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# Holy Cross Libraries Annual Report FY2010

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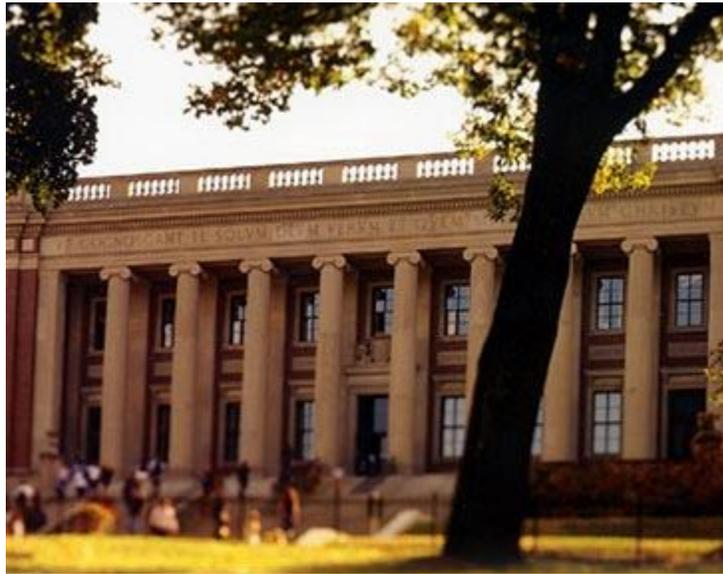
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**Holy Cross Libraries  
Annual Report  
FY2010**



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



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## Interim Director of Library Services

by Karen Reilly

This report from the Interim Director will highlight the accomplishments of and the challenges to the library during this past academic year. It is followed by brief individual reports from library departments, a list of professional contributions, a statistical summary of library collections (print and electronic), and a letter from the Head of Reader Services concerning space issues.

At the end of FY2009 the College announced an early retirement plan in response to the budget crisis. Six members of the library staff were eligible. Four members, including the Director, decided to retire. In addition, three support positions in Technical Services were already vacant. Several adjustments were made to the existing staff to carry us through the year. Karen Reilly, Associate Director, was appointed Interim Director. Mary Moran, Principal Cataloger, was appointed Acting Head of Acquisitions and Cataloging. The three remaining Technical Services positions (Alessandro Camarra, Renee Haddad, and Mary Beth Pappie) were upgraded and the vacancies were not replaced. The Electronic Reserves Coordinator (Mike Zeller) became the Coordinator of Reserve Services. The part time ILL retirement was replaced with a full time person (Phil Telemaque). The Reference and Instruction Librarian also left the college. Laura O'Neill was hired in this position. Early in the fall, the Dean appointed Prof. Jim Kee as Chair of the Search Committee for the Director of Library Services. A successful search was completed and Kathleen Carney, Associate University Librarian from Boston College was appointed Director. She arrived on campus June 1.

Due to a variety of factors the operations budget was adequate this year even though it received a 2% increase instead of the usual 3%. Several of our vendors kept database prices at FY09 prices, titles were moved to the electronic format, and several Elsevier titles were cancelled in favor of the pay-per-view Article Choice product. This latter experiment has proven to be quite popular with the faculty as they now have access to many more titles than were subscribed to in the past. New subscriptions were kept to a minimum in anticipation of future budget constraints.

A major component of the library program for the past few years has been our participation in Montserrat. Patty Porcaro, Head of Reader Services, is the senior liaison to the Montserrat program and has quite successfully lead the library team. Now that an introductory program has been established for the freshmen class it is time to start exploring the possibility of a more in-depth program for upper classmen, perhaps a one to two credit research skills class.

For many years the library staff has seen a tremendous amount of waste generated by free printing. In conjunction with ITS, an open-source print management system (PaperCut) was installed over Christmas Break. The Holy Cross community is still allowed free printing, however, outside users are charged \$.10 per page. In FY2009 a total of **3,719,372** prints were made in all 3 libraries. In FY2010 the total decreased slightly to **3,397,575** for a difference of **321,797**. Dinand experienced an overall decrease of 286,150, Music an overall increase of 54,567, and Science an overall decrease of 85,714. A very significant number, and hopefully a trend, is the difference between the fall (1,970,280) and spring (914,660) in Dinand. Science has a scanner available and it has been reported that it gets heavily used, and that the students are not

scanning then printing. A scanner has also been available in Dinand. This year we will deploy a few more scanners. Unfortunately, our costs for this year increased by \$9,000. New printers had to be installed and a few generic toner cartridges leaked, one very badly. In order not to jeopardize our printer maintenance contract we had to use the twice as expensive HP cartridges to ensure printing accessibility for the students. We are currently researching a few different vendors of lower cost cartridges, and hopefully, this scenario will not be repeated next year.

In addition to PaperCut we have made progress in a few other technological areas. The library website has been migrated to Drupal and will be launched soon. Encore, III's discovery tool, will become the default search engine. The classic catalog will still be available for those who prefer that interface. Research Pro, the III module that allows searching across several databases, and is embedded in Encore, has also been configured. Our Interlibrary Loan software vendor, Clio, offered an upgrade that is very patron friendly and will allow them to check the status of their requests online. It has been purchased and will be installed by ITS in the fall.

The economic crisis has affected our relationship with two outside organizations. The first is the Central Massachusetts Regional Library System. The state is in the process of consolidating the current six regions into one Massachusetts Library System. Our local organization ARC (Academic and Research Collaborative) used CMRLS for many administrative functions. In light of this development I volunteered to host the 3 listservs and the website. The other organization is the Worcester Art Museum. Since their endowment has also dropped they may not be able to support their library. We are currently in discussion with them concerning our future relationship.

It is time to look at the libraries physical space and equipment issues. Dinand, in particular, is in need of another facelift. The new furniture a few years ago was very well received by the students. However, the move from print to electronic and the change in how students study requires that we hire a consultant to look at how our spaces could be better utilized. Students are requesting technology rich group study rooms, a 24/7 space, and a coffee shop. This summer we are creating 2 group study rooms in Science. Music is another space that needs to be studied. Its collection has outgrown the library. Some of our equipment is also getting old. The microfilm machine and the Dinand security gates are nearing end of life.

The retirement of the Director and several other staff members has made this a very unusual and stressful year. Nonetheless, the library program was very successful. I want to thank each and every one of the staff for their excellent work and for their support. I also want to express my thanks to senior administration for allowing the continuance of and initiation of new library projects during the interim period.

## **Access Services**

**by Eileen Cravedi**

Staff changes this past year within Access Services include the acceptance of early retirement by Judith Morano, Reserve Coordinator, and by Gail Montysko, Interlibrary Loan Coordinator-Lending. Due to the decrease in traditional reserve operations, duties previously assigned to the Reserve Coordinator position have been incorporated into a new position, that of Coordinator of Reserve Services. This newly formed position also includes the duties of the former Access Services Assistant position, mostly focusing on electronic reserves. Michael Zeller occupies this position. Philippe Telemaque, former part-time Evening Weekend Supervisor, has filled the position of Interlibrary Loan Coordinator – Lending. Finally, one new P/T staff – Evening/Weekend Supervisor was hired.

