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Holy Cross Libraries Annual Report FY2009

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College of the Holy Cross

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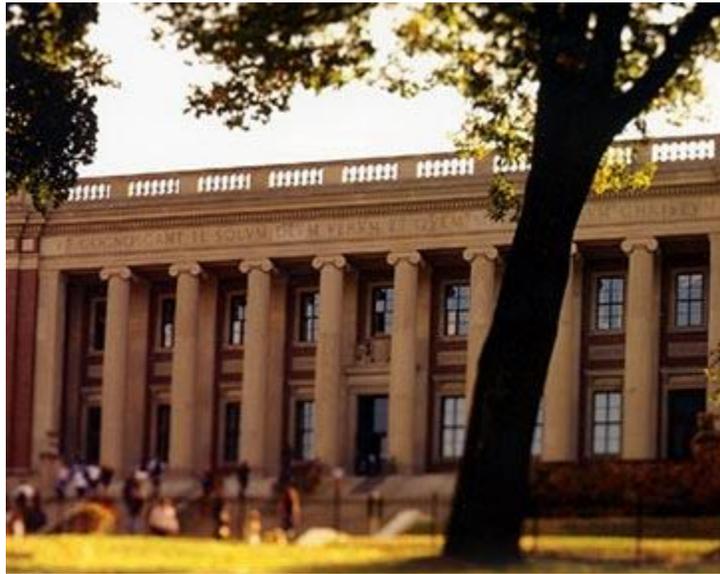
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**Holy Cross Libraries
Annual Report
FY2009**



Welcome to the
Holy Cross Libraries

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Director of Library Services

This report from the Director will highlight the accomplishments of and the challenges to the library during this past academic year. It is followed by a statistical summary of library collections (print and electronic), activity, and services, and the brief individual reports from library departments.

The library began the year with the primary goal of establishing a firm position within the new Montserrat Program. This fits in nicely with our long-held goal of advancing the issue of Information Literacy within the curriculum. Under the able leadership of Head of Reader Services, Patty Porcaro, we made very good progress on this front. In fact, faculty have asked that the librarians do even more in the coming year.

The Science Library has been impacted this year by construction of the new Integrated Science Complex. Science Librarian Barbara Merolli has handled this challenge extremely well. She has established excellent working relationships with both our Physical Plant staff and the outside contractors. The result has been minimal disruption of library services. Barbara also took the initiative in partnering with Prof. Cristi Rinklin of the Visual Arts Department. Together they arranged for student produced murals on the temporary walls surrounding the construction.

An on-going initiative has been the transition of library materials from print to electronic format. This was very successful and resulted in some significant cost savings combined with increases in the number of titles offered.

Part way through the year the economic crisis that has engulfed the nation and the world hit Holy Cross. While always frugal, the library redoubled its efforts in response to the crisis. At the end of this year we are please to return to the College approximately \$15,000 from the operating budget, and \$50,000 from the personnel budget. We did this without any decrease in library service or any cuts in library acquisitions. The present "band-aide" approach however cannot continue indefinitely and the entire operating and personal budget will have to be reviewed in light of the fiscal crisis.

The last part of the year saw the surprise of early retirements at the College. Six library staff were offered early retirement and four have accepted it. This has created an unanticipated disruption within staffing that will have to be addressed in the weeks ahead. One of those retirees will be the Director of Library Services. He will be replaced on an interim basis by Associate Director of Library Services, Karen Reilly. It will thus fall to her to manage this staff transition as well as the ongoing fiscal crisis. I wish her the best and am confident that she will do it all in a masterful way.

As always I express my thanks to the senior administration of the College for their support and encouragement. I am especially grateful to President McFarland and Vice President Timothy Austin.

James E. Hogan
Director of Library Services
June 17, 2009

Associate Director and Head of Technical Services

Budget

The operations budget will again be balanced this year. Due to the cancellation of some journal titles, the purchase of electronic packages, skillful negotiation on the part of our Electronic Resources Librarian, and a successful pilot program with Elsevier's Pay Per Article option, we spent less than was predicted. Next year we will be able to maintain our current titles as a few vendors have frozen prices and we will continue the print to electronic migration.

Staffing

The Library currently has 3 open non-exempt positions, 2 non-exempt early retirements, and 2 exempt early retirements. 4 of the non-exempt positions will not be filled. I have been asked to serve as Interim Director. Mary Moran will serve as Acting Head of Acquisitions and Cataloging. Mike Zeller has agreed to assume all reserve duties. The position of ILL Assistant will be filled.

