A Message from the Director of Library Services:

It has been an honor for me to be the new Director of Library Services. As I complete my first year at the College of the Holy Cross, I am excited about what we have accomplished and the groundwork we have laid for the coming year.

The Library represents one of the deepest, broadest, most diverse, and open intellectual resources on the campus. The voices of scholars and artists from many cultures, perspectives, and opinions, can be found, explored, contemplated, compared, and learned from within the print and electronic pages made available in the growing collections provided by the Library. As an academic space, the library also represents a vital haven for deep thinking, research, writing, and scholarly growth. Students and faculty can retreat to numerous quiet alcoves or gather together to work on projects, interact with a guest lecturer, watch a movie, or de-stress with a therapy dog.

Supporting the entire faculty, staff, and students, is energetic and talented librarians and library staff. Deeply knowledgeable about the wide range of resources, highly competent in research, and talented educators, the staff of the library is aware of the impact they can have on the academic success of our students. Building research skills and a range of information competencies will serve them now and when they leave. Recognizing the value of the library is one thing; making the library an integral part of their work is far more challenging.

The Library is actively taking steps to adjust our organization, expand our outreach, modify our processes, and reduce the barriers to information access. We believe that when students and faculty engage more with the library, academic success increases. When they do, we want them to discover more ideas, thoughts, and philosophies, with the hopes that all who use the library are able to learn more than they ever thought possible.

- Mark Shelton, Director of Library Services

Engage more. Discover more. Learn more.

Holy Cross Libraries Mission Statement:

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

This year the library developed its own tagline. Engage more. Discover more. Learn more. The tagline is a way for the library to communicate to the Holy Cross community the purpose and value the Library brings to the academic mission of the campus. It aligns well with the campus’ main tagline, Ask More, as well as the Jesuit philosophy of deeper learning.

It represents the new way that the library will organize itself to better serve the campus. We see it as a two way street. Not only do we hope that others will engage with us, discover more content, and learn critical competencies, the Library will also

1. Engage more with faculty and students, and librarians at other campuses.
2. Discover more about what our researchers need and how we can support those needs.
3. Learn more about sources, tools, and services that we can potentially provide to the campus.

A New Organizational Structure for the Library:

This year the library also changed up its organizational structure. In order to align the library functions with the new tagline, the structure was centered around three core areas:

1. Collections and Content
   a. Content and Information Strategies
   b. Archives and Special Collections
2. Access and Discovery
   a. Access and Discovery Services
3. Research, Teaching and Learning

Access and Discovery, and Research, Teaching, and Learning rest upon Collections and Content within the organizational chart to indicate that they both pull and rely heavily on Collections. It is Content to which we want to provide efficient access, and to teach information literacies so students are effective researchers of both physical and electronic collections.

Additionally, the titles of eight librarians were adjusted to also reflect the new organization. The position descriptions of both of the open librarian positions [Content Strategist, and Assessment, Teaching and Learning Librarian] were modified to include critical skills. Searches to fill both of these positions are currently underway.
INSERT ORG CHART
Engage more...content and information.
“I know I speak for all of my colleagues when I express my heartfelt gratitude for all you have been doing to ensure access to these great resources.” – Holy Cross faculty member responding to expanded access to electronic resources.

The Foundation of a Library is its Collections:

The College of the Holy Cross Libraries is a vital academic resource that serves the needs of scholars at every level. Students use it for the materials faculty place on reserve as well as seek out information to write papers and work on projects. Faculty conduct research and encourage students to find and read books that are outside their comfort zone.

In addition to the 650,000 total print volumes on the shelves of Dinand Library, the Sciences Library, and the Music Library, the library holds many other forms of information including music scores, DVDs, microfilm, data sets, and journals. This year, the library made a major push to expand the amount of content that can be readily accessed. The library, recognizing that impediments to acquiring information can hamper scholarly pursuits, has worked hard to push back the walls that limited access to electronic content. In consultation with academic departments, and through strict fiscal management, the library acquired the following major collections:

- Current access to the journal SCIENCE
- NATURE Complete (full text access to all NATURE journals)
- ELSEVIER Freedom Collection and intermediate backfile
- SCOPUS Database
- SPRINGER e-book collection through 2017 (represents over 130,000 titles)
- Time/Life Archive

Video streaming of films through Kanopy and Docuseek nearly doubled over FY16. Over 3,400 films were viewed, which represents 1,700 hours of viewing time. Other services that provide more foreign films are being evaluated in order to expand foreign language content.

Although the growth of electronic content is clearly evident, print books continue to be a core part of our collection. In FY17 over 2,300 print books were acquired including standing orders.

