This academic year saw a number of enhancements to the facilities and services offered by the University Libraries. Collections also continued to improve through the hard work of not only the subject bibliographers, but also the Serials and Monographs Departments. The University Libraries received the addition of a new facility (the Klarchek Information Commons), and also downsized the Lewis Library at the WTC by two floors, which required the transfer or withdrawal of a large part of that collection. The Access Services and Reference Services departments both worked closely with the new Information Commons staff to implement services related to the IC, and Administrative Services (formerly Facilities) was heavily involved in not only general facilities’ improvements. The various departments of the University Libraries also cooperated on another initiative; the downsizing of the Lewis Library collection and the associated vacating of floors 10 and 11. All projects required large quantities of staff time, not just in terms of planning, but also in terms of implementation. The rewards, though, have been exceptional.

In terms of personnel changes, the Public Services Division saw the departure of Jennifer Stegen, Interlibrary Loan Librarian; Mark Rockwell, Facilities Manager; Sr. Rita Stalzer, Reference Librarian, Sheri Ervin, Evening Supervisor at the Lewis Library; and Patrick Mallory, Reserves Associate at the Lewis Library. New personnel include Anne Reuland, Director for Administrative Services; Leslie Haas, Director of the Information Commons; Ross Zafar, Daytime Supervisor for the Information Commons; Mary Donnelly, Night Supervisor for the Information Commons; Hilary Shaffer, Late Night Supervisor for the Information Commons, Dana Zbysynski, Weekend Supervisor for the Information Commons, and Mary Ren, Assistant Librarian in the Rome Center Library.

**Access Services Department**

Access Services, in addition to its usual activities, also participated in the planning and preparation that went into the new Klarchek Information Commons. Leslie Haas and Ursula Scholz worked together to apply Cudahy Library policies wherever possible to ensure seamless services between the two buildings. An additional project involved setting up Voyager, the integrated library system, so that non-book items, including laptops and Digital Media Lab equipment, could be circulated to the students.

The Lewis Library project also involved Access Services, not only not only in terms of planning and implementing the move of materials from the WTC to the Library Storage Facility (LSF) at the LSC, but also in brainstorming ways to minimize the disruption to patron services. The majority of materials that were shipped to the Lake Shore Campus (LSC) were placed in the Library Storage Facility (LSF) which required not only planning on the part of Karen Cherone, the Stack Maintenance Supervisor, but also a long term project of integrating the materials into the rest of the LSF materials. Ursula Scholz,
Yolande Wersching, Ling-Li Chang, and Ewa Laska also worked closely to make sure that the transferred materials were accessible to patrons while they were being integrated.

The Department also completed several large reorganizing and cleaning projects this year. David Schmidt successfully completed a project to straighten the record-keeping and revise the policies for study carrel assignments. Ursula Scholz and Karen Cherone worked with the Serials department to improve procedures for missing issues from current periodicals and worked through a backlog going back several years. Bonnie McNamara and Avril DeBat, together with Ling-Li Chang, completed a project to withdraw lost books and forward them for potential replacement.

Copico, the University Libraries’ copier service for several years, declined to renew their contract and so COTG became the new copier service for University Libraries. While the service got off to a rough start due to delays in placing the copier equipment, providing paper, and installing a system for the fee-based public copiers, by the end of the Fall 2007 semester the system seemed to working well.

The interlibrary loan department, under the guidance of Jennifer Stegen, piloted a new program to allow faculty to have a larger hand in the material selection process. Called the “Purchase on Demand” program, it allowed for the outright purchase and rapid delivery of many materials that were originally requested by the faculty through interlibrary loan. The program not only proved to be extremely popular with faculty who took advantage of it, but also cost less than the original estimate to implement – truly a win/win situation. The department is looking at other opportunities to better the faculty.

Another significant change for the department was the addition of a new Community Access Policy, to coincide with the opening of the Information Commons in January 2008. The policy allows members of the public to enter and use the LSC libraries (Cudahy Library and Klarchek Information Commons) during limited weekday and weekend hours. Working closely with Martha Spring, Head of Serials, and the Information Technology Services Department, it was possible to expand the Community Access Policy to the computer network and also select online resources, if permitted by the license.

**Facilities/Administration**

The year included numerous additions and changes to the facilities of the University Libraries. In addition to the new Information Commons being built, the project also included a link with café from the Commons to the Library. Due to the newly constructed link, the Reference office was relocated to the former D’Arcy Gallery. At the WTC, the Lewis Library was downsized by two floors, which also required a shift of 70,000 items to the Library Storage Facility at the Lake Shore Campus.

During the summer the Cudahy Library Reading Room also benefited from a renovation project which added tables from the Lewis Library along with wood cabinets, and overall enhanced the space. The Library Storage Facility also received additional compact
shelving as part of a capital project, which added approximately 3500 linear feet of shelving, and enhanced the lighting in the area.

The campus itself became a maze during the summer construction phase as the former Jesuit Residence was torn down to make way for a new central green space. In addition the campus drainage system and sidewalk system were improved and made more environmentally friendly and attractive, although this project will be ongoing through the next fiscal year.