Innovative Interfaces

Last summer, in coordination with the Public Affairs Office, the library web pages and the catalog were upgraded to the new (3 yrs. old) style of the Holy Cross pages. In addition, the catalog was upgraded to III's WebPacPro. Enhancements included advanced keyword searching with Right Result retrieval (relevancy ranking), spell-check, and an optional My Reading History for patrons. Over the Christmas Break the operating system was migrated to Linux. Bob Scheier has made great progress with the ERM and WebBridge modules which allow the seamless interoperability between online databases and online journals. Encore, an umbrella search tool that brings together information from our catalog and many of our databases using one "Google like" search may be implemented next year, depending on the budget.

Print management

This year \$24,250 was spent on paper and toner, which is a \$2,000 decrease from last year. We still feel that too much waste and outside usage is occurring. The continued migration to electronic journals will also increase printing. Harold Knapp (ITS) found an open source print management system, PaperCut for iPrint. The library will work with ITS on a pilot project this summer and will hopefully launch print management in the fall.

Publication

"Cataloging Images in Millennium: A Central Repository for Faculty Owned Images", written by Nancy Singleton and Karen Reilly was published in the Journal of Library Metadata, Vol. 8, Issue 1, 2008 (pg. 37-42).

Respectfully submitted,

Karen Reilly
Associate Director of Library Services

Summary Library Statistics 2009

Collection Development	
Firm Orders: \$136,908; 3687 volumes	Items Cataloged: 4,629 volumes
Standing Orders: \$99,498; 738 volumes	Special Collections: 1,234 volumes
E-Books(standing orders): \$10,023: 42 vol.	Jesuitana: 300
Honor with Books: \$9,100; 91 volumes	
Electronic Journals: \$404,920	
Electronic Databases:\$175,266	
Circulation	InterLibrary Loan
Dinand: 22,565	Dinand: Borrowed: 3321
In-House:3,583	Loaned: 5,859
Science: 1,499	Science: Borrowed: 182
Music: 11,529	Loaned: 556
Reserves:	Reference:
E-Res: 151,419 hits	Dinand: 295 Extended, 1,365 Quick, 2614 Directional
Dinand Print: 1,959	Science: 86 Extended, 215 Quick, 452 Directional
Science Print: 835	Music: 116 Extended, 204 Quick, 156 Directional
Music all formats: 972	
	Instructional Sessions:
	Dinand
	Science: 22 sessions, 340 attendees
	Music: 14 sessions, 267

Access Services

This past year there were some staff changes within Access Services. Carrie Grimshaw resigned as Access Services Assistant and accepted the Directorship of the Webster Public Library. Michael Zeller, from cataloging, took over as Access Services Assistant in November. Two new part-time Evening Weekend Supervisors were hired. Two long-time staff member accepted early retirement – Judith Morano, Reserve Coordinator and Gail Montysko, Interlibrary Loan Coordinator – lending. We will miss their contributions to the library and years of dedicated service to the College of the Holy Cross.

Dinand Library employed approximately 47 student workers this year. We rely on our student employees to staff service areas as well as re-shelve books and maintain the stacks. While circulating items decreased this year, in-house usage increased. Our “Food for Fines” campaign saw a dramatic increase this year – doubling the amount donated to St. Paul’s Outreach. Reserve circulation continued to decrease (- 16%) as more faculty are taking advantage of electronic reserves. Electronic reserves saw increases in faculty accounts, course pages, and documents as new courses were added to the system, but saw a decrease (-19%) in the number of document hits. Along with decreased circulation, there was a drop in the number of items re-shelved (~20%) over the past year. The number of book repairs (+22%), laminating (+14%), and meeting rooms set-ups (+38%) all increased over the past year.

Although there is an increase in the number of items available electronically, there is also increased knowledge about other library items available worldwide to faculty and students. Interlibrary loan (Dinand) saw increases in both lending (+20%) and borrowing (+10%) this year. Once again we are a Net Lender within the Central Massachusetts Regional Library System. With the option of obtaining articles through our pay-per-article license, Science saw a dramatic decrease in ILL borrowing. The Science library also saw a decrease in lending of approximately 28%.

We actively participated in this first year of Montserrat by offering bibliographic instruction to various seminars in all of the clusters. As the librarian assigned to the Global World cluster, the Access Services Librarian offered both class and individual instruction to many first year students. Additionally, upper level classes were given instruction on electronic and print resources available through the library and how best to utilize them for their research needs. Many LibGuides were published on a variety of topics ranging from specific courses to whole disciplines as well as library policies and procedures. The Access Services Librarian remained active in the Holy Cross community by participating in various committees and continued her professional development via participation in regional and national organizations and meetings. Web 2.0, customer service, and copyright were some of the areas covered in these professional venues.

