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College of the Holy Cross Libraries Annual Report 2015-2016

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College of the Holy Cross Libraries Annual Report



2015-2016

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Interim Director of Library Services

By Karen Reilly

Highlights from the Year

Several personnel changes occurred this year in the library. A new Director of Library Services, Mark Shelton, was hired and will begin on July 1, 2016. The Educational Technology Department (Mary Morrisard-Larkin, Richard Lent, and Holly Hunt) was transferred to Information Technology as part of the newly formed Educational Technology and Media Services Department led by James Cahill. There were two retirements, Gudrun Krueger in July and Mary Beth Pappie in November. Both positions are being held for review by the new Director.

Librarians were also very active in professional development activities and their accomplishments are listed in Appendix B. Three librarians deserve special recognition. Barbara Merolli, Science Librarian was awarded the 2016 Association of College and Research Libraries (ACRL) College Libraries Section (CLS) Innovation in College Librarianship Award for her work on the “Drawing on Walls” project with Professor Marguerite White and the spring 2015 Drawing on Walls class. Alicia Hansen, Head of Research and Instruction, and Jennifer Whelan, Coordinator of Research and Instruction, completed a fourteen-month project for ACRL’s Assessment in Action program and will present their findings at the American Library Association’s annual meeting in June.

Dinand received attention in the form of physical improvements and atypical use of the Reading Room. Last summer, with a gift from the Class of ’90, the west side patio was completely torn up and rebuilt. Today it is a beautiful outdoor garden that is much appreciated and well utilized by the students. Virginia Raguin’s Natural World Montserrat cluster created a tile mural “Lungs of the Planet” for this space. A joint celebration was held on April 20 for the “Lungs of the Planet” mural and the “Civitas Branching” mural on the east patio, that was formerly installed on the College Hill Civic Association Building. The Reading Room was used twice for very unique events. Dinand was the venue for the historic Boston Gay Men’s Chorus concert held on April 2. The concert was organized by Dan Dicenzo for his seminar “Music and Gay Rights” and it was the first time a gay men’s chorus has been invited to perform at a Catholic institution in the United States. Another first for Dinand was the April 29th dance performance by “Lil Buck” for the “Become More Campaign’s” kickoff weekend. Although the Reading Room is a beautiful setting for such events, concerns were raised by students about the lack of quiet study space.

Two major decisions were made concerning upgrades to our current library technology platforms. The first decision involved the replacement of the outdated Encore as the discovery platform. After a thorough search, EBSCO’s Discovery Service (*CrossSearch*) was selected and implemented in January. Next, we quickly evaluated the necessity and feasibility of performing another thorough search for an integrated library system (ILS). Since three of the four discovery vendors also sell ILS we already had the opportunity to form impressions of their companies and

products. At this time, it simply did not make sense to go through a complete system overhaul. We decided to stay with Innovative and upgrade to their next platform, Sierra.

CrossWorks continues to grow in breadth and depth, and is recognized by faculty as a place to post scholarly works in an Open Access forum. *CrossWorks* includes items from 131 disciplines, 946 papers and has been searched a total of 49,436 times with 17,885 in the last year. Victor Matheson's article "Mega-Events: The effect of the world's biggest sporting events on local, regional, and national economies" and the 2014 Beethoven Prize paper "Beethoven's Thematic Processes in the Piano Sonata in G Major, Op. 14: An Illusion of Simplicity" by Kara F. Valliere '14 are the top two most popular papers. Noteworthy additions include the O'Callahan Society collection, a selection of Course Catalogs from 1856-2016, and the GLBTQ Oral History Project produced by Stephanie Crist's Sociology 299: Intro to LGBTQ Studies course. Next year two Holy Cross journals, *The Purple* and the *Journal of Global Catholicism*, plan to use the software as their publishing platform. At the end of this semester, Denise Schaeffer, Associate Dean, and Lisa Villa, Digital Scholarship Librarian, collaborated on a very well attended program, "Enhancing Your Scholarly Visibility." Response was immediate with several faculty members expressing interest in using CrossWorks for papers and other digital projects.

