

8-1-2012

College of the Holy Cross Libraries Annual Report 2011-2012

Kathleen M. Carney
College of the Holy Cross

Follow this and additional works at: https://crossworks.holycross.edu/lib_annual_report

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

Recommended Citation

Carney, Kathleen M., "College of the Holy Cross Libraries Annual Report 2011-2012" (2012). *Holy Cross Libraries Annual Reports*. 7.
https://crossworks.holycross.edu/lib_annual_report/7

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

College of the Holy Cross Libraries Annual Report



2011—2012

Contents

Director of Libraries Annual Report.....	4
Associate Director of Library Services.....	7
Access Services.....	9
Acquisitions and Cataloging.....	10
Archives and Special Collections	12
Educational Technology	14
Electronic Resources.....	16
Music Library.....	18
Reader Services.....	20
Science Library	24
Serials.....	26
Visual Resources.....	28
Worcester Art Museum.....	29
Appendix A: Library Staff Contributions to Holy Cross and the Profession	32
Appendix B: Summary Library Statistics	34

Director of Libraries Annual Report

Kathleen M. Carney

A Year of Reflection and Change

The defining feature of this past year for the Libraries has been change, change, and more change. Fundamental changes are now underway in how we will organize ourselves to do our best work, together with fundamental changes in how we select, acquire, define, and deliver scholarly resources to our users. And, we are also seeing significant changes in how we interact with and facilitate the productivity and learning of faculty and students, respectively.

While changes related to services, collections, and missions have become commonplace in academic libraries, much of our focus this year was devoted to a formal planning process designed to strategically address and anticipate such changes. The overarching goal of the process was to conduct an inclusive and comprehensive strategic and organizational review of the Libraries. This review was designed to define and establish priorities, practices, and operational improvements to advance our work for the next three to five years. Specifics include programs and priorities which will position us to begin working with campus partners to implement a new library organization reflecting the roles and operational alignments necessary for the libraries to play a more significant role in future enhancements of research, teaching, and learning across the campus.

The Libraries had launched a strategic planning process early last year encompassing three strategic themes: Information Resources, Discovery, and Access; Teaching, Learning, and Engagement; and Library Environments and Creation of Dynamic Learning Spaces. It was, by design, an inclusive process with staff from all areas of the Libraries participating in its initial phase with members of working groups charged with drawing up representative goals under each of the strategic themes. This work served as the underpinnings of a formal Organizational Review which constituted Phase II of our planning process.

That work was facilitated by Sam Demas of Samuel Demas Consulting and took place from February through May, 2012, guided by a very detailed plan of work developed in collaboration with Bill Conley, Director of Administrative Services. The major task of this coming year will be to develop an implementation plan to introduce and begin putting in place elements of the Libraries' Mission, Vision, and Strategic Plan. Our new library organization will be better able to contribute to teaching and learning, to develop, manage, and deliver scholarly resources more efficiently and effectively, and to take better advantage of strategic partnerships and work with others to provide leadership regarding the use of technology in teaching and research.

Services

This year saw the Libraries conducting two instances of the HEDS survey, in the fall with first year students and in the spring with first through third year students. Response was somewhat low, 16% and 14%, respectively, but the results will provide us with valuable areas to follow up on, especially as detailed in the qualitative responses. Notable was the stark disconnect among students in their self assessment of their research skills and in their actual understanding of the research process. Also notable was the addition of the Multimedia Resource Center to the Libraries, reporting through Educational Technology. And, this year saw a change of leadership at the Worcester Art Museum, with the appointment of Matthias Waschek, who has already demonstrated a keen understanding and appreciation of the role the WAM Library can play in

delivery of innovative, meaningful services to our users. Other notable examples of service initiatives this year include:

- Personal research sessions: New in FY12, simplifying contact and scheduling has resulted in a tripling (FY12=159; FY11=45) of requests for one-one-one consultations with our teaching librarians
- Onsite drop-in research assistance increased by 17%, bucking national trends showing a persistent decline in such services (e.g. reference, circulation, etc., desk service). “Virtual” reference services seem to be falling off a bit, a trend we should study this coming year, to see if it is a factor of interest or marketing, but the increase in “high touch” service is heartening and something we should analyze and build on. Interest in workshops for faculty continue to be a work in progress, but one-on-one sessions with faculty regarding Web site enhancement seems a growing area of need/interest (n=25 to 30 faculty members this year). Use of the Worcester Art Museum Library and attendance at the Library’s 3 signature programs saw dramatic increases this year (25% increase in attendance; WAM 101 (399), Profs Night (71), and Career Night (112))
- Course integrated instruction remains popular, with this year showing an increase in the number of students reached (FY12=2125; FY11=1988). Montserrat continues to be a priority, and librarians continue to work on integrating themselves more fully in the work of the clusters. Instruction of all kinds is one of our overarching priorities in the Libraries’ strategic plan and will see greater focus and resources in the coming year. And, this past year the MRC has seen its mission expand significantly from primarily serving the language departments to providing reserve services to 65 faculty members representing over 14 different departments
- Collaboration and experimentation were also growth areas. Reference and research librarians and Educational Technology expanded their work with the Center for Teaching this year, something which we will continue in FY13. Opportunities were realized around experimentation with mobile technologies (smartphone “apps” and an iPad project) and participating in Center for Teaching workshops. Another impressive collaboration sponsored by the Science Library was the “Writing Science” program, an intensive collaborative undertaking with Prof. Leila Philip and her students. The success of this collaboration will serve as an impressive model for future collaborations with faculty
- Increased collaboration and integration with Educational Technology continued to advance this year, with the addition of the MRC to our group, and with a mandate for more active collaboration around planning new programs (e.g., data services) and conducting training sessions on productivity tools (e.g., RefWorks, LibGuides, etc.)

Collections

The greatest changes, and indeed, the need for change, occurred again in how we select, acquire, manage, and make available the libraries’ collections. The move to e-content, the adoption of patron initiated acquisitions, our pay-per-view model, and the focus on the use of primary resources in class assignments all expanded again this year. Some specific examples of highlights this year include:

- A more pronounced shift in expenditures for print versus e-journals occurred this year (roughly 50% decrease in print periodicals monies spent; approximately 30% increase in e-journal monies spent) , largely as a result of the renegotiation of our “big deal” with Elsevier and continued implementation of pay-per-view. The renegotiation enabled far

greater flexibility in terms of the selection of STM titles and the pay-per-view model enabled us to better rationalize usage costs per title and to better address Science faculty requests and needs. As a result, we realigned \$25,000 to purchase additional electronic resources, selected from a list of longstanding faculty requests. Printed books remain a priority at WAM, with a 30% increase in ILL, a measure of the quality of the Museum's collections. In addition, the WAM Library increased acquisitions by 79%, entirely through donations to their booksale

- Discovery and delivery of resources saw changes and improvements, also. Encore, our relatively new discovery portal is quickly becoming the preferred interface over the classic catalog, and provides better integration and access to electronic resources. Optimizing and better integrating access to our e-resources will be another of our goals in the coming year. Interlibrary loan, both borrowing and lending, increased somewhat and we also launched a small document delivery pilot, delivering to faculty ILL requests that we already own, something we expect to expand in the coming year
- The use of media across departments is increasing, with a record 1000 videos placed on reserve this year in the MRC. Reformatting VHS titles has begun and in addition to this, we need to examine how best to adopt streaming media for the future and whether to merge the MRC and Dinand collections. Regarding streaming media, we have seen effective integration of streaming audio in Music Moodle course sites, something which will help inform expansion of access to streamed resources across academic departments
- The management and delivery of digital images managed by the Visual Arts Library and digitized resources from Archives and Special Collections were improved with the adoption of ArtStor Shared Shelf and Digital Commons, respectively. These resources are quickly enabling us to build out the beginnings of a more coordinated digital library program, an area which will see greater emphasis in our new long range plan

New Initiatives

A major focus of our planning process has focused on adapting and redefining our mission and operations to better reflect our "library of the future." Most emblematic of that transformation is our foray into publishing, offering and supporting publishing services to the campus. In effect, establishing the beginnings of an open access e-press for Holy Cross scholarly work. This digital scholarly repository, *CrossWorks*, is intended to be a close collaboration with faculty, and is currently being very ably led by Mat Schmalz and Karen Reilly. The pilot is focusing on student honors theses, but will also include work from interested faculty, an e-journal being published through the Catholics and Cultures initiative, and digital objects from the Archives and Special Collections.