Acquisitions and Cataloging

FY2009 has seen some dramatic changes in the staffing of the Department with two positions being vacated, and there are more changes to come. One of the two Cataloging Assistants, Mike Zeller, left the department in November to move to a higher level position in the Library. One of the two Acquisitions Assistants, Holly Simpson, had a baby at the end of December and decided not to return to the College after her maternity leave. Neither of these empty positions will be filled. The two remaining assistants, Alessandro Camarra and Renee Hadad, are now handling many of their tasks. In addition, the Head of Acquisitions and Cataloging, Nancy Singleton, the Principal Cataloger, Mary Moran, and the Catalog Librarian, Tess Huaman have assumed some of their duties. Nancy Singleton has accepted the College's early retirement offer and will be retiring on June 30. Mary Moran will take over as Acting Head of Acquisitions and Cataloging on July 1.

Acquisitions

The library book and audio-visual materials budget for FY2009 was **\$250,000**. As of June 9, 2009, we have spent **\$136,908** on firm orders and have received **3687** volumes at an average cost of **\$37.13** per volume. **\$99,498** was spent on **738** volumes of standing orders at an average cost of **\$134.82** per volume. **\$10,023** was spent on **42** volumes of e-book standing orders at an average cost of **\$238.64** per volume. The number of standing orders received this year was **17%** greater than last year expending a larger percentage of the monographic budget. Both firm and standing order average costs decreased slightly this year, which is a welcome change from the approximately **9%** increases of previous years. The more favorable exchange rate between the dollar and the euro helped to keep our average costs down. We also ordered more books in paperback rather than hardcover format. **588** gift volumes were received and processed. We currently have a cash balance of **\$3569.69**, but this is encumbered by our outstanding firm orders. We expect to receive many of these firm orders as well as additional standing orders by the end of the fiscal year. We hope to end the year with a zero balance, but we may go slightly over budget if many more standing orders are received.

Honor with Books

Now in its sixth year, the Honor with Books program continues to supplement the book budget. This year we received donations totaling **\$9100** honoring **50** Holy Cross graduates, including **2** **\$1500** donations for the purchase of books in the areas of classics and biology. **91** books have been purchased and received so far and additional titles are currently on order. As important as these additional funds are to the library book budget, the main benefit of this program may be the good will it creates for the Library and the College as the students and their parents are always excited to see the books, with the bookplates honoring the students, displayed in Dinand Library during graduation week.

Cataloging

New books continue to be cataloged promptly, and we have very little backlog of materials waiting to be cataloged. As of May 29, 2009, **4629** volumes were cataloged and processed. This total is a slight decrease from the **4766** volumes cataloged in FY2008. In addition, **43** videos, **20** CD-ROM's, **138** DVD's, and **12** print journals were cataloged. **16** volumes were cataloged for the Rehm Library and **124** volumes were cataloged for Ciampi. A total of **105** DVD's were cataloged for the Multimedia Resource Center. Also, **277** volumes of serials bindery were processed; **500** additional volumes have just been received, but due to the current staffing situation in the department, these will not be processed before the end of the fiscal year.

The retrospective conversion of Special Collections project continued with a total of **1,234** Special Collections' volumes being added to Millennium. **774** bibliographic records for these rare materials were downloaded from OCLC and **31** were cataloged originally. Because these valuable materials are now cataloged in our database, we are providing world-wide awareness of and access to these unique holdings.

Electronic Resources

A total of **\$403,742** was spent this fiscal year on e-resources, a **5.2%** increase over last year. Of this, **\$217,565** was spent on e-journal packages, **\$11,643** (including **\$10,023** mentioned above) on e-books, and **\$175,266** on databases. This does not include individual e-journal titles ordered by the Periodicals Department.

Several new major resources were added to the collection this year expanding online access to many more e-journals, research databases, and research tools. The library's annual Value Statement indicates a **95%** increase in library database searches. This is due in part to the new database offerings, but it also indicates that, as the library expands its scholarly electronic collections, researchers are turning more often to the library for their research needs. The ERM Coverage Database and corresponding MARC record update process adds and deletes records as needed to provide our users quick and easy access to all our e-resources via the online catalog. In addition, the WebBridge link resolver service vastly improves access to our e-journal collection at the point of need, i.e., while searching for articles in library databases.

This year also brought the successful negotiation with Elsevier for their ArticleChoice service. ArticleChoice is a print on demand service, which faculty and selected student researchers can use to access over **2,000** important scholarly journals published by Elsevier. ArticleChoice is currently only being offered on a trial basis until the library can analyze the cost of offering this service.