A Forward Look

For the first time in several years the library will have stable leadership. Under the direction of Mark Shelton we are looking forward to developing strategies that will advance the vision outlined in the *Dinand2020 Report*. Decisions concerning the collection (physical and electronic), budget, space issues, and open positions are all necessary for Library Services to move forward.

Finally, I would like to thank Dean Freije, the members of the Library Director's Council (Eileen Cravedi, Alicia Hansen, Mary Moran, Mark Savolis), Diana LeBlanc and all of the library staff for the unwavering support I have received these last two years. It truly has been a pleasure.

Access & Discovery by Eileen Cravedi

Highlights from the Year:

The most significant accomplishment within Access & Discovery Services this past year was the evaluation, selection, and roll-out of EDS (Ebsco Discovery System), CrossSearch. Spearheaded by our Systems Librarian, Bob Scheier, and the Discovery Task Force, the beta version of CrossSearch was released for the spring 2016 semester. CrossSearch provides a level of searching not available via our previous system, Encore. With CrossSearch nearly all of our databases and catalogs, including CrossWorks (our Repository), are searchable at once. For the time being we continue to provide Encore, the Classic Catalog, and CrossSearch. We welcome feedback from all our patrons in order to customize the system to best meet all their discovery needs.

Secondarily, a new circulation interface, Sierra, is currently being implemented; also lead by our Systems Librarian. This new interface, hosted offsite, as is the direction preferred by ITS, provides the same functionality as our previous system, Millennium, with a more modern look. Upgrades are simplified due to it being hosted, relieving some responsibility from our ITS department.

In regard to Interlibrary Loan and Electronic Reserves, we have seen a slight reduction in use across these service areas. We added new functionality to our ILL Borrow area by adding on the “Get It Now” program. This allows us immediate fulfillment of full-text articles from unsubscribed journals through a cost-effective and easy-to-use service. We continue to be a net lender, providing more items (6106) than we borrow (2869). Since moving to Moodle for electronic reserves last year there has been a drop (-30) in the number of courses to which we post reserve materials, perhaps the faculty are posting their own materials since they are familiar with the Moodle system. We saw a slight increase in circulation and traditional reserve numbers as well as re-shelving of books.

Three staff members in Access & Discovery Services have taken on new responsibilities due to the retirement of our Periodicals Assistant, and are now participating in sorting the mail on a weekly basis. Additionally, the overnight supervisors have picked up the responsibility for shelving the current periodicals and re-shelving those used throughout the day each evening, and keeping statistics on such. Our 24/5 hours continue to be popular with our students, especially the 2, 3, & 4 am slots.

We are very fortunate to have such an excellent student workforce, employing 36 students this past year. We could not function without the conscientious work and excellent customer service they provide; shelving books in the stacks, manning the circulation and references desk, as well as assisting with interlibrary loan and electronic reserves processing.

A Forward Look:

Plans for the coming year include cross-training of the ILL Lending, ILL Borrowing, and Electronic Reserves positions to help relieve some of the stress during peak times in each of these areas as well as better cover these duties when one is out sick or on vacation. As always, those of us in Access & Discovery Services which include 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!

Archives and Special Collections

by Mark Savolis

The major activities of the department this year were processing the James Moran Congressional Papers, processing Trustee's financial records and reports, cataloging rare books and moving and shifting collections within the archives. The events that had the greatest impact on the department were the retirement of Alice Howe in December and the removal of the New England Jesuit Province Archives in March. We spent considerable time with David Miros planning the transfer of the province records, but the move was accomplished in just three days. While the loss of this collection was a disappointment, we have gained over 1500 linear feet of shelf space. We immediately began filling this space with A-V material; duplicate yearbooks; other college publications and oversize rare books. We will have adequate space for new acquisitions for a considerable time to come.

We received **31** accessions this year including **18 linear feet** of records from the Vice President of Financial Affairs, **8 liner feet** from the Dean's Office and **7 linear feet** from the college band. In addition, we received **66** framed autographed documents of American presidents and personalities from the Williams family and **86** plaques and trophies formerly located in the Hart Center display cases.

