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College of the Holy Cross Libraries Annual Report 2014-2015

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College of the Holy Cross Libraries Annual Report



2014-2015

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Interim Director of Library Services

By Karen Reilly

Highlights from the Year

The Library program continues to evolve following the goals, guidelines, and suggestions from the *Strategic Plan*, the *Dinand 2020 Report*, and the *Status of the Collection Report*. The following is a summary of our progress according to the library's three major strategic directions. Detailed information is included in the reports from the members of the Library Director's Council.

1. Teaching, Learning, and Engagement

The Research and Instruction Department experienced several staffing issues this year. The Assistant Librarian at the Worcester Art Museum, the Coordinator for Research and Instruction Services, and the Music Librarian all resigned, and one reference librarian needed an extended medical leave. In spite of these staffing issues, progress has been made in the areas of communication, marketing, research and assessment.

Communication to the faculty has been improved with the establishment of a "Librarian by Department" program. Research librarians visited each department to introduce themselves, describe our services, and ask questions. As a result, a few needed databases were identified and were purchased with funding from cancelled subscriptions. Communication to the community is also improving with the increased usage of social media, targeted electronic newsletters, digital signage, and creative programming.

Other significant achievements include the development of a syllabus for a proposed library course and the acceptance of Alicia Hansen and Jennifer Adams into the Association of College and Research Libraries (ACRL) Assessment in Action program. The syllabus was prepared by the Teaching and Learning Team. Although the course is not moving forward, it is a useful document for conversations with faculty about instruction opportunities. The hypothesis of the Assessment in Action project is that the students who attend a Personal Research Session will incorporate a higher level of research into their papers.

Members of the Education Technology and ITS Departments introduced *Panopto*, a video capture system, to the community last August. During the fall semester, one faculty member recorded all of his lectures. Several faculty used *Panopto* to record lectures for students to view while they were traveling for professional reasons. *Panopto* also was well used by faculty who could not make it to campus during our record breaking winter!

2. Information Resources: Discovery, Access and Stewardship

Discovery comprises the library web page on the college site and the online catalog which is on a separate server. The library web page will be redesigned as part of the college's overall website redesign. We are anticipating that the resulting site will accommodate all of our needs to share information about the library programs in a much more cohesive manner than is currently possible. The online catalog, Encore/Synergy, is outdated and we are not providing discoverability of our resources on par with our peers. Therefore, a Discovery Task Force, chaired by Bob Scheier, is evaluating state-of-the-art discovery platforms (a one-box search engine that searches simultaneously across the library catalog, most of our licensed databases, CrossWorks, and LibGuides). A recommendation will be forthcoming this summer and implementation will depend on funding.

Access refers to the ability to make digitized materials in Archives and Special Collections, publications by faculty and students, and other locally created content easily accessible so they may be used in student learning. *CrossWorks*, our institutional repository, has increased access to a portion of these materials. Currently, the repository includes 710 items which have been downloaded over 32,000 times at a rate of 300-400 per week from researchers located all over the world. The most popular collections are the New England Jesuit Province Archives and the Economics Department Working Papers. This year we received a small grant from the Massachusetts Sesquicentennial Commission of the American Civil War to digitize and post the Letters of Colonel Patrick Guiney. Ongoing student projects include the digitization of the Fenwick Scholar Theses, Honors Theses, and an oral history project of LGBTQ alums conducted by Prof. Stephanie Crist's Sociology Class.

Stewardship activities for the print collection focused on preparing for a major weeding project. The collection has not been systematically weeded in over 35 years, shelves are full, and space is needed to accommodate the goals of the *Dinand 2020 Report*. Since faculty support was greatly desired, a *Status of the Collection Report* was presented to the Academic Affairs Council this spring. Approval was received to proceed with weeding JSTOR titles and monographs that were published before 1975, have circulated less than two times in the last 25 years, and are held by more than 100 U. S. libraries. Data should not be the sole condition for book withdrawal. In order to add expertise to this process, spreadsheets will be circulated to the faculty so they can indicate titles which should remain in the library. Librarians will also add a final evaluation step to these titles.

3. Library Environments: Renewal of Dinand as an Historic Building and Creation of Dynamic Learning Spaces

During the summer of 2014 major renovations to staff spaces increased capacity and repurposed existing spaces. The following short term goals were accomplished.

- Efficient office space was created for the Technical Services Department.
- Periodicals Staff are now located in the same area as Acquisitions and Cataloging staff.
- Office space was created in the Periodicals wing for the Systems Librarian and the Digital Scholarship Librarian.

- Research Librarians were relocated to the first and second floors from office spaces in the stacks which were difficult for students and faculty to find.
- Interlibrary Loan and Electronic Reserves were moved to the first floor for easier access.
- The Scalia Classroom was renovated to encourage a more collaborative learning environment.
- The Academic Services and Learning Resources Staff were welcomed to the second floor in the room previously occupied by the Writer's Workshop.
- The iPad Classroom was redesigned as the Writer's Workshop.

Overall these renovations can be considered a great success. The second floor of Dinand has become the precursor to a true Academic Commons. However, the space is limited and the Debate Room, which has traditionally been used for group study, now has a section that is reserved for the Writer's Workshop. The Writer's Workshop space in the Debate Room is also used by the Disability Office for testing and at times, the purposes are conflicting. The currently empty office of the Associate Director and two study rooms in the Science Library have also been used for testing purposes. When these rooms are reclaimed, testing will need to be relocated.

