On September 23, 2009, the University Libraries family lost a dear friend and colleague, Michele Fisher. She touched so many of us in so many ways with her ever-present smile, good humor, and positive, service-oriented spirit. She is deeply missed and will long be remembered by library staff and the University community. God blessed us with her life and she has left us with many happy and meaningful memories. This report is dedicated to her and her memory.

Each year it seems that the succeeding year cannot possibly surpass the activities and successes of the year just completed and each year this is proven wrong. Thus, the 2008-09 academic year exceeded our expectations in many ways: numbers of projects completed, services provided, collections enhanced, meetings hosted, and general overall progress. This report is an attempt to capture the successes of the Loyola University Libraries and the hard work and dedication of our staff who always keep the needs of the user in mind. Each and every person lives out our unofficial motto every day of the year: “Our students and faculty are not an interruption; they are our reason for being here.” I am proud to be associated with this staff which I prefer to call the “library family” because of how well it works together and how everyone cares for each other. As a result, my four years at Loyola have been among the best of my life, professionally and personally. The reader is referred to the individual division, department, and committee annual reports for more detail since this report, though lengthy, merely presents the highlights of 2008-09.

I. Information Commons (IC)

After the opening in January 2008 and surviving the spring semester, the staff of the Information Commons embarked on the first full academic year of operations in that outstanding new facility. Statistically and anecdotally, the IC has been, and continues to be, an unqualified success. And its popularity continued into the fall 2009 semester with even more students and faculty filling the building from the first day of classes. The building has been so successful that President Garanzini has already announced plans to convert the downtown library to an IC/Library in what is now the School of Business at 1 East Pearson after the new business building is completed in a few years. The Library at the John Felice Rome Center will also be moved and converted into an IC/Library as one of the first projects at the renovated campus on Monte Mario.
At the start of the summer term of 2008, the IC’s front doors were closed to allow for the demolition of the Jesuit residence immediately to the west. In that space, a beautifully landscaped area emerged, creating what is now called the East Quad, bordered by Cudahy Library and Madonna della Strada Chapel on the north and south respectively. Bordered on the west by Cudahy Science, the project was completed in the summer of 2009. The IC doors were re-opened in January 2009 even before the landscaping project was completed. At the same time, for security purposes, the Cudahy Library west entrance was permanently closed, requiring users of both the Information Commons and Cudahy to enter and exit by the IC doors.

The IC staff, in response to observing how students used the building in its first months of operation, have already made a number of changes in how furniture is arranged, especially to accommodate group work in the open areas. With the financial support of President Garanzini, the staff also placed more study tables on the third floor in response to student requests, and several computers were relocated from the third floor to the second floor group study rooms. The third floor, the designated quiet study area, has been problematic since the building opened because the group study rooms are not soundproof and because students, especially in the evenings, do not consistently stay quiet. After 18 months of advocating for a solution to the noise problem, baffling was installed that greatly reduced the sound of conversations coming from the group study rooms. The staff also renamed the third floor “quiet study area” to the “silent study area.” Both steps have greatly reduced, though not eliminated entirely, noise on the third floor.

The number of classes held in the building increased substantially in 2008-09 with most of the six classrooms booked all day long. The fourth floor meeting space was built out in the fall of 2008 and has become an extremely popular venue for the entire campus for lectures, seminars, workshops, luncheons, receptions, and meetings. The University Libraries, which utilize the space for all-staff meetings, retreats, committees, and parties, have responsibility for coordinating and scheduling the space, giving priority to academic events.

Following a naming contest in which more than 600 contestants participated, the IC café was officially named “Connections” for the entry submitted by Loyola student Stephanie Rydel. An appropriate name as the very popular coffee shop connects Cudahy and the IC, the café has become a very popular place to hang out, study, eat, and “get caffeinated.”

The building not only serves its primary clientele, Loyola undergraduates, but also faculty and graduate students, both of which are IC regulars. In addition, the Information Commons staff frequently receives and provides tours to visitors from the Chicago area, from around the United States, and even from abroad. All are impressed with the facility,
its services, and its beautiful location on Lake Michigan. The architects of the Information Commons, Solomon, Cordwell, Buenz, have won numerous awards for the building’s energy saving and other green features. A photograph of the IC was featured in the Library Journal’s annual architectural issue in December 2008.

The University Libraries staff began offering a variety of programming as part of the initiative to transition to a learning commons model more closely aligned with the academic enterprise at Loyola. Activities included an environmental film series, guest lectures, student musical performances, workshops on the use of library materials, and more. The spring semester included a contest to encourage greater student participation in University Libraries’ programming.

In terms of outreach, the Dean of University Libraries gave a presentation on the Information Commons at the annual meeting of the Illinois OCLC Users Group at St. Xavier University in the spring of 2009. The University Libraries hosted a well-attended American Library Association preconference on the building featuring IC, Library, and ITS staff as well as architects and engineers in July 2009. In addition, an open house was held during the ALA meeting and was well attended by librarians from around the country.

II. User Services

The 2008-09 year was a successful one for all departments within the Public Services division, and the theme once again was adaptation and change. While many of the changes had the potential to be disruptive to library services, the faculty and staff of the University Libraries viewed each change as an opportunity to improve the services offered to our patrons and responded accordingly.

Patron satisfaction continues to be high thanks to the dedicated service-oriented staff and many improvements in facilities, in particular the addition of the Information Commons but also upgrades to Cudahy Library (see Facilities below). Despite a loss of space in 2008, the Lewis Library at the Water Tower Campus continues to receive high marks from patrons thanks to excellent, personalized service by all staff.