The backlog of uncatalogued books is eliminated, but we continued to add material to the collection. The library catalogers processed **408** pamphlets, newspapers, oversize items and books for the Rare Book and Archives this year. Rosalba Onofrio cataloged **404** volumes and pamphlets from our backlog. After three years on this project, she has left to work full-time at Nichols College. Nancy Singleton cataloged **146** titles from the Jesuitana collection and is nearly finished with the second pass through of that collection. There remain about 100 titles left to catalog. Rev. Joseph Bruce, S.J. continued to process the Deaf Catholic Archives and has moved into the office space that Alice Howe occupied.

There were **333** registered visitors to the archives. We provided tours to **2** History classes and access to artist sketchbooks to **4** Art classes. We acquired **3** more sketch books for these students.

Our exhibits this year consisted of illustrated football programs; Ticknor and Fields, book publishers; the College seal; Hart Center renovations; Dinand Library construction and renovations, all of which were in the cases on the first floor. We also exhibited the Williams Collection in the archives display cases. We loaned books and manuscripts relating to Native American missions to the Knights of Columbus Museum in New Haven. We created an online exhibit of our College portraits which has yet to be published. Sarah continued the tradition of providing mystery photos for identification for the alumni weekends.

Sarah oversaw the reformatting of **28** audio, **72** DVC Pro and **10** reel to reel films by Audio Visual Archives in Florence, MA. We had the Crowley Company digitize **12** Yearbooks and with funds from the library digitized all of our College Catalogs through 1988. We also had **21** volumes of Jesuitana conserved by the Green Dragon Bindery

In addition to these accomplishments we all answered reference questions, Hannah kept up with filing and copying scrapbooks, Sarah processed A-V materials and photos from our backlog, and spent considerable time editing our website after the campus-wide upgrade. Mark spent time processing special collections including, the Ninth Infantry Division Association Papers, the Moran Congressional Papers and others; shifting rare books, the A-V collection and other material. He also spent time sorting books in the basement.

Sarah attended the Digital Commonwealth Conference, attended a workshop on photo identification and served on the Digital Scholarship Committee and the Discovery Task Force. Mark and Hannah attended the New England Archivists annual meeting. Hannah served on the library's Outreach and RIG committees and the Assessment in Action Project. Mark served on LDC. Of special note, Hannah completed the archives concentration in Library Science program at Drexel University. Congratulations Hannah!

Looking ahead, we hope to continue processing those Special Collections, photographs and college records not yet available in our finding aids. We will finish moving material into the space vacated by the province archives and continue digitizing material that will be used by our patrons.

Research and Instruction Services by Alicia Hansen

DINAND

Highlights:

The Research & Instruction Services department of Dinand welcomed Jared Rex as Music Librarian, and the vacancy from retirement of one research/instruction position remains. Alicia Hansen and Barbara Merolli served on the search committee for a new Director of Library Services.

Our first full year of Outreach with Laura Wilson as our new librarian added successful events and promotions to our existing line-up. Special promotions at study time included chocolate-covered espresso beans in all libraries; coloring; and 10-minute massages in Dinand. Our social media presence has grown, especially with the hiring of an existing library student worker as an Instagram intern. Laura continually expands content on our digital signage in Dinand. She also manages the displays on the counter-height shelves in the main reading room; student groups are encouraged to book a set amount of time for a club-specific themed book display. LibFest was again a significant success and included ASLR and Center for Writing staff. At LibFest, we offered a plethora of vendor give-aways and WooBerry frozen yogurt during the event.

Due to expected budget cuts to the student worker budget, reference librarians now hold physical reference desk shifts every afternoon, Monday through Thursday. In addition to those afternoon shifts, we hold morning shifts on-call from our offices. Students still staff evening and weekend shifts. Jennifer Whelan has substantially strengthened the training of our reference students, and they are more equipped to handle research questions from their peers.

Jennifer is also our central location for all statistics. She manages the forms, results, and manipulation of data from instruction, PRS, reference coverage, AJCU virtual reference activity, and more. She chairs the Teaching & Learning Team, which is currently producing video tutorials for library information; the team also completed the first stage of the Assignment Bank, a repository of assignment suggestions for incorporating information literacy into classroom assignments.

Eileen and Alicia were invited to join an ad-hoc committee on affordable textbook options, spearheaded by Estrella Cibreiros. We have been in frequent communication with Estrella and with Tina Chen about the library's role in addressing issues of students and affordable textbooks.