By far our most compelling new initiative going forward will be the implementation of our new organization and strategic plan. We approach this implementation phase with a great deal of confidence, confidence based on the knowledge and experience demonstrated by library staff already performing much of the new work very capably. The changes we will implement, then, are designed to facilitate the work and better equip a very effective and creative staff to strengthen and expand their contributions in the face of ongoing change. Specifics reflecting examples of the impressive accomplishments of staff from all areas of the libraries as demonstrated over this past year are well documented in the reports that follow.

Associate Director of Library Services

by Karen Reilly

This has been a year of many changes. Electronic books are starting to be accepted, the electronic budget has grown to the point we need to rearrange staffing, print management is relatively stable, and the library will shortly become a publisher of Holy Cross' scholarly work. All of these changes, and more, required that the library staff spend a significant amount of time evaluating its procedures. Detailed departmental reports from Acquisitions, Cataloging, Periodicals, and Visual Resources will follow.

Strategic Planning Process

A major component of this year's work has been the planning, organization, and implementation of a strategic planning process, including an organizational and workflow review. The library staff worked with Sam Demas (Sam Demas Collaborative Consulting) over the course of 4 visits in the spring. Three teams were formed: Strategic Planning, Organizational Review, and Workflow Analysis. A list of the membership is included in the Appendix.

Although the final report has not arrived, we are considering several suggestions for the Technical Services Division. It was universally recognized that the amount of work to purchase and process electronic resources has outgrown the one position of Electronic Resources Librarian. At the same time, print expenditures have decreased. Over the next few months we will look at mainstreaming the electronic resources workload with the existing staff. Also, the name of Technical Services may be changed to Collection Services to more appropriately describe the work of this division. This will include creating a Collection Management Plan that can be presented to faculty as we discuss weeding the collection to provide more space for other services. We will also look at the possibility of outsourcing the processing of the physical books.

Institutional Repository

This year the decision was made to purchase the BePress product, Digital Commons, for our institutional repository software. Mary Morrisard-Larkin and I worked with BePress and Public Affairs on the website design process. Mary Moran, Lisa Villa, Barbara Merolli, Sarah Campbell and Alice Howe were asked to be members of the implementation team. After much discussion and over a long period of time, the site was finally named "CrossWorks." Unfortunately, implementation was slowed by the strategic planning process. However, "CrossWorks" should be launched at the end of the summer with 10-20 honors theses and items from the College Archives and the New England Provincial Archives.

Innovative Interfaces

Millennium version 2011 and Encore/Synergy 4.1 were installed. A scoping project to provide more fine tuned location facets in Encore and location menu choices in the Classic Catalog was undertaken with mixed results. A long awaited feed of staff and faculty data into the patron database was created with the assistance of ITS. The use of Encore (62,681 visits) vs. the Classic Catalog (27,472 visits) has considerably increased. III has announced the development of a new platform, *Sierra*, which is based on a service oriented architecture design and provides a web based/Google like interface for staff modules. It also allows for local developers to share gadgets, queries, and apps. At the same time, OCLC, our bibliographic vendor has created its own library system that uses the OCLC database as the local catalog. Some efficiencies could be realized by moving to OCLC. An evaluation of the two products needs to be performed before purchasing either.

Print Management

The number and cost of printing seems to have relatively stabilized. In FY2011, 2,850,780 prints were made at a cost of \$34,667. In FY2012, 2,614,823 prints have been made at a cost of \$35,621. There have been several requests for a public color printer in Dinand.

New Equipment

The BookScanners (one in Dinand and one in Science) have been very well received. After July 1, we will purchase another BookScanner for Dinand. The new version even scans directly to an iPad.

Budget

The operating budget this year was again adequate. The shift from print to electronic, from faculty orders to patron driven acquisitions, and from the subscription model to the pay-per-view model has made it somewhat difficult to predict annual costs. We cautiously added a few databases this year. A new collection management plan will need to address the outdated allocation formula.

Staff

Technical Services staff were very active in library committees. **Collection Development:** Karen Reilly, Chair; Janis DesMarais, Diane Gallagher, Mary Moran and Robert Scheier. **CrossWorks Committee:** Karen Reilly, Chair; Mary Moran, Lisa Villa. **Library Affairs Council:** Janis DesMarais, Diane Gallagher, Mary Moran, Karen Reilly, Robert Scheier. **Library Faire:** Bob Scheier, Lisa Villa. **Senior Administrative Team:** Karen Reilly. **Weeding Committee:** Karen Reilly, Chair; Diane Gallagher, Mary Moran.

Access Services by Eileen Cravedi

All staff members within Access Services actively participated in the **Strategic Planning Process** this year, serving on various working groups. I want to commend my staff in Access Services for being able to maintain excellent service to our patrons while contributing in this arduous strategic planning process. I look forward to extending my contributions to the library as we move forward implementing the new organizational structure and reworking position descriptions.

Those who think libraries are going the way of the dinosaur have not been in the Dinand Library recently. This past year saw increased activity in almost every Access Service area. Due to the great success of our 24/5 pilots last year, the library was allotted funds to continue **24/5** Library hours on a permanent basis. Dinand Library stays open from 8:30am on Sundays through 11:00pm on Fridays. The 24/5 hours are extended to 24/7 during finals. Many students have taken advantage of these extended hours, particularly in the 2, 3, & 4 AM hours.

Staff changes this past year within Access Services include a mid-year resignation of the Coordinator of Reserve Services (to accept a professional librarian position elsewhere), the hire of one temporary position (Access Services Assistant), one new part-time evening/weekend supervisor as well as four part-time staff members for the 24/5 hours.

The Dinand Library employed approximately 36 **student workers** this year. After years of negotiating we were happy to finally get approval from Human Resources for a tiered wage structure for our student workers. We continued our “Food for Fines” campaign with an increase this year in donations. Traditional/print **reserves** were consolidated and moved from the 2nd floor, freeing up study space, to the circulation desk. Responsibility for the processing and circulation of these materials also shifted from the Coordinator of Reserve Services to the Circulation Supervisor. With this shift, the Coordinator of Reserve Services was able to enter electronic resources licensing information into the ERM under the direction of our Electronic Resources Librarian, Bob Scheier. There was a decrease in both forms of reserves; perhaps more faculty members are using Moodle to post required readings. We saw an increase in **circulation** but saw a slight decrease this year in-house usage. There was an increase in the number of items shelved, book repairs, and laminating over the past year. Our Stacks Supervisor, student workers, and overnight staff participated earnestly in the initiation of our weeding project, in collaboration with Acquisitions & Cataloging. Our **Interlibrary Loan** operations saw increase in both lending and borrowing for Dinand yet a slight decrease in Science borrowing (probably due to our Fast ILL pay-per-view service with Elsevier). We continue to be a net-lender, loaning more items than we borrow, within the State. We piloted the ClioWeb service to a few faculty members with positive feedback. Depending upon the timing of acquiring the ILLiad system for ILL, we may not fully roll-out ClioWeb to the rest of the faculty. We also piloted a **document delivery** service for those items requested through ILL that we own; we hope to publicize this service next academic year.

