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Holy Cross Libraries Annual Report FY2011

Kathleen M. Carney
College of the Holy Cross

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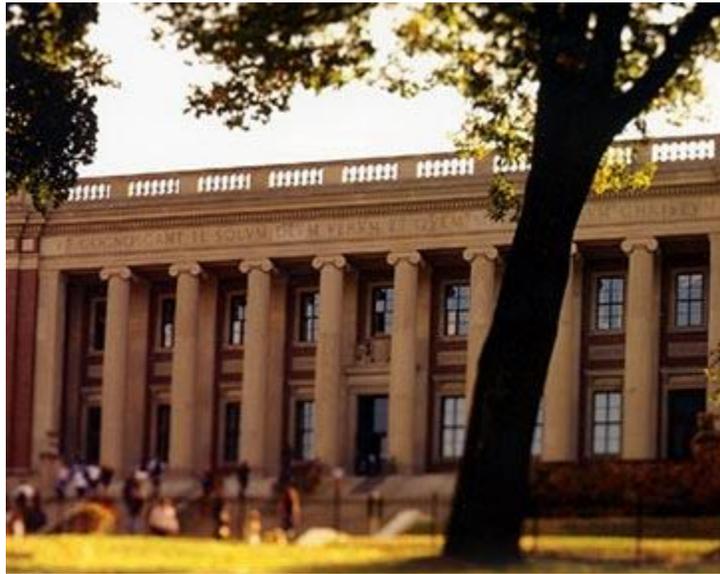
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**Holy Cross Libraries
Annual Report
FY2011**



Welcome to the
Holy Cross Libraries

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Director of Library Services
by Kathleen Carney

Transitions

This past year has seen changes in administration, structure and focus for the Libraries. Administrative and structural changes included my introduction as director in June 2010 and the subsequent introduction of changes to the Library organization. Working collaboratively with senior library administrators we established a senior administrative team and a libraries leadership group to improve and enhance libraries-wide communication and decision-making. A key undertaking has been implicitly reframing what constitutes our Library organization: namely, working to adopt a more systems-wide view which integrates the Libraries, Educational Technology Services, Archives and Special Collections and the Worcester Art Museum Library in meaningful ways.

Major initiatives and activities which also reflect these changes include the launching of a major strategic planning process, the implementation of a 24/5 access pilot in Dinand and a sharpened focus on outreach to other College departments and programs. This last was especially inspired by the NEASC imperative regarding expanding the role of library staff in academic planning.

Success in these areas has been greatly facilitated by longstanding efforts on the part of library staff at advocacy and innovation, particularly regarding the Montserrat program, collection management, faculty and student engagement and program development.

Collections

Staff continue to analyze and evaluate how best to manage budgets and resource development which balances user needs for research materials in all formats in an era of profound and fundamental change for libraries and for scholars. Specifically, how libraries select and make available research material and how researchers discover and use scholarly resources. The acceleration in the availability and efficacy of e-content is bringing into sharper focus the need for Libraries to re-imagine how to build, make available and preserve collections more so than ever before.

The “pay per view” model for periodical literature continues to achieve both cost savings and increased user satisfaction regarding the ease of use and convenience of full text and access to a greater scope of available titles. We currently have access to 46,648 unique electronic journal titles, up from 38,302 in FY2010. Any cost savings accrued by our move to pay-per-view however, will be largely wiped out within the next couple of years, underscoring a critical need to identify a sustainable budget model for library acquisitions that addresses serials pricing inflation which remains at around 5% per year. In addition, this rapid shift to digital content, including more and more “leased” or “pay as you go” access models, raises new urgencies regarding preservation of access to needed resources. These include entering shared repository agreements (regional one shared copy repositories for print journals and monographs) and subscribing to digital preservation and e-content archiving services such as Portico and the Hathi Trust. Continuing to collect and analyze our collections data will be a primary focus during FY12, with a goal of developing a comprehensive recommendation for a more effective budget model for the future.

In addition to the above factors regarding primarily scholarly journals, the use and acquisition of monographs are also undergoing fundamental changes. Over the past several years, we have seen the expenditures for print monographs decrease, in part due to encroachment by serials acquisitions and cost increases, but also in part due to a drop off in requests from academic departments. The impact of a shift to e-books must also be considered as a factor, given that over the past couple of years we have dramatically supplemented overall monograph acquisitions by purchasing e-books. This trend, as seen by the increase in spending on e-books from FY10 of \$41,135 to expenditures in FY11 of \$80,864, can be expected to continue, and will present additional useful data given that library ownership of a particular e-book will be triggered by the number of times a title is downloaded by a patron.

Services

This past year showed a continuing transition from a transaction-based service model to one which is more consultative and which includes the implementation of discovery and access systems designed to optimize the research and learning process. In addition to providing more one-on-one research consultations, library staff are expanding their impact and their role in the teaching enterprise of the College, as demonstrated this year in an increase in their involvement in Montserrat programs and classes and in overall library instruction across campus. For instance, librarians participated in 36 (total attendees=612) Montserrat sessions up from 30 sessions (474 attendees) in FY10, and conducted 79 (1376 attendees) instructional sessions this year, up from 59 (945 attendees) in FY10. This reflects national trends in libraries towards a shift to a service model which is more ubiquitous, proactive and integrated with specific courses and assignments. It is an area which will require careful analysis as part of our organizational review regarding realigning staff resources to ensure we continue to effectively support and facilitate the College's academic mission.

Regarding discovery and access systems, modules were implemented to the library system integrating the full range of library resources (books, databases, articles, etc.) resulting in a more seamless and effective search process. And, working with Information Technology Services, librarians implemented a mobile application enabling users to access the Libraries' resources via smartphones and other mobile devices. Library and Educational Technology staff also undertook a project to evaluate and improve the Libraries' homepage, an ongoing project, and one which will expand to include a comprehensive renovation of the Libraries' site, necessary to take better advantage of ad hoc improvements such as mobile services, course and disciplinary research guides and interactive services such as text and chat reference services.

Other service initiatives of note include the campus-wide conversion of academic web sites to a new platform, coordinated by Educational Technology staff together with ITS and Public Affairs staff. Also, FY10 saw a significant increase in the use of Archives and Special Collections resources by a variety of classes. This is an important development and one which we intend to expand, including identifying budget resources to enable the acquisition or digitization of rare, uncommon and primary resources relevant to the curriculum and research needs of the College.

Marketing and outreach were priorities, too, this year, as a means to improve current services and develop new programs. Very promising discussions were begun this year with Mat Schmalz regarding the development of an online repository of student honors scholarship, a project which will be formally launched in FY12. Also, we have begun discussions regarding potential collaborations with the Center for Teaching and with Student Services, resulting in a new facility in Dinand for the Center and with inclusion of library staff in orientation sessions for Student Services staff. Also of note, staff from across all areas of the Libraries and from ITS, too, collaborated to host the first annual *information Faire and Festival (iF2)* to engage students regarding the many services, programs and resources available to them. This proved to be not only a very successful program by attendees' standards, but an award winning one as well, with a poster session describing the program taking first prize at this past year's national Association of College and Research Libraries conference.