Archives and Special Collections

This was another transitional year for the College Archives. We lost Jo-Anne Carr due to retirement and hired Sue Selby as the new Archives Assistant. Consequently we spent a significant amount of time familiarizing Sue with the archives collection and our policies and procedures.

We had a record 341 registered users to the College Archives and answered over 250 phone and email requests. In addition, we provided tours of the archives for several classes including two sections of the "Historians' Craft" classes. Several art classes used our Jackson Pollock sketchbook. We had 36 requests by non-college patrons for digital and hard copies of images from our photo collections. We added 54 major accessions to the collection.

Members of the department presented a total of 11 exhibits in the library. One exhibit, *Holy Cross Treasures* was a 3-case exhibit of early religious items from our collections. The opening of our *Lincoln's Birthday* exhibit featured librarian, John Coehlo as a speaker. Our exhibit entitled, *Breaking down the Barriers between Secular and Sacred* was mounted in conjunction with Jesuit Heritage Week and featured materials from our Jesuitanna Collection and the Province Archives. We also presented a "mini-exhibit" on Rev. Joseph O'Callahan, S.J. for reunion at the request of the class of 1954. In addition we presented panels with "mystery photos" at both reunions for our alumni to identify.

We processed 8 collections from our Special Collections including the Richard Green and Rev. Michael Earls, S.J. collections. The library's cataloging department added 1,234 item records to Millennium in our Rare Book collection. They added 774 new titles to Millennium and created 31 bibliographic records from scratch. They also decataloged 66 volumes. Lisa Villa cataloged 300 volumes in the Jesuitanna collection. By the end of the winter we had caught up with the backlog of unprocessed college records. We also processed the Provost Office papers, alumni files from the development office and resolved some problems within our athletic department records. Sarah added 176 new alumni photo folders and 47 other folders to the photograph collection. We combined inventories for our museum collection and rearranged those items. Sue copied and filed the material from 6 scrapbooks. We began replacing labels on all of our archives boxes with removable plastic insert labels. This project is nearly half complete.

This year we began digitizing the *Crusader*. We will have all the issues for the 1960's digitized and up on our website by the end of July. We reformatted 26 athletic films and worked with the athletic department to sell DVD copies of 3 athletic films to our alumni. We updated the archives website to reflect processed special collections. Sarah began working on an online exhibit called *Dinand Library: Then and Now* and also began working with Roger Hankins on a photo exhibit of the sculpture and exterior art on campus.

Mark and Sarah attended the AJCU archivist meeting in Chicago and are working on the next phase of the cooperative digitization project. We also attended the Society of American Archivists meeting in San Francisco.

Respectfully submitted,

Mark W. Savolis
Head of Archives and Special Collections

Educational Technology

Much of the past 12 months has been spent on the Moodle implementation project which was endorsed by the AAC and IT Steering Committee in Spring 2008. Beginning this last summer and continuing during the academic year, we conducted almost two dozen introductory and intermediate workshops and assisted those faculty and academic staff who needed help moving materials from Blackboard into the new system. Moodle has also become increasingly popular with faculty and staff as a communication tool for organizations and other groups which now number almost 130. Now that the transition is complete, we look forward to expanding Moodle's capabilities by adding more modules and making them available to faculty.

In addition to working with the faculty on campus-wide projects like Moodle, Educational Technology has continued assisting academic departments and individuals in various ways. Some of the more significant projects are listed below:

- Language Placement Testing (Modern Languages & Literatures) – Converted French, German, Italian and Spanish exams so that they could be administered on-demand in Moodle.
- iClicker (Psychology) – Successfully replaced infrared personal response system technology with radio frequency clickers. This technology was also used by Biology and Modern Languages.
- *Interfaces* Volume 28 (Maurice Geracht) – Designed and Produced a CD of full-sized images to accompany the text.
- *Views from the Hill* (David Karmon, Sarah Luria) – Facilitated the creation of a new website, envisioned by Montserrat students, which explores the relationship between Holy Cross and the Worcester community.
- NEH Institute (Todd Lewis) – Assisted twenty-nine K-12 teachers who created and published web-based curriculum plans.
- Geographic Information Systems/Global Positioning Systems (Thomas Landy, Victor Matheson, Sea Thomas) – Provided classroom and/or research support for mapping projects.

Turning our attention to FY2010, we are looking forward to working with ITS on the Drupal project which should allow academic departments to better represent themselves on the College's website. We hope to have at least half of the departments converted by the end of Summer 2009. We also will be collaborating with ITS on a e-Portfolio project that will support the Teacher Education Project.