Mark Rockwell, Facilities Manager, left in Fall 2007 and his replacement, Anne Reuland, was not hired until May 2008. During the interim, Kevin Kennedy, Tom Linke, and Carol Franklin worked together with Associate Dean Fred Barnhart to report maintenance issues to Facilities. Anne Reuland was hired as Director for Administrative Services, which incorporated not only the Facilities Manager responsibilities, but also responsibility for the annual budget process, library personnel duties, and library assessment activities.

**Information Commons**

The opening of the new Klarchek Information Commons (IC) was a landmark for the University Libraries, as we added not only a striking new facility, but also new services, resources, and a new focal point to the LSC. The year itself started off slowly, and although the construction of the IC had been underway for more than a year prior, by August 2007 the building was rapidly gaining momentum, and with the hire of the new Director of the Information Commons, Leslie Haas, the planning took on additional speed.

The fall semester was primarily used for policy and procedure preparation by the Information Commons Steering Committee, chaired by the Director of the Information Commons, Leslie Haas. This included everything from writing procedures and hiring four new staff members (Ross Zafar, Mary Donnelly, Hilary Shaffer, and Dana Zbysynski) to meeting with Ursula Scholz, Jeannette Pierce, and Alison Stillwell to plan for seamless services between the Information Commons, Cudahy Library Access Services, the Reference Department, and Information Technology Services (ITS).

The dedication ceremony in December 2007 invited the Loyola community to preview the new building, but with the grand opening in January 2008 the gates were open and large numbers of students immediately made themselves “at home.” Key features of the new Information Commons, including the group study rooms, Digital Media Lab, and circulating laptop computers all were heavily used throughout the spring semester.

The IC has also been adopted by the library staff at the LSC, as several staff from the Cudahy Library took shifts at the first floor service desk of the Information Commons during the spring semester, and library staff routinely began using the meeting rooms and facilities of the Information Commons.
The Information Commons’ success has been clear, not only in the heavy use by students, but also in the way that the very concept of Information Commons and Learning Commons became a part of the University Libraries’ philosophy.

**Lewis Library**

The 2008 fiscal year was dominated by a project to downsize the Lewis Library and relocate or withdraw a large portion of the collection. In addition, though two staff left the Lewis Library (Patrick Mallory and Sheri Lewis) toward the end of the year. The Lewis Library also provided internship opportunities for two Dominican Library School students; Jamie MacDonald and Sarah Saegmon.

The downsizing of the Lewis Library was part of a larger project to expand the law school within 25 E. Pearson by renovating the 10th and 11th floors. The floors were previously occupied by the Lewis Library as a large reading room and book stacks, however beginning in January 2009 they will be classroom and office space for the law school. The plan had the added advantage, though, of allowing the Lewis Library to become more streamlined and focused on the academic activities being supported at the Water Tower Campus.

The project itself required a 50% decrease in the number of materials at the Lewis Library. This downsizing was made possible by both shifting materials the LSC, primarily to the Library Storage Facility, but also by weeding duplicate materials that were no longer necessary.

As part of this move, the 8th floor periodicals department was consolidated with the rest of the Lewis Staff on the 6th floor. In addition, the entire Lewis Library collection was moved so that it is located primarily on the 8th and 9th floors, and remains in call number order. The 9th floor archives were also renovated to create a smaller, but very nice, reading room. The curriculum collection was moved from the 8th floor to the 6th floor to improve access, and make additional room for materials on the 8th floor.

In order to minimize the impact on the students who use the Lewis Library, computers were added to the 6th floor to provide an additional work space. In addition another group work station was added to the 6th floor to provide better work space for the students.

Overall, while the 10th and 11th floors are missed by the students, the Lewis Library staff has done a fantastic job of creating the best possible student space in the remaining four floors. Service has remained a focus of the Lewis Library and it remains a popular study and research space for the WTC.
Reference Department

The Cudahy Library Reference Department was once again very involved with library instruction and collection development, in addition to the traditional role of providing reference assistance. Key to the University Libraries’ positive image has also been the liaison activities and relationships developed by the Lewis and Cudahy Librarians within their respective subject areas.

The Cudahy Reference Department also played a key role in the services offered at the Information Commons, by staffing the second floor “super help desk” and providing library instruction in a dedicated computer classroom on the first floor. With the advent of the Information Commons’ facilities, the Reference Department has had the opportunity to pilot new service models both at the Information Commons and in the Cudahy Library.

Part of the new Information Commons also included a link to the Cudahy Library, which required a relocation of the Reference staff from their previous office space to the former D’Arcy Gallery. This move actually resulted in a more convenient location between the Cudahy Library and the Information Commons.

Additional accomplishments of the Reference Department included continued progress in management of the Government Documents collection, migration of the subject guides to a new product called LibGuides, and laying the groundwork for a more formalized approach to the college writing seminar courses (UCWR).

In addition to these projects the Reference Department continues to be heavily involved in the acquisition of new materials for the University Libraries, whether it is print monographs for the shelves or electronic resources for the online collection.

Rome Center Library

The Rome Center Library experienced a number of positive changes in the past academic year, many of them related to the arrival of a new administration for the Rome Center. For instance, the Library is now regularly represented at faculty meetings. In addition, the Library joined the Unione Romane Biblioteche Scientifiche (URBS) group, which not only affords improved access to important collections, but also raises the visibility of the Rome Center. Another key affiliation has been made with the Centro Studi Americani, providing access to additional collections for our patrons and also additional opportunities for cultural exchanges.