The Research & Instruction Group (RIG) meets bi-weekly to discuss issues like OERs on campus, new resources and classroom issues, ideas for collaboration with faculty and with Center for Writing, and new trends in librarianship like the ACRL's Framework for Information Literacy as well as SciHub, ICPSR, and literature on relevant topics like liaison programming, blogs, collaboration, and more.

Alicia and Jennifer are finishing up the commitments to the Assessment in Action program, sponsored by the ACRL. We will present our final poster at the ALA conference in Orlando in late June. Throughout spring semester we worked with Montserrat faculty and with the Office of Assessment to collect freshman papers and apply a rubric to secure data necessary to show correlations (if any) to citations and source selection as related to participation in a personal research session. (<http://www.ala.org/acrl/AiA>)

The library hosted a third annual workshop for faculty: “Your library, your students, and you,” sponsored by a grant from the Center for Teaching. The entire workshop was held in the Worcester Art Museum, and the day included a tour of the galleries by Director Emeritus Jim Welu. Faculty from various departments around campus (15 total) received \$200 stipends as part of the grant. The agenda included sessions on student research, CrossSearch, Adam Matthew primary resources, music and media databases, and more.

In addition, our staff regularly presents to Summer Research, Odyssey, Passport, Admissions Open House, and Montserrat Director meetings.

A forward look:

1. We hope to expand our Librarians by Department program. We’d like to visit faculty department meetings again (our last visits were in fall 2014), and we’d like to identify a liaison from each department who will serve as our contact for library communications.
2. (held over from 2015) 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 a project to re-classify our CD collection so that it is browse-able instead of shelved strictly by accession order.
4. I would like to re-introduce the possibility of hosting a for-credit library course. Several faculty have mentioned support for such a course.

MUSIC LIBRARY

Jared Rex began work on August 3, 2015, as Music Librarian.

Security gates have registered 56,342 visitors since the beginning of the academic year.

Approximately 150 compact discs, 16 DVDs, and 153 scores were added to the collection this year. Approximately 575 book, score, video and sound recording titles were ordered this year.

Approximately 106 items were sent to Acme Bookbinding for binding.

The Music Library (aided by Sarah Bilotta, Jared Rex, Alicia Hansen), hosted the New England Chapter of the Music Library Association's Fall Conference on October 17, 2015. Over 40 music librarians attended from across New England. The day's activities included sessions in Rehm Library, a catered lunch in the Browsing Room of Dinand Library, and ended with a concert in Brooks Concert Hall featuring Holy Cross Brooks Scholars with two Music Department Artists-In-Residence faculty members.

Last summer, all of the library's VHS tapes and Laserdisc recordings were withdrawn from the collection to make room for more DVD performances. The acquisition of Medici.tv, a streaming database service for opera, art music, and ballet, allowed us to remove these older physical formats while continuing to provide access to the majority of these works in a digital format students are more apt to use.

To better serve the needs of our faculty and students, Jared has focused on a collection development score development plan which highlights chamber music (specifically critical and Urtext edition scores and parts) and 20th- and 21st-century compositions. This year's purchases have included updated style guides, new reference material, the complete works of Jean-Philippe Rameau and Jean-Baptiste Lully, and compositions of Gérard Grisey, to name a few.

Jared and Sarah continue to clean up legacy bibliographic data contained in the library catalog. There are many inconsistencies between call numbers and subject headings in our catalog and with items on the shelves. One specific initiative is updating our catalog records to song anthologies by adding contents notes to provide access to the entire volume in a searchable way.

Finally, Jared and Sarah spent much of the year revamping the hiring process and work policies for our 25 student workers. They interviewed over 30 students for 10 available work-study positions during this past spring. The hiring process was competitive, and they look forward to working with the new hires next year.

A forward look:

- Continue to focus new acquisitions to those which support the Music Department curriculum as well as faculty research. For score acquisitions, purchases will focus on 20th- and 21st-century music as well as urtext/critical edition chamber music.

- Begin to inventory and process a backlog of ca. 4000 scores and parts and 2000 CDs.

- Renegotiate the deed of gift with the American Guild of Organists to have better control over which donations to accept.

- Inventory CD collection beginning summer 2016 to help identify missed called number ranges.