There was a great deal of turnover in Public Services, both on the staff and faculty sides, and much time was spent in search committee meetings and interviews. Reference in particular had a number of vacancies and everyone pitched in to see that service levels were maintained and hours covered. The department hired one temporary reference librarian and librarians from other areas helped as well. Reference also hosted three library school students during the year.
As a result of the numerous Reference Department vacancies, and in order to facilitate better understanding of different service desk needs, the Cudahy Library and the Klarchek Information Commons instituted cross training for several IC and Library staff. The cross training also helped to prepare all staff for the possibility of filling in at another service point, especially in a situation where a desk is short-staffed due to illness or some other emergency.

At the Water Tower Campus, the Lewis Library was made more user-friendly through the addition of new chairs and workstations for the sixth floor computer cluster, more robust WiFi connectivity on the 9th floor, and the addition of a digital sign to promote library services and resources. To accommodate students preparing for final exams, both the Information Commons and Cudahy Library once again remained open 24 hours for several days preceding and during fall and spring final exams.

Statistically, services showed mixed results in 2008-09. Compared to 2007-08 which witnessed a dramatic increase in circulation, the number of charged/renewed materials for Cudahy and Lewis libraries declined this past year, -16% and -4% respectively. On the other hand, use of electronic reserves by faculty rose dramatically (up 63%) along with, not unexpectedly, a concurrent decline (-10%) in the use of printed reserve materials by students. Interlibrary Loan saw modest increases during the year, with lending to other institutions up a bit (+5%) and borrowing down slightly (-.76%).

Consistent with national academic library trends, reference activity decreased both at the Lake Shore Campus, down 60%, and at the Water Tower Campus, 21% lower than the previous year. Some of the decrease in activity at the LSC can be attributed to the way in which statistics were kept in the past as well as the relocation of the reference desk from Cudahy to the IC. However, we anticipate a rebound in activity in FY10 as patrons become more familiar with the new location and as library instruction highlights reference services in general.

A very positive trend in 2008-09 was a dramatic increase in library instruction (+39% at the Water Tower Campus and +22% at the Lake Shore Campus) thanks to more outreach by reference librarians at both locations and the recognition by the faculty of the value that librarians bring to the educational enterprise. Cooperation with the English Department UCWR program resulted in instruction sessions for more than 90% of the University College Writing Seminar (UCWR) classes.

Interdepartmental and intercampus communication improved in the past year through the addition of several new tools, in particular GroupWise Instant Messaging (IM), used by staff at all public service desks to quickly and efficiently disseminate information or ask a question of the larger group on duty at the time. It was readily adopted by the rest of the staff as well as an effective means of communicating. Webcam technology, in conjunction with the Skype software application, was utilized to improve cross-campus
communication, reduce travel between campuses for meetings, and reduce the need to use the video-conferencing facilities at both campuses. Skype is also being used to facilitate communication with the Rome Center Library, although the bandwidth is not yet sufficient to support the video component.

In Fall 2008, Public Services staff began using LibStats, an open-source package, to track the type and number of reference and circulation questions being asked at the various service desks at Cudahy, the IC, and Lewis. This was implemented as a response to the relocation of the Reference Desk and an attempt to study and minimize the disruption to reference services, but it has also become a useful tool for all of the University Libraries’ service points.

The LibGuides software, which the subject specialists began using in FY 2008, evolved into a very useful reference and instruction tool during FY 2009, with the creation of nearly 70 published guides to subject areas in the libraries’ collections. There are also now several course-specific LibGuides developed in conjunction with the teaching faculty.

III. Collection Development

One of this year’s collection highlights was an electronic resources budget enhancement of $260,600 which enabled the purchase of several new databases and periodicals, as well as the upgrade of several online resources. We were particularly pleased to acquire resources to support new and expanding programs on campus this year. For example, the Libraries purchased the Los Angeles Times Historical and the Civil War Newspapers databases and added a current subscription to the Los Angeles Times at the request of the new School of Communication. A request by the Department of Fine and Performing Arts resulted in the licensing of an online music product, NAXOS. Several other web-based reference sources for music were also added. Two general databases that deserve to be highlighted are our new subscription to Journal Citation Reports (JCR) which ranks journals within disciplines by impact factor and Readers’ Guide Retrospective which provides access to articles published in popular periodicals in the 20th century.

By partnering with other Loyola departments, the University Libraries were able to obtain expensive e-resources that would otherwise be difficult, if not impossible, to acquire. At the urging of the Center for Textual Studies, and working with the President, the Provost, and the Dean of the College of Arts and Sciences, the University Libraries were able to acquire six digital collections from Gale Cengage, specifically The Making of the Modern World (Goldsmith’s Kress); Eighteenth Century Collections Online; Nineteenth Century U.K. Periodicals; Nineteenth Century U.S. Newspapers; Sabin Americana, 1500-1926; and the Seventeenth and Eighteenth Century Burney Collection (English newspapers). These full-text databases will have significant impact for nearly
all of the humanities programs, but primarily history and English. In addition, the ArtStor database was acquired in cooperation with the Department of Fine Arts.

Two collection analysis tools (Bowker and OCLC) were utilized during the past year to assess the strengths of our monograph collections. The Bowker tool compares our book collection to that of a “model” academic library serving an undergraduate population, allowing the subject specialist librarians to locate and fill gaps in both existing and new collection areas, such as Communications, Performing Arts, and Islamic Studies. The OCLC Collection Analysis tool allows the University Libraries to compare our book collection to the existing collections of other institutions of our choice, if available. We chose several universities from a pre-established list of middle-weight and heavy-weight peers which allowed our comparisons to remain consistent with other areas of the University. The initial analysis revealed a number of areas where our print collection has dipped below those of our heavy-weight, or even middle-weight, peers. The results of these assessments will allow the libraries to reallocate book funds in order to fill gaps in the collection.