The PaperCut print management system was implemented during the Spring 2010 semester with little to no resistance from the student body. Outside patrons also quickly adapted to being charged for printing. With this system printing becomes more deliberate, having to release the job at the print station. We hope to see a reduction in printing in the long term, and have (anecdotally) seen a reduction in unwanted print jobs left behind.

The Dinand Library employed approximately 52 student workers this year. We rely on our student employees to staff service areas as well as re-shelve books and maintain the stacks. We continued our “Food for Fines” campaign but saw a significant decrease this year in donations. Circulation of reserve materials continues to decrease as more faculty members are taking advantage of electronic reserves and Moodle. For the first time since we began using electronic reserves (Sp2001) there was a minor decrease in usage. Perhaps more faculty are utilizing Moodle as a one stop Learning Management System, posting required readings there instead of within ERes. Contrary to our decreased circulation and in-house usage, there was an increase in the number of items shelved over the past year, most likely due to periodical binding and new book acquisitions. The number of book repairs and meeting room set-ups remained consistent over the past year.

We continue to be a Net Lender within the Central Massachusetts Regional Library System. Our Interlibrary Loan operations saw a slight decrease in most areas (Lending & Borrowing in Dinand, and Lending in Science) except Borrowing for the Science Library which saw a slight increase.

Our exposure/reach to the academic community on campus seems to be gaining ground. More and more faculty members are requesting bibliographic instruction sessions or recommending to their students that they seek research assistance from the Reference staff. We (I) provided instruction to a variety of academic departments and concentrations including: Anthropology, College Honors, Classics, English, German, History, Political Science, Sociology, STWL, and WGST. We strive to educate our students in efficient, effective research skills that will serve them during their time here as well as make them critical consumers of information as life-long learners. Through our collaboration with the Montserrat program, we are providing our students with these skills early on. I also remained active in campus committees as well as in regional and national professional organizations.

## **Acquisitions and Cataloging**

**by Mary Moran**

FY2010 was a year of change for the Acquisitions and Cataloging Department. Due to retirements and vacant positions that were not filled, our staff of 8 just a few years ago became a staff of 4 this year. Because of the early retirement of Nancy Singleton at the end of the last fiscal year, Mary Moran, Principal Catalog Librarian, assumed the position of Acting Head of the department. Lisa Villa, one of the library's evening supervisors and a former cataloger, agreed to work 10 hours a week in the department to supplement Mary's greatly reduced cataloging output and to help ease the burden on Catalog Librarian Tess Huaman. Technical Services Assistant--Cataloging Specialist Alessandro Camarra learned how to perform some acquisitions ordering procedures to serve as back up in the event of the absence of Renee Hadad, the Acquisitions Specialist. We also had the assistance of a work study student for 4 hours a week this academic year to help us process library materials.

### **Acquisitions**

The library book and audio-visual materials budget for FY2009 was **\$250,000**. As of June 8, 2010, we have spent **\$116,344** on firm orders and have received **2,996** volumes at an average cost of **\$38.83** per volume. **\$99,177** was spent on **669** volumes of standing orders at an average cost of **\$148.25** per volume. The number of print standing orders received this year was **9%** less than last year due to the number of standing orders we now receive electronically. Both firm and standing order average costs increased slightly this year over last year's prices. **567** gift volumes were received and processed. At this time we have a cash balance of **\$32,478**, but much of this is encumbered by our outstanding firm orders. We also expect to receive many of these firm orders as well as additional standing orders by the end of the fiscal year.

### **Honor with Books**

Currently in its seventh year, the Honor with Books program continues to supplement the library's book budget. This year we received donations totaling **\$3,100** honoring **29** Holy Cross graduates. However we expected the program to be as popular this year as it was in years past, so we purchased 75 books to be ready for the parents' orders. We wanted the volumes to be received, processed with the personalized bookplates affixed, and ready to be displayed in the library during graduation week. Unless more donations are received, though, the library's book budget will have to bear the added expense of the extra 46 books. Still, we hope that this program will continue not only because of the additional funds it creates but because of the good will it produces when the graduates and their families come into the library and see their chosen book, a lasting memorial to them.

## Cataloging

RUSH books are cataloged promptly, but we are about three to four weeks behind in our cataloging of other new books. This backlog is to be expected at this time of year since the staff often uses vacation time in June. By the end of May 2010, **3969** volumes were cataloged and processed. This total is a decrease from the **4,629** volumes cataloged in FY2009. In addition, **21** videos, **113** DVD's, **9** audio cassettes and CDs, and **16** CD-ROM's were cataloged. **39** volumes were cataloged for the Rehm Library and **62** volumes were cataloged for Ciampi. A total of **121** DVD's and **12** videos were cataloged for the Multimedia Resource Center. Also, **909** volumes of serials bindery were processed. **100** additional volumes have been received recently but these will not be processed before the end of the fiscal year. Because we have fewer staff members than we once did, we frequently need to prioritize our work to be sure that our patrons receive needed materials in a timely fashion. For example, we have not been able to do authority work which was previously an important but time-consuming task. Therefore, some of the names and subject headings in our online catalog may not exactly match those used by the Library of Congress. On a more exciting note, this year Tess Huaman began cataloging lectures given at the Center for Religion, Ethics, and Culture. Researchers may find and access **49** podcasts through our online catalog by doing a speaker, subject, or keyword search. The catalog record has a link to the Center's "Listen and Learn" web page where users may access the audio in two formats, online streaming media and downloadable mp3s on iTunes U.

## Archives and Special Collections

by Mark Savolis

This report will highlight some of the activities and accomplishments of the College Archives and Special Collections department for the 2009-2010 Academic year.

We had 354 registered visitors to the archives this year as compared to 341 for last year. We did not keep statistics on the number of phone, email or verbal reference requests since we felt that this number has become meaningless. Some reference questions require hours of research while others are instantly answered, but both were logged in the same way. This coming year we will record "significant" reference requests.

We provided access to the Jackson Pollock Sketchbooks for several art classes during both semesters and to the Jesuit Relations for two history classes in the fall. We gave tours of the archives and provided materials to the "Historians' Craft" classes and to the "History of Holy Cross" class. We also provided a short tour and material for the "Americans in Paris" class and to a class of students from Assumption College studying the El Salvadoran Martyrs.

Members of the department presented a total of 10 exhibits this year. Four of the reading room exhibits used two or more cases. The "Chesterton at Holy Cross" exhibit was especially well-received. It was mounted in conjunction with the 80<sup>th</sup> anniversary celebration of G.K. Chesterton's visit to Holy Cross. Work-study students contributed to the Chesterton exhibit, the Pre-Columbian art exhibit and the lacrosse anniversary exhibits. We completed the online exhibit entitled, "Dinand Library: Then and Now" and have completed, but not yet published an online exhibit of the college's outdoor sculpture.