Please see Appendix B for supporting Access Services statistics.

Acquisitions and Cataloging by Mary Moran

FY2012 was a busy year for the Acquisitions and Cataloging Department despite a decline in orders for new materials. Members of the department were Mary Moran, Head of Acquisitions & Cataloging, and Catalog Librarians, Tess Huaman who worked 30 hours a week and Lisa Villa who worked nearly 20 hours a week in her long-held temporary position. Other members of the department were Technical Services Assistant--Cataloging Specialist, Alessandro Camarra, and Renee Hadad, the Acquisitions Specialist. We also had a work study student for 4 hours a week during the academic year helping us process library materials. In addition to performing our regular duties, every member of the department was involved in the Libraries' strategic planning and organizational review process. Each of us attended the consultant's planning retreats and our specific task force meetings, and we supplied the consultant with the information and gathered the documentation he needed. We also began examining ways that the Acquisitions and Cataloging staff may become more involved with ordering, receiving, and cataloging electronic resources. A first step in this direction was that Mary ordered select electronic monographs requested by faculty members, and she began receiving certain electronic standing orders in III's acquisitions module.

Acquisitions

The FY2012 print book and audio-visual materials budget was **\$250,000**. As of June 1, 2012, we have spent **\$102,412** on firm orders and have received **2,515** volumes at an average cost of **\$40.72** per volume. This is **67** volumes fewer than in the July 1 to May 31st period of FY2011. **\$18,579** is still encumbered and we hope to receive these additional volumes by the end of the fiscal year. **\$55,328** was spent on **500** volumes of standing orders at an average price of **\$110.66** per volume. This cost is **\$32** less per volume than it was last year, and the quantity is **59** fewer due to the increasing number of standing orders we now receive electronically. At this time we have a firm order free balance of **\$38,540** and a standing order free balance of **\$37,321**. More firm orders need to be placed and more volumes will be received by the end of June. Finally, Lisa helped Mary evaluate many of our book donations to determine which ones should be added to our collection. **310** gift volumes were accepted and processed this year compared to **552** in FY2011. This decline is due to a stricter adherence to our gift policy.

Cataloging

As of June 1, 2012, **3861** volumes were cataloged and processed, **99** fewer than in the same period of FY2011. In addition, **130** DVDs, **11** audio CDs, and **16** CD-ROM's were done. **83** books were cataloged for the Rehm Library and **309** volumes for Ciampi. Also, a total of **111** DVDs were cataloged for the Multimedia Resource Center. We continued to retrospectively catalog the Special Collections volumes which were not listed in our online catalog. **348** more volumes have been made accessible to researchers throughout the world. Also, all of the Early Christian Iberian Collection volumes, still shelved in ILL, were brought to Cataloging where Tess and Lisa have been retrospectively cataloging them. So far they have integrated **89** of them into the stacks. Tess cataloged all new volumes received by the New England Jesuit Province Archives, and **347** volumes of Dinand serials bindery were processed. Finally, Tess, with

Alessandro's assistance, continued to handle our authority work. They focused on III's headings reports in order to keep the access points in our online catalog compatible with the Library of Congress' headings. However, we do have a backlog of nearly one year for the closed dates in authority records which still need to be adjusted. Lists of the headings which need to be changed are supplied to us by OCLC and the Library of Congress.

Collection management project

Late in January 2012 we began a collection management project with the help of the stack student workers and the Circulation and over-night staff. The purpose of this project is to de-catalogue extra copies of books with little or no use in order to make more space in the stacks for other uses. So far we have de-accessioned **1,618** volumes. We hope to continue this project during the summer with help from staff in other areas of the library.

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 2011-2012 academic year.

We had **337** registered visitors to the archives this year as compared to **369** for last year. This year **5** art classes used the Jackson Pollock sketchbooks and **2** classes used the new art sketch books that were purchased with funds from Dinand. We provided tours and research assistance to three sections of "Historians' Craft." Two of Professor Judy Fask's classes inventoried and researched material in the Deaf Catholic Archives.

Members of the department presented a total of **4** case exhibits this year including exhibits relating to the publication of Fraternity and the new Arboretum booklet.

We accessioned **45** collections which totaled more than **37** boxes of records. Included in this number are collections of alumni papers of John Kelley, John Curtin and Will Jenks. In addition, we received personal items of Rev. McFarland, Rev. LaBran and Rev. Francis Miller, S.J. Other gifts included band uniforms and miscellaneous material from the Worcester Historical Museum. The quantity of archival material that we receive has diminished since we no longer receive and process CEF's. We also notice an increasing amount of material arriving in digital formats.

Nancy Singleton continued with the Jesuitana cataloging project and cataloged **291** titles and moved **4** titles to the rare book collection. She finished cataloging the main collection (with some exceptions) and is now working on the oversize volumes. We are in process of requesting another donation from the Jesuit Community to keep this project ongoing.

Last year we had a total of **154** rare books cataloged. This year Tess cataloged **184** titles and decataloged 6 titles, while Alessandro cataloged **123** titles and Lisa cataloged **9**. Mark weeded uncataloged books in the basement of the library and in the faculty room. He and student workers processed **14** archival collections including the Catholic Alumni Sodality of Worcester papers and the records of the Jesuit community of Holy Cross.

Sue continued to process archival records as they arrive including academic department records, presidents' and deans' files, alumni files and oversize material. She arranged the Ogretta McNeil Papers and continued to work on disassembling and filing scrapbook material. We have no backlog of unprocessed archival records.

Sarah Campbell processed one box of photographs and filled **80** photo and research requests. She supplied images for Fraternity, the O'Callahan Society annual event and alumni events. We began work with Public Affairs and the Provost's offices on a new college photo history book to be presented to donors in conjunction with upcoming development campaign.

Sarah reformatted **5** VHS films to DVD. We sent **20** issues of the Purple Patcher to the Boston Public Library for digitization. We sent **2** early account books to conservators for rebinding and had 2 large prints repaired.

Sue, Sarah and Mark all served on the Library's Strategic Planning Groups and worked at the Library Information Faire. Mark lectured to Sarah Luria's class on Civil War era writing. He is serving on the 2014 committee honoring the restoration of the Jesuit order. The College Archives hosted the ARC Spring meeting. Sarah serves on the committee for the Institutional Repository. She is the web master for and served on the board of Digital Commonwealth. Sarah and Mark are local arrangement co-chairs for the New England Archivists 2013 meeting. Both of them attended the annual meeting of the Society of American Archivists in Chicago and were stranded there by Hurricane Irene.

Educational Technology by Mary Morrisard-Larkin

This past year brought important changes to Educational Technology when the Multimedia Resource Center became part of the Library organization. Adding a third member to our group has brought new skills that have expanded our workshop portfolio and new ideas for how we can better support faculty and students. In addition, we began to think about ways that we might begin addressing the training needs of students as well as faculty.

During the summer, Educational Technology offered 10 two-hour workshops where attendance would vary from as few as 1 to as many as 6. During the academic year, 9 one-hour workshops were offered but attendance was never more than one or two. Since these sessions have typically been offered from noon – 1p.m., we are considering offering workshops later in the day next academic year. At the same time, approximately 25-30 faculty members, made individual appointments to update professional Web sites.

