha Sigma Nu, Africana Studies, Chinese, CISS, Deaf Studies, French, German, Graduate Studies, Italian, Latin American and Latino Studies, Medieval and Renaissance Studies, Science Coordinator, Self-Paced Language Program, Sociology and Anthropology, Teacher Education Program, Women's and Gender Studies
Updated Project Websites	<i>Acrostic Poems for Children, Teachers, and other Poets</i> (David Hummon), <i>Cultures and Religions of the Himalayan Region</i> (Todd Lewis), <i>Interfaces</i> (Maurice Geracht), <i>Presence Francophone</i> (Ambroise Kom), <i>Redfeather Theatre</i> (Ed Isser)
Created surveys in Survey Monkey	Class Deans, Collegium, Faculty Committees, Student Life
Created new website design for Writer's Workshop	Elaine Hays
Created website for Sleep Study Research	Amy Wolfson
Created website for Worcester and Its Peoples	Tom Doughton
Created supplemental CD-ROM for <i>Interfaces Volume 27</i>	Maurice Geracht
Prepared manuscripts for publishers (pagination, endnotes, etc.)	Isabel Alvarez-Borland

## **Technology Initiatives with other Departments**

### **Information Technology Services (ITS)**

As was mentioned previously, Educational Technology has served as ITS's liaison to the faculty during the pilot testing of the Moodle Course Management System. In addition to training faculty and providing classroom support, Mary Morrisard-Larkin was a member of the evaluation team which prepared the report recommending the adoption of Moodle that was reviewed by ETAG, the AAC and the IT Steering Committee. Her participation included the creation and administration of several surveys that were used to gauge faculty and student reactions to Moodle. She and Ellen Keohane now serve as co-leads for the Moodle Implementation Project.

ITS and Ed Tech have also begun to consult more on faculty software purchases in an attempt to better utilize their limited resources. Both groups have begun sharing lists of software needs so that purchases can be consolidated. ITS is also refining its requirements for faculty requests so that preference might be given to software that is going to be used in the classroom or impact student research.

## **Library**

After completing a digital imaging pilot project during Summer 2006, Educational Technology has continued to support the Library in its efforts to make images more easily accessible to faculty. Ed Tech has focused its efforts, in particular, on promoting the ARTstor Image Library and its accompanying suite of tools. The ARTstor Offline Image Viewer (OIV) has proved to be a viable alternative to PowerPoint for faculty who want to present images in the classroom and should be available in all classrooms beginning this fall.

Ed Tech also participated in the hiring of the new Visual Resources Coordinator, Janis DesMarais. Since her work focuses on the use of ARTstor and other image databases, she should begin conducting all ARTstor training, including the use of the OIV, this summer so that Ed Tech will have more time for other projects.

## **Public Affairs**

Educational Technology has continued working with Jayne Fox and Christian Santillo to convert academic department websites to the template that was first introduced in April 2006. New websites for Biological Psychology, Classics, Education and Psychology were all launched during the Fall 2007 semester and plans have been made to convert the Science Coordinator, Theatre and Women's Studies websites as well. In the meantime, Ed Tech continues to help many academic departments update their web content so that the College's website will be perceived as an informative tool for all users.

## **Individual Activities: Richard Lent**

During 2007-2008 Rich provided educational technology support to numerous Holy Cross faculty, staff, and students. Support areas included SPSS statistical software; Dreamweaver 8; JavaScript programming; network printers; classroom technology; Moodle; computer graphics; geographic information systems; EndNote bibliographic software; database management; Windows, UNIX, and Mac software installation; web design and web site maintenance; PowerPoint and related presentation technologies; large-format poster printing; SPSS statistical software; and Microsoft Office products.

Rich conducted lunchtime faculty workshops on use of EndNote/Web, PowerPoint, Google Earth, SPSS, and ArcGIS software during the academic year. He also taught faculty workshops on Managing Digital Library Resources and on Blogging With Wordpress during January 2008. During July 2007 Rich taught faculty workshops on

Introductory SPSS and Advanced SPSS. Rich also developed a new two-day faculty workshop on advanced GIS techniques to be taught in July 2008.

During the 2007-2008 academic year Rich taught 3-D modeling using Google SketchUp to Todd Lewis's class, Gardens as Spiritual Spaces. Students used the software to design virtual gardens for class presentations. Rich also taught GIS mapping and street address georeferencing to Cynthia Stone's Latino Studies course. In addition Rich serves as a technical resource to various local organizations in the areas of data analysis and GIS (e.g., Worcester Regional Research Bureau, Blackstone River Coalition).

Rich maintains and coordinates general hardware and software maintenance operations for the Haberman 408 computer lab and other classrooms in the Science Complex. During 2007-2008 he also maintained the Epson Stylus Pro 9600 large-format printer in the Science Library and printed 56 posters for science faculty and their students. He has also recently assumed responsibility for managing and maintaining hardware and software in the Scalia Electronic Classroom. Rich is the campus support contact for ArcGIS, EndNote Desktop and EndNote Web, SPSS, Windows, UNIX, and Microsoft Office applications. Rich also continuously researches and evaluates new software, World Wide Web sites and applications, and computer hardware for potential use by the Holy Cross community.

Rich continued to serve as webmaster for the Environmental Studies Program (in which he also serves as a lecturer) during 2007-2008. He also contributed to the Educational Technology Newsletter; maintained technical support blogs for data analysis, GIS, and EndNote software; promoted use of GIS, bibliographic, presentation, and data analysis software on campus; and assisted with the hiring of student technology assistants.

### **Courses Taught**

*Introduction to Geographic Information Systems (CISS 247)*, Spring 2008, had 15 students enrolled, representing majors in Physics, Chemistry, Biology, Philosophy, Political Science, Psychology, Sociology, and Economics. This course has been offered annually since Spring 2000 and to date has been taken by a total of 134 undergraduates.

*Tutorial: Geographic Information Systems in Ecology (CISS 400)*, Spring 2008, with Bryce Nantes '08 (Economics/Accounting), focusing on use of GIS to evaluate potential impacts of oil and gas development on wildlife resources in the Yukon region of Canada.

### **College Committees**

*Educational Technology Support Group*  
*CITASAC (Holy Cross Information Technology Standards)*  
*Academic Support Management Advisory Group*

### **Professional Organizations**

Northeast Arc User's Group

Association of Field Ornithologists  
The Wildlife Society  
Ecological Society of America

### **Conferences, Meetings, Workshops Attended**

- Workshop, GIS in the Academy, Clark University, September 2007
- Northeast Arc User's Group, November 2007, Burlington VT
- GIS Day, November 2007, University of Massachusetts/Amherst
- Northeast Arc User's Group, May 2008, Smith College
- Environmental Systems Research Institute GIS Solutions Expo, November 2007, Danvers MA

### **Individual Activities: Mary Morrisard-Larkin**

In her first year as Director of Educational Technology, Mary, while continuing to organize training initiatives, work with faculty on websites, and supervise student workers, has focused additional efforts on trying to maintain open communication with ITS and Audio-Visual Services. Ed Tech often finds itself acting as an intermediary between the faculty and both of these organizations for various reasons. It is also important for Ed Tech to work well with these two organizations because they control the hardware that supports the software used in classroom teaching.