Both the virtual presence and the physical presence of the Library have been updated in the past year as well. The webpage has been updated to more accurately reflect the services, hours, and holdings of the Library, and carrels, shelving, and a new conference table have all been added to improve the use of the facilities.
During the spring semester Elise Aversa visiting the Loyola University Chicago campus for training and meetings with the rest of the staff, which was a pleasant opportunity for everyone to become better acquainted. Finally, Mary Ren was added as a part time member of the Library staff, with the primary responsibility of working with the computers and electronic resources for the Library.

**Conclusion**

It was indeed a busy year for the Public Services departments, and in addition to working with the Public Services Division, these departments also worked with Archives, Women in Leadership Archives, Systems, and Technical Services to provide the best possible service to the Loyola Community. This was accomplished not only through the day to day collegial relationships between departments, but also through the University Libraries’ several committees. Goals for the coming year vary from department to department, but overall are directed toward improving the services provided by each department to the Loyola Community, and strengthening the University Libraries’ collections.
Annual Report, Fiscal Year 2007-2008
Access Services Department

This year was notable in that many of our activities were in support of two major library-wide initiatives: the opening of the Information Commons, and the relocation of materials from Lewis Library. The opening of the Information Commons required planning and preparing for circulation activities and building circulation policies in Voyager for the technology items. The relocation of Lewis materials required not only space planning but also making service adjustments to minimize disruptions to patrons.

We also completed several large clean-up projects this year. David Schmidt worked to straighten out the record-keeping and policies for carrel assignments. Ursula Scholz and Karen Cherone worked with the Serials department to improve procedures for missing issues from current periodicals and worked through a backlog going back several years. Bonnie McNamara and Avril DeBat, together with Ling-Li Chang, completed a project to withdraw lost books and forward them for potential replacement.

Other changes this past year include the transition to a new copier service provider, implementation of both the Purchase-On-Demand and the Online Document Delivery services, and a number of changes to our community access policies and procedures.

Core Activities
Overall transactional activity in the department was up an impressive 9.13% over the previous fiscal year. The two most dramatic areas of increase were in reserves usage (up 23%), and in intercampus loan usage (up 30%). The largest drop was in ILL lending, which has decreased by about 14% each year for the past 3 years, possibly due to the increasing availability of full-text resources. AV bookings also were down, but we believe this is due to the increased usage of reserves for AV materials, which in turn is driving up the number of reserves check-outs. Gate count was also up over 20%, although the previous year’s gate count was suspiciously low. The FY08 gate count is close to the one for FY06.

<table>
<thead>
<tr>
<th></th>
<th>FY07</th>
<th>FY08</th>
<th>Percent Change</th>
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<td>Charges/Renewals</td>
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<td>156538</td>
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<tr>
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<td>12316</td>
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</tr>
<tr>
<td>AV</td>
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<td>5730</td>
<td>-11.63%</td>
</tr>
<tr>
<td><strong>Total Transactions</strong></td>
<td><strong>357,770</strong></td>
<td><strong>390,423</strong></td>
<td><strong>9.13%</strong></td>
</tr>
</tbody>
</table>
FY0708 Goals and Status

- Assist with relocation of materials to Cudahy and LSF to prepare for Lewis Library move
  - Throughout the fall semester, Ursula, Karen, and Michele Fisher attended numerous planning meetings to strategize the best processes and timelines for this move.
  - In January, we received approximately 70,000 volumes from Lewis Library and began integrating them into the LSF collection.
  - Anna Gentry and Karen Cherone worked together to be able to provide access to these materials during the integration process; a process that required cross-checking call number lists to determine an item’s location and also searching for items in several different locations.
  - In February, the project was put on hold due to extensive problems with water leakage. This was resolved in March and the integration continued.
  - In early May we received 3,400 periodical volumes from Lewis and staged them in the mezzanine. The integration of these items into the Cudahy Periodicals is almost complete.
  - In June, the integration project at LSF was suspended again so that the student crew could shift the collection to prepare for the installation of new compact shelving.
  - As of the end of this fiscal year the project is approximately 2/3 completed. We anticipate that it will continue through the fall semester.

- Enhance and broaden visitor policies
  - In August, we expanded visitor access to include faculty from other institutions, and family members of faculty.
  - Through the fall semester, Ursula worked with Fred Barnhart and Leslie Haas to define new community access policies and procedures, which went into effect in January.
  - In March, with assistance from Bonnie, Leslie and Ursula investigated the possibility of using Easy Lobby and decided against it.
  - Starting in April and continuing into May, as a result of a string of thefts, Ursula worked with Leslie and Fred to make alterations to access procedures. Easy Lobby was installed and we began holding guests’ ID cards for the duration of their stay.
  - Effective June 1, we implemented a new reciprocal access and borrowing agreement with Northwestern University.
  - As a result of the above activities, by the end of FY08 we had more open policies for community members and enhanced procedures to provide security and safety for Loyola patrons.

- Work with the IC Director to coordinate and plan for needed Access Services activities at the IC
  - Through the fall semester Ursula worked with Jeannette Pierce, Leslie Haas, and Alison Stillwell to plan what circulation activities should take place at the IC.
  - In December and January Ursula created circulation policies for IC items and provided training on using Voyager.
  - We are continuing to refine and improve processes and Voyager settings for circulation of technology items and for communication with users regarding overdues and fines.

