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# Holy Cross Libraries Annual Report FY2005

James E. Hogan  
*College of the Holy Cross*

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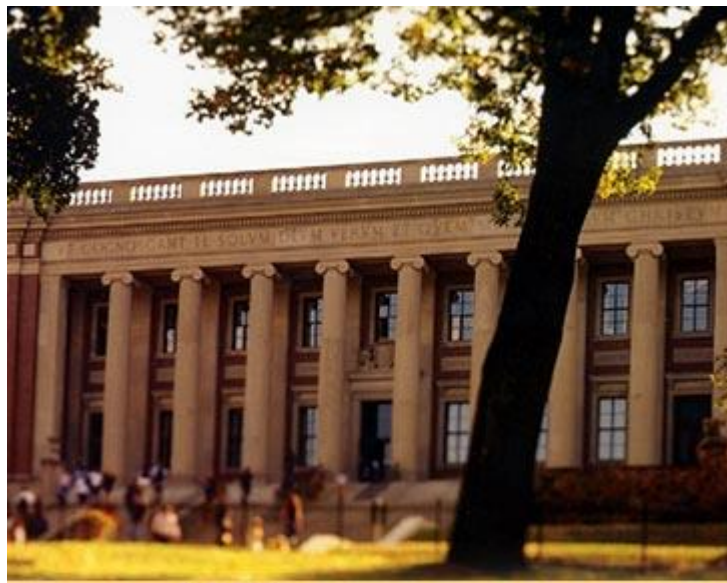
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**Holy Cross Libraries  
Annual Report  
FY2005**



**W**elcome to the  
**Holy Cross Libraries**

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## **Director of Library Services Annual Report FY2005**

This report will highlight the major accomplishments of the Library program for the 2004-05 academic year, and outline the principle challenges facing the Library in 2005-06. The first section of this report will be an overview of the year from the Director of Library Services. What follows are the annual reports for each of the library departments.

### **I. Academic Year 2004-05 in review.**

After the very difficult budgetary crisis of 2003-04 academic year, '05 turned into a very positive and productive year. This enabled us to satisfy some of the pent-up faculty demand for new resources (especially electronic texts) and retain our existing title list with no cancellations. Increased competition in the periodical publishing industry has finally begun to lead to a leveling of price increases, and this combined with some new subscription parameters, allowed us to actually add a significant number of electronic titles during the year. At our last count we had about 1700 print periodical titles and over 12,000 electronic titles in full text.

In FY '05, we returned to the usual practice of enjoying a 3% increase in the library's operating budget. In FY '04 the budget was flat. Additionally, we were pleasantly surprised by several unanticipated infusions of money. Fr. McFarland provided \$25,000 in new operating money which was added to the periodical baseline. A \$20,000 bequest to the Science Library has been partially spent on binding with a \$15,000 reserve carrying over into the next fiscal year. A \$10,000 gift via Fr. McFarland enabled us to initiate our subscription to ARTstor, much to the delight of the Visual Arts faculty. An additional \$10,000 from the Burlington Resources Grant came via Vice President Ainlay. This enabled us to pay next years ARTstor subscription (\$5,000) and initiate the new JSTOR II (Arts and Sciences) product. This latter item alone added 124 additional scholarly electronic journals. We are preparing to work on the George and Bernice Phillipp History endowment which will add about \$4000 in the next fiscal year. Most of this money will go to support historical journals. Finally, the very successful *Honor with Books* program yielded nearly \$14,000 to the book budget this year with contributions still arriving. Taken together, these sources have added an unanticipated \$83,000 to the library materials budget.

We are most appreciative and grateful to Fr. McFarland, Vice President Ainlay, and Paul Sheff and the Development Office for their continuing labors on behalf of the library. The resources are certainly needed, and in consultation with the appropriate faculty, we will spend them wisely.

We have now completed one full year with the new Millennium integrated library System from Innovative Interfaces, Inc (III). We remain very pleased with the system and are beginning to exploit some its new powers. This summer Associate Librarian Karen Reilly will begin a pilot digital archiving program with our College Archives. Based on her experiences with this experiment, Ms. Reilly will be in a better position to evaluate the Millennium system as a campus wide digital archiving service. This work is done in conjunction with the campus-wide Digital Images Consideration committee that Karen sits on.

Last year it was necessary to terminate our acquisitions librarian, and during this year we completely reconfigured the position. By distributing the acquisitions duties elsewhere, we have created the new position of Electronic Resources Librarian. This person will be in charge of staying abreast of the electronic market, ordering (and canceling) electronic titles, monitoring their complex licenses, and cataloging electronic titles and other E-resources. This is a complex and demanding position and the incumbent will have to stay in close contact with the Faculty, Reader Services, and the Ed Tech Group. We are presently recruiting and have at least two viable candidates whom we will interview during July. This position will report directly to Nancy Singleton, Head of Acquisitions and Cataloging.

Last year's report detailed some on-going problems with the Science Library, especially in the area of interlibrary loan. The administrative changes put in place last year seem to be working, and under the direction of Access Services librarian Eileen Cravedi, Science ILL is back on track.

In 2004-05 we initiated the AJCU Virtual Reference (VR) service with 18 of the Jesuit colleges and universities participating. By all accounts the program has been a great success. In 2005-06, four additional schools will join the program, adding significant resources depth and geographical distribution. They are Boston College, Rockhurst College, Gonzaga University, and Regis University. Holy Cross remains a very significant player in this valuable service and Reader Services Librarian Patty Porcaro will continue as a member of the 5 person consortial steering committee. We are also grateful to Georgetown University for hosting this service on their server, and for providing the *pro bono* legal review for the VR contract with the supplier, Tutor.com

The Worcester library consortium move from the Colleges of Worcester Consortium (COWC) to the Central Massachusetts Regional Library System (CMRLS) continues to prosper. This was a very productive year for the library consortium and we remain very pleased with the high level of service provided by CMRLS. This higher level of service is also provided at a much lower cost than was charged by COWC. Much of the credit for this has to go to the Director of CMRLS, Carolyn Noah.

If there was a down side to this year, it was the strain on staff. The recruitment for the Electronic Resources librarian is taking longer than anticipated. Work that would normally fall to this position has had to be parceled out to other staff. Additionally, we lost a key non-exempt staff member to an auto accident in February. He is now out on unpaid leave. I have placed two excellent part timers in his slot until he returns. He was responsible, among other things, for monitoring all library equipment, including the much overused printers. Finally, Eileen Cravedi was out most of second semester on maternity leave. We are pleased that all went well and we welcome little Victoria to our midst, but Eileen is a critical member of the staff and she was sorely missed.

While we are proceeding with plans to re-design the old Debate Room on the second floor of Dinand into a multi-media student study space, it should also be reported that the Scalia electronic classroom had a very busy and very productive year. The room hosted 114 scheduled class uses as well as numerous ad hoc gatherings by staff. Building that room was exactly the right thing for us to have done.

This was the first year of the *Library Value Statement* and it seems to have been a success. Faculty were pleased to receive it. They are not entirely sure what to do with it, but as the years go by they will see me referring to the document when we discuss library resources and services. They have long requested an annually updated list of periodicals and now they have that. Some departments seemed to be surprised by the usage figures and are taking steps to address them. I thank librarians Diane Gallagher and John Coelho for their hard work and diligent attention to detail as they helped craft this new service to faculty.

Finally, the 2004-05 year ended with another successful Food For Fines campaign. We collected 1,085 pounds of wonderful food items in the final weeks of the semester. On June 20, the St Paul's Food Bank sent a truck to campus to pick up the food which will be distributed to the needy of Worcester. This is an area where both library staff and students can truly be *Men and Women for Others*.

## **II. Challenges for 2005-06**

The College is at the halfway point between the decennial reaccreditation visits by NEASC. The point of stress for all accreditation teams at present is assessment. Sadly, the Library, not unlike the College as a whole, does far too little assessment. I have been working with my AJCU colleagues for the past year, and in 2006 we will jointly undertake the Association of Research Library's (ARL) Lib Qual assessment program. This will enable us to benchmark ourselves against other AJCU libraries as well as against any other library that has used Lib Qual.

The plan is to do Lib Qual in the early part of spring 2006. This will enable ARL to process our data and present it to us at our annual AJCU Librarians meeting (LeMoyne College in 2006). Based on the data we receive, we will use the focus group approach to drill deeper into areas in need of improvement. In the months after the assessment

process we will focus our resources on those areas. We will then do Lib Qual again in 2008 or 2009 to see if we have improved. This is the process we will present to the visiting reaccreditation team in 2010.

The issue of print versus electronic content will continue to challenge us in the coming year. I do believe, however that faculty have turned the corner on this issue. The reliability of the network, the success of off site authentication, the integration of E-content with *Blackboard* and *E-Res*, and the continuing enrichment of content aggregations have convinced most faculty that electronic information is the way to go. Not only will this help us control price increases, it will also enhance the teaching and learning that is central to the mission of the College. The challenge to librarians is to continue to work with faculty and students to see that both are fully conversant with the intricacies of these products, and that they are used to the maximum benefit.

In the next few weeks the library staff will propose to the Provost a program for integrating “information literacy” into the present First Year Program and/or the expanded First Year Experience.

I have every hope of success for our plans to renovate the second floor Debate Room into the multi media student study area. Vice President Sheff is very optimistic that he can find the appropriate donor who will fund this project. The new and exciting addition to this proposal is the Romantic Literature seminar room being developed by Prof. Richard Matlak and myself. This would create a small seminar room on the north side of the Debate Room that would hose the model of the ship the *Earl of Abergavenny*; the ship Wordsworth’s brother went down on. The ship will be the catalyst for the development of a collection of fine and rare books related to the romantic era. The seminar room will thus be both an additional library room, and also a wonderful teaching area.