Strategic Planning

One particular goal when I arrived was to develop a strategic planning process appropriate to Holy Cross and the Libraries which will help us identify and pursue critical priorities and initiatives over the next several years. Conversations around campus were invaluable to helping formulate our strategic themes. Similarly, every member of the Libraries' staff was consulted to discuss their points of view regarding their positions and the Libraries, particularly regarding trends and changes they saw as having greatest potential impact on our future. The strategic themes we identified are:

Information Resources, Discovery and Access: Investigate and articulate key initiatives that address challenges and opportunities related to how the Libraries select, manage, create, deliver, and expose resources to facilitate student learning and faculty research and teaching productivity
Teaching, Learning and Engagement: Investigate and articulate key initiatives that address challenges and opportunities related to how the Libraries partner with others at the College and participate directly in the teaching and learning mission of the College
Library Environments: Renewal of Physical Settings and Creation of Dynamic Learning Spaces: Investigate and articulate key trends and innovations regarding optimal library and learning facilities for residential liberal arts colleges. The investigation will broadly encompass how collections, services, external partners and programming can be integrated in library spaces to present a continuum of services to users.

Working groups comprised of staff from all areas of the Libraries then developed a set of representative activities under each of the themes. Our next step in FY12 will be to work with campus and external facilitators to refine the statements into a plan that will also help us redefine roles and responsibilities as needed to accomplish the work of the plan going forward.

The expectation is that much of the focus for the coming year will be defined by our strategic plan as it is finalized, a task we will take up in September. The work of the Libraries is, of course, much more expansive and somewhat less orderly than priorities laid out in planning documents, and is all the richer for it. Regarding this past year, the reports following from colleagues throughout the Libraries present the most complete picture of our accomplishments.

Associate Director of Library Services

by Karen Reilly

On June 1, 2010, we welcomed Kathleen Carney as our new Library Director. As the outgoing Interim, I assisted Kathleen with her, and our, transition to new leadership. This year has been rewarding in that the library staff, under Kathleen's leadership, has finally been able to make significant progress in drafting a strategic plan. Once the plan is adopted we hope to initiate long overdue reviews of space utilization and staff organization. Unfortunately, Kathleen needed to take an extended medical leave at the end of this year. We are looking forward to her return and the continuation of the strategic plan and her leadership.

NEASC Accreditation

The NEASC team visited the college in Spring 2010. As Interim Director I represented the library. I am pleased to report that the library is mentioned in the NEASC report (Fall 2011) as one of the four items that the College needs to address. Specifically, the college will report on its success in "Assuring the adequacy of resources to support library acquisitions and determining an appropriate role of librarians in academic planning." We have already seen progress in both of these areas. Kathleen is a member of the newly formed Dean's Cabinet and the FY2012 library operations budget received a 3% increase instead of 1% during the continuing economic crisis.

Innovative Interfaces

At the beginning of fall semester, *Encore*, III's discovery tool was introduced to the campus. This summer we will install *Synergy*, an upgrade to *Encore* that allows integration with an unlimited number of databases and will enhance the ability to discover article level resources. Currently, *Encore* is used approximately twice as much as the Classic Catalog. As *Encore* continues to improve the use of *Classic* will drop and it will eventually be phased out. Last fall we also launched *Airpac*, III's mobile application for the catalog. III recently announced the development of a new platform, *Sierra*, which is based on a service oriented architecture design. Before adopting/purchasing the new platform it would be prudent to compare it with OCLC's web management product and open source systems such as Koha and Evergreen.

Print Management

For several years, the increasing quantity of public printing was worrisome. There was an incredible amount of waste and it was an unpredictable expenditure. In order to cut down on waste, PaperCut, an open-source print management system, was installed January 2010. Students are not charged for printing, but they have to walk to a print release station and intentionally print a file. In FY2011, 2,850,780 prints were made, 943,486 fewer prints than the previous year. The library spent \$2,312 less on paper, but \$3,800 more on toner. The cheaper generic brand of toner is used whenever possible. However, when the cartridges leak, HP cartridges, which are twice as expensive, are purchased. The total cost of public printing for FY2011 was \$34,667

(\$1,400 more than the previous year for almost a million fewer prints). For FY2012 the budget office has created a separate budget for paper and toner purchases, taking the unpredictability out of the library's operating budget.

New Equipment

Photocopiers and microfilm reader/printers have long been a mainstay in the library equipment landscape. Although the purchase of new microfilm is decreasing, the library will always need one reader. The old microfilm reader/printer was replaced with a ScanPro 2000 microfilm scanner (\$12,000). The unit itself attaches to a PC. The software includes all the features of photo editing. Prints are sent through PaperCut to the printers in the Reading Room. Photocopy use has also been dwindling. Students are using the scanning functionality of Science's multi-function device and the smaller scanners that are available in Dinand. A new device, BookScanner, was tested and recently purchased (\$5,000). Documents or images are scanned and saved as jpeg's, tiff's, pdf's, Word, or in html and then saved to Googledocs, a USB drive, or e-mailed. The library will no longer need to purchase public copiers.

Budget

Several factors contributed to a successful budget year. The cancellation of several Elsevier journals in favor of the "pay per view" model has proven economical. The expenditure for articles ordered is approximately half the previously paid subscription price and hundreds more titles are available. The continued migration of other subscriptions from print to electronic has lessened the annual increase, although the average is still 5%. Monographic ordering by the faculty has also significantly decreased. It is time to evaluate and perhaps discard the current book allocation formula system. In FY2012 we will be experimenting with a patron driven acquisition system for electronic books. The ability to rapidly purchase and deliver items, either as an e-format or via Amazon, may potentially affect the overall collection development policy.

Staff

Technical Services staff were very active in library committees. **Collection Development:** Karen Reilly, Chair; Janis DesMarais, Diane Gallagher, Mary Moran and Robert Scheier. **Disaster Planning:** Tess Huaman. **Library Affairs Council:** Janis DesMarais, Diane Gallagher, Mary Moran, Karen Reilly, Robert Scheier. **Library Faire:** Janis DesMarais, Bob Scheier. **Mobile Application Group:** Bob Scheier. **Senior Administrative Team:** Karen Reilly. **Strategic Planning – Information Resources:** Mary Moran, Chair; Janis DesMarais, Bob Scheier. **Strategic Planning – Library Environments:** Diane Gallagher, Tess Human, and MaryBeth Pappie. **Strategic Planning – Teaching, Learning and Engagement:** Lisa Villa

Bob Scheier deserves special acknowledgement as the co-winner (with Laura Hibbler and Mike Zeller) of the Best in Show poster depicting "Guerilla Marketing for the Library Faire" at the annual ACRL meeting in Philadelphia.

Access Services by Eileen Cravedi

The biggest success this past year in Access Services was the implementation of the **24/5** Library hours (pilots) over the academic year. After many years of wanting to implement these hours, working with SGA, and receiving the appropriate funding to do so, the library was able to hire the necessary staff to operate the library on a 24/5 basis. Started on November 1, 2010, Dinand library implemented the 24/5 schedule! When Dinand opens at 8:30am on Sundays, it stays open continuously until 11:00pm on Fridays. The 24/5 hours were extended to 24/7 during finals and were so popular, continued on a trial basis throughout the entire Spring 2011 semester. These hours provide a safe location for any student wanting to study late into the evening. There was such positive feedback that the library has been allotted funds to continue this service on a permanent basis.

The majority of staff members within access services participated in the **Strategic Planning Initiative** this past year. They contributed to the Library as Place and Discovery and Access efforts.