She has also faced a significant challenge in introducing Moodle to the Holy Cross Community. In contrast to the introduction of Blackboard seven years ago, Ed Tech was involved in this decision from the beginning, so Mary has enthusiastically participated in the adoption process. She is now serving as a co-lead in its implementation and is primarily responsible for training and writing documentation. There is a certain amount of concern with regards to the demands of the 75+ faculty members who will begin using Moodle this fall but student employees have proven to be very helpful in working with faculty who are creating Moodle course sites.

One of the most exciting things about Moodle is the availability of tightly integrated Web 2.0 technologies like Blogs and Wikis, something that Mary has been researching for several years now. She has been working with Patty Porcaro and Eileen Cravedi from the Library and Lorrie Jeskey from ITS to set-up a Web 2.0 Boot camp for Holy Cross faculty and staff that would introduce them to these technologies. They hope to launch this initiative sometime in the next six months.

Mary remains involved with the Directed Independent Spanish Curriculum (DISC) albeit on a very limited basis. This past year, materials from all six courses were loaded into Moodle as part of the pilot testing that was being conducted. DISC proved to be particularly useful for testing the gradebook and quiz features in Moodle. As a result, some of the older DISC web applications are being replaced with Moodle because it provides students with improved feedback and faculty with enhanced security and record keeping.

Mary continues to administer the Foreign Language Placement Exams for French, German, Italian and Spanish at Gateways and during Pre-Registration periods. This past year, the Italian exam was digitized so that it could be administered electronically via Moodle as part of the pilot testing. Once Moodle was proven to be a suitable tool, the other three exams were added into the system. As a result, all language placement testing at Gateways this June is being conducted in Moodle which has proven to be a superior tool to the Javascript application that we had been using for the last nine years.

### **College Committees**

*Educational Technology Support Group* – Served as Chair for FY2008.

*Educational Technology Academic Group*

### **Conference Presentations**

- Massachusetts Foreign Language Association – *To Your Health: Developing a Course for the Medical Professions* (with Elizabeth O’Connell-Inman - October 2007)
- NERCOMP SIG - *If it Ain’t Broke, Should We Still Fix it? Determining the Benefits of Switching to Moodle* (February 2008)

### **Conferences, Meetings, Workshops Attended**

- NELINET Information Technology Conference – *Nuts and Bolts: Implementing Web 2.0* (October 2007)
- NERCOMP SIG – *The Art and Science of Student Response Systems*, College of the Holy Cross (December 2007)
- NERCOMP SIG – *Collaborative Pedagogy and Instructional Design*, Union College (January 2008)
- AJCU CITM-Educational Technology Meeting – University of San Francisco (March 2008)
- NERALLT Spring Meeting – *Language Learning in Action: Moving Images in a Digital World*, Wesleyan University (May 2008)

### **Professional Service**

Mary participated in an ad-hoc governance committee that was established by the Educational Technology members of the AJCU Conference of Information Technology Management (CITM). The primary purpose of this committee was to draft by-laws so that a Conference for Technology, Teaching and Learning might be recognized by the AJCU. These by-laws were approved at CITM meeting held this past March and are currently being prepared for submission to Rev. Charles Currie, S.J., AJCU President.

Mary has been selected to serve as the Program Chair for the IALLT 2009 Conference to be held at Georgia State University next May. She attended the IALLT Summer Leadership Meeting earlier this month to begin planning that meeting.

Mary has served as the Treasurer of NERALLT during the 2007-08. In addition to her regularly assigned tasks, she established a PayPal account for the organization so that members could pay registration and membership fees via credit card.

## Music Library

The 2007-2008 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 12,074. The number of reserve room transactions was approximately 1,663. This is a 15% decrease from last year but does not include the significant usage of music materials on E-Res. The Music Librarian answered over 480 reference questions during the 2007-2008 academic year.

Library traffic can be measured using the automated patron counters in the security gates. There have been 107,249 hits registered on the patron counter this year. This is an 11% increase from last year.

### Acquisitions and Collection Development

The collection continues to grow at a consistent rate. Approximately 460 compact discs, 650 scores and 145 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, popular music, jazz, as well as the music of Indonesia, India, Africa and the Middle East. Approximately 565 book, score, video and sound recording titles were ordered this year.

### Cataloging and Technical Services

The Music Library staff made exceptional progress cataloging the backlog of recordings, scores and videos. Approximately 3,290 items were cataloged this fiscal year.

The Music Library continues to be aggressive about bindery projects. Approximately 85 items were sent to Acme Bookbinding during the 2007-2008 fiscal year. We are committed to collection preservation and implement restorative measures whenever possible.

### Projects

At the start of the 2007-08 year, Tressa Santillo '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 has been funded by the Worcester AGO Chapter and will end on May 30, 2008. Tressa has been extraordinarily productive and has cataloged over 2,000 scores since July 2007.

During the Spring semester, the Music Library and the Music Dept. began using E-Res for selected courses. Journal articles, book chapters, scores and MP3s were made available online in compliance with copyright law. Students and faculty were very satisfied with E-Res. It ensured that essential course materials were available all the time.

Mary Beth Pappie and Sue Selby from the Dinand Library Periodicals Department have worked on copy cataloging research collection scores. During the 2007-08 year they have processed approximately 350 volumes, and have virtually eliminated the research collection 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.

#### Personnel

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

Alan completed his eighth and final year as co-editor of the journal *Music Reference Services Quarterly*, published by Taylor and Francis. He will continue to serve on the journal's editorial board. Alan also completed his eighth and final year on the Board of Directors of the American Recorder Society.

In November, Alan was invited to attend the American Orff-Schulwerk Association (AOSA) Conference in San Jose, CA. He was a guest speaker during the organization's business meeting.

In April, Alan's paper on the peer review process first read at 2007 American Library Association Annual Meeting was repeated during the Off-Campus Library Services (OCLS) Conference in Salt Lake City. The session was titled: Peer-Review 101: Get Ready to Make Your Mark.

Julia Severens has made significant progress cataloging items from our compact disc backlog while successfully managing student staff, circulation and reserve room operations. Her translation of Frederike Berntsen's article "Off the Beaten Track: A Portrait of Erik Bosgraaf" appeared in the May 2008 issue of *American Recorder*. It is an updated version of an interview published in 2007 in the German journal *Windkanal*.