A Forward Look

In the coming year we will continue to follow the goals, guidelines, and suggestions from the *Strategic Plan*, the *Dinand 2020 Report*, and the *Status of the Collection Report*. However, the *Strategic Plan* targeted the years 2012-2015, and it is time to celebrate our success, review the plan, and make appropriate adjustments. This work may be postponed until the next Director is selected.

Budget is always a concern. We are grateful to the administration for the extra support we received in FY2015 and FY2016. However, we are also aware that our colleagues at other institutions have needed to reduce subscriptions and other content purchases because of economic constraints. Evaluation and assessment of our content purchases is a continual struggle as faculty request databases and journals that are paid on a subscription basis instead of a one-time payment. Subscription costs increase on an average of 5% each year.

Extensive weeding of the collection will begin this fall with the withdrawal of JSTOR titles. Weeding is a very labor intensive endeavor and it will take years to complete this project. Although there is not yet an overall renovation plan for the building, we can consider phasing in a few of the suggestions from the *Dinand 2020 Report*. For example, redesigning the Reading Room would involve removing most of the books and perhaps the large reference desk, and purchasing more furniture. The *Dinand 2020* plan for the Debate Room is to repurpose it as a Scholar's Lab. This would involve moving microfilm and videos and purchasing computer equipment and furniture. The library staff is eager to work with an architect or space designer to develop a long term design that can be phased in as space becomes available.

Other priorities for the future include: increasing opportunities to provide information literacy to students and faculty, implementing a discovery system, evaluating the integrated library system, and increasing the number and variety of materials in *CrossWorks*. Assessment of our programs, content offerings, and other activities is an overarching priority that also needs to be addressed.

Access & Discovery

by Eileen Cravedi

Highlights of the Year:

This was another busy year in Access & Discovery Services. All service points (Electronic Reserves & Interlibrary Loan) were moved to the first floor as we welcomed Academic Services & Learning Resources into the second floor of the Library. A bonus of the reconfiguration of the back room was that the student's gained an **additional group study space** in the office formerly occupied by Gudrun Krueger. Space is always at premium in the library, so the reconfiguration was necessary. At times, the mixed public and technical services functions in the back area conflict.

In regard to electronic reserves, we are now fully operational using Moodle posting reserve readings for approximately 84 courses during both Fall & Spring semesters. As we move forward, we hope to assist more faculty in providing required readings to their students via Moodle. We continue to be a net lender in regard to Interlibrary Loan, providing more items to other institutions than we borrow from them. We have a solid reputation in lending with a quick turnaround time and excellent response time. This was our first full year with all aspects of ILLiad in use. Some faculty commented that the new system is more efficient and they have noticed better service over the past year. We still encounter requests for items we own or have immediate access to, which we then fill via our Document Delivery (DD) module, items supplied via DD increased again this year. Perhaps when we institute our Discovery System our patrons will be better able to find the material they need more efficiently.

A significant project started this past year involves the evaluation of major Discovery Systems. A discovery system takes all of our electronic resources and performs one search across all of them, similar to a Google search. Currently we have Encore, which performs a federated search over some of our databases. The Discovery Team, headed by our Systems Librarian and including members from various areas of the library as well as an ITS representative, has been very active in compiling functional requirements, requesting quotes, and setting up demos of the following: III/EBSCO Encore DUET, EX LIBRIS PRIMO, Proquest SUMMON, EBSCO EDS, and OCLC WorldShare Discovery.

We continue to work in conjunction with Research & Instruction Services to get the Library "out there," in social media, on our website, and via our new digital sign. We are well prepared to work with College Marketing and Communications as we move the library content over to the new web design.

The Massachusetts increase in minimum wage caused us to reexamine our student workforce. A number of shifts were cut, when we felt that permanent staff coverage was sufficient. For example, weekend mornings are not always that busy, so our first student shift will now be at noon. We anticipate reviewing the student workforce in much more detail over the next couple of years due to further increases in the State minimum wage.

A Forward Look:

Plans for the coming year include completing the evaluation of the 5 major Discovery platforms and making a recommendation, moving the library content over to the College's new web design, participating in the right-sizing of the collection working with Acquisitions applying the Green Glass data from Sustainable Collections. We also look forward to welcoming the new Director of Writing and writer's workshop, who will be a resident on the second floor of Dinand, an area quickly becoming comparable to a Commons in other Academic Libraries. Those of us in Access & Discovery Services including Circulation, Interlibrary Loan, Stacks Maintenance, Traditional & Electronic Reserves, as well as Systems (ILS & Discovery), look forward to serving our patrons in all their information access and discovery needs, there is never a dull moment in what we do every day!.

Archives and Special Collections

by Mark Savolis

The major activity of the department this year was processing two new donations to our Special Collections. The Congressman James Moran Papers (**72 linear feet**) and the Ninth Infantry Division Association Records (**12 linear feet**) involved processing by our entire staff including all of our work-study students. As of the beginning of June, these two collections are about half arranged.

There were **25** additional accessions beside the Moran and Ninth Division gifts. We received **13 linear feet** of records from the Dean's Office and **5 linear feet** of records from the President's Office. Gifts from outside of the campus included 2 gifts of Holy Cross commemorative plates; a box of material documenting the college career of John Wilkas, class of 1940; an addition to the Dr. Leonard Morse Hepatitis Collection; photographs of the class banquet of 1912; and a collection of photographs of football players from 1943.