Staff changes this past year within Access Services include one new part-time evening/weekend supervisor as well as four part-time temporary staff members hired specifically for the 24/5 hours.

The Dinand Library employed approximately 50 **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 decrease again this year in donations. Circulation of **reserve** materials rose this past year but we saw a decrease again this year in electronic reserves. We continue to see a decrease in circulation but saw an increase this year in-house usage (better tracking – with overnight staff). There continues to be a decrease in the number of items shelved again this year; with the number of book repairs, laminating, and meeting room set-ups remaining consistent over the past year. Our **Interlibrary Loan** operations saw a slight decrease in all areas possibly due to our Fast ILL pay-per-view service with Elsevier. We continue to be a net-lender, loaning more items than we borrow.

Our exposure/reach to the academic community on campus continues to gain ground. More and more faculty members/academic departments are requesting **bibliographic instruction sessions** or recommending to their students that they seek research assistance from the Reference staff. Instruction was provided to a variety of academic departments and concentrations including: Anthropology, College Honors, Education, German, History, Political Science, Religious Studies, Sociology, Spanish, and WGST in the past year. 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. Other members of the Access Services staff participated in library (Disaster Planning), consortia (ARC), and regional professional organizations/groups (ACRL –NEC) throughout the past year.

Acquisitions and Cataloging

by Mary Moran

FY2011 was a year of few changes for the Acquisitions and Cataloging Department staff. Mary Moran who had held the position of Acting Head of the department since July of 2009 was appointed to the position permanently in the fall of 2010. Lisa Villa who had been cataloging 10 hours a week in the department agreed to increase her hours and averaged 16-17 hours a week. She and Catalog Librarian Tess Huaman continue to work closely with Technical Services Assistant--Cataloging Specialist Alessandro Camarra, and Renee Hadad remains in the department as the Technical Services Assistant--Acquisitions Specialist. We also had the assistance of a work study student for 6 hours a week this academic year to help us process library materials.

Acquisitions

The library book and audio-visual materials budget for FY2011 was **\$250,000**. As of June 1, 2011, we have spent **\$105,450** on firm orders and have received **2,582** volumes at an average cost of **\$40.80** per volume. This per-book average cost increased nearly **\$2.00** this year compared to last year's prices. **\$78,332** was spent on **549** volumes of standing orders at an average cost of **\$142.68** each volume. The volumes which we have received up to this point are **161** fewer than we processed last year because we now receive a growing number of titles electronically. Also worth noting, standing order average prices dropped by approximately **\$5.50**. This is most likely because we cancelled a few expensive titles that were not needed in our collection. We currently have a firm order cash balance of **\$54,083** but much of this is encumbered by orders which we expect to receive by the end of the fiscal year. We also anticipate receiving many additional standing orders by the end of June. This year, **527** gift volumes were received and processed. Finally, the Honor with Books program has shown a steady decline in participation over the past few years. So far this year, no families have chosen to honor their graduating children with books affixed with special bookplates. Therefore, the program is being evaluated and may be reworked in the future to match both the needs of the Library and the Development office and the interests of the Seniors and their families.

Cataloging

As of June 1, 2011, **3960** volumes were cataloged and processed. This total has us on target to match the **4,323** volumes cataloged in FY2010. In addition, **128** DVDs, **9** audio CDs, and **15** CD-ROM's were cataloged. **72** volumes were cataloged for the Rehm Library and **106** volumes for Ciampi. Also, a total of **111** DVDs were cataloged for the Multimedia Resource Center. We resumed retrospectively cataloging the Special Collections volumes which were not listed in our online catalog. This means that **163** more volumes have been made accessible to researchers both here and throughout the world. Tess also cataloged **68** volumes for the New England Jesuit Province Archives, and **577** volumes of Dinand serials bindery were processed. Tess and Alessandro tackled some of the authority work that we were unable to do during the last fiscal year. Tess focused on the backlog of headings reports that needed to be addressed, and Alessandro worked on the lists of closed dates in authority records supplied to us by OCLC and

the Library of Congress. Our shelflist drawer clean-up project continued with 6 Science Library drawers done this year.

Collection development project

Fr. Simon Smith who is in charge of the Ciampi Library is culling unneeded books and sending them to Dinand. Once there, Mary is evaluating them to see if they should be added to Dinand's collection. Those that are not suitable for Dinand are being de-accessioned and appropriate volumes will be given to world-wide literacy programs. Lisa has been helping Mary evaluate other book donations and many of these volumes have been given to a Holy Cross student group which is helping the organization, Invisible Children.

Archives and Special Collections

by Mark Savolis

This report will highlight the activities and accomplishments of the College Archives and Special Collections Department for the 2010-2011 academic year.

We had **369** registered visitors to the archives this year as compared to **354** for last year. We did not keep statistics on the number of phone, email or verbal reference requests, but we had approximately **200** requests from patrons that required research assistance.

Three art classes used the Jackson Pollock sketchbooks this year. We gave tours and provided research assistance to Edward O'Donnell's "Historians' Craft" and Rev. Kuzniewski's "History of Holy Cross" classes. Tamar Carroll's class researched the Vietnam War, Stephanie Reents class used the *Crusader* and other publications and Lorraine Attreed's class used the *Beatus De Iebana*. We also provided tours of the archives to Oberlin group library directors and new employees.

Members of the department presented a total of **7** case exhibits this year. Six exhibits were displayed in the library's main reading room and one in the exhibit cases in the college archives. One exhibit entitled, *Holy Cross Lends a Helping Hand* highlighted the good works of SPUD. This exhibit was added to our website as was our tour of the college's exterior sculpture. We began work on an exhibit on the Jesuit cemetery scheduled for Jesuit Heritage Week in the fall.

We accessioned **54** collections this year which totaled more than **90** boxes of records. Among the collections were large transfers from the President's Office, the Grant's Office, Dinand Library, the College Counsel and Collegium. Processing these collections required most of the year. Sue also copied **6** college scrapbooks and kept pace with filing all the other records that arrived from campus offices. Mark processed or updated **8** manuscript collections and created an inventory of our miscellaneous manuscripts collections and returned orphaned items to their proper collections.

We received another **\$5,000** donation from the Jesuit Community to catalog our Jesuitana collection. Nancy Singleton continued with this project and cataloged 297 volumes and moved **21** volumes into the collection. We also restarted cataloging our Rare Book Collection this spring. Tess and Alessandro have already cataloged over **125** volumes. Mark began weeding the uncatalogued books in the basement of the library.

Sarah Campbell processed **6** boxes of photographs and filled **42** photo and research requests. She supplied images for the "Crossroads" renovation and for a traveling exhibit on G. K. Chesterton. She converted our website to Drupal. Sarah supervised intern, Mary LaBombard who digitized and cataloged images in the Rev. James Fallon Photo Album. Mary also wrote a best practices manual for digitizing images.

Preservation of the collection has expanded this year. Sarah reformatted **5** reel to reel films. With the financial assistance of the library we completed digitizing the *Crusader* and will have it on our website shortly. We sent **4** early account books to conservators for rebinding.

Sue, Sarah and Mark all served on the Library's Strategic Planning Groups. Sue was a member of the Library Environments Committee, Sarah served on the Teaching, Learning and Engagement Committee and Mark served on the Information Resources, Discovery and Access Committee. We all worked at the Library Faire. Mark served on the Library Affairs Council. Mark and Sarah hosted a Webinar on Archon, an archival information system, for area archivists.