## Concerns

The lack of space in the Music Library is a very serious issue. Our shelves are at 98% capacity. The study space for students is insufficient. During the spring semester exam period, students were studying in the Music Department hallways and sitting on the floor because we had run out of chairs and study space. Our ability to serve the college community will be severely compromised without some additional 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  
May 16, 2008

**Reader Services  
Annual Report  
June 2008**

This has been one of the most stimulating years in Reader Services with the advent of Montserrat. This section of Reader Services will concentrate on Reference and Instructional Services; and, as with past years, Eileen Cravedi, will hi-light the many successes of the Access Services staff and associated data.

## **MONTSERRAT**

The naming of the new First Year Experience as Montserrat at the beginning of the academic year gave an urgency to the Library's participation in the program. Thus, just as Ignatius began his new spiritual path at the altar of Our Lady of Montserrat, the Library's commitment took on a more active direction. Having served on the FYE Coordinating Committee and the Living & Learning sub-committee during the prior year, the Head of Reader Services in concert with the Director of the Library began to finalize cluster assignments, gather an extended support team, and discuss approaches on how best to serve the program.

The resource support liaisons for each cluster are as follows:

- John Coelho, Core Human Questions
- Eileen Cravedi, Global Society
- Gudrun Krueger, Global Society
- Alan Karass, The Divine
- Barbara Merolli, The Natural World
- Patty Porcaro, The Self

Each Librarian has been in contact with the directors of the clusters and most have been invited to a cluster meeting to give an overview of the instructional support they can lend. The librarians have been included in the Montserrat Moodle Planning Site and were invited to attend the "Guide to Writing Workshop" given by Gregory Colomb on June 2 and 3, 2008. The Library is extremely grateful to Nancy Andrews, Director of Montserrat, for her inclusive efforts and enthusiastic support of library involvement in the program.

The following paragraph attempts to summarize our goals:

The Holy Cross Librarians are excited to be involved in the new Montserrat program. By participating in the living and learning activities of the clusters, librarians can forge relationships with first year students that will encourage the quest for discovery and the search for answers. The librarians are inspired by the prospect of working with faculty to reinforce the research efforts of the clusters and to promote the Information Literacy goals of selecting, evaluating and utilizing information effectively. The libraries have a

vast array of specialized resources to bolster the interdisciplinary nature of the seminars and provide students with information to support both formal and informal assignments—from defending an argument to writing a major research paper. Thus, as the dialogue spills out of the classroom and into the halls, the librarians are happy to contribute to the conversation.

## **REFERENCE SERVICES**

**Traffic at the Reference Desk** was slightly higher this year which may be attributable to having peer Reference Assistants at the desk. Concomitantly, there has been an increase in Course Integrated Instructional sessions which generally bring more students to the desk seeking individual consultations. Also, the new furniture has made the library a more comfortable place to be which may have contributed to more activity.

**Extended reference** assistance (those that take 15-20 minutes or longer) has also witnessed a modest increase. The plethora of electronic resources and the need to discriminate between useful sources requires a more determined approach to finding the appropriate resource.

One main component of our lobbying to work more closely with the first year students in Montserrat at the outset of their sojourn at Holy Cross is to break down the barriers that may prevent them from seeking help. We also plan to re-establish our drop-in “Researcher’s Workshops” as there has been some encouragement from both students and faculty. It may be a useful venue for promoting the new citation management system, RefWorks.

We have just finished our fourth year of participation in the **AJCUVR**, Association of Jesuit Colleges and Universities “Virtual Reference” service. There was a modest increase in virtual reference sessions but more significantly, the queries from students were more substantial indicating an enduring need for such a program. Having been on the implementation team and a member of the coordinating committee for three years, it is rewarding to see this program flourish. The coordinators from each institution continue to have an annual meeting and share their insights and experiences. Next year, the annual meeting will be at Loyola Chicago.

**E-mail reference** continues to be an option for many of our users and the numbers remain about the same from year-to-year (from about 130-150 questions). Noted of late, is a tendency of our students to ask more involved research questions. We see this as an opportunity to invite them in for face-to-face consultations. We continue to experiment with other forms of digital reference like chat. One of our librarians, Eileen Cravedi, has had very good luck communicating with Holy Cross students and library workers via Facebook.

As a **supervisor of exempt employees** in Reader Services, I was happy to have the opportunity to show my appreciation of their performance over the year by participating in the new salary recommendation process. As the dean noted in his memo, “salary raises vary comparatively little from person to person” making it “*more* rather than *less*

important for us to offer genuine words of appreciation...” Each member of the Reference *team* (John Coelho, Eileen Cravedi, and Gudrun Krueger) has their own unique abilities and it was essential that their efforts be recorded. However, I would be remiss if I did not thank other members of the staff who have provided invaluable help in Reader Services throughout the year. Mary Moran (Principal Cataloger) and Diane Gallagher (Periodical’s Librarian) brought their individual talents to the Reference desk for a least one shift a week. Lisa Villa (Holy Cross Grad, Evening Weekend Supervisor & versatile Librarian extraordinaire) represented the Library at two Open Houses.

Reader Services is largely responsible for organizing the Library **Orientation** for new students at the beginning of the school year. Orientation was revised, once again, in anticipation of the new universal FYE, Montserrat. (A library Treasure Hunt had some success during the prior two years) Deans Freije and Freeman allotted 1:15 minutes for 4 rounds of student visits. The challenge was to divide 180 students (720/4) into groups of 60 and then rotate them through 3 Library presentations of approximately 20 minute durations:

- Website and Services overview (Main Reading room)
- Searching and Locating Electronic Resources (Debate room)
- Academic Integrity (Levis Browsing room)

To a greater or lesser degree, each of the presentations was based on the book, “The Omnivores Dilemma,” by Michael Pollan, the “mandatory” reading for the First Years.

In my debriefing notes to the staff, I mentioned that the general consensus of the presenters was that it all went fairly well considering the lack of preparation time and enormity of the charge. However, to a person, we all agreed that it was much too long to keep students interested or awake. The FYs have not even attended a class yet and to be overburdened with such a barrage of information, was, well, tiring—especially in relation to a very active day with so many more immediate events scheduled by Student Affairs. We have decided that Orientation will be a more relaxed affair for September 08.

The **technology** race continues to be a beneficent struggle to keep up. Thus, we have been fortunate to subscribe to several electronic resources this year but have the concomitant responsibility to master the tool and educate the community on its use. One such product is called **RefWorks**, a web based citation management tool, which makes it easy to import references from a database or online catalog into the system and then create bibliographies in almost any preferred style guide (MLA, APA, Chicago, etc.)

Another new product called, **LibGuides**, portends to be quite useful enabling one to create a guide or pathfinder on the web without knowledge of html. LibGuides is a web 2.0 product which also allows patrons to interact with the creators of the guides and it can be added to social networks like blogs, courseware systems, and notably, Facebook. We have run a library workshop and created a few guides which have received many hits indicating a need to create many more. Go to: <http://libguides.holycross.edu> for a look.