- Define levels of competencies for Access Services to facilitate cross-training –
  - Ursula worked with Leslie and Jeannette to decide what activities the IC staff should receive training on and which should be referred to the circulation desk. Additionally, in collaboration with IC management, Ursula defined and created appropriate access levels to the Voyager circulation module for students and staff at the IC.
Oversee transition to new photocopier service provider to provide for seamless access to equipment for patrons – complete; this ended up consuming a significant amount of time, requiring extensive negotiations with the vendor to arrange a system for payment via RamblerBucks.

- Our new service agreement began in August 2007, with the delivery and installation of the staff copiers
- Ursula worked with Facilities and Telecom to provide power and data lines for the new equipment in August and September. New public machines were installed at the end of August. Unfortunately the payment system was not ready at that time
- Throughout the fall Ursula worked with the copier service company to press for a satisfactory resolution to the payment system; and worked with Fred to negotiate for free-of-charge copying in the meantime to minimize disruptions to users
- In February, we met with the service provider and university IT personnel and decided to proceed with a new solution, using the existing Pharos software.
- By March ’08, we had gotten everything settled and it is now working smoothly.

Work with Serials and Bindery to improve and streamline procedures for issues missing from current periodicals – complete; with help from Martha Spring and Ted Geerdink we completely revised and improved the process for claiming missing issues and worked through/eliminated a multi-year backlog, dating back to before the Periodicals Associate resigned.

Implement Online Document Delivery for Intercampus Loan articles - This popular new service was implemented in August of 2007 and has resulted in a 100% increase in the number of articles received through ICL.

Systematically review and revise system settings for Circulation policies to ensure accuracy and consistency – ongoing; Ursula has started with the reserves item types and recall settings and will continue to review for accuracy.

Investigate the possibility of setting up Voyager circulation for the Rome center - Ursula met with Elisa Aversa to discuss this option in April, after investigating the implications. We decided not to pursue this at this time.

Create a wiki/training manual for the circulation desk to ensure that desk workers are able to provide efficient service and correct answers – mostly complete, although updates continue to be added

Additional accomplishments

- Assumed responsibility for study carrel assignments. David Schmidt was assigned this new responsibility and spent considerable time making certain that we knew who was assigned to each carrel, that we had keys to each carrel, and that we had clear and consistent policies for who was added to the waiting list for a carrel. The result has been a much more orderly and fair system for carrel assignments.
- Bonnie and Avril continued work on the “Lost” book project. A large backlog was cleared; a final check of the shelf was done, then items were discharged for withdrawal and forwarded to Technical Services to be withdrawn.
- The movement of items from Lewis to LSF necessitated finding an alternative way to store oversized books at LSF. We worked with Cataloging to determine how to identify, mark, and relocate these items.
- Ursula met with Fred, Yolande Wersching, Susan Wardzala, and Tracy Ruppman to review the current policies and procedures for provision of materials to distance education students, and agreed upon new procedures for the Carthage College Social Work students.
Goals for FY0809

- Switch from using Ariel to ILLiad for patron online document delivery, which will include customizing document delivery ILLiad web pages
- Codify policies/procedures for overdue books on faculty accounts
- Process long-overdue books charged to faculty and departmental accounts
- Increase awareness of fine policies by creating bookmarks
- Codify procedures for cataloging of reserve items
- Work with Fred Barnhart and the bibliographers to create a policy for relocating items to LSF
- Hire and train new ILL Librarian
- Prepare for new entry gate procedures and assist with hiring and training monitor position
- Plan for and enact service changes to accommodate closure of Cudahy entrance door
- Write job descriptions for all staff
- Implement GroupWise instant messenger at circulation desk for communication with IC and reference.
- Investigate options for provision of reference service at Cudahy
Facilities

The year included additions and major changes to the facilities of the University Libraries. The Information Commons was built to the south east of the Cudahy Library, and included a physical link connecting the two buildings. Due to the newly constructed link, the Reference office was relocated to the former D'Arcy Gallery. The Lewis Library was downsized by two floors, with a shift of materials to the Library Storage Facility at the Lake Shore Campus.

Leaks continued to be an issue in the University Libraries facilities during FY 2008. The leaks in the Cudahy Library were somewhat mitigated by repair work done in the summer of 2007. The leaks in the Library Storage Facility continue to be a problem, although a canopy was created to protect the LSF II materials.

Graduate Study Carrels in the Cudahy Library – locks were repaired and replaced in several of the carrels in order to make more available. There is still, however, a waiting list of graduate students for the study carrels.

The Cudahy Reading Room and Lakeside Lounge renovation was completed in June. In addition to the polished appearance, the functionality of the room has also been improved, with a sound system and new podium, as well as a preparation area for catering and event staff. The room was quickly filled with students preparing for summer session exams and has continued to be popular through the summer. A draft policy for the use of this room was proposed, and evolution of policy and procedures will continue into the upcoming year.

As the construction season began on Lake Shore Campus, Cudahy Library and IC staff worked with other campus agencies and commercial vendors to plan delivery and building access adjustments. Thanks to the contributions of Tom Linke and the cooperation of Facilities Services staff, particularly the grounds crew, the construction did not interfere with deliveries.