Educational Technology

by Mary Morrisard-Larkin

This has been a year of transition for Educational Technology as Kathleen Carney has worked hard to fully integrate us into the Library organization. Mary Morrisard-Larkin was included in Kathleen's Senior Leadership Team. Many of the initiatives discussed in these meetings, particularly the formation of the Web and Emerging Technology committees, have allowed Mary and Richard Lent to become better integrated into the Library organization. In addition, Mary and Richard participated in the Library Festival and Faire as well as the Library Strategic Planning initiative during the year.

Educational Technology's biggest concern last year involved sustaining faculty training workshops. Last summer, a series of 6 two-hour workshops were offered twice for a total of 12 sessions. These were better attended than those offered the previous summer and seemed to provide faculty with a welcome opportunity to improve their technology skills. This summer schedule also provided Rich and Mary with an opportunity to introduce new technologies with faculty in a more relaxed environment.

In collaboration with ITS and Public Affairs, Educational Technology staff and students have spent a significant amount of time this past year converting academic Web sites to Drupal. All of these sites have now gone live in the new format. Most of the training associated with this tool has been conducted individually as department Web sites have gone live and has involved less than 50 people total. More important, Educational Technology has now established a protocol for updating Faculty/Staff and Course Web pages each August so that those sections of department Web sites provide the most up to date information.

Mary Morrisard-Larkin has spent time working very closely with Amy Wolfson during the past year, assisting her with the creation of a Web site for the Center for Teaching and distributing electronic surveys to the faculty about their pedagogical interests. This past Spring, faculty expressed an interest in learning more about new technologies so Amy has asked Educational Technology to develop workshops and plan related events for the coming academic year. There has also been some discussion about developing grant opportunities directed at faculty experimenting with emerging technologies.

Richard Lent has continued to expand his technology portfolio by studying the use of smartphones and other mobile devices for Internet access, e-mail, mapping, global positioning, data collection, writing, and other potential use in scholarly work. He has shared his expertise in faculty workshops specifically on mobile technology and, due to the increasing number of mobile apps, has also been able to incorporate mobile computing topics into more traditional faculty workshops. In addition, an increasing number of faculty have asked Rich to consult with their honors and summer research students on reference management, statistical analysis, GIS, and other research topics.

In addition to collaborating with faculty and staff, Educational Technology has continued assisting academic departments and individuals in various ways. Some of the more significant projects are listed below:

- Atoms and Molecules Pre-Labs (Chemistry) – When lab time was cut for these courses, Educational Technology helped the department set-up a Moodle course that included resources and quizzes to prepare students before coming to lab. We also re-architected an extensive Atom and Modules Web site that included review modules for this course.
- *Interfaces* (Maurice Geracht) – Designed CDs with images for Volumes 29 and 31 and duplicated the CD so that a copy would be included with each printed issue.
- Directed Independent Spanish (Elizabeth O’Connell-Inman) Transferred homework materials for six Directed Independent Spanish courses from the campus Intranet to Moodle to facilitate student access to those materials from off-campus.

During the coming year, Educational Technology hopes to address the following issues: (1) Poster printing in the Science Library and the (2) Creation and maintenance of electronic surveys. The number of posters printed in AY 2010-11 increased 70% since the previous year and 163% since AY 2008-09. It is unreasonable to expect a staff member to print all of those posters, so at the end of the Spring semester, one student was trained to print posters to reduce the workload. Others will be trained this coming fall and a sign-up schedule will be devised to better manage workflow. With regard to surveys, Educational Technology created 40 SurveyMonkey surveys in AY 2010-11, 33% more than the previous year. Moreover, one-third of these surveys were administered for Student Life staff rather than faculty or academic staff. Unlike Questionnaires in Moodle, which individuals can maintain, SurveyMonkey requires that Educational Technology purchase a subscription and provides only one account which Educational Technology must administer. Going forward, Educational Technology needs to work with Student Life to help them identify other ways that they might administer those surveys to reduce the demand being placed on staff and students.

Electronic Resources

by Robert Scheier

Collections

The library evaluated several ebook platforms this year to determine which would best meet our patrons needs. Through this process, MyiLibrary was selected for a pilot project, which is now underway and will test the viability of the MyiLibrary platform and more generally the patron-driven acquisition (PDA) model for purchasing ebooks. With PDA, the library will offer our users access to a large set of preselected titles, many more then will be purchased, which users can select from as needed. Ebooks are only purchased if accessed more than once; first uses are free. Data from this pilot will help guide the library's ebook program in the future.

Elsevier's Article Choice pay per view (PPV) service expanded this year with usage data showing full adoption by faculty, who now enjoyed access to the nearly all journals published by Elsevier via this model. Funds saved by implementing PPV have allowed the library to fill many other faculty requests for e-resources. In addition, the library has signed an agreement with Elsevier to offer online campus-wide access to core discipline journals, previously only available in the library in paper format, providing improved access to our students.

Evaluation of e-resources remained active this year. Thirty-two resources were evaluated through trials. Of these, several new major resources were added to the collection during this evaluation period:

AEA Journals (American Economic Association).
Alternative Press Index.
America History and Life Full Text
American Chemical Society Journals
American Economic Ass. Journals
American Geophysical Union Journals
Art & Architecture Complete
Art Index
Elsevier Journals (New Subscriptions)
Gale Directory Library (Ref E-books)
Gale Literature Criticism Online Series (Ref E-books)
Gale Virtual Reference (Ref E-books)
Hispanic American Newspapers
Historical Abstracts Full Text
International Index to Music Periodicals Full Text
International Studies Encyclopedia
Linguistics and Language Behavior Abstracts.
Music Online.
MyiLibrary

Naxos Music Library
New York Times Image Ed.
Taylor and Francis Journals
Times Digital Archive (Perpetual access)

Access

The library continues to fully embrace the move from print to digital materials. This year a total of **\$825,763.37** was spent on e-resources, of which **\$570,112** went for e-journals and e-journal packages, **\$80,864.81** for e-books, and **\$174,786.86** for databases.

To provide access to these resources, **24** resource records created or updated, **83** orders were placed for renewals and new titles, **1** new load profile was created to load myiLibrary E-books, and **78,526** holdings records and **46,809** unique MARC records were managed through the Coverage update and MARC record load processes.

The library's web presence was also improved this year. Encore Synergy Discovery Services was implemented, keeping the library current with the latest developments in search technology, and presenting our users with improved access to all our resources. In addition, the Electronic Resources Librarian is working with the Reference Department to explore alternative solutions to the library's static subject and class resource guides. The hope is that the library can implement a new API service from Innovative Interfaces Inc. (III) to programmatically display e-resources the library guides utilizing the ERM database on the back end. This would create better visibility of our e-r while reducing the amount of hand coding needed to keep the guides up to date.

This year also brought into focus the need to provide access to library resources by an increasing number of mobile devices used by our patrons. The library created the Ad Hoc Taskforce on Mobile Access to Library Resource. The taskforce reviewed several options and chose Springshare's Mobile platform as a short-term solution while campus develops a campus wide Drupal solution. The mobile site will be implemented by the fall semester.