The Multimedia Resource Center now serves many more departments than was the case 5-7 years ago. This past semester, 65 faculty members from fourteen different department placed videos on reserve in the MRC. For the academic year, over 1,000 videos were placed on reserve and only 36% of those were from the MRC's collection of films. In addition, the MRC has also been working with the Office of Disability Services to convert text to speech for students who need accommodations. Educational Technology student workers logged almost 40 hours fulfilling these requests.

Educational Technology was very pleased to participate in several of the Center for Teaching's programs this year. Amy and Mary worked closely in choosing speakers for the January workshop entitled, *The Place of Technology in the Liberal Arts: Designing Attention & Learning in the Modern Classroom*. Rich was one of the presenters and Mary moderated two of the breakout sessions. Currently, they are all working on the Faculty iPad pilot, which will include workshops later this summer.

In addition to her customary tasks, Mary Morrisard-Larkin spent much of this past year re-acquainting herself with the MRC and preparing for the Moodle upgrade to 2.2. With respect to the MRC, she saw this as an opportunity for Educational Technology to provide better support to students who are beginning to ask for more assistance with multimedia projects. The MRC facilities were also in need of a refresh after 15+ years in Stein. Denise Davies and Mary and have been working on a project plan for the upgrade to Moodle 2.2 in Fall 2012. She also attended two Collaborative Liberal Arts Moodle Project meetings this past year where she spent time familiarizing myself with this version's new features and writing documentation that she can share with faculty.

Richard Lent has become an important member of the Library Reference and Instruction team. In addition, he has expanded his own use of mobile devices and associated software tools for Internet access, email, mapping and navigation, data collection, reference management, research, and writing. He takes every opportunity to demonstrate these tools to faculty and students and has incorporated mobile computing topics into more traditional faculty workshops. Finally, he wrote a mobile Web app for access to Library resources, which included an interactive map of

library locations on campus with links to additional information about each library. Ultimately, the Library ended up adopting a different mobile solution, but that app helped to stimulate discussion in this area.

Holly Hunt has been focusing on beginning the process of updating the MRC both in terms of its appearance and discarding unused materials. New chairs were purchased for the small group rooms and the space is being painted and will be getting new carpet this summer. Since, there isn't enough shelf space for the foreign language video collection, it is being weeded and some of the VHS tapes are being replaced with DVDs to make more room on the shelves. Finally, the lab computers will be replaced this summer and there will be more iMacs available for students in the fall and specialized software will be installed on those machines for student use.

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:

- Provided technology support for Todd Lewis' four-week long NEH Seminar, *Literatures, Religions and Arts of the Himalayan Region* in July 2011. In addition to maintaining course Web and Moodle sites, student workers digitized images from presentations and archived video footage so that it could be shared on-line. The twenty-nine attendees were also taught how to create a Web site and produced twenty-eight sites that shared curriculum materials they developed.
- Completed several large scale scanning projects to assist with faculty teaching and research in Classics (ancient texts), Philosophy (printed scholarly articles that needed to be converted to a digital format) and Religious Studies (slides of ethnographic research from the 1950's).

Educational Technology staff learned a lot about the Library and its needs by participating in the Strategic Planning process this past year. During the consultant visits, Holly and Mary participated in the Strategic Planning working group while Rich joined the Organizational Review working group. In addition, the group met with the consultant several times during his visits and gained some considerable insight into how Educational Technology might expand its role in the Library and at the College. Ultimately, everyone feels like they have a better understanding of the Library's needs and can fully participate in the organization as it begins to implement the various changes that have been discussed.

Electronic Resources

by Robert Scheier

Ebook Collections

The MyiLibrary Patron Driven Acquisitions service became publicly available beginning in 12/2011, now with over 4K titles available to our user. The load profile work and a workflow to load monthly updates to the catalog are now in place.

The library also purchased access to 70K ebooks via an annual subscription to ebrary's Academic Complete Collection.

Lastly, the majority of our Gale reference sets, which were on stand order, have been converted to ebook format via their Gale Virtual Library, Gale Directory Library, and Gale Literature Criticism Platforms. We also purchased some major reference sets in e-format from Elsevier, Wiley, and Oxford. This is an area that is will continue to expand.

Pay Per View

Elsevier's Article Choice pay per view services continues to be popular. With this success in mind the library purchased 275 Pay Per View articles (\$6,000) from Nature Publishing.

Evaluation of E-Resources

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

AGU Full Current Collection and Backfile package

C19: The Nineteenth Century Index

Choice Online Reviews

Chronicle of Higher Education Upgrade

Coutts MyiLibrary PDA

Ebrary Academic Complete

Ebsco Ebook (Offline Reader)

Elsevier Journals-Science Direct (converted all journals to online with Bio titles in both formats)

Elsevier Ebooks – Encyclopedia of Analytical Science, Encyclopedia of Behavioral Neuroscience, Encyclopedia of Spectroscopy and Spectrometry.

Encyclopedia of Popular Music

Gale Ebooks (Literature Criticism Online, Gale Directory Library, Gale Virtual Reference Library)

International Medieval Bibliography

JSTOR Current Titles

LLBA

Nature PPV

Oxford Journals Package
ProQuest Central (an upgrade from ProQuest Curriculum Package)
ProQuest Statistical Insight
Renaissance and Reformation
Taylor & Francis Science & Technology Library
Taylor & Francis Social Science and Humanities
Times Digital Archive (permanent ownership)

Working with the History Department, the Library also purchased several large archival collections:

1. Defining Gender
2. The First World War: Personal Experiences,
3. Travel Writing, Spectacle and World History
4. Empire Online.

The library also collaborated with The History Department to identify the best library resource to purchase with the George & Bernice Phillip Endowment Funds. As a result, the library purchased the “American Periodicals Online” database from ProQuest, containing a large collection of archival periodicals covering America in the 16th-20th Centuries.

Access

After last year’s investigation of mobile website options, with Laura Hibbler’s leadership, the library purchased Mobile Site Builder from Springshare, which provides a functional and attractive mobile website for the library. Our catalog’s mobile search page, AirPac, is integrated into this site, and auto-redirect is enable pushing users with mobile devices from our standard website to the new mobile site.

Licensing

A big improvement this year was the licensing input project, which was done with the assistance of Mike Zeller. 95% of our licenses have now been processed and input into our ERM system with digital copies stored for easy access by library staff. Paper copies are also preserved as well.

Other

This library’s second Information Festival and Faire, IF², was very successful this year. The marketing committee, Laura Hibbler, Mike Zeller, and myself utilized a Guerilla Marketing Strategy again with good results. The marketing committee was then able to continue to share this idea with our colleagues by presenting a poster session at the ACRL National Conference, and again by presenting at the October Conference: Dartmouth Biomedical Libraries.

As the AJCU Consortium Contact for the MathSciNet group purchase, I coordinated the license renewal process for the group. The new contract brings more clearly written contract language, especially as it relates to ILL and Reserves rights.

The library is currently working with Google to add the Dinand Library to their pilot project called, “Google Maps Floor Plans,” a beta project to map the indoors of buildings such as colleges and universities, malls, airports, retail stores, etc.

Music Library by Alan Karass

The 2011-2012 academic year began with internal renovations under the direction of Kristine Stoller of KSID, LLC. With the help of Kris and Joan Anderson from the Purchasing Office, the Music Library received new furniture along with an updated floor plan. After the facelift, our foot traffic increased 17 % percent since FY2010-11. Our security gates have registered 62,537 visitors since the beginning of the academic year.