In 2006, we will begin to do serious work with the Development Office on the long wished for *Friends of the Holy Cross Library*. I have been quietly researching other friends groups, and we are gradually arriving at some approaches that will make the Holy Cross model unique among friends groups. As I have often said, I am not interested in cookie sales. I want a friends group that can do some serious programming and raise some serious money.

On July 1, 2005 the Education Technology Group composed of Mary Morrisard-Larkin and Richard Lent will come under the supervision of the library. I very much look forward to working with these talented and dedicated staff. During this past year we have all worked together in a very harmonious and collegial manner and I expect this to continue. Bringing the Ed Tech Group into the library will create a critical mass of instructional talent. The Ed Tech professionals should benefit from the greater resources available in the library, and the library will benefit from the expertise of the Ed Tech staff.

In a similar vein, we plan to continue to work closely with the new Audio Visual Director, Jesse Anderson. We have already expanded the use of the Library system in the Multi-Media Resource Center, and we are exploring other areas for collaboration.

I end this section of the Annual Report by thanking the senior management of the College for their continued support and encouragement. From the President on down, Holy Cross continues to create an environment that urges each of us to constantly strive for excellence. This is a wonderful environment in which to work.

I especially thank the Vice President for Academic Affairs and dean of the College, Stephen Ainlay for his support, encouragement and friendship.

Dr. James E. Hogan  
Director of Library Services  
June 17, 2005



**Associate Director and Head of Technical Services  
Annual Report FY2005**

**Library System**

This was our first full year on the Innovative Interfaces library system. In many ways it was very successful. The system has been very stable and many of its features have been extremely useful. The latest version, Silver, was loaded over the Christmas break. However, of the 8 goals listed in last year's report we have only been able to address 3 of them. Earlier this year we came to the conclusion that the open acquisitions position should be converted to an electronic resources librarian position. It has become increasingly clear as we purchase more and more electronic resources that one person needs to coordinate both the purchasing and licensing, as well as their entry into the many modules in the library system. At this time, several staff members order electronic resources, depending on the vendor. We have also discovered that neither Nancy nor I have the time to do the extensive detailed work to properly enter this information in Electronic Resource Management, Webbridge, Web Access Management, or Metafind. We are currently searching for this person.

We have made progress in the following areas:

**LDAP:** the ability to use Novell Login information for authentication to the library system is currently being tested. We hope to have this available by fall semester.

**AirPac** is the module that allows users with PDA's to use a text only version of the library catalog. It has been tested with a PDA loaned to us from the ITS Dept. At this point, we do not see a need to use PDA's in the library. However, we will advertise it's availability to the community in the fall.

**Metadata Builder** is the module that allows us to catalog using Dublin Core or EAD (archival) labels, instead of MARC. We are very interested in using Dublin Core for image cataloging. This module was not in release when we purchased the system. In the fall, Innovative asked us to be a beta test site. After Christmas it was installed on the test server. A committee consisting of Nancy Singleton, Mary Moran, Tess Huaman, Alan Karass, and Lois Hamill worked on evaluating the product. It has recently been loaded on the production server. However, the stylesheet for the web is still under development. Although significant progress has been made, it is not ready for public viewing.

## **Other Technology Issues**

A major portion of this year has been spent on digital images, either as a member of the Digital Image Consideration convened by ITS, as chair of the Digital Image Convergence Subcommittee, or in beta testing the cataloging of digital images in the library system using Metadata Builder with Digital Media Management.

The Digital Image Committee brought together a cross-section of administrators and faculty who are interested in the storage and use of Holy Cross born-digital images as well as images licensed for classroom use. It became clear that we needed to survey other institutions, survey our own campus, and educate each other about digital image software already owned by the college. Two sub-committees were formed: Survey and Convergence. I chair the Convergence Sub-committee. The purpose is to create a critical mass of people who at least have a familiarity with the functionality of the existing software (Blackboard, Media Surface, and Innovative). The Subcommittee consists of members from ITS, Ed. Tech., Archives, Library, and Public Affairs. This spring Mary Morrisard-Larkin and Lorrie Parent demonstrated Blackboard and Bob Henry demonstrated Media Surface. Unfortunately, the MetaData Builder product from Innovative is not quite ready. As soon as it is viable, I will demonstrate this to the group and then we will make recommendations.

I invited Jolene de Verges from Smith College to speak to the sub-committee about Smith's usage of ARTstor and Luna Imaging. Although we are not currently looking at other image packages, I felt that Jolene's experience cataloging digital images would prove informative. Smith processes 2 courses a semester, each one with approximately 600 images. They use student workers, as well as professional cataloging. Jolene emphasized the importance of quality control.

Another strong recommendation from the committee was to investigate the possibility of licensing ARTstor. Barbara Rothenbach of ARTstor remotely led a demonstration that was positively received. Unfortunately, the purchase price of ARTstor includes a \$10,000 one-time capital fee and a \$5,000 annual fee. Until recently, this was not in the library's budget. In the spring, Fr. McFarland transferred a \$10,000 donation into the library budget. After discussing the donation with senior staff, Jim decided to allocate this donation to ARTstor. The \$5,000 annual fee will partially be covered by the cancellation of AMICO. A large portion of AMICO content will be in ARTstor, so we will not be paying for duplication. This year the remainder of the annual fee was paid for with grant money from the Dean's office.

During the course of this year a new working relationship has been forged with the new director of the Multimedia Resource Center, Jesse Anderson. Although the library system has been available to the MRC, it had not been used to its full capacity. Jesse will be requiring all videos to be checked out using the system. While Mary Morrisard-Larkin assisted the MRC, she did a thorough inventory of the videos and DVD's. Corrections were made in the library system. In the past, a manual list of videos was kept on the MRC website. By adding a language category to an existing subject

heading we were able to create url's that will dynamically search the catalog, negating the need to manually update a list. Mary has created a web page, similar to our New Books page that will need no further updating.

### **Personnel**

In previous years the Acquisitions Department has been in a state of flux. After Sandra Haber left in May, Nancy Singleton, Jim and I discussed several different scenarios. Finally, we arrived at the decision to appoint Nancy Singleton as the Head of Acquisitions and Cataloging in order to bring continuity to the two departments as we moved into the new Acquisitions module in July. We decided to reallocate the open position as an Electronic Resource Librarian.

Jackie Mushinsky, Acquisitions Assistant, left the college for a similar position at WPI. Holly Perkson was hired as Jackie's replacement.

### **Budget**

This year's budget was adequate to cover expenses, although Periodicals is still the major stressor. Another stressor is the amount of printing the students do in the reading room. This year we spent over \$20,000 in providing toner and paper for student printing. This is also the first year that we have experienced several requests for electronic resources, rather than print. We expect this trend to continue. Each resource will be evaluated and placed on our "database wish list".

We have had several budget "gifts" this year. Fr. McFarland increased the electronic budget by \$10,000 with a donor gift. A \$20,000 donation is earmarked for Science expenditures, and \$10,000 in grant money was forwarded to us by the Dean's office. The Honor with Books program has also increased our book budget by \$13,800. These gifts have allowed us to license ARTstor and JSTOR II, as well as purchase more books.

### **Committee Work**

Holy Cross:

CITISAC (College IT Architecture and Standards Advisory Group)  
 Digital Images Committee  
 Digital Images Convergence, Subcommittee – Chair

Other:

Central Massachusetts Library Champion Award Committee, 2004-2005  
 New England Libraries Association Annual Meeting Planning Committee, 2005

### **Meetings, Seminars, Workshops Attended**

ACRL/NE, “Institutional Repositories: Capturing and Preserving Digital Collections”, March 18, UMASS Medical School, Worcester

American Library Association, Midwinter Meeting, Jan. 14-17, Boston

CMRLS, “Future Focus for Central Massachusetts Libraries”, Nov. 16, Holy Cross

Innovative Interfaces, Inc., “Load Profile Training”, July 29-30, Innovative Headquarters, Emeryville, CA

Innovative Interfaces User’s Group Meeting, May 1-5, San Francisco, CA

NELINET Annual Meeting, “Making Human Connections in a Digital World”, May 6, Crowne Plaza Hotel, Worcester, MA

NELINET, “Copyright Issues for Digitization Projects”, October 7, University of Connecticut

NELINET, “High Impact Surveys”, October 15, NELINET, Southborough, MA

NELINET, “Staffing Issues for the 21<sup>st</sup> Century: Managing and Working in the Libraries of Tomorrow”, NELINET, Southborough, MA

NERCOMP/SIG Workshop, “IT/Library Collaborations in Teaching and Learning”, March 30, Holy Cross

NERCOMP/SIG Workshop, “Presenting Yourself Professionally: Key Skills You Need to Know”, April 27, Holy Cross

New England Technical Services Librarians, “Metadata and Meaning: Creating the 21<sup>st</sup> Century Catalog”, April 8, Holy Cross

### **Goals for FY06**

- Hire an Electronic Resources Librarian and train him/her in the Electronic Resource Management module, WebBridge, and Metafind to maximize the usage of the Innovative system
- Work with ITS on network printing
- Continue to work on Digital Image issues, particularly with our Archives Department, but also with the campus as a whole using MetaData Builder and MilMedia

Respectfully submitted,

Karen Reilly, Associate Director of Library Services

## Access Services Annual Report FY 2005

Within Reader Services, the Access Services Librarian supervises seven full-time staff responsible for various service areas. This year saw some challenges with staff as two employees were injured in separate car accidents, one was on maternity leave for 11 weeks, and there were four new hires (1 full-time and 3 part-time). During the staff absences we utilized the BiblioTemp service of Central Massachusetts Regional Library System (CMRLS) as well as reassigned duties as necessary. Although it was demanding at times, we got through it due to our dedicated staff and student workers.