We accessioned 60 collections this year. We no longer accept, store and shred CEF's for the academic departments. This change in college policy has decreased the amount of records that arrive in the archives. We processed 18 Special Collections including the records of the Collegium and the Edward Golden Papers. Both of these collections were recent donations. Mark continued to process the Jesuit community records and the Deaf Catholic Archives. He worked with Roger Hankins and Tim Mines on the return of some of the Rosetto paintings at the college.

Sue copied college scrapbooks, organized the annual reports in the Dean's files and processed professor Bizzell's department chair and committee files. She relabeled most of our archives boxes with new plastic label holders making them easier to read or change when necessary. She also kept pace with filing all the records that arrived in the archives from campus offices.

Nancy Singleton cataloged 166 volumes of the Jesuitana Book Collection to finish off the remainder of the Jesuit Community grant. The funds from this grant have now been spent, but we hope for a new infusion of money this summer. With the departure of personnel from the library's cataloging department, there was no significant progress in cataloging of the rare book collection.

Sarah had 23 reel-to-reel films reformatted and answered requests for copies of 40 photographs. In addition she had 26 photos copied for publication in various books, journals and the web. She added 300 photographs to the photo collection and reorganized the oversize photos. She created an online form for ordering films on our website. She also produced “mystery photo identification boards” for both reunion weekends. We completed the digitization of the Crusader for the 1960’s and 1970’s.

Sarah and Mark attended the Society of American Archivist’s Conference in Austin, Texas and each of the then attended one of the two New England Archivists meetings. Sarah also attended a session on D-Plan disaster planning at NEDCC and Mark and Sarah both attended the disaster planning session sponsored by ARC. Sarah is serving on the NEA fall 2010 program committee, while Mark is on the local arrangements committee for the same meeting.

## **Educational Technology**

**by Mary Morrisard-Larkin**

Much of the summer and early fall was spent completing the College's transition to Moodle. We conducted more than twenty training sessions and supervised student workers who moved more than two dozen community group sites 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 200.

In an effort to expand Moodle's utility, we have also begun to add some new modules into the system including a module that simplifies the file upload process, a module that would allow faculty to schedule office hours electronically and a discussion board module that incorporates audio recordings with text called Nanogong. This spring, Educational Technology formally joined the Collaborative Liberal Arts Moodle Project which is a group who "collaborate to develop and support Moodle, with an eye toward the issues unique to a liberal arts environment". We look forward to becoming active participants in this organization in the coming year.

As we were finishing the Moodle Project, ITS and Public Affairs began a search for a new Web Content Management tool. Once Drupal was selected, Mary Morrisard-Larkin was asked to create sample Web sites and write documentation for Web editors. Four talented student workers moved 18 academic department and 14 programs into the system during the past year. The remainder of the academic Web sites should be moved by August 31, 2010.

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

- On-line Forms (Dean's Office) – Web-based forms or Moodle Questionnaires were created so that the following processes could be streamlined:
  - Language Placement Exams (Students can now take the exams 24/7)
  - Audio-Visual Requests for taping lectures, etc.
  - Marfuggi Award for Academic Advisement
  - Mid-Semester Evaluations
- Mahara E-Portfolio Project (Teacher Education Program) – Four TEP students created digital versions of their teaching portfolio in Mahara, a tool that will interface with Moodle once we upgrade to version 2.0. These can be shared with potential employers via a URL or by downloading the files and burning them to a CD.
- On-line testing (Modern Languages & Literatures) – All Directed Independent Spanish course exams were moved to Moodle, replacing older, less-dependable technology.
- Approaches to Social Research (Royce Singleton) – The Web site for this textbook was re-designed and updated to reflect the new edition.  
[\(http://college.holycross.edu/projects/approaches5/\)](http://college.holycross.edu/projects/approaches5/)

- Summer Mathematics and Science Institute (Education) – This Web site was created and maintained for Worcester Public School teachers who were participating in an enrichment program taught by Holy Cross faculty. (<http://college.holycross.edu/departments/education/wps/>)
- Survey History of Architecture (Jody Ziegler) – Video recordings of class lectures to Flash were converted to Flash so that they could be streamed on the course’s Moodle site. Student assistants were trained to use the Moodle Quiz module.
- Geographic Information Systems (Robert Bertin) – Creation of maps and data analysis for Worcester County botanical survey.
- WordPress Blogs (Michelle Sharp) – Developed a course blog for Survey of Spanish Literature 2. (<http://msharp.me.holycross.edu/>)

Our biggest concern continues to be sustaining our faculty training workshops. With the exception of our Moodle workshops, attendance at our summer workshops was very sparse and, during the academic year, at least half of our workshops were not held because no one registered or those who were registered failed to attend. On the other hand, we were successful in integrating two pedagogy sessions into the New Faculty technology orientation, the second of which featured faculty who talked about how they were using different technologies in the classroom. We hope to collaborate more with the new Associate Dean to expand pedagogically-based training sessions offered to faculty and to explore the place of technology in the new Center for Teaching and Learning.

## **Electronic Resources Librarian**

**by Robert Scheier**

A total of \$580,570.16 was spent this fiscal year on e-resources, a 43.8% increase over last year. Of this, \$373,866.45 was spent on e-journal packages, \$46,606.80 on e-books, and \$160,096.91 on databases. This does not include individual e-journal titles ordered by the Periodicals Department.

48 e-resources were evaluated this year. Of these, several new major e-resources were added to the collection:

- American Men & Women Of Science
- Annual Reviews
- Art & Architecture Complete
- Art Retrospective
- Blackwell Collection (Merged List With Wiley)
- Chronicle Of Higher Education
- Current Digest Of The Post-Soviet Press
- Gartner
- Hispanic American Newspapers, 1808-1980
- International Financial Statistics
- International Studies Encyclopedia
- IOP Science
- Music Online
- MyLibrary (patron selection program will be added soon)
- Nature Journals Online
- Naxos Music Library
- New Catholic Encyclopedia. Supplement 2009
- Oxford Journals
- Palgrave Macmillan Journals
- Sage Journals Online
- Statistics Sources
- Testaments To The Holocaust
- Twentieth-Century Literary Criticism

New e-resources often require a license. This year the library negotiated several new licenses. These include: Anthrosource (Merged with Wiley), Annual Reviews, Coutts/MyLibrary, Hispanic American Newspapers, IMF International Financial Statistics, IOP Science, S&P CompuStat, Sage Journals, & the Wiley/Blackwell Merged Package.

The ERM Coverage Database and corresponding MARC Records were updated monthly this year. The coverage database update process manages 66,544 holdings records. The marc update process adds and deletes records as needed to keep our 38,310 MARC records for our e-resources complete and up to date. This provides our users quick and easy access to all our e-resources via the online catalog.

Research Pro, the library's newest search interface is currently being implemented. Research Pro provides a simple "Google like" search box that can search multiple library e-resources simultaneously. All resources to be included in Research Pro have been selected in consultation with the Reference staff, and the user interface is being customized and tested.

