

6-14-2002

# Annual Report of the Library (2001-2002)

James E. Hogan  
*College of the Holy Cross*

Follow this and additional works at: [https://crossworks.holycross.edu/lib\\_annual\\_report](https://crossworks.holycross.edu/lib_annual_report)

 Part of the [Library and Information Science Commons](#)

---

## Recommended Citation

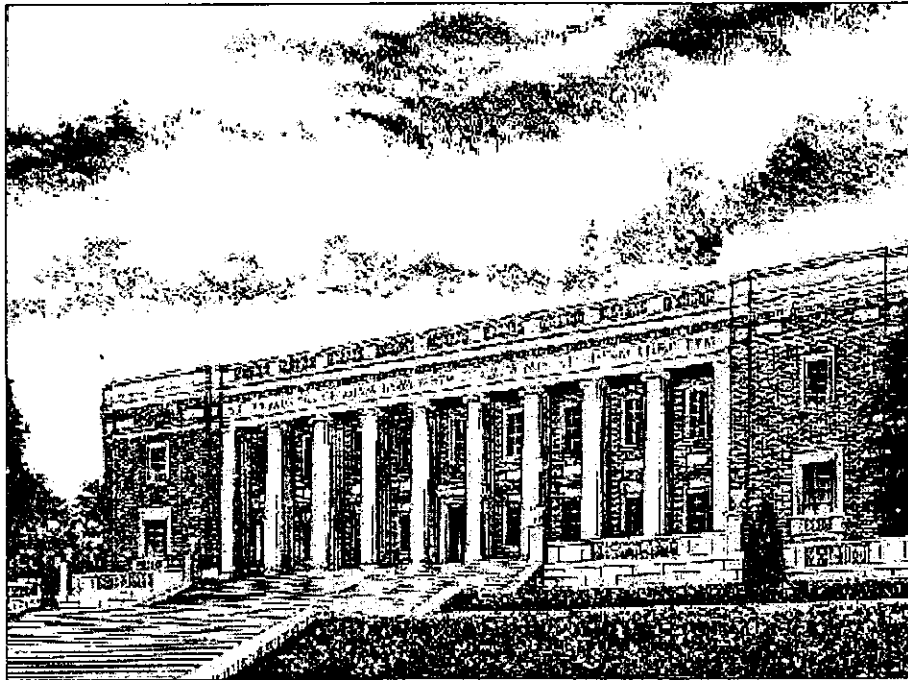
Hogan, James E., "Annual Report of the Library (2001-2002)" (2002). *Holy Cross Libraries Annual Reports*. 16.  
[https://crossworks.holycross.edu/lib\\_annual\\_report/16](https://crossworks.holycross.edu/lib_annual_report/16)

This Annual Report is brought to you for free and open access by the Library Services at CrossWorks. It has been accepted for inclusion in Holy Cross Libraries Annual Reports by an authorized administrator of CrossWorks.

# College of the Holy Cross

## Annual Report of the Library

**2001-2002**



**COLLEGE OF THE HOLY CROSS  
ANNUAL REPORT OF LIBRARY  
JUNE 2002**

This report will highlight the major accomplishments of the library program for the 2001/02 academic year and attempt to anticipate the major challenges facing the library in 2003.

**I. Academic Year 2001-2002**

The 2002 academic year was both busy and productive. The reports that follow this introductory narrative are from the principal library managers. They contain the details and the statistics that support the assertions I will make in the next few paragraphs.

The fall semester began with the addition of a new position to our staff. The long-awaited position of Reference and Instructional librarian was filled by John Coelho and the two semesters that have passed since his hire have reaffirmed our choice. The addition of John has allowed Patty Porcaro and her reference staff to focus more on the planning and implementation of instructional programs for both students and faculty.

During the fall semester, the library hosted Fr. Francis Susilo, a visiting Jesuit Scholar from Indonesia. Fr. Susilo found a comfortable home here in the library and during his all too brief stay he made many friends among the library staff. As is frequently the case in such exchanges, Fr. Susilo taught us as much as we were able to teach him. He did leave with some valuable technical insights into library web development as well as a fairly substantial overview of contemporary American librarianship.

This year also saw the successful completion of the Davis Grant (*Bridges to Art*) under the direction of Associate Director of Library Services Karen Reilly. Karen and her colleagues at the **Worcester Art Museum** are now busy working with Worcester Public School teachers as they integrate *Bridges to Art* into the public school curriculum. *Bridges* is also being successfully used in the classroom at Holy Cross as well as at other area colleges. *Bridges* is indicative of the successful partnership that continues between Holy Cross and the Museum. Indeed, we have received several inquiries from other museums seeking advice as they seek similar partnering relationships.

During the spring semester construction was completed on the new Educational Technology Classroom and Faculty Technology Lab on the second floor of Dinand. Although somewhat delayed, the opening of this facility has already had a positive impact on the use of educational technology by our faculty and we have great hopes for it during the coming semesters. In addition to providing another electronic classroom, the Faculty-only lab, will provide teachers with a private, quiet space to experiment with and to develop new educational technology. It will also be an ideal place for faculty to learn from each other as well as from the staff of the educational technology group as new technologies continue to become available.

In the field of technology, the library continues to be a valuable partner and assistant to faculty and they continue to respond very positively. The use of E-Res is way up after the initial pilot period in 2001, with 135 faculty currently registered as E-Res users. We expect that this trend of decreasing paper copies on traditional Reserve and increasing items on E-Res (1623 items in 2002) to continue. The feedback from faculty continues to be positive and we are working closely with the Educational Technology group in integrating E-Res with Blackboard. Once again, the new electronic classroom is proving invaluable as we continue to instruct both faculty and students in the use of both products.

This spring, working closely with ITS we have also initiated EZProxy. This satisfies the licensing requirements of several library products and allows faculty and students to access the full array of electronic library offerings from virtually anywhere on the planet. This is of immediate benefit to faculty who wish to work from home, students who live off campus, and students engaged in away programs in Washington and abroad.

As can be seen from the accompanying reports and statistics, Holy Cross is in line with other colleges in seeing a slight decline in the use of traditional print materials and an increase in the use of electronic services and products. It is expected that this trend will continue although not in a dramatic fashion. The world of electronic information seems to be stabilizing and solidifying at present and the traditional print items (especially books) will still be important in the years to come.

In addition to the new reference position, two other staff changes deserve mention. The position of library technology specialist (non-exempt) was created this year and is ably filled by a former evening supervisor, Al LeFrancois. Al takes care of our PC's, printers, copiers, microform machines, TV/VCRs, and provides on the spot assistance to users. This has greatly enhanced the overall performance of library machines, has reduced down time and has led to a much more effective use of our technology.

The "retirement" of the long-term acquisition librarian, allowed us to completely restructure the entire technical service side of the library. By more closely integrating the cataloguing and acquisition functions we hope to see increased efficiencies and better service to faculty in the acquisition process. This newly expanded unit is under the supervision of Nancy Singleton with her new title of Head of Acquisitions and Cataloguing. We are currently searching for a new acquisitions librarian.