SCIENCE

In January, Barbara Merolli was named the 2016 recipient of the Association of College and Research Libraries (ACRL) College Libraries Section (CLS) Innovation in College Librarianship Award for her work on the “Drawing on Walls” project with Professor Marguerite White and her spring 2015 Drawing on Walls class. This annual award honors ALA members who have demonstrated a capacity for innovation in their work with undergraduates, instructors, and/or the library community. The Association of College & Research Libraries (ACRL) is the higher education association for librarians representing more than 11,000 academic and research librarians and interested individuals.

Through the generous donation of funds, and assistance in design and fabrication from the O’Callahan Society, a new display dedicated to Reverend Joseph T. O’Callahan, S.J. was installed in July 2015. Barbara worked with Jim Delehaunty, co-chair of the O’Callahan Society to update the display. She referred Mr. Delehaunty to Lisa Villa, Digital Scholarship Librarian, to create a storehouse of digitized information about Rev. O’Callahan on CrossWorks. Both librarians were invited to and attended the O’Callahan Society annual meeting dinner on September 26, 2015, where the creation of the digital collection was announced. We are enormously grateful to the members of the O’Callahan Society for their generosity.

In the spring semester, the science library hosted an exhibit and artists’ talk, *Water Rising*, which was funded by the Environmental Studies Program. Professor and writer Leila Philip and her husband sculptor, Garth Evans, created poetry and water color paintings inspired by the natural environment surrounding their home, and subsequently published a book, *Water Rising*. The book proceeds are donated to environmental causes. Students from Professor Philip’s creative writing class participated in the discussion with the artists.

As the Montserrat Natural World Cluster (NWC) library liaison, Barbara participated in cluster meetings and events including a Meet & Greet reception in Brooks Concert Hall, Community Harvest Program field trip and BBQ dinner, Chocolate Tasting with Sunita de Turreil from the Chocolate Garage, Worcester Art Museum visit, hikes around Walden Pond and Blackstone River & Canal Heritage State Park Trail, screening of the film *Happy People*, and of segments of Ken Burns’ *The National Parks: America’s Best Idea* with related seminar debates. Barbara served as a coordinator between the NWC and the library staff on the creation and installation of a mosaic tile design, “Lungs of the Planet,” for the Dinand garden under the direction of Professor Virginia Raguin.

For the sixth consecutive year, Barbara has been a member of the Science Boot Camp (SBC) for New England Librarians planning committee. SBC is a two and a half day conference during which three invited science researchers speak about their research and other subject experts provide an overview of the researcher’s subject area. There is also a capstone session that focuses on science librarianship skills. The New England SBC group initiated the science boot camp concept, a conference format that has been adopted throughout the world by other librarian groups.

Heavy demand for study space in the library continues throughout the year, with overflow demand that previously only happened during the study & final exam periods now happening on

a regular basis. Peak weekly gate count in the fall was 8,265 people and 8,841 in the spring; weekly counts are consistently in the six to seven thousand range. New study space was carved out by collapsing the shelves for the print journal collection into a smaller space. The science library accommodated Chemistry Department's request to provide test rooms on 74 occasions in 2015-2016. This practice prevents other students from using the rooms for studying. The high demand emphasizes the urgency for the College to create a test center specifically designed to meet students' special needs and make-up test requirements.

Science librarian instruction session participation comprised of both class instruction and personal research appointments increased 19% over the previous year.

Use of the Science Direct Article Choice ("pay per view") program to request articles from journals published by Elsevier continues to be strong, with the purchase of 1,528 articles in the first 10 months of FY2016. The libraries continue to subscribe to the Nature Publishing Group's (NPG) pay per article product. Statistics are unavailable.

Barbara was asked to serve on the search committee charged with hiring a new Director of the Holy Cross Libraries. The committee worked together for four months, culminating in the hiring of Dr. Mark Shelton who will join the library staff in July.

Forward Look

-Tentative plans are in the works for science library exhibits, receptions and/or talks to promote several resources: 1) the Natural World Cluster mosaic tile "Lungs of the Planet," a collaboration with Environmental Studies Program visiting professor; 2) the installation of a natural sculpture by visiting artist Peter Dougherty; 3) the book, From Music to Mathematics: exploring the connections, by Professor Gareth Roberts.