At the same time, after three years of waiting, the **redesign of the library web** site is supposed to go live this summer. While we are joyful about this enterprise, there is much editing to be done by a limited group of library staff. Indeed, part of the wait has been the development of branch based security by the ITS staff that will allow us to edit and create our own pages.

The Head of Reader Services is a member of the “Database Team” consisting of the Associate Director, Electronic Resources Librarian, Head of Acquisitions & Cataloging, Periodicals Librarian and Science Librarian. The invaluable input of this group has made this race with technology more manageable. Special thanks must go to Bob Scheier, Electronic Resources Librarian, for his management efforts in such an unwieldy field.

## REFERENCE STATS

### Tours, Workshops, Course Instruction

Orientation	1(360)
Teaching Assistants & Transfer Students	2 (20)
Passport (Workshops)	1 (11)
Odyssey (Workshops)	2 (66)
Open House(s)	3
Course Integrated Instruction Sessions	27

*(parentheses) indicate # of participants*

### Information Requests

Total Desk Transactions @ Reference Desk	2603
Informational/Directional/Technical	1371
Quick Reference	948
Extended Reference	284
Total Desk Transactions @ Circulation Desk	2133
Informational/Directional/Technical	1425
Quick Reference	675
Extended Reference	33
Total Desk Transactions @ Periodicals Dept.	208
Informational/Directional/Technical	73
Quick Reference	106
Extended Reference	<u>29</u>
Total Reference Transactions	<b>4944</b>



## Digital Reference

Email Reference	121
AJCU Virtual Reference	233

## ACTIVITIES

### Assessment:

- Engaged in “early” Assessment talks in relation to First Year Students
- Participated in Assessment “team” for Library—Mission Statement
- Mission Statement and Objectives formed but not approved yet

### ACUVR (American Jesuit Colleges & Universities Virtual Reference):

- Monitor AJCUVR, review transcripts for quality control, communicate with coordinators of member institutions, schedule librarians, inform students about service (and other services) on a bi-monthly basis, attended Regis Annual AJCUVR conference

### Training and Instruction:

- Provided a workshop for Evening/Weekend supers on databases at their request
- Promoted EndNote by giving a workshop for Library staff and interested parties—created pathfinders—created an EndNote Web libguide for students
- Gave a workshop to staff on LibGuides (web guides—no html required)
- Participated in ED/Tech’s Summer faculty “Technology Back to School Week” program by presenting 2 workshops on ARTSTOR and Library Databases
- Taught an “Masculine/Feminine/Gender in Film” class and assisted with “Vienna Around 1900” creating customized LibGuides for both
- Performed a myriad of Reference services along with other members of Ref team
- Created an ARTSTOR LibGuide for students
- Held meeting for the CMRLS Reference Committee and spoke about AJCUVR
- Listened to several Webinars including “Smiling Online: Applying face-to-face reference skills in a virtual environment.”
- Helped to limit the noise level of Football players during enforced study

### Committee Work:

- **Database/Acquisitions** Library Committee monthly meetings
- Member of **Marketing Implementation Committee of Public Affairs** which is in its second year and is a major initiative to get the word out about Holy Cross. Have already seen one of my suggestions (not just mine) adopted—to send emails directly to people’s desktops about all the good things HC people are doing
- **Web Redesign Committee** for Library which has met a few times (several delays due to illnesses) and will be heating up over the summer for a July premier
- **ETSG** Committee (Educational Technology Support Group)—Suggested a need for more understanding of Web 2.0/Social Networking products—Result was that a group of ETSG members including myself would put together a Boot Camp on

such products as Podcasting, Flickr, Blogs, Wikis, etc. I created a Holy Cross Wiki and a Public Wiki for the team.

- Part of **mini-committee** to assist Associate Director in selection and placement of **Library furniture**
- Participated in the formation of the Student Advisory Group

**Campus Events:** Attended several campus events: Ishmael Beah's talk on his book, "A Long Way Gone..."; Dr. Cornel West's talk on Courageous Dialogues; Diane Bukatko's Rodino lecture on, "Changing the World, Teacher Education...;" Michael Pollan's talk; Luncheon and conversation with Chaplains at Campion on relation of faith, justice and culture; Greeter for Baccalaureate Mass.

Respectfully submitted, *Patty Porcaro, Head of Reader Services*

## **Science Library Annual Report 2007 – 2008**

### **Year of Transition**

In the summer of 2007, while a search was undertaken to find a new Science Librarian, Carrie Peck continued to do an extraordinary job of keeping the library operational with assistance from the Dinand staff. In the fall semester, she was joined by two part-time interim librarians, Lisa Villa and me (Barbara Merolli), who together worked a total of four days per week. At the end of the fall semester, with the faculty, library administrators and me all realizing that the position of Science Librarian was a good fit, I was offered the job and accepted it, effective January 21, 2008.

Much of the fall semester was dedicated to updating and refurbishment of the library that had been postponed due to short staffing in the previous year, and reorganizing the library space, in anticipation of a new Science Librarian arriving on the scene, not realizing at the time that the new librarian would be me! Some of the projects undertaken were repairing broken shelves, moving frequently used journals to more readily accessible areas, repairing the compact rolling storage units and office equipment, reviewing and updating safety procedures, reorganizing the workroom, and rearranging & re-labeling the single issues of journals on the display shelves.

Another transition occurred this spring with the Blackstone River Coalition Room which was under-utilized by the current director of that group. Upon learning of space constraints due to the construction on campus, he graciously agreed to vacate the room to allow Professor Catherine Roberts to operate the Blackstone River Collaboratory out of that space.

### **Reference Service**

Although there was no full time librarian for one semester, statistics remain strong with 395 directional questions (up from 324 last year), 269 short reference questions (less than five minutes, up from 104 last year), and 115 extended questions (greater than 5 minutes, down from 162). Reference services involved the usual navigation and use of electronic databases. Discerning how to find full-text articles from the various options, print journals, electronic journals or through Interlibrary Loan requests, was emphasized.

### **Bibliographic Instruction and Information Literacy Sessions**

During the fall semester, formal instruction sessions were primarily conducted by Dinand reference librarians, namely John Coelho and Patty Porcaro. In addition to those sessions, the Science Librarian conducted 10 sessions, mainly in the spring semester, for a total of 83 people, with some sessions held in the Science Library and others in the classrooms using Internet access and projection equipment.