During 2001, Data Research Associates (DRA), the library's long-time software vendor, was acquired by SIRSI, Inc. The ramification of this acquisition is that Holy Cross and other DRA customers must now either migrate to the SIRSI system or move to another vendor. We have been aware of SIRSI over the years and have always considered them a reputable vendor with a quality product. However, they have always geared their software to a library customer base that does not include Holy Cross and our peer institutions. They now claim they are modifying their software and incorporating the best features of the DRA product in order to better serve liberal arts colleges and larger

research universities. Time will tell if they can accomplish this. In the meantime we are investigating the principal competitors and have prepared an RFI which will be sent to each of them. A project team has been formed and is being co-lead by Karen Reilly, Associate Library Director and Ellen Keohane, Associate Director of ITS. A separate document is being prepared for the senior management of the College which outlines this process in greater detail and presents preliminary costs for this project. The bottom line is that over the past twelve years, Holy Cross has offered its students and faculty one of the most sophisticated and usable library systems available. It is incumbent upon us to continue this level of service.

Holy Cross' relationship with WACL (Worcester Area Cooperating Libraries) and CMRLS (Central Mass Regional Library System) is currently in a state of transition. WACL operates under the umbrella of the Colleges of Worcester Consortium (COWC) and this relationship has always been problematic. Several factors have recently arisen that are forcing WACL to re-asses its role and its collaborative relationships. A professional consultant has just completed a three month assessment of the situation and her recommendations will be voted on by the WACL membership within the next few weeks. It would appear at this point that WACL will continue as a unit within COWC, although with a diminished presence and a vastly reduced budget. WACL is the only unit within COWC that is entirely self funded from the budgets of member libraries. The return from COWC for this investment has been negligible. WACL will most likely intensify its relationship with CMRLS especially in the areas of the daily shuttle delivery of library materials, and the training of library staff. The maintenance of the Union List of Serials (WAULS), a vital WACL function will probably be divided between a WACL staff committee and NELINET. It is an interesting footnote that while WACL libraries had received virtually nothing back from COWC, our free membership in CMRLS has provided us with thousands of dollars worth of electronic services. For Holy Cross this amounted to \$34,000 worth of products inn FY'02. Our faculty and students may rest assured that whatever re-configuration our library consortium takes, it will be tailored to maximize our services to them.

## **II. The Challenges for 2002-2003**

The areas of space utilization and library budget transition us from 2002 to 2003.

Space continues to be a pressing issue for two reasons. The first is that despite the extensive wiring of the campus, students still use the library in large numbers. In an age of impersonal technology, they crave human companionship. Even when working quietly alone, students seem to enjoy the presence of other people. They also need, in greater and greater numbers, the assistance of reference staff. While we do offer "virtual reference" and will of course respond to email and phone queries, students still seek out the reference person. For these reasons, we are loathe to cut any further into the available seating in Dinand. The addition of the Rehm Library has helped, but all the libraries are frequently at maximum capacity during peak times of the semester.

The second reason is that books and journals will continue to play a major role in the information environment. It is true that indexes and abstracts are now almost entirely electronic and this has enabled us to cut back on several print subscriptions. The transition to the full electronic journal, however, has gone much more slowly than was once predicted. There are many reasons for this including reader resistance, economics of scale, licensing and copyright considerations and internet reliability. Nonetheless, the evolution to the electronic journal will continue. In the meantime we need to house the remaining print journals. The book is entirely another matter. So far the experiments with e-books have largely failed. We purchased and mounted *NetLibrary* but it was not heavily used and failed as a business. *NetLibrary* has since been resurrected by OCLC and we will continue to offer it as a service to our users and will monitor its usage. Traditional print books continue to be published in substantial numbers and will for some years to come. It is expected that our print collections will continue to grow at a rate of 8,000 to 10,000 per year. In order to accommodate this we will be entering into a contract with NELINET (New England Library Network) to store many thousands of older books and journals at their new remote storage facility. This is consistent with the practice of most of our peer institutions who face the same space challenges. I expect that our initial deposit into the new facility will be on the order of 20,000 to 25,000 volumes. The initial annual cost will be between \$12,000 and \$15,000. I plan to squeeze this out of the library budget in FY '03. In subsequent years, however it should be funded by the College and considered like any other facilities cost.

We have a separate and immediately pressing space need at the Music Library. While overall space is tight at Music, the recurring gifts of CD's from Dr. Hennessey have created a crisis. The initial Hennessey gift of records is stored on the second floor of Dinand. This is a barely acceptable solution. There is no more room at Dinand and absolutely none at Music. An additional storage room must be provided for Music or we should begin declining future gifts.

The library budget has been adequate for the past few years and, while tight, will be adequate for FY '03. Five years ago the budget received a base line infusion of \$100,000. This was in response to the periodical crisis of the 1990's. That infusion, combined with the annual 3% increase, enabled us to stop cutting periodical subscriptions and cannibalizing the book budget. The strategy was to gradually and very modestly begin adding new periodical titles and to fully fund the book acquisitions budget. This strategy has been adhered to and has worked. We have also been helped by more reasonable increases in periodical prices (approximately 5% per year as opposed to the double digit increases of the early 1990's).

By 2004 however, budget woes will return. During this period the annual increases have added up and once again threaten other budget lines. The addition of dozens of other electronic products has continued to grow and of course these, like journal subscriptions are annual commitments. In FY '02 the library spent \$85,000 on electronic journals and indexes. This figure could reach \$100,000 in FY'03. Some of this can be offset by eliminating print subscriptions. In many cases, however this is problematic. Publishers are increasingly bundling print and electronic subscriptions and penalizing libraries for

cutting the print. In other cases, the products are entirely new (like Lexis-Nexis) and are critical to the work of students and faculty.

One helpful strategy has been the Dean's initiative of providing library funding for new faculty lines. This new program will produce an additional \$10,000 for the acquisitions budget in FY'03. This is baseline money and will be increased each year as more new faculty lines are added. This won't entirely solve the problem of supporting new faculty but it helps immensely.

It is my hope that The AAC can process and send on to the FPC an alternate scheme for funding the library acquisitions budget. This should happen during the early fall of 2002 in time for inclusion in the College's budget presentation to the Trustees in December. This will enable adequate funds to be included in the FY'04 budget. The alternative is to decrease book purchases, cut back on electronic offerings and once again begin canceling periodical titles.

### **III. Conclusion**

The library program and the staff who deliver it continue to retain the respect and even the affection of both faculty and students. This is critical, for the library exists to serve their information needs. As the principal academic support service, the library remains at the heart of the Holy Cross experience. This is as it should be. In the years ahead the information environment will continue to become more and more technical. It is incumbent upon librarians to remain at this cutting edge of these developments and to continue to help lead the College into this exciting new world.

The Library enters the next academic year at nearly full staff. With only the re-configured acquisitions position yet to fill, we are essentially staffed. We also have one of the best library staffs I can imagine. In my travels I do see many libraries and many library staffs and Holy Cross' present staff is unrivaled. They have excellent traditional skills, great technical expertise and a constant desire to learn. During this past year, staff attended 57 professional conferences and workshops, several of which we hosted here at Holy Cross. I have always tried to imbue library staff with the Holy Cross motto, "Women and Men for Others" and they have embraced this sentiment and made it their own. It is how they treat our students and faculty and how we treat each other in our daily work. As I finish this report, a dozen of us (staff and students) are ferrying over a ton of food to the St. Paul's Outreach Food Bank. This is the result of our Food for Fines program. We will enjoy a better summer knowing that we begin it by helping those in need gain access to a basic commodity that many of us take for granted.

