

6-14-2004

Annual Report of the Library (2003-2004)

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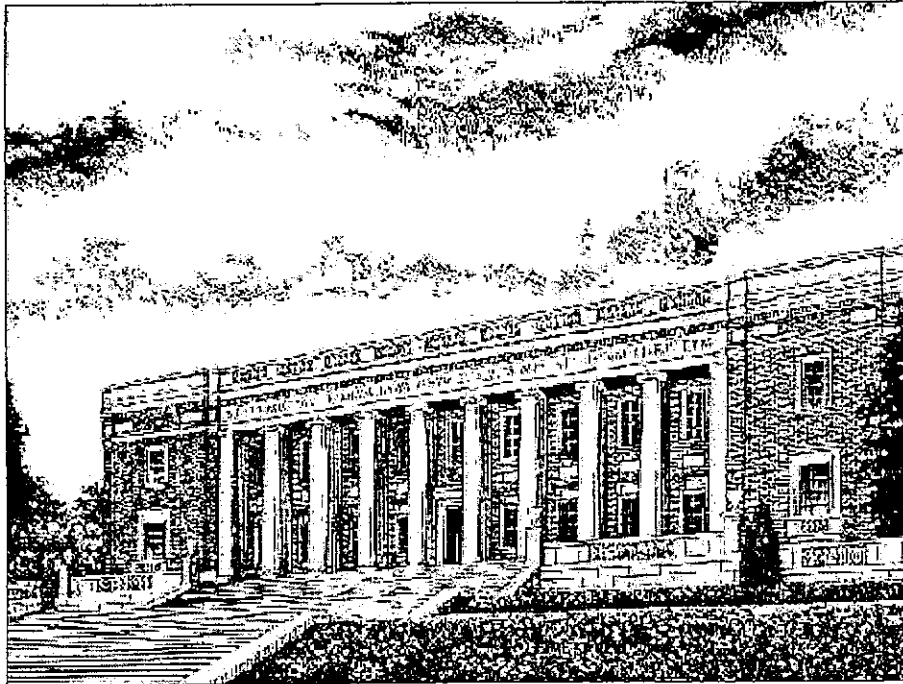
Hogan, James E., "Annual Report of the Library (2003-2004)" (2004). *Holy Cross Libraries Annual Reports*. 14.
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College of the Holy Cross

Annual Report of the Library

2003-2004



June 2004.

This report will highlight the major accomplishments of the library program for the 2003-04 academic year and attempt to anticipate the principle challenges facing the library in 2005.

I. Academic Year 2003-04 in review.

Although the 2003-04 academic year held many challenges, the most important issue for the library was managing the very tight budget. We entered the fiscal year anticipating a flat budget in all areas. With periodical increases running at 8-10%, it was obvious that cuts would have to be made. We consulted with each academic department and received lists of potential titles to cut by late May, 2003. Generally, the serials bill is due and payable during August. This year our vendor (EBSCO) allowed us to extend this period into September. This allowed us to give faculty one more look at the lists of title cuts before making them formal.

During the summer of 2003, Fr. McFarland managed to find an additional \$20,000 somewhere in the College budget and this was transferred to the library account. I assigned all of it to the periodical line. Thus, the total cuts endorsed by faculty in September was somewhat smaller than we had originally anticipated. I should make note of the program instituted by the Dean of adding \$1000 to the library budget for each new faculty line. This, too has been enormously helpful and is also much appreciated by faculty.

All other line items in the library budget remained at level funding and this meant that everything from supplies to maintenance to equipment had to be very carefully evaluated. While we had to do without some needed items, we did manage to survive the year. In an odd way, the tight budget year proved to have some unforeseen benefits. As a staff we became even better at negotiating, configuring and monitoring our licenses for electronic products. Thus, we had several products where the annual subscription price either remained the same or decreased. There is a level of competition beginning to enter the electronic market and this has a positive effect on pricing. In some cases we now have two or three choices when ordering a title. A major acquisition was our new subscription of EBSCOhost. This was accomplished through the cancellation of all of our Wilson databases. EBSCOhost contains all the information contained in the Wilson products and much, much more. It also contains about 40 of the previously cut print titles. This lessened even further the impact of the periodical cuts.

In January the library and Development Office initiated the *Honor With Books* program. This is actually the brainchild of Lynne Sullivan of Development. Together we worked out the details and had the program operating by February of 2004. *Honor With Books*, asks the family of each graduating senior to purchase a book in honor of the graduate. The contribution is \$100. Given the mid-year implementation of this program, the response has been excellent. I applaud Jim and Ginny Carroll, parents of Meghan Carroll

('04), for serving as parent coordinators for this program. They helped get us off to a very good start and we expect great things from the program in the years ahead.

During 2003-04, the library, in partnership with ITS also brought up the new library system, This Is the Innovative Interfaces, Inc (III) system called Millennium. It is also the system of choice of many of our peer institutions. The implementation has gone very smoothly and was completed in phases. The last phase was the acquisitions module which we timed to coincide with the end of the fiscal year. It is important to note that this smooth implementation did not just happen. It was the result of much hard work by library and ITS staff. On the ITS side I note the leadership of Ellen Keohane and the cooperative and can-do mentality she brings to the table. Richard Kerver and Fr. Joseph Pomeroy have been invaluable. In the area of web development for the system Jane Fox of Public Affairs was also of great help. The overall project has been managed by the Associate Library Director, Karen Reilly and it has been her focus and dedication that has kept the project on track and on schedule. The meticulous work of Nancy Singleton in preparing the data for the migration is also much appreciated. Patty Porcaro and Eileen Cravedi, with the great help of Lynne Riley, were responsible for the circulation module and the management of the reference databases. Much of the day to day web maintenance is done by reference librarian John Coehlo.

During 2003-04, we have focused on the implementation of the core elements of the Millennium system. At no time have we been without a library system and at no time were students and faculty without the use of the system. I think this is a remarkable achievement. In the months and years ahead we will begin to make use of the tremendous power of the Millennium system. For instance, it will enable us to create and manage a database of graphical images, keep track of the changing landscape within the electronic databases, and offer patron initiated services. This last feature will enable faculty and students to access their own library accounts to see what they have checked out, how much they may owe in fines, check the status of ILL requests etc.

During this past year we have had three different personnel issues that should be mentioned. The first, was the happy retirement of S. Irene Mizula. Sr. Irene was a valued staff member for ten years and served in three different capacities. She was our stack coordinator, our book repair person, and for the past five years our interlibrary loan coordinator. In this past position especially, she was outstanding and earned the respect and gratitude of many faculty. We are grateful that at least three faculty included thanks to Sr. in the acknowledgment sections of their recent books. We will miss her, but we wish her continued good health and look forward to seeing her frequently as she continues to make good use of the Holy Cross athletic facilities.

During this year it was necessary to terminate our acquisitions librarian. She came to us nearly two years ago with great promise. It just did not work out and we parted company in April.

Also during this year we discovered some glaring problems with the operation of the science library interlibrary loan program. This caused a lengthy and well documented

complaint by a very senior faculty member. I assembled a team from Dinand and under the able direction of Access Services librarian, Eileen Cravedi, a thorough study of science ILL was conducted. (The study is appended to the Access Services Department Report.) Indeed, several failings were uncovered and have been corrected. The technology in the science library has also been upgraded and enhanced, and several procedural changes have been made. In the future all interlibrary loan activities will be under the direct supervision of Eileen Cravedi. This ILL issue has also caused me to take a hard look at the whole science library operation and this study is being conducted by Patty Porcaro, Reader Services Librarian. It will be completed this summer and I am confident that it too will lead to major changes in the operation of the science library.

In this report last year I noted the change in the consortial relationship among the colleges and university libraries in Worcester. The new consortium, called ARC (Academic and Research Collaborative) has had a very successful first year: All of the old services and programs formerly managed through COWC are now managed by the Central Mass Regional Library System (CMRLS). The transition has been very smooth. And the further good news is that we are receiving an even high level of service for much less money.

II. Challenges for 2004-05.

As in past years, space remains a big concern. There is a solution at hand and it is to use the regional book deposit facility managed by NELINET. With the budget constraints of last year, it was not the time to try to pay for this from the library budget, or to ask for it from some other budget. This year may be the time. We are at the point where to add any additional shelving to Dinand, will decrease the seating available to students and I am loathe to do this. Even with the much needed storage facility in the basement of Fenwick, the Music Library is also in dire need of additional storage.

I expect a much better budget situation in FY'05. We will go into the fiscal year with some major credits toward the periodicals bill and should have to make only a few minor cuts. It may even be possible to add some products, especially in the electronic area.

In September, I will finally be able to present the *Library Value Statement* to the academic departments. This document will identify and quantify the products and services provided by the library to each individual department. It will also list the periodical titles and the cost of each so that faculty will have constant access to this information. It will itemize the departmental book budget, tell how much ILL activity is attributed to each department, how many instruction sessions were provided by the library, and much more. The document will be updated each September. In this way I hope to continue to move in lock-step with our faculty as we tailor our library program to the pedagogical needs of the College.

One last point of emphasis for the coming year. We have in the library a long tradition of stability and longevity. This is admirable and leads to stability and continuity. It also puts in place a staff that intuitively knows what should be done and when to do it. The

down side of this for staff is that what is known as "compression" dampens their salaries. The odd thing is that in an era when the border between the work performed by librarians and IT staff is increasingly blurred, their salaries are not. Thus, this year I intend to undertake survey of librarian salaries and to compare them to salaries paid by our peer institutions. When I have that data I will present it to the Dean and he and I can decide where to go from there.