Our collections and services effectively support the curriculum and faculty research. Over 300 volumes were deaccessioned last year, mainly older print periodicals, to make room for new monographs.

The Music Librarian provided library instruction sessions to 10 Music Department classes and 7 Montserrat classes, reaching 292 students. These classes were complemented by tours and hands-on research training in the library. The Music Librarian answered over 550 reference questions during the 2011-2012 academic year.

This is the third year that 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. The circulation of print resources has been reduced significantly because of the shift to electronic resources. This year's circulation transactions totaled 5,957, a decrease of 62% from last year. The number of reserve room transactions was 735, a decrease of only 8% from last year.

The Music Library's collections continue to grow at a consistent rate. Approximately 325 compact discs, 230 scores and 150 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 India, Africa and the Middle East. Approximately 750 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 2011-2012 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 fourth year of the Ph.D. program in Ethnomusicology at Open University. On February 26, Alan was a guest on WCUW's weekly radio show "Mix Up World". He talked about his research on festivals and Sufism in Tunisia, and played musical examples. As part of Open University Music Research Day on March 27, 2012, he presented a paper titled "Sufism and Modernity in Southern Tunisia: The Aissawa Brotherhood of Kebili" at

the University's Walton Hall campus. He also served as a session chair for British Forum for Ethnomusicology Annual Conference, March 29-April 1, 2012 at Durham University in Durham, England. In March 2012, two students under Alan's guidance (Lucia Westin and Matthew Burke) received Mellon Grants in order to conduct ethnomusicological research in Tunisia this summer. At Holy Cross, Alan served as Co-Chair of the Organizational Review Working Group as part of the Library's strategic planning process. He also continues to serve on the College's Community Standards Board.

Julia Severens has made significant progress cataloging items from our compact disc 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

Much of the Academic Year was devoted to the second phase of the Library Strategic Plan: Organizational Review. It was heartening to witness the vigorous participation of many of the Reader Services staff in the process and to have had the entire library staff participate in developing a strategic plan that will serve as a guideline for the future. While many challenges still remain with the implementation segment approaching, there is a dual feeling of excitement intermixed with anxiety as we come closer to realizing some of our aims.

This segment of the annual report is occupied with Research and Instruction as our very able Access Services Librarian will report on the many public service areas under her supervision. In many ways, this has been a year of preparation and experimentation as we try to gauge and respond to the many shifts in user needs and “expectations.” The Teaching, Learning and Engagement section of the Library Strategic Plan has identified several objectives that the research and instruction librarians have already begun working on: develop approaches to empower students to effectively find, evaluate and use information; experiment with new forms of reference services, including expansion of individualized research consultations; and provide leadership in using digital tools in learning and teaching including a data services program. This narrative, then, will provide some examples of our progress towards achieving such goals.

Research and Instruction

HEDS Research Practices Survey:

In the **fall** semester of 2011, the Holy Cross Libraries administered the **HEDS** survey to all “first-year” students. About 16% of the freshmen students completed the survey. Some of the data is yet to be analyzed; however, preliminary results do indicate that students need to develop higher level research skills for academic success.

The **HEDS** survey was administered again in the **spring** to all first-year students, sophomores, and juniors. Seniors were not included in the survey so as not to burden them during such a busy period just before graduation. About 14% of students responded to this spring survey which was further broken down by major. Early results from an open ended question have already indicated that students would like more research help. We expect that the survey results will be helpful in *planning* strategies to assist students in achieving expanded research proficiencies and life-long learning skills.

We are waiting on aggregate results comparing our student responses to other institutions. The Office of Research and Assessment has been enormously helpful with the survey and ciphering through the data.

Personal Research Sessions:

The Holy Cross Librarians have long sought to provide consultative services to students at their point-of-need when a research assignment is pending. However, few students have taken advantage of the offer. Many theories abound: fear of looking inadequate in front of peers when approaching the Reference Desk, uncertainty about the role of librarians, etc. During the fall semester, the Reference/Instruction Librarian* initiated a new service that allows students to go online and schedule a research appointment at a time that is suitable with their timetable. The Reference/Instruction Librarian maintained the calendar and coordinated the sessions with the other reference librarians based on availability and subject specialty (Science, Music). These one hour appointments have proven to be very popular and we have received positive feedback

from a survey. Concomitantly, students returned for further assistance and helped promote the service by encouraging their friends and roommates to schedule a personal research session. We hope to *expand* the program next year. At the same time, we hope to find a *space* that is more conducive to such interviews.

Course Integrated Library Instruction:

With the growing understanding in the Holy Cross community that students benefit from “focused” research often related to course assignments, the Libraries continue to promote “course-integrated” instruction to emphasize the core goals of Information Literacy: “how-to” identify, locate, retrieve and evaluate information. If possible, library workshops are tailored to the needs of the class or assignment and an online guide (LibGuide) is provided for each one. Librarians make LibGuides for faculty even without an accompanying instructional session. Increasingly, the librarians are attempting to go beyond “database demos” to provide more context and experiential learning for the students.

Several of the librarians took part in the “Center for Teaching” programs offered this academic year which have lead to more faculty collaborations for future projects. Recognizing that there will be a developing need for researchers to identify and evaluate *data sources* due to the increasing amounts of statistical information that is becoming available online, the Reference Instruction Librarian* will attend a week long ICPSR workshop. **Montserrat** and the **Summer Research** programs continue to offer opportunities for librarians to become more integrated into the curriculum.

Mobile Engagement:

Many indicators suggest that mobile technology will out distance the “desktop internet” in a very short time. The *expectation* of anytime/anywhere access prompted our Reference/Instruction Librarian* to create a mobile library website using Springshare’s mobile site builder. The site was featured in their newsletter, *Springy News*, and labeled as “*awesome*” in several regards, especially noted was the “Questions” page.

Additionally, in an effort to engage students “where-they-are,” there is a link to our IM/Chat service on every Moodle page. If a librarian is not online, the link reverts to our 24/7 AJCU (Association of Jesuit Colleges and Universities) Virtual Reference service. This service is a collaborative effort between participating Jesuit libraries throughout the nation.

I-Pad2 Pilot Project:

The burgeoning growth of hand-held devices in the classroom (smart phones, tablets, etc.) and a corresponding re-emergence in the popularity of **e-books** has prompted a multi-level response on the part of campus libraries all over the nation to assist their users with these new learning tools. In order to *prepare* for this *digital* revolution and help the Holy Cross community of users, five of the teaching librarians received Ipad2s in the fall of 2011. Each of the librarians has familiarized themselves with various features of the iPads and downloaded (free and fee based) applications. With many of the library vendors and databases now offering e-book content, it is incumbent on the librarians to be able to demonstrate how to deliver and utilize this e-content on a variety of devices.

The iPad is lightweight, versatile and is useful at meetings and conferences to take notes and keep up with email. It can be easily passed around a table for demonstration or instruction. It

seems to have become the tablet of choice in the academic world. With the knowledge that a pilot project is currently being undertaken by the faculty to utilize iPads in twelve classrooms in the spring of 2013, the librarians are grateful that they had this opportunity to explore and experiment with the devices.

Thanks go out to the Director(s) of Educational Technology and Information Technology Services for funding this project.