A book sale of unneeded gift items in October 2008 was very successful, especially given that it was the first such sale held at the University Libraries in more than a decade. An estimated 2,500 to 3,000 books were sold, and $1,435 was raised for the Sr. Rita Stalzer Women and Religion Book Fund. Unsold volumes were donated to Better World Books.

In an effort to facilitate communication between the libraries and the teaching faculty, a new faculty liaison brochure was created with the assistance of the Public Relations Committee. The brochure highlights services available to faculty and acts as a handout for librarians to use when contacting the teaching faculty. In addition, subject specialist librarians are increasingly using the University Libraries’ LOCL blog to highlight and promote library services, new resources, and instructional sessions. Librarian liaisons also routinely attend faculty meetings in order to promote services and collections, or just learn more about the current issues in the various schools and colleges. The turnover of several library faculty during the year provided the opportunity to reorganize and reassign the librarian liaisons’ subject areas.

IV. Technical Services

Technical Services had another extremely busy year, hiring four new staff, initiating cross-training within the departments, and evaluating and revising existing procedures and work flows to take advantage of new capabilities and improved technology.

FY2009 was the first year that the Monograph Department took advantage of the accrual book ordering program, developing new procedures to allow outstanding book orders to be carried over to the succeeding fiscal year. The monograph acquisitions unit acquired
and implemented, with the collaborative efforts of the Head of Systems and the subject specialists, two collection assessment tools to compare, analyze, and evaluate Loyola’s library collection with peer institutions (see Collection Development above). These analytical tools identified gaps within Loyola collections resulting in the purchase of more than 200 new titles to enhance our print collections.

In March, the Monograph Department began using the libraries’ primary book vendor, Yankee Book Peddler (YBP), to locate, catalog, and process out-of-print copies and take advantage of YBP’s cataloging and processing services. This new service reduced the number of individual procurement card orders. That same month the cataloging staff began participating in the OCLC Expert Community Experiment to help improve the WorldCat database.

The Serials and Electronic Resources Management Department (SERM) had a very successful year with many challenges and achievements. Position vacancies allowed for a review of staffing needs, processes, and procedures resulting in the development of new workflows and improved operations. Several major electronic resource purchases were processed, departmental statistics were redesigned, a value assessment program for e-resources was implemented, and the Electronic Theses and Dissertations (ETD) project moved forward. Several major electronic resource purchases were processed by SERM, including six Gale full-text digital databases, an unexpectedly major project requiring significant negotiation by the department head and Associate Dean (see Collection Development above).

Journals and journal packages continued transition from print or print + online to online only. Additional licenses for new e-resources were negotiated and networked services contracts were established to provide the broadest service to Loyola users. Another major project was the development of a value assessment program for library e-resources which included reviewing, evaluating, recommending, and implementing Serials Solutions COUNTER, a product that identifies how much each e-resource is being used, including cost-per-use data.

Departmental statistics were redesigned to improve turnaround time and offer more accurate results for various administrative statistics queries. Access to electronic resources continued to play a major role in cross-campus issues between the University Libraries and the Health Science Libraries. As a result, another “e-journal summit” was held to facilitate and implement an action plan to improve access and understanding of jointly owned e-resources. Finally, a partnership between the Library and the Graduate School resulted in significant progress with the electronic theses and dissertations project and the official start of electronic submissions expected to begin in Fall 2009.
V. Library Systems

As each year passes, libraries depend more and more on the use of computers in nearly every aspect of their operations. The Loyola University Libraries are no exception and 2008-09 was therefore another busy year for our Systems Department. In March 2009, our Voyager integrated library system (ILS) was upgraded to version 7 of the software from our vendor, Ex Libris. In August 2009, the new version of Pegasus, our online catalog (OPAC), was made available to the public following hours of preparation and testing by Systems staff and the OPAC committee. This major redesign of the catalog interface includes, among other things, a clean and easy-to-navigate “contemporary” display of our library’s holdings, links to Google Book Search, and images of book covers when available.

Other systems projects included 1) creating customized Voyager reports for analyzing collections, services, and other library activities; 2) working with the Web Team to update the library’s homepage to make it easier to discover library resources; 3) adding new online request forms to the website; 4) keeping database links current; and 5) testing the Drupal Content Management System for possible use with our internal and external web pages.

Systems also implemented Serials Solutions 360 Search to provide better access to electronic resources by allowing patrons to search multiple resources with a single query, also known as federated searching. The Head of Library Systems worked with library staff and the Graduate School to implement Loyola’s Electronic Theses and Dissertations (ETD) requirement for online submission beginning in FY10. These documents will be placed in the University Libraries’ future digital repository.

The department also 1) upgraded the OCLC CONTENTdm software to the latest version which includes optical character recognition (OCR) functionality; 2) upgraded the Pegasus express workstations; 3) installed numerous new staff PCs; 4) assisted the Law Library with its Illiad interlibrary loan software implementation; 5) coordinated the libraries’ response to Loyola’s new data security measures; and much more.