I end this Annual Report by thanking the senior management of the College for their continued support. From the President on down, Holy Cross continues to maintain an atmosphere that encourages each of us to always do our very best. This produces a wonderful professional environment that both nurtures us and produces excellent results.

I want to particularly 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 14, 2004

**Associate Director and Head of Technical Services
Annual Report
FY2004**

Library System

Last year a new library system, Innovative Interfaces, was purchased. This year we converted data, attended training sessions, and implemented the basic modules of the new system. A core team, consisting of Nancy Singleton, Richard Kerver, Fr. Pomeroy, and myself, was appointed to oversee the whole procedure. Specialists were added to the team as needed. They were Patty Porcaro, Eileen Cravedi, Diane Gallagher, and Jayne Fox.

Holly Parker from Innovative was our trainer for all modules. Initial training was held August 12-14. This covered information on installing and maintaining the system, as well as some training on searching the new catalog. Catalog training was held October 15-16. Cataloging went live shortly after the training. Circulation training was held November 12-14. The public pieces of the system went live in early January. This included the circulation system and the new web catalog. The web catalog was designed by Eileen Cravedi, Patty Porcaro, Nancy Singleton, and myself, with much assistance from Jayne Fox, Public Affairs. Serials training was held January 20-21. The serials check-in system went live the next week. Acquisitions' training was held much later, May 18-19, to take advantage of the low volume of books that would be outstanding at the end of the fiscal year. We will start ordering books for the new fiscal year on the new system.

All the modules migrated very well. Staff only needed a few days to familiarize themselves with the new system. There have been no major glitches. The new system is much more user friendly and the interface is more intuitive.

The most difficult work in migrating to the new system was extracting the data from DRA (Data Research) and formatting it correctly to load into III. The core team held almost weekly conference calls with the III implementation team to go over sample loads and readjusting our data. Richard Kerver from ITS did an excellent job of formatting the data and documenting all decisions. Data was migrated from the cataloging, circulation, and serials modules. We did not migrate acquisitions data based on a cost/benefit analysis. All data migrated successfully. The only data that is questionable is the MFHD (Marc Format for Holdings Data) that was migrated, but can not be seen or manipulated with this version of the software. This will be addressed in the next software release.

The implementation of this system was very successful. The project was finished on time and on budget. There are many factors that contributed to this success. I'd like to comment on some of these. From the beginning of this project to the very end, the library and information technology staffs cooperated very well with each other. It was a true team effort to select a system and install it. This year, the core team especially, worked very well together. Everyone worked hard and respected each other's talents. We learned about the abilities of ITS staff and they learned, more than they could possibly want to know, about library functions, including the MARC record. During the various migrations and go live dates, the library staff, although nervous about the change, worked hard to make the new system work. I think this is partially because they were included in much of the system selection processes. We also have a very dedicated staff. Nancy Singleton, in particular, spent most of the fall working with me on data conversion, web design and implementation, and overall system management. She is the Innovative backup person from the library. I'd also like to single out Jayne Fox. Jayne provided us with sample logos and buttons that met with the Holy Cross web standards. Her talents were very much appreciated and I feel fortunate that we were able to ask a colleague in another department to help us with an unfamiliar piece of the work.

Other Technology Issues

There was not much time this year to think about other technology issues. However, network printing continues to be an issue that needs to be addressed. New printers in the Reading Room helped cut down on student frustration. However, the volume remained the same. Since there are many labs that allow the students to print, this needs to be a total college project. It is a concern because of the huge waste in paper, as well as, the cost of providing this service to the students. Printers are used for the same functions previously done on copier machines where the students are charged. Copier usage is down. The cost of supplying paper and toner cartridges for the public machines comes out of the library budget. This year the cost was approximately \$18,000.

Personnel

The Acquisitions Department is again in a state of flux. Sandra Haber, Acquisitions Librarian, left the college in early May. Jackie Mushinsky, Acquisitions Assistant, will be moving to Interlibrary Loan to replace Sr. Irene Mizula, who is retiring on May 28. We will be filling these positions as soon as possible.

Budget

As usual, serials expenditures were our major budget concern for the year. The faculty assisted us by reviewing serials titles assigned to their departments and selecting titles to be cut. Diane Gallagher, Periodicals Librarian, sent these titles to our vendor early in the fall. Her report includes detailed information.

Electronic databases and journals are also an ongoing issue of concern. We have requests for 10 new titles that total \$21,000 per year. We also should be considering the ArtStor project (similar to JSTOR) which is \$5,000/yr. plus \$10,000 start up costs. The purchase of the New York Times backfile (\$15,000) would also be a great addition to our electronic offerings. However, we are not in a financial position to honor these requests.

The new version of Peoplesoft has increased our ability to track invoices payment and see up-to-the-minute information. This has been very useful in our end of the year budget planning. However, it is still difficult to find a payment by vendor.

Committee Work

Library System Implementation Team, Co-Coordinator
CITISAC (College IT Architecture and Standards Advisory Group)

Meetings, Seminars, Workshops Attended

Association of College and Research Libraries/New England Chapter, "Defining the Library's Role in the Changing Academic Organization", April 23, Bryant College, Smithfield, RI

EBSCO, "Serials Information Management: The Cutting Edge of Emerging Serials Technologies", July 15, Norwood, MA

Innovative User's Group, Twelfth Annual Conference, April 2-5, Boston, MA

Massachusetts Digital Library Initiative, MODEL Conference, April 27, Falmouth, MA

Nelinet, Annual Meeting, May 7, Worcester, MA

New England Technical Services Librarians, "Keeping Up: What We Need To Know in Technical Services and Where We Can Learn It", April 30, Hogan Campus Center

Special Libraries Association/Boston Chapter, "An Elegant Evening at the Worcester Art Museum", April 1, Worcester Art Museum

Goals for FY05

In FY03 we evaluated and selected a new library system. In FY04, we migrated data, installed the software, and learned the basic modules (cataloging, circulation, serials, and acquisitions). FY05 will be dedicated to maximizing these modules. In FY05 we will also implement the following new software that will finally integrate our electronic resources into the catalog.

- 1) **Web Access Management:** the software that allows us to authenticate to electronic resources from within the catalog, instead of going to a separate EZProxy website.
- 2) **LDAP:** the ability to use Novell Login information for the authentication instead of HC number or library card number.
- 3) **WebBridge:** Millenium's Open URL resolver. We will be able to link to and from other open URL databases. It will also suggest related resources to a patron based on a user's search.
- 4) **MétaFind:** a universal search engine that offers simultaneous searching of selected resources.
- 5) **Z39.50:** the ability to link to other Z39.50 catalogs. We will use this to create a page that links to the other Worcester Area Libraries. Patrons will then be able to use our interface to search these libraries.
- 6) **AirPac:** we will be able to use PDA's to search the online catalog.
- 7) **Digital Media Management:** the image records from both the Worcester Art Museum and the HC Slide catalog were converted to the Digital Media Management format. We may use this software to catalog images from the Archives and Special Collections, more images from the Art Museum, or some other yet unknown pilot project.
- 8) **Electronic Resource Management:** a staff module that assists in the acquisition and cataloging processes of electronic resources.

Respectfully submitted,

Karen Reilly
Associate Director of Library Services

Access Services Annual Report FY 2004

Access Services is comprised of one librarian, seven full-time staff, and ten part-time staff. Although Access Services is always busy there are two major areas of note this academic year – transition to Innovative Interfaces (III) Millennium system and Interlibrary Loan (ILL). During the Fall 2003 semester we prepared for the transition to III, attending training, setting up circulation parameters, and cleaning up data. Over the winter break we made the transition to the new system. When the students returned we had most of the major kinks worked out and the students took to the new system marvelously. The Spring 2004 semester was focused on ILL issues in both the Science and Dinand libraries. We undertook an extensive examination of the processes and statistics, especially in regard to obtaining items for our patrons. We have always been a net lender and take great pride in the service we provide to the community at large which, in turn, has earned us a good reputation among our fellow academic institutions. Since we never heard otherwise, we assumed things were running smoothly on the borrowing side of ILL. Once we started looking at the numbers we discovered that the volume of borrowing increased 40% in both of the last two years. This year it shows *only* a 28% increase. Along with the growing demand from our patrons, technology in ILL has evolved. We have plans to streamline some processes as well as utilize our student workers more efficiently to help ease the burden in ILL borrowing. Please see attachments for more detailed information on the Science ILL examination and the Dinand borrowing statistics. Below please find highlights for each of the areas within Access Services.