## **Circulation Statistics and Conversion to Electronic Journals**

Circulation of science books was 1459 (up from 1267); of science periodicals, 85 (up from 83); of print reserve materials 811 (down from 833). These numbers reflect the ongoing conversion from print to electronic journals and increased use of electronic reserves. A major conversion to electronic journals this year was the ACM (Association for Computing Machinery) journals. Effective May 1, 2008, we subscribed to the ACM Digital Library Core Package, giving us access to more journals (39) than we received in print (32).

## **Print Journals Reorganized; Bound Periodicals Added; Indexes Weeded**

In September, the print journal single issues for 2006 were moved from the front of the library to the bound journal area in the back section of the library. This was done to free up space on the display shelves for the 2007 issues of print journals. From September 2007 to May 2008, 400 volumes were bound, down from the 840 volumes bound in the previous year. Because they are now available electronically, 558 volumes of Science Citation Index and 154 volumes of Dissertation Abstracts were weeded.

## **Building Committee Representative and Building Renovations**

In January, upon realizing the libraries did not have representation on the Building Committee, Bill Morse invited me to participate on the committee. This provided the library staff with insight into how the construction of the new science building, and, more significantly the renovations of Haberlin and Swords buildings and atrium, will impact the science library during the upcoming year.

Temporary changes include the moving of some carrels and shelves to accommodate construction work, and the installation of an emergency exit. The main entrance will provide elevator-only access while the atrium is under construction, and the existing emergency exit will provide walk-up access to the science library. The new temporary emergency exit is needed to comply with building safety codes. Two of our study rooms will be used for faculty offices during the renovations.

Permanent changes for the science library include the replacement of existing light fixtures with brighter and more efficient fixtures. Additional fixtures will be installed in areas where there is currently inadequate lighting. The two windows on the east end of the library will be permanently removed, so we will lose some natural light and view of the outside. The library will gain some square footage because the northeast corner will be reconfigured. This will open up an area where we hope to provide comfortable upholstered seating, which we definitely lack with the current configuration. A new sprinkler system is also being installed.

During these renovations, access to the science library may seem to be somewhat of a challenge. With many science departments' faculty, classrooms, and labs moving to temporary quarters for the upcoming year, we anticipate the need of an advertising campaign to advise the college community that we are still open for business!

### **Personnel**

**Carrie Peck** did an outstanding job of keeping the Science Library open and operational during this year of transition, as previously mentioned. She kept the day to day operations on an even keel; introduced the two interim librarians to the Science Library procedures; managed the process of hiring, scheduling and training 25 student assistants (20 of whom had never worked in the library previously) with the support of the interim librarian; prepared the weekly payroll for student assistants; processed a high volume of Interlibrary Loan requests; prepared 400 volumes of journals for the bindery; assisted patrons with basic reference services; and on her own time, created a logo for the new electronic web bridge feature in our online databases.

**Marianne Siener**, after giving more than seven years of faithful and exemplary part-time service to the Science Library, reluctantly submitted her resignation at the end of the academic year, due to the increasing demand of her educational plans. Marianne was a great resource during her time at the Science Library as the evening and weekend assistant. Her contributions included processing Interlibrary Loan requests, assisting with bindery work, and producing many reports, e.g., a list of the journals housed in the rolling storage units, which are very useful to daily operations.

**Lisa Villa**, the unofficial Holy Cross librarian-at-large because of the many jobs she performs, contributed greatly to the Science Library by serving as interim librarian one day a week during the fall semester, and by addressing many cataloguing issues that arose throughout the year while continuing her normal routine at Dinand.

**Student Assistant** staff consisted of 25 students; five were returning workers from the previous academic year and 20 were new to the library job. The large number of new student assistants made it challenging in the first few weeks to get everyone up to speed with providing competent customer service to patrons. They did a phenomenal job, especially considering that they only work a few hours a week, and there are a lot of procedures and rules and regulations which they are expected to know. The size and nature of the Science Library is such that many of them are called upon to do certain procedures rarely, perhaps only once a semester. It is to their credit that they did such fine work. All the student assistants were extraordinarily responsible about their jobs—they were reliable, flexible and considerate of each other throughout the academic year.

**Dinand Staff** – So many of the Dinand Staff have pitched in the past year to help keep the Science Library running smoothly, I should be recognizing everyone! In particular, **Patty Porcaro** and **John Coelho** pitched in with reference and instruction support as previously mentioned, **Eileen Cravedi** with Interlibrary Loan and Circulation issues, and **Diane Gallagher** and her staff with periodicals. All have been of tremendous assistance.

I would like to take this opportunity to personally thank all of the staff members at Dinand Library, especially the director and assistant director, Jim Hogan and Karen Reilly, for the support and confidence they have given me since I began working as an intern in Dinand three years ago while pursuing my MLIS degree, and throughout the various part time positions I've held in Circulation, Reference and the Science Library during these past three years. Little did any of us know that when I first joined the Holy Cross Libraries' staff, it would lead to this blissful position as the Science Librarian. I am truly grateful.

### **Workshops, Conferences, Committees and Meetings**

- NERCOMP IT/Library Collaborations in Teaching and Learning Workshop – December 4
- Academic and Research Collaborative (ARC) Reference and Information Literacy Interest Group Meeting (via Web cast) – January 8
- Academic and Research Collaborative (ARC) Customer Service Interest Group Meetings (secretary) – January 11 and March 28
- Licensing Electronic Resources workshop, hosted by ACRL-NEC – March 3
- National Library of Medicine TOXNET workshop – April 21
- Massachusetts Library Association Annual Conference, Falmouth, MA – May 9
- Massachusetts Board of Library Commissioners' Library Leadership Institute 2009 Planning Committee member
- Holy Cross: Undergraduate Summer Research Symposium, Biology Undergraduate Research Symposium, member of the Building Committee (Library Representative), Library Assessment Committee, and Montserrat Natural World Cluster.

### **One Last Note...**

I owe a big thank you to the faculty in the Science Department who supported the decision to hire me as the Science Librarian. I greatly appreciate their vote of confidence and their patience as I learn my new job.

Respectfully submitted,

Barbara Merolli  
Science Librarian

## Serials Annual Report FY 2008

In July of 2007 industry price projections for 2008 periodical subscriptions were reported by EBSCO Subscriptions Services as “6-8% for U.S. journals and 11-13% for UK and European journals”, (“Serials Prices 2005-2007 with Projections for 2008,” <http://www.ebsco.com/home/printsubs/priceproj.asp>). In the April 15, 2008 issue of *Library Journal* article “Embracing Openness”, Lee C. Van Orsdel & Kathleen Born reported “Prices of subscription-based journals increased nine to ten percent in 2008, driven by an extremely weak dollar. Non-U.S. titles in the humanities and social sciences increased even more (11 percent) because publishers in these disciplines tend to price in native currencies, driving U.S. prices up when those currencies are converted to dollars. The sciences, on the other hand, are dominated by large European publishers that price in U.S. dollars, reducing the volatility of prices and keeping price increases in foreign scientific under nine percent”. In lieu of making an early payment to EBSCO (for a credit to be applied against our renewal invoice), the controller’s office retained and invested the money, later crediting the periodicals account with \$6,077. We paid a total of \$593,600.23 for print subscriptions this year and \$288,292.11 for electronic subscriptions for a total of \$881,892.34. We paid a surcharge of \$2,832 on our non-discounted EBSCO titles. Our overall price increase this year was 9%.