There were **320** registered visitors to the archives. The Special Collections that were used most were the Guiney Papers, The David I Walsh Papers, the Hanify-Kimmel Papers and the Richard O'Flynn Scrapbook. We provided tours to **3** History classes and access to artist sketchbooks to **4** Art classes. We also hosted a class of high school students interested in our Lincoln artifacts.

Our exhibits consisted of a 5-case exhibit commemorating the 200th anniversary of the Jesuit Restoration and four smaller exhibits for the spring semester and a small exhibit on James M. Curley on the second floor of the library. We loaned the Rev. O'Hagan, S.J. diary to the Knights of Columbus Museum for their Civil War Exhibit. Rev. Joseph Bruce, S.J. created an exhibit on the Deaf Catholic Archives in the archives reading room. Sarah continued the tradition of providing mystery photos for identification for the alumni weekends.

We made great progress cataloging the rare books. All the books that had previously been in the old card catalog are now available online. Tess Huaman, Rosalba Onofrio and Alessandro Camarra cataloged **2,145** volumes. Nancy Singleton cataloged **166** volumes from the Jesuitana collection. We had **22** volumes from the Jesuitana collection conserved using funds donated to the library. In addition, Mark sold duplicate library books to 2 book dealers, donated others to the Clark University book sale and sent over 22 boxes of books to Better World Books. Mark continued organizing the uncatalogued books in the Library basement.

We digitized the Guiney Civil War Letters using money from a grant awarded by the Massachusetts Veterans Services. We also digitized **6 yearbooks** and provided the Fenwick Scholar Theses for digitization. Sarah converted **4 umatic** and **3 nitrate film strips** to digital formats. She also sent out **70 DVC's**, **2 reel to reel films** and **15 audio cassettes** for format conversion which have yet to be completed.

Hannah has kept up with processing archive materials as it arrives and she has been working on copying scrapbooks and rearranging athletic records and alumni files. Rev. Joseph Bruce, S.J. continues to process the Deaf Catholic Archives.

Sarah served on the Conference Committee for Digital Commonwealth and chaired a panel on online exhibits and attended the annual conference of the Society of American Archivists.

Looking forward, our main task next year is to complete the cataloging of the Congressman Moran Papers and the Ninth Infantry Division Association Papers. I anticipate that they will be arranged, described and available for patron use in spring 2016. We should have all the rare books cataloged with the exception of some of the most difficult titles. We will continue to process archival records as they arrive and will increase our efforts to digitize archival material as well as locate new relevant material for Special Collections.

Educational Technology

by Mary Morrisard-Larkin

Highlights for the Year

After vetting four different products during the previous six months, *Panopto* was chosen as the College's Video Capture System. During the fall semester, there was a small group of faculty who used it including Prof. Geoff Findlay who had 35+ recordings. When the spring semester started, we felt that there would be more of the same but once the weather got bad and classes were canceled, *Panopto* seemed to garner more interest amongst the faculty. *Panopto* allowed the faculty to record lectures at home or in their offices, so that they would be able to cover the required material for their courses.

In addition to using *Panopto* in courses, there have been other groups on campus that have used *Panopto* to record talks given by guest lecturers. This was made even easier when Audio-Visual Services upgraded Rehm Library with new equipment. Better cameras were also added to the Theatre Pit so that they could record an end of semester event for the Create Lab students. Finally, the Honors Program had many of their meetings recorded so that students who missed the talks could review them later.

In addition to introducing *Panopto*, Educational Technology continued to support the use of iPads. The Dean's Office purchased 30 iPads, which can be loaned to classes with no more than 19 students for use during a particular semester. Maymester courses are also allowed to use them. Prof. Bridget Franco's SPAN-399 students utilized them in many different ways including recording videos using *Panopto* on the iPad. Profs. Kevin Quinn and Mathew Schmalz took eight students abroad to Bangalore, India and the iPads that they borrowed served as a textbook with articles that the students had to read during their stay. A third class will be using them during the Fall Semester.

Last summer, Educational Technology also employed two students to work on projects. Both students had taken computer science courses and quickly learned how to help with software like SurveyMonkey, Moodle (creating courses and adding members), and Dreamweaver (updating faculty websites). They also worked on larger projects such as updating department websites and special websites such as Prof. Claudia Ross' Chinese Literacy site, Prof. Virginia Raguin's Art and Church site, and Valerie Kisselback's (Class of 2015) The Place Your Glory Dwells site.

Looking forward

This coming year, Educational Technology wants to focus on communicating better with faculty and staff so that they are more aware of the software and hardware that is available to them. In particular, we will be working on updating content on our Web site, updating faculty weekly or bi-weekly via email, and offering workshops as well as demonstrations of new technologies.

Research and Instruction Services

by Alicia Hansen

DINAND

Highlights:

The Research & Instruction Services department of Dinand was reshaped mid-AY with two resignations, one promotion and two new hires: Laura Hibbler (Coordinator of Research & Instruction Services) and Alan Karass (Music Librarian) resigned in November and January, respectively. Jennifer Adams applied for, and was selected to serve as Coordinator of Research & Instruction. To fill the vacancy of Research, Instruction & Outreach Librarian, Laura Wilson was hired and began work on March 16, 2015. Another search was completed for a new Music Librarian: Jared Rex will begin work on August 3, 2015.