VI. Facilities

As usual, a number of projects were undertaken during the year to improve the comfort and utility of our buildings with most work done in Cudahy Library this past year. The renovation of the great reading room, aka the Echo Room, was completed in June 2008, in time to be used for several special events during 2008-09. In the summer of 2009, the area was finally given an official name, the Willouise Donovan Reading Room after the late Mrs. Donovan, an alumna of the class of 1939 who left a significant estate gift to Loyola University. A naming ceremony held on June 5 was attended by many family
members and friends and included a luncheon for the family arranged by University Advancement. The room was furnished with re-finished tables, chairs, and lamps from the former reading room of the Lewis Library. Handsome lighted bookcases were installed on both sides of the room and have been used continuously by the University Archives to display many of the treasures from Special Collections. The room is scheduled infrequently for large University gatherings by Conference Services in consultation with the University Libraries. Anne Reuland, Director for Administrative Services, developed guidelines for use of the room and works with Conference Services on its scheduling and utilization.

Newly remodeled bathrooms might not seem like a major achievement, but given the condition of and occasional unpleasant odors in the Cudahy restrooms, circa 1968, it was one of the best facilities improvements seen in the library in a long time. The bathrooms, including two new ones off the Donovan Reading Room, are so nice that one person refers to them as our Hyatt Hotel restrooms. Long overdue and much appreciated by all, especially staff, we thank President Garanzini for providing the funding for the makeover.

The Reference Department, having been moved to the old LUMA space south of the Donovan Reading room in 2007 to make space for the creation of a link between the IC and Cudahy, was required to move yet again in the summer of 2008 to make room for the new bathrooms in the LUMA space. A new reference office was created in the former library instruction room of Cudahy on the main floor, and the former main floor copy room was remodeled into an office for Jeannette Pierce, Head of Reference. The photocopiers were moved to another space nearby. The reference staff is to be commended for their patience and cooperation in the wake of multiple moves of their office space. The computers in the old library instruction room (teaching is now done in the Information Commons) were re-located to the Cudahy lobby as stand-up workstations across from the circulation desk. The old reference desk was removed as part of this rearrangement as reference service is now located in the Information Commons on the second floor. A “new books” area was created to the east of the current periodicals area on the main floor of Cudahy and has proven to be quite popular with library users.

Working with the Graduate School, the Libraries created two study spaces in Cudahy Library specifically for graduate students. One room with carrels and another with lounge seating and tables were established on the second floor using library and Graduate School funds. An open house was held during the Grad School orientation in August 2009.

Thanks to capital funding from the University, approximately 12,000 linear feet of additional compact shelving was installed in the Library Storage Facility (LSF) in the Sullivan Center in the summer of 2008. The shelving, which will accommodate up to 85,000 volumes, was necessary to store a large number of books moved from the Lewis
Library resulting from its downsizing in 2007-08 as well as to receive additional volumes from Cudahy Library in the future. Finally, new bike racks were installed in front of Cudahy Library and near the IC.

The facilities project with the greatest impact in FY09 involved the permanent closing of the former Cudahy Library entrance. As noted above, in the fall of 2008 the IC doors were temporarily closed so that the new landscaping of the East Quad in front of the IC could begin. This meant that all users of Cudahy and the Information Commons had to enter via the Cudahy doors for a semester. Then, in January 2009, the Cudahy doors were closed permanently, reversing the traffic pattern, i.e. all users of both buildings now must enter via the IC doors. This change, implemented to provide better security and monitoring of library users and guests, had the added benefit of reducing foot traffic and noise in the Cudahy Library lobby, making it much more conducive to study on the first floor. A great deal of planning and preparation went into ensuring a smooth transition from the old to new traffic pattern and, from the library point of view, the change occurred without a hitch. The Cudahy revolving doors were replaced with solid doors that can only be opened for large deliveries, while the two side doors are available for emergency exit purposes. The 3M and Gunnebo security gates were removed, opening up the lobby area near the circulation counter. Book drops were added in the IC atrium and the link between Cudahy and the IC to allow for convenient return of materials.

The Cudahy door closing resulted in an outcry from certain faculty and students when it no longer was possible to enter directly into the library space. Most concern was expressed by the occupants of the adjacent Crown Center who mourned the loss of “convenient” access to the stacks. Letters to the editor of the student paper, emails, and other forms of protest occupied a great deal of time of the library administration and, regrettably, of the President. At this writing, however, the opposition has finally subsided after nearly a year of living with the new arrangement.

VII. University Archives

Special Collections staff continued their multi-faceted work of acquiring, processing, preserving, and making accessible all sorts of materials: University records, personal papers, rare books, photographs, oral histories, and more. In terms of improving access to information, 31 new collection-level records (alerting users to the existence of an archival collection with summary data) were added to the online catalog and the OCLC WorldCat database. There are now 47 such records as well as 42 online finding aids.

Utilizing OCLC’s CONTENTdm, the staff created two digital collections: the School of Law Centennial and the Catholic Church Extension Society. Four exhibits of Special Collections materials were mounted in the new Donovan Reading Room display cases: history of Loyola; the Lincoln Bicentennial Celebration; Presidential documents and
views of Washington, DC; and Loyola Presidents. The oral history project continued with a focus on completing the John Felice Rome Center project and the Law School Centennial interviews. Dean Seal’s interviews with the late John Felice were transcribed and bound for distribution to a select group of people including Felice’s widow, Kate; JFRC director, Emilio Iodice; and President Garanzini.

The University Archivist, Kathy Young, submitted a grant proposal to the CARLI Book Digitization Initiative to digitize rare items in our collection including several volumes of the Illinois Catholic Review and a number of historical books related to Chicago. The grant project was approved and the items were scheduled to be shipped to a digitization center in Indiana in the fall of 2009.