In doing this, librarians must continue to build partnerships with critical units within the College and even on the outside. The Library/ITS relationship remains strong and vibrant. This Library works closely with the Educational Technology Group and individual librarians work closely with faculty in specific disciplines.

It is also critical that the Library continue to enjoy the support of senior management at the College. The Director of Library Services reports directly to the Vice President for Academic Affairs and Dean. This has been a fulfilling relationship and I do wish to thank Vice President Stephen Ainlay for his constant support and encouragement. As Chair of the ITPC (Information Technology Policy Committee) I report directly to the President and this too has been a productive and rewarding relationship and I also extend my thanks to Fr. Michael McFarland for his support and assistance. To a lesser extent the Director of the Library must also relate well with other senior managers such as the Vice President for Business Affairs and Treasurer, William Durgin and the Vice President for Student Affairs and Dean of Students, Jacqueline Peterson. These too have been rewarding and productive relationships.

Dr. James E. Hogan  
Director of Library Services  
June 14, 2002



**Associate Director and Head of Technical Services  
Annual Report  
FY2002**

**Departmental Reorganization**

At the beginning of this year there was one hourly position open in Cataloging. One of our evening staff supervisors, Al LeFrancois, applied for the position and he was hired. However, it had become apparent that the library really needed a person to maintain PC's, photocopiers, and microfilm machines. We also needed a person to assist in the newly developed Electronic Reserves program. Since the current cataloging staff could keep up with the workflow, we asked Al to learn E-Res and maintain the machines. In October we formally moved this position from Cataloging to Access Services.

In August, Thomas Syseskey retired. We took this opportunity to re-examine the configuration of technical services. Fortunately, the support staff are very experienced and could maintain the ordering and receiving functions of the department. In order to ensure a smooth workflow between the two departments we promoted Nancy Singleton to Head of Acquisitions and Cataloging. Nancy had also chaired the Collection Development Policy Committee. We felt her knowledge of Holy Cross and her interest in Collection Development would prove beneficial to a new Acquisitions Librarian. Mary Moran was promoted to Principal Cataloger and she will supervise the 3 support staff in cataloging. The Acquisitions Librarian, which is currently still open, will report to Nancy Singleton and supervise the 2 support staff in acquisitions.

**Davis Grant**

The project "Bridges<sup>to</sup> Art" was completed this year. Finishing the website (<http://college.holycross.edu/bridgestoart>) and designing the search interface for the databases was very time consuming. The project team also hired an educational consultant to write a manual to accompany the site. The manual is posted on the site and has been sent to Central Massachusetts art teachers. A final report was written and submitted to the Holy Cross Grants and Corporate and Foundation Giving Office in January.

In February, Debby Aframe from the Worcester Art Museum and I presented a workshop on Bridges<sup>to</sup> Art for the Worcester Arts Magnet School. On March 23<sup>rd</sup>, Jolene deVerges and I presented "Bridges<sup>to</sup> Art, a Dynamic Model of Museum and Academic Library Cooperation" at the annual meeting of the New England Archivists in Newport, Rhode Island.

## Technology

Last summer, Nancy Singleton and I totally redesigned the online catalog. At the same time, we created a slightly different interface for the "Bridges<sup>to</sup>Art" online catalog. This summer we will also be making improvements to the catalog.

In the fall, I served on the Kronos implementation committee. The library was part of the first group to go live with Kronos. Diana LeBlanc and Lynne Riley also spent a considerable amount of time in beta testing Kronos and in assisting the rest of the staff.

With the assistance of Greg Rodenheiser in ITS, we were finally able to offer off campus access to most of our databases. The product we use is called EZProxy. Faculty have been very appreciative.

Electronic serials have been very difficult to organize. Serials Solutions offers a service that researches titles with vendors and creates an alphabetized listing that can be posted to the web. Updates are received semi-monthly. We purchased this service and it has been very well received.

This is the first full year that we have offered electronic books from our library catalog. 414 titles were accessed 787 times. We have statistics by title and we will use them to analyze the need for future purchases.

## Committee Work

This year I have been a member of the following committees:

### Campus

Community Standards Board  
CITISAC (College IT Architecture and Standards Advisory Group)  
CITISAC Digital Imaging Subcommittee  
ASAG (Administrative Systems Advisory Group)  
Kronos Implementation Committee

### Library

Library System Search Committee (co-chair with Ellen Keohane)  
Website redesign

**Publication**

Reilly, Karen and Jolene deVerges. "V-WAM, A Dynamic Model of Museum and Academic Library Cooperation." *College and Undergraduate Libraries*, vol. 8, no. 1 (2001): 15-24.

**Meetings, Seminars, Workshops Attended**

DRA/SIRSI Annual User's Group Meeting, March 4-7, St. Louis, MO

NELINET Conference "Moving Beyond the Catalog: Bibliographic Access in a Web World", Dec. 11, College of the Holy Cross

NELINET Conference "Open Linking Solutions", April 22, College of the Holy Cross

NELINET Seminar "Funding Your Digital Project: Tips for Successful Grant Proposals", April 8, Neline

NERCOMP, SIG Workshop: "Statistics and Measurement for Library Services", April 25, Wesleyan University

NETSL, "Something Old, Something New: Looking at Standards" April 12, College of the Holy Cross

New England Archivists, Annual Meeting, March 23, Newport, RI --- Presenter

Northeast Document Conservation Center, "Off the Wall and Online", May 30-31, Lexington, MA

Respectfully submitted,

Karen Reilly  
Associate Director of Library Services

**Periodicals  
Annual Report  
FY2002**

The two major issues in periodicals are the budget and the morass that is electronic journals.

**Budget**

The table below shows that in the last three years we have added 97 print journal subscriptions to our collection. The amount we have spent on journals has increased by \$62,116 or an average of 5% per year. EBSCO, our major subscription vendor, is predicting a similar increase as last year for 2002. It is possible we will stay in the 5% range, but EBSCO is predicting an overall increase of 7-9%. The strength of the American dollar is a major factor in this prediction. If we continue the same number of titles the projected periodicals budget may increase by \$46,475 to \$710,400.

	<b>2000</b>	<b>2001</b>	<b>%inc.</b>	<b>2002</b>	<b>%inc.</b>	<b>2003</b>	<b>Proj. inc.</b>
<b># of journals</b>	1740	1784	2.53%	1837	2.97%	1837	0%
<b>Budget</b>	\$601,809	\$632,891	5.16%	\$663,925	4.90%	\$710,400	7%

**Electronic titles**

Electronic journal titles have many inherent problems. Some of them come bundled with the print title. Some are purchased as a group from a publisher. Most are purchased from vendors that we call aggregators. It has been impossible to provide any type of coherent access to these titles because the aggregators change titles and their coverage constantly. Fortunately, Serials Solutions has taken on the task of collecting data from these aggregators. We tell Serials Solutions which collections we have purchased and they send us an alphabetized list that can be posted on the web. Users can connect to the titles directly from this listing. For the first time our users can go to a single listing and quickly check to see if they have access to an electronic title. Titles can be accessed from home by selecting the Electronic Journals list in EZProxy. Statistics are also provided with this service. We now know that we have access to approximately 16,000 electronic journal titles. The listing is updated bi-monthly.