Outreach for the libraries has grown exponentially in the last two to three years. In addition to social media promotion, digital signage, website design and other continuing marketing efforts, the Outreach Librarian led eight major events:

- LibFest
- Dinand in the Dark
- Love Your Library Month
- Research Madness
- Library Snapshot Day
- Accepted Students Day: HC Libraries & You
- Citation Frustration Station
- National Poetry Month - Spine Poetry

In addition, the Outreach Librarian leads the Library Student Advisory Committee, which helps in decision-making and communicating student needs to library staff. Through these students, we have led efforts to add lockers to the library for student use, as well as device chargers for checkout at the main desk.

The reference department changed its program significantly, with more emphasis on Personal Research Sessions and classroom instruction. The reference desk is now monitored most often by Reference Student Assistants, and librarians hold regular shifts from their offices with an on-call system. This has proved successful due to increased training of our student workers as well as an improved communication system and relationship with circulation staff, student staff, and the librarians.

Virtual reference remains a viable and popular service (statistics below). Our relationship with the AJCU Virtual Reference group is invaluable.

Library instruction is shifting toward deeper concepts of the research process. Librarians are following ACRL's new Framework for Information Literacy, which focuses on the history and process of publication and scholarship. More than just demo sessions, we are trying to

incorporate more critical thinking into our (albeit short) instruction classes. We are creating a new course-specific LibGuide for each session, making each relevant to the assignments while also creating a rich repository for future use.

We have representation on the ad hoc committee put together by Denise Schaefer on Digital Humanities. Jennifer Adams has a background in the digital humanities and was present at the meeting in February. With Jennifer's leadership, we hope to pursue library collaboration in digital humanities projects on campus.

Reference/Instruction Statistics

2013-2014

Total physical reference: 4086

Chat/email/AJCU virtual reference: 455
Personal research sessions: 572
Course-integrated instruction sessions: 138
Online course guides: 55
Other instructional workshops, events: 8

2014-2015

Total physical reference: 2397

Chat/email/AJCU virtual reference: 458
Personal research sessions: 476
Course-integrated instruction sessions: 117
Online course guides: 142
Other instructional workshops, events: 12

Alicia Hansen and Jennifer Adams successfully submitted an application for ACRL's Assessment in Action program, a 14-month commitment to an assessment project mentored by professionals from the ALA. We are working closely with Stephanie Yuhl and Denise Bell to move forward with an assessment of first-year research papers and their embedded citation and research skills. (<http://www.ala.org/acrl/AiA>)

The Librarians by Department program is growing, with increased communication between liaison librarian and academic department. Through regular email newsletters, we have started a conversation with faculty about weeding, collection development, and discipline-specific databases. (<http://libguides.holycross.edu/FacInfo/librarians>)

The library hosted a second annual workshop for faculty: "Your library, your students, and you," sponsored by a grant from the Center for Teaching. Faculty from various departments around campus (12 total) received \$200 stipends as part of the grant. The agenda included sessions on student research, hard-to-find materials, CrossWorks, Panopto, AppleTV, RefWorks, visual literacy, and more. Staff from EdTech and ITS joined librarians for another successful day-long workshop.

The Research & Instruction Group (RIG) and the Teaching & Learning Team are both pursuing a few initiatives ongoing from last year:

- Library Research Award, in partnership with CrossWorks and faculty advisors
- Scholar's Lab, a potential space for teaching and learning within the library
- Faculty Workshop for the Fine Arts (hosted by Janis DesMarais, Debby Aframe, Jared Rex)
- Partial implementation of a library course: *Deconstructing Research: Nature, Process & Approaches* (part of the Honors Colloquium in January 2016)

Montserrat is another ongoing liaison program for the research & instruction librarians. We have an agreement with the cluster directors to include librarian information on their syllabi as well as to commit to one instance of library instruction in some way each semester. (This is supported and “strongly encouraged” by Stephanie Yuhl, Montserrat director.) Just this one step is a big advance for us as cluster librarians, and is the result of several meetings between directors and librarians over the last two years.

A forward look:

1. With the recent announcement of Gudrun Krueger’s retirement, I believe an Assessment Librarian as replacement for this position would be a timely and appropriate fit for Holy Cross Libraries. This person would spearhead the assessment of our research and instruction activities, and serve as direct liaison to HC’s Office of Assessment. S/he would craft the surveys as well as communicate the results to appropriate library teams for policy change, purchasing decisions, and strategic planning. Further, this central assessment coordinator for our department would facilitate NEASC reporting and other national reports.
2. I would like to see our Outreach Librarian forge new relationships with Alumni groups and the Office of Advancement. I would like us to partner for events, communicate for fund-raising, and strengthen the library’s ability to initiate new programs and purchases.
3. I would like the Music Library to become more integrated into our instruction program. I’d like to weed the Music Library periodicals significantly due to major space issues. And I hope that our new Music Librarian can initiate a project to re-classify our CD collection so that it is browse-able instead of shelved strictly by accession order.
4. Digital Humanities and other digital initiatives should be a top priority for our librarians in the coming years. We are in touch with two major projects already underway in English and in Classics, but the library would like to participate more fully in the Digital Humanities.

MUSIC LIBRARY

Alan Karass resigned in January 2015 as Music Librarian. He was at College of the Holy Cross for 22 years, and was Music Librarian for 20 of those.