Licensing

Licensing continues to be a labor-intensive activity. This year several new contracts were successfully negotiated including: Coutts MyiLibrary, Elsevier Journal Subscriptions, Gale Times Digital Archive, Newsbank NYT Image Ed., Readex Hispanic American Newspapers, Sage Journals (moved over to NERL consortium), Proquest C19, Taylor and Francis Journals, Wiley Online Library (new revised contract), and Wilson Art Retrospective. In addition, the library completed parsing and inputting of all the e-resources licenses into the ERM system. Over the summer a second phase will begin to finish inputting metadata for each resource record in ERM.

Statistics

This year also brought the successful training and transfer of the Database usage statistics compilation to a Library Assistant.

Other

Also of note, the library presented its first Information Festival and Faire (IF²). The goal of this event was to create a fun and attractive event to publicize the library's resources and services. In promoting the faire, the Marketing Committee utilized a Guerilla Marketing Strategy to generate a sense of intrigue and mystery about the event. The marketing campaign and fair were very well received by the students. Based on this year's success, the library plans to make this an annual event.

Music Library by Alan Karass

The 2010-2011 academic year was a productive one for the Music Library. Our collections and services effectively support the curriculum and faculty research. Some of the library's space issues are being addressed with assistance from Kristine Stoller of KSID, LLC.

The Music Librarian provided library instruction sessions to 13 Music Department classes and 9 Montserrat classes, reaching 462 students. These classes were complemented by tours and hands-on research training in the library. The Music Librarian answered over 525 reference questions during the 2010-2011 academic year.

This year's circulation transactions totaled 9,665. The number of reserve room transactions was 793. 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. Two audio streaming services were offered to the college community this year, Naxos Music Library and Music Online (Alexander Street Press). Recordings from these services were regularly used by students and faculty and were invaluable supplements to our traditional recording collection.

Library traffic can be measured using the automated patron counters in the security gates. There have been 107,010 hits registered on the counter this year. This is a 3% increase from last year.

The Music Library's collections continue to grow at a consistent rate. Approximately 220 compact discs, 100 scores and 180 books were added this year. We continued to expand the collection in all areas. This year the emphasis was on medieval and popular music, contemporary art music, and the music of Japan, Africa and the Middle East. Approximately 725 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 55 items were sent to Acme Bookbinding during the 2010-2011 fiscal year. With the reduction of periodical titles comes an increase in the number of scores heading for the bindery, for it is more cost-effective to bind than to replace them.

Alan Karass completed his third year of the Ph.D. program in Ethnomusicology at Open University. As part of Open University Music Research Day on October 13, 2010, he presented a paper titled "The Boussadia and the International Festival of the Sahara" at the University's Walton Hall campus. He presented a paper on the same topic at the Society for Ethnomusicology Conference on November 11, 2010, in Los Angeles. In March 2011, Alan received a Holy Cross Research and Publications Grant in order to continue research on the Aissouia Sufis of Kebili, Tunisia.

In the Fall of 2010, Kristine Stoller of KSID, LLC, made a site visit in order to assess space utilization in the Music Library. Kris drafted a plan that included replacing the existing furniture and configuring the placement of new furniture in order to modernize and maximize the functionality of the space. With the help of Joan Anderson and Scott Merrill, Kris's plan was accepted and the Music Library will receive a face-lift in June. This, in conjunction with aggressive weeding of our print collection, will temporarily solve our space issues.

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

Rehm Library

This is the eighth 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

The year began with much promise: a new director, new initiatives including a library strategic plan and renewed efforts to promote our “course-integrated instruction” program. Further, we were re-energized by the ambiguous distinction of the NEASC report which indicated that the library staff should be more involved in academic planning—one of four improvements suggested for the five year interim report to be submitted to NEASC in 2015. Patience with ambiguity, as contained in the College mission statement, is used here as a challenge of sorts to pursue a more certain role in “teaching, learning, and research.”

Instruction

The proliferation and sophistication of scholarly research resources has focused the emphasis of library instruction on a “point of need” approach to engage students in the process of “how to” identify, locate, retrieve and evaluate information. Requests for instruction sessions are increasing for Montserrat and all other class years with the growing understanding in the community that students benefit from focused research related to course assignments. Outreach efforts to summer research programs have also yielded positive responses for library research help. Even as we relish these modest successes, we are concerned about the lack of library instructional personnel to take on more teaching responsibilities and look forward to the “Organizational Review” with hopes of gaining additional staff.

Recent library literature points to a greater role for teaching and learning for academic librarians. ACRL commissioned Megan Oakleaf to write a report which she titled, “*Value of Academic Libraries*,” 2010. Ms. Oakleaf states that, “In the past, academic libraries functioned primarily as information repositories; now they are becoming learning enterprises. This shift requires academic librarians to embed library services and resources in the teaching and learning activities of their institutions.” This quote is taken from the “*Ithaca S+R Library Survey 2010: Insights from U.S. Academic Library Directors*” which also indicates that the academic library will take on a greater role of teaching in the future to support the college campus.

Reference & Instruction Staff

Laura Hibbler, Information and Instruction Librarian: Aside from a very productive year of providing many course integrated workshops, Laura took the lead on “embedding” a Text/Chat box in sites where students go to seek information and perform research: web, databases, LibGuides, Moodle, etc. It has enabled us to interact more readily with students at their point-of-need. She has contributed significantly to Reader Services in many other ways as well: made significant strides in outreach, developed a preliminary “mobile” page for users on the go, and won an award at ACRL (along with two other staff members) for marketing our “IF2” Information Festival and Faire.

Eileen Cravedi, Access Services Librarian: Despite the taxing day to day concerns of access services, Eileen has made significant strides in building faculty relationships and providing several instructional sessions to much acclaim. She played a key role in the “now” permanent

24/5 extended hour study space in Dinand, and is our ad-hoc library web editor. Eileen is also the primary author of an equitable tiered wage proposal for “our” student workers.

Gudrun Krueger, Reference Librarian: As the main organizer of the Give-a-Book drive for the Worcester Public Schools (3rd year of participation), Gudrun reports that approximately 350 books were donated by the Holy Cross Community this year.

Diane Gallagher, Periodicals Librarian, and Carolyn Sager, part-time staff, provided crucial and consistent help by staffing the Reference Desk during one shift a week. Further kudos go to Lisa Villa, Holy Cross Alumnus and long-term, versatile, part-time Librarian, who frequently represents the Libraries at “Open Houses.”

Mission

Many thanks to Laura Hibbler, Eileen Cravedi, Barbara Merolli, and Mary Morrisard Larkin for helping to craft a revised library mission statement which follows:

The College of the Holy Cross Libraries further the mission of the College, a Jesuit liberal arts institution, in its pursuit of excellence in teaching, learning, and research. The Libraries support the curriculum, promote intellectual curiosity, and serve our community by providing resources, access to information, and instruction in the development of research skills. As a central part of student life, the libraries create a welcoming and accessible integrated learning environment where diversity is embraced and respected.

Library Strategic Plan

Director Kathleen Carney set us on a course to investigate pathways to the future in three major strategic planning areas, briefly: Teaching, Space and Resources. The planning process provided an opportunity for all staff members to investigate areas of interest and discover new and expansive ways for improving our support and commitment to the Holy Cross community. In pursuing their charges, several staff took advantage of the opportunity to delve more deeply into the workings of other campus libraries through research and local excursions. The teams showed an amazing amount of perspicacity in drafting their documents despite little a priori experience. As a member of the Senior Administrative Team, it was a pleasure to participate and support the enthusiasm of such an effort.