Respectfully submitted,

Karen Reilly  
Associate Director of Library Services

## **Acquisitions and Cataloging Department Annual Report FY2002**

As of April 1, 2002, the separate Acquisitions and Cataloging Departments were combined to create the Acquisitions and Cataloging Department. The purpose of this merger was to promote a more efficient workflow as well as more efficient use of staff. Nancy Singleton was promoted to Head of Acquisitions and Cataloging to manage this newly created department. Mary Moran was promoted to Principal Cataloger and will oversee the cataloging support staff, Alessandro Camarra, Slavica Zukic, and John Dunphy. We are in the process of hiring a new Acquisitions Librarian, who will oversee the acquisitions support staff, Nancy Charbonneau and Jackie Mushinsky. These staff members along with Julie Bartlett, Catalog Librarian, are all excellent, experienced, and hardworking.

### **Acquisitions**

With Tom Syseskey's retirement in August, we have been able to rethink the configuration of technical services resulting in the reorganization of Acquisitions and Cataloging. During the interim between Tom's departure and the official restructuring of the department, Nancy Charbonneau and Jackie Mushinsky worked overtime to keep up with the work. Due to their years of experience, they were able to handle the basic work of the department, seeking assistance from Karen Reilly, Nancy Singleton, and Mary Moran as needed.

The library book and materials budget for fiscal year 2002 of \$282,760.39 was allocated among the various academic departments according to the book budget allocation formula. Funds were also allocated for the library's general, reference, and science accounts. As of June 1, 2002 we have spent \$148,795.62 on firm orders and have received 4849 volumes at an average cost of \$30.69 per volume. \$83,032.37 was spent on 928 volumes of standing orders at an average cost of \$89.47 per volume for a total of 5777. We are continuing to receive books and other materials during the month of June.

432 volumes were ordered for the new Rehm Library totaling \$18,074.25 with an average cost of \$41.84 per book. Some of these titles were a challenge to locate since they were only available from Asian sources. Jackie Mushinsky monitored the special allotment for Rehm purchases.

Nancy Charbonneau took the initiative to investigate older orders which were never received. With the assistance of Karen Reilly, she ran the DRA claiming report and sent claims to vendors. As she receives replies to these queries, she is cleaning up the database.

Jackie Mushinsky is a member of the Library Web Page Re-Design Committee.

## Cataloging

New books continue to be cataloged promptly, and we have very little backlog of materials awaiting cataloging. As of June 1, 2002, 5732 volumes were cataloged and processed. In addition, 112 videos, 53 CD-ROMs, and 68 print journals were cataloged. The number of electronic titles cataloged has increased in recent years. This year we cataloged 173 electronic journal titles, predominantly the JSTOR Arts and Sciences Collection titles. In addition, 4435 records for netLibrary titles were batch loaded into the catalog. 372 titles were cataloged for the new Rehm Library. We continue to catalog materials for Ciampi and the Multimedia Resource Center as well. 1649 volumes of serials bindery were also processed.

Because we will soon be moving to a different integrated library system, it is important to ensure that our bibliographic, holdings and item data is as clean as possible. We previously focused on our bibliographic records and have eliminated many duplicate and un-linked records. Due to these efforts, this data is a very good shape. We are now focusing on our holdings (MFHD) records to ensure that the data is listed in a consistent manner and that it accurately reflects our holdings. This will enable us to do online shelflisting in our future system, which will eliminate the need to print and file shelflist cards. To date, the cards in 105 shelflist drawers have been checked and the MFHD records have been corrected.

Another activity that is essential to ensuring that our catalog accurately reflects our holdings is inventory. This past summer, we inventoried the K (law), L (education), and N (art) sections. In addition, we weeded part of the education section and discarded outdated titles and unneeded duplicate copies. Additional weeding needs to be done in this section as well as in other areas of the library.

On a number of occasions, the cataloging staff have pitched in to help other library departments. In February, Nancy Singleton, Mary Moran, Julie Bartlett, Alessandro Camarra, and Slavica Zukic helped the staff of the Science Library quickly crate and freeze and then inventory approximately 2000 bound journal volumes that were damaged during a malfunction of the library's sprinkler system. This quick work helped to salvage these valuable journal volumes. In May, the cataloging staff along with Nancy Charbonneau and Jackie Mushinsky removed books and shelves in the stacks in preparation for the installation of new carpeting.

Nancy Singleton is training Tanya Semo, the new Assistant Librarian at the Worcester Art Museum, to catalog.

Julie Bartlett received her M.S. in Library and Information Science from Simmons College in May.

## **Professional Activities**

### **Positions Held**

American Library Association, Association for Library Collections and Technical Services, Council of Regional Groups – Nancy Singleton, Speakers' Bureau member

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

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

Worcester Area Cooperating Libraries Cataloging Committee – Mary Moran, Chair

Worcester Area Cooperating Libraries Acquisitions Committee – Nancy Charbonneau, Chair (until April 3, 2002)

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

Association of Records Managers and Administrators, Boston Chapter, Oct. 11, "Records Management and the Web" – Julie Bartlett

NELINET Conference, Dec. 11, College of the Holy Cross, "Moving Beyond the Catalog: Bibliographic Access in a Web World" – Nancy Singleton, Mary Moran

American Library Association Mid-Winter Meeting, Jan. 18-22, New Orleans, La. – Nancy Singleton

New England Archivists Spring Meeting, Mar. 23 – Julie Bartlett

NETSL, April 12, College of the Holy Cross, "Something Old, Something New: Looking at Standards" – Mary Moran, Julie Bartlett

Maine Women Writers' Collection Conference, June 20-22, Westbrook College, "Complex Web of Women's Friendships" – Julie Bartlett

Holy Cross PC Software Training

Copying PO's in PeopleSoft – Nancy Charbonneau, Nancy Singleton  
Introduction to Dreamweaver – Jackie Mushinsky

Respectfully submitted,

Nancy Singleton  
Head of Acquisitions and Cataloging

**Reader Services  
Annual Report  
FY2002**

Thank you for this opportunity to review the past academic year with respect to the Reader Services Department. There have been several major shifts or reorganizations in the department both with the staff and the building. Aside from the hire of a "new" **Reference Instructional Librarian**—a long awaited **Electronic Classroom** was created on the second floor of the Dinand Library. This created a major reconfiguration of room arrangements. It is my intention to cover most of the "exempt" activities with the understanding that the Access Services Librarian will provide information about Circulation, Reserves, Stacks, Interlibrary Loan, Evening/Weekend services and a myriad of other associated activities.