- Eileen Cravedi – Maternity leave, 02/25/05 – 05/16/05
- Al Lefrancois – Car accident, 1/18/05 – present
- MaryKate McMaster – Car accident, 2/8/05, absent one week and then worked partial schedule for next 2 weeks
- Lynne Riley – Temporarily promoted to Reference Specialist in order to cover Reference desk responsibilities as well as regular Circulation responsibilities
- Patricia Dagle – covered more Circulation responsibilities due to Lynne re-assignment of duties
- Judith Morano – main ERes person throughout most of the Spring semester in addition to her Traditional Reserves responsibilities
- BiblioTemps (Sr. Irene Mizula) – to assist with ILL volume and ERes processing
- Evening Weekend Supervisors – picked up many extra shifts during MKM accident absence and Lisa’s maternity leave
- Student workers – printer paper stocking and refilling, distribution areas, ERes processing, closing (late night) coverage in lieu of Evening Weekend Supervisor

Below please find highlights for each service area.

### **Circulation: Lynne Riley, Circulation Supervisor**

- Employed ~**50** student workers
- Circulated 26,949 (**down** 27% from last year)
- 1300 pounds of food donated to St. Paul’s outreach from our “Food for Fines Drive” – waived book fines with food donations. A number of donations were made even if fines were not owed. Patrons look forward to this, now, annual event.
- **Circulation Supervisor earned a MLIS from the University of Pittsburgh’s FastTrack Program.**
  - Interned at the Worcester Public Library
  - ACRL/NEC ASIG - Fall Conference presenter of training of student workers
  - ARC – Chair of the Professional Development Committee
  - CMRLS – serves on the Continuing Education and Advisory/Technical Assistance Advisory Committee

- MLA
  - Attended Annual Conference
  - Elected MLA ParaLibrarian Section At-Large Executive Committee Officer to serve as liaison to the 2005-06 conference planning committee with responsibility for coordinating and moderating a *Reader's Advisory On-The-Fly* presentation
  - Serves on the ParaLibrarian Recognition of Achievement Committee, which is rolling out a new program November 2005 for formally recognizing the work of Massachusetts paralibrarians
  - As last year's winner, presented the 2005 Paralibrarian of the Year Award
- Updated documentation for circulation procedures and manuals

**Interlibrary Loan: Gail Montysko (Lending) and Diana Antul (Borrowing), Interlibrary Loan Coordinators.** As indicated in last year's report, the management of ILL was centralized so that there is consistency and cooperation between Science Library ILL and Dinand Library ILL. One major improvement in the Science Library ILL operations was the installation of an Ariel workstation to facilitate the transmission and reception of scientific articles. Our ILL management software, Clio, was updated this year to account for changes in OCLC products and services. We welcomed a new employee to ILL this fall, Diana Antul. Diana was formerly an Evening Weekend Supervisor; she has taken over the borrowing responsibilities.

- **Lending** (through May 2005)
  - Dinand = 5,823 filled (7,504 processed) – **increase** of 646 (713)
    - These requests were generally answered in less than one day
    - Majority of articles are transmitted via ARIEL
    - Top reasons for unable to fill (accounts for difference between processed and filled)
      - Not Owned
      - Non-Circulating
      - In use/On loan
      - Not Found as Cited
  - Top Borrowers:
    - Clark University
    - Tufts University
    - Middlebury College
    - Capella University Virtual Library of Johns Hopkins University
    - Assumption College
    - Followed by Stonehill College, Anna Maria College, Worcester Polytechnic Institute, Bowdoin College, and Williams College
  - Science = 967 filled (1,424 processed) – **decrease** of 23 (208)
    - These requests were generally answered in less than one day

- **Borrowing** (through May 2005)
  - Dinand = 3,014 filled (3,403 requests initiated) – **decrease** of 350 (757)
    - TAT = loans 7.3 days; copies 6.9 days average (**improved** by nearly one day over last year)
  - Science = 370 filled (415 requested) – **decrease** of 168 (104)
    - TAT = 7.32 days average, a decrease of 5.61 days; therefore TAT has improved significantly, partially due to the Ariel station.

**Reserves: Judith Morano, Reserve Coordinator**

- Electronic
  - 238 Faculty accounts (**increase** of 37 accounts or 18%)
  - 705 Course pages (**increase** of 180 pages or 34%)
  - 11,425 Documents (**increase** of 3332 documents or 41%)
- Traditional
  - 4,566 Circulation transactions (27% **decrease** from last year)

**Stacks: Patricia Dagle, Stacks Supervisor**

- Books Re-shelved:
  - Summer 2004 = 8,535 – **increase** of 930
  - Fall 2004 semester = 23,155 – **increase** of 3,415
  - Spring 2005 semester = 17,498 – **decrease** of 5,497
  - Total = **49,188** – **decrease** of 1,152
- Internal Use = **3055**
- Laminating:
  - Total = **611** – **decrease** of 511 (due in part because a number of items come pre-laminated from the vendors)
  - Out of the 611, **ninety-six** were “RUSH” and laminated the same day; the rest were laminated on the Friday of each week
- Meeting Room Set-ups = **95** (**decrease** of 3 from last year)
- Books Repaired:
  - Total = 265 **decrease** of 220; books in all stages of disrepair – some needed major work while others were not as time consuming.

**Access Services Assistant: Al Lefrancois** – employee has been out of work since January 18, 2005 due to a car accident. I would like to extend a special *Thank You* to Diana LeBlanc for compiling the below statistics.

- Paper used:
  - Eight shipments of 40 cases; \$7520.00
  - 138,730 photocopies (Dinand student use, 21.5% **decrease** from last year)
- Printer cartridges used = 204 with a cost of \$20,208 for the 4 public printers; **increase** of 104% with 61% in cost; over 84% of total library supplies budget is spent on printer cartridges.

- **Need for campus-wide print management system!**
- Photocopier toner cartridges = 14 (**increase** of 8 from last year)
- Maintained all library equipment and performed various building maintenance projects as well.

**Evening Weekend Supervisors: MaryKate McMaster, Evening Circulation Supervisor**

- Participates in Reference services through Information Literacy Program and providing late night reference (after 10pm when reference librarian leaves)
- Continued coursework toward MLIS at University of Rhode Island (URI)
- Adjunct Professor at Quinsigamond Community and Anna Maria Colleges 2004-2005

**Part-Time Evening/Weekend Supervisors:**

- New hires – Margaret Morrissey, Michele Parslow, and Phillippe Telemaque
  - Margaret Morrissey earned her MLIS from URI in December 2004.

**Access Services Librarian, Eileen Cravedi –On maternity leave from 2-25-05 to 5-16-05 due to birth of beautiful baby girl Victoria.**

- Attended/participated in the following conferences/committees:
  - ACRL/NEC
    - Fall Conference – *Extreme Makeover: Access Services Edition* - Dartmouth College
      - Led discussion for three sessions – EReserves, Resource Sharing, and Open topic
    - ASIG planning committee member
  - ARC ILL Committee Meetings
  - EDUCAUSE 2004 - *IT from a Higher Vantage Point*, Denver, CO
  - NERCOMP - *Impact of Technology on Students*
- Provided ERes training to 13 individuals and 4 groups
- Led BI sessions for Anthropology (Prof. LaBennett) and History (Prof. Bazzaz)
- Participated in the following HC committees/projects/activities
  - Reach One Teach One Volunteer
  - Groundhog Day participant
  - ECO Action & Greening Committee

Respectfully Submitted: Eileen M. Cravedi, Access Services Librarian



## **Acquisitions and Cataloging Department Annual Report FY2005**

FY2005 has been a productive year for the Acquisitions and Cataloging Department. Although the Innovative Interfaces, Inc. cataloging module was the first to be implemented during our migration from DRA, the acquisitions module was the last. With over a year and a half of experience, the cataloging staff is well versed in using III. Acquisitions finished FY2004 on DRA and started using III at the start of the new fiscal year. Consequently, much of the year has been a learning experience with time devoted to setting up the many aspects of this complex module. Millennium Silver, which added additional functionality in both acquisitions and cataloging, was loaded on January 5, 2005.

We have one new staff member in the department. Holly Perkson was hired as an Acquisitions Assistant to replace Jackie Mushinsky, who left the department last June. Holly started working on August 23 and has been an excellent addition to the staff. The staffing of the rest of the department has been stable throughout the year with Mary Moran, Principal Catalog Librarian, Tess Huaman, Catalog Librarian, Nancy Charbonneau, Acquisitions Assistant, Alessandro Camarra and Slavica Zukic, Cataloging Assistants, and John Dunphy, General Library Assistant. They are all experienced and hardworking and contribute greatly to the success of the Acquisitions and Cataloging Department.

### **Acquisitions**

Before the initiation of ordering in III, a number of parts of the acquisitions module needed to be set up. The vendor file listing the name, address, and contact information for each of our main vendors was created and new vendors are added as the need arises. Funds for firm and standing orders for each department were created and hierarchies were created to group the funds together in appropriate reporting categories. Electronic ordering was enabled with the vendors capable of receiving electronic orders by listing the vendor SAN numbers and library SAN number in the vendor SAN table and putting additional information in the vendor records. Order records for standing orders are created as we receive each new title. 325 standing order records have been set up so far.

Since no acquisitions data was migrated from DRA, outstanding orders from Eastern Book Company were manually entered into III. In addition, there were a few outstanding foreign orders; for these, we entered the order records as the books were received. In spite of the fact that no acquisitions data was migrated, the transition to III went remarkably smoothly. One exception was the printing of purchase orders, which required a rather complicated procedure to accomplish. This was greatly simplified when we loaded Millennium Silver.

Some new procedures were initiated to keep track of credit card purchases and prepaid orders. These have allowed us to balance the credit card statement accurately and to ensure that all prepaid orders are received.