Given the recent budget cuts, we also intend to re-examine our faculty training programs, particularly those workshops offered in the summer. We have already planned to combine some of the new faculty training in August with pedagogical sessions led by Dean Miracky to demonstrate how teaching can be enhanced by technology rather than driven by it. In addition, we would like to expand upon an initiative begun last year and train more faculty to use open-source software which would be more accessible to them.

Music Library

The 2008-2009 academic year was a productive one for the Music Library. Our collections and services effectively support the curriculum and faculty research. The space shortage in the Music Library continues to be an extremely critical issue.

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

This year's circulation transactions totaled 11,529. The number of reserve room transactions was approximately 972. The total number of transactions reflects a 5% decrease from last year but does not include the significant usage of music materials on E-Res. The Music Librarian answered over 470 reference questions during the 2008-2009 academic year.

Library traffic can be measured using the automated patron counters in the security gates. There have been 115,426 hits registered on the counter this year. This is a 7.6% increase from last year.

The collection continues to grow at a consistent rate. Approximately 470 compact discs, 360 scores and 150 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, popular music, as well as the music of Indonesia, India, Africa and the Middle East. Approximately 540 book, score, video and sound recording titles were ordered this year.

The Music Library continues to be aggressive about collection preservation and bindery projects. Approximately 85 items were sent to Acme Bookbinding during the 2008-2009 fiscal year.

The Music Library and the Music Dept. continues to use 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 extremely satisfied with E-Res. It ensured that essential course materials were available all the time.

Alan Karass completed his sixth and final 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 Committees. Alan completed his first year of the Ph.D. program in Ethnomusicology at Open University. With generous support from the Holy Cross Ruettgers Fund and the Open University Post Graduate Research Fund, Alan conducted research in southern Tunisia between the fall and spring semesters. Based on this fieldwork, he presented a paper, "Festivals in Tunisia: Music, Cultural Identity, and Geography", at the annual conference of the Canadian Branch of The International Association for the Study of Popular Music, June 12-14, 2009, at Dalhousie University.

Julia Severens has made significant progress cataloging items from our compact disc backlog while successfully managing student staff, circulation, equipment, and reserve room operations.

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 additional space.

Rehm Library

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

Respectfully submitted,

Alan Karass
Music Librarian
June 4, 2009

Reader Services

Reader Services encompasses the Library service areas that enjoy contact with the Holy Cross Community and the public. The Head of Reader Services concentrates on Reference and Instruction while the very competent Access Services Librarian, Eileen Cravedi, directly oversees almost all other service areas and also manages to provide excellent Reference assistance.

Montserrat

Montserrat occupied a great deal of our thoughts and energies this past year and we made strides in our two major goals: personalizing relationships with students and providing assignment based “point—of—need” research instruction. Faculty requested twenty research specific instructional sessions in diverse seminars. Fourteen online web pathfinders (LibGuides) were also created in support of these sessions. There were many individualized consultations that librarian’s conducted as a result of faculty referrals. Several faculty members provided positive feedback on student reactions to this multi-layered approach to assignment specific assistance. Montserrat Librarians included: John Coelho, Dinand; Eileen Cravedi, Dinand; Gudrun Krueger, Dinand; Alan Karass, Music; Barbara Merolli, Science; and Patty Porcaro, Program Administrator, Dinand.

In earlier reports, I have mentioned that the Natural World Cluster most closely resembled the model that we had envisioned in this “living and learning” enterprise. John Axelson, Cluster Director, was particularly inclusive with Barbara Merolli, the Science Librarian. She was invited to many of the cluster meetings and was an extra pair of hands at co-curricular events. Thus, students came to see her has a helpful resource and a friendly face. We hope to encourage more of this interaction and collaboration in the coming year.

With respect to personalizing services to students and in conjunction with Montserrat, we plan to implement a “Personal Librarian Program” for the First Year Students at the beginning of the academic year. Simply, we will draft a brief letter welcoming students to the “libraries” and informing them that a “personal” librarian will be available to them. (The letter will be accompanied by a librarian’s business card and put in the student mailboxes.) Periodic e-mails will be sent with timely information and reminders of the service. This was very successful at Yale University.

Reference & Instruction

We were again fortunate to have professional colleagues from other library departments help out at the **Reference desk**. Kudos go to Diane Gallagher, Periodical’s Librarian, and Mary Moran, Principal Cataloger, for providing relief by taking on a shift or two at the Reference desk. Thanks must also be given to our many Student Reference Assistants for their stalwart coverage. We may need to rely on them more during the months ahead with the many staff changes in the Library due to early retirements and the sudden attrition of the Information/Instruction Librarian. Both Mary and Diane will be taking on other assignments and possibly unable to cover a shift.