In Fall 2014, Alan met with 10 classes for library instruction. No music library instruction was conducted in Spring 2015.

I, Alicia Hansen, stepped in as interim Music Librarian and served as reference librarian for the music department. I handled several reference and purchase requests, coordinated a donation of library materials and two drum kits, met with faculty and with the chair of the department, and mentored Sarah Bilotta with building, management, and student worker issues.

Jared Rex will start his position as the new Music Librarian on August 3, 2015.

Holy Cross Libraries added a subscription to Medici.tv, a streaming video service that will alleviate the need for many physical CD and DVD purchases.

A forward look:

- Print journal holdings that duplicate JSTOR electronic holdings will be discarded.
- VHS holdings, except for a handful, will be discarded in summer 2015.
- We'd like to explore re-cataloging the CD collection to a browse-able format instead of accession order. This should increase use of the CD collection.

SCIENCE

Highlights:

For the first time, the science librarian, Barbara Merolli, served as an advisor to a summer research student, Marios Dardas, in the summer of 2014. Marios developed a software program to enhance the use of public transportation in Worcester.

Barbara also, in collaboration with Daniel Bitran, Coordinator of Science Summer Research Program and Daniel Klinghard, Coordinator of the Humanities Mellon Grant Summer Research program, planned and hosted a Science and Humanities Summer Research Programs' Town Meeting on July 17, 2014. The topic was "Drone Technology and Society: Should We be Concerned?" Approximately 30 students met to enjoy pizza and discuss drone usage, ethical issues, and privacy.

Over the winter break, 40 new study carrels were installed in the science library and 60 new chairs with wheels were purchased to replace half of the older slider style chairs.

As the Montserrat Natural World cluster library liaison, Barbara participated in cluster meetings and events including: a welcome reception in Hanselman Dormitory, Fruitlands field trip, screening of the films "Princess Mononoke" and "Rivers and Tides", end of the year cookout and lawn games, Worcester Art Museum visit, and reading of the class common reading "Unbowed".

Instruction sessions increased by 4% (138). Peak weekly gate count in the fall was 6,707 people and 7,904 in the spring; weekly counts are consistently in the five to six thousand range.

The science library accommodated Chemistry Department's request to provide test rooms on 80 occasions in 2014-2015 by reserving the study rooms for them. At times, all four study rooms were reserved simultaneously for testing purposes. This prevents students who want to use the study rooms for collaborative work or quiet study from being able to do so. This high demand by one department underscores the urgent need for the College to create a test center specifically designed to meet students' special needs and make-up test requirements.

Use of the Science Direct Article Choice ("pay per view") continues to be strong, with the purchase of 1,947 articles in the first 10 months of 2015 fiscal year. (2,353 total in 2014). The libraries continue to subscribe to the Nature Publishing Group's (NPG) pay per article product. Statistics are unavailable.

In the spring semester, Professor Marguerite White's Drawing Art on Walls (VAST-199) class used the science library walls for their final art project. Eleven students created amazing science inspired artwork on selected walls in the science library.

Ed Stadig transferred from Dinand Library to the science library in September 2014, when Heather Dennis accepted full time position in the chaplain's office.

A forward look:

Plans are underway to replace the existing display in the library dedicated to Reverend Joseph T. O'Callahan, S.J., for whom the science library is officially named. We are enormously grateful to members of the O'Callahan Society for their generous donation to fund this project, and their assistance in designing and fabricating the display. The new display should be ready for formal opening in the fall 2015 and perhaps an informal showing at the June 2015 reunion events.

In Summer 2015, the science library staff will consolidate print journals onto fewer shelves in order to remove three line-ups of shelving. Furniture for a new study area will be purchased for this space. In addition, the remaining 60 slider chairs will be replaced.

WORCESTER ART MUSEUM LIBRARY

Highlights:

Christine Clayton (assistant librarian) resigned on June 1, 2014. We hired two part-time positions: Bruce Plummer, a volunteer docent at the WAM and a retired librarian (former Director of the library at Becker College) and Rosalba Onofrio, a librarian at Nichols College and a part-time cataloger at Holy Cross College.

Volunteers have helped with Interlibrary Loan and reference when needed so I am able to attend meetings at WAM and at Holy Cross.

The Friends of the Library group is still strong, with 62 members. We met four times this year for regularly scheduled business meetings and programs.

Roberta Pospisil, a library volunteer, and Bob Scheier, in Dinand, worked to make available all new HAM records both in our catalog and in OCLC. There is a small selection of books left that need original cataloging.

In order to create increased shelf space in the stack room we gave about 1800 European auction catalogs to a book dealer and sold our duplicates. The administration at WAM wants to move stored Christie's and Sotheby's catalogs from the attic to the stack room to provide much needed storage space in the attic for works of art. However, doing so will leave no room for growth in the stack room for new books.

The Higgins Integration Team has stipulated that the library must be vacated by October 2017. In order to develop a plan for the library, Jon Seydl (Head of the Curatorial Division) created a RFP to engage a library consultant. We have received two proposals. We hope to have a consultant in place by Fall 2015 so that the necessary work for developing a plan for the future of the library can be completed by December 2015.

In February 2015, the library was organizationally moved from the Audience Engagement Division of the Museum to the Curatorial Division; this is a much better fit for the library. I now report directly to the Chief Registrar, Gareth Salway.