The library book and audio-visual materials budget for FY2005 was \$250,000. This amount was the same as FY2004 but is a 15% decrease from the FY2003 budget of \$294,229. It was allocated to the general and reference funds and among the various academic departments according to the book budget allocation formula.

As of June 1, 2004 we have spent \$146,768 on firm orders and have received 4020 volumes at an average cost of \$36.51 per volume. \$97,286.00 was spent on 847 volumes of standing orders at an average cost of \$114.86 per volume. Both firm order and standing order average costs have increased by 9% per volume this year. Although not as extreme as the cost increases in FY2004 (11% per volume for firm orders and 17.5% per volume for standing orders), it is a significant cost increase. The result of escalating costs and a level funded budget is that we are able to purchase fewer books each year. We will continue to receive books and other materials until our funds are exhausted, which will most likely occur by mid-June.

### **Honor with Books**

The Honor with Books program has been a bright spot in a fiscally challenging year. Donations totaling \$13,600.00 were received this year honoring 2005 graduates as well as some alums from previous years. This exceeds last year's total of \$11,600.00. So far this year, we have spent \$14,080.00 and have purchased 226 books to honor graduating seniors. The donations are tracked in a shared Excel file created by Development, which lists the student's name and the subject area desired. Books are then selected by either a faculty member in the discipline or Nancy Singleton and are ordered by acquisitions. When the books are received by the library, the book titles are matched with the subject areas selected. A new system of keeping track of the student names and book titles was devised by Nancy Singleton and Karen Reilly this year. "Honor with Books 2005" is added to the bibliographic record for the book, and the student's name is added in a searchable field that doesn't display to the public. A report can then be printed listing the students' names in alphabetical order with the book titles and call numbers. Bookplates created in Development with the students' names written in calligraphy are affixed to the books after they are cataloged. During graduation week, the books are displayed in Dinand Library.

## **Cataloging**

New books continue to be cataloged promptly, and we have very little backlog of materials waiting to be cataloged. As of June 1, 2005, 5175 volumes were cataloged and processed. This total has decreased the past two years because our reduced budget has allowed us to order fewer volumes. In addition, 40 videos, 32 CD-ROMs, 57 DVDs, and 9 print journals were cataloged. The number of videos decreased greatly due to our current policy of preferring the DVD format. The number of CD-ROMs and DVDs processed has remained the same as last year. 65 volumes were cataloged for the Rehm Library and 18 volumes were cataloged for Ciampi. 936 volumes of serials bindery were also processed.

52 videos and 22 DVDs have been cataloged for the Multimedia Resource Center. In the spring, MRC began a full inventory of their collection. This resulted in a large database cleanup project involving full cataloging, call number location changes, subject heading changes (done by Karen Reilly) and item deletions. The project should be completed by the end of the summer.

In addition to the normal volume of Special Collections books brought down for cataloging, a special group of Prize/Award books were brought down to be added to the collection. Also, a small percentage of the Science discard books were actually recataloged for either Special Collections, Archives, or Jesuitana.

Since the move to III, we are doing online shelflisting. We are able to do this accurately because of our previous database clean-up efforts. We continue to check our holdings (MFHD) records to ensure that the data is listed in a consistent manner and that it accurately reflects our holdings. The cards in 75 additional shelflist drawers have been checked this year, and the MFHD records have been corrected.

Another activity that is essential to ensuring that our catalog accurately reflects our holdings is inventory. Both the reference collection in the Main Reading Room and the Periodicals Room were inventoried during semester break.

As of June 4, Passport, our former interface to OCLC, has been retired. Connexion is the new searching interface to OCLC. Both Mary Moran and Tess Huaman have attended Connexion training sessions. On May 24, they conducted training in the electronic classroom for the other members of the Acquisitions and Cataloging Department as well as other library staff who will be using Connexion.

Mary Moran, Tess Huaman, and Nancy Singleton as well as other staff members have been involved in beta testing III's Metadata Builder module.

## **Science Discard Project**

The Acquisitions and Cataloging Department was responsible for decataloging the 11,479 titles and 16,668 volumes of books and journals that were discarded from the Science Library. Tony Stankus, the Science Librarian, removed the title pages and barcodes from volumes he considered obsolete. He sent both the title pages and barcodes to Mary Moran who distributed them to Tess Huaman, Alessandro Camarra, Slavica Zukic, Nancy Charbonneau, and herself. Then, helped frequently by Holly Perkson, they pulled the shelf cards for the volumes being discarded. Next, the bibliographic records were retrieved in the Millennium Cataloging database and the appropriate item records were deleted and, if necessary, the bibliographic record itself. The shelf cards then were adjusted to reflect the updated holdings. The final step in this decataloging project is being handled by Holly. She has been responsible for calling up each deleted title and removing our holdings symbol from OCLC for titles which we no longer have. It is expected that she will finish this last step this summer.

## **Professional Activities**

### **Positions Held**

American Library Association, Association for Library Collections and Technical Services, Council of Regional Groups – Nancy Singleton, Past Chair

American Library Association, Association for Library Collections and Technical Services, Organization and By-laws Committee – Nancy Singleton

ARC Implementation Committee – Mary Moran

College of the Holy Cross, Digital Image Convergence Committee – Nancy Singleton

New England Technical Services Librarians/New England Library Association – Nancy Singleton, Chair of Local Arrangements Committee

New England Technical Services Librarians/New England Library Association, Local Arrangements Committee – Tess Huaman, Mary Moran

### **Meetings, Seminars, Workshops Attended**

ARC/CMRLS meeting to discuss committees' restructuring, Oct. 29 – Mary Moran

NELINET Conference, College of the Holy Cross, "Catalogers on the Fast Track," Nov. 19 – Mary Moran, Nancy Singleton

ARC meeting and luncheon, Worcester Art Museum, Dec. 8 – Mary Moran

ARC Collection Management Interest Group, Worcester Polytechnic Institute – Tess Huaman

American Library Association Mid-Winter Meeting, Boston, MA, Jan. 14-17 – Nancy Singleton

NELINET training “OCLC Connexion Client Basics for Experienced Catalogers,” – Mary Moran

NETSL Spring Conference, College of the Holy Cross, “Metadata and Meaning: Creating the 21<sup>st</sup> Century Catalog,” Apr. 8 – Tess Huaman, Mary Moran, Nancy Singleton

Connexion training, CMRLS, Shrewsbury, MA, Apr. 25 – Tess Huaman

NELINET Personal Productivity and Development Spa - Seminar, Tower Hill Botanical Garden, Boylston, MA, Apr. 25 – Nancy Singleton

Innovative Pre-conference Workshop, “Implementing Electronic Resource Management,” San Francisco, CA, May 1 – Nancy Singleton

Innovative Users Group, 13<sup>th</sup> Annual Conference, San Francisco, CA, May 1-4 – Nancy Singleton

NELINET Annual Meeting, Worcester, MA, “Making Human Connections in a Digital World,” May 6 – Mary Moran

American Library Association Annual Conference, Chicago, IL, June 23-29 – Nancy Singleton will attend

### **Holy Cross & Consortium Training**

PeopleSoft Financials training, Fall – Holly Perkson

Powerpoint seminar, Assumption College, Worcester, MA, Apr. 4 – Slavica Zukic

Respectfully submitted,

Nancy Singleton  
Head of Acquisitions and Cataloging

## **Archives and Special Collections Annual Report FY2005**

The College Archives and Special Collections Department continued to increase its visibility on campus this year. We installed exhibits in cases in the main reading room, in the second floor gallery and in the archives reading room. We processed college records, photographs and audio-visual material. We cataloged manuscripts and artifacts in Special Collections and added cataloged books to the rare book collection. We made more finding aids available on our web site. We provided reference service to a wide variety of patrons who accessed our collections by letter, phone inquiry, email requests and personal visits. We also had college materials conserved by professional bookbinders and audio-visual specialists.

### **Exhibits:**

The “Fatherless Children of France” exhibit was installed after last years’ alumni weekends and has remained up throughout the year. We received excellent press coverage for this exhibit, having articles written about it in 3 newspapers as well as in our alumni magazine. In March, Lois and Mark were interviewed on “The French Hour” on radio station WCUW concerning the exhibit. In addition, professors from the history and art departments brought their classes to view the exhibit. Theresa McBride provided her classes with “study questions” about the exhibit which we have added to the archives files.

Other case exhibits that we presented included:

- “The Deaf Catholic Archives, guest curated by Alice Howe, a Simmons College intern
- Abraham Lincoln with assistance by John Coelho, reference librarian
- The Book of Kells
- Jesuits in Iraq by Heidi Marshall of the Province Archives
- Political Buttons
- Black Student Union
- Fitton Academy
- Fenwick Hall
- Debate Trophies
- Recent Acquisitions - 2005

We also made significant progress on the next major exhibit, “Put Me in Coach, I’m Ready to Play-- Holy Cross Baseball, 1877-1955” which will be mounted by September.

### Acquisitions:

There were **53** accessions of material to the Archives and Special Collections. Records transferred from other departments totaled over 35 linear feet. This does not include the daily acquisition of newspapers, flyers, memos and printed items from offices throughout the campus. Among our more notable acquisitions:

- A scrapbook of Leo White, class of 1929
- A scrapbook of Everett Mahoney, class of 1919
- Baseball photos from 1927
- Stetson hat of Rev. Joseph LaBran, S.J.
- Collection of family items related to Holy Cross donated by Tom and Inez Moore

### Cataloging:

We continued to process and update our archives collections. Jo-Anne ensured that there is no backlog by processing all the archives materials that have come in this year. She updated files throughout the collection, but especially the files relating to buildings, athletics, student organizations and student publications. She continued to work on the papers of Rev. John Brooks, S.J. She added material transferred from the Development office into our alumni files. This project has greatly added to our alumni records. Mark updated the format of the archives finding aids and created “scope notes” for all the records in the archives collections. He also created intermediate level “scope notes” for all of the archives collections.