Bob Scheier’s work on the purchase of electronic periodicals enabled us to add a substantial number of electronic titles to our resources again this year: converting our 48 print ACM (Association for Computing Machinery) titles to electronic through the Waldo consortium purchase of the *ACM Digital Library* (39 core titles and 246 SIG (Special Interest Group) titles for a total of 285 titles), canceling our 5 print American Anthropology Association titles and replacing them with the purchase of *AnthroSource* (32 electronic titles, 27 new, 25 current, 7 non current), purchasing *JSTOR Arts & Sciences Collection III* (adding online access to 148 titles, 64 of them new, 52 current, 12 non current), purchasing the *ProQuest Curriculum Library* consisting of *ProQuest Journals in Education, Health Management, Nursing & Allied Health Sources, Social Sciences, Psychology, Computing, Science and Biology* (adding online access to 4,033 titles), and *ProQuest National Newspapers* (27 titles). We converted 9 of our print Haworth Press titles to electronic. In all, we converted 63 print titles to online; cancelled 4 titles, withdrew 25 titles, and 5 titles ceased publication. We currently receive a total of 1,438 print subscriptions and a total of 3,380 electronic subscriptions. By means of direct and aggregator sources, we have access to 24,661 unique electronic titles.

Money donated through the George & Bernice Phillip History Fund. (\$100,000 – the library receives the income) allowed the library to continue its subscriptions to *Critical*

*Asian Studies* for 2008 (\$257.42), *French Colonial History* (v.8, \$43), the *Historical Statistics of the U.S. Millennial Edition* (\$100 yearly maintenance fee), and *The Times Digital Archive 1785-1985* (\$3,570), a total of \$3970.42.

We renewed our 87 Elsevier titles in print format for 2008 because Elsevier was planning to drop the Science Direct Web Editions (print + 1 years worth of online access) platform at the end of March 2008. We are currently discussing subscription options (print, online or pay-per article access) for our Elsevier titles.

We updated prices and availability on our current Requested/Unfilled periodicals title list, Elsevier, Philosophy, Physics, and Visual Arts titles.

We received a substantial number of art periodicals from David Gyscek, Studio Coordinator; these are currently being checked for duplication/retention/disposal. We received 8 volumes of *Nineteenth Century French Studies* from Prof. Constance Schick, Modern Languages and Literatures. The Midwest Jesuit Archives was happy to take our duplicate set of bound *America* volumes.

We spent \$19,645.65 on bindery. We bound a total of 780 volumes: Dinand 780, Science 650, and Music 88.

### **MILLENNIUM**

We are in the process of updating our 866 free text holdings statements to coded 853/863 MFHD holdings statements. Mary Beth Pappie and Sue Selby have updated all currently received print subscription records and we will begin working on retrospective holdings. Mary Beth and Sue also checked an extensive list of DRA "On the Fly" missing records against Dinand and Science holdings. We removed our previously downloaded eBibliographic records from the catalog (for PsycARTICLES and BioOne titles); these records were replaced by the purchase and automatic update of AtoZ Marc records, creating a print title record and an eTitle record for each title that the library holds. We plan to continue to withdraw URLs from print records now that we have online title records. As a department, we evaluated and voted on possible IUG enhancements.

Mary Beth and Sue are each working two hours per week in the Music Library. They have de-accessioned periodicals and have been doing copy cataloging of music scores. They have learned a lot about MARC bibliographic records and the cataloging process and are helping to reduce the backlog of un-cataloged music materials, thus making music resources more accessible.

### **DATABASE MANAGEMENT TEAM**

As a member of the Database Management Team (with Bob Scheier, Karen Reilly, Nancy Singleton, Patricia Porcaro, and Barbara Merolli), Diane reviewed database changes and possible purchases.

We purchased the *Web of Science* and its back files (to 1977); we replaced our print subscriptions to the ACM (Association for Computing Machinery) with the *ACM Digital Library* (via the WALDO Consortium); we purchased *AnthroSource*, an index and full text database of 32 titles developed by the American Anthropological Association, the *JSTOR Arts and Sciences III Collection*, the *ProQuest Curriculum Library* consisting of *ProQuest Journals in Education, Health Management, Nursing & Allied Health Sources, Social Sciences, Psychology, Computing, Science and Biology*, and *ProQuest National Newspapers* which included *The Wall Street Journal*, an online resource we have been wishing to add for many years.

We are waiting to see what the recent Wiley purchase of Blackwell Publishing will mean for pricing and aggregator based content for Blackwell titles.

### **LIBRARY VALUE STATEMENT**

Diane and John Coelho worked on the fourth 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 orders, and periodicals expenditures (with a complete list of print (and partial electronic) 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**

The Periodicals Department answered 170 reference questions: 49 Info/Directional, 95 Quick Reference, and 26 Extended Reference. Diane works at the Reference Desk on Thursday mornings. This continues to be a challenging and rewarding interaction with students, faculty, off campus visitors, and the reference staff. Diane attended workshops on LibGuides (recently purchased), EndNote Web, and updated and revised the content of “Finding Journals” on the library website.

### **OCLC Local Holdings Maintenance**

This year we subscribed to *OCLC's eSerials Holdings Service*. There is no fee for this service. OCLC works with EBSCO, our electronic serials data provider, to attach our holdings information to OCLC FirstSearch title records, at the title level. This is a major step forward in providing information on our holdings of electronic titles (via subscriptions and aggregator databases) to our users and to the world. Preparatory to initiating this new service, we removed our previously individually added local holdings information from online records. Work on local holdings included: Dinand: 47 additions, 172 updates, 154 deletions; Science: 9 additions, 72 updates, and 104 deletions.

### **JESUIT LIBRARY**

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

## **LIAISON**

Diane worked with Prof. Bill Roorbach, the William H. Jenks Chair in Contemporary American Letters, on book purchases for the Elisabeth E. Sheehan Poetry Collection and updated the Sheehan webpage with titles purchased.