The Libraries were fortunate to receive capital funding to increase collection capacity in the Library storage facility. This installation will increase capacity of an area now holding an estimated 8,200 linear feet of shelving to 11,700 linear feet. Colleagues from several areas of the library and university facilities have cooperated to plan and schedule the second installation of compact shelving in the Library Storage Facility, to be completed in August 2008.

Budget

The 2008 University Libraries budget included a 12% increase in the collections budget, without an increase to the operations budget. Approximately 15% of the collections increase was spent on facilities that enable better use of collections, for example copiers. The remaining 85% was spent on additions to the collections.

For the first time student workers budgets were managed by individual departments. Departments were also given the directive to hire FWS (Federal Work Study) eligible undergraduate workers where possible. Due to uncertainty about the number of student
workers needed for the Information Commons in spring 2008, a portion of the student worker budget was set aside for the Information Commons.

**Personnel**

Mark Rockwell resigned as Head of Facilities in September 2007. The position was upgraded to a faculty position (Director for Administrative Services) and after an extensive search Anne Reuland was hired in May 2008. The position’s responsibilities were increased to include not just facilities, but also library budget matters, staff personnel issues, and assessment matters for the University Libraries. The position was also given oversight over the Budget Manager (Kevin Kennedy) and the Mail Clerk (Tom Linke). Additional staff and student workers may also be given to this position, given the increase in responsibilities.

During the interim period between Mark Rockwell’s departure and hiring Anne Reuland, the day to day facilities responsibilities were overseen by Fred Barnhart, Associate Dean, with the assistance of a student worker (Suzgo Nyirenda), Carol Franklin, Administrative Assistant, and Kevin Kennedy, Budget Manager. The library staff reported facilities problems which were then reported to the University’s Facilities Department as work requests.

**Individual Accomplishments:** Kevin Kennedy was elected to the Staff Council for a 2-year term beginning July 1, 2008. Kevin will serve as Staff Council Treasurer for the first year of the term.

**Goals for FY2008 and FY2009**

A number of departmental goals for FY2008 could not be completed in the absence of a Facilities Manager:

- **Develop a system to improve looks and livability of building including reporting, tracking and following-up on building needs**
  
  Carry this goal into FY2009.

- **Educate and/or train library staff to report day-to-day needs to Library Facilities.**
  
  Cudahy Library and IC staff do not all report in the same way, but the current procedures are effective. If the goal is to encourage more staff to report directly rather than through the Director of Administrative Services, there should be additional information for staff on how and what to report. In any case, the departmental orientation in FY2009 will provide an opportunity to discuss the procedures with staff. Carry this goal into FY2009.

- **Develop a Facilities checklist.**
  
  Partially accomplished. The checklist is available, although it does not seem to have been in regular use. It should be revised to include current room and department names to make its use more straightforward. Carry this goal into FY2009.
Identify and complete short term requests, such as special cleaning, spackling, cosmetic painting, etc.
Not accomplished. Carry this goal into FY2009.

Develop a timeline for improving and documenting one time maintenance requirements.
Not accomplished. Carry this goal into FY2009.

Create a library wide facilities committee that meets monthly and includes student workers.

In addition, these new goals for 2008-09 should be added:

Develop and implement a central site or database for statistics gathered in the libraries, including transaction, productivity, and assessment data.

Compile existing policies and procedures into a central manual or site.

Propose sign policy and procedures for Cudahy Library, including design and placement guidelines as well as production resources.
Information Commons Annual Report

Executive Summary

The Information Commons (IC) opened its doors on January 14, 2008 after several years of planning and hard work by the university, library and information technology services. In its first few months of operation the IC has become one of the busiest places on campus. Whether students are here for a class, to meet their study group or just hang out, they have discovered the IC and all it has to offer them. That is not to say that there have not been challenges these first few months, but nothing was unexpected and the staff of the IC took up each challenge and addressed it. The IC in its initial stages is well on its way to establishing its place on campus as the place where learning happens outside of the classroom.

Fall Semester 2007: Getting Ready

The Fall semester was spent getting ready for the opening of the IC. Over the course of the semester, policies were shaped and relationships were cemented between the IC Director and the ITS Student Services Manager. In addition, the IC Steering Committee was formed and met regularly in preparation for the opening in January. By the end of the semester policies were finalized and a memorandum of understanding between the Library and ITS organizations was in place.

Other activities in the fall included writing job descriptions for the IC full and part time positions, interviewing and hiring candidates for the jobs. Interviews were held in November and December, with hiring decisions being announced in December. Most supervisors started working in January and assisted in last minute opening preparations.

Training programs were also developed for staff who would be working in the IC in the spring and was scheduled for the weekend prior to the opening of the IC. A training program was developed that lasted approximately 90 minutes and divided into three parts: IC 101, ITS 101 and Library 101. Practice sessions were held for interested library staff prior to the main sessions for the new and returning student IC and ITS employees. Informational sessions were also held for staff who was interested and towards the end of the semester, tours were offered to see the building.
Construction continued during the fall semester, regular meetings were held with the project management team to stay informed and ask questions regarding details about the operation and structure of the building. Meetings were also held with security to discuss the hours of the security guard and to establish procedures to report problems. Initial plans were to have security to open the building for the staff, however mid-spring procedures were established to allow the IC staff to open the building in the mornings.