-The science library staff has noticed a significant increase in demand for secluded space with strong wifi or lan access for the purpose of students participating in Internet based interviews when applying for jobs, graduate school, internships, and research programs. Should this need continue to increase, the College would serve its students well to provide interruption free space.

WORCESTER ART MUSEUM LIBRARY

Highlights:

Debby Aframe continues to run a full schedule of service and resources to the WAM community as well as to Holy Cross and other local colleges and universities. With only volunteers and some student help, she has been able to maintain ILL service as well as acquisitions and database access for her patrons. Debby has used professional librarians from Bibliotemps (an agency providing temps for libraries) to maintain Saturday hours and to keep the library open during her vacations. It is worth noting that despite staff cuts the library has maintained all services and not cut any open hours to the public. One statistic with remarkable change this academic year is ILL borrowing, due to more curators and interns on WAM staff. The number has increased by 135% from the same period last year.

Debby is active in Holy Cross Libraries meetings and committees, including the Research & Instruction Group as well as the Outreach & Engagement Team. She was instrumental in planning the 2016 Faculty Workshop entitled “Your students, your library, and you.” The entire day was hosted at the museum, and Debby graciously organized the logistics for the day as well as a popular and well-received presentation by Jim Welu, director emeritus of WAM and adjunct faculty of Holy Cross.

Plans to vacate the library space in favor of moving the Higgins Collection there has been postponed indefinitely as the museum has shifted its plans for Higgins relocation. This is great news for the WAM Library, as it can remain in place until further plans to restructure and renovate entire parts of the museum move forward.

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. The museum hired specialized art library consultants to do an analysis of WAM’s library with a focus on the future of the library and its role within the museum and the community at large. The consultants, Sidney Berger, Director Emeritus of the Philips Library at the Peabody Essex Museum, and Martha Mahard, Professor at the Simmons School of Library & Information Science, will issue a final report in June 2016.

A forward look:

-Research & instruction, acquisitions and ILL, will continue as usual. The major initiative this year will be responding to the consultants’ report and planning as needed to accommodate changes in the museum as they relate to the library.

Technical Services

by Mary Moran

This past year in Technical Services was productive in many ways, but our inability to move forward with both the monographic and JSTOR weeding projects was disappointing. Dinand Library struggles with crowded shelves yet it had a mere 2% circulation rate in FY2016. Still, we continued to improve our collection by providing access to more e-books, e-journals, and streaming videos than ever before and ordered nearly 500 more print books and DVDs than during the previous year.

Last year when the annual report was written, we anticipated spending much of this year in the stacks disposing of the bound journals which are available electronically in the JSTOR collections. We also hoped to begin a careful weeding of the monographic collection aided by input from the faculty. However, after the faculty learned of the project, our plans were halted and the Committee on Managing the Collection was formed which consisted of Acting Technical Services Librarian Mary Moran and six faculty members. In its final report, the committee made two recommendations that it thought would help ease the overcrowding in the stacks for the short term: The first was to begin the JSTOR weeding project, and the second was to decatalog extra copies of books published after 1950 as long as two copies remain in the collection. The committee had many thoughtful discussions about the value of the collection and the need to retain every unique title currently held. Whether or not it is actually necessary to keep at least one copy of every title we own, it was gratifying to see how deeply our faculty care about the library and its collections.

Indeed, the number of requests to acquire library materials remained steady. Firm orders for print monographs increased this year to nearly 2,600 which was approximately 500 more than in the last fiscal year. Our DVD requests dropped a bit to 35 from FY2015's 59, but our print standing orders increased slightly from 366 to 382. 165 gift books and 5 new print and 22 new online periodical titles were added to our holdings as were 112 e-book titles which were purchased for the library's permanent collection. Also, we were able to acquire another small JSTOR collection.