**GRAPHIC NOVELS**: Janis DesMarais, the Visual Literacy and Arts Librarian, and Laura Wilson, the Outreach Librarian, have engaged with faculty to better understand their needs around graphic novels. Discovering that a significant number of faculty were using them in their courses, both librarians have begun a major push to expand the library’s holdings of graphic novels. The response has been so positive that the library expects to receive a major gift of graphic novels from a Holy Cross alumni who wants to support the curriculum and the library.
ARCHIVES AND SPECIAL COLLECTIONS, full of the unique:

Several important items were added to the Archives and Special Collections, thanks in part from a gift made in honor of Sue Selby

- Three rare Jesuitana volumes (one supported by the Sue Selby gift)
- A collection of letters of an alumnus priest studying in Rome (Sue Selby gift)
- Gold prize medal of Andrew Quinn, class of 1915
- Personal materials from the room and office of Father Kuzniewski, S.J.

COLLECTIONS: By the Numbers (FY12-FY17)

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<td>$165,189</td>
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<td>$209,263</td>
<td>$258,165</td>
<td>$184,294</td>
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<td>E-Books</td>
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<td>$84,862</td>
<td>$107,728</td>
<td>$94,036</td>
<td>$210,549</td>
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<td>E-Journals</td>
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<td>$927,890</td>
<td>$1,237,594</td>
<td>$1,009,501</td>
<td>$1,182,105</td>
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<td><strong>TOTAL</strong></td>
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<td><strong>$1,548,942</strong></td>
<td><strong>$1,623,015</strong></td>
<td><strong>$1,843,722</strong></td>
<td><strong>$1,619,446</strong></td>
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<th>HOLDINGS:</th>
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<td>637,019</td>
<td>639,721</td>
<td>640,137</td>
<td>645,750</td>
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<td>913</td>
<td>882</td>
<td>637</td>
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<td>Electronic Journal Subscriptions</td>
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<td>A-Z list e-journal titles</td>
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<td>60,914</td>
<td>69,855</td>
<td>76,339</td>
<td>83,124</td>
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Papers in CrossWorks are being downloaded by students and scholars from around the world. There is interest in both the works of faculty as well as the work of our students. The three top downloaded works in the depository are:

1. *Mega-Events: The effect of the world’s biggest sporting events on local, regional, and national economies* by Victor Matheson (FACULTY) **6506 downloads, 98 countries**


CrossWorks continues to GROW and EXPAND:

CrossWorks is the open-access institutional repository (IR) for the scholarly works, research, publications, creative activity, and reports produced by the faculty, students, administration and staff of the College of the Holy Cross. CrossWorks serves to both promote the use of the college’s scholarly output and ensure its long-term preservation. It is supported by the Library and resides on a hosted service provided by bepress.

This year has seen exceptional growth in the activity of CrossWorks. The total number of works in the repository is 1,174. There were 195 new submissions added to the repository primarily coming from:

- Course catalogs (92)
- Spanish Faculty Scholarship (32)
- Faculty books (2)
- Journal (1)
- LGBTQIA Archive (16)
- Gender, Sexuality & Women’s Studies Concentration capstone theses (11)

The repository also saw a significant increase in the number of downloads over FY16. There were 30,376 downloads compared to 22,927 in FY16.

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Discover more....Faculty Scholarship.
Papers from CrossWorks have been downloaded by:

- 2144 institutions (72% educational; 20% commercial; 8% other)
  - a **15% increase** over the previous year
- 167 countries (top 5 are US, UK, France, China, & Canada)
  - a **17% increase** over the previous year

**Launch of the Journal of Global Catholicism:**

CrossWorks is also the platform for the newly launched Journal of Global Catholicism. The journal was launched as part of the Catholic & Cultures initiative of the McFarland Center for Religion, Ethics and Culture at the College of the Holy Cross.
Providing Research Support
Reference and Instructional Activities

Contact with Montserrat Students

64% of all Montserrat students were reached through information literacy sessions.

32% of those sessions were with Montserrat students.

Librarians conducted 650 Personal Research Sessions (PRS) with students during this academic year.

Student feedback is very positive about this early exposure to the library.

140 Instructional Sessions
Instructional Sessions took many forms and were tailored to the unique needs of individual courses

2,616 Attendees
This is based on numbers provided by faculty. In some cases, students may have attended multiple sessions

315 LibGuides
18,836 views
LibGuides are essential tools created by librarians to support individual classes and programs. LibGuides are great online tools about library resources for students.
During the year, several different critical components were added to each of the library instruction sessions based on clearly defined needs.