24/5 Extended Hours Study Period

Claiming to be a student centered library has its obligations. Through questionnaires and impromptu feedback, students have been requesting a 24/7 study space for approximately six years now. Thus, it has been gratifying to share in the implementation of a 24/5 extended hour study place in Dinand this year. The following is just one student comment from the overwhelmingly positive responses received from our periodic surveys about the project. “I applaud the school for taking into consideration the study needs and wants of the student body. Many students take advantage of this opportunity. Yea, for Holy Cross.”

We were fortunate to secure the temporary services of an Evening/Weekend supervisor, William Coffey, who has provided a consistent, responsible adult presence in the library during this first year operation of the 24/5 study period.

Library Information Festival & Faire (IF2)

When thinking about orientation activities that would be informative and fun, Barbara Merolli, Science Librarian, drafted a proposal for a fair that was quite comprehensive. As the plan began to take shape, the fair morphed into an event for all students and a collaborative opportunity to work with other departments. While enjoying popcorn and other treats, students visited different informational tables set up in the Main Reading Room of the Dinand Library. Tables included the Visual Resources Library, the Worcester Art Museum Library, the Music and Science Libraries, the Archives, Interlibrary Loan, Circulation Services, Research and Electronic Resources, Information and Educational Technology and the Writer’s Workshop. There were interactive activities and take-aways at each table. Students who visited every table were entered into a raffle to win gift certificates to local restaurants and stores and the grand prize was a \$100 iTunes gift card. It was deemed a great success.

Epilogue: Three colleagues (Laura Hibbler, Bob Scheier and Mike Zeller) who were particularly creative about using a “guerrilla marketing” campaign as a way to engender interest on campus with the “IF2” logo won the “Best in Show” poster award at the Academic Colleges and Research Libraries national conference in Philadelphia.

Reference/Instruction by the Numbers

Reference Service Statistics

Reference Desk	2339
Circulation Desk	884
Periodicals Desk	189
Text Ref	83
Chat Ref	25
AJCU VR (HC Librarians)	93
E-mail Reference	147
TOTAL	<u>3760</u>
Individual Consultations	45*
AJCU Virtual Reference	298**

*Indicates student requests for personal consultations – a burgeoning trend

**Holy Cross student requests to the Association of Jesuit Colleges and Universities’ Librarians

<u>Course Integrated Instruction Sessions</u>	Sessions	Attendees
Montserrat Seminars	36	612
Varied Courses	79	1376
TOTAL	<hr/> 115*	<hr/> 1988
*Online Course Guides created	70	
<u>Sundry/Summer/Workshops & Tours</u>		
Passport & Odyssey	4	160
Abby Kelley Foster IB	1	16
MA Nat'l Honor Society	3	70
“IF2” Information Festival & Fair	1	69+

Science Library by Barbara Merolli

Students' use of the Science Direct Article Choice ("pay per view") program to request articles from journals published by Elsevier continued to be strong this year. The number of articles requested by students held steady from last year at 600 articles again this year. 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 library continues to experience heavy demand for study space throughout the semester, with overflow demand during the fall semester study & final exam period when we once again pressed every bit of available space into service to provide extra seating. Gate counts in fall 2010 and spring 2011 were consistently above 4,000 people per week.

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, 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 533 directional questions (438 in 2010), 217 short reference questions (259 in 2010), and 101 extended questions (149 in 2010). Circulation statistics were mixed this year compared to last year: book checkouts and renewals fell from 1,983 last year to 1,826, and reserves grew to 2,261 from 1,800. This increase is partly due to the addition of two media room keys to the reserve checkout rules. Periodicals fell again from 45 last year to 39, reflective of the move toward electronic resources.

Science librarian instruction sessions decreased slightly from 33 group sessions to 26 with a total of 403 participants, down from 446 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 25 **Student Assistants** also did a great job, especially considering they only work a few hours a week, and have many procedures, rules and regulations to remember.

Serials

by Diane Gallagher

This year we converted our print Taylor & Francis titles to an e-package which added 943 new titles to our e-holdings; we moved the majority of our Elsevier titles (excluding Biology) to e-subscriptions; we subscribed to the first three Arts & Sciences collections offered by the new JSTOR Current Scholarship Program because we already own the first three Arts & Sciences Archives, and we also picked up 26 individual titles. We purchased the American Geophysical Union package of 18 titles in place of our current three subscriptions. We moved *Linguistics and Language Behavior Abstracts* and the daily *New York Times* to e-formats.

Money donated through the George & Bernice Phillip History Fund. (\$100,000 – the library receives the income) allowed the library to continue its subscriptions to *Critical Asian Studies* for 2011 (\$319.96), *French Colonial History* (v. 11, \$43.11), the *Historical Statistics of the U.S. Millennial Edition* (\$100 annual maintenance fee), and *The Times Digital Archive 1785-1985* (\$3,748.50), a total of \$4,211.57.

We currently receive a total of 6,162 titles: 1,034 print subscriptions and 5,128 electronic subscriptions. We added 975 new online titles. We converted 142 print titles to online, cancelled 11 titles, withdrew 20 titles, and 11 titles ceased publication. By means of direct and aggregator sources, we have access to 46,648 unique electronic titles.

EBSCO's prepayment credit offer which has been shrinking each year was slightly higher this year, and we participated in it again prepaying \$300,000; we received a .53% credit amounting to \$1,590 which was applied to our renewal invoice. As of April 15th, we have paid a total of \$450,570.25 for print subscriptions this year and \$506,648.31 for electronic subscriptions for a total of \$957,218.56.

We spent \$16,000 on bindery. We bound a total of 985 volumes: Dinand 380, Science 550, and Music 55. Additionally, we continued to review and revise our bindery process and procedures; we have stopped binding all titles for which we have contractual E-subscriptions in place, and will begin to discard duplicate print issues no longer needed. We are sending annual and physically durable volumes directly to the stacks, doing more in-house laminating, boxing lesser used titles and opting for longer current retention on print titles available online through aggregators.

The library purchased a microfilm reader/scanner with sophisticated multi-function capabilities that go beyond our original microfilm equipment. Mary Beth Pappie, Technical Services Assistant: Serials, has been familiarizing herself with this new piece of equipment. Mary Beth and I have continued work on documentation procedures for the Periodical Department, creating a notebook with information on day to day serials functions, including: mail processing, Millennium ordering and check-in, claiming, binding, bill paying, EBSCO and PeopleSoft information, updating local holdings in OCLC, and financial information.

COLLECTION DEVELOPMENT

As a member of the Collection Development Team (with Bob Scheier, Karen Reilly, Mary Moran, Patricia Porcaro, Barbara Merolli, and Alan Karass), Diane reviewed database changes and possible purchases. We purchased full text options for *America History and Life*, *Historical Abstracts*; *International Index to Music Periodicals* which added full text for 680 titles, as well as the Alternative Press Index. We looked at a number of patron driven acquisitions options before choosing *MyILibrary*. We are continuing to look at the many E-book purchase packages available. 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

REFERENCE

The Periodicals Department answered 147 reference questions: 55 Info/Directional, 65 Quick Reference, and 27 Extended Reference. Diane works at the Reference Desk on Thursday mornings. This continues to be a challenging and rewarding interaction with students, faculty, off campus visitors, and the reference staff. Diane also assisted with instructional sessions for Odyssey and Abby Kelley Foster students.