Lois continued her work on the archives photograph collection. She created record groups and series for this vast collection. With the help of Jo-Anne, she has made progress processing the photographs in the “Campus Life” and “Extracurricular” files and completed the Administrators/Staff files. She also processed approximately one quarter of the Student/Alumni files with the help of work/study students. In addition, she spent time investigating databases for the photo collection.

Mark has been working on finding aids for the manuscript collections in Special Collections. He standardized a format for the finding aids in preparation for publication on the archives web site. Mark completed **12** collection descriptions with the help of a student. In addition, the James Michael Curley Collection has been reprocessed, the finding aid has been rewritten and is nearly done. This Spring one Simmons College intern worked on the “Deaf Catholic Archives” while another intern processed the Rev. Michaels Earls, S.J. Papers. We arranged a portion of the newspaper collection. We boxed the pre-Columbian artifacts in archival quality containers and linked the items to photographs that we have of the collection.

We added **87** cataloged books to the rare book collection this year. We also added over **30** volumes written by alumni and faculty to the college archives book collection. One work-study student completed searching our uncataloged titles and assigned catalog numbers to these volumes. With the exception of books published in foreign languages and some stray volumes, all our books have catalog numbers and can be easily located.

**Reference:**

We received over **450** requests for archival material this year via email, phone, or letter. Over **300** visitors signed our log book. This includes people who visited the archives multiple times. Increasingly, our reference requests are coming via email and our letter requests are dwindling. Lois has also received increasingly complicated requests for photographs including requests for scans. The archives purchased a scanner this year which has enabled us to process some of our photo requests more quickly.

**Preservation of the Collection:**

We had **1** large volume rebound at the Green Dragon Bindery this year. This record book was Folio volume #2 of the Richard O’Flynn Collection. It contains information on the Irish in Worcester and is one of our most used items. Lois had **2** Beta format films converted to DVD and **14** Reel-to-Reel films converted to super-VHS. The income for the use of our photo images is used to convert our audio-visual materials to contemporary formats.

As a result of a meeting with Dennis Shea and Scott Merrill last year, we requested that a temperature and humidity monitor be installed in the archives. It was installed this Winter, but unfortunately, it has yet to be connected to the system. We are still unable to monitor the environment in the archives. Lockers for patrons arrived this year and have been installed outside of the archives. They provide additional security for the collection.

**Archives Web Page:**

The archives web page is becoming one of the main avenues to access the archives. Lois maintains the web page and this year she added 12 more collections to the web page. Jayne Fox made a template for us for our web exhibits. We hope to add exhibits to our web page this coming year.

**Miscellaneous Activities:**

We had several new initiatives this year. Lois began working with Public Affairs on our “Mystery Photo” identification project. This is being done both in E-newsletter and on the back cover of the alumni magazine. Lois selects unidentified photographs and asks people to help identify them. This feature has become so popular that it has more “hits” than any other article on the online newsletter. Also, we included mystery photo exhibits as part of both alumni reunions for 2005. We advertised in the alumni magazine for volunteers to work on archives projects. The response netted just 2 volunteers who did not last very long because of personal reasons. We supervised a student who is inventorying the artwork in Dinand Library as part of her course work. We conducted a training session with the reference staff to teach them about our resources. We continued to provide one of our work-study students to assist processing the Jesuit Archives. We



continued our dialogue with Rev. Gerry McLaughlin, S.J. in Jamaica and aided him in acquiring archival boxes for his records.

**Professional Service and Staff Development:**

Mark served on the Host Committee for the Society of American Archivists meeting held in Boston in August 2004. He attended the New England Archivists conferences in Biddeford, Maine in the Fall and at Simmons College in the Spring. He was elected to the Board of Directors of NEA to serve for 3 years. He also became chair for the ARC Archives and Special Collections Committee. He is sheparding the Content Steering Committee of the AJCU digitization project. On campus, he was on the Winter Convocation Committee and the Digital Consideration Committee.

Lois continued coursework for her MLIS at Simmons. She attended the Society of Archivists annual meeting and the two New England Archivists meetings. She was elected treasure of New England Archivists and is serving as secretary to the ARC Archives and Special Collections Committee. She is on the technology steering committee for the AJCU digitization project. She also attended Digital Resources Association's meeting in Providence this Spring. On campus she is on the Digital Consideration Committee and the Survey and Technical Subgroup.

Respectfully submitted,

Mark W. Savolis  
Head of Archives and Special Collections

## **Music Library Annual Report FY2005**

The 2004-2005 academic year was a dynamic one for the Music Library. A high level of activity in the Music Department accounts for the increased use of the Music Library. Our collections and services effectively support the curriculum and faculty research. The space shortage in the Music Library continues to be a critical issue.

### **Bibliographic Instruction and Public Service**

As in previous years, the Music Librarian taught bibliographic instruction classes to selected Music Department classes. These classes were complemented by tours and hands-on research training in the library.

This year's circulation transactions totaled 18,149 (an increase of 4.9% from the previous year). The number of reserve room transactions was approximately 5,649 (an increase of 27% from the previous year). The Music Librarian answered over 550 reference questions during the 2004-2005 academic year.

Library traffic can be measured using the automated patron counters in the security gates. There have been 94,996 hits registered on the patron counter this year.

### **Acquisitions and Collection Development**

The collection continues to grow at a consistent rate. Approximately 555 compact discs, 40 scores and 100 books were added to the collection this year. We continued to expand the collection in all areas, with emphasis on eighteenth, nineteenth and contemporary art music, jazz, American popular music as well as the music indigenous to Indonesia, India and Africa. Approximately 515 book, score, video and sound recording titles were ordered this year.

### **Cataloging and Technical Services**

The Music Library staff made noteworthy progress cataloging the backlog of recordings, scores and videos. Approximately 650 items were cataloged this fiscal year.

The Music Library continues to be aggressive about bindery projects. A total of 89 items were sent to Acme Bookbinding during the 2004-2004 fiscal year. We are committed to collection preservation and implement restorative measures whenever possible.

### **Projects**

The Music Librarian and Music Library Assistant are working to reduce the backlog of uncataloged materials. Their goal is to eliminate the compact disc cataloging backlog by September 2005.

A database of jazz standards was created four years ago and will be updated this summer. This database provides an index to each track of every jazz CD in the Music Library.

### **Personnel**

Alan Karass completed his second year as Music Library Association's Liaison to the American Library Association. He also serves as a member of the Music Library Association's Recruitment Task Force, Membership Committee, and Outreach Subcommittee.

Alan attended the annual Music Library Association (MLA) meeting in Vancouver, B.C., Canada. As part of the meeting he presented a paper at the Bibliography Roundtable titled, "That Rings a Bell...: An Overview and Assessment of the Sound Healing Literature". He attended the spring meeting of the New England Music Library Association at Nelinet (Southborough, MA).

He continues to serve as co-editor of the journal *Music Reference Services Quarterly*, published by Haworth Press. The fourth issue under his editorship was published in May 2005.

Alan completed his fourth year on the Board of Directors of the American Recorder Society, and second year as President. He will serve on the board through August 2007. Alan has served as the coordinator for the American Recorder Society's first conference, which will be held at Regis University in Denver, CO, July 28-31, 2005.

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

### **Concerns**

The lack of sufficient shelf space for books, scores, and periodicals is a critical issue for the Music Library. Our shelves are approaching 100% capacity, and they will undoubtedly reach their capacity by January 2006. Alternative storage options will soon become a necessity.

### **Rehm Library**

This is the third full academic year that the Rehm Library has been open to the Holy Cross Community. During the academic year it is open 84 hours per week. It has quickly become a popular spot for studying.

Respectfully submitted,

Alan Karass  
Music Librarian

## **Reader Services Annual Report FY2005**

At the beginning of this academic year, I found myself repeating that classic phrase “be careful what you wish for.” Appointed to the Implementation Task Force for a collaborative AJCUVR (American Jesuit Colleges and Universities Virtual Reference Service) in June 04, with a startup date of September 17, 04, it was reassuring to remember that this was something long sought after for the benefit of our users. In order to meet the deadline, it was necessary to coordinate training, policy making, marketing, software configuration, scheduling and collaboration with 18 other Jesuit Colleges and Universities involved in the project.

While each academic year is busy, this one was exceedingly so as we seemed to be plagued by a series of employee mishaps and absences creating problems with planning, coverage and scheduling. However, the Reader Services staff responded with their characteristic alacrity filling in the gaps and providing the quality of service that our users have come to rely on. As with other annual reports, Eileen Cravedi, Access Services Librarian, will document the statistics and accomplishments of her service areas.

### **Reference**

#### **Staff**

**Lynne Riley**, Circulation Supervisor, accepted extra responsibilities in Reference as a result of Eileen Cravedi’s maternity leave and was aptly titled “Reference Specialist.”

**MaryKate McMaster**, Evening Circulation Supervisor, receives special kudos for after hours Reference and managing the large crew of Evening/Weekend Supervisors that are critical for the smooth running of the library during “prime” time.

**John Coelho**, Reference/Instruction Librarian, redesigned the database page of the Library website making it easier to navigate and locate discipline specific resources. John was also very helpful with creating the departmental “value statements” distributed to faculty and in updating the library brochure.

**Gudrun Krueger**, Reference Librarian, created 65 book exhibits based on Holy Cross events and lectures, monthly themes, timely topics and current events. Gudrun was also the lead instructor on 3 instructional sessions and provided orientation for TAs.

**Eileen Cravedi**, Access Services Librarian, continued consulting with us while on maternity leave in 2<sup>nd</sup> semester lending her valuable knowledge and support.

**Diane Gallagher**, Periodical’s Librarian and **Mary Moran**, Principal Catalog Librarian, are commended for their able expertise at helping out at the Reference Desk during one shift a week.