In December the IC hosted a Dedication Ceremony and Open House. The event was well attended and even though the IT infrastructure was still in progress, several students attempted to study and do research/homework during the event. After the event was completed, the building was turned back over to the construction crew to continue the work in preparation of opening in January.

While there were a few nail biting moments, we opened the doors officially on January 14, 2008. It is hard to believe that the previous day we still had scaffolding out on the floor and we were conducting training sessions for all our new employees. During the first three days of the opening, several programs were planned to celebrate the opening. Activities included: Cake Cutting Ceremony, live music, games and a raffle. Students could also enter to win a laptop by attending informational sessions about the IC and participating in games. Food and beverages were also available to invite students into the space.

**The Numbers**

As the numbers indicate, the gate counts for the IC increased every month since the building opened. (Note: these numbers do not reflect users who came in through the front door of the Cudahy Library). The numbers supplied by campus security have increased substantially each month.

<table>
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<tr>
<th>Month</th>
<th>Count</th>
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<tr>
<td>February</td>
<td>44000</td>
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<td>March</td>
<td>32900</td>
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<tr>
<td>April</td>
<td>66367</td>
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<tr>
<td><strong>Spring 2008 Total</strong></td>
<td><strong>162801</strong></td>
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</table>
In addition to the Loyola University Chicago community taking advantage of the IC, there were many visitors during the course of the semester. Some visitors were curious about the building they had seen under construction for the past two years and others were interested in the environmental and technological aspects of the building. During the Spring semester there were 1900 visitors to the IC. This number only includes those visitors that signed the log and does not include those who were guests of Loyola faculty, staff or students.

While some guests dropped in casually to look around, the IC also had several organized tours throughout the semester, ranging from boy scouts groups to librarians who were interested in learning about the IC. The average tour size was from 5 to 10 people and the average tour lasted between 30 minutes and one hour, depending on the interest of the group. The IC also became a destination for the Loyola Guided Campus Tours. Even though the IC staff was not actively involved in the Campus Tours, the IC staff provided training for the student ambassadors who conducted the tours.

In addition to the gate counts and the computer use statistics generated by using an application called LabStats, the staff also walked through the building at regular intervals and recorded headcounts throughout the day to get a sense of the IC’s use throughout the day. The numbers are broken down by floor and activity (at a computer, laptop, café, etc.) It did not take long for students to find a favorite place to study. For example, in early April leading up to finals the IC averaged approximately 185 students at midnight, spread out on all three floors (Level 3: 73, Level 2: 67, Level 1: 50).

Group study rooms were also very popular and after a rocky start with the reservation system, the IC was able to use an open source program to help reserve and administer the group study rooms in an efficient and equitable manner. Review of the statistics shows that in the evening the group study rooms were almost always at capacity, and it should be noted that many of the students reserved rooms at the last minute. In total, 7873 reservations were made during the spring semester.

A more detailed breakdown of the above mentioned statistics is available on the shared IC drive in the IC Statistics and Management Steering Committee folders.
Focus Group and Survey Results

A separate report is available in our shared file space discussing the results of the survey and focus group. Both the survey and focus group confirmed anecdotal reports from users and staff regarding the areas that need to be focused on to improve the user experience. Noise levels, more power and study space were the areas at the top of the list of recommendations. In addition, the students in the focus group noted the lack of signage in the building and the lack of awareness regarding services offered.

Reference Services

Beginning in January, the primary reference services desk was relocated to the second floor of the IC. The staffing consisted of the reference librarians and reference graduate students during most of the hours that the IC was open. In addition to the desk in the IC, the Reference Department was also responsible for staffing the original reference desk in the Cudahy Library. Student workers at the Cudahy Library desk were trained to refer users to the IC for answers to their reference questions. The spring was an interesting semester and challenging for the librarians in the department. Users found the change confusing and did not always follow through on the referral. It is unknown how many students never walked over to the IC to get the help they needed. Total reference statistics for the spring semester increased from the previous spring (see the Reference Services Report) (total 15,149 transactions in FY08, as compared to 13,187 in FY07) However, actual reference questions decreased (questions focused on the use of library resources) decreased slightly to 7,983 to 5,804. While the statistics reflect a general trend of decreasing reference desk questions within libraries, it also shows that users did not always take advantage of the reference service desk located in the IC. Some users indicated that they did not understand why the reference librarians were located so far away from the books. Many users took advantage of the reference consultation service in the IC, and made appointments with librarians. Approximately 60 appointments were made with the reference staff during the spring semester.

ITS

During the first semester the IC was open, the computer usage in the building rose steadily day by day and usage was heavy, which was expected. On average there were 11,000 logins each week during the semester and of those logins 1,381 were for Macs. Students also took
advantage of the availability of laptops for check out. During any given week, the laptops were checked out 918 times for approximately 3 hours. Overall, the number of laptops was sufficient to meet the demand, however during the end of the semester demand was high; the restaurant pager system was useful for notifying waiting users about the availability of the next computer.

In addition to providing support at the service desks, ResNet was relocated to the IC. Having ResNet in the IC has made service and support easier to get to with its "drop in" service (no appointment necessary). In addition to moving into the IC, the Loyola Netreg process was upgraded which elevated the average weekly number of service calls from 30 to 82. Being centrally located in the IC allowed students to use the laptops and IC computers while waiting for an available seat in the ResNet office during peak times facilitating a pleasant customer service experience.