1. Incorporated an Academic Integrity module into each session
2. Incorporated basic citation style help into each session

“A Survey of Faculty Members on Library Instruction:

Without the support of faculty and their willingness to include library instruction as part of their course, our librarians would have a much more difficult time reaching students when they are doing research. Getting faculty feedback is very important to know what they think of the instruction provided by librarians is beneficial.

In FY17, the library conducted 140 instructional sessions that were attended by over 2,600 students. They covered a wide range of subjects and took on many different formats, and included sessions given to Montserrat courses.

A survey of faculty indicated:

- **58.3%** felt that the session "definitely improved" the quality of their students' work.
- **96.5%** were likely or very likely to schedule library instruction again in the future.
- **96.6%** were likely or very likely to recommend library instruction to their colleagues.

“I had Laura come to class at the beginning of the semester and then she held a group session later in the semester as well. These were by far the best researched “research papers” that I have seen students produce in a long time” – a faculty member’s feedback about library instruction.
**Academic Programming beyond the Classroom:**

Learning occurs at many different times, and in many different locations within the library. In addition to going out to the classroom, librarians brought learning opportunities to other locations across campus. In addition to participating in and making presentations at events such as Odyssey, Admissions Open House, Summer Scholars, and various resource fairs, the library programs serve to help students learn about the library and its resources and services.

**LibFest** is an annual event that the library holds at the start of each year. As an outreach event, the library collaborates with ITS, the Center for Writing, Academic Services and Learning Resources, as well as other offices. Heavily attended by students, it is an opportunity to introduce many of the libraries, their holdings, and services to new and returning students.

At the end of each semester, research librarians set up “Citation Frustration Stations” in all of the libraries as well as at the Hogan Campus Center. These “stations” give students the opportunity to specifically get help with and to learn about the different citations styles. For some students, it is a question of how to deal with an anonymous author. For students working on their Honors Thesis, in text citations and footnotes may be the big challenge.

“Dinand in the Dark” occurs near Halloween. Spooky stories and poetry were read in an open mic forum. A collaboration between Sigma Tau Delta, the English Department SAC, and the libraries, students and faculty were able to enjoy literature in a different light.

**Engage more….as an academic partner.**
On Exhibit – Discovering Unique Collections:

The librarians and staff at Holy Cross enjoy seeing students and faculty exploring the stacks for interesting, inspiring, and intellectually stimulating reads. Our librarians also showcase and promote facets of the collection as well as educate our community about an individual or an important point in Holy Cross history. This past year, the library curated nine notable exhibits.

1. “Diversity in the Sciences,” featuring books by or about scientists with diverse gender, ethnicity, religion, and cultural backgrounds.
3. “Remembering Fr. Kuzniewski,” includes items by and about Father K.
4. Images of the “Crusader,”
5. The missing Fenwick Tower Bell.
7. Italians at Holy Cross.

The library also presents a monthly display of titles in recognition of special dates, events, and in support of programs held elsewhere on campus.

REFERENCE and INSTRUCTION: by the Numbers

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<tr>
<td><strong>RESEARCH &amp; INSTRUCTION:</strong></td>
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<td>1,672</td>
<td>1,476</td>
<td>840</td>
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<td>378</td>
<td>230</td>
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<td>Personal Consultations</td>
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<td>376</td>
<td>572</td>
<td>476</td>
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<td>Email</td>
<td>167</td>
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<td>Phone</td>
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<td></td>
<td>50</td>
<td>30</td>
<td>44</td>
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<tr>
<td>Text and Chat</td>
<td>101</td>
<td>67</td>
<td>73</td>
<td>98</td>
<td>82</td>
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<td>Virtual Ref Q's from HC Students answered by AJCU</td>
<td>UA</td>
<td>UA</td>
<td>312</td>
<td>550</td>
<td>329</td>
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<tr>
<td>Virtual Ref Q' from AJCU students answered by HC</td>
<td>UA</td>
<td>UA</td>
<td>141</td>
<td>188</td>
<td>158</td>
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<td><strong>Research TOTALs</strong></td>
<td><strong>3,038</strong></td>
<td><strong>2,847</strong></td>
<td><strong>3,203</strong></td>
<td><strong>2412</strong></td>
<td><strong>2314</strong></td>
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<td>Instruction Sessions</td>
<td>152</td>
<td>210</td>
<td>278</td>
<td>265</td>
<td>136</td>
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<td>4,181</td>
<td>3,620</td>
<td>3,088</td>
<td>2336</td>
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Utilizing our Collection
Physical Performance in a growing Digital Age

Circulation performance

The graph on the left mimics a growing trend. Physical circulation continues to decline although at a slower rate. When Reserves and ILL borrowing are included, there is a reversal in the trend FY17 and the decline is less steep.