Kudos: *Special acknowledgement must be given to Laura Hibbler, Reference Instruction Librarian, whose innovative strategies, both technological and pedagogical, resulted in substantive progress in our outreach and teaching efforts. Additional accolades are extended to those colleagues outside of Research & Instruction who helped to make our efforts possible: Carolyn Sager, E/W Supervisor and part-time Reference Librarian; Diane Gallagher, Periodicals Librarian; Lisa Villa, Cataloger and Special Projects Librarian; and Rich Lent, Coordinator of Educational Technology.

Reference Statistics	2011-2012	Reference Statistics	2010-2011
Reference Desk	2408	Reference Desk	2339
Circulation Desk	1463	Circulation Desk	884
Periodical's Desk	217	Periodicals Desk	189
Text Reference	59	Text Reference	83
Chat/IM	42	Chat/IM	25
Email Reference	167	Email Reference	147
AJCUVR (HC Librarians)	71	AJCUVR (HC Librarians)	93
TOTAL	4427	TOTAL	3760
AJCU Virtual Reference	202	AJCU Virtual Reference	298
Personal Research Sessions**	159	Individual Consultations**	45
Course Integrated Instruction:		Course Integrated Instruction:	
• Montserrat	36	• Montserrat	36
• Varied Courses	67	• Varied Courses	79
Online Course Guides	53	Online Course Guides	70
Sundry/Workshops & Events:		Sundry/Workshops & Events:	
• Passport & Odyssey	4 (160)	• Passport & Odyssey	4 (160)
• Abby Kelley Foster 1B	1 (12)	• Abby Kelley Foster IB	1 (16)
• MA Nat'l Honor Society	2 (60)	• MA Nat'l Honor Society	3 (70)
• IF2 Information Fair	1 (135)	• IF2 Information Fair	1 (69)
• IF2 Information Fair	2125*	TOTAL Workshop Attendees	1988*
TOTAL Workshop Attendees			

*Approximate figure for total workshop and special events attendees

**Personal Research Sessions: a “new” service based on one hour scheduled research appointments using an online calendar. It is interesting to note that 1/3rd of the appointments were from first-year students. **Individual consultations from the “previous year “reflect mostly drop-in sessions at the Reference Desk.

Science Library by Barbara Merolli

For the first time, English Department Pr. Leila Philip and Barbara Merolli, Science Librarian, collaborated together for Pr. Philip's Writing Science course in the spring 2012. The librarian helped students find resources for science related topics and scientific facts for various writing assignments, and hosted a reading event, *Opposites Attract: Exploring the Bond Between Science and Literature*, in the science library. The librarian met with students twice during the semester and created a research guide that provided a sample search as well as suggestions for science related topics and resources. The students not only produced their creative writing pieces, but they did the planning, promoting, and preparation for the reading event. The library staff assisted in setting up the space and providing some props and light refreshments. Promotion of the event included distribution of flyers throughout the campus, displaying a wallpaper poster on the libraries' public computers, sending a save the date announcement and a follow up invitation a few weeks later, posting an announcement on the college's events calendar and issuing personal invitations from the students to their professors, advisors, class deans and friends. Preparation included creating posters of the students' works that were displayed in the library and a full dress rehearsal the day before the event, which was a standing room only success.

A significant outcome of this collaboration is that the students benefited from the growth and challenges they experienced through the various stages of the process. Secondly, watching the students evolve and embrace their participation in the course and in the reading event was highly rewarding for the librarian who may interact with students frequently, but doesn't always have the chance to discern how they have helped the students with their research or projects. Third, there is much interest in the collaboration of the humanities and science, and the need for science writing. The *Writing Science* course is a perfect opportunity for supporting and promoting that type of collaboration; indeed the event has already inspired others to inquire about enlisting the libraries in future similar events.

Use of the Science Direct Article Choice ("pay per view") program to request articles from journals published by Elsevier continued to be strong, with total purchases up about 100 to almost 1300 articles, with two months' statistics pending in the 2012 fiscal year. Mid-year, the libraries subscribed to the Nature Publishing Group's pay per article product, with access 30+ additional journals.

The library continues to experience heavy demand for study space throughout the semester, with overflow demand during the study & final exam periods when we once again pressed every bit of available space into service to provide extra seating. Sample gate counts in fall 2011 and spring 2012 were above 4,500 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: welcoming reception, environmental task force talk, Harvard Forest field trip, family weekend reception, student appreciation reception, Residence Life Sunday Brunch, Sherry Turkle talk on *Alone Together* book and "unplugged" event, SLO dinner and end of year cluster dinner.

Reference statistics were 597 directional questions (533 in 2011), 193 short reference questions (217 in 2011), and 114 extended questions (101 in 2011). Circulation statistics were mixed this year compared to last year: book checkouts and renewals fell from 1,826 last year to 1,279, and reserves grew to 2,956 from 2,361. This increase is partly due to the addition of two media room keys to the reserve checkout rules. Periodicals fell again from 39 last year to 37, reflective of the move toward electronic resources.

Science librarian instruction sessions increased slightly from 26 group sessions to 32 with a total of 509 participants, up from 403 last year. This included 60 participants in the summer research program for the first time.

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 collection of print Duke University Press titles (22) to the eDuke Journals Scholarly Collections; we also added 16 new titles from this package. Due to price restructuring by the American Chemical Society, it was more economical to move to their larger, more comprehensive journal package - thereby adding 26 titles. We expanded our University of Chicago Press titles to the full rather than the selective package, adding 22 new titles.

We currently receive a total of 6,224 titles: 960 print subscriptions and 5,264 electronic subscriptions. We added 71 new online titles. We converted 63 print titles to online, cancelled 3 titles, withdrew 9 titles, and 6 titles ceased publication. By means of direct and aggregator sources, we have access to 60,707 unique electronic titles. As of May 15th, we have paid a total of \$183,203.65 for print subscriptions this year and \$839,885.86 for electronic subscriptions for a total of \$1,023,089.50. We spent \$10,701.85 on bindery. We bound a total of 811 volumes: Dinand 416, Science 323, and Music 72. We have stopped binding all titles for which we have contractual E-subscriptions in place, have begun to discard duplicate, unbound 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.

Mary Beth Pappie, Technical Services Assistant: Serials, consolidated and moved all current print periodicals reducing display shelving by 20 shelving bays and 120 shelves in the Periodicals Room and creating additional student reading/study space, consolidated, reduced the retention period, and moved all of the print newspaper back files from the basement to the first floor newspaper area. We withdrew unbound current print issues of titles that have migrated to an online format; 283 titles were affected: 1,527 issues were sent to Absolute Backorder Service as part of our East Coast Exchange membership, 1,449 issues were discarded.

COLLECTION DEVELOPMENT

As a member of the Collection Development Team (with Bob Scheier, Karen Reilly, Mary Moran, Patricia Porcaro, Barbara Merolli, Alan Karass and Janis DesMarais), Diane reviewed database changes and possible purchases. We looked at BePress journal titles (recently purchased by de Gruyter, and foreign newspapers (specifically East View Press and possible pay-per-view options with them), Hein on Line, and the Expanded Wiley journal collection among others. We replaced our print subscription to *Choice: Books for College Libraries* with *Choice Reviews Online*; replaced our print *International Medieval Bibliography* with the online version; purchased *Statistical Insight*, expanded our collection of Oxford University Press titles, and Bob initiated a new pay-per-view program with Nature to access their suite of titles.

Worked with Acquisitions in selecting books for the collection using the General and New Book Funds, looking for significant and notable books in all academic disciplines; selected 500+ titles costing \$14,000+. Selected 69 Honor with Books titles for the 2011 Program and began preliminary work on selecting books for the 2012 program, awaiting additional information on the amount of money received by the college.