**Reference**

**Staff:**

A major change affecting staff was the "new" hire of a full-time **Reference Instructional Librarian**, John Coelho. While this was a welcome and needed change, it was necessary to let our accomplished part-time Sunday and evening staff go. Schedules of full-time day staff were adjusted to accommodate reference coverage during the evenings. The experimental Saturday afternoon shift was dropped as it did not warrant a full-time Reference Librarian on duty from 1-4. A professional Reference Librarian was on duty 52 hours of the week.

Circulation Librarian, Lynne Riley, was invited to participate in our Reference meetings and took on a Reference Desk shift as she is attending library school with two courses towards her Master's in Library Science degree.

**Reference Statistics:**

Total Reference Questions :	4430
PC & Printer Troubleshooting:	2440
Reference Questions fielded by Circulation & Periodicals:	1300*
Extended Reference:	360
Quick Reference:	2028
OPAC:	1403
Email Reference:	175
Real-time Reference:	30

\*Estimated from FY01



As with many libraries, our **desk transactions** are down as users utilize the internet much more frequently to answer simple questions; however, the proportion of “extended” reference questions is growing with the many more complex electronic resources available. Another interesting trend is the amount of troubleshooting the Reference Librarians are doing with respect to the PCs and Printers in the main Reading Room. The 2440 number was separate and not included in the Reference Question total.

We also instituted a Real-time “instant” Reference Service using **VRL** (Virtual Reference Librarian - free from Docutek) which saw a modest amount of activity without being marketed. The product does not allow for co-browsing of databases—an essential part of our effort to assist people with the many electronic indices and resources. We will promote and market this product next year and will also investigate other types of products with co-browsing capabilities.

**Email Reference** has increased slightly from last year and is expected to grow as more people become comfortable with this method of communication—even the commercial vendors are putting more effort into investigating “email” reference as adjuncts to their online reference products.

**Bibliographic Instruction:**

Hands on Faculty Sessions (Stein):	6
Faculty requested student sessions:	7
Odyssey (summer) sessions:	4
Electronic Reserve Workshops	8
Faculty mini-conference (summer)	2
Washington Intern Seminar	2
Open Houses	3
Copyright Workshops sponsored by Library(Faculty and Access Services SIG)	2
	34*

\*apx. 160 people attended the above workshops

There were fewer “faculty requested student sessions” during the Spring semester and we hope that this will change during the next academic year with programming already in the works to utilize the Electronic Classroom. **Note:** there does seem to be direct correlation between instruction and an upsurge in database usage. In FY01 – total searches for America: History & Life and Historical Abstracts was 1049 – in FY02 there was an increase to 1507. AHL was one of our featured sessions last year. Conversely, we featured BHA (Bibliography of the History of Art) in FY01 and total usage was 769. In this FY02 year, the total was 409. ScienceDirect, of course, had a tremendous increase as recounted by the Science Librarian.

## Collection Development

New Ref Books	60
New Book Displays	40
Special Event Displays	20

The Reference Staff is looking forward to the development of a formalized "Liaison" program as there have been several staff changes in the past couple of years with concomitant changes in liaison responsibilities. There is a healthy anticipation of taking a more proactive approach to outreach activities.

## Electronic Classroom & Room Rearrangements

An **electronic classroom** was created in the Dinand Library. It is housed in the space previously occupied by the Microfilm/Microfiche machines which are now in the Debate Room. A mission statement, policies and schedule were created for this new facility. New space for E-Reserves' processing and office space for the "new" Library Technology Support Coordinator was created in the Reserve Room (the videos were moved into the Debate Room for public perusal which has, incidentally, increased their circulation.)

## Web Redesign

A small but specialized web redesign committee was formed in April composed of Eileen Cravedi, Frank Garand, Jackie Mushinsky, Karen Reilly and Patty Porcaro (with an open invitation for Dr. Jim Hogan.) While the initial committee is small, all library departments will be called upon to help with writing, editing, and updating the web site. Considerable progress has been made and Eileen Cravedi created and administered a preliminary questionnaire soliciting input on our present site from the Holy Cross Community (faculty and students.) Comments like: "navigation system is confusing, no description of databases, wish we could search "other" library catalogs as one search, names need to be more obvious," came as no surprise to the committee and a template and usability plan is presently being worked on.

There were several positive remarks including this one from one of our faculty, "You've been doing a great job, especially keeping up with new options in technology. Your support of faculty research is terrific. Having visited many libraries, I can see our staff and resources are the best (Including the web site)! Thanks for all your help over the years."

### **Web, Technology and Electronic Resources**

- New library system being investigated with the sale of DRA to SIRSI
- Two major flagship databases procured: ScienceDirect and JSTOR
- Specialized databases added to library web site: World Shakespeare Bibliography, College Source Online and Iter (Middle Ages and Renaissance)
- MBLC/CMRLS Databases added: Biography Resource Center by Gale, Business and Company Resource Center with PROMT, InfoTrac Onefile,
- FirstSearch System Changes:
  - Added: Alternative Press Index, Essay and General Literature Index
  - Removed: abstracts to Wilson databases such as EconLit and Education Index
  - WorldCat became a "subscription" database
- Conversions of CDROM networked resources on NAL to Web based products: Masterplots (MagillonLiterature), Dyabola, Oxford English Dictionary
- NetLibrary, the e-book company that we utilize had a tumultuous year and was eventually bought by OCLC. While it has had a slow start, some of our patrons have embraced this product for its convenience. Being of a consultative nature, this collection is useful for people studying abroad, at home, and in special programs like the Washington Interns.
- BlackBoard came on campus and the Head of Reader Services participated in the pilot group of instructors that created a web course page.
- Several minor web site changes were required to accommodate the many electronic resource changes including Remote Access and Serial Solutions.

### **Meetings, Seminars, Workshops, Conferences, Committees**

Several conferences, meetings and presentations were attended by the Reference Staff including: Computers in Libraries Conference, NERCOMP Annual Conference, National Online Meeting in NY, ALA, NELINET, WACL, CMRLS, LOCI and NELIG. Head of Reader Services joined the Holy Cross Community Standards Board and applied and was accepted to attend the Futures Institute sponsored by the Mass Board of Library Commissioners.

Respectfully submitted,

*Patty Porcaro*  
*Head of Reader Services*

## **Access Services Annual Report FY2002**

Another busy year for Access Services. The department is comprised of one librarian, seven full-time staff, and ten part-time staff. Below please find highlights for each of the departments within Access Services. Among other things, the staff keeps active in professional organizations with one staff member Chairing (Circulation) and another staff member Co-Chairing (Interlibrary loan) WACL Consortium committees. A number of staff attended pertinent workshops/seminars/conferences including those sponsored by Nelinet and Nercomp on topics ranging from Interlibrary loan to computer maintenance and "CyberAttacks." We continue to be a net lender for Interlibrary loan, receiving compensation from the Massachusetts Board of Library Commissioners for this service.