550,000+ digital downloads and requests in FY16

During FY16, a very large amount of library activity occurred online. This number included journal downloads, video streaming, and e-book activity.

When the numbers don’t add up, what metrics indicate value?

Assuming FY17 download activity is almost the same as FY16, the chart provides a rough comparison of print vs electronic on spending and use.

This chart raises far more questions than it answers. Since books require significantly more time to read, should we expect lower use? Since downloading is so easy, does this represent real use?

Discover more... about usage.
A VERY Busy Place:

Dinand Library has a set of four new high capacity, industrial level printers. They were replaced over the Christmas break. The old ones were not just old, they were worn out. They seem to be busy all the time, spitting out journal articles and student research papers. Scanners blink as another page from a book is scanned to email.

Look around the library and there isn’t an empty seat in the house. It doesn’t matter if you are in Dinand, Sciences, or at the Music Library. Personal Research Sessions are more complex and require more time. The Center for Writing is having a banner year as students go from research help to writing help. Being on the same floor benefits everyone.

Yet, physical circulation of the collection is down. A pilot project with the bookstore has allowed the library to put more textbooks on reserve to help make more course materials more easily available. Reserves numbers are up. It is the digital content that is getting the most use. At least it appears that way based on download numbers. Electronic content is fast, efficient. Use of the collection is significantly greater than ever before, it has just shifted largely to the digital format. Still, clearly the printed monograph remains an important resource, even those not placed on reserve. Seven art classes of students used the many sketchbooks in Special Collections. They could not check them out.
Where we go for Interlibrary Loan:

No man is an island. Likewise, no library is an island. And Google doesn’t have everything. As a result, Holy Cross relies on other libraries to help provide content to our faculty and students. In FY17, these were the top three institutions Dinand/Music and Science borrowed from:

**Dinand/Music**

1. Boston College
2. Clark University
3. Amherst College

**Science Library**

1. UMass Medical School Library
2. Boston University Medical
3. Boston College

ACCESS and DISCOVERY SERVICES: By the Numbers

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<td>ACCESS SERVICES:</td>
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<td>Initial Check-Outs</td>
<td>28,233</td>
<td>23,431</td>
<td>21,492</td>
<td>19,827</td>
<td>18,397</td>
<td>18,095</td>
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<tr>
<td>(minus equipment and keys)</td>
<td></td>
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<td>Dinand In-House Use</td>
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<td>1,814</td>
<td>1,707</td>
<td>2,344</td>
<td>2,265</td>
<td>1,988</td>
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<td>Print and A/V Reserves (minus equipment and keys)</td>
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<td>3,708</td>
<td>3,641</td>
<td>4,192</td>
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<td>Articles Purchased</td>
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<td>1,470</td>
<td>2,353</td>
<td>2,191</td>
<td>1,844</td>
<td>1,216</td>
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</table>
Notable Accomplishments of the Staff and Librarians

Slavica Zukic, Access Services Coordinator in Dinand Library won the campus Rev. William J. O'Halloran award. This award is presented "to non-exempt employees of the College, currently working or retired, who in the fulfillment of their responsibilities have demonstrated, fostered, and promoted the spirit of family, which is a treasured characteristic of the Holy Cross Community."

Lisa Villa, Digital Scholarship Librarian

- Received a Massachusetts SHRAB Roving Archivist Grant in support of the Deaf Catholic Archive
- Received a scholarship funded by the Mellon Foundation to attend the Bucknell Digital Scholarship Pre-conference Summit
- Recipient of the 2017 Inclusion and Diversity Travel and Session Award for the NEA Spring 2017 Meeting, #15: "Archivists, Non-Archivists and the Deaf Catholic Archive"

Sarah Campbell, Assistant Archivist

- The Holy Cross Cemetery, a book detailing the information on all of the individuals buried in the cemetery at Holy Cross.

Barbara Merolli, Science Librarian

- Science Boot Camp for Librarians planning committee member
Jared Rex, Music Librarian
- Elected to the board of the New England Music Library Association as Vice-Chair/Chair-Elect for a three-year term
- 2016-17 Program Committee member for the Music OCLC Users’ Group’s Annual Conference.

Robert Scheier, Systems Librarian
- ACRL/NEC Conference Committee for 2018
- New England Library Association Administrator

Mark Shelton, Director of Library Services
- Book Review Editor, *College and Research Libraries*
- Elected to the Board of Directors of the Catholic Research Resources Alliance.

Publications and Presentations