## **MEETINGS, CLASSES, WORKSHOPS**

SIRSI Dynix Webinar, “Free Your Content! RSS for Libraries” (August 7, 2007)

eSerials Holdings Service OCLC Web Session (September 19, 2007)

SIRSI Dynix Webinar, “At the Elbow: Understanding Users Perceptions of Process and Effort” (October 2, 2007)

ARC Reference & Information Literacy Special Interest Group Meeting, “Virtual Reference: Sharing Experiences” (October 9, 2007)

LexisNexis Online Seminar (October 18, 2007)

ARC Collection Management Interest Group (November 7, 2007)

LibGuides Workshop (March 5, 2008)

EndNote workshop (March 19, 2008)

NETSL Cohabiting and Colliding: Print & Electronic Resources (April 4, 2008)

Respectfully Submitted,

Diane Gallagher, Serials Librarian

## **Slide Library**

On January 2, 2008 Janis DesMarais stepped in as the Visual Arts Resources Coordinator (VARC), replacing the former Slide Librarian. Previously, Janis had worked as the Library Assistant at the Worcester Art Museum Library from October 2005 to September 2006. Over the past five months, Janis has begun the work to make the transition from the use of slides to digital images in the classroom. She has also participated in drafting the library's assessment documents. Within the Visual Arts Department, she has acted as the liaison between the A/V department in day to day matters and regarding the department's suggestions for the Kimball Theater renovation.

### **Digital Image Management and Delivery Evaluations**

Over the spring semester, the Visual Arts Resources Coordinator evaluated three digital image management and delivery tools to determine which would be most appropriate to store and deliver the images used by the Visual Arts faculty in the classroom. Usefulness of the tool college-wide was also considered. The three tools researched were Luna Insight, CONTENTdm, and ARTstor hosting. One way these tools were explored was by conducting site visits to area colleges that use them. The VARC visited Williams College to see CONTENTdm in action, and Smith College to see Luna Insight. Williams College also participates in ARTstor hosting so the VARC was also able to evaluate that tool. A tentative decision to adopt CONTENTdm has been made. This web-based software will allow access to authorized users via any computer connected to the Internet. CONTENTdm supports the inclusion of any file types, not just image files. Further evaluation of CONTENTdm will continue over the summer to insure that it is the right choice.

### **Statistics**

With the transition to digital image use, less instructors are using slides in the classroom. No slide usage statistics have been kept this year. Two faculty members in Classics and Philosophy borrowed slides occasionally. One Visual Arts instructor still used slides exclusively, but plans to transition to digital over the summer. An additional faculty member incorporated slides occasionally, but taught almost exclusively using digital images.

Foot traffic in the Slide Library is light. Over the spring semester, two requests for image scanning from books were made. Five requests for slide scans were

made. These requests included multiple images. One request was made to scan a photographic print. Plans to keep a better tally of scans will be implemented this summer. The VARC believes that requests will increase in the new year as instructors become accustomed to the new Slide Library.

In April there were six instances where quick help was offered to instructors or students looking for slides or digital images. In February there were eight and in April five extended reference help meetings.

### **Student Workers**

Three student workers were employed by the Slide Library this spring. One student used LibraryThing.com to catalog the book collection in the Slide Library using LC classification. The two other students were scheduled to work together and conducted an inventory of the slide collection, in addition to refiling slides. They went through each drawer and checked to make sure that each slide was placed behind the correct card with the same label information and accession number. Misfiled slides were correctly filed and new labels were made to replace detaching ones. The students got through 2/3 of the collection. Many slides were incorrectly filed and in need of new labels. Slides with no corresponding card in the drawer were set aside.

### **Acquisitions**

Three major acquisitions were made this spring. By adopting Marilyn Stokstad's *Art: A Brief History* or Janson's *History of Art*, both published by Pearson Prentice Hall, the college has the permission to use the Prentice Hall Digital Art Library, a collection of over 1,600 images that correspond to the books. At least two instructors use Stokstad's textbook for their classes. The sixteen-cd set was already in the possession of one of the instructors, but now the collection can be shared with the rest of the faculty. In May the VARC licensed the entire 184-image set that accompanies the *art:21* PBS series on contemporary art. It was obtained from Davis Art Images in Worcester. The dvd series is already owned by the department. At the end of May, the VARC began the process of licensing the entire Archivision Digital Research Library of architecture, gardens, and public art. This collection of 28,000 images was licensed through a generous NERL discount and the cost will be split over this and the next two fiscal years. Access to the Archivision collection will be achieved through ARTstor hosting, but original files will be available locally upon request. In addition to these

recent acquisitions, the VARC has also been reviewing past digital image purchases made the former Slide Librarian.

ITS has recently set up a new common drive for the Visual Arts Department. The VARC will use this space to upload image files and Excel data files to facilitate sharing of the licensed images during the transitional period before a digital management and delivery tool is ready for use.

### **Professional Conferences and Workshops**

January: Art Libraries Society of North America, New England Chapter, board meeting at Holy Cross

February: Planning for institutional repositories and OCLC's CONTENTdm, OCLC webinar

Planning your digitization project: digitization 101, OCLC webinar

Managing your digital collections: an introduction to CONTENTdm, OCLC webinar

March: Visual Resources Association annual conference in San Diego, California

Managing your digital documents using CONTENTdm: an overview, OCLC webinar

CONTENTdm basic use session, OCLC webinar

Teaching with Digital Collections in the Undergraduate Curriculum, Educause Live! webinar

April: Copyright and Digital Collections at Nelineet

May: Digital Visual Literacy: Interdisciplinary Skills for the 21<sup>st</sup>-Century Learner, Educause Live! webinar

## **Professional Affiliations**

Art Libraries Society of North America, national and local New England chapter  
Treasurer of New England chapter

Visual Resources Association

**Worcester Art Museum Library  
Annual Report  
FY 2008**

**Introduction and Highlights**

Fiscal Year 2008 proved to be a very stable and productive year for the Art Museum Library. We were able to hire a Library Assistant in June 2007, a new Holy Cross graduate named Tressa Santillo. With the addition of Tressa, the library was again fully staffed. Christine Clayton continues to be the Assistant Librarian and cataloger. The Library was able to return to full lending status on the OCLC interlibrary loan system. The Museum continued to be closed on Thursday evenings, except for “Third Thursdays”. The Library’s hours continued the same as the previous year with no evening hours because of the previous year’s cutbacks. Thanks to help from Holy Cross, the Library installed wireless Internet access for all laptop users. The Library is the only space in the Museum to be wi-fi enabled.

The Library is also the first space in the Museum to go “green” with energy efficient lighting. The old lighting in the Library was very inefficient incandescent lighting making the room hot and exposing the books to damaging ultraviolet and infrared frequencies. New energy efficient 15-watt fluorescent bulbs replaced the old incandescent 75-watt bulbs in the reading room with no retrofitting necessary, helping to minimize the Museum’s energy costs.

In May, the Library received as a donation the Asian art library from the former curator of Asian Art, Elizabeth de Sabato Swinton. The donation consists of about 500 books and will be a very valuable addition to our holdings.