In May 2015, the Museum received a one million dollar grant from a foundation which includes \$400K of funding for library planning. The costs of paying a library planning consultant will be funded from this grant.

To start preparing for the library's move, all art history slides in the reading room have been either been given away or disposed of. The next step is to start weeding the print collection wherever possible, most likely starting with the reference collection.

WAM Library Statistics FY 2014 (Sept. 2013-Aug. 2014). WAM statistics are compiled according to the WAM fiscal year which is Sept. 1- Aug. 30th. Compared to the statistics for FY 2013:

- 2 % increase in attendance;
- 7% decrease in reference questions;
- 1 % increase in non-reference questions;
- 7% increase in interlibrary loans;
- 75% increase in interlibrary borrowing requests;
- 170% increase in acquisitions (due to HAM acquisitions)

9% increase in books cataloged;

9% decrease in books borrowed.

WAM Library statistics for this year (FY15) are only partially completed since the fiscal year ends on August 30, 2105. Year to date attendance numbers are reduced by about 50%.

A forward look:

We have, at the most, a little over two years to plan the future of the WAM library. The library must be vacated by October 2017 in order to provide space for the permanent installation of the Higgins Armory collection.

Technical Services

by Mary Moran

The physical renovation of the Technical Services area last summer set the tone for our work this year. Just like the office's renovation made room for our colleagues and took our outdated work space and made it modern, we looked for new products and new ways to provide our users with the content they need and the service they expect. Likewise, the steps made to launch our weeding project have set us up to continue the renovation of the library's print collections and will allow us to provide more of the space, resources, and services our patrons deserve.

This year the library experimented with different acquisitions models to find cost-effective and efficient ways to accommodate the information needs of our users. A short term loan/patron driven acquisitions program was initiated as a way to acquire ebrary e-books from Proquest. Using this model, patrons are able to click on links to e-book titles pre-loaded in our catalog. Each time one of these titles is viewed, the library is charged a percentage of the cost of the book which is then deducted from our account. The fourth time a book is used, it is automatically purchased. Short term loans were triggered for 560 different ebrary titles and 54 of them were ultimately purchased. A similar model was used to acquire one-year licenses for Kanopy streaming videos. With Kanopy videos, though, users are able to view a film three times before we are charged. Records were loaded for 4,700 different films and 58,835 minutes of them were viewed during 2,783 visits. 54 of these films were licensed because they received four or more views.

Our print and DVD acquisition statistics continued to decline. There were 2,157 firm orders through May compared to 2,576 during the same 11 month period of the last fiscal year. We did, however, provide access to 87,000 ebrary and 9,700 MyiLibrary patron driven acquisition titles as well as the 125,000 ebook titles in our Academic Complete subscription collection. Also, thousands of e-books were available to read through other packages and subscriptions. Altogether, between the pda e-book packages and firm orders, 147 e-books were purchased for the permanent collection. Our DVD orders dropped, too, from 180 in the last fiscal year to 158 this year. This decline is most likely due to the streaming videos that are now available to our community. In addition to the Kanopy films available for patron selection are the 144 Media Foundation Films licensed upfront from Kanopy because of their popularity with faculty and their high quality. The library also provided access to 12 documentaries from Docuseek2 for films requested by faculty. Overall, our ability to stream so many videos was welcomed enthusiastically by faculty and students who appreciated being able to watch the films whenever it was convenient for them.

The library added some new databases that were requested by faculty, too. With funds freed up by cancelling eight expensive and rarely used print reference standing orders, we were able to purchase the Avery Index to Architectural Periodicals, the LGBT Life with full text index, and Medici.tv. Other notable purchases included the new InCites platform for JCR Journal Citation Reports, the Loeb Classical Library, and 14 Archives Unbound collections. End of year college funds allowed the library to purchase JSTOR Arts & Sciences Collections IV, V, VII, VIII, IX, and XI which the faculty have long requested as well as Historical Newspapers; Boston Globe, 1872-1979, Historical Newspapers; Chicago Defender, 1910-1975 and the forthcoming African American Communities, 1863-1986. After consultation with the Reference Department, we canceled Dialog a service they felt they no longer needed.

This year the library also looked at ways to downsize the physical collection. Much time was spent analyzing the holdings data supplied to us by Sustainable Collections Services using their GreenGlass software. With a weeding target of 100,000 volumes, it was decided that withdrawal candidates would be books with fewer than 2 circulations that had not circulated at all since 2003 and were published before 1975 and held by more than 100 U. S. libraries. We are still manipulating spreadsheets of these titles and will share them with the faculty who will be able to choose which titles we need to retain. Staff also created a spreadsheet of the nearly 700 JSTOR titles which the library owns in print. Because JSTOR is such a stable electronic archive, we will be able to discard the print volumes housed in the stacks and not lose access to the titles.

Looking ahead, the next year is sure to be challenging. Technical Services staff will need to continue meeting the varied and often pressing requests from our users for print materials, electronic resources, and streaming media. Also, staff will need to begin the actual deaccessioning of the monographs and JSTOR volumes no longer needed. The withdrawal process for each monograph requires many steps. The volumes need to be pulled from the stacks and brought up to the office and searched in the catalog so that the bibliographic and item records for it can be deleted. Next, the matching records for the books need to be found in WorldCat so that our holdings can be deleted. Then the volumes need to be marked with our discard stamp and brought down to a holding area so that faculty may take them if they wish. Finally, the condition of the books will need to be checked to see if they are good candidates for Better World Books and, if so, be boxed up and shipped. The JSTOR project will have a different set of steps but will also take time to do carefully. These projects are going to be difficult to do with the current staffing level in Technical Services. However, a well-trained BiblioTemp, if one were hired, would be able to take on some of the more technical aspects of the process and ease the burden on the permanent staff. Of course, whether or not we have extra help for these projects, we know that our work will help prepare the library for the future and keep us a vital part of the College.