Digital Media Lab

The Digital Medial Lab (DML) is the first student focused media lab available to all students at Loyola. Its first semester in operation has been highly successful, students have taken advantage of the availability of the specialized software and hardware. In addition, they have been avid users of the equipment available for extended periods. The equipment was reserved by the students at a very high rate, totaling 23,000 hours for the semester. The use of the lab has also grown steadily over the course of the semester and it is anticipated that it will be a popular destination in the fall.

Some of the areas that the DML staff have been focusing on relate to services, software and space. The students would like more room to spread out while working on their projects. To address this, the DML has reorganized it's layout to provide more collaborative space. Personal assistance is always in demand in the DML and the staff has worked hard to meet the needs of the students through the use of a consultation model. In addition to previously available reservations with the Digital Media Specialist, student can now make appointments with Digital Media Advisors (students) as well. Finally, software is always in demand in the DML and students expect the lab to provide a wide variety of, and up-to-date, software. This is not always feasible due to constraints of licensing and cost; however, the lab is always working on ways to identify those programs that will meet the needs of users.
In addition to running the lab, Adam Smeets has also been instrumental in developing and administering the IC’s webpage and the IC Web Team, as well as overseeing the implementation and maintenance of the Group Study Room Reservation System.

**Writing Center and Café**

The Writing Center took up residence in the IC on the second floor. Interactions with the Writing Center were minimal throughout the semester. At the beginning of the semester, we asked for their hours of operation to post on our website and kept an extra key at the second floor service desk to unlock it for the advisors when they arrived for their shifts. According to the statistics submitted by the Writing Center they had 380 total visits (285 appointments and 95 walk-ins). This reflects significant activity when compared to their two other locations: Sullivan had 123 total visits and the Water Tower Campus had 65 appointments.

The Café did not begin operation until almost the middle of the semester, but once it started normal operations it was a popular spot in the IC. A contest ran towards the end of the semester asking users to recommend a name for the café. Over 500 entries were received with a range of suggestions from Iggy’s Place to IC Café. The decision has not been announced at this point. Students have noted the lack of outlets in the café and have asked if it is possible to have more installed.

**Challenges**

As noted at the beginning of the report, as popular as the IC was, the staff did have some challenges during the first semester. However, nothing was too surprising and overall the challenges were met with good humor and overcome through communication and cooperation amongst the parties involved.

Many of the challenges were related to construction and the learning curve associated with the technology and operation of the green building. Weather, leaks, locks and other issues faced the staff during the first semester and while at the time it could be frustrating, overall the problems were fixable and have for the most part been resolved (fingers crossed). Windows continue to be an issue, the building is in “learning mode” and the staff and users will also be in “learning mode” as we learn what is “normal”. 
There was a checklist of walk-through items at the beginning of semester that has been tracked and there are several items still on the list that have yet to be ticked off. Signage, barriers and some furniture are still “in process” and it will be our job to stay on top of this and make sure that all items have been addressed before the books are closed on this part of the project.

One of the biggest challenges faced by the staff this semester has been the noise on the third floor, aka “quiet floor”. The intention was to create spaces for students that reflected the type of studying they may want to do on a given day. The third floor was designated the quiet study floor where talking and cell phones are discouraged. This has been a challenge to enforce because in addition to having a large number of computers on this floor there are also several group study rooms. The acoustics of the floor allowed the voices within the group study rooms to flow outside to those studying on the floor. This has been our number one complaint from students using the IC and one that has reached the attention of upper administration. Over the summer, several options are being explored to alleviate the problem in time for the start of the fall semester. In addition, the noise levels on Levels 1 and 2 also need to be addressed, reminding students that this is a place for academic pursuits and not just an area to hang out with their friends.

This was the first semester of mixed staffing at the service desks in the IC. At the end of the semester there was a wrap up meeting between the managers of the service points from the Library, ITS and IC. Overall, the experience has been good but there are areas that need to be worked out. These relate mainly to communication between the three groups and further discussion of shared and individual job responsibilities. Once again, the issues raised at the meeting were not a surprise; we will continue to meet regularly over the summer to iron out the wrinkles to ensure the best possible service to our users.

The group study rooms were a challenge this semester, partly because it took some time to get the reservation system up and running. The decision was made to use an interim solution that was frustrating, so it was pulled after just 2 days. The open source system was successful, students found it easy to read and access (available both on and off campus). Half way through the semester, kiosks were deployed to the three floors allowing students to walk up and make reservations on the spot; this freed up the staff at desks on levels 2 and 3 to focus on other service needs. Work still needs to be done on the online system
and the team will be working through the summer to streamline the system and make it even easier to use.

Another group study challenge has been access to the rooms. Because of the noise levels on Level 3, the decision was made to keep the rooms locked when not in use. This resulted in students having to come to the desks on Level 2/3 to ask someone to let them in. Staff noted that they spent a lot of time unlocking doors and finding reservations for students. As an experiment, the group study rooms have been left unlocked during the summer months, making the rooms available on a first come first served basis. This is another issue that the group will discuss over the summer.