VIII. Women and Leadership Archives

Like their colleagues in the University Archives, the staff of the Women and Leadership Archives in Piper Hall kept busy in 2008-09 with a variety of work and special projects. Using funds from the Gannon Center, a temporary cataloger was hired for the summer of 2009 to create 60 collection level records for the online catalog and WorldCat. During the year, the WLA added 23 new collections and received additions to many existing collections.

In-person visits to the archives rose 19.4% over the previous year and website page views increased 281% over 2007-08. Both these increases were no doubt the direct result of the excellent outreach efforts of WLA Director Elizabeth Myers as well as a makeover of the WLA web pages. The WLA also used CONTENTdm to create two digital collections: Mundelein Collection Foundations, 1929-34, and The Skyscraper, 1931-69. The latter, the Mundelein College school newspaper, is now online and fully keyword searchable.

IX. Assessment

The annual user survey was conducted by the Assessment Committee in the spring of 2009. As expected, the results were quite favorable with overall scores higher on every single question compared to the previous survey. The advent of the Information Commons had a strong influence on the results with patrons giving high marks for the atmosphere, availability of technology, and the availability of study space. On the negative side, not surprisingly, were comments about noise, the closing of the Cudahy doors, and the lack of quiet study space. The fact that there were both positive and negative comments about study space is not surprising since different users prefer different environments. Certainly at final exam times, despite the addition of 700 seats in the IC, there are never enough spaces for study.
The most positive comments from survey respondents related to the helpfulness of library staff, while the least positive (though not bad on a numerical scale, 3.81 out of 5) had to do with collections. This despite the fact that the library budget for materials has risen $1.5 million in the past three years and our offerings of electronic resources, especially full-text, have skyrocketed since 2005.

Compared to the previous survey in 2007, the greatest improvement in satisfaction related to space that is inviting and comfortable, an area we have focused on in all libraries. Satisfaction with online full-text resources likewise improved significantly since 2007. The question asking “what is the most innovative thing about the library” most often received responses related to the “green” aspects of the IC, the group study rooms, and technology accessibility.

On a University wide basis, Loyola’s annual survey of undergraduates gave very high marks to the Libraries, showing significant improvement since 2006. The 2009 survey noted that “Students tend to be more satisfied with the Library than with other services and resources on campus.” It reported that there were increases in satisfaction in resources, services, and study space. Next to “Off-Campus Life (Chicago),” the library got the highest undergraduate satisfaction rate, tied with the faculty. These results reflect the commitment of the staff to serve our students and faculty above all else.

X. Collaboration and outreach

The University Libraries continued its emphasis on outreach to the community and cooperation with other libraries. Following the signing of the reciprocal borrowing agreement with Northwestern University in May 2008, a similar agreement was signed with the United Library of the Garrett Theological Seminary and the Seabury-Western Theological Seminary in the fall of 2008. A visit to Marquette University by Dean Seal and Associate Dean Barnhart in June 2009 may also result in a similar reciprocal agreement as well as co-sponsorship of a future conference on the learning commons.

Other examples of collaboration in 2008-09 include 1) work with the Black Metropolis Research Consortium (BMRC) where Kathy Young, University Archivist, is active on a number of committees (see the University Archives report); 2) support for a citywide grant to create a virtual collection of Chicago resources (as yet unfunded); 3) a Social Committee sponsored community service project at the nearby Waldorf School; and 4) work with the Graduate School to create study spaces in Cudahy for our graduate population (noted earlier).

The Library Speaker Series continued to offer quality programs to the University community and beyond. Featured speakers were Stuart Dybek, Loyola alum and award winning author, and Ellen Skerrett, author of Born in Chicago, a history of Loyola
University. Newly created crystal paperweights of the original Cudahy Library south doors were presented to many of our speakers. Attractive posters and a variety of other advertising methods resulted in excellent crowds for nearly every program. See Appendix I for a complete list of Speaker Series programs in 2008-09.

The Public Relations Committee had an extremely busy year producing new library brochures, writing news releases, creating our own ALA READ posters, and designing a new brochure of information for library liaisons in the academic departments. The PR Committee also helped promote the libraries’ new mission and vision statements by creating signage with the statements to post in public areas. The mission, vision, and new tagline (“knowledge in your grasp”) also appeared on coffee mugs and the library website.

The Exhibits Committee likewise promoted the libraries and their collections through displays in the Donovan reading room (Abraham Lincoln, University presidents, etc.), and various small cases in the IC and Cudahy. Finally, with the assistance of University Marketing and Communications, the Information Commons, Cudahy Library, and Lewis Library made good use of their digital signage to promote library programs and services. The signs have also been used for special events such as Barrack Obama’s inauguration and President Garanzini’s State of the University address.

XI. Hosted meetings

The University Libraries hosted several conferences, meetings, and open houses in the Information Commons in 2008-09. These included the annual AJCU library deans meeting in March 2009 in which the Associate Directors/Deans, archivists, and ed-tech people participated for the first time. OCLC & Ex Libris both partially subsidized receptions for this meeting which took place on the IC fourth floor.

Dean Seal, a member of the OCLC Board of Trustees, suggested that the Board hold its annual “out-of-Ohio” meeting in Chicago in June 2009. He offered the Information Commons as the venue for the Sunday evening dinner to which Board members and their guests as well as local library dignitaries were invited.