OCLC Local Holdings Maintenance

Work on local holdings included: Dinand: 24 additions, 178 updates, 27 deletions; Science: 14 additions, 40 updates, and 1 deletions.

JESUIT LIBRARY

We performed routine financial and title support and maintenance (invoices, renewals, new subscriptions, cancellations, claims, check-in title ledger book, etc.) for the library's subscriptions.

LIAISON

Diane serves as liaison to the English and Theatre Departments. Prof. Lee Oser (British specialist) and Prof. Sarah Luria (Americanist) and Chairperson, Prof. Patrick Ireland are the primary contacts for English, Prof. Edward Isser for Theatre. Diane 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 and updated the Sheehan webpage with titles purchased.

Visual Resources by Janis DesMarais

This year, outreach to Visual Arts majors and students enrolled in Visual Arts courses categorizes this department's main achievements in pursuit of the overall Library mission. I continued my Imaging Skills program, but redesigned and improved it from the previous year. Over the summer of 2010, I created a 41-page book on the topic of imaging skills. Each of the eleven Art History seniors received a hard copy and pdfs of the publication were posted on the Visual Arts majors and minors and departmental Moodle sites. Having a hard copy of the skills instruction allowed the students to learn the computer-based material in a self-paced manner. Evaluations demonstrated that the teaching/learning method was effective. Next academic year, I aim to provide newly declared majors in the department with an introduction to the resource so that the skills learned can be applied earlier in their Visual Arts academic careers.

The Visual Arts department has also recognized the need to help majors, minors, and all students enrolled in their courses with other basic college skills like research, writing and presentation. The Art History instructors in the department had been working on the content for a website for months and in the fall asked for the involvement of Margaret Nelson, Academic Computing Support Specialist, and myself to help bring the project to fruition. I contributed content in the presentation category and also helped Margaret, who created the actual website, with the site's organization and navigation.

<http://intranet.holycross.edu/departments/visarts/research-write/index.html>

In the fall of 2010, I collaborated with other Library staff to produce the successful Library Faire program held on the evening of October 5. A table was shared with the Worcester Art Museum Library and together Debby Aframe and I worked in a fun and approachable manner to inform students of the resources for art research available to them at Holy Cross and at the art museum.

During the academic year, I conducted one extended and three brief in-class ARTstor instructional sessions as requested by instructors. I also answered 46 extended and 100 quick reference questions over the past twelve months.

This year, \$4112.50 was spent to license images, including the acquisition of Archivision's module 5 set (6,000 images), accessible via the ARTstor delivery platform. Additionally, over the course of the year the work-study student in the Visual Resources Library has scanned and cataloged hundreds of images (641) from the Art:21 series books, beginning with seasons 3-5. These images are available now upon request, but will be more accessible and searchable once a local delivery platform is implemented at Holy Cross.

In the spring, I decided to revisit and reevaluate the decision to adopt MDID3 as the delivery platform for digital images for classroom use since delays in software development had prevented its implementation at Holy Cross. Together with the Visual Arts faculty, we decided instead to pursue the ARTstor Shared Shelf hosted platform, beginning with a trial of it in the upcoming fall semester.

Worcester Art Museum
by Debby Aframe

After I thought FY 2010 was the most stressful year yet for the WAM Library, it turned out that FY 2011 was much worse than the year before. Because of the economic downturn and the Museum's ongoing fiscal woes, the administration of the Museum decided not to include the Library in the Museum's annual budget for FY 2011. As a result, our salaries weren't funded and we were left with an operating budget of \$11,332 which included postage, office supplies, memberships, program supplies, equipment repair and maintenance, entertainment, acquisitions and contract services. Needless to say, it was a year of maintaining the status quo. In spite of the dire situation, the Library did not cut back on any of its services, programs, events or hours. We continued to serve our constituencies in the best way possible. Thanks to the untiring efforts of our dedicated volunteers and students, who together worked over 500 hours in the Library, our hours and services remained stable.

In order to solve the growing budget gap the Museum constructed a plan for the colleges who are the biggest users of the Library, to increase their institutional membership fees in a new program called Advanced Institutional Scholarship. In order to determine exactly what the Museum, and specifically the Library, offers the colleges in terms of services I met with all departments of the Museum and asked for a detailed list of all services given to the colleges in the last year. The resultant document was very enlightening and presented to the colleges at a planning meeting. A plan has been drafted which details the Museum's arrangement with the colleges for the next three years and we are now waiting for the final approval. The details have yet to be worked out. I would like to take this opportunity to thank the administration at Holy Cross, especially Kathleen Carney and Dean Austin, for their wholehearted support of the WAM Library and the proposed new institutional plan.

One of the most positive things to happen this past year was the installation of a color field painting in the Library's Reading Room, *Lyre* by Kenneth Noland. It is an extremely large painting and supplements the opening of the 20th century galleries on the third floor of the Museum. Christine Clayton organized and installed a complementary display of silk-screen prints from the Library's rare book collection, *The Interaction of Color* by Josef Albers in our exhibition case.

The TMS Light database continues to grow and now has 14,210 cataloged images, an increase of 46% from last year. I submitted a request to the Barnard Foundation, with the help of our Advancement Department, to request additional monies to keep the project going next year. Roberta Pospisil, the project coordinator, will exhaust the current funds on May 26 and continue working one day a week as a volunteer after that.

Because the acquisitions budget was so low there were fewer books to catalog, allowing Christine (the Assistant Librarian) an opportunity to tackle the backlog of pamphlets. We have also managed to continue weeding the backlog of uncataloged material and will continue doing so over this summer.

The Friends of the Library has a stable membership at 52. One of our Friends donated \$50,000 to the Greater Worcester Community Foundation to establish an endowed Fund for the Library to be used at the Librarian's disposal. This complements two other endowed funds in the Library's name which are restricted to purchasing acquisitions. The Friends Group sponsored a speaker in September, James Dempsey, an English instructor at WPI, to talk to WAM staff about Scofield Thayer, the founder of the Dial Collection. We are continuing to collect art books for the next art book sale, which will be held sometime in June 2013. We need to have at least 1000 books in order to have a successful book sale and we only have about 600 books so far. The proceeds from the book sale are earmarked for Library acquisitions. The Friends of the Library continues to have a very successful book club which meets five times per year and has attracted many new members.

The Library again sponsored WAM 101, Profs Night and Career Night. All three events were very well attended and will be sponsored again by the Library next year. I continue to chair the College Liaisons Committee which meets twice a year and helps plan the college events. We added another member to the committee, Alice Lambert, the Head of the Visual Arts Department at Anna Maria College.

I submitted a capital budget request to the Museum's finance department to add two ranges of shelving to the Library's reading room to help alleviate our space problems. In order to install the shelving the slide catalog will have to be moved to another location. We loaned less than 500 slides so far this year, considerably less than in previous years. The one professor from Nichols College who consistently borrowed has successfully made the transition to digital images and won't be using slides anymore. Before I remove the slides to storage, Janis DesMarais will come to WAM and present a training session to our staff on ARTstor, the replacement for slides.