**Lisa Villa** deserves special thanks for ably representing the library at Open Houses.

**Barbara Merolli**, Student Intern from URI, receives recognition for her outstanding performance in Reference which was more like a professional librarian than an intern.

### Reference Statistics:

<b>Total Reference Questions</b> received at Reference Desk	4245
Informational/Directional:	1620
Quick Reference:	2181
Extended Reference:	444
Reference Questions @:*	
Periodicals	318
Circulation	1687
Email Reference	<u>177</u>
<b>Total Reference Questions**</b>	<b>6427</b>

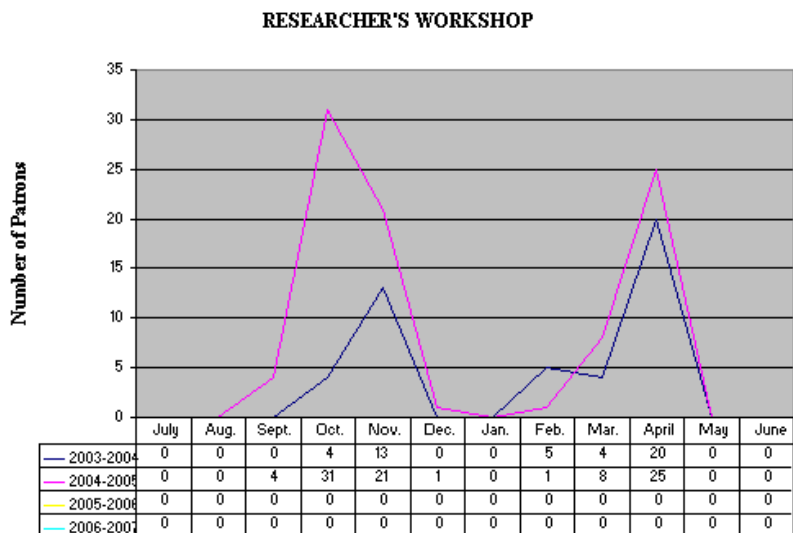
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\*We tracked total questions received in the Periodical's department and at the Circulation desk and discovered that we had, perhaps, underestimated in previous years.

\* \*The total number of Reference Questions has increased through the years. Most of the questions received, however, fall into the Informational/Directional or Quick reference category (print, software applications, "where is," online catalog, etc.). Concomitantly, there has been a modest rise in "Extended" research questions (based on our attempts to encourage student follow-up from course integrated instruction and promote the Researcher's Workshop). In order to concentrate on a perceived need for higher level research skills in our students, we plan to train some student workers to work at the Reference Desk during the next academic year allowing librarians to concentrate on extended reference. Plus, the literature does inform us that students are more comfortable with peer-to-peer interactions.

### Researcher's Workshop

The Researcher's Workshop was offered on two static nights per week (rather than on a rotating basis) and did show an increase in attendance. Anecdotal evidence from students indicate that they value this service and juniors and seniors wish they had such offerings earlier in their college years. An evaluation form will be created for next year.



### Virtual Reference

Virtual Reference Transactions\* with Holy Cross Students:

Fall	92
Spring	78

*\*Even though these virtual reference transaction figures may appear as modest, I think the project can be deemed a success for this first academic start-up year especially in comparison to other schools with similar populations.*

There are many aspects to Virtual Reference—one of which is not always apparent. While our primary concern is for our Holy Cross students and faculty, there is also a responsibility by the participating AJCU librarians to provide quality transactions for all users of the service. Part of the service philosophy in the policy statement is not just to provide information but to instruct users on how to use the resources at their institutions. Thus, we are fortunate to have committed librarians who share this mission and are willing to familiarize themselves with the resources of member institutions.

The project began with 19 American Jesuit College and Universities and will include 4 more in the 2005-2006 academic year. While there were many issues to be worked out not the least of which was scheduling across 3 time zones, it has been a very gratifying experience overall. The comments in the transcripts of Holy Cross students were primarily positive.

Identified needs for the future of the AJCUVR project include:

- Implementation of new software from Tutor.com (vendor of the project's virtual reference software)
- Promoting and marketing the service more aggressively

- Develop by-laws to define responsibilities of steering committee and coordinators
- Training for new software, new librarians, and those needing more experience
- Possibility of a VR Administrator
- Scheduling more equitably
- Improving quality of service
- Communicating more efficiently
- Spending more time monitoring the queue for Holy Cross students

### **Bibliographic Instruction**

Course Integrated Instruction (faculty requested BI):	21 (314)*
Personal Consultations	est. 40
Researcher's Workshop	30 ( 91)*
Orientation	1 (332)*
Odyssey & Passport	4 (70)*
Teaching Assistants	1 (16)*
Open House	3

\*( ) parentheses refer to session participants

There was a decrease in "Course Integrated Instruction" sessions from last year (28 to 21). This may be related to the lack of promotional messages sent to faculty. While this was not a conscious intention, it may be related to time limitations and an awareness of the lack of personnel available to conduct such sessions. We look forward to next year with much promise.

As already reported, the AJCUVR project was very time consuming but very gratifying. As a member of the steering committee, I will be helping the four new AJCUVR participants, Boston College, Gonzaga, Regis and Rockhurst, to come on board during the summer. There is much to communicate: governance, scheduling, policy and procedures, web templates, marketing, etc. We welcome their participation as it will ease the burden of coverage and provide even better service to "all" our patrons.

John Coelho, Reference/Instruction Librarian, did a tremendous job in helping to create the Value Statements distributed to departmental faculty. It was helpful to see which services and sources were actually used. The information will help us in promoting our services.

Working with Passport and Odyssey students is always a pleasure and we try to vary our approach to make sessions more interesting and interactive. Lynne Riley developed a "Jeopardy" exercise that was a mini-assessment of what was covered in class. The Passport students found it interesting and entertaining.

Once again, our plans for offering faculty workshops on searching the databases went astray. We will re-double our efforts this coming year. We would also like to offer workshops for the Administrative Secretaries and student assistants that work for faculty.

We were unable to pursue our planned outreach experiment of providing reference services at Cool Beans, however, have received the go-ahead for the Fall 05.

### **Electronic Resources**

(Added)

ARTstor

Catholic Periodicals and Literature Index

Dictionary of National Biography (1 year online subscription)

Encyclopedia of Religion (online)

Oxford Reference Books Online

Several “authoritative” websites were added to the Electronic Databases page of the Library website. Divided by subject category, many of these websites provide unique information like the American Memory site and the Making of America project.

### **Web, Technology, Committees, Information Literacy**

- Invited to represent library on the Web and Electronic Communications Steering Committee
  - Benchmark Working Group
  - Market Research assistance
- Presentation to ARC, Academic Research Collaborative of CMRLS, directors on the AJCUVR project
- Taught several course related library instruction sessions
- Mentored Lynne Riley for her Individual Research Project, MLIS Program, UPitt
  - Helped Lynne learn Dreamweaver to revise electronic Research Guides
  - Consulted with Lynne on the revision of 20 Research Guides
- Field Experience Supervisor for Barbara Merroli, URI student intern and MLIS candidate
- Updated Scalia Educational Classroom website
- Edited Library website
- Attended inaugural meeting of Library Student Advisory Committee formed by Jim Hogan—looking forward to their input for future planning



**Seminars, Workshops and Meetings attended by Head of Reader Services**

- EDUCAUSE Conference: *IT From a Higher Vantage Point*, Denver, CO, October 19-12, 2004
- NERCOMP: *Blackboard User Group*, 11/2/04, Holy Cross
- NELINET: *Integrating Learning with Work: Designing the 21<sup>st</sup> Century Learning Library*, December, 12/9/04
- NERCOMP: *Impact of Technology on Students*, 1/20/05, Southbridge
- *Designing Courses for Copyright Compliance*, Worcester State College, 3/28/05,
- NELINET: *Keeping Libraries Relevant: Trends, Toys, & Technology*, Bryant University, 4/1/05
- NELINET: *Measuring the Success of Your Library: Assessment of Learning Outcomes (Library Management Series)* 4/5/05
- Association of College and Research Libraries Conference: *Currents and Convergence: Navigating the Rivers of Change*, Minneapolis, April 7-10, 05
- NELINET: *Personal Productivity & Development Spa*, 4/25/05
- NELINET Annual Meeting: *Making Human Connections in a Digital World*, 5/6/05
- NELIG Annual Program, *Making Learning Meaningful: Getting to the Heart of the Students*, 6/10/05
- ARC SIG Meetings: BLOGs, Customer Service, Information Literacy

Respectfully Submitted,

*Patty Porcaro  
Head of Reader Services  
Dinand Library  
College of the Holy Cross*

## Science Library Annual Report FY2005

### Assistants

The Science Library's two paraprofessionals continued to serve ably. **Carrie Peck** had another successful year, with a principal focus on the request-to-others side of Science Library Interlibrary Loans, (a task supervised by Access Services Librarian Eileen Cravedi). Carrie also contributed to the training of our large group of new student workers this year, as well as by putting items on reserve, cash management, office supply control, and the designing and production of library signage in support of the stack-shifting projects outlined below. The consistently performing **Marianne Siener**, the evening and weekend library assistant, dealt largely with pending interlibrary loan requests-from-others (also under the supervision of Ms. Cravedi), and with bindery. Her shelf-by-shelf inventory list of those bound journals now placed in rolling compact storage, will serve the Science Library well for years to come.

### Student Workers

The student staff consisted of 27 workers. All but four were brand new to the library and had to be trained from scratch. Most proved excellent, and were up to the enormous year-long tasks outlined below, in addition to their regular duties. Unfortunately, two had to be let go, owing to their inability or unwillingness to handle the heavy workload, but they were promptly replaced by more adept employees.