Encore, the library's new discovery platform is also in the beginning stages of implementation. Encore will enhance the library's catalog interface to including faceted search results, Did You Mean...?, relevance ranking, tag cloud, etc. And Research Pro will be integrated into Encore as well. By the fall semester, Research Pro and Encore will be ready to roll out to our users.

This year, the library has also implemented openURL linking from Google Scholar. This new service provides visibility of the library's extensive electronic journal collections. Now, when users search Google Scholar, the results prominently display links back to Holy Cross's paid-for ejournal subscriptions, i.e., full-text, rather than to publishers websites, which many times are inaccessible.

Libraries and its users are taking a renewed interest in ebooks. With that in mind, the library evaluated several prominent ebook platforms this year, including: ebrary, EBL, MyiLibrary, Springer Ebooks, and Books24x7. From among these, the library selected MyiLibrary as the best platform for Holy Cross. In the new fiscal year, the library will be offering our users \$10,000 of new ebooks on the MyiLibrary platform. Selection will be done via the MyiLibrary patron selection service, which allows ebooks to be accessed and selected directly by our users. Ebooks are automatically purchased on any second use by a patron. First uses are free of charge. This is a pilot program, and will be evaluated when completed.

ArticleChoice, Elsevier's print on demand service, continues to be a popular resource for faculty, and students. This year, 1,418 articles were downloaded at a cost of approximately \$29,250. Student use was the highest, with 837 articles downloaded, followed by faculty with 468, and staff with 5 articles downloaded. The per-article cost is approximately \$20.63.

Students currently access this service via the library's mediated "Fast ILL" service, while faculty access is primarily done directly via the web. ArticleChoice continue to be evaluated. At present the library has only 16 months of usage data collected. A longer data span will help present a clearer picture of the demand and cost of continuing this service, and possible expanding direct access to our students.

## **Music Library**

**by Alan Karass**

The 2009-2010 academic year was an active 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 provided library instruction sessions to fifteen Music Department classes and three Montserrat classes, reaching 452 students. These classes were complemented by tours and hands-on research training in the library. The Music Librarian answered over 425 reference questions during the 2009-2010 academic year.

This year's circulation transactions totaled 11,006. The number of reserve room transactions was approximately 1,079. The Music Library and the Music Department used Moodle to offer access to reserve material for most courses. Journal articles, book chapters, scores and MP3s were made available online in compliance with copyright law. Students and faculty were extremely satisfied with Moodle. It ensured that essential course materials were available all the time. In May 2010, subscriptions to Naxos Music Online and Music Online! (Alexander Street Press) were purchased. These streaming music and video products will be valuable learning aides and research tools for both faculty and students.

Library traffic can be measured using the automated patron counters in the security gates. There have been 103,721 hits registered on the counter this year. This is an 11% decrease from last year; the reduction is undoubtedly a result of the transition from print to electronic reserves.

The collection continues to grow at a consistent rate. Approximately 210 compact discs, 290 scores and 235 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 India, Africa and the Middle East. Approximately 680 book, score, video and sound recording titles were ordered this year. A trial membership has been set up with Better World Books so that items deaccessioned from the library can be sold by reputable vendors. Proceeds from these sales will be issued to the library in the form of credit and will be applied to future purchases.

The Music Library continues to be aggressive about collection preservation and bindery projects. Approximately 55 items were sent to Acme Bookbinding during the 2009-2010 fiscal year.

Alan Karass served as a member of the Music Library Association's Education Committees. Alan completed his second year of the Ph.D. program in Ethnomusicology at Open University. As part of Open University Music Research Day on October 14, 2009, he presented a paper titled "Sufism and Spectacle in Tunisia" at the University's Walton Hall campus. Alan served as editor for the inaugural volume of the American Recorder Society's David Goldstein Editions. *Sacred Trios*, a collection of music for recorders or violas da gamba by David Goldstein, was published in December 2009.

Julia Severens has made significant progress cataloging items from our compact disc backlog while successfully managing student staff, circulation, equipment, and reserve room operations. In October, the Music Library was a test site for “Papercut”, the print management system now used in numerous locations on campus. Julia and Alan instructed patrons in its use, and worked with ITS and library staff to work out problems with the system. Jared Cowing, a library school intern from the University of Rhode Island, joined the library staff in April 2010. He has been copy cataloging scores and materials for the research collections.

In March 2009, the Hennessey Collection (20,000 LPs donated by William Hennessey, MD '55) was moved from the Writer's Workshop to a storage space in the Science Library. The relocation of the collection allows for more room for students and staff in the Writer's Workshop.

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 soon be severely compromised without additional space.

### **Rehm Library**

This is the seventh 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.

## **Reader Services**

**by Patricia Porcaro**

It is not too much of a stretch to characterize the year by a phrase borrowed from the business world—that of “disruptive innovation.” The year began with the early retirements of the Library Director and other “senior” members of the library staff along with “two experienced non-exempt staff members in the Reader Services Department.” Also, there was the abrupt departure of one of the professional Reference staff members. Thus, it seems that a large portion of the year was devoted to finding replacements for key staff positions. However, just as in the business world, some of these disruptions have resulted in positive changes.

As in previous annual reports, the Head of Reader Services will concentrate on reference and instruction while the very able Access Services Librarian, Eileen Cravedi, will report on the several public service areas under her supervision. Before moving on to the substance of this report, Eileen Cravedi deserves special recognition for her reference and instruction accomplishments as well. She has received many compliments from the faculty for her classroom efforts.

### **Reference and Instruction**

The successful recruitment of a passionate and “innovative” Reference/Instruction Librarian, Laura O’Neill Hibbler, has improved services for our patrons and staff. With the establishment of a Reference Wiki, creation of “just-in-time” web tutorials, outreach and marketing initiatives, implementation of a Text-a-Librarian service, to name a few, Laura has re-energized the Reference department. Gudrun Krueger, Reference Librarian, ran the Give-a-Book drive again for a second year collecting 250 books.

Much appreciation goes to Diane Gallagher, Periodicals Librarian, for her continued professional help at the Reference Desk. Plus, we are pleased that Bob Scheier, Electronic Resources Librarian, has volunteered to share his expertise by serving at the desk this year as well. I would be remiss if I did not mention the enthusiastic support of Carolyn Sager, who serves one night a week at the Reference desk. Carolyn recently achieved her MLS from Simmons College. She is a veteran worker at Dinand having spent the last three years as the Saturday night supervisor. She created an exceptional Holocaust LibGuide.

## Reference Statistics

### Service Desks:

• Reference Desk	2729
• Circulation Desk	1894
• Periodicals	<u>150</u>
• Total	4773* (queries)

### E-Mail Reference:

156

\*Reflects a slight increase of 499 transactions from last year. (Additionally, we added two statistical categories: **Text Reference** (started in April of 2010 = 21) and **Virtual Reference** = 93 (these are questions that our librarians answer for the AJCU Virtual Reference service while monitoring the queue).