Circulation: Lynne Riley, Circulation Supervisor

- Employed ~60 student workers
- Circulated
 - 36,903 (up 16% from last year)
 - 1146 ARC transactions
 1. Clark University = 480
 2. WPI = 231
 3. Anna Maria = 217
 4. Assumption = 99
 - 1292 ARC patrons in system
 1. Clark University = 629
 2. WPI = 442
 3. Assumption = 138
 - 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.
- Created documentation for Millennium system functions.
- Circulation Supervisor continued with the MLIS program at the University of Pittsburgh.
 - Interned at the Worcester Telegram & Gazette Library

- Awarded “Para-professional of the Year” at the Massachusetts Library Association Annual Conference
- Member of the Online Disaster Planning Tool evaluation team.
- Attended the following classes/conferences/seminars:
 - ACRL/NEC Spring Conference
 - MLA Annual Conference

Interlibrary Loan: Gail Montysko and Sr. Irene Mizula, Interlibrary Loan Coordinators. A major change in ILL this year is that we have combined the management of Science ILL with Dinand ILL. This change will provide consistency of service to our patrons and resulted from an examination of Science ILL workflow and processes. We also plan on installing an Ariel workstation in the Science Library to facilitate the transmission and receiving of scientific articles. Sr. Irene Mizula, ILL Borrowing Coordinator has retired (May 2004); Jackie Mushinsky will be assuming her duties June 2004.

- Lending (through May 2004)
 - Dinand = 5,177 filled (6,791 processed)
 - Transmitted via ARIEL = >91%
 - Turn Around Time (TAT) = copies and loans generally answered in less than one day
 - Science = 990 (1,632 processed)
 - TAT = copies and loans generally answered in less than one day
- Borrowing (through May 2004)
 - Dinand = 3,364 requests filled (28% **increase**); 4,160 requests initiated
 - Received via ARIEL = 494 (12% **increase**)
 - TAT = loans - 7.2 days, copies 7.8 days average
 - Science = 538 requests filled; 519 requests initiated (some of the fills were initiated in the previous year)
 - TAT = 12.93 days average

Reserves: Judith Morano, Reserve Coordinator

- Electronic
 - 201 Faculty accounts (**increase** of 25 accounts or 14%)
 - 525 course pages (**increase** of 192 pages or 53%)
 - 8093 documents (**increase** of 3433 documents or 74%)
- Traditional
 - 6,232 circulation transactions (49% decrease from last year)

Stacks: Patricia Dagle, Stacks Supervisor

- Books Re-shelved:
 - Summer 2003 = 7,605
 - Fall 2003 semester = 19,740 – decrease of 1,748
 - Spring 2004 semester = 22,995 – decrease of 773

- Total = 50,340 – increase of 5,084
- In-House Usage = 1875
- Laminating:
 - Summer 2003 = 71
 - Fall 2003 semester = 384 – decrease of 457
 - Spring 2004 semester = 667 – decrease of 52
 - Total = 1,122 – decrease of 438 (due in part because a number of items come pre-laminated from the vendors)
 - Turn around time is 1-2 days
- Meeting Room Set-ups = 98 (increase of 23 from last year)
- Books Repaired:
 - Summer 2003 = 143
 - Fall 2003 semester = 104
 - Spring 2004 semester = 238
 - Total = 485 (increase of 67)
- Member of the Online Disaster Planning Tool evaluation team.

Access Services Assistant: Al Lefrancois

- Paper used:
 - 322 cases used * 5000 sheets/case = 1,610,000 sheets of paper (increase of 60% over last year)
 - 176,645 photocopies (decrease of 31% from last year)
- Four public printers replaced with HP LaserJet 4200 DTNs November 2003; substantially increased user satisfaction; speed improved therefore less wasted paper
 - Enabled the duplex feature in Spring Semester
 - **Need print management system!**
- Printer cartridges used = 100 = \$12,551 public printers (increase of 85% with 115% in cost)
- Photocopier toner cartridges = 6
- Service calls on copiers = 29
- Attended Windows XP introduction session by HC Training Department
- Scrapped all VAX equipment; replaced with PCs
- Maintained all library equipment and performed various building maintenance projects as well.

Evening Weekend Supervisors: MaryKate McMaster, Evening Circulation Supervisor

- Provided training for part-time Evening/Weekend Supervisors on new library system
- Member of the Online Disaster Planning Tool evaluation team.
- ACRL/NEC Spring Conference
- Nelineet – EAD Basics course

- Attended NELIG conference on a scholarship
- Participates in Reference services through Information Literacy Program and providing late night reference (after 10pm when reference librarian leaves)
- Guest speaker at the Charlton Public Library/Charlton Historical Society meeting, March 2004; curated an exhibition on publisher Moses Dresser Phillips for the library as well
- MLIS Candidate at URI
- Adjunct Professor at Quinsigamond Community and Anna Maria Colleges 2003-2004

Part-Time Evening/Weekend Supervisors:

- Trained on new Innovative Millennium Library System

Access Services Librarian, Eileen Cravedi

- Co-Chair of the Online Disaster Planning Tool evaluation team at Dinand Library.
- Innovative Interfaces Incorporated (III) transition Team
- Completed Collection Development Course through the University of Rhode Island Graduate School of Library and Information Studies
- Provided training to Evening Weekend Supervisors
- Attended the following classes/conferences/seminars:
 - ACRL/NEC
 - Spring Conference
 - ASIG planning committee member
 - Nelinet
 - Annual Vendor Fair
 - Annual Resource Sharing Meeting
 - NERCOMP
 - Annual conference
 - *Learning Spaces, New Visions* workshop
 - *Better Teaching Through Assessment* Conference at Dartmouth College
 - ARC Reference Committee Meeting(s)
 - BlackBoard User Group Meeting
- Participated in the following HC committees/projects/activities
 - Represented Library at Open House in Fall
 - Supervisors Annual Harassment Training and HC Diversity Dialogue
 - Reach One Teach One Volunteer
 - Groundhog Day participant
 - ECO Action & Greening Committee
 - HC Tour Guide for New England Music Association Meeting

Respectfully Submitted: Eileen M. Cravedi, Access Services Librarian

Acquisitions and Cataloging Department Annual Report FY2004

For the Acquisitions and Cataloging Department, FY 2004 was marked by the ongoing process of migrating from DRA to Innovative Interfaces, Inc. After the successful migration of our bibliographic and holdings data in the fall, cataloging training was held on October 15 & 16. We then started cataloging on III. The cataloging staff has adapted well to the challenges of implementing a new system, and they are now very comfortable using it. Acquisitions training was held on May 18 & 19, and the change from DRA to III will occur after the close of the fiscal year. Although this schedule created a disconnect between the acquisitions and cataloging sides of the department, the benefits of changing systems at the end of the fiscal year rather than in the middle outweigh the inconveniences of running two parallel systems. In addition, we have saved the cost of migrating acquisitions data.

Sandra Haber, Acquisitions Librarian, left the employ of the College at the end of April. The staffing of the rest of the department was stable throughout the year with Mary Moran, Principal Catalog Librarian, Tess Huaman, Catalog Librarian, Nancy Charbonneau and Jackie Mushinsky, Acquisitions Assistants, 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. On June 21, Jackie Mushinsky will be moving to Interlibrary Loan.

Acquisitions

The library book and audio-visual materials budget for FY2004 was \$250,000. This amount was a 15% decrease from the FY2003 budget of \$294,229. The primary cuts were made to the library's general and reference funds. In addition, a few academic departments with histories of under-spending were cut. The remainder was allocated among the various academic departments according to the book budget allocation formula.

As of June 1, 2004 we have spent \$158,548.23 on firm orders and have received 4734 volumes at an average cost of \$33.49 per volume. \$78,664.00 was spent on 747 volumes of standing orders at an average cost of \$105.31 per volume. Both firm order and standing order average costs have increased this year. The firm order cost increase of 11% per volume may be partially due to the ratio of hardcover vs. paperback books received. The standing order cost increase of 17.5% per volume is more disturbing as it indicates that these important titles are following the escalating pricing trend of periodicals. 5481 volumes have been received so far. We are continuing to receive books and other materials during the month of June.

Cataloging

New books continue to be cataloged promptly, and we have very little backlog of materials awaiting cataloging. As of June 1, 2004, 5817 volumes were cataloged and processed. This decrease from the FY2003 total is due to the fact that fewer volumes were received in FY2004. In addition, 112 videos, 36 CD-ROMs, 57 DVDs, and 22 print journals were cataloged. The number of videos decreased slightly, but the number of CD-ROMs and DVDs increased. 202 volumes were cataloged for the Rehm Library, and we continue to catalog materials for Ciampi and the Multimedia Resource Center as well. 985 volumes of serials bindery were also processed.

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 44 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. During the past summer, we inventoried the B (philosophy, psychology, and religion) section, which completed the multi-year project of the shelflist-based inventory of the Dinand stacks. The reference collection in the Main Reading Room will be inventoried this summer.

Honor with Books

The Acquisitions and Cataloging Department worked to ensure a successful start to the Honor with Books program initiated by Development. As the donations were received the student's name and the subject area desired were entered by Development in a shared Excel file. Books were then selected by Nancy Singleton and ordered by acquisitions. When they were received by the library, the book titles were matched with the subject areas selected and were entered in the shared file. Bookplates created in Development with the students' names written in calligraphy were affixed to the books after they were cataloged. During graduation week, the books were displayed in Dinand Library.