REFERENCE

The Periodicals Department answered 222 reference questions: 108 Info/Directional, 88 Quick Reference, and 26 Extended Reference. Diane works at the Reference Desk on Thursday mornings. This continues to be a challenging and rewarding interaction with students, faculty, off campus visitors, and the reference staff. Diane also assisted with individual student instructional sessions and tours for the Odyssey students.

OCLC Local Holdings Maintenance

Work on local holdings included: Dinand: 8 additions, 194 updates, 11 deletions; Science: 15 additions, 32 updates, and 6 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. Jonathan Mulrooney (Chair.) and Prof. Jarrett Brown are the primary contacts for the English Department, and 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. This is the twentieth anniversary of the inauguration of the Sheehan Poetry Collection, and the books were displayed in her memory.

STRATEGIC PLANNING PHASE II

Mary Beth and Diane participated in phase II of the strategic planning process. Mary Beth served on the Workflow Analysis Working Group and Diane on the Organizational Review and Re-design Working Group.

Visual Resources

by Janis DesMarais

The implementation of ARTstor Shared Shelf and delivery of locally licensed, created, and cataloged digital images for academic use through the familiar ARTstor platform characterizes this academic year in the Visual Resources Library and is an exciting positive move towards supporting current methods of teaching and learning. To users, not much has changed except that now they will have access to more images particularly relevant to their academic needs. The locally-built collections are categorized under “Institutional Collections,” but most users will take advantage of cross-collection searching throughout the ARTstor interface.

Collection building is accomplished in the backend Shared Shelf software. In the late fall of 2011, after a trial of the online software tools, a contract was signed and the real work began. I spent December and January developing the cataloging template to correspond to standards in the field (VRA Core 4.0 element set) and to be compatible with ARTstor search features. After some experimentation on a demo site, the Holy Cross instance of Shared Shelf went live in the middle of March. Since then I have been working on adding content to the “College of the Holy Cross – Visual Resources Library Collection,” including images from the PBS Art:21 series on contemporary artists. Thirty-eight images have been published thus far and hundreds will be available within the next academic year.

One of my goals for the next academic year is to expand my knowledge of image management beyond the needs of Visual Arts and to play a key role in new strategic initiatives the Library adopted this spring. I have already begun this exploration by attending a NERCOMP workshop entitled Building Digital Collections. In two weeks I will attend the three-day Northeast Document Conservation Center’s annual conference entitled Digital Directions which examines cultural heritage digitization practices from creation, to curation, to use.

In addition to work directly related to digital collections, I have continued my visual and digital literacy instruction for Visual Arts majors. This fall I interacted primarily with Art History senior majors as they prepared their final projects and presentations for the concentration seminar. I also was available to and offered aid and instruction to other students in the College who were enrolled in Visual Arts courses.

Professionally, I have continued my participation in the Visual Resources Association by starting my second year as Treasurer of the New England chapter of the organization and by attending this spring’s joint meeting between the New England and Greater New York chapters held at Fairfield University.

Worcester Art Museum

by Debby Aframe

The WAM Library made it through another year of not being included in the Museum's budget. The monies for the Library are to be raised through private donations and subscription fees to the Institutional Membership Program. The gap in the monies raised and the cost to operate the Library are covered by the Museum's operating budget.

In spite of the fiscal uncertainties, the Library managed to have a very productive year with increased attendance and the highest attendance numbers ever for our three programs aimed at the college audience: WAM 101 (399), Profs Night (71), and Career Night (112). We are still operating with two full-time professional librarians; the library assistant position has not been filled. In spite of the extra demands on her time, Christine Clayton, the Assistant Librarian has continued her pace of cataloging materials at the rate of ten records per day. The Library also experienced a 25% uptick in attendance so far this year; 33% increase in interlibrary loans requested from other libraries; 15% increase in borrowing requests from our staff; and a 79% increase in acquisitions (accounted for by donations for our book sale). We desperately need to hire a library assistant in order to keep pace with the increased demands on our time and services and to keep the library open to the public a consistent number of hours.

We were able to hire a part-time library consultant (with help from Jim Welu, the Museum's Director at the time), Martha Mahard from Simmons College, to help us write a grant to the NARA (National Archives and Records Administration) for a basic processing grant for the Museum's archives. The monies from the grant, if awarded, would fund a full-time archivist and an archival assistant for two years to inventory and process our archives on a basic level. WAM has never had a professional archivist and the state of our archives is very dismal. The potential archivist and archival assistant would report to the Librarian at the Museum and the archives would reside under the umbrella of the Library. Currently, the archives is in somewhat of a state of "limbo" residing under the umbrella of the registrar who has no staff or time to properly maintain the archives. The Museum has been in existence for over 112 years and as such has extensive, and historically very important, materials in the archives which need to be cared for and made available for researchers worldwide. We should receive the results of the grant any day. If awarded, the Librarian's time next year will be greatly affected by the grant. The grant was written specifically to the NHPRC (National Historic and Preservation Records Commission), a division of NARA.

The biggest news affecting the Library this year was the appointment of a new Director of the Museum in November, 2011. His name is Matthias Waschek and he is a very strong advocate for the Library. His long term plans are to move the Library to the Education Wing of the Museum, without sacrificing any space or aesthetics. Such a move would require extensive renovations of the existing space (currently a sculpture studio) at considerable cost. The space the library is currently in would be converted to gallery space to accommodate art collections currently in storage. The overriding question to be answered is "what is the future of art libraries" in general and specifically, "what is the future of the WAM's library". In order to

answer that question, a consultant who specializes in libraries will be identified to submit proposals to design a strategic plan for our library. The proposals will be used to craft grant requests and/or donations to support the work of a consultant in the future. I have already received one proposal and another consultant is visiting the Museum (at her own expense) at the end of June. There are many questions to be answered, such as: measuring the extent of WAM's holdings and mapping those physical needs to a new space; estimating the cost of construction and design; designing a space that meets the needs of library patrons and Museum staff in a rapidly changing information age; what will the staffing needs be; designing new ways (incorporating technology) to impart information about the Museum and its collection to users. The overriding question, of course, is funding.

In anticipation of moving the Library, the most immediate need is to create a plan for effectively weeding the Library of materials that are either available in digital format, are no longer relevant to the Library's mission, are duplicates, or materials that are easily available elsewhere for our user's information needs. The less materials we have to move, shelve, and store, the more efficient we will be. The first materials that come to mind for weeding are back issues of serials that are available in JSTOR, through our access with Holy Cross. There are many back editions of dictionaries, encyclopedias, price guides, and other reference books that can be weeded. I would like to have an intern help us identify what books are available digitally on Google books that we don't need to keep hard copies of. I am also waiting for more information on the Getty Research Portal which is a free on-line search platform providing global access to digitized art history texts in the public domain.

The next step is to recatalog all of our Dewey Decimal holdings (about 25,000 books) into the LC system. Christine is researching the cost of such a conversion. The Library is currently divided into two sections according to each classification system, making the joy of browsing the shelves extremely difficult. In the new physical location of the Library it would be ideal to have all the books shelved according to one streamlined classification system.

There are several advantages to being located in the Education Wing of the Museum because that wing is open extended hours because of classes offered in the evenings and early mornings. It is open to the public with no admission fee, and there are no security issues. It would be easy to extend the Library's hours beyond the Museum's open hours because we would be in a separate wing. Because there is no art work in the Education Wing, it would be possible to allow food and drinks in a redesigned reading room.