The Museum has hired two new staff people to begin the digitization project of photographing the Museum's collection, cataloging the images, and presenting them to the public on our website. The resultant images and metadata will be used to submit WAM's records to ARTstor. Once WAM's records are in ARTstor they will be very easily accessible for HC faculty. Christine Clayton has offered to help the registrar's office catalog the images and add subject headings for keyword access to our collection, a request made by Janis DesMarais in HC's Visual Arts Department. Janis thinks offering keyword access to our images will enable HC professors from all disciplines to locate what they want for teaching purposes without the need for MDID.

I participated in the Library Faire last September and discovered that most students I spoke with didn't know that the WAM Library is indeed part of the complex of Holy Cross Libraries. It was apparent to me that we need to do more in order to promote the WAM Library to students and faculty on campus. I also participated in the Library Affairs Council and the Strategic Planning Group: Teaching, Learning and Engagement. Christine participated in the Information Resources, Discover, and Access Strategic Planning Group.

I wrote a grant to provide supplemental funding for the Library to the Lodestar Foundation called The Collaboration Prize. The grand prize was \$100,000 and there were 12 second prizes, each

for \$12,000. Our proposal made it through to the second cut but unfortunately we were cut out on the subsequent reviews. The Foundation itself is quite interesting and we do qualify under their guidelines. Perhaps the Museum's new grant writer can explore more possibilities with this Foundation.

Two goals I would love to accomplish in order to bring the WAM Library to its maximum potential are: recatalog all the materials in the Dewey Decimal System to the LC cataloging system and to utilize the circulation system from Triple I allowing students from Holy Cross to borrow WAM books.

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. The number of students who attended was 251.

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 who are WAM institutional members. 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. The number of Profs who attended was 44.

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. The number of students who attended was 49.

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

Holy Cross Committees

- Kathleen Carney: ETAG (Educational Technology Academic Group), ITPC (Information Technology Policy Committee)
- Eileen Cravedi: President's Task Force on the Environment, Future Technologies Advisory Group, ETSG (Educational Technology Support Group), Visions 2011 Planning committee
- Janis DesMarais: ETSG
- Alan Karass: Community Standards Board
- Richard Lent: CITISAC, ETSG, Future Technologies Advisory Group
- Mary Morrisard-Larkin: ETSG (Co-Chair), Educational Technology Academic Group, Google Apps for Education
- Barbara Merolli: Safety Committee
- Karen Reilly: CITISAC, Hate Not Here, ETSG,
- Patricia Porcaro: 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

Professional Committees

- Deborah Aframe: ARC Steering Committee, ARC Special Collections
- Diana Antul: ARC Access Services
- Sarah Campbell: ARC (Academic and Research Collaborative) Special Collections (Secretary), Digital Commonwealth Board Member, New England Archivists Programming Committee
- Christine Clayton: ARC Access Services
- Diana LeBlanc: Oberlin Library Directors Annual Meeting Planning Committee (Local Arrangements)
- Eileen Cravedi: ACRL NEC ASIG (Access Services Interest Group) Planning Committee
- Janis DesMarais: Visual Resources Association New England Chapter (Treasurer)
- Kathleen Carney: ACRL (Dr. E. J.) Josey Spectrum Scholar Mentor Committee (Chair), ACRL Friends Fund Committee
- Laura Hibbler: ALA's (American Library Association) RUSA (Reference and User Services Association) History Section's Webmaster, ARC Professional Development Committee, NELIG (New England Library Instruction Group, Vice Chair) Annual Program (Co-Chair)
- Mary Morissard-Larkin: New England Regional Association for Language Learning Technology (Treasurer), CLAMP (Collaborative Moodle Liberal Arts Projects) - Chair, Moodle 2.0 Committee, Member, Documentation Committee

- Mary Moran: NETSL (New England Technical Services Librarians) Board, Local Arrangements (Chair)
- Patricia Porcaro: AJCUVR (AJCU Virtual Reference) (Institutional Coordinator)
- Karen Reilly: ARC Steering Committee, Oberlin Library Directors Annual Meeting Planning Committee
- Mark Savolis: ARC Special Collections, New England Archivists Planning Committee, Local Arrangements, Worcester Historical Museum Civil War Exhibit Planning Committee
- Robert Scheier: ACRL (Association of College and Research Libraries) New England Chapter Board of Directors, ACRL New England Chapter ITIG (Information Technology Interest Group) Co-Chair and Planning Committee, ACRL New England Chapter 2010 Conference Vendor Relations Committee
- Michael Zeller: ACRL New England Chapter Conference Planning Committee, ACRL New England Chapter ITIG Planning Committee
- Slavica Zukic: ARC Access Services

Publications

- Merolli, Barbara. New England Librarians, E-Science Portal, contributing editor

Presentations

- Aframe, Deborah: "How to Research an Artist in the WAM Library" to Librarians from Assumption College. March 11, 2011. (morning)
- Aframe, Deborah and Christine Clayton: "Introduction to the WAM Library" to 70 students and staff from the Nelson Place Elementary School as part of the 2011 Kids to College Program sponsored by the Massachusetts College of Pharmacy and Health Sciences. March 11, 2011. (afternoon)
- Christine Clayton: "The History, Scope, and Purpose of the WAM Library" to visiting delegates from Azerbaijan participating in the Accountable Governance Program run by the International Center of Worcester and the Open World Leadership Program at the Library of Congress. May 11, 2010.
- Hibbler, Laura. "Academic Integrity in Today's Information Universe," Massachusetts National Honor Society Fall conference, Oct 18, 2010
- Hibbler, Laura, Bob Scheier, and Mike Zeller. "Building Buzz Without Big Bucks," Poster at ACRL National Conference. Awarded best poster.
- Karass, Alan. "The Boussadia and the International Festival of the Sahara," Open University Music Research Day, October 13, 2010.
- Karass, Alan. "The Boussadia and the International Festival of the Sahara," Society for Ethnomusicology Conference, November 11, 2010.
- Morrisard-Larkin, Mary. CALICO (Computer-Assisted Language Instruction Consortium) Presentation: Measuring the Effectiveness of Pronunciation Practice and Modeling (June 2010)

- Morrisard-Larkin, Mary. NERCOMP SIG Presentation: "Using Mahara E-Portfolio System to Demonstrate Mastery of Massachusetts State Teaching Standards" (September 2010)
- Savolis, Mark. "Researching Civil War Photography," Worcester Public Library Genealogical Symposium.

Appendix B: Summary Library Statistics

Collection Development	
Firm Orders: \$112,569; 2747 volumes	Items Cataloged: 3,960 volumes
Standing Orders: \$80,005; 566 volumes	Special Collections: 125 volumes
E-Books: \$80,864	Jesuitana: 297
Electronic Journals: \$570,112	
Electronic Databases: \$174,787	
Circulation	InterLibrary Loan
Dinand: 22,014	Dinand: Borrowed: 2,649
In-House: 3,139	Loaned: 5,512
Science: 1,826	Science: Borrowed: 111
Music: 9,665	Loaned: 433
Reserves:	Reference:
E-Res: 119,507	Dinand: 323 Extended, 1,649 Quick, 1,974 Directional
Dinand Print: 1,648	Science: 101 Extended, 217 Quick, 533 Directional
Science Print: 2,261	Music: 152 Extended, 131 Quick, 243 Directional
Music all formats: 793	Visual Arts: 46 Extended, 131 Quick
	Instructional Sessions:
	Dinand: 98 sessions, 1,599 attendees
	Science: 54 sessions, 467 attendees
	Music: 18 sessions, 452