Informational requests have seen a slight decline from last year with a total of **4274** transactions from three service desks: Reference, Periodicals and Circulation. (Last year's total was 4944.) The **Virtual Reference Service** has remained relatively stable with **AJCU Librarians fielding 218** calls from our Holy Cross students. There has been a slight **increase in E-mail** reference with **146** online requests. If I were to remark on a trend, there does seem to be more substantive questions coming in especially through online reference.

With respect to the American Association for Jesuit Colleges and Universities Virtual Reference Service (AJCUVR), one of the inaugural members dropped out (Marquette). However, in the spirit of collaboration, the other colleges have agreed to take on additional hours according to their FTE because they value the service. Holy Cross has committed to an additional hour for a total of five.

Instructional sessions have witnessed an overall increase. There have been **76 course integrated** sessions with a total of **1,334 students**; and **7 in house library workshops** with **30 participants**. Staff training was needed to integrate two new instructional products, LibGuides and RefWorks, into the framework of library instruction. Plus, it was most gratifying to provide database training for the Evening/Weekend supervisors who expressed interest in learning more about resources that will assist the students. I would be remiss without recognizing these dedicated part-time workers.

Collegium

Of the many professional development conferences, workshops, and meetings that I have attended over the years, I feel very fortunate to have had the opportunity to participate in Collegium at St. Johns University in Collegeville, Minnesota (6/5/09-6/12/09). As with many of the participants (acquaintances that morphed into friendships) attending Collegium, I shared the anxiety about what to expect. And while I still cannot adequately describe the unique experience of combining the spiritual with the vocational, I came back renewed, refreshed and recommitted to my chosen profession and, well, to the Holy Cross mission. Many thanks to Tom Landy and Father James Miracky for considering me.

Patricia C. Porcaro
Head of Reader Service
Dinand Library
June 17, 2009

Science Library

As the Montserrat Natural World cluster library liaison, the science librarian provided bibliographic instruction sessions to several seminars, groups and individual students and participated in several co-curricular activities: Harvard Forest field trip, viewing the movie *Mind Walk*, Black and White Dinner, Dick Hoyt - Motivational Speaker, Natural World Cluster BBQ, and serving as a judge for the *Re-Inventing the World; Utopian and Dystopian Visions* seminar presentations. The Montserrat library liaison program is partly responsible for the increase in bibliographic instruction sessions conducted by the science librarian from 10 last year to 22, for a total of 340 people (83 last year).

In anticipation of having the library's atrium windows boarded up for renovations, the science librarian collaborated with Visual Arts to have students in Professor Cristi Rinklin's Art of Color class create colorful displays to divert attention away from the dreary plywood temporarily covering the windows. The students visited the biology microscope lab (hosted by Professors Robert Bellin and Mary Lee Ledbetter) for inspiration. Professor Cristi Rinklin and Roger Hanlin, Director of the Cantor Art Gallery, installed the artwork on the library windows. Visual Arts and the science library hosted a reception to highlight the exhibit with approximately 50 people attending, including some students' parents. The art exhibit was featured in several Holy Cross publications and in a *Library Journal* article in the May 2009 Library Design supplement.

The renovation work resulted in two physics instructors temporarily moving their offices into two library study rooms in December. With the renovations, the library acquired 500 square feet of space, currently being used for collaborative work to offset the loss of the re-deployed study rooms. A new emergency entrance to the library is temporarily being used for walk-up access; the main entrance continues to provide elevator-only access.

The ongoing renovations resulted in a reduction in walk up traffic to the library, but we still experienced overflow demand for study space during the study & final exam period when we pressed our workroom and a reception table into service to provide extra seating-- this is in addition to expanding the seating capacity at Rehm and Dinand to help circumvent renovation related noise in the science library. The change in walk up traffic may partially account for a change in reference statistics from last year: 452 directional questions (395 last year), 215 short reference questions (269 last year), and 86 extended questions (115 last year). The previously mentioned increase in instruction sessions may also account for the reduction in short and extended reference questions. Circulation statistics did not change significantly: books are 1499 vs. 1459 last year, reserves are 835 vs. 811, and periodicals are 52 vs. 85, reflective of the move toward electronic resources.

Recognition is extended to **Carrie Peck**, library assistant, and **Heather Dennis**, part-time library assistant new to the science library this year, for their continued and consistently outstanding performance. The 25 **Student Assistants** also did a great job, especially considering they only work a few hours a week, and have a lot of procedures, rules and regulations which they are expected to know.