The new acquisitions models that we introduced last year remained popular. In addition to our ebrary Academic Complete subscription which contains more than 135,000 e-book titles, we offered our users access to 47,270 ebrary patron driven acquisitions monographs. With this model, users are able to click on links in bibliographic records in our online catalog and view the book. Each time one of these short term loans is initiated, our deposit account is charged a portion of the cost of the book, and if it is looked at more than three times, it is automatically purchased. 667 short term loans were triggered through this plan at an average cost of \$19.64 and, ultimately, 47 titles were purchased. The other new plan that remained popular is the Kanopy on-demand streaming service. It is also a patron driven model which allows access to more than 26,000 films. The cost of a one-year license is subtracted from our deposit account the fourth time a film is viewed. This year there were 3,467 visits to the Kanopy site and 1,776 videos were viewed for a total of 54,407 minutes. Altogether, 21 one-year licenses were triggered, each costing \$120.

Each person in Technical Services was involved with library committees and work outside of their regular acquisitions, cataloging, and periodicals duties. Among the committees and task forces we served on were the Scholarly Communication Committee, the Discovery/EDS Implementation Task Force, and the Sierra Implementation Team. Worth noting is Tess Huaman's involvement with the Research and Instruction librarians on a short video tutorial explaining how to read Library of Congress call numbers. Renee Hadad should also be mentioned for her eye-catching work on the library's new book exhibits as well as many other special displays.

In staff news, Technical Services lost a member due to a retirement in November. Mary Beth Pappie left after nearly 30 years working in the Periodicals Department. Currently, most of her duties are being done by Periodicals Librarian Diane Gallagher so we need to find ways to distribute more of her work to others or, perhaps, find other workflow efficiencies.

There is much to look forward to in the coming year. The library is in the process of migrating from Innovative's Millennium integrated library system to the company's Sierra product. Sierra has an open architecture which will allow us to do our work in a more integrated fashion which should save us time and allow us to fine-tune our procedures. Also, since our Special Collections retrospective cataloging project is almost complete, we hope to be able to begin our JSTOR weeding project in the near future as well as other clean-up projects like decataloging most of the VHSs which are housed in the MRC and many which are kept in Dinand. Most of all, though, the Technical Services staff is committed improving how the collection is managed and accessed and to providing our faculty, students, and staff with the resources they need as quickly as possible.

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

Holy Cross Committees

- Eileen Cravedi: President's Task Force on the Environment, Wellness Committee, Future Technologies Advisory Committee
- Alicia Hansen. Search Committee for the Library Director
- Barbara Merolli: Safety Committee, Search Committee for the Library Director
- Mary Moran, Committee on Managing the Library Collection
- Karen Reilly: CITISAC, Hate Not Here
- Lisa Villa: Campus Center Advisory Committee, HC Class of 1990 Co-Chair,
- Whelan, Jennifer: Website Redesign Advisory Committee, Holy Cross Club of Greater Worcester Executive Board (Secretary and Social Media Coordinator, 2014-2015).

Worcester Art Museum Committees

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

Professional Committees

- Deborah Aframe: ARC (Academic Research Collaborative) Steering Committee, ARC Special Collections (Director Advocate)
- Eileen Cravedi: ACRL NEC ASIG (Access Services Interest Group) Planning Committee
- Alicia Hansen: ACRL, College Libraries Section, Chair of the Nominating Committee; ACRL's College Library Section, Member at Large; EDUCAUSE 2016 Program Committee Proposal Reviewer; ARC Research and Instruction SIG, Chair
- 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
- Jared Rex: New England Chapter of the Music Library Association's (NEMLA) Program Committee for 2015-16. ; NEMLA Vice Chair/Chair Elect for 2016-17
- 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 Administrator, NELA (New England Library Association) Conference Committee

Presentations and Publications

- Hansen, A. & Petitfils, B. (March 2016). Habits of mind in the classroom: Threshold concepts, instructional philosophy, and SoTL. *SoTL Commons Conference*, Savannah, GA.

- Hansen, A. & Whelan, J. (June 2016). First year papers and source selection: Assessing personal research sessions in Montserrat. Assessment in Action, Cohort Three, 2015-2016. ALA Poster Presentation, Orlando, FL.
- Merolli, Barbara. "Drawing on Walls... and other alliances" October Conference for Librarians, Dartmouth College, October 16, 2015.
- Rex, Jared and Laura Wilson, facilitators. Martin Luther King Book Talk sponsored by the Holy Cross Office of Diversity and Inclusion. February 2, 2016.
- Whelan, Jennifer. "Are we serving our faculty? Comparing STRS faculty citations and library holdings, 2006-2012: An Update" Poster co-presented 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 12, 2016. The Catholic University of America, Washington, DC.
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- Whelan, J. & Hansen, A. (2016). Personal research sets the stage for change. *The Reference Librarian* (forthcoming).