### This Year's Major Initiative

The greatest focus of the year was the total rearrangement of the 13,764 feet of shelving in the Science Library. This was done to relieve overcrowding, and to further better stack order. There was not a single one of the 85,000+ books or bound journals that did not get moved, and then put into its proper new location, with ample allowance for the growth of like-minded resources nearby.

### Weeding: the Necessary First Step

To create breathing room for the reorganization of the stacks, we first weeded out over 16,663 volumes of older bound journals and obsolescent books. While each volume was selected for discard by the Science Librarian, the process would have ground to a halt without the tremendous efforts made by the entire Catalog Dept., under the immediate supervision of Principal Cataloger **Mary Moran**. They worked prodigiously to match the discarded books to all the appropriate print and electronic records for books, so that the catalog would remain accurate for our library users. The efforts in Cataloging were matched by those in Serials, under the direction of **Diane Gallagher**, as they altered journal holdings records to reflect changes in journal location and years retained. **Mark Savolis** and **Lois Hamill** in Archives responded to this effort by offering advice on a book-by-basis on older Science Library volumes that had potential

as rare books or archival material, ultimately adding over 50 older Science volumes to their Special Collections.

### **Now with Room: Growth in Books and Journals Resumes**

Given the newly freed up space, the Science Library was now poised to add and appropriately house new material. With the coordination of **Nancy Singleton**, Head of Acquisitions and Cataloging, we acquired 160 new firm order titles and 169 standing order volumes. In cooperation with **Diane Gallagher** of Serials, we added 949 new bound volumes to the serials stacks.

### **One-to-One Customer Service**

The standard of service we adhere to in Science Reference remained the same: Nobody leaves the Science Library empty-handed. This year, with the advice of the Reader's Service Dept, headed by **Patty Porcaro**, the statistics for reference service were categorized and tabulated in a manner consistent with Dinand Library and national best practices. We noted 509 instances of service: 236 Brief Directional, 38 Intermediate, and 235 Extended. The principal focus in Extended Reference remains twofold. First, we marshal materials alongside faculty and science majors for their advanced projects and presentations. Second, for the many non-Science majors taking electives that invariably include term paper assignments, we explain the special place of journals in learning about science and health, and the basic characteristics of the science databases they'll need to find the best articles within those journals.

### **Building the Library Research Skills of Whole Classes**

Bibliographic instruction included 14 different sessions, for a student attendance of 284, excluding 14 professors and lab supervisors. Biology accounted for all but two sessions, which were in Physical Chemistry. A fifteenth session, devoted to Library Skills in Chemistry is slated to be the kick-off for the Summer Undergraduate Research Seminar Program, in June.

### **Improving Electronic Access to Databases**

The science portions of the library's web pages were updated in conjunction with **John Coehlo**. Working together, 39 websites were added, revised or deleted for reasons of diminishing importance. John is to be particularly congratulated on the highly efficient and virtually esthetic revision of all the campus library database pages. A very large amount of new material was neatly incorporated, and it is now easier than ever for library users to find the best electronic resources for their specialties.

### Circulation Statistics

Circulation of science books was 1604, of bound science periodicals, 166. Traditional print reserve uses came in at 1830. Subject analysis:

- 53% Chemistry (especially Analytical, Environmental and Organic)
- 20% The Neuroscientific Side of Psychology
- 13% Medicine, Medical Ethics, and Health Policy
- 05% Mathematics (especially Computer Science)
- 03% Non-Clinical Biology (Ecology, Evolution, Botany, Zoology)
- 03% Physics, Astronomy and Meteorology
- 02% History of Science and Biographies of Notable Scientists.

### Goals For The Summer And Coming Academic Year

1. The highest priority should be to bind as many journals as possible so as to maintain good stack order. By conserving our print past in good order, we can better prepare the way for a future of increased dependence on electronic journals.
2. The next priority will be to compile a student worker manual that meets the standards of that used in Dinand.
3. I must be alert for any way I can maintain the library as an attractive and quiet venue for students and faculty during a year of many transformations within and around the Science Complex. Possible disruptions the installation of a coffee bar in the atrium, the conversion of my former office to a graphics facility (while still serving as a depot for some office supplies), and a measure of chaos, noise, and altered foot traffic to the Science Library caused by the construction of the Chemistry Building.

### Staff Achievements and Continuing Education

**Carrie Peck** continued her studies in Graphic Design at Assumption College...

**Marianne Siener** completed additional coursework in Business and Management at Worcester State College.

Along with Jennifer Lanouette, a Hospital Librarian at Southcoast Healthcare, the Science Librarian wrote an article entitled: "Bullseye: Targeting the Greatest Challenge to the Vision of Our Adult Library Readers Today, Age-Related Macular Degeneration, with Helpful Information." It will appear in v.44, issue 4 of the ALA journal, *RUSQ: Reference and User Services Quarterly* in June (pagination not yet set.)

He also attended workshops on the following topics, with month, venue and sponsoring organizations noted.

"The Place of Elsevier in Special Libraries Today." September, 2005, JFK Library, Elsevier and the Boston Chapter, SLA, sponsor.

"Profiling the Library Needs of New Scientists," October, @ the University Club at URI, RI SLA and the URI Graduate School of Library & Information Studies, sponsors.

“The State of STM (Scientific, Technical & Medical) Journal Publishing Today.” February, @ the URI Library’s Gallanti Center, the URI Library Professional Staff, and the Graduate School of Library & Information Studies, sponsors.

“Competitive Intelligence: a Role for Special Librarians in Gathering Information about Peer and Competitive Institutions or Companies.” April, 2005 @Bryant University, URI Graduate School of Library & Information Studies, Simmons College, the Society for Competitive Intelligence, and the RI Chapter of SLA, sponsors.

“Today’s Skills for Tomorrow’s Managers, Series I.” A series of seven lectures and group exercises held at the Hogan Campus Center between October, 2004 and April, 2005, Sponsored by the Human Resources Departments of the Colleges of Worcester Consortium.

“Resource Assessment in College and University Libraries: Conversion to Electronic Science Journals, Monograph Duplication among Consortium Libraries, and Collection Assessment Reports Services Provided by OCLC.” May, 2005, Elms College, New England ACRL Collection Development Interest Group, and OCLC, sponsors.

The Science Librarian was named to the President’s Council of the Special Libraries Association for achievements in member recruitment and retention, and will be given the Rose Vormelker Award for outstanding service to the profession through the mentoring of students and young colleagues, at the Association-wide Annual Conference in Toronto in June. He also served as the Head of the Professional Awards Selection Committee of the Boston Chapter SLA, and presented those awards at the annual business meeting on May 25<sup>th</sup>, at the Boston Marriott Hotel. He was voted President-Elect of the RI chapter of SLA for a two-year term during which he is primarily responsible for planning meetings. In 2007, he will automatically assume the chapter presidency for a two-year term, and will appoint all the major cabinet officers and committee heads within the chapter.

**Serials Department  
Annual Report FY2005\***

Total Subscriptions:	3348
Currently Received:	1666
Added Subscriptions:	16
Reactivated Subscriptions:	11
Cancelled Subscriptions:	1
Ceased Publication:	2
Withdrawn:	63
Bindery:	2007

**Financial**

Industry price projections for 2005 were given as 7-9% overall as of July 14, 2004 (“EBSCO Serials Prices 2000-2004 with Projections for 2005: July 14, 2004,” with the recommendation that additional percentage points be added if factoring in foreign titles or currency valuations. Our vendor, EBSCO Subscription Services, noted that information on prices has been coming to them from the publishers on an increasingly later and more limited basis.

The dollar experienced a rocky decline for most of 2004 with some indications of a slight comeback in the beginning of 2005. The Federal Reserve Bank of New York cited a depreciation of “2.3 percent against the euro . . . during the three months that ended September 30, 2004” and “8.2 percent against the euro . . . during the three months that ended December 31, 2004.” ([http://www.newyorkfed.org/markets/quar\\_reports.html](http://www.newyorkfed.org/markets/quar_reports.html))

The majority of our subscriptions through EBSCO (forty six percent) are published in the United States, twenty six percent in the U.K. and seventeen percent in the Netherlands.

We paid a total of \$721,887.86 for subscriptions this year, and \$143,922 for electronic resources (databases and full text titles). We paid a surcharge of \$2,760 on our non-discounted EBSCO titles. Our overall increase was 11%.

EBSCO notified us on October 25, 2004 that they were increasing our service charge .4% (from 2.1 to 2.5%). Fortunately, this increase was not applied to our 2005 renewal.

Our microfilm costs rose 28% between 2001 and 2004.

Bindery rates also increased this year, approximately 40 cents per volume.

We bound 2007 volumes this year: Dinand 898, Science 999 and Music 108 at a cost of \$24,602. Dinand and Music did the majority of their binding in the summer of 2004; the Science Library sent smaller shipments throughout the year. We stopped binding in order to preserve a portion of bindery funds as a small hedge against our tight periodicals budget. As things eased up a little in the spring '05, we did a small amount of bindery.

We explored Facsimile Preservation Binding this year. It's a rather costly process that also requires the creation of a separate Imaging Profile and account with our binder, Acme Bookbinding. A member of the faculty wanted his class to be able to make extensive research use of two old and fragile books owned by the library. These books were sent to the bindery for the creation of facsimile reproductions. The original volumes were disbound, copied in facsimile, and rebound. A pdf. file for each book was also created. The volumes came out so well that we expect to use the process again to preserve valuable, old and fragile materials. Books reproduced in this way must be out of copyright.

Diane and John worked extensively in the summer on the first Library Value Statement – a pamphlet giving each academic department the details of expenditures for materials and service support that they receive from the library. These include: books, standing order and periodical expenditures (with a complete list of periodicals by department), database costs and usage statistics, circulation of library materials, reserve use, inter-library loan transactions, reference questions answered and bibliographic instruction sessions and research workshops given.