Also in June 2009, the AJCU annual leadership seminar took place on the fourth floor of the IC. Around 50 middle and upper-level managers from more than 15 AJCU institutions attended. The libraries also hosted a meeting of the Catholic Research Resources Alliance in July. The University Libraries were subsequently invited to participate in this important consortium whose primary goal is to create a portal to a virtual collection of documents and images from the collections of major Catholic universities.
XII. Advancement

Modest but steady progress continued to be made in the raising of funds for the University Libraries during 2008-09. More gifts were received compared to the previous year thanks to the Phonathon (of which the libraries now have their own calling night) and various mailings organized by Robin Miller, our annual giving officer. The University Libraries are now included in Loyola’s two general direct mail campaigns (U.S. mail and email) as well as mailings targeted at past library donors. An attempt to solicit funds from Loyola’s dental school (now defunct) grads unfortunately got no response, but another attempt letter will be sent to that group in the fall of 2009.

The Sister Rita Stalzer Women and Religion Book Fund was established in honor of Sister Rita who retired in the spring of 2008 with a number of good contributions received to initiate this fund. Dean Seal continued to cultivate an alumnus who is a book collector and who has expressed interest in making a major gift of rare materials before the end of 2009. Plans were made for a large library donor sign to be placed in the Information Commons. This commemorative display will include the names of persons who have made significant gifts to both the IC and the University Libraries. More permanent signs were also installed in the Information Commons identifying the donors of various rooms in that building. Mr. Seal made a trip to California in July to visit two major donors to the Information Commons and made plans for a fall visit to two donors in Philadelphia and Boston.

Planning for a library support group continued with an emphasis on choosing members of the first advisory board. By the end of the spring, all members were identified and invitations accepted. The first meetings of the Board of the Friends of the Loyola Chicago Libraries were planned for September and October 2009. See Appendix II for a list of the initial group of Board members. Finally, the University received a $25,000 grant from the AT&T foundation in the spring to help purchase additional equipment for the extremely popular IC digital media lab.

XIII. Faculty and staff

There was much activity in 2008-09 related to the development of the library faculty and staff. The faculty mentoring program, led by Assistant Dean Cathy Miesse, began in earnest with assignment of mentors for five new librarians hired during the year. Mentors met with their mentees to help them transition to their new jobs, become familiar with the Loyola and library cultures, and introduce them to various library departments and staff members. The program was so successful that the Mentoring Task Force has become the Mentoring Committee. New faculty and staff hired in 2008-09 can be found in Appendix III along with the names of those who left Loyola for various reasons.
After months of hard work by a committee chaired by Head of Reference, Jeannette Pierce, and the Dean, the University approved proposed guidelines for rank and promotion of librarians in May 2009. This followed meetings of the faculty of the University Libraries, the Law Library, and the Health Sciences Library which provided feedback on the proposed guidelines and culminated in a positive vote by each group of faculty. Provost Christine Wiseman was very supportive throughout the process and provided excellent suggestions to clarify certain points and improve a number of passages in the document. The three respective heads of the libraries will next assign an initial rank to each librarian in anticipation of the first round of applications for promotion in 2010. On a related matter, the new Faculty Handbook was completed in the summer of 2009 and included updated sections on library faculty, accurately reflecting the changes that the Dean had proposed two years ago. It is important to note that according to the Handbook, librarians are no longer quasi-faculty, rather simply “faculty.”

Thanks to the good work of the Staff Development Committee, several useful workshops were presented during the year to help us with job skills and increase knowledge about the work of our various departments. The staff in-service in August 2008 presented by Jorene Richards of Human Resources focused on “Maximizing Work Relationships;” while the August 2009 session on time management was given by Leanne McKenzie of the National Seminars Group. The Committee, in cooperation with our Disaster Preparedness Committee, sponsored a workshop on dealing with water damaged books.

Other staff development programs included 1) “LUC Libraries and Sustainability” (October) featuring Dr. Marshall Eames, Department of Natural Science, and Gina Lettiere, Coordinator for the Center for Urban Environmental Research and Policy; 2) “Digital Cameras and Photos” (December) given by Adam Smeets of the IC Digital Media Lab; and 3) two GroupWise workshops (February 2009) presented by Corkey Wilburn, Loyola’s ITS System Administrator.

The Staff Development Committee also sponsored departmental presentations by Access Services, University Archives and Special Collections, Lewis Library, Women and Leadership Archives, and Serials and Electronic Resources Management, some of which effectively used humor and/or video to explain their work. The Reference Department sponsored a talk by Bernie Reilly, President of the Center for Research Libraries, to which both library and teaching faculty were invited.

XIV. Miscellaneous projects

Other activities are worth noting here. The Library administration produced two reports for President Garanzini. The first was a security audit which involved comparing our methods of handling visitors with those of our colleagues at Northwestern, UIC, and DePaul. We compare favorably to our sister academic libraries in terms of what
information we gather and the procedures used for reporting incidents. The second was a report on plans for the Rome Center library focusing on collections, facilities, and relations with other libraries.

The Library Administration appointed a Sustainability Task Force at the request of staff to determine what we could do to be more “green” and to encourage behaviors promoting good stewardship of resources. Among the Task Force recommendations were 1) turn off computers at the end of each work day; 2) recycle more regularly; 3) implement two-sided printing whenever possible; 4) purchase dishes for the staff lounge to discourage the use of paper products; 5) purchase green supplies such as dishwashing liquid; and more. The Task Force and the Staff Development Committee sponsored a talk by campus sustainability staff to educate us about the issues and later sponsored a brown-bag discussion to continue the dialogue. To help advance the “green effort,” the library administration provided staff with reusable water bottles to promote less use of bottled water and provided coffee mugs with the Library’s vision and tagline.