### Course Integrated Instructional Sessions:

• Montserrat Seminars	30	474
• Varied courses	59	945
• Multi (law journal, labs, honors)		<u>9</u> <u>180</u>
• Total	98	15 99 (participants)

### Summer09/Tours & Workshops

• Passport & Odyssey	4	145
• Abby Kelley Foster IB		<u>1</u> <u>16</u>
• Total	5	161 (participants)

### AJCUVR

• Virtual Reference	219 (queries)
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As a member of the Implementation Task Force for the **AJCUVR** (Association of Jesuit Colleges & Universities Virtual Reference) project in June 2004, I am pleased that we have been able to maintain this program for the Holy Cross community as we head into our seventh year of service. While the numbers do not show huge gains and hover around the 200 range, the questions from our patrons have become more substantial suggesting the need for a 24/7 anytime-anywhere digital service. It is one of my duties to review the interactive transcripts. I'm happy to report that the quality of assistance from participating members is commendable.

### Montserrat

At the Montserrat Faculty Development meeting, 06/01/2010, the Head of Reader Services had the opportunity to share some recent results from Project Information Literacy, a National Research Study by the Information School, University of Washington. This phase was titled, "Finding Context: What Today's College Students Say about Conducting Research in the Digital Age." Students reported about their frustration in conducting "course-related research." Since the Montserrat Librarians have emphasized the "point-of-need" approach to adopting research skills, this was very timely information. All "course-integrated" research sessions have increased this year, and the Montserrat sessions have nearly doubled from sixteen to thirty. (See LibGuide: <http://libguides.holycross.edu/montfaculty> )

While traction has been made in advancing some of the Library goals for Montserrat, there is still some headway to be made in personalizing relationships with first year students. We hastily put together a “Personal Librarian Program” at the beginning of the 2010 academic year to make contact with “each” of the incoming freshman. Similar to a faculty advisor, a personal librarian would serve as an initial contact for first year students to help navigate through the many library resources and assist with research. Seven librarians agreed to serve as a personal librarian for a hundred plus students. We distributed welcoming letters and sent periodic emails but do not have any real measurement of its affect on the students. Thus, we would like to market the program more aggressively this fall.

With respect to measurement and affect, we plan to develop more concrete ways to evaluate this and other services next academic year.

**Miscellaneous:** please find letter (Appendix C) addressed to Jim Kee, member of the Strategic Planning Committee, regarding physical space issues and concerns for the library.

## **Science Library**

**by Barbara Merolli**

With the predominant demand coming from science related topics, the students' use of the Science Direct Article Choice ("pay per view") program to request articles from journals published by Elsevier skyrocketed this year. The number of articles requested increased from 47 articles in the first (and partial) year of the program last year to more than 600 in '09/'10. Because each request is carefully checked to ensure the article is not available through other databases, in print, via a previous request or via open access before purchasing the article, and because a copy of each article is saved to help avoid purchasing the same article more than once, this process is labor intensive. Carrie Peck, the library assistant methodically manages the process in an organized and efficient manner, providing a fast response to requests for articles.

The ongoing renovation work in the science complex continued to impact the science library with two physics instructors continuing to use library study rooms for offices during the fall semester. The science library benefitted from this year's renovation work with the installation of new carpet and new window treatments, completion of two emergency exits, refurbishment of the main entrance doors, and a fresh coat of paint.

Despite the ongoing renovations, the library still experienced overflow demand for study space during the fall semester study & final exam period when we once again pressed every bit of available space into service to provide extra seating. Moreover, the completion of the renovation work in January 2010 for the start of the spring semester resulted in a 100% increase in a gate count taken in February 2010, compared to a similar week in October 2008 (just prior to the onset of the renovation work).

Due to the ongoing conversion of print journal subscriptions to electronic format, a journal display/storage unit that obstructed the view of the library from the atrium became surplus. Instead of discarding the unit, library staff members coordinate the recycling of it by Physical Plant into a bookcase unit which has enhanced the appearance of the library both from within the library and from the atrium and Haberman when looking into the science library. The reference collection was moved to this bookcase unit, resulting in increased use of reference materials, easier access to the science librarian's office for reference assistance, and greater visibility of the Rev. Joseph O'Callahan (for whom the library is named) commemorative display.

At the science complex dedication and blessing ceremony in March 2010, the science library assisted in hosting the honorary guest, Dr. Joseph E. Murray '40, (performed the first successful organ transplant in 1954) by providing an interview room for Dr. Murray to meet with the local media. Library staff members and science students had a delightful conversation with Dr. Murray's family members while the media interviews were underway.

Also in March, science library staff members created a commemorative display of B.T. Lingappa, Ph.D., Emeritus Professor of Biology at Holy Cross College in conjunction with a memorial reception in Dr. Lingappa's honor held in the Smith Labs atrium. Members of Dr. Lingappa's family visited the science library to view the display and reminisce about Dr. Lingappa.

As the Montserrat Natural World cluster library liaison, the science librarian provided bibliographic instruction sessions to several seminars and individual students, and participated in several co-curricular activities: viewing of the Disney Nature movie, *Earth*; campus arboretum walk (videotaped for absent students), lecture-recital demonstrating the differences between various musical instruments; author talks (Greg Mortensen on *Two Cups of Tea*, Frederick Grinnell on [\*Everyday Practice of Science: Where Intuition and Passion Meet Objectivity and Logic\*](#) and Michael McCormick on *Climate Change and the Fall of the Roman Empire*), and end of year cluster dinner.

Reference statistics were 438 directional questions (452 last year), 259 short reference questions (221 last year), and 149 extended questions (92 last year). One reason for the increase in reference questions is that the part-time library assistant answers questions the two evenings and one weekend day that she works. Circulation statistics increased significantly: book checkouts and renewals grew to 1,983 from 1,499 last year, and reserves grew to 1,800 from 835 last year. Periodicals fell to 45 from 52, reflective of the move toward electronic resources.

Library instruction sessions increased from 23 sessions to 54 (21 of these were individual consultations) with a total of 467 participants (341 people last year).

Recognition is extended to **Carrie Peck**, library assistant, and **Heather Dennis**, part-time library assistant for their continued and consistently outstanding performance. The 23 **Student Assistants** also did a great job, especially considering they only work a few hours a week, and have many procedures, rules and regulations which they are expected to know.

## Serials

by Diane Gallagher

Many publishers, not all, responded to the recent economic crisis by not increasing their subscription prices. Consequently, overall price projections were lower than they have been in many years. The library also made significant dollar cuts in subscriptions. With faculty consultation and approval, we cut \$33,585 in print Elsevier Economics titles (20), \$19,038 in print Elsevier Psychology titles (12), and \$1,070 in Library print Elsevier titles (3) – with the understanding that significant portions of this money would be re-allocated to funding the popular and successful Article Choice program instituted by the library via a pilot project last year. We also cut \$8,263.57 print Project Muse titles (69) which were duplicated online, and (\$3,675.55) general titles (13) for a total of \$65,632.12.