### **Periodicals**

After nearly ten years with the same client service representative at EBSCO, we were asked to work with a new representative. EBSCO moved some of their business operations to Norwood, Massachusetts when they purchased the former Faxon company. Our new representative is located there; our former representative is in New Jersey. As New England clients, it made sense to work with someone closer. In periodicals, having a good client service representative is extremely important; the change, which we were concerned about, has worked out well.

We began receiving our EBSCO invoices electronically this year; this is in addition to the paper invoice. It will enable us to keep a closer track on incoming invoices and should prevent any “lost” invoices.

Databases are available on multiple platforms, and this year we transferred a number of our databases to EBSCO: *ATLA Religion Database*, *AgeLine*, *Biological Abstracts*, *MLA*

*International Bibliography, PsycINFO, RILM Abstracts of Music Literature.* We renewed at better prices, and felt that it would be a benefit to users to be able to use the same search platform.

We purchased the *Catholic Periodical Index Online* with the AJCU Consortium. This is an index that we have long been waiting to see move from CD-ROM to a web based product. The pricing through the AJCU Consortium also worked out well for us.

Project Muse, one of our oldest and most stable electronic journal database products, underwent significant changes this year – demonstrating that, in the world of electronic resources, the constant factor is change. New journal collections and a restructured pricing model were created. The Johns Hopkins University Press package to which we subscribed was discontinued. We replaced it with the Project Muse Basic Undergraduate Collection. This collection gives us over 100 titles (nearly twice as many titles as our previous collection). Forty titles, included in our previous package, were retained; electronic access to over 60 significant scholarly titles (12 previously cancelled; 13 new – 8 to appear in 2005) was added and 24 titles were withdrawn. The library purchased volumes 1-7 of *Contemporary Buddhism* (\$950) at the request of the Religious Studies department, using their NEH Grant funds.

### **Millennium**

We created fund and order records in Millennium, a substantial, time-consuming project that will eventually allow us to track periodical expenditures through the Millennium system. We will be able to electronically load our major periodical renewal invoice from EBSCO, and then generate fund reports. This information will appear in Millennium, linked to individual titles, and make many aspects of serials control work simpler. It will also give us a more integrated look at our yearly expenditures.

We continued some clean-up work on the DRA/Millennium title conversion. Print indexes, shelved in Periodicals, were inventoried and checked against the online catalog by the Catalog Department, picking up some titles that had been missed in the original conversion project.

The Science Library conducted a massive weeding project. Sixty two periodical titles were withdrawn and a number of other titles had portions of their runs weeded. Mary Beth and Sue checked the online holdings information for these titles and updated it in Millennium.

A number of the staff had problems with Millennium screen freezes. Mary Beth kept a log of the freezes which she encountered on her computer for Information Technology Services who eventually resolved the problem in January.



**Reference**

Diane works at the Reference Desk on Thursday mornings. This continues to be a challenging and rewarding interaction with students, faculty, the occasional off campus library visitor and the Reference Staff.

**WACL Union List of Serials**

Work on the union list included: Dinand 119 additions, 138 updates, 25 deletions; Science 19 additions, 42 updates, 57 deletions.

**Jesuit Library**

We performed routine maintenance (check-in title ledger book, bills, claims, etc.) for the library's subscriptions.

**Liaison**

Diane worked with Prof. Bill Roorbach, the new Jenks Chair in Contemporary American Letters, on book purchases for the Elisabeth E. Sheehan Poetry Collection.

**Meetings, Classes, Workshops**

Electronic Journal Management (CMRLS)

Virtual Reference, Tutor.com

Windows XP class

SLA Virtual Seminar: Open Access Implications and Cost Models (NELINET)

Diane G. Gallagher

Mary Beth Pappie

Susan Selby

(Submitted by Diane Gallagher June 2, 2005)

\*All financial and numeric data will be updated with the close of FY '05 (June 30, 2005)

**Worcester Art Museum Library  
Annual Report FY2005**

**Highlights of the Year:**

This year built on the successes of the previous year and continued the momentum of the popular events of College Night, Prof.'s Night, and Career Night. The Friends of the Library Group continued to grow stronger and the Art Historians Group changed its name to the College Liaisons Committee.

Our third annual College Night was held on Thursday evening, September 30<sup>th</sup>. The format remained essentially the same as the previous two years. The turnout was 106 students with most colleges who are institutional members of the Museum represented: Assumption college, Holy Cross, Becker College, Anna Maria College, Worcester State College, and Clark University. The breakdown was: 30 freshmen, 25 sophomores, 20 juniors and 13 seniors. We included a pastel drawing demonstration by Ella Delyanis (an instructor at the Museum) to appeal to students who are studio art majors.

Our third annual career Night was held on Thursday evening, April 21<sup>st</sup> after our original date (February 10<sup>th</sup>) was snowed out. The College Liaisons Committee suggested improvements to the evening, such as fewer people on the panel and longer breakout sessions to allow for a more meaningful exchange of ideas between students and presenters. There were 49 students who attended (an increase of 40% over last year's attendance), with only 4 no shows. This year the professions represented were: art conservator, art preparator, Museum Education Department, Interior Designer, Graphic Designer and Instructor, Art Appraiser, Art Auctioneer, Art Director, and Museum Curator. All breakout sessions were attended by students with many follow up e-mails and phone calls from students for more information. The students were able to connect with professionals in the field of their interest who could advise them on careers paths, continuing education, and much more. The students were very thankful for this opportunity and contacted Museum staff for internship opportunities afterwards.

Humanities Night was renamed Prof.'s Night because the committee changed the focus of the event from just humanities to include professors in ALL disciplines because art is such an interdisciplinary field. The purposes of the program were to educate college professors about the collection of the Museum and encourage them to visit the Museum and integrate our resources into their curriculum. Jim Welu, the Museum Director, gave an overview of our upcoming exhibitions and led tours of our newly renovated Baroque Galleries. Philip Klausmeyer, paintings conservator, gave the group a tour of our conservation lab. The evening was very well attended with 62 Professors attending. A wide range of disciplines of college teaching was represented, including chemistry, mathematics, Spanish, French, English, Philosophy, and of course Art History and Studio Art. Many new collaborations were forged that evening.

As a result of last year's Humanities Night, Assumption College designed a two-semester course called *History of Art and Architecture: Survey I: Museum Based-* which is designed around the encyclopedic collection of the Art Museum. The class had

lectures every Tuesday at the College and visited the Art Museum every Thursday to view our galleries and learn by seeing, not just reading. The classes used the library extensively in their research projects. The class will be offered every year and was very well enrolled. Assumption College also created a Photography Seminar based around our fall (2004) Photography exhibition which documented the history of photography. Both Holy Cross and Assumption have created fall seminars based on the Hope and Healing exhibition. Many new college courses have been born as a result of our continuing efforts to forge open lines of communication between the Museum and higher educational institutions in Worcester. As a result, the richness of a student's educational experience has been greatly enhanced and the original goals of Prof's. Night have been attained.

All three events are now eagerly anticipated by area colleges and will be held annually. An Art History Professor from Holy Cross has already contacted me about the format for next year's College Night. She would like her students to present short papers on the Hope and Healing exhibition to other students as part of the tours. She feels that students tend to be more engaged by fellow students and anticipates the experience will be very positive for both student presenters and student attendees.

The College Liasons Committee consists of representatives from Clark University, Holy Cross College, Assumption College, Worcester State College and WPI. Other participants on the committee are Debby Aframe, Jim Hogan and Jim Welu. The committee meets regularly to facilitate communications between area colleges and the Museum.

The Friends of the Library met four times this year. One of the main goals of the group was to increase membership. The group decided to send a letter to a selected group of Museum members to ask them to join our group. The letter was drafted during a meeting and the finishing touches were put on by the group's chair, Dick Mason. At another meeting the group hand selected people from the total membership list of the Museum to target them as potential members. A total of 197 letters was sent out and we garnered 13 new members (6.5% response rate) and 3 out right donations. The group now numbers 35 members. The group sponsored a tour of the Hope and Healing show by the consulting curator, Marie Costello, for new and current members. Next year the group wants to sponsor a lecture by an art history professor about the movie, The Da Vinci Code. The date has been set for April 20<sup>th</sup>, 2006 and David Samson (art history professor at WPI) has agreed to speak.

### **Statistics:**

The most striking differences in statistics this year are the increases in the number of books cataloged and the increase in the number of slides borrowed. Tanya Semo's cataloging statistics have dramatically increased to over 100 books per month and good progress is being made in that area. Surprisingly, the number of slides borrowed has increased to the highest number ever in the last ten years. So far this fiscal year, the number of slides borrowed is 7578, representing an increase of 32% over this same time

last year. I thought slide borrowing would decrease this year because of the proliferation of digital images but we have actually seen the opposite.

**Other Notes:**

The Museum was asked by the Million Book Project to participate in their project. The Million Book Project is a project whose aim is to create “a universally accessible, free-to-read, multi-lingual, digital library of at least one million books by 2007”. The library will identify all works published by the Museum that are still copyright protected and submit them to the project. The works will be scanned in China and mounted on the World Wide Web. As a result, all the Museum’s books published after 1923 will be available, at no cost, for the world to read.

The library submitted a grant proposal to the National Endowment for the Humanities for a \$5,000 award to hire a consultant to conduct a conservation survey of our collection. We will be notified in December.

I was encouraged to read in the newspaper about the award of a Fulbright Scholarship to a Holy Cross student named Megan Osborne. Megan wishes to pursue a career in Museum Studies and is traveling to Singapore where she will work in the new Asian Civilizations Museum. Her career goal is to become a Museum curator! I recognized Megan’s name as someone who has attended our college oriented programs. Perhaps when Megan returns from her sojourn to Singapore she could return to the Museum as a panelist on a future Career Night.