The TMS Light database continues to grow and now has a total of 17,179 cataloged images, an increase of 21% from last year. Two departments are actively entering images and metadata into TMS Light (the Library and Education Departments) and now the Development Department has assigned a person to enter their images and metadata. There is a backlog of 20 CD's of images from the Development Department that need to be entered. We received another round of funding from the Barnard and Hawkrige Foundations (\$5,000 total) to fund Roberta's position this past year. I submitted another request for \$5,000 to the Barnard Foundation to continue funding this important project.

There were no loans at all from the slide catalog this year because all the image users have transitioned to using digital images. I have been instructing interested users how to use ArtStor for their image needs. A WPI student culled all the WAM slides from the slide catalog for

storage in the work room of the Library. The rest of the slides will need to be dealt with sometime this year and moved to another location or disposed of. I submitted another capital request to replace the slide catalog with shelving for books; hopefully the request will be granted this year to provide much needed space for the growing book collection.

The Library helped to write a grant proposal to the NEA for The Big Read Program. Unfortunately, the proposal was not accepted. We plan to submit another grant to the NEA at the end of the summer for digital publishing of the early WAM exhibition catalogs.

We have been collecting books for the past three years to amass enough inventory for our triennial book sale. The book sale will be held June 8 and 9th, 2012. The proceeds from the book sale will be used to supplement our acquisitions fund.

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, Wellness Committee
- Alan Karass: Community Standards Board
- Richard Lent: CITISAC
- Mary Morrisard-Larkin: ETAG (Educational Technology Academic Group)
- Barbara Merolli: Safety Committee
- Karen Reilly: CITISAC, Hate Not Here
- Patricia Porcaro: Senior Library Liaison to Montserrat
- Mark Savolis: Jesuit Restoration Anniversary Committee
- 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 (Chair)

Professional Committees

- Deborah Aframe: ARC Steering Committee, ARC Special Collections (Director Advocate)
- Diana Antul: ARC Access Services
- Sarah Campbell: ARC Special Collections, Digital Commonwealth Board (Conference Committee and Webmaster)
- Kathleen Carney: ACRL Friends Fund Committee, ACRL Leadership, ARC Steering Committee
- Christine Clayton: ARC Access Services
- Eileen Cravedi: ACRL NEC ASIG (Access Services Interest Group) Planning Committee
- Janis DesMarais: Visual Resources Association New England Chapter (Treasurer)
- 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, Co- Chair), NELIG liaison to Massachusetts School Library Association
- Barbara Merolli: E-science for New England Librarians Portal editorial board member, E-science for New England Librarians electronic newsletter peer reviewer
- Mary Morissard-Larkin: AJCU-CITM Collaboration Working Group.
- Mary Moran: NETSL (New England Technical Services Librarians) Board, Local Arrangements (Chair)
- Patricia Porcaro: AJCUVR (AJCU Virtual Reference) (Institutional Coordinator)
- Karen Reilly: Digital Commons User Group, Local Arrangements

- Mark Savolis: ARC Special Collections, New England Archivists Spring 2013 Local Arrangement Chair
- Robert Scheier: ACRL (Association of College and Research Libraries) New England Chapter Board of Directors, ACRL New England Chapter ITIG (Information Technology Interest Group) Chair, ACRL New England Chapter 2012 Conference Vendor Relations Committee
- Slavica Zukic: ARC Access Services

Presentations

- Karass, Alan. Guest speaker and musician on WCUW’s “Mix Up World” radio show, February 26, 2012.
- Karass, Alan. “Sufism and Modernity in Southern Tunisia: The Aissawa Brotherhood of Kebili,” Open University Music Research Day, March 27, 2012.
- Karass, Alan. British Forum for Ethnomusicology Annual Conference: Session Chair, Durham University in Durham, England, March 29-April 1, 2012.
- Scheier, Robert, Laura Hibbler, and Mike Zeller. “Less is More: A Little Sweat Leads to a Big Success with Guerrilla Marketing” Dartmouth Biomedical Libraries, October 21, 2011.

Working Groups Membership for Library Strategic & Organizational Planning Process

Mission and Strategic Planning

Barbara Merolli (chair)
 Debby Aframe
 John Arbuckle
 Eileen Cravedi
 Janis DesMarais
 Holly Hunt
 Diana LeBlanc
 Mark Savolis
 Julia Severens
 Phil Telemaque

Organizational Review

Alan Karass (chair)
 Christine Clayton
 Diane Gallagher
 Renee Hadad
 Laura Hibbler
 Rich Lent
 Bob Scheier
 Sue Selby
 Lisa Villa

Workflow Analysis

Mary Moran (chair)
 Diana Antul
 Alessandro Camarra
 Sarah Campbell
 Pat Dagle
 Gudrun Krueger
 Tess Huaman
 Mary Beth Pappie
 Carrie Peck
 Slavicka Zukic

Mary Morrisard-Larkin

Kathleen Carney and Patty Porcaro

Karen Reilly

Appendix B: Summary Library Statistics

	FY2008	FY2009	FY2010	FY2011	FY2012 as of June 1
Collection Development					
Expenditures:					
Print monographs	\$309,967	\$258,427	\$230,180	\$199,421	\$161,594
Print journals	\$589,365	\$487,973	\$407,374	\$408,035	\$178,920
Databases	\$174,101	\$175,474	\$181,115	\$174,890	\$209,484
E-Books	\$2,491	\$10,994	\$69,772	\$82,141	\$68,855
E-Journals	\$285,684	\$410,214	\$525,810	\$570,112	\$844,543
Holdings:					
Print Volumes	613,725	620,627	626,726	632,171	635,412
Electronic Books	8,230	8,272	9,067	9,282	89,245
Print Journal Subscriptions	1,438	1,334	1,261	1,034	960
Electronic Journal Subscriptions	3,380	3,563	4,132	5,128	5,264
A-Z list e-journal titles	24,661	31,974	38,302	46,648	60,707
Circulation (Check-Outs)					
Dinand	25,038	23,086	22,554	18,517	17,326
In-House	3,221	3,583	2,757	3,139	2,685
Science	1,691	1,629	1,764	1,578	1,274
Music (minus equipment and keys)	4,777	3,486	3,270	3,306	5,497
Reserves					
E-Res (document hits)	UA	151,419	129,904	119,507	88,651
Dinand Print	2,339	1,960	1,499	1,636	1,227
Science Print (minus keys)	814	835	1,791	1,823	2,347
Music	1,668	973	1,036	796	762
InterLibrary Loan/Document Delivery					
Dinand					
Borrowed	3,153	3,321	2,988	2,794	2,760
Loaned	5,943	5,859	6,013	5,813	5,846
Science					
Borrowed	551	182	259	111	92
Loaned	851	556	555	455	454
Articles Purchased		676	1,457	1,162	1,449

FY2008 FY2009 FY2010 FY2011 FY2012
as of June 1

Reference

Dinand					
Extended	346	303	305	323	380
Quick	1,729	1,407	1,711	1,649	1,462
Personal Consultations					96
Science					
Extended	115	92	149	101	114
Quick	269	221	259	217	193
Music					
Extended		116	106	152	101
Quick	480	205	217	131	191
Visual Arts					
Extended			48	46	12
Quick			150	131	43
Email	121	146	156	147	167
Text and chat			22	107	101
Virtual Reference	233	218	219	93	71

Instructional Sessions

Dinand	32	76	98	98	111
Attendance		1,334	1,599	1,988	2,125
Science	10	22	33	26	32
Attendance	83	340	446	467	509
Music	12	14	18	18	17
Attendance		267	452	452	292