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

Holy Cross Committees

- Adams, Jennifer: Website Redesign Advisory Committee, Holy Cross Club of Greater Worcester Executive Board (Secretary and Social Media Coordinator, 2014-2015).
- Eileen Cravedi: President's Task Force on the Environment, Wellness Committee, Future Technologies Advisory Committee, Digital Signage Committee
- Richard Lent: CITISAC
- Alicia Hansen. Lynda.com Committee
- Mary Morrisard-Larkin: ETAG (Educational Technology Academic Group) Co-Chair, Website Redesign Advisory Committee
- Barbara Merolli: Safety Committee
- Karen Reilly: CITISAC, Hate Not Here, NEASC Five-Year Review Team
- Lisa Villa: Campus Center Advisory Committee, HC Class of 1990 Co-Chair, HC Class of 1990 25th Reunion Committee

Worcester Art Museum Committees

- Deborah Aframe: Friends of the Library (Chair), Technology Committee

Professional Committees

- Deborah Aframe: ARC (Academic Research Collaborative) Steering Committee, ARC Special Collections (Director Advocate)
- Diana Antul: ARC Access Services
- Sarah Campbell: ARC Special Collections, Digital Commonwealth Board (Conference Committee and Webmaster)
- Eileen Cravedi: ACRL NEC ASIG (Access Services Interest Group) Planning Committee
- Janis DesMarais: Visual Resources Association New England Chapter (Treasurer)
- Alicia Hansen: ACRL, College Libraries Section, Chair of the Nominating Committee
- Barbara Merolli: New England Boot Camp for Science Librarians Planning Committee
- Mary Moran: NETSL (New England Technical Services Librarians) Board, Local Arrangements (Chair)
- Karen Reilly: ARC Steering Committee, ARC Communications
- Mark Savolis: ARC Special Collections
- Robert Scheier: ACRL/NEC (Association of College and Research Libraries) 2017 Conference Committee, ACRL New England Chapter ITIG (Information Technology Interest Group), ARC Technology Committee, NELA (New England Library Association) Conference Committee
- Slavica Zukic: ARC Access Services

Presentations

- Adams, Jennifer. "Get Started with College Research." Presentation given at Massachusetts National Honor Society Conference, November 6, 2015. College of the Holy Cross, Worcester, MA.
- Adams, Jennifer. "Are we serving our faculty? Comparing STRS faculty citations and library holdings, 2006-2012." Poster co-presented in absentia with Samuel Russell, Taras Zvir, Dustin Booher, and Kevin Gunn [The Catholic University of America] at Bridging the Spectrum: A Symposium on Scholarship and Practice in Library & Information Science, February 20, 2015. The Catholic University of America, Washington, DC.
- Adams, Jennifer. "Reference resilience: Balancing sustainability with customized and effective research support." Poster co-presented with Laura Hibbler at the Association of College & Research Libraries 2015 Conference, March 27, 2015. Portland, OR.
- Adams, Jennifer. "LibFest: Getting the Word Out About Library Services and Staff." Co-presentation with Laura Wilson at "The M Word - Marketing!," ACRL New England Access Services Interest Group, New England Institute of Technology, June 19, 2015.
- Campbell, Sarah. "The Three Hats of Sarah Campbell, or, Can You Believe that's Online?" Generation Open Panel for Open Access Week, October 22, 2014.
- DesMarais, Janis. "Visual Literacy Open Discussion." Center for Teaching Brown Bag Lunch, December 2, 2014.
- Reilly, Karen. "Library Services for Employees," Management Advisory Group, Holy Cross, June 25, 2015.
- Villa, Lisa. "Generation Open Panel for Open Access Week." Panel Organizer and moderator, October 22, 2014.

Library Committees

- **Library Director's Council:** Karen Reilly, Eileen Cravedi, Alicia Hansen, Mary Morrisard-Larkin, Mark Savolis, Mary Moran
- **Library Director's Council Budget Subcommittee:** Karen Reilly (Chair), Alicia Hansen, Mary Moran
- **Library Planning Council:** Karen Reilly, Jennifer Adams, Eileen Cravedi, Alicia Hansen, Andrew Lambert, Barbara Merolli, Mary Moran, Mary Morrisard-Larkin, Mark Savolis, Bob Scheier, Lisa Villa, and Laura Wilson
- **Collection Management Team:** Mary Moran, Chair; Debby Aframe, Diane Gallagher, Holly Hunt, Gudrun Krueger, Slavica Zukic
- **Discovery Platform Committee:** Bob Scheier, Chair; Sarah Campbell, Eileen Cravedi, Mary Moran
- **Library Outreach and Engagement Team:** Jennifer Adams and Laura Wilson, Chairs; Debby Aframe, Sarah Bilotta, Janis DesMarais, Diana LeBlanc, Barbara Merolli, Carrie Peck
- **Library Student Advisory Committee:** Jennifer Adams and Laura Wilson, Chair and organizer
- **Music Librarian Search Committee:** Alicia Hansen, Chair; Eileen Cravedi, Mary Morrisard-Larkin, Mark Savolis, Mary Moran, Jessica Waldorf