### **Circulation:**

- Employed 60 student workers
- Circulated
  - 39,481 transactions
  - 239 Clark students had 1,091 transactions
  - 95 WPI students had 387 transactions
  - 43 Assumption students had 262 transactions
- Opened circulation to all WACL consortium member students
- Food for Fines Drive – Waived book fines with food donations. Food is then given to St. Paul's outreach. A number of donations were made even if fines were not owed. Received positive comments from visitors during graduation and alumni weekends.
- New signs
- Travel mugs and sports bottles sales

### **Interlibrary Loan:**

- Lending = 4,757 (through May 2002)
- Borrowing = 1,890 (through May 2002)
- Updated ILL software
- Ariel transmissions increased substantially. Employed three student workers to help with Ariel processing.
- Received compensation for being a net lender within the state from the Massachusetts Board of Library Commissioners.

**Reserves:**

- Traditional
  - 2,547 items added
  - 22,851 transactions
- Electronic – full rollout Fall '01 after very successful pilot project in Spring '01
  - 135 Faculty accounts
  - 176 course pages
  - 1,623 documents

**Stacks: New staff hired March = Erin Oberist**

- Books Reshelfed =
  - 1<sup>st</sup> semester = 17,648
  - mid-semester break = 3,660
  - 2<sup>nd</sup> semester = 17,315
  - Total = **38,623**
- Laminating (# & TAT)
  - 1<sup>st</sup> semester = 529
  - mid-semester break = 211
  - 2<sup>nd</sup> semester = 534
  - Total = **1,274**
  - Avg. turn-around-time = 23 days
- Books picked up during morning sweeps (in-library usage) = **643** (2<sup>nd</sup> semester only)
- Meeting Room Set-ups = **46**
- Books Repaired = **68** (2<sup>nd</sup> semester only)
- Shifted F & G call numbers from basement to Mezzanine
- Prepped library for re-carpeting

**Library Technology: New position, new staff = Al Lefrancois**

- Paper used = 636,065 photocopies; 763,935 public printers (over 7 months)
- Toner used = \$12,000 public printers
- Service calls on copiers = 50
- Worked with ITS implementing Win 2K operating system on MRR public access computers.

**Evening Weekend Supervisors:**

- Upgraded full-time position from CTS-4 to CTS-5 and transferred part-time staff reports to the Evening Circulation Supervisor.
- Two new staff = Diana Antul and Silvana Gjonaj

Respectfully Submitted,

Eileen M. Cravedi  
Access Services Librarian

## **Music Library Annual Report FY2002**

The 2001-2002 academic year was a productive one for the Music Library. The space shortage in the Music Library continues to be a critical issue. We desperately need additional space for study, general storage, audiovisual equipment and recordings. We have exceeded our capacity for audio recording storage by approximately 20% and have reached capacity for video recording storage.

### **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 20,011; the number of reserve room transactions was 5,382. The Music Librarian answered over 650 reference questions during the 2001-2002 academic year.

Library traffic can now be measured since automated patron counters are part of the new security gates. There have been 68,317 hits registered on the patron counter since September.

### **Acquisitions and Collection Development**

The collection continues to grow at a consistent rate. Approximately 365 compact discs, 185 scores and 165 books were added to the collection this year. We continued to expand the collection in all areas, with emphasis on eighteenth, nineteenth and twentieth century Western art music, jazz, American popular music and music of Indonesia, India and Africa. Approximately 675 book, score, video and sound recording titles were ordered this year.

### **Cataloging and Technical Services**

The Music Library staff made notable progress cataloging the backlog of recordings, scores and videos. Approximately 600 items were cataloged this fiscal year.

The Music Library continues to be aggressive about bindery projects; 130 items were sent to Acme Bookbinding during the 2001-2002 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, scores and DVDs will continue to receive special attention over the next year.

The Music Librarian will continue to work with James Hogan, Director of Libraries, and Shirish Korde, Music Department Chair, to address the ongoing Music Library space issues.

This summer we will receive an additional gift of recordings from Dr. Hennessey. The Music Librarian will continue to work with James Hogan to secure storage for these recordings.

## Personnel

Alan Karass completed his third year as Publicity Officer for the Music Library Association. As Publicity Officer he also serves as a member of the Publications Committee and as an ex officio member of the Development, Membership and Organizational Liaison Committees. Alan served a one year term as Chair of the New England Music Library Association, and became Past-Chair as of May 17, 2002.

Alan attended the annual Music Library Association (MLA) meeting in Las Vegas Nevada. At that meeting he presented two papers, *Telemann Cantatas: Resources and Recent Research* and *Collection Development Outside of the Curriculum*. As a representative of MLA, he also attended the mid-winter American Library Association and the Public Library Association meetings. Alan attended the fall meeting of the New England Music Library Association at the University of Connecticut and the fall Boston-Area Music Libraries meeting at The Longy School of Music.

As part of his responsibilities as Music Library Association Publicity Officer, Alan wrote eleven articles for the MLA Newsletter. The article covered recent publication awards, appointments and the organization's elections. Alan's chapter "Journals of the Century in Music" appeared in the book *Journals of the Century*, published by Haworth Press. He continues to serve as co-editor of the journal *Music Reference Services Quarterly*, published by Haworth Press. The first issue under his editorship will be available July 2002.

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

## Rehm Library

In January 2002, the Rehm Library opened as a quiet space for reading, study and reflection for students, faculty and staff. With the help of 14 student monitors, the library was open 88 hours a week during the spring semester. Over 370 books were added to the library this year. These titles include important texts from an array of religious traditions.

Respectfully Submitted,

Alan Karass  
Music Librarian  
June 5, 2002



## **Science Library Annual Report FY2002**

### **Personnel**

Carrie Peck replaced Amanda Henk as Science Library Assistant, enhancing library operations considerably, showing excellent abilities in both customer assistance via ILL and in student worker management. Marianne Brophy continued to serve in her characteristically highly effective manner.

### **Disaster Recovery**

In February, a fire sprinkler thoroughly doused over 1200 valuable bound periodicals. With the help of an ad hoc workforce of student volunteers, and the heroic assistance of the Main Library staff, these materials were quickly triaged, frozen, inventoried, and then prepared for subsequent transfer for professional conservation via freeze-drying. The customary loss-to-use rate in such incidences is as high as 50%, with replacement costs, assuming availability, a significant multiple of the original purchase price. But owing to prior training, prompt consultation by the Director with leading authorities, and the application of best practices by the chosen contractor, Munters Moisture Management, after generous funding by the Dean, better than 90% of the volumes, after having been very closely hand-examined, have been returned for use with essentially only cosmetic damage. The remainder awaits possible rebinding after further examination, as recommended by the contractor, in the coming summer.

### **Bindery**

Owing initially to the assistance of colleagues in the Dinand Library Periodicals Dept., and subsequently owing to new bindery software, the Science Library (Stankus & Brophy) increased its output from 594 volumes to 2,223 this academic year.