Workshops, Conferences, Committees and Meetings

- October Conference Biomedical Libraries at Dartmouth.
- Academic and Research Collaborative (ARC) Customer Service Interest Group Meetings (secretary)
- Massachusetts Board of Library Commissioners' Library Leadership Institute 2009 Planning Committee member
- UMass Medical School e-Science Symposium, UMass Medical School Stem Cell Research Workshop, UMass Medical School Science Boot Camp
- ACRL/NEC Customer Service Workshop
- Webinars: Sci-Finder, BioOne, Credo Reference
- Holy Cross: Library Assessment Committee, NEASC Library Committee, Safety Committee and Montserrat Natural World Cluster.

Respectfully submitted,

Barbara Merolli
Science Librarian

Serials

We saw a much smaller overall increase (2%) in periodical spending this year. This was due in part to our cancellation of \$25,770 of Elsevier print titles (10 titles), our continued move from print to online, and the change from individually subscribed to packaged titles with the American Institute of Physics and the American Physical Society that also enabled us to add 62 titles from the Institute of Physics to our collection. We paid a total of \$501,136.84 for print subscriptions this year, \$394,104.68 for electronic subscriptions for a total of \$895,241.52. We currently receive a total of 4,897 titles: 1,334 print subscriptions and 3,563 electronic subscriptions. We added 11 new print titles and 92 new online titles. We converted 89 print titles to online, cancelled 13 titles, and 7 titles ceased publication. We canceled 7 microfilm titles; the \$3,006.00 saved was applied to Montserrat library expenditures. By means of direct and aggregator sources, we have access to 31,974 unique electronic titles. After much discussion and review of the expensive and unworkable options offered to us by Elsevier, we decided that it was not possible to pursue online subscriptions for our currently held 87 titles. We did renew the majority of titles in print format for 2009 and, as previously mentioned, canceled 10 titles for \$25,770. Robert Scheier, Electronic Resources Librarian, put the *Print on Demand* pilot for Elsevier titles in place in the spring semester. We spent \$20,000 on bindery. We bound a total of 1,625 volumes: Dinand 777, Science 775, and Music 73. We also reviewed bindery policies for currently received print titles archived online through JSTOR. Along with the majority of Oberlin Group libraries, we are refraining from binding any of these titles; they will eventually be archived online by JSTOR.

The Periodical Department adapted to changes necessitated this year by the loss of one of our non-exempt Periodicals Asst. positions. Susan Selby applied for and accepted the position of Archives Asst.; her last day in periodicals was Aug. 20th. This necessitated re-thinking the majority of work currently being done by two people, shifting and re-allocating work priorities. Periodicals Asst. Mary Beth Pappie picked up the majority of the work: check-in, claiming, shelving, and bindery. The steady conversion of print into electronic titles has reduced the number of print titles we receive, but we continue to check-in and monitor 15,000 pieces of material and shelve 13,243 items. Mary Beth has also taken on the added work of handling direct payments for the Acquisitions Dept.; she accepted the temporary option of working up to 5 addl. hours per week (Feb.- May). Renee Hadad, Acquisitions Asst., took over the job of receiving, sorting, routing and opening the incoming mail.

In addition to Diane's working one morning shift per week on the reference desk, the Periodicals Department answered 222 reference questions: 66 info/directional, 116 quick and 40 extended. Diane also assisted with the Odyssey workshops and Montserrat First Year orientations. The fifth edition of the Library Value Statement was produced; the statements were converted to online format and sent out electronically this year by John Coelho, Reference/Instructional Librarian.

Respectfully Submitted,
Diane Gallagher, Periodicals Librarian

Slide Library

This year was a year of decision-making, relationship-building, transition, and growth in the Slide Library. Working closely with the Visual Arts department and individuals in other subjects, the staff of the Library (Janis DesMarais) provided faculty and student training in the incorporation of digital images in teaching and learning, including the use of the ARTstor Digital Library, a subscription database to which the College subscribes. To enhance and simplify the incorporation of projected images in the classroom, an important working relationship was established this year between the Visual Resources Coordinator and the Audio-Visual and Registrar departments. Classroom assignments for Art History courses were and are continuously evaluated to ensure that they are optimal in relation to the subject being taught.

Over the summer of 2008, together with instructors in the Visual Arts, the Library evaluated and selected a DAP (discovery, access, and presentation tool) for the growing local digital image collection. MDID, the (James) Madison (University) Digital Image Database, an open source tool, was selected. Version 3 of the tool is scheduled for release in the fall of 2009, and ITS has agreed to help the developers test it so our collection can be made live to campus users sooner. During the transitional period, while MDID is not available to users, a Moodle course called the Digital Slide Library has been set up by Educational Technology. Over the past year, with the help of Ed Tech in the early months, the Library was able to make hundreds of licensed images available to Visual Arts faculty for use in their classes.