We canceled our 54 print Sage titles and purchased the electronic Sage journals package this year; by doing this, the library was able to add 494 new titles to the collection; 5 of the titles (\$3,923) included in the package had long been on our faculty request list. Sage had previously withdrawn all of their electronic content from aggregator databases and the only way to online access was directly via an agreement with Sage. We currently receive a total of 5,393 titles: 1,261 print subscriptions and 4,132 electronic subscriptions. We added 501 new online titles. We converted 153 print titles to online, cancelled 52 titles, withdrew 2 titles, and 5 titles ceased publication. We also canceled 8 microfilm titles for \$1,369. By means of direct and aggregator sources, we have access to 38,302 unique electronic titles. We paid a total of \$408,674.71 for print subscriptions this year and \$502,599.07 for electronic subscriptions for a total of \$911,273.78.

We spent \$19,957.50 on bindery. We bound a total of 1,599 volumes: Dinand 921, Science 625, and Music 53. Additionally, we reviewed and revised our bindery process and procedures; we have stopped binding JSTOR and Project Muse titles. We are looking at alternatives to binding such as sending annual and physically durable volumes directly to the stacks, in-house laminating, boxing lesser used titles and opting for longer current retention on print titles available online through aggregators. 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 11,688 pieces of material and shelve 10,763 items. We processed 15 cartons of art periodicals previously received from the Visual Arts Department; most of the material was duplicative or of short, incomplete runs. We added some material to the collection and gave some to the Worcester Art Museum. Fr. Reiser donated issues of *Concilium* and 18 of these were added to the collection. We performed routine financial and title support and maintenance for the Jesuit Residence library's subscriptions. Work on OCLC local holdings statements included: Dinand: 32 additions, 404 updates, 21 deletions; Science: 7 additions, 89 updates, and 12 deletions.

Approval was given to change and upgrade the three technical services positions to Technical Services Assistant, level five. Currently Mary Beth Pappie, Alessandro Camarra and Renee Hadad share the duties of receiving, sorting, and opening the incoming mail. Alessandro Camarra, Cataloging Assistant, unpacks, sort and checks-in returned bindery. We plan to expand

cross training to include serials check-in and claiming, ordering and receiving books, book processing, and copy cataloging.

The Collection Development Team reviewed database changes and possible purchases. The print *Annual Reviews* package, *International Financial Statistics* and *The Chronicle of Higher Education* were changed to online. *The Hispanic American Newspaper Collection* was acquired. The team is currently looking at EBook provider options. Diane worked with Acquisitions to select books for the General and New Book Funds and with Acquisitions and Development to select books for the Honor with Books Program.

Diane and Laura O'Neill, new Reference Instruction Librarian, produced the sixth edition of the Library Value Statement which was sent out electronically and ahead of schedule. Diane serves as liaison to the English and Theatre Departments, and worked with Prof. Leah Hager Cohen, the new William H. Jenks Chair in Contemporary American Letters, on book purchases for the Elisabeth E. Sheehan Poetry Collection. The Periodicals Department answered 173 reference questions: 66 Info/Directional, 82 Quick Reference, and 25 Extended Reference. Diane works at the Reference Desk on Thursday mornings and also assisted with the Odyssey and Passport workshops, the Montserrat First Year orientation, and took part in the new Personal Librarian Program.

## **Visual Resources**

**by Janis DesMarais**

New initiatives and transition have continued their roles in the operation of the Visual Resources Library this year. In the fall of 2009, with the summertime completion of the move of the slide cabinets to Fenwick 404 to create the Slide Study Room, the former Slide Library, O’Kane 497, became the new Visual Resources Library. Equipped with one PC, two iMac computers and comfortable seating, traffic has increased in the space and has contributed to greater staff visibility for both students and faculty. The Visual Resources Library also houses the (Visual Arts) departmental book and VHS/DVD collection. One of the accomplishments of the fall semester was the cataloging of the video collection and its inclusion in the main library catalog. Since then, there have been a total of 98 checkouts and renewals from this newly discoverable set of materials.

ARTstor instruction continued and a new Imaging Skills instruction program was developed to support Visual Arts’ learning outcomes assessment. Staff provided eight short introductory ARTstor sessions in the classroom, three extended ARTstor class sessions lasting thirty minutes or more, and two workshops with Educational Technology staff on image use in the classroom, covering ARTstor and Photoshop use for instructors. The Imaging Skills program for art history majors was piloted in the fall of 2009. Ten senior art history majors participated in a redesigned approach to technology instruction. Based on scheduling, the students were divided into groups of one to three and each group attended three one-hour sessions in the Visual Resources Library to cover all the imaging skills material. Two weeks after the final instruction session, each student completed a supervised one-hour evaluation ‘quiz’ to test the value of this type of instruction. A thorough report on the program and the results is available as part of the Visual Arts department assessment document. A variation of this program will be offered to art history majors in the fall of 2010.

Correspondence with the Worcester Art Museum continues related to the availability of collection imagery to the Holy Cross teaching community. While new options for distribution have become available through the museum’s platforms and will be debuted in the summer of 2010, other local options will also be explored by Library staff at Holy Cross.

In conclusion, in addition to the relationship-building activities and technical support provided to faculty and students by this Library department, the major achievement of the past two academic years is the completion of the transition of all Visual Arts faculty to the use of digital images in the classroom. Through the ARTstor digital image library subscription and transitional access to licensed images through a unique Moodle course entitled Digital Image Library, faculty have had the opportunity to become familiar with the use of digital images. Further work on a more sophisticated local digital file delivery platform will begin in the next academic year.

## **Worcester Art Museum**

**by Debby Aframe**

This past year has been an extremely challenging one for the Worcester Art Museum and the Museum Library. Because of the severe economic downturn, the Museum was forced to lay off three employees; one of the people laid off was Michelle Reich, the library assistant. Michelle worked in the Library part-time. Her primary duties included handling all interlibrary loan transactions (both lending and borrowing), preparing the annual bindery order, ordering all supplies, compiling the annual book recall, and staffing the reference desk during the Library's open hours. The WAM Library receives about 400 interlibrary loan requests per year and we borrow about 150 books per year. Michelle also worked two Saturdays per month during the academic year. In her absence, Christine Clayton (the Assistant Librarian) and I have handled all those duties without compromising quality of service or cutting back on the hours the Library is open.

The Library's total budget was cut from \$155,690 to \$131,651, a decrease of 15%. Besides staff, the cuts were taken in the areas of program supplies, minor equipment, travel, entertainment, conservation, memberships, staff development and acquisitions. Because we had a successful book sale in June 2009 which raised \$8000 in cash for Library acquisitions, we were able to supplement some of the money lost in the acquisitions budget. Unfortunately we will not be able to do that this year because we only have a book sale every three years (because it takes at least three years to build up enough inventory to have a successful book sale). All of the endowed funds for Library acquisitions were "underwater" last year further crimping our ability to purchase books. I was forced to cancel several periodical and book subscriptions and because of the expense and discontinue my membership in professional organizations. Because of these reductions, it is safe to say that the Library was operating at a "bare bones" level in the face of increasing usage and demands on the two librarians left. Christine Clayton has been a tremendous asset to the Library by increasing her range of duties to include part of interlibrary loan, increased time on the reference desk and working more Saturdays.