The six IC classrooms were scheduled through the Registrar’s Office and were not used as heavily as anticipated. However, the use will rise in the fall as more classes will be held regularly in the IC. The most common complaint from the faculty was the lack of whiteboards and podiums in the classrooms. In response, mobile whiteboards and podiums were ordered for each of the classrooms at the beginning of the semester. At the end of the first semester, it was decided to mount whiteboards in each of the classrooms and plans are underway to install whiteboards in the classrooms at some point during the summer.

There was also some confusion about the campus definition of the term “electronic classroom”; some faculty thought that it meant that each of the students would have their own computers in the classroom. Instead, this means that the instructor has a computer workstation for their use in the classrooms. We had several requests throughout the semester for a computer lab, but we were unable to accommodate many of these requests as the IC Seminar Room is designated for use by the Library and ITS and was used heavily during the semester by both groups for workshops and library instruction sessions. During the spring semester 63 library instruction sessions were offered in the IC seminar room and ITS regularly used the room for training sessions and staff meetings. A policy is being developed by the Library to address the need to use this room when it is not being used by the Library or ITS staff.

Finally, over the summer the IC staff needs to work on signage and advertising ideas to promote the services provided by the groups in the IC. One of the threads that came out of both the survey comments and the focus groups were that students were unaware of the services available to them. Better use of the digital media signs
and placement of other types of signage will go a long way to let users know where services are located within the building.

**Future Directions and Upcoming Goals**

The long term goal of the Information Commons is to evolve the service philosophy to one that is in line with the research commons model. To be the place for faculty, students and staff come when they want to research and develop a project or explore a new concept. Over the next 18 months it is our aim to develop programs that specifically target faculty and students on campus to further promote this goal and develop partnerships with the relevant groups on campus.

In addition to the overarching service philosophy, there are other goals that need to be accomplished in the next year:

- Work with the various departments already invested in the IC to develop more programming targeting specific groups (faculty, graduate students, etc).
- Reach out to additional University departments to develop programming for the IC.
- Coordinate with the Cudahy Library to minimize disruption to services and access as we shift to a single entrance for the IC/Library building.
- Develop a comprehensive assessment program.
- Work with Access Services to develop a circulation plan for the IC.
- Implement a training program for IC student employees that addresses customer service, library and IT overviews.
- Identify ways to make better use of the Writing Center space.
- Review and update policies.

**File Names to Review for further information:**

- Finals 24-7 Access Counts
- DML Spring 08 Executive Summary
- Information Commons Survey Summary Spring 08
- Community Access Folder (IC Statistics)
- LabStats Library and IC (IC Statistics)
- Klarchek IC Headcount (IC Statistics)
LEWIS LIBRARY FY08
Prepared by Yolande M. Wersching, Head of Lewis Library

Departmental Goals for the past year & Status

- Complete overall reduction of Lewis collection by 50% Done
  - Weed titles no longer relevant to WTC programs Done
  - Transfer appropriate titles to Cudahy main stacks or LSF Done

- Plan for relocation of materials on 10th & 11th floors of Lewis including: book collection, disposition of furniture & shelving, Done

- Plan for relocation of 8th floor staff & services. Done

- Plan for re-allocation of space on 8th & 9th floors in order to add more shelving to accommodate book collection. Done

- Plan for re-allocation of space on the 6th floor to accommodate more computers and study space. Done

- Add new pc’s for public use. Done. 9 new pc’s added to Reference public computer area.

- Prepare plan to activate extra data ports for laptop access. In Process. Working with ITS to get this completed by August 2008.


Projects completed & other highlights

- Reduced Lewis Reference collection by 50% and consolidated it into 51/2 ranges (from original 10 ranges)

- Shifted Curriculum Collection from 8th to 6th floor for better access.

- Added a color printer

- Added new Group Workstation for a total of four.

- Hosted 2 Practicum students from Dominican University. Fall (Jamie Macdonald) & Spring (Sarah Saegmon) semesters.

- Terry Cornelius, Bernardine Williams & Yolande Wersching attended Heartland Delta V in Cleveland

- Susan Wardzala & Yolande Wersching participated in orientation for Social Work students at Carthage College.

- Offered “Gaming for Students” – an evening of games & popcorn in Lewis Library

- Shifted 43 black/white original prints of the Saints by artist David Lee Csicsko from 11th to 6th floor

- Relocated 1 sculpture & 3 original paintings by Leonardo Nierman from 10th to 6th floor
Basic Statistics on work completed and/or patrons served
- Gate Count +33%
- Instruction Sessions +8%
- RBA’s +50%
- Reserves +5%
- Reference Content Questions -39%
- Directional/Mechanical Questions -25%
- Instruction Sessions +8%
- Orientation Sessions - 61%
- Instruction Patrons +12%
- Orientation Patrons - 53%

Departmental Goals for 2008-2009
- Work with Cataloging department to get report of multiple copy titles in Lewis collection and consider withdrawing extra copies
- Continue to withdraw/store bound/microfilm journal titles that are available in online format
- Shelf read collection including Curriculum, Reference, Main Stacks and Bound Periodicals
- Recruit, hire and train new Reserves Associate
- Recruit, hire & train new Evening/Weekend Supervisor
- Acquire laptop computers for checkout
- Select location and furniture for laptop storage
- Consider purchase of new chairs for Reference public workstations (to match chairs at Group workstations)
- Purchase & install 2 Pegasus-only terminals on 8th & 9th floors
- Purchase Webcams for staff to participate in