The annual administrative retreat in June 2009 focused on 1) the Jesuit tradition; 2) how the library can support the new Loyola Strategic Plan, and 3) planning our own strategic planning process set to begin in the fall.

The Emerging Technologies Committee (ETC), created in FY08 to monitor developments in the world of computing and to evaluate those things that might be applied to library service, in 2008-09 sponsored our version of the well known and widely utilized self-paced tutorial known as “The 23 Things.” The idea was to familiarize staff with the 23 most-utilized social networking applications in the Web 2.0 world. Chulin Meng, Head of Library Systems, and Susan Wardzala, Assistant Director of the Lewis Library, adapted the curriculum first used at a public library in North Carolina for use by our library staff. The optional program had more than 50 participants and though only a handful actually completed all 23 lessons, it was deemed a successful program of continuing education where staff learned about things that our students use on a regular basis for communication, sharing, and creation of digital projects.

The Dean appointed a task force in January 2009 with the aim of moving the Information Commons toward a learning commons model, i.e. with services and activities aimed at bringing the IC and other parts of the University Libraries more in line with the academic enterprise. The Learning Commons Task Force, Chaired by Associate Dean Fred Barnhart, included not only librarians, but also representatives from the Office of Learning Technologies and Assessment (Provost) and Academic Technology Services (ITS). Among its tasks were a literature review; programming aligning the Libraries with the curriculum; specific programs for undergraduates, graduate students, and faculty; and presenting a plan for implementation. The result was a roadmap for achieving the stated goals, projected outcomes, and a timetable for implementation.
XV. Other activities

The Library Board, our faculty/student library committee, met twice during the year to discuss library issues including budget, projects, and policy matters. The fall meeting ended with a wine and cheese reception at which many library faculty were introduced to the Board. During the year, the Library Board gave the University Libraries its support for 1) implementing three-year staggered terms for faculty Board members; 2) implementing fines for overdue recall books for faculty; and 3) closing the Cudahy doors in January, a controversial move for many faculty and some students as noted earlier. After drawing lots to determine the staggered terms of service, three faculty concluded distinguished service on the Board in the spring of 2009 after many years’ service: Dennis Martin (Theology); Bill Rochlin (Biology); and Bob Bucholz (History). The Board was again ably led by Dr. Alan Gitelson of the Political Science Department.

Fred Barnhart, Associate Dean for Library Services and Collections, was accepted into the highly competitive Frye Institute, a prestigious two-week leadership development program based at Emory University.

While no progress was made by Loyola on the establishment of the Center for Public Service (CPS) to be housed, at least in part, in the Information Commons, the University Archivist wrote a collecting policy for the papers of public servants whose papers might be part of the CPS archive. Work began on the re-processing of the Rostenkowski papers thanks to the hiring of a half-time archivist, Ms. Laura Berfield. A request to convert her position to full-time was approved during the summer of 2009 by President Garanzini.

XVI. Library goals

The Dean of University Libraries produced a set of short, medium, and long-term goals for 2008-2012 as part of the planning process begun at the library administrative retreat in the summer of 2008. A result of discussions by retreat participant, those goals and their status are listed below.

Short term (2008-2009)

- Complete the annual planning process for the University Libraries, tying goals to the new library mission and vision and aligning them with Loyola’s strategic plan. **Status:** Completed via the summer retreat and subsequent discussions by department heads and the Library Leadership Team.

- Complete and submit for approval a system of rank and promotion for Loyola’s professional library staff (includes Law and Health Sciences libraries). **Status:** Completed. A proposed plan was produced, accepted by the three library
faculties, and approved by the Provost. The document is currently with the University Rank and Tenure Committee for its review.

- Implement a staff training program on Web 2.0 tools. **Status:** Completed. The Emerging Technologies Committee recommended the implementation of a series of tutorials based on “The 23 Things” social networking software and tools.

- Establish guidelines (with the Graduate School) for submitting theses and dissertations electronically; implement a pilot program by fall 2009. **Status:** Completed. Following the pilot in the spring of 2009, the program was implemented beginning with the fall 2009 semester.

- Utilize collection analysis tools (OCLC and Bowker) to assess print collection and identify areas where future expenditures should be focused. **Status:** Partially completed and ongoing. Subject specialists have identified collection gaps and new titles have been purchased. Collection analysis will continue throughout FY10.

**Medium term (2009-2010)**

- Complete plans for the renovation of Cudahy Memorial Library (dependent upon funding and University priorities). **Status:** On hold. An entire renovation is not possible in the medium term but plans are being considered for re-doing the first (main) floor of Cudahy in FY10 or FY11.

- Establish a library Friends group. **Status:** Guidelines have been produced and an advisory board appointed. As of this writing, the Board has met twice and a membership brochure is being designed by University Marketing. A kick-off event is planned for the spring of 2010.

- Complete the Library Faculty Mentoring Pilot project and expand the program to include new staff employees. **Status:** The faculty portion of the program has been implemented and the Mentoring Committee has been made permanent.

- Create a Loyola University Chicago digital library including electronic theses and dissertations (ETD), archival photos, historical documents, oral histories, etc. **Status:** Future, pending the addition of another systems librarian in 2010.

- Develop and implement a procedure for relocating print collection materials to the appropriate location (Cudahy, Lewis, or Library Storage Facility) to improve access and usability of the collections. **Status:** Not yet accomplished.
Long term (2010-12)

- Transform the Information Commons into a Learning Commons with librarians and teaching faculty partnering to enhance the learning process through the use of library resources in the classroom and beyond. **Status:** In process. A Learning Commons Task Force was appointed and recommendations were made to carry out the transition.