In spite of all these challenges, the Library has continued to offer all its services at a consistently high level without any reductions in service. It is not apparent to the outside visitor, or the visiting student or teacher, the cutbacks that have been made. The Museums staff is aware of the cutbacks because of the loss of some periodicals and other subscriptions, and the smaller book budget. We were fortunate to have devoted volunteers who have contributed more hours to working in the Library and help staff the reference desk.

Last summer, we were fortunate to have a summer intern from the Tufts program in Museum Studies, Carol Shrewsbury. Carol helped us design an Access database for the Library Exchange Program. This is an international program in which participating libraries send their museum's publications to other museum libraries in exchange for receiving publications in return. We receive hundreds of free exhibition catalogs this way. Carol was responsible for sending out two WAM exhibition catalogs to 111 national museum libraries and 24 international museum libraries.

The TMS Light database continues to grow under the leadership of the Library. We received another \$5,000 grant from the Hawkrigde Foundation and hired back Roberta Pospisil in September 2009 as the slide scanner and cataloger until the funds were exhausted. There are now 9700 cataloged images in TMS Light, an increase of 39% from this time last year. We submitted another grant to the Hawkrigde Foundation in March 2009 and are awaiting their response.

The Library's cataloging backlog has been reduced to fifteen shelves of very problematic rare books and the backlog of pamphlets. Christine spent time last summer converting all the reference books from the Dewey decimal classification system to the LC system, making use of the reference system much easier for patrons. She has also initiated a project of systematically cataloging all Museum exhibition catalogs (published since 1898) to insure the Museum's entire collection of publications is available in OCLC. To ensure that the Library has a complete collection of WAM publications, the Registrar delivered hundreds of publications to the Library from the Museum's vault that had never been seen before (let alone been cataloged). The Library now has the most complete collection of Museum publications arranged in chronological order; all of the publications are now entered in OCLC and available for researchers around the world to access via interlibrary loan via Worldcat. Because the Museum does not have the funds to hire an archivist, the Library is gradually assuming more responsibilities of becoming the Museum's archive. We also spent a great deal of time last summer filling 30 boxes with old auction catalogs from Sotheby's and Christie's to be stored in the attic to make more shelf space for new catalogs.

The Friends of the Library group met four times this year and the membership has grown to 52 members. One Friend donated \$20,000 to reupholster the original trustees' chairs for use in the Reading Room and another Friend donated original John Sloan prints to the Museum's collection and rare books to the Library's collection. The book club started by the Friends group continued this year with strong attendance and enthusiastic participation. The Friends Group continues to be a very viable and strong support group for the Library.

All of the events created and run by the Library continued this year with stronger attendance than ever: WAM 101, Profs Night, and Career night. A chart of the attendance of each event since inception is included. The College Liaisons Committee, which is chaired by me, met twice this year to plan WAM 101, Profs Night, and Career Night. Because these events have been so successful with increasing attendance, the Committee would like me to participate in a work shop at the 2012 CAA (College Art Association) conference in California to present the Library's work with the Worcester Consortium's colleges. Two Professors, David Samson (from WPI) and Barbara Beall (from Assumption) are coordinating this effort.

The WAM Library now has a Facebook page, designed by Christine Clayton, which is accessible via the Library's web page on the Museum's web site. We hope to increase the Library's visibility and communications capabilities to the general public, and in particular college students, via our Facebook page. Please visit us on our Facebook site.

In conclusion, the WAM Library is facing its most severe crisis in its 100 year history. Due to critical financial limitations, the Museum is facing the dire possibility of closing the Library and eliminating its usage by the entire community, including WAM staff. The Museum itself has suffered severe cutbacks in the past several years due to the dismal economy; we do not have a Director of the Curatorial Department, we do not have a Curator of European Art, we do not have a Paper Conservator, and we are unable to accept any traveling exhibitions because of the expenses involved to name a few of the most extreme cutbacks. The Library is the next victim on the chopping block of the Museum’s financial crisis unless drastic action is taken.

**ATTENDANCE AT WAM 101, PROFS NIGHT, AND CAREER NIGHT  
FROM 2002-2010**

	<u>WAM 101</u>	<u>CAREER NIGHT</u>	<u>PROFS NIGHT</u>
2002	100		
2003	92	40	36
2004	109	35	50
2005	70	49	47
2006	115	49	44
2007	254	62	62
2008	200	70	55
2009	400	72	47
2010		76	
<b>% Increase</b>	<b>300%</b>	<b>90%</b>	<b>31%</b>

All of these programs will be cancelled if the Library is closed.

## WAM APPENDIX

### EVENTS SPONSORED BY THE LIBRARY OPEN TO THE PUBLIC

**WAM 101-** WAM 101 is an annual event sponsored by the WAM Library designed to introduce Worcester Consortium college students to the Worcester Art Museum and its Library. All area college students are invited to come to the Museum for an evening designed to introduce them to the Museum's collection and to "demystify" the Museum. Special tours of the collection are offered, giveaways, free food, and free transportation are provided by Holy Cross. Technically, it is not open to the public but it is offered to all 37,000 students in the Worcester Consortium. The majority of students who attend WAM 101 are from the Consortium but we have had many students from outside the consortium and high school students attend.

**PROFS NIGHT-** Profs Night is another annual event sponsored by the Library that is open to all professors of any subject in the Worcester Consortium. The purpose of Profs Night is to introduce professors to the Museum's collection and encourage them to use the Museum's collection as a teaching tool. Because of the increasing attendance at Profs Night we have eliminated the waiting list and reconstructed the event to accommodate everyone who wishes to attend.

**CAREER NIGHT-** Career Night is designed for anyone, whatever their age or profession, to explore all the professional opportunities available in the world of art. It is most heavily attended by college students but is also helpful to anyone pursuing a career change in the field of art; we always have many adults attend who are looking for a career change. There is a panel of 9 art professionals who present their profession to the audience followed by breakout sessions where attendees can meet the panelists and ask individual questions. We have received feedback from past attendees who have chosen their career path based on information they received at Career Night.