Professional Activities

Positions Held

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

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

ARC Cataloging Committee – Mary Moran, Chair

ARC Implementation Committee – Mary Moran

Millennium Integrated Library System Implementation Committee – Nancy Singleton

Meetings, Seminars, Workshops Attended

New England Library Association Annual Conference, Worcester, MA, Oct. 27 & 28 –
Tess Huaman, Nancy Singleton

SCCTP Integrating Resources Cataloging Workshop, NELINET, Southborough, MA,
Nov. 6-7 – Mary Moran

NELINET Conference, College of the Holy Cross, “Serials Reloaded: Cataloging,
Management, and Access,” Nov. 21 – Mary Moran

COWC Professional Development Seminar, “Assertiveness: Where Both Parties Win,”
Fall – Mary Moran

SCCTP Integrating Resources Cataloging Workshop, NELINET, Southborough, MA,
Dec. 8-9 – Tess Huaman

American Library Association Mid-Winter Meeting, San Diego, CA, Jan. 8-14 – Nancy
Singleton

Innovative Users Group, 12th Annual Conference, Boston, MA, Apr. 2-5 – Nancy
Singleton

NETSL Spring Conference, College of the Holy Cross, “Keeping Up: What We Need to
Know in Technical Services and Where We Can Learn It,” Apr. 30 – Tess Huaman, Mary
Moran, Nancy Singleton

Nelinet Annual Meeting, Worcester, MA, May 7 – Nancy Singleton

ARC Cataloging Committee Meeting, College of the Holy Cross, May 24 – Mary Moran,
Tess Huaman

American Library Association Annual Conference, Orlando, FL, June 24-30 – Nancy
Singleton plans to attend

Innovative Interfaces Training

Aug. 12-14, initial training in Systems Administration & Web OPAC -- Nancy Singleton

Oct. 15 & 16, Cataloging – Nancy Singleton, Mary Moran, Tess Huaman, Alessandro Camarra, Slavica Zukic

Nov. 12 & 13, Circulation – Nancy Singleton

Jan. 20 & 21, Serials – Nancy Singleton, Mary Moran, Tess Huaman

Jan. 22, ILL, Metafind, WebBridge, Web Access Management, Media Manager -- Nancy Singleton

May 18 & 19, Acquisitions – Nancy Singleton, Mary Moran, Tess Huaman, Nancy Charbonneau, Jackie Mushinsky

May 20, Electronic Resource Management – Nancy Singleton, Mary Moran, Tess Huaman

Holy Cross Training

PeopleSoft Financials, Apr. & May – Jackie Mushinsky, Nancy Charbonneau, Nancy Singleton

Holy Cross Diversity Training, May 5 – Nancy Singleton

Differences in XP, May 10 – Nancy Singleton

Respectfully submitted,

Nancy Singleton
Head of Acquisitions and Cataloging

Archives and Special Collections Report 2003-2004

The College Archives and Special Collections Department had another successful and productive year. We continued processing records in both the Special Collections and in the College Archives. We have continued putting up exhibits in the main reading room, on the second floor of the library as well as in the archives. We presented a major program to the college and Worcester community last Veteran's Day when we sponsored a performance by Jay O'Callahan. The archivists co-chaired the two day-meeting of the New England Archivists held at Holy Cross and W.P.I. in March.

Exhibits:

The WWII exhibit remained up throughout the year with some modifications and additions. We had very positive feedback from alumni, students and others concerning this exhibit. After the exhibit was up, we continued to receive offers for additional material. It appears that exhibits that focus on the College's history are the most popular in this space. In conjunction with this exhibit we sponsored an evening performance of "Fr. Joe" by Jay O'Callahan. We were impressed with the number of non-students in attendance including Holy Cross ROTC alumni and people who are fans of Jay. The performance was well-received and the Archives earned \$125 from the sale of Jay's material during the event. The closing reception of the WWII exhibit, timed with alumni reunion weekend, was also a success bringing in about 15 alumni.

The case exhibits we presented included:

- Isaiah Thomas, guest curated by Lisa Villa, as part of the "Bookish Interests" series
- Exhibit of photographs and photo negatives taken by James Albert Hayden '29
- Postcards from the archives collection
- Return of the paperclip exhibit (for the New England Archivists)
- Jesuits in Iraq
- Commencement, 1964
- Alumni Reunions

We also began research for the next major exhibit, "The Fatherless Children of France" which will be mounted by September. We had an offer by the faculty teaching the Worcester History course to mount an exhibit on the O'Flynn Collection, but this project was not completed.

Acquisitions:

There were 44 separate accessions of material to the archives and special collections. Records transferred from other departments totaled over 55 linear feet of records. This does not include the daily receipt of flyers, memos and regular college publications.

Among the more notable acquisitions were:

- A collection of Holy Cross Wedgwood plates
- Cap and Gown of John O'Rourke, class of 1914
- Shovel used in groundbreaking of Smith Hall
- Souvenir Plate for the Senior Ball of 1959 purchased on Ebay
- Painting of Bishop Fenwick by James Bowen

The Bowen painting was purchased by the College from the Ursuline nuns with funds raised by Rev. John E. Books, S.J. from several of his friends. There is money available after the purchase for the conservation of the painting. We contacted conservators at the Worcester Art Museum who will restore the frame and clean and restore the painting. It is currently on exhibit at the Cantor Gallery and will be hung in Dinand Library after it has been fully restored.

Cataloging:

We continued to process and update our archival collections. Jo-Anne has kept up with all the new material that arrived throughout the year. She has also been working on an inventory for Fr. Brooks' Papers and updated and condensed the finding aids for the registrar's and admissions' records, the athletic department records and wrote descriptions for miscellaneous non-college records and others. She also arranged and inventoried the oversize items including all of the blueprints. She refiled numerous items transferred from the special collections area into the college archives. Lois has continued working on the photograph collection and concentrated on the Administrators/Staff and Student/Alumni files. A recent acquisition of student photos from the premed office has also been processed. She started working on photo scrapbooks and personal collections, and conducted a survey of the A-V collection looking for material with obsolete formats in order to reformat them. She rehoused the postcards, and started on class photos and slides. Mark has completed an inventory of all the manuscript collections in the special collections, created a form for the finding aid and has been processing these collections. He has also been editing finding aids in preparation for publication on the department web site. Additionally, he has been selecting uncataloged books for the catalog department to process. We added 150 cataloged books to the rare book collection this year. We also created a complete listing of Alumni, Faculty and Honorary Degree Recipient books in the college archives. Finally we worked with the head of Acquisitions to sell duplicate volumes that were stored in the archives.

Reference:

Archival material was used by college faculty, administrators, students and alumni as well as researchers not associated with the College. There were 580 requests made by telephone, visit, email and mail. There were 8 researchers who spent 3 or more days working in the archives. This year we had 5 class visits [the professor brought the entire class to work in the archives], and several visual arts classes used material from the special collections

Preservation of the Collection:

We had 4 large volumes of the college's early records rebound at the Green Dragon Bindery. Thirteen films/videos were repaired and 11 films reformatted to Super VHS. We attempted to reformat BETA films but this was unsuccessful either due to difficulty locating the proper equipment or the current condition of the tape. In last year's report it was mentioned that the Mass. Board of Library Commissioners provided Data Loggers to monitor the temperature and humidity in the archives. Gregor Trinkaus-Randall provided the department with a report which showed how poorly the environment was being maintained. During a meeting with Scott Merrill and Dennis Shea in April we expressed our concerns about the HVAC systems. We readjusted the temperature settings in all the spaces, closed doors between the spaces and discussed installing more sensors. These measures have made an improvement in the climate of the archives. We are installing lockers outside the archives which will provide additional security for the collection by preventing people from walking out with material.

Archives Web Page:

The archives web page continues to grow in importance for access to our information. We find that researchers are using it more often and we are committed to expand the number of collections available through the web. This year we updated the page each time our exhibits were changed, we updated the *Photo Perspective*, and we created finding aids for the papers of the first 19 College presidents. We put our contract for use of archival photographs on the web. There were also technical upgrades and refinements to coding. The web pages for support of the Jesuit Provincial Archives were also expanded. Lois maintains our web page.

Miscellaneous Activities:

We finished the "dusting project" last summer. Every volume in the rare book room has been cleaned, i.e. "dusted" and had the old date due slips and loose items removed. Books with loose bindings have all been tied with archival tape. We also initiated a meeting last January, attended by staff from 7 departments, concerning copyright and the use of the College's photographs. Rev. Yesalonia answered questions and led the discussion about our responsibilities in regard to copyright. Due to this meeting we have contacted several former College photographers and we have received blanket permission to use their photos.

Professional Service and Staff Development:

The New England Archivists Spring Meeting took a lot of staff time this year. We attempted a new format for the meeting by having it on two days and in two locations. These changes entailed extra work since we handled the duties of both the program committee and the local arrangements committee. The feedback from the members was overwhelmingly positive.

Mark also served on the Host Committee for the Society of American Archivists meeting to be held in August 2004. He made a presentation for New England Archivists' "Archives on the Road" in Leicester, Massachusetts in March.

Lois and Mark attended the annual meeting of the Society of American Archivists in Los Angeles last August. At the meeting we both attended an all day workshop on Copyright. Mark attended MARAC in the Fall of 2003 while Lois continued coursework for her MLIS at Simmons. Lois attended a three day workshop on scanning presented by NEDCC in Chicago in June. Lois attended a Management Communication workshop presented by NEMA. Mark attended a workshop on graphic design for exhibits also presented by NEMA. We will also be attending special presentation of the latest developments of the Massachusetts Digital Library Initiative or MoDeL by Jennifer Latchford of the Boston Public Library and Amy Benson of NELINET on June 30th.