- Complete plans for a new library and learning commons for the Water Tower campus (dependent upon funding and University priorities). **Status:** Dependent upon the completion of the new College of Business building at some future date when we will have the current School of Business building for a library/IC.

At a planning retreat in the summer of 2009, four library wide goals were set for 2009-10:

1. **Create the Libraries’ strategic plan for 2010-13.** **Status:** Underway, led by Anne Reuland, Director for Administrative Services. A steering committee and three task forces have been charged to recommend to the Dean at least three strategic directions for the libraries for the three-year period.

2. **Create a popular/recreational reading collection.** **Status:** Funds have been approved and books should be arriving late fall 2009 or early 2010.

3. **Plan/propose the future of the Audiovisual Collection.** **Status:** A recommendation to place most DVD’s where they can be directly accessed by the public was approved, as were funds to purchase plastic cases for each title. This project is to be implemented at the end of the spring 2010 semester.

4. **Investigate the value of and requirements for a single proxy server to address various access issues.** **Status:** Not yet done.
Library Speaker Series
2008-09

Kevin Davis. “Defending the Damned.” September 18, 2008, Rubloff Reception, 25 East Pearson, Water Tower Campus. Veteran journalist, Loyola faculty, and author Kevin Davis discussed his latest non-fiction work, *Defending the Damned*, a riveting story of a team of battle-scarred lawyers fighting against all odds in Chicago’s Cook County’s Public Defender’s Office.


Stuart Dybek. “Loyola in Fiction.” February 5, 2009, Klarchek Information Commons, Lakeshore Campus. MacArthur Genius Award winner, Loyola alum, and critically acclaimed master of the short story, Mr. Dybek read passages from his stories “Seiche” and “Lunch at the Loyola Arms,” and answered questions about his writing.

Theresa Schwegel. “Chicago Stars.” April 2, 2009, Klarchek Information Commons, Lakeshore Campus. Loyola alumna and Edgar Award winning author for Best First Novel from the Mystery Writers of America, Ms. Schwegel discussed the novels in her crime series: *Officer Down; Probable Cause; Person of Interest*; and the recently released *Last Known Address*. 
Friends of the Loyola Chicago Libraries Board
11-23-09

President:
Dr. Peter Gilmour
Professor Emeritus, Loyola

Vice President:
Karen Danczak-Lyons
First Deputy Commissioner
Chicago Public Library

At-Large, Executive Committee:
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Chicago, Illinois

Dr. Robert Bucholz
History Department, Loyola

Mr. Thomas J. Michalak
Winchester, Massachusetts

Mrs. Nydia Santos Searle
Chicago, Illinois

Joseph B. Starshak
Starshak Winzenburg & Co.
Chicago, Illinois

Dr. Mario Tse, DDS
San Marino, California
2008-09 Personnel Changes and Service Awards

July 1, 2008 to June 30, 2009

NEW STAFF

<table>
<thead>
<tr>
<th>Name</th>
<th>Dept.</th>
<th>Date</th>
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<tbody>
<tr>
<td>Annette Alvarado</td>
<td>Lewis Library</td>
<td>8/1/2008</td>
</tr>
<tr>
<td>Jane Currie</td>
<td>Reference Dept.</td>
<td>8/18/2008</td>
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<tr>
<td>Laura Berfield</td>
<td>Center for Public Service</td>
<td>9/1/2008</td>
</tr>
<tr>
<td>Jennifer Jacobs</td>
<td>Access Services/ILL</td>
<td>9/1/2008</td>
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<tr>
<td>Aparna Ghosh</td>
<td>Lewis Library</td>
<td>9/23/2008</td>
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<tr>
<td>Brigitte Anthony</td>
<td>Acquisitions Dept.</td>
<td>11/3/2008</td>
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<tr>
<td>Katherine Dunn</td>
<td>Serials Dept.</td>
<td>11/10/2008</td>
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<tr>
<td>James MacDonald</td>
<td>Reference Dept.</td>
<td>1/1/2009</td>
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<tr>
<td>Ted Quiballo</td>
<td>Information Commons</td>
<td>1/25/2009</td>
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<td>Carey Portis</td>
<td>Information Commons</td>
<td>1/25/2009</td>
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<tr>
<td>Tara Radnicki</td>
<td>Reference Dept.</td>
<td>5/11/2009</td>
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<tr>
<td>Josh Cummings</td>
<td>Information Commons</td>
<td>6/1/2009</td>
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PROMOTIONS

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<tr>
<td>Molly Mansfield</td>
<td>Acquisitions Dept.</td>
<td>9/15/2009</td>
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RETIREMENTS

None

RESIGNATIONS

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<tr>
<td>Andrea Gough</td>
<td>Acquisitions Dept.</td>
<td>7/29/2008</td>
</tr>
<tr>
<td>Ted Geerdink</td>
<td>Serials Dept.</td>
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<tr>
<td>Patrick Mallory</td>
<td>Lewis Library</td>
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<td>William Cuthbertson</td>
<td>Reference Dept.</td>
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<tr>
<td>Hilary Schaffer</td>
<td>Information Commons</td>
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<tr>
<td>Dana Zbyszynski</td>
<td>Information Commons</td>
<td>12/15/2008</td>
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CHANGES IN ASSIGNMENT

None

Service Awards

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<tr>
<td>Maria Cangco</td>
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<td>Brenda Overton</td>
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