Library Committees

- **Library Director's Council:** Karen Reilly, Eileen Cravedi, Alicia Hansen, Mark Savolis, Mary Moran
- **Discovery Platform Committee:** Bob Scheier, Chair; Sarah Campbell, Eileen Cravedi, Mary Moran, Laura Wilson
- **EBSCO Discovery Implementation Task Force:** Bob Scheier, Chair; Sarah Campbell, Eileen Cravedi, Mary Moran, Jared Rex, Laura Wilson
- **Innovative Sierra Implementation Task Force:** Bob Scheier, Chair; Eileen Cravedi, Mary Moran
- **Library Color Printing Task Force:** Bob Scheier
- **Library Outreach and Engagement Team:** Jennifer Adams and Laura Wilson, Chairs; Debby Aframe, Sarah Bilotta, Janis DesMarais, Diana LeBlanc, Barbara Merolli, Carrie Peck
- **Library Social Committee:** Bob Scheier, Chair; Sarah Campbell, Andrew Lambert, Diana LeBlanc, Lisa Villa, Slavicka Zukic
- **Library Student Advisory Committee:** Jennifer Whelan, Chair and organizer; Laura Wilson
- **Research and Instruction Interest Group:** Alicia Hansen, Chair; all reference staff, Ed Tech, and Systems
- **Scholarly Communication Team:** Lisa Villa, Chair; Alessandro Camarra, Sarah Campbell, Tess Huaman, Andrew Lambert, Mary Beth Pappie
- **Teaching and Learning Team:** Jennifer Whelan, Chair; Janis DesMarais, Lisa Villa, Laura Wilson
- **Web Design Task Force:** Bob Scheier, Laura Wilson, Jennifer Adams, Eileen Cravedi

Appendix B: Summary Library Statistics

	FY2012	FY2013	FY2014	FY2015	FY2016
					As of June 8
COLLECTION EXPENDITURES:					
Print monographs	\$173,225	\$186,209	\$178,818	\$148,917	\$145,226
Print journals	\$179,965	\$184,920	\$173,280	\$165,189	\$166,802
Databases	\$246,702	\$209,263	\$258,165	\$184,294	\$195,331
E-Books	\$74,142	\$70,961	\$84,862	\$107,728	\$87,763
E-Journals	\$844,626	\$897,589	\$927,890	\$1,237,594	\$999,153
HOLDINGS:					
Print Volumes	634,749	637,019	639,721	640,137	645,750
Electronic Books	88,876	90,830	137,945	147,271	166,984
Print Journal Subscriptions	960	957	913	882	637
Electronic Journal Subscriptions	5,264	5,476	7,351	7,368	9,772
A-Z list e-journal titles	60,707	61,429	60,914	69,855	76,339
ACCESS SERVICES:					
Initial Check-Outs (minus equipment and keys)	28,233	23,431	21,492	19,827	18,397
Dinand In-House Use	2,685	1,814	1,707	2,344	2,265
Print and A/V Reserves (minus equipment and keys)	3,484	4,267	3,708	3,641	4,192
InterLibrary Loan Borrowed	3,016	2,744	3,323	3,294	2,853
InterLibrary Loan Lent	6,696	6,839	7,026	7,645	6,104
Articles Purchased	1,462	1,470	2,353	2,191	1,528
RESEARCH & INSTRUCTION:					
Quick Reference	1,960	1,672	1,476	840	977
Extended Reference	651	620	378	230	194
Personal Consultations	159	376	572	476	396
Email	167	112	201		134
Phone			50	30	44
Text and Chat	101	67	73	98	82
Virtual Ref questions from HC Students answered by AJCU	UA	UA	312	550	329
Virtual Reference questions from AJCU students answered by HC	UA	UA	141	188	158
Instruction Sessions	152	210	278	265	136
Approximate Attendance	2,926	4,181	3,620	3,088	2336

Appendix C: Library Organization Chart