### **Notable Collection Development & Reference Activity**

Materials ordered for each of the Science departments fully used all allotments. Trends by department included (Math & CS,) increased demand for computer modeling of vision and other perceptual phenomena (Prof. Stanzi Royden), natural areas modeling (Prof. Catherine Roberts, and dynamical systems (Prof. Gareth Roberts.) We saw an exceptionally successful buying collaborative effort across all areas in Physics (Prof. Matthew Koss), with increased Chemistry materials in the Polymers (Prof. Katherine Aubrecht) and Proteomics (Prof. Ken Mills). We added significantly more materials in Arachnology (Prof. Ken Prestwich) and wildlife conservation (via an exceptionally precocious effort by Science Library Assistant, Carrie Peck.). Despite the fact that a

number of very heavily using Psych. faculty were on leave (particularly Profs. Wolfson and Kirschner), the more Neuroscientific portions of Psychology still accounted for the most demand for items and information services, by far, of any department using the Science Library. **Upgrading electronic resources in Chemistry is likely the most significant specific initiative planned for next year. Having assisted in over 16 Science faculty candidate interviews this year with a view to modeling collection & information support needs, at least as many will be held next year as well.**

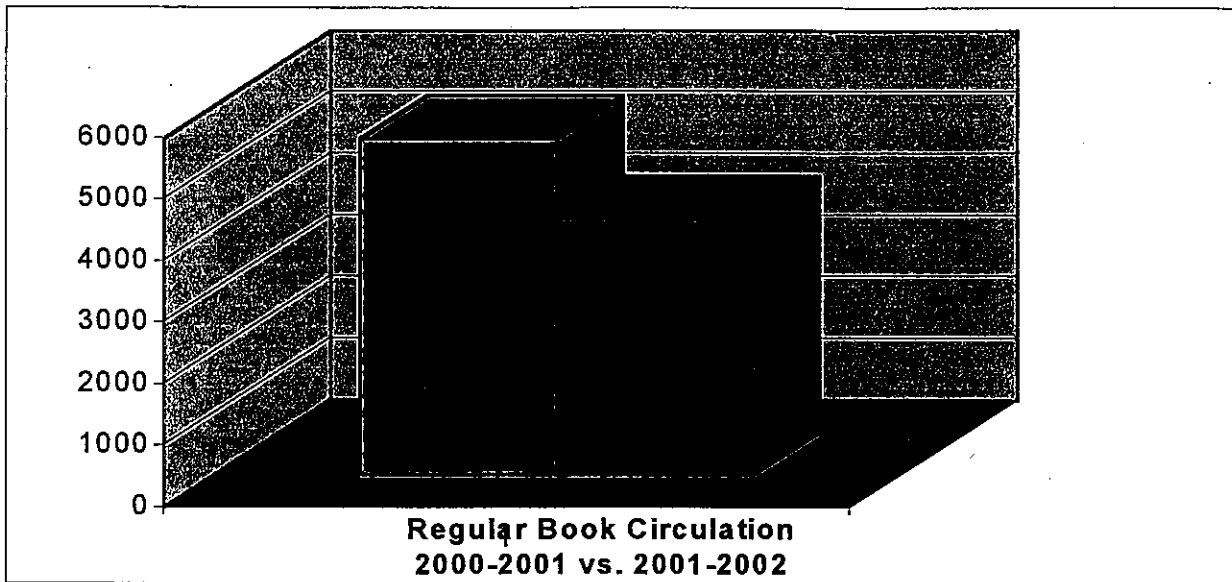
**Numbers of Professional Development Course completed**

Web Design, 2 ; Access, 2; Excel, 2; Digital Object Identifiers and Linking , 1;  
Customer Service in Libraries, 1; Disaster Preparedness, 1 planned in later June)

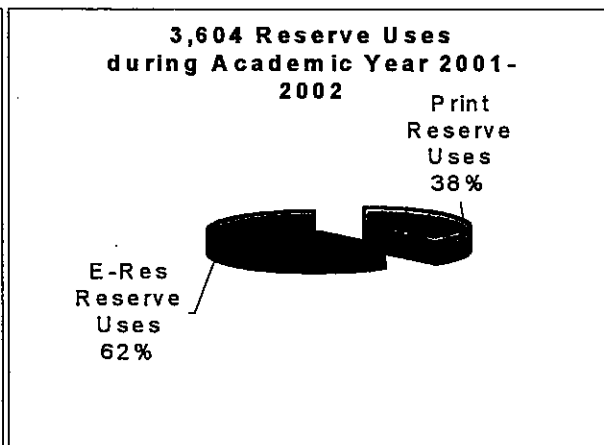
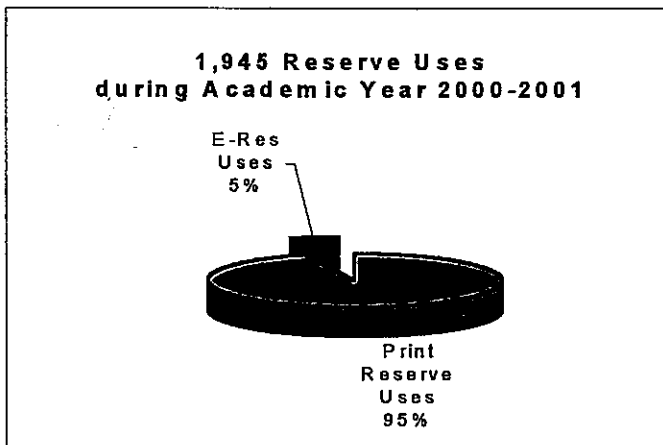
**Bibliographic Instruction**

The Science Librarian gave 6 workshops in Biology journal searching, 3 in *Science Direct* usage, 2 in *E-Res*, and 1 in collection strategy for the Chemistry Dept.