## **Appendix A: Library Staff Contributions to Holy Cross and the Profession**

### **Holy Cross Committees**

- Eileen Cravedi: President's Task Force on the Environment, Future Technologies Advisory Group, ETSG (Educational Technology Support Group)
- Janis DesMarais: ETSG
- Alan Karass: Library Director Search Committee
- Richard Lent: CITISAC, ETSG
- Mary Morrisard-Larkin: ETSG (Co-Chair), Open-Source CMS/Drupal, Educational Technology Academic Group
- Barbara Merolli: Safety Committee
- Karen Reilly: CITISAC, Hate Not Here, ETSG, Management Advisory Group, NEASC Steering Committee
- Patricia Porcaro: Library Director Search Committee, ETSG, Senior Library Liaison to Montserrat
- Robert Scheier: ETSG
- Lisa Villa: Campus Center Advisory Committee

### **Worcester Art Museum Committees**

- Deborah Aframe: College Liaisons Committee (Chair), Library Steering Committee (Chair), Friends of the Library (Chair), Technology Committee, Education Committee, Special Collections Committee, TMS Light User's Group
- Christine Clayton: Website Committee, Kinnicutt Committee

### **Professional Committees**

- Deborah Aframe: ARC Steering Committee
- Sarah Campbell: ARC (Academic and Research Collaborative) Special Collections, New England Archivists Programming Committee
- Janis DesMarais: ARLIS (Art Libraries Society) New England Chapter (Treasurer)
- Mary Morissard-Larkin: New England Regional Association for Language Learning Technology (Treasurer)
- Barbara Merolli: Massachusetts Board of Library Commissioners' Library Leadership Institute 2009 Planning Committee member and mentor
- Mary Moran: NETSL (New England Technical Services Librarians) Board, Local Arrangements (Chair)
- Laura O'Neill Hibbard: ARC Professional Development Committee, NELIG (New England Library Instruction Group) Annual Program (Co-Chair)
- Patricia Porcaro: AJCUVR (AJCU Virtual Reference) (Institutional Coordinator)
- Karen Reilly: ARC Steering Committee, Friends of CMRLS (Central Mass. Regional Library System), 2010 Oberlin Conference Planning Committee
- Mark Savolis: ARC Special Collections, New England Archivists Planning Committee, Local Arrangements

- Robert Scheier: ACRL (Association of College and Research Libraries) New England Chapter Board of Directors, ACRL New England Chapter Continuing Education Committee (Co-Chair), ACRL New England Chapter ITIG (Information Technology Interest Group) Planning Committee, ACRL New England Chapter 2010 Conference Vendor Relations Committee, CMRLS Database Committee
- Michael Zeller: ACRL New England Chapter Conference Planning Committee

### **Publications**

- Alan Karass: Editor for *Sacred Trios*, collection of music for recorders or violas da gamba by David Goldstein, published by American Recorder Society (12/2009).

### **Presentations**

- Alan Karass: “Festivals in Tunisia: Music, Cultural Identity, and Geography” International Association for the Study of Popular Music Canada (IASPM-Canada), Going Coastal: Peripheries and Centres in Popular Music, Dalhousie University, Halifax, NS (6/12/2009).
- Alan Karass: “Sufism and Spectacle in Tunisia” Open University Music Research Day, Milton Keynes, UK (10/14/2009).
- Mary Morrisard-Larkin: “Lessons Learned from a Successful Migration to Moodle.” NERCOMP SIG - Commercial to Open Source: Making the LMS Leap. December 2009
- Patricia Porcaro: “Conundrum: What Should Rising Sophomores Know About Research.” Presentation to Montserrat Faculty on June 1, 2010 for Faculty Development Workshop.
- Robert Scheier: ACRL New England, ITIG, DigiCamp Conference, March 18, 2010, Moderator for *Cooperative Library Services: session*.

## Appendix B: Summary Library Statistics

<b>Collection Development</b>	
Firm Orders: \$116,341; 2996 volumes	Items Cataloged: 3,969 volumes
Standing Orders: \$99,177; 669 volumes	Special Collections: 0 volumes
E-Books: \$41,135	Jesuitana: 287
Honor with Books: \$3100; 29 volumes	
Electronic Journals: \$505,608	
Electronic Databases:\$180,961	
<b>Circulation</b>	<b>InterLibrary Loan</b>
Dinand: 26,266	Dinand: Borrowed: 2,843
In-House:2,757	Loaned: 5,631
Science: 1,983	Science: Borrowed: 251
Music: 11,006	Loaned: 555
<b>Reserves:</b>	<b>Reference:</b>
E-Res: 125,583 hits	Dinand: 302 Extended, 1,673 Quick, 2,844 Directional
Dinand Print: 1,512	Science: 170 Extended, 259 Quick, 438 Directional
Science Print: 1,800	Music: 106 Extended, 217 Quick, 102 Directional
Music all formats: 1079	
	<b>Instructional Sessions:</b>
	Dinand: 98 sessions, 1,599 attendees
	Science: 33 sessions, 446 attendees
	Music: 18 sessions, 452

## Appendix C: Letter to Prof. James Kee, RE: Strategic Planning & Dinand Library

May 7, 2010

To: Professor James Kee

Re: Strategic Planning & Dinand Library

Our recent committee work on the search for a library director prompts me to forward these considerations for library “enhancements” to you as the strategic planning efforts move forward. While none of the five priority settings specifically relate to the Library, there are broad correlations to be drawn in terms of student life and the library. Indeed, I’ve heard Dean Austin refer to the Library as the heart of the campus during the award’s ceremonies. It is the concepts of place and “space” in the Dinand Library that I will confine my comments to. You will please pardon the narrative style but it helps to advance these concerns.

I took the opportunity to attend the opening of the Integrated Science Complex and receive an “official” tour from a student guide. A senior, she was delighted with the building, the labs, café, study spaces, and the Science Library. Her enthusiasm was palpable and encouraged me to ask many questions. As a former medical/science librarian, her response to my query about problem based learning was, well, instructive. The learning method has remained basically the same; students and faculty discuss a problem together and then they go into the lab to solve it. The space for learning is decidedly different, however, and lends itself well to clarity of thought (my words). When I asked about how the lab was different, she said that you could now see your partner across the table without obstructions as opposed to the previous dingy labs. (Incidentally, she did mention that the prime study space in the Science Library was near the windows adjacent to the atrium.)

One of the consistent requests expressed by Holy Cross students over the past five years in library surveys and impromptu feedback is the desire for: (1) **multi-media study rooms**, (2) **a 24/7 library study space**, and (3) **a library café**. For several reasons, these worthy petitions have not been realized even as libraries throughout the nation and abroad have redesigned their library learning spaces to meet such needs. Even during the search for a new library director, the students queried the candidates about these issues. I was heartened by Kathleen Carney’s (former candidate and now our new library director) advice to the students not to give up—to carry their case to the next highest authority. I’m emboldened by that message as well. Karen Reilly also talked about these space needs during her address to the audience when interviewing for the position of library director. Under Karen and Jim Hogan’s tutelage, some positive changes have taken place with regard to space in the Dinand Library: study tables and comfortable furniture have definitely improved the atmosphere. However, a redesign would take some major planning and hence I forward this message to you and the SPSC.

Jim, you may remember that during the search for a library director when looking at questions, characteristics, philosophies etc., I included a quote that was a favorite of mine from the “then” president of the New York Public Library, Paul LeClerc, “Find out what the people want and give it to them.” (He has just retired). I was delighted to learn later that he was an alumnus of Holy Cross. In this case, we do know what the students want. As the committee moves forward with their plans, I hope the aforementioned library space initiatives will be considered.

Respectfully,  
*Patty Porcaro*  
Head of Reader Services  
Dinand Library