FINAL THOUGHTS:

In the annual report for last year I mentioned the concerns about the HVAC system. The meeting with Scott Merrill and Dennis Shea in April resulted in improvements in the environment to the archives. However, we felt that there still needs to be more work done on this matter. It was agreed that more monitors need to be added to the facility and that the staff should have access to the temperature and humidity readings that the plant has. It is my hope that these improvements can be made soon.

Also mentioned in last years' report was the need for more student work-study hours. We adjusted our budget to increase the number of student hours. Since archives work is time intensive, I feel that we would greatly benefit from a budget increase to have more staff time to accomplish all that we need to do. This could be done by adding student workers or perhaps upgrading the secretary's position to a full time slot.

Respectfully submitted,

Mark W. Savolis
Head of Archives and Special Collections

Music Library

The 2003-2004 academic year was a productive 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 approximately 17,300. The number of reserve room transactions was approximately 4,500. The Music Librarian answered over 550 reference questions during the 2003-2004 academic year.

Library traffic can be measured using the automated patron counters in the security gates. There have been 95,362 hits registered on the patron counter this year.

Acquisitions and Collection Development

The collection continues to grow at a consistent rate. Approximately 528 compact discs, 50 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 500 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 785 items were cataloged this fiscal year.

The Music Library continues to be aggressive about bindery projects. A total of 145 items were sent to Acme Bookbinding during the 2003-2004 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. Compact discs and scores will continue to receive special attention over the next year.

A database of jazz standards was created three years ago and will be updated this summer. This database indexes each track of every jazz CD in the Music Library.

This spring we received an additional gift of compact discs from Dr. Hennessey. These recordings will be cataloged and added to the library's collection.

Books and scores from Bruce Miller's personal collection as well as selected items from the college choir library will be processed and added to the music library.

Personnel

Alan Karass completed his fifth and final year as Publicity Officer for the Music Library Association. As Publicity Officer he served as a member of the Publications Committee and the Recruitment Task Force, and as an *ex officio* member of the Development, Membership and Organizational Liaison Committees. Alan now serves as the Music Library Association's Liaison to the American Library Association and a member of the Recruitment Task Force, the Membership Committee, and the Outreach Subcommittee.

Alan hosted the spring meeting of the New England Music Library Association on May 21, 2004. He also completed his fifth year as a member of the Boston-Area Music Libraries (BAML). Alan attended the annual Music Library Association (MLA) meeting in Washington, D.C. He attended the fall NEMLA meeting at Mt. Holyoke College, the spring NEMLA meeting at the Greenwich Public Library (CT).

He continues to serve as co-editor of the journal *Music Reference Services Quarterly*, published by Haworth Press. The third issue under his editorship was published in April 2004.

Alan completed his third year on the Board of Directors of the American Recorder Society, and first year as President. He will serve on the board through August 2007. Alan served as a panelist to discuss the future of early music in America as part of the Early Music America Conference in Berkeley, CA, June 10-13, 2004.

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. She was instrumental in training the student staff on the use of the new library system.

Rehm Library

This is the second 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. This year, 175 new items were added to Rehm's collection.

Respectfully submitted,

Alan Karass
Music Librarian
June 7, 2004

Annual Report
Reader Services
06/04

I'm pleased to have this opportunity to reflect on and record the successes and failures of Reader Services in the previous academic year. While our failures are negligible, we do strive for excellence in service and, thus, failures become pathways to improvement. As in previous reports, I will concentrate on Reference Services leaving our Access Services Librarian to cover her many service areas.

Reference

Staff (Acknowledgement of activities beyond the parameters of the job description):

Gudrun Krueger was the ARC (Academic Research Collaborative) Reference Committee Chair for the academic year. ARC, of course, is the reconfigured WACL, now under the auspices of CMRLS. There was a good turn-out for most of the meetings and that in itself can be judged a success as there had been a noticeable lack of participation in the past few years.

John Coelho has improved our method of keeping Reference statistics with excel charts and graphs and has been given primary responsibility for annotating and updating the list of databases on the library website (a sorely needed and often requested enhancement). John created an attractive library brochure, map and poster for open house. He has also aided in the development and maintenance of the Science Library website.

Eileen Cravedi's accomplishments defy recording in a paragraph so I will name only a few: took responsibility for changing Orientation in August 03 for the first year class—with a treasure hunt—set a tone for interactive activities reinforced in our library instruction program. Eileen was an early crusader for recycling and print management that has reduced the paper waste in the Main Reading Room. She was appointed to the Holy Cross Greening Committee. Eileen's technological savvy and web experience is appreciated by the entire staff encouraging a greater sense of team spirit.

Lynne Riley, Circulation Supervisor, works one afternoon a week at the Reference Desk and graciously fills in when needed. Lynne was the first-ever Paraprofessional of the Year award winner from MLA (Massachusetts Library Association) this spring out of a field of 33 nominees. Indeed, her accomplishments will be used as criteria for future awards. Lynne is well on her way to achieving a master's degree from the University of Pittsburgh, School of Library Science.

MaryKate McMaster, Evening Circulation Supervisor, deserves much appreciation for going beyond her capable after-hours help at the Reference desk by providing teaching assistance in our course integrated instruction program. MaryKate's experience as an adjunct professor has been a bonus for our program. Plus, MaryKate is 6 courses into completing a Library Science degree at the University of Rhode Island, School of Library Science (this on top of another masters and PhD).

Diane Gallagher, Periodical's Librarian, continues on with her experienced help at the Reference desk one morning a week. She also assists with special projects and course assignments like Odyssey and Orientation. **Tony Stankus**, Science Librarian, is always willing to lend a helping hand and represented the libraries at the spring open-house.

Reference Statistics:

Total Reference Questions received at Ref Desk (Extended, Quick, Info/Directional)	3821
Reference Questions:	
Periodicals	190
Circulation*	1200
Email Reference	<u>195</u>
Total Reference	5406

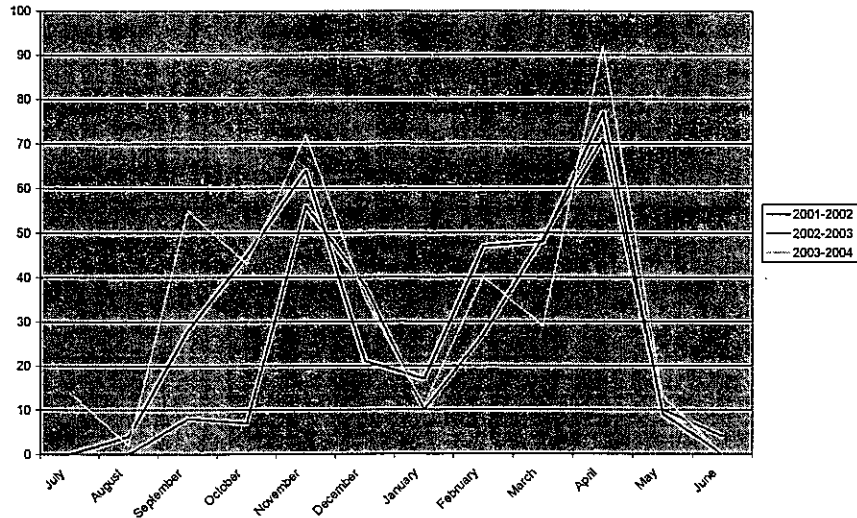
Extended Reference (Ref Desk)	395
Quick Reference (Ref Desk)	1603

*Estimated

**As reported in last years missive, printer and PC problems in the Main Reading Room have decreased exponentially with the addition of Deep Freeze and even more so now with four high-speed rugged printers. Plus, there is much less paper waste in the Main Reading Room with duplex printing capability.

All Reference transactions have increased from the previous year. The **chart** below reflects the increase in “**extended reference**” questions in comparison to the last two fiscal years (03 and 02). We have made efforts to “invite” students to bring their research queries to the Reference Desk with flyers, signs, instructional sessions and person-to-person communications. Plus, there is a ricochet effect from our enormously successful Researchers Workshops. We plan to increase these marketing efforts next year.

Extended Reference Questions, 2001-2004



Because **Directional** and **Quick Reference** questions are often adequately fielded by students/supervisors at the Circulation Desk, and because we will be participating in the collaborative Virtual Reference project with 18 other AJCU institutions, we are considering changing how we staff the Reference Desk. We are thinking of training some of our students to work at Reference and capitalize on peer-to-peer interactions.

Chat Reference statistics were not recorded as there were only a few inquiries of a conversational nature. **Email Reference** remains stable at about the same as last year.

Bibliographic Instruction:

Course Integrated Instruction (faculty requested BI):	28 (400)
Researchers Workshop:	16 (42)
Personal Consultations:	30
Orientation, tours, and special functions:	
First Year Orientation	(220)
Tours for Odyssey & Passport	4
Tour for Teaching Assistants	(15)
Open Houses	3

*() no. of students

We experimented with a “**treasure hunt**” for First Year Library **Orientation** in August to replace the traditional style of guided tours and were modestly successful. This sort of exercise set a tone for the interactivity that we promoted in our instructional sessions.

The summer of 03 was active with a new group of students on campus in the **Passport** program. Besides a specialized tour, the Passport students enrolled in the “Composition” class received a customized research session—we are looking forward to this summer.

Introduced a new research skills program for students—the **Researcher’s Workshop**. While it started off rather slowly, it became very popular as the year progressed. Thus, we are prompted to offer it on two nights during the week next year instead of one.