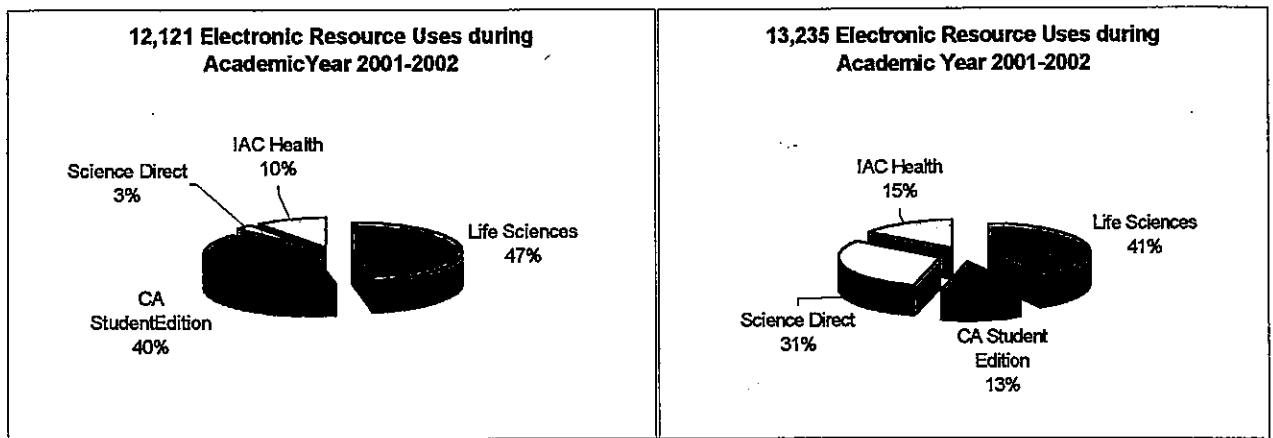
**Statistics**



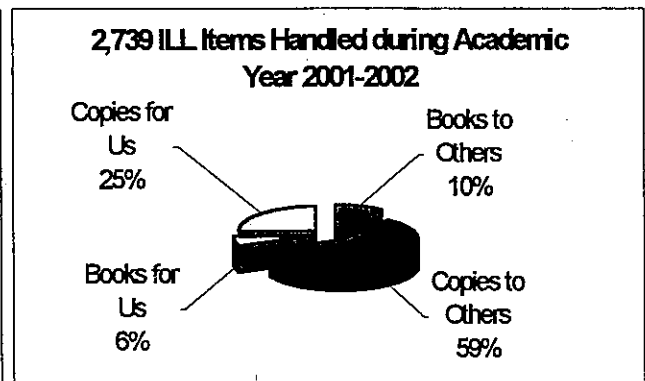
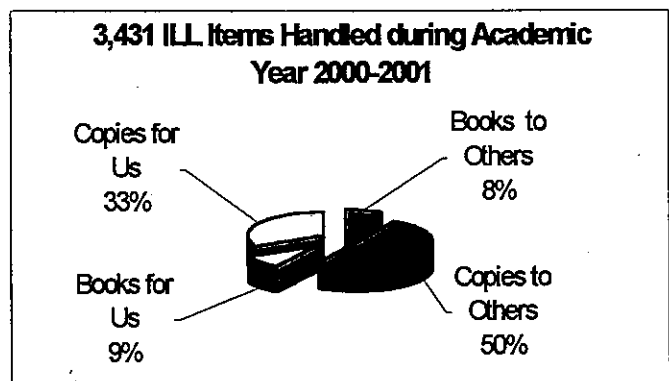
**There continues to be a shift away from use of print books as free choice or supplemental reading, or for term paper preparation, with this year showing a 15% drop. Journal articles, both print and electronic, are being used more and more often.**



**One particularly dramatic development demonstrating increased preference for electronic resources involved the switch in preponderance between accessing reserve readings in print versus accessing them electronically.**



Electronic Resource Usage increased overall in the Science Library, but it is particularly important to note that full-text resources like *Science Direct* and *IAC Health* grew at the expense of those that merely provide bibliographic references, like *Life Sciences* or *CA Student Edition*. Users want to get to content without an intervening step, like article retrieval from another site or source, if possible.



Interlibrary Loan was down by 12% overall, but three important factors remained true. First, like most Science traffic, journal article copies are significantly more important than loans of books. Second, we continue to loan to others significantly more than we borrow from them, actually increasing loans to others by 11%. Third, we consistently offer very quick turnaround, shipping within a few hours on the same business day. Our decline in borrowings most likely has to do with our own increased access to full-text resources like *Science Direct*.

Respectfully submitted,

Tony Stankus,  
Science Librarian

## **Archives and Special Collections Annual Report FY2002**

The College Archives and Special Collections Department had a very successful year in terms of accomplishments. The newly restored position of Assistant Archivist allowed us to begin a number of projects which had been previously planned and put on hold, and gave us an opportunity to make the department more visible on campus through exhibits and outreach.

### **Collection Development**

There have been **49** separate **accessions** of material to the Archives and Special Collections. Records transferred to the Archives from the college totaled more than **60.5 linear feet**. There were **6 donations** of memorabilia from alumni and friends and included football programs, photographs, yearbooks, books, a college sweater and the like. We also received 3 boxes of records for the Deaf Catholic Archives, a collection of sermons from the Jesuit Province Archives and we purchased a student scrapbook on Ebay. Our collection of faculty and alumni monographs has continued to grow as well.

We have continued to process collections as they arrive. Our backlog of unprocessed College records remains close to zero. In addition, we began processing material from the Special Collections area in earnest. Tanya Semo, a Simmons intern, began processing the James Michael Curley Papers last fall. Jo-Ann Carr processed the Dorothy Wayman Papers. I have continued work on the David I. Walsh Papers begun by Julie Bartlett last year. It should be noted that these are three of our larger collections. We reboxed and refolded about half of the smaller collections. We began arranging the Joseph J. Reilly Papers, the Jack Deedy Papers, the William Kennedy Papers, the Stearns Family Papers and others. We transferred about half of the Jesuit personal papers from the Archives collection to Special Collections. About 9 linear feet of photos have been processed including all the staff photos and student/alumni photos A-G.

### **Reference**

There were **181** visits by researchers to the Archives, not counting visitors to the third floor exhibits. Additionally, there were **79** reference requests for photographs and A-V material, and over **87** email and mail research requests..

## Exhibits

We presented 10 case exhibits from the College Archives and Jesuit Province Archives. These were:

Campus Dormitories  
Men's Football Athletic Uniforms – Then & Now  
Telephones, A Pictorial thru the Decades  
Women's Basketball  
2 Graduation Photos/Alumni Exhibits  
Dorothy Wayman  
Cranwell Prep School  
Pre-Columbian Artifacts  
Sacred Relics

In addition to these we presented a major exhibit entitled "Building Spaces: Holy Cross Architecture" in the new second floor exhibit area. This exhibit was well received and fostered greater interdepartmental collaboration with the Cantor Gallery and the Visual Arts Department. Other potential benefits may be the acquisition of the Bishop Fenwick painting borrowed for the exhibit and an online exhibit based on this material. The exhibit also allowed the Archives Department to add photographs of objects associated with Bishop Healey to its research collection.

## Projects

Other projects that were accomplished this year include: rehousing all the pamphlets in acid free folders, tying rare books having loose covers in archival tape, and moving uncataloged rare books out of the faculty and writer's workshop rooms and arranging them in catalog order in the rare book area. All faculty and alumni books in the Archives Reading Room have been cataloged. Seven boxes of memorabilia and 3 portfolios of newspapers and clippings in poor condition were deaccessioned. Several boxes of duplicate and damaged books were discarded. We began sorting and weeding the uncataloged books in the basement of the Library. Lois updated the Archives website.

We began a collection development program for our rare books. Lois wrote a first draft of a Rare Book Collection Policy. The collection was surveyed by call number to evaluate strengths.

We wrote a Photo Usage Contract, which was approved by the College Attorney, and developed an accompanying fee structure. Julie Bartlett surveyed the Athletic Association's collection of photographs and artifacts in the Hart Center and Fieldhouse as part of an internship project. We supported the New England Jesuit Provincial Archives by supplying one work-study student, archival supplies, photocopying and advice. We aided in writing the contract between the College and the New England Jesuit Province.

### **Professional Development**

The staff attended professional workshops, seminars and classes. Lois attended the Annual Meeting of the Society of American Archivists in Washington DC, both New England Archivists meetings, the NETSL Spring conference, an exhibit workshop by NEMA, and a web design course and took the reference course at Simmons as part of her coursework in Library Science. Mark attended the spring New England Archivists meeting and the weeklong Jesuit Archivists meeting in Rome, Italy.

### **HVAC System**

The biggest disappointment this year was the continuing problems with the HVAC system. The renovations were driven by the need to upgrade our system, but unfortunately we continue to suffer with major fluctuations in both temperature and humidity. This will have a long term negative impact on the colleges' collections of rare books and historic records.

Respectfully submitted,

Mark Savolis  
Head of Archives and Special Collections