Visual Arts instructors have always enjoyed using the collection at the Worcester Art Museum to guide some of their classes or class lectures. To enable this, the Library has begun a discussion with the WAM to acquire and catalog digital images of the artworks for inclusion in an MDID collection available to the Holy Cross community. The details of the agreement are still being formulated as is the accessibility beyond the WAM and Holy Cross. This collaboration will help to make the collection of the art museum more accessible for teaching purposes; in the future, instructors will no longer need to request digital images directly from the registrar(s) of the museum.

With regards to the Visual Arts department and their student learning outcomes assessment, the Visual Resources Coordinator is working to develop instructional materials (online video tutorials) and face-to-face review and discussion meetings with majors to teach them about digital image selection, creation, manipulation, and presentation. Production of the videos has already begun, and the goal is to have these learning materials available online in the fall. Please see the Visual Arts department assessment document to review the specific details of this learning outcome.

Worcester Art Museum Library

The Worcester Art Museum Library marked the one hundredth anniversary of its founding this year. In honor of its centennial, the Library planned several events honoring this important milestone: an exhibition in the Museum's American galleries focusing on the book with the Nathan Hale signature, a book sale to raise money for the Library's acquisitions fund, writing the Library's history, an exhibition case installed in the Library for rotating exhibitions, and the reupholstering of the original 12 trustees' chairs to be reunited with the original trustees' table in the Library's Reading Room. The opening of the Nathan Hale exhibition was June 5, 2009 with a visit from the book's donor, Ellen Foley Rice, and a surprise visit of the Fife and Drum Corp. from the Nathan Hale Homestead in Coventry Connecticut.

The Library Assistant, Tressa Santillo, left the Library in August 2008 to take a full time position in the WPI Library. Because her position has become a "revolving door" it was decided to hire an experienced librarian from Bibliotemps to fill the position. Michele Reich, a professional librarian with an MLS and strong experience in interlibrary loans was hired in September 2008 to work 11 hours per week. Her experience and professional training enabled her to "hit the deck running" without extensive involvement of my time training her. The decision to hire an experienced person has proven to be very fruitful, time-saving, efficient, and easy on the staff. I would like to thank both Jim Hogan and Karen Reilly for letting me make that decision. Christine Clayton continues to be the Assistant Librarian and cataloger.

Christine's cataloging has continued to keep pace with new acquisitions with time available to continue digging into the Library's backlog. The backlog in the work room has dwindled to 15 books and the backlog of all Japanese language books has been eliminated with the help of the Asian Art Curator. There is still a backlog of hundreds pamphlets in the stack room and many problematic rare books. We weeded out substantial sections of the reference collection which has been replaced by electronic records. The additional shelf space is used for the ever-growing collection of auction catalogs which the curators want to keep in hard copy. We acquired a beautiful old book case to house the "rare folios" and added the new location to the holdings section of the cataloging record. Not only does the book case provide secure protection for the books, but eases space problems in the folio shelving.

The funds for Roberta Pospisil's position ran out in February, 2009. Roberta was the slide scanner and cataloger for the TMS Light database. Repeated requests to the Barnard Foundation to replenish the funds have gone unanswered, and we don't know if the Foundation still exists given the current economic climate. Roberta has graciously continued to work on a volunteer basis for three hours a week to keep the project alive while we continue to seek alternative funding. TMS Light now has over 7,000 images with metadata and is used heavily by the marketing, publications, and education departments of the Museum.

The Library continued to spearhead the ongoing events: WAM 101, Profs'. Night and Career Night. WAM 101 and Career Night are targeted to all students in the Worcester Consortium and Profs'. Night is targeted to all faculties in the Worcester Consortium. All three events were again extremely successful and will be offered again next year. The format of Profs'. Night will change next year in order to accommodate more people and eliminate the waiting list. Another significant accomplishment this year was the addition of the Worcester art Museum as a stop on the Consortium shuttle. The stop makes it easier for college students who don't have cars to visit the Museum.

The Friends of the Library continue to be a viable and productive support group for the Library and have 49 members.

Goals for FY 2010:

- Start work on eliminating the backlog in the workroom, specifically the pamphlets and the rare books
- Start work on the conversion of the Dewey Decimal classification to the LC system
- Move old Christie's and Sotheby's catalogs to the attic to create more shelf space downstairs

Respectively submitted by,
Debby Aframe
Museum Librarian