- **Research and Instruction Interest Group:** Alicia Hansen, Chair; all reference staff, Ed Tech, and Systems
- **Research, Instruction, and Outreach Librarian Search Committee:** Alicia Hansen, Chair; Jennifer Adams, Eileen Cravedi, Bob Scheier, Mary Morrisard-Larkin
- **Scholarly Communication Team:** Lisa Villa, Chair; Sarah Campbell, Tess Huaman, Andrew Lambert, Mary Beth Pappie
- **Teaching and Learning Team:** Jennifer Adams, Chair; Janis DesMarais, Alan Karass, Rich Lent, Lisa Villa, Laura Wilson
- **Web Services Team:** Bob Scheier, Chair; Diana Antul, Alessandro Camarra, Sarah Campbell, Renee Haddad, Phil Telemaque

Appendix B: Summary Library Statistics

| | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 |
|--|-----------|-----------|-----------|-----------|------------------|
| | | | | | As of June 12 |
| Collection Development | | | | | |
| Expenditures: | | | | | |
| Print monographs | \$199,421 | \$173,225 | \$186,209 | \$178,818 | \$141,671 |
| Print journals | \$408,035 | \$179,965 | \$184,920 | \$173,280 | \$164,478 |
| Databases | \$174,890 | \$246,702 | \$209,263 | \$258,165 | \$179,677 |
| E-Books | \$82,141 | \$74,142 | \$70,961 | \$84,862 | \$104,458 |
| E-Journals | \$570,112 | \$844,626 | \$897,589 | \$927,890 | \$1,241,053 |
| Holdings: | | | | | |
| Print Volumes | 632,171 | 634,749 | 637,019 | 639,721 | 640,137 |
| Electronic Books | 9,282 | 88,876 | 90,830 | 137,945 | 147,271 |
| Print Journal Subscriptions | 1,034 | 960 | 957 | 913 | 882 |
| Electronic Journal Subscriptions | 5,128 | 5,264 | 5,476 | 7,351 | 7,368 |
| A-Z list e-journal titles | 46,648 | 60,707 | 61,429 | 60,914 | 69,855 |
| Circulation (Check-Outs) | | | | | |
| Dinand | 18,517 | 17,992 | 14,307 | 13,568 | 12,398 |
| In-House | 3,139 | 2,685 | 1,814 | 1,707 | 2,344 |
| Science | 1,578 | 1,309 | 1,502 | 883 | 912 |
| Music (minus equipment and keys) | 3,306 | 5,939 | 2,826 | 2,062 | 1,710 |
| Reserves | | | | | |
| E-Res (document hits) | 119,507 | 88,651 | 97,918 | 21,327 | Moodle |
| Dinand Print | 1,636 | 1,238 | 1,332 | 1,325 | 1,116 |
| Science Print (minus keys) | 1,823 | 1,171 | 1,567 | 2,391 | 2,400 |
| Music | 796 | 764 | 585 | 199 | 360 |
| InterLibrary Loan/Document Delivery | | | | | |
| Dinand | | | | | |
| Borrowed | 2,794 | 2,924 | 2,653 | 3,161 | 2,952 |
| Loaned | 5,813 | 6,242 | 6,425 | 6,399 | 6,593 |
| Science | | | | | |
| Borrowed | 111 | 92 | 91 | 162 | 224 |
| Loaned | 455 | 454 | 414 | 627 | 618 |
| Articles Purchased | 1,162 | 1,462 | 1,470 | 2,353 | 2,089 |

FY2011 FY2012 FY2013 FY2014 FY2015

| Reference | | | | | |
|-------------------------------|-------|-------|-------|-------|-------|
| Dinand | | | | | |
| Extended | 323 | 424 | 322 | 143 | 82 |
| Quick | 1,649 | 1,533 | 1,225 | 1,115 | 721 |
| Personal Consultations | | 159 | 376 | 572 | 476 |
| Science | | | | | |
| Extended | 101 | 114 | 126 | 78 | 58 |
| Quick | 217 | 193 | 178 | 105 | 104 |
| Music | | | | | |
| Extended | 152 | 101 | 124 | 114 | U/A |
| Quick | 131 | 191 | 159 | 159 | U/A |
| Visual Arts | | | | | |
| Extended | 46 | 12 | 48 | 43 | 90 |
| Quick | 131 | 43 | 110 | 97 | 15 |
| Email | | | | | |
| | 147 | 167 | 112 | 201 | |
| Text and chat | | | | | |
| | 107 | 101 | 67 | 73 | 98 |
| Virtual Reference | | | | | |
| | 93 | 202 | 81 | 88 | 272 |
| Instructional Sessions | | | | | |
| Dinand | | | | | |
| Attendance | 98 | 103 | 142 | 138 | 117 |
| | 1,988 | 2,125 | 2,864 | 2,467 | 1,988 |
| Science | | | | | |
| Attendance | 26 | 32 | 42 | 126 | 138 |
| | 467 | 509 | 795 | 870 | |
| Music | | | | | |
| Attendance | 18 | 17 | 26 | 14 | 10 |
| | 452 | 292 | 522 | 283 | U/A |