There was a considerable increase in **course integrated instruction** this year (from 10 to 28). While the customization of resources and individualized presentations require a great deal of preparation, we do hope for an even greater response from faculty next year.

We plan to extend our student **outreach** Reference services to **Cool Beans** in the fall.

The Reference Staff will be participating in the American Jesuit Colleges & Universities Virtual Reference Project (**AJCUVR**) scheduled to be up and running by the fall.

The workshops for faculty on “database searching tips” never got off the ground. We plan to be more resourceful in the coming year by seeking faculty input on the best time and place for such training.

Electronic Resources

- **H.W. Wilson** removed its databases (Social Sciences Index, Humanities Index, etc.) from FirstSearch as a per search access method
- **Academic Search Premier** was added to the library list of databases as it completely incorporates Social Science and Humanities Index, and General Science Abstracts. Plus, it selectively indexes many of the other Wilson indexes
- **Millenium Innovative System** replaced DRA due largely to the successful efforts of Karen Reilly and the implementation team. Students and staff at the Circulation Desk report that it is much more intuitive and easier to use.

Web, Information Literacy, and Technology:

- Developed **BlackBoard** course and mini-web tutorial for **Passport** students
- Taught web-editing class for library staff (6/9/03)
- Continued with web maintenance including large file transfers
- Primary instructor for 15 course related workshops (created pathfinders, database tip sheets, and interactive exercises)
- Compiled & distributed a list of interactive exercises (toolkit) for Reference staff
- Appointed to the **AJCU Virtual Reference Implementation team**—to establish a collaborative virtual reference service (tutor.com) between 18 Jesuit institutions by the end of August

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

Off-Campus

- Online Course Management: Issues and Applications Seminar, 8/20/03, NELINET
- Great Expectations for IT: Emerging Technologies for Administrators, Technologists, and Staff, 9/12/03, NELINET
- BlackBoard Content System demonstration, Babson College, 10/8/04
- Dartmouth Conference: Better Teaching Through Assessment, 10/23/04
- Are They Learning What We're Teaching? New Ways to Reach Your Patrons, 11/24/03, NELINET
- Making Use of Innovative Technologies in the Classroom, 2/11/04, NERCOMP
- Learning Spaces: New Visions, 3/2/04, NERCOMP
- It Matters! Supporting the Educational Enterprise in Challenging Times. NERCOMP Annual Conference, 3/22-3/23
- Defining the Library's Role in the Changing Academic Organization, 4/23, ACRL
- Expanding Opportunities for Collaboration and Next Generation Access, NELINET Annual Meeting, 5/7/04
- Your Place or Mine: Delivering Virtual Reference Today and Tomorrow, 5/20/04, NELINET
- CMRLS Digital Media Workshop, 5/25/04

Campus:

- In-house demo on BlackBoard Content system, 12/3/03
- Copyright for Photos, Sponsored by Archives, 1/20/04
- HC Employment Law for Managers and Supervisors, 1/23/04
- Judge for Annual Debating Tournament, 3/21/04
- Supervisors Annual Harassment Training and HC Diversity Dialogue, 5/5/04
- Seminar: Unemployment Compensation Insurance, 5/18/04
- Faculty Workshop: Working the Datacloud: Information Overload and/as Education, 5/17/04, Dr. Johndan Johnson-Eilola
- HC Tour Guide for New England Music Association Meeting, 5/21/04
- Various in-house training workshops on our electronic resources (EBSCO, RefWorks), Innovative Library System Training

Respectfully,
Patty Porcaro

Science Library
FY2004 Annual Report
Tony Stankus, Science Librarian

Statistics:

- **Library Instructional Sessions**
 - 18 sessions (38% increase)
 - 370 students attended (68% increase)

While Biology continued to command the most sessions (12) with the largest attendance (193), the big news was the increase in Chemistry sessions (from 2 to 4) and the growth in Chemistry attendance (from 21 to 129). This increase was due to multiple workshops on *SciFinder Scholar*, our newest and most powerful electronic product. Neuroscientific Psychology and Environmental Studies had one session each, with 15 and 20 attendees, respectively. It is also noteworthy that more and more of my presentations are being attended by faculty members (42 this year); even when they are not the instructors for the particular class being addressed, because the database skills are transferable and I try to include database comparison segments.

- **Science databases (10% overall increase in usage)**

The smash success of the year was unquestionably *SciFinder Scholar* (predominantly chemistry but atomic, molecular, and optical physics, and materials science as well.) It saw 145% more uses (3886) than its now-cancelled predecessor *CA Student Edition* (1582). Most impressively, 411 searches were done by sketching a compound out on the screen, and then having that image compared to millions of compounds for structural similarities. Each such search would manually have taken one or two days at a time, but is now accomplished in a minute or two! *MathSciNet* (Math, Computer Science & Theoretical Physics) doubled (from 758 searches to 1625). *Biological Abstracts & IAC Health* appeared to remain the same (AY2003: 2733 vs. AY2004: 2794) but this is deceptive, because *EBSCO Academic Search Premier*, and *MedlinePlus* are very searchable, full-text and rich in Biology and Psychology titles and topics, and have newly appeared on the Library's homepage. *MedlinePlus* like *Medline*, is a freely provided federal database, and is likewise un-metered, but essentially contains all Biology or Psych content as well. *PsychInfo* searches do appear to be down about 20%, from 19,183 to 16,834.

- **Electronic Reserve Use Exploded (from AY2003=6306 to AY2004=22,609)**
 Individual course-by-course tabulation of item usage yielded: Neuroscientific Psychology 76%, Biology 18%, Chemistry 5%, and Math & Physics 1%.
- **Print book & journal circulation & print reserve use declined 18% (AY2003=6531 vs. AY2004=5387).** There were however, unusually notable up ticks in the second semester in print reserve use (509 vs. 948), regular print circulation (1453 vs. 1973), and print journal check-outs to faculty (77 vs. 427). While our new circulation software will soon provide a timely per-department subject breakdown, customary sampling suggests the following sequence in descending order of market share: Neuroscientific Psychology, Biology, Chemistry, Physics, and Math & Computer Science. There is absolutely no question that topics in Neuroscientific Psychology, followed by Biology (equally divided between ecological vs. molecular topics) account for three quarters of regular print circulation, and that Organic Chemistry, followed by ecological readings, and problem-sets and sample exams in a variety of departments account for much of the print reserves.
- **Interlibrary Loan Traffic: Marginally Down in Numbers but Significantly Up in Degree of Difficulty.** AY2004 saw 16% less overall traffic (2481 vs. 2933), but 28% more borrowing (983 vs. 764). Borrowing is not only far more time-consuming, but getting much harder and slower because the expensive journals that we cancelled and now seek to supply via Interlibrary Loan, are taken at fewer and fewer places, and those places get more and more requests from places in our situation. The Science Library quite frankly saw delayed delivery or slow reporting of inability-to-supply to one of our heaviest users (a professor personally accounting for over 200 borrowings in the last two years). This resulted in a well-reasoned, official complaint from him and subsequent course of remedial action on the part of the entire public services team of Dinand Library. Eileen Cravedi, Access Services Librarian, has been appointed the head of the entire Holy Cross ILL team. She will bring the Science Library ILL functions into conformity with Dinand ILL by improving procedures and implementing better technology (most notably ARIEL). Even so, the increase in ILL requests in an age where libraries very much like our own, are canceling more and more journals, is going to place increasing budgetary demands for paid document delivery to increase fulfillment rates and speed of supply.

- **Over 20 Database Entries Were Newly Selected, Corrected, or Better Described on Library Web Pages.** Meeting informally about once a month with Reference & Instructional Resources Librarian John Coelho, new links were forged in Botany (*Plants Database*), Medicine (*Atlas of the Human Body*, *Medline Plus*, *Clinical Trials Database*, *Food & Nutrition Information*), Chemistry (*SciFinder Scholar*, *Center for Molecular Modeling*, *Sigma Aldrich*), Physics (*Physical Constants*, *Energy Information Administration*, *NOAA*), and even Military Affairs (*DefenseLINK*). We re-phrased captions, noted changes in coverage provided by vendors, re-positioned entries on the page, made deletions, and shared back-and-forth teaching and learning about new developments in each source, with the goal of promoting ease of customer use and mutual professional awareness.

Professional Involvement & Skills Enhancement:

- **The biggest challenge in my library operational skills learning and subsequent follow-on training of hourly staff was implementation of the new *Millennium Integrated Library System*.** Adoption of this platform proceeded surprisingly smoothly because it was preceded by lengthy discussion & collective decision-making last academic year. This year, advance preparation of the professional staff by Associate Director Karen Reilly, and the exceptional teaching skill of Holly Parker, the vendor's training rep, made the transition go even better. But not all general training supersedes local adaptation. The write-up of procedures and training notes regarding reserves and serials circulation was accomplished with the help of Lynne Riley, Dinand Library Circulation Supervisor, and my assistant Carrie Peck, with a goal to uniformity of practice among our libraries from Day One. We exchanged working drafts and experiences on an almost daily basis until we found what worked best.
- **Probably the most grueling external examination of our operations occurred with the arrival of the Research Corporation Site-Visit team in September.** The team consisted of one current and one former college President, (both with Science Ph.D.s) plus senior professors in Chemistry & Physics from peer schools nationwide. They dropped in on schedule and came back unannounced at will, for follow-up. They inspected our physical plant, consulted our print resources, and tested our electronic access. They queried us in rapid-fire manner about Science Library support for undergraduate research. We ultimately received a brief, but glowing mention, as an outstanding and well-run facility meriting continuing support, and it is our intent to sustain their good assessment.