**Usage and Statistics**

The number of patrons using the library decreased slightly to 2961 by the end of April 2008. The number the previous year for the same period was 3220. The other usage statistics of number of reference questions, number of non-reference questions and number of slides borrowed also slightly decreased. Slide usage is being slowly replaced by use of digital images by both Museum staff and college professors. The Museum stopped doing film photography in 2000 and images of objects in the collection are only available digitally. The statistic that significantly increased was the number of books and articles requested by Museum staff on interlibrary loan. At the end of April 2008 the number of loans requested was 306 compared to 98 during the same period in the previous

year, a growth of 64%. The growth is attributed to the increasing amount of research done by Museum staff in the curatorial and conservation departments coupled with the increasing cost of purchasing research materials.

The number of books cataloged at the end of April 2008 was 1564 while the number of books acquired was 861 allowing the cataloger to dig deeper into the cataloging backlog. The number of books remaining in the backlog is about 500. While going through the backlog, Christine found many rare books from a previous donation. Christine also found many unique items that needed original cataloging. The rare bookcase is filling up and plans are underway to purchase another, larger, cabinet for rare books. It is hoped that the cataloging backlog will be entirely eliminated by this time next year.

The Library has 25 current periodical subscriptions. Tressa completed a bindery order last summer and we bound 93 volumes of periodicals.

### **On Going Projects and Committees**

#### **TMS Light**

The Library received another \$5,000 grant from the Barnard Foundation to continue digitizing and cataloging the archival slide collection. Roberta Pospisil was hired and started work in December 2007 to continue this important project. Roberta was able to work 355 hours before the grant was exhausted. She digitized and cataloged a total of 1362 slides, an average of 3.9 records per hour. Because of her knowledge of Photoshop, Roberta erased lint and dust specks from the image and did any necessary color correction. She wrote an invaluable handbook titled "Library Procedures for Entering Data into TMS Light". This handbook will serve as a reference for all Museum staff who enter images and data into TMS Light. Because Roberta's work is so valuable and so much good progress is being made on TMS Light, the Museum requested next year's grant money from the Barnard Foundation. The Foundation agreed to give us the money early and Roberta returned to work on May 3, 2008.

#### **Friends of the Library**

The Friends group met four times during the year. The membership totals forty-two members. The WAM Library will be 100 years old in 2009 and the Friends Group wants to plan special activities in celebration of this important milestone. The activities tentatively planned so far are: book sale in June 2009, written history of the Library, exhibition of a selection of the Library's rare books, and an exhibition centered around the "discovered" Nathan Hale book. The Library received a donation of very old books and a signature of Nathan Hale was discovered on the frontispiece of one of the books. The Museum also owns a print and statue of Nathan Hale, which will be included in the exhibition. A

member of the Friend's Group donated \$20,000 to reupholster the original trustee's chairs to go around the original trustee's table in the Library's Reading Room. A Friend also donated the proceeds from a \$50,000 endowed fund to be used "at the librarian's discretion" for Library needs.

### **Committees**

The Library is governed by the Library Steering Committee, which met twice this year, to discuss on-going Library projects and issues. Space is starting to become an issue in the Library and the topic of storing back issues of dealer/auction catalogs off-site was discussed.

The Librarian is chair of the College Liaisons Committee, which also met twice during the year to plan on going programs and discuss member's concerns. An important issue discussed was the need to make the WAM a permanent stop on COWC's student shuttle service.

### **Programs**

The Library again sponsored three on-going programs initiated by the College Liaison's Committee: WAM 101 (renamed College Night), Profs Night, and Career Night. WAM 101, in its sixth year, had an outstanding turnout of just over 250 students. The very large turnout was attributed to the two buses hired by Holy Cross to shuttle the students back and forth between their campuses and the Museum. Profs Night had an attendance of 60 professors (attendance is capped at 60 because of cost) with an unusually heavy attendance by professors from the Medical School. A nurse practitioner, Terri Ried, was in attendance who is initiating a collaboration between the Museum and the Graduate School of Nursing at U. Mass. Career Night was also very successful with over 70 students in attendance.

The Library sponsored a training program for Museum staff on getting the most out of the database ARTstor. Mary Morrisard-Larkin, Director of Educational Technology from Holy Cross, led the session with ten Museum staff in attendance.

### **Goals for FY 2009**

- Eliminate cataloging backlog
- Start cataloging conversion from Dewey Decimal to Library of Congress
- Install a sign in the Salisbury Lobby welcoming visitors to the Reading Room
- Move back issues of dealer/auction catalogs to storage
- Make WAM a stop on COWC's student shuttle service

## **Professional Development**

### **Debby Aframe**

1. Bi-monthly ARC (Academic and Research Collaborative) meetings.
2. Annual ARLIS (Art Libraries Society of North America) meeting at Yale. September 21, 2007.
3. Education Committee Meeting. Worcester Art Museum, October 10, 2007.
4. Digital Commonwealth Conference. Holy Cross College. October 25, 2007.
5. Is Print Reference Dead? Webinar by Sue Polanka. February 6, 2008.
6. Planning for Technology. Webinar sponsored by AAM (American Association of Museums). February 12, 2008
7. Emerging Technology. Webinar sponsored by AAM. May 13, 2008
8. Getting the Most Out of ARTstor. Training session led by Mary Morrisard-Larkin. October 9, 2007.
9. Fund Raising Workshop sponsored by CMRLS at Beaman Memorial Library, West Boylston. April 30, 2008.

### **Christine Clayton, Assistant Librarian**

1. Technical Services Roundtable. CMRLS. October 9, 2007.
2. Basic Subject Cataloging. NELINET. November 1 and November 2, 2007.
3. Technical Services Efficiency. NELINET on-line class. Nov. 7, 2007.
4. Annual Bibliographic Services Conference. Holy Cross. November 16, 2007.
5. OCLC Connexion Client:Time-Saving Techniques. NELINET. December 5, 2007.

6. Planning for Technology. Webinar sponsored by AAM. February 12, 2008.
7. What's in a Name? Name Authority Records. CMRLS. February 26, 2008.
8. Technology and Museum Visitor Experiences. Webinar sponsored by AAM. March 11, 2008.
9. What's New with AACR2? CMRLS. April 17, 2008.
10. Emerging Technology. Webinar sponsored by AAM. May 13, 2008.
11. Make It Last! Practical Book Repair and Paper Repair. CMRLS. May 22, 2008.
12. Annual ARC meeting. June 13, 2007.
13. Getting the Most Out of ARTstor. Training session led by Mary Morrisard-Larkin. October 9, 2007.

**Tressa Santillo, Library Assistant**

1. Reference Roundtable- Databases for Students. CMRLS. September 19, 2008.
2. Worcester E-Resources at Your Library. CMRLS. September 27, 2008.
3. Managing Difficult Patrons with Confidence. CMRLS on-line class.

Respectively Submitted by,

**Deborah Aframe**

May 30, 2008