- **Boston Chapter of the Special Libraries Association (Board Member)** as director for their Western Outreach Program organized a conference at the Worcester Art Museum, held on April 1.
- **Harvard University Hospital Network.** Conducted a workshop for biomedical librarians.

- **Additional Meetings and Workshops:**

- New England Association of College & Research Libraries workshop on the continuing viability and visibility of libraries on campus.
- Boston Chapter Special Library Association workshops (4)
- Special Library Association, Rhode Island chapter events (3).
- ARC libraries, Reference Section.
- Holy Cross Diversity workshop from Human Resources

Carrie Peck, Science Library Assistant attended:

- ARC ILL Committee Meetings: October 10, 2003 Assumption College
January 16, 2004 Holy Cross
- ARC Retreat: January 20, 2004 WPI

- **Publications:**

- *Science & Technology Libraries.* Contributing editor for 21 years
- American Library Association's *Reference & User Services Quarterly* (Libraries & the War on Obesity)
- *Science & Technology Libraries* (The Literature of Body-Fat Measurement Instrumentation)
- *Technicalities* (The Role of Publisher Polling in Journals, Magazines, and Newspapers)
- *Technicalities* (The Consolidation of European Science Publishers under the Springer brand name)
- *Technicalities* (The Marketing Strategies of Aggregators in the Health Sciences)
- *Technicalities* (Changes in Publishing on Military Affairs in the Afghan and Iraq Wars)
- *Technicalities* (Open Access Publishing in Biology.) This was cited in the Public Library of Science's news highlights page for 2003
http://plos.org/news/pr_2003_plos.html

- I served as an external expert examiner of the tenure-and-promotion file of the Head of Science Libraries for the City University of New York, supplied publication background information to the Holy Cross campus Committee on Tenure & Promotion, and interviewed every single candidate for a faculty position in any of the five academic departments I most often serve.

Goals for AY2005:

- Resolve ILL difficulties in cooperation with Eileen Cravedi.
- Master the statistics and journal circulation package of the new Millennium system, with help of all relevant library departments to better characterize academic department use of my business
- Improve my SciFinder *Scholar* draw-and-search capabilities.
- Further increase the number and hands-on nature of my workshops, and get more feedback from faculty in terms of their estimation of improved student paper quality and use of references...
- Learn the Literature of Entomology to better serve incoming Bio. Prof. Ober.
- Continue to learn about Open Access science journals, and advocate for them.
- Plan for the joint Sci-Tech meeting of the Boston & RI chapters of SLA.
- Complete a commission from ALA's *Reference & User Services Quarterly* Editorial Board to write a guide to the literature of America's leading cause of adult blindness: Age-Related Macular Degeneration.
- Help manage the library this summer despite a major ventilation overhaul, stack over-crowding, compact storage crankiness, and a catch-up-for-past-budgets burst in bindery, so as to make Dinand colleagues conducting an expected inventory over here as comfortable and barrier-free as possible.

SERIALS DEPARTMENT: ANNUAL REPORT 2003-2004

Revised to June 30, 2004

TOTAL SUBSCRIPTIONS:	3395
CURRENTLY RECEIVED:	1642
ADDED SUBSCRIPTIONS:	23
REACTIVATED SUBSCRIPTIONS:	1
CANCELLED SUBSCRIPTIONS:	181
CEASED PUBLICATION:	10
WITHDRAWN:	14
CHANGED:	5
BINDERY:	2,387

FINANCIAL

Money was a very serious concern again this year. Rather high price increases were projected by the industry, "8-10% for academic libraries, 11% to 13% for customers paying in U.S. dollars for non U.S. titles." (<http://www.ebsco.com/home/printsubs/priceproj.asp>) The dollar saw record lows against the euro. "During the three months that ended December 31, 2003, the dollar depreciated 7.5 percent against the euro and 3.8 percent against the yen. In this period, the dollar's trade-weighted exchange value declined 5.8 percent, as measured by the Federal Reserve's major currencies index." <http://www.ny.frb.org/newsevents/news/markets/2004/fx040205.html>

Fr. McFarland was able to appropriate a yearly addition of \$20,000 to the periodicals budget. After our first major periodicals cancellation project since 1996 (35 titles were cancelled in 1998), we cancelled 181 titles for approximately \$57,512 which brought our overall price increases to approximately 12 % over last year. We paid a total of \$628,102.29 for print and \$65,493.80 for electronic subscriptions this year. We paid a surcharge of \$2,850 on our non-discounted EBSCO titles. EBSCO Subscription Services, our periodicals vendor, discontinued their 1% prompt payment discount this year. As a tradeoff, they did agree to lower our service charge by .8%.

We bound 2,387 volumes this year: Dinand 985, Science 1,242 and Music 160 at a cost of \$26,397. We did the majority of our binding in the summer of 2003, and then stopped in order to preserve the remaining bindery funds as a small shelter against our tight periodicals budget. As things eased up a little in the spring '04 semester, \$5,000 was released for Science binding and then a second \$5,000, also for Science.

An alumnus made a substantial (\$100,000) gift to establish a History Fund at the Library "to make an acquisition plan to buy scholarly journals and periodicals." (Holy Cross Magazine, Winter 2004 page 34-35)

PERIODICALS

On the completion of a major cancellation project involving all academic departments, we cancelled 181 titles for 2004. This represents approximately \$57,512.

Work on processing cancellation information through our 2004 renewal, the online catalog and the Worcester Area Union List of Serials continued throughout the fall semester. As part of the cancellation project, Modern Languages gave their titles a more precise, language specific identification, and we changed the HEGIS, department identifier, codes to reflect this.

We made changes in IP addresses this year. This requires notification to all of our online suppliers and is always a time consuming process.

After canceling our subscription to Science Direct, we set up access to Elsevier's Web Editions product which provides a rolling year of full text electronic access to the titles we subscribe to in print. We replaced our print subscription to Chemical Abstracts with an online subscription to SciFinder Scholar.

The H.W. Wilson Company drastically restructured the subscription prices to their databases offered through FirstSearch. Databases that we were previously able to use on a rather modest pay per use basis were changed and significantly re-priced to a subscription only basis making it impossible for us to retain them. We cancelled: Applied Science and Technology Abstracts, Art Abstracts, General Science Abstracts, Humanities Abstracts, Social Sciences Abstracts, Index to Legal Periodical Literature, Biological and Agricultural Index, Education Abstracts, Biography Index, Library Literature, Essay and General Literature Index, Book Review Digest, Wilson Business Abstracts.

We were fortunate to be able to put money from the cancellation of these databases toward the purchase of EBSCO's Academic Search Premier database which incorporates the FirstSearch Wilson indexes: Social Science Abstracts, Humanities Abstracts and General Science Abstracts. It provides over 4,400 full text journals and contains 39 of the print journals we cancelled. We retained Essay and General Literature Index and Book Review Digest in print editions.

We saved \$1,600 on our Project Muse renewal this year by taking advantage of the consortium price offered through NELINET. Project Muse added five titles to its John's Hopkins University Press package: Children's Literature, Comparative Technology Transfer in Society, and Journal of College Student Development, Journal of Health Care for the Poor and Underserved, and South Central Review. Project Muse will, however, be re-structuring their pricing for 2005.

We have access to CMMC: Communication and Mass Media Complete, and American Humanities Index for free through EBSCO for 2004. We had a trial of the CQ Congress Collection in September, but current financial concerns precluded any additional purchases at this time.

After a database trial in August, we decided to subscribe to AtoZ as our electronic journal listing service rather than to renew our subscription to Serials Solutions. Although we had been satisfied with Serials Solutions, the AtoZ product offered us a slightly lower price, more frequently updated title and holdings information, less on site maintenance, and the very valuable ability to generate statistics on use. The Reference staff was unanimously in favor of the change. They preferred the overall design and functionality of the AtoZ product.

We saw a discouraging trend toward additional prices for electronic access to titles for which we had previously had free electronic access with our print subscriptions. Oxford University Press and Cambridge University Press both discontinued their free with print electronic access. We were unable to pick up the additional costs this year. The Proceedings of the National Academy of Science also dropped free with print electronic access and raised their price an additional \$630 for online access. We decided on print only.

The American Institute of Physics and the Physical Society went to a tiered pricing scheme that increased our subscription costs. They had already previously bundled their online access with print subscriptions.

The EMBO Journal changed publishers from Oxford University Press to the Nature Publishing Group. Nature then bundled this title with a EMBO Reports (to which we were not subscribers) and increased the package price from \$1,425 to \$2,250.

We received nos. 1-19/20, 1991-2001/2002 issues of Interfaces, a gift of Prof. Maurice Geracht of the English Department who is an editor of that journal.

We received volumes 31-41, 1992-2002 issues of the Journal for the Scientific Study of Religion from Prof. Imse (Sociology Department, retired). These were volumes that we already had, but we were able to give them to Anna Maria College. These volumes dovetailed very nicely with their holdings.

We received volumes 3 (1876) and 5 (1878) of Cottage Hearth from the Vermont Department of Libraries.

Sue and Mary Beth both worked on gift materials received by the college Archives. The Archives was given a substantial number of individual journal issues as part of the Deedy gift and these needed to be checked against our holdings. We were able to add a number of these issues to volumes that had issues missing. The Archives also received gifts of the Catholic Messenger (11/10/1911-12/30/1950) and the Pittsburgh Catholic (3/12/1959-4/27/1967). The specific holdings information was ascertained and input into the online catalog and union list of serials. We moved our bound print editions of the Catholic Free Press from the stacks to the Archives. The Archives received as a gift editions that were in better condition and gave the duplicates to the Catholic Free Press office.

Millennium

We began with OPAC training in August and Cataloging training in October (15-16).

With the receipt of our 2004 renewal in November, Mary Beth and Sue began the work of checking all of the EBSCO title numbers against our records as part of a general pre-Millennium clean up.

Diane worked with Karen, Nancy and Richard Kerver, ITS, on the transfer of DRA serials data to Millennium. This work began in October, identifying various types of title and holdings information for Richard to work with. He created data extracts which we reviewed in meetings and discussions. We looked at Innovative user information online and had conference calls with Innovative. Serials is traditionally one of the most difficult components of library automation. We are one of the first libraries to transfer DRA holdings and check-in information to Millennium, and it is thanks to the work that Richard Kerver did that we got such wonderful results. We had serials training in January (20-21), created vendor file codes, and went live with serials on February 6th.

In spite of the excellent transfer of data, serials check-in records still have to be essentially rebuilt one at a time in the new Millennium serials module. We saw our share of difficulties working our way through implementation, but Mary Beth and Sue worked with such energy and enthusiasm that we haven't had a backlog problem.

In March, we talked to our vendor about implementing electronic claiming. To do this requires a preliminary barcode project via EBSCO that we hope to do this summer.

On May 18th and 19th we all attended Acquisitions Training, and on May 20th Diane attended training in Electronic Resource Management. Loading our yearly renewal invoice requires building order records for each of our titles. We hope to be able to do this for the 2005 renewal.

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. Tours for the Odyssey student groups took place in August, and a newly designed orientation Treasure Hunt was held for first year students.

WACL UNION LIST OF SERIALS

Work on the union list included closing cancelled titles and adding some local data records for our electronic titles. WAULS: Dinand 114 additions, 197 updates, 22 deletions; Science 68 additions, 124 updates, 7 deletions.

JESUIT LIBRARY

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

LIAISON

The Choice list of "Outstanding Academic Books" was checked for English and Theatre. The English Department expressed interest in and placed orders for a significant amount of titles on the list. Diane worked with Prof. Danzy Senna on purchases for the Elisabeth E. Sheehan Poetry Collection.

MEETINGS, CLASSES, WORKSHOPS

EBSCO Seminar, "Serials Information Management: The Cutting Edge of Emerging Serials Technologies", Diane, Karen
ARC Reference Meeting, Nov. 6, February 5, Diane
NELINET Conference, "Serials Reloaded: Cataloging, Management and Access" Nov. 21, Diane
Academic Search Premier, January, Mary Beth, Sue, Diane
Millennium Serials training, Mary Beth, Sue, Diane
Millennium Acquisitions training, Mary Beth, Sue, Diane
Millennium Electronic Resource Management Training, Diane
PeopleSoft Financials budget and Purchase Orders, Mary Beth and Diane
Ulrich's Web training
XP Class, Mary Beth, Sue
Harassment Training and Diversity Dialog, Diane

Diane G. Gallagher
Mary Beth Pappie
Susan Selby

(Submitted by Diane Gallagher July 2, 2004)

Worcester Art Museum

June 8, 2004

Memo

TO: Jim Hogan

CC: Karen Reilly

FR: Debby Aframe

RE: WAM Library Annual Report

WAM Library Annual report for the period July 1, 2003-June 30, 2004

Highlights of the Year:

This past year was extremely busy with many staffing interruptions but turned out to be a very fruitful year with the continuing annual programs of College Night, Career Night and the addition of a new program, dubbed Humanities Night. The Friends of the Library Group and the Library Steering Committee, combined with the Art Historian's Committee, continued to meet regularly and plan new programs.

College Night was held this year on Thursday evening, September 18th, 2003. The event was promoted to all of the area colleges who are institutional subscribers to the Museum: Holy Cross, Assumption College, Becker College, Anna Maria College, Worcester State College and Clark University. Next year we will specifically also invite students from the U. Mass. Medical School as they have expressed an interest in being included. This year we included an oil painting demonstration by George Hancin, an instructor at the Museum, to appeal to studio art majors. The evening consisted of a slide show by the Director, Jim Welu, a tour of the library by myself, and a tour of the print show by David Acton. The turnout was again very good with 92 students present for the program with every college being represented and many area high school students who heard about the program via word of mouth. We did not hire a bus this year because of the expense and logistics problems. This is the second year in a row that we have had College Night and it is still considered very useful to area colleges and they have expressed a desire that we continue the event every year. Next year's College Night is scheduled for September 30th, 2004.

We held our second annual Career Night on February 12th, 2004. The format was very similar to last year's Career Night with 11 panelists who are professionals in the art field who presented a summary of their educational backgrounds and their career paths. The remainder of the evening was divided into three breakout sessions. The event was promoted to the same audience as College Night but really focused on students who are History of Art and Studio Art majors- a much more selective audience. A total of 35 students attended who were able to talk to art

professionals on a one to one basis about the future of a career in the field of art. This year we added a new presenter who represented the field of art education in the public school system. This program has been very well received by the area colleges and will be offered again this February but a date has not yet been set. In fact, the career counselors at several colleges have expressed an interest in becoming more involved in our program and want to promote this event more heavily on their campuses next year. We welcome their involvement and are very pleased that they view this event as beneficial.

Another event sprung out of the fertile minds of the committee members of the library steering committee and the Art Historian's Committee. The group decided they wanted to host an evening at the Art Museum for the members of the humanities departments at all of the Worcester area Colleges. The purpose of the evening was to educate the professors about the richness and breadth of the Museum's collection, how they can use the museum's resources in their curriculum development and planning, and to encourage them to bring their classes here for teaching purposes. The event was promoted via e-mail to the humanities departments of the colleges and the date was set for Tuesday-evening, February 29th, 2004. Jim Welu presented a slide show of our upcoming exhibitions for the next four years, dinner was served, and Jim took the attendees on a tour of our newly reopened and reorganized European galleries. As a result, Assumption College is offering a fall semester course on the History of Photography based around our fall photography show. A total of 36 professors attended and the evening was considered so successful it may also become an annual event.

The Friends of the Library has continued to be an active and vital addition to the library's life at the Museum. The group became more organized this year, wrote by-laws, elected officers and planned two events: an author talk and book signing by Elizabeth Johns, and an artist talk by Paul Cary Goldberg which drew 30 people. The group purchased a toy box to hold children's books for use by children visiting the Museum on Saturday mornings and the group started listing valuable books on e-bay to raise money for the library's acquisitions fund. There are twenty dues paying members currently. A goal of the group next year is to increase membership.

Staffing:

This past year presented many challenges via staffing because the Assistant Librarian, Tanya Semo, left on maternity leave July 29th and returned two months later to work part-time. She returned to full-time status on October 24th, 2003. Unfortunately, the library assistant (Mari Lenoe) also left to take a full time position at the Clark University Library on September 13th, 2003. Another library assistant, Chris Fiorelli, was hired and she started on October 15th, 2003. The fall is the busiest time of year for the library and I spent a good deal of my time training Chris. Chris is a graduate of Mass. College of Art with a degree in Art History; she is very computer savvy, and she came up to speed very quickly. Her extensive understanding of art history has been very helpful in her work on the reference desk. She has taken an active interest in book repair and visits the book conservation lab at Clark University every Thursday to learn book repair and conservation. The skills she has learned there have been very useful in repairing books in our library, saving money in my book conservation budget.

Because Tanya was out for two and a half months the yearly cataloging statistics are low and the cataloging backlog has continued to increase.

Statistics:

The statistics reported are for the period from July 1, 2003 through June 8, 2004. The total number of visitors to the library was 3383 with three more weeks to go in June. That number is very stable compared with last year's number of 3410. The other numbers are:

Reference questions-	1518
Non-reference questions-	359
Slides borrowed-	6264
ILL Loans-	296
ILL Borrowed-	138
Books acquired-	2584
Slides acquired-	1198
Books cataloged-	410
Slides cataloged-	425
Volunteer hours-	509.75
Student hours-	465

Other Notes:

The library was very fortunate to have a student intern, Syreena Chattman, the whole academic year from Clark University. She was accepted into the Library Science Program at University of Maryland and plans to become an art librarian.

Professor Barabra Beall, Head of the Art History Department at Assumption College, has designed an art survey course to commence this fall (2004), which will teach the history of art based on the encyclopedic collections of the Art Museum. The class will meet every Tuesday at Assumption College for lectures and every Thursday the class will spend their time in the galleries and library of the Art Museum. The creation of this class by Barbara is the fruition of the collaboration and hard work of the Museum and Holy Cross to present the Museum to the community as a rich educational resource.

The final note is the exceptional contribution to the library of the collection of Asian art books by the collector, Paul Schweitzer from Washington D.C. The donation consists of over 2100 books, primarily in the area of Japanese prints, a major focus of the Worcester Art Museum's art collection. The gift was garnered by our curator of Asian Art, Dr. Louise Virgin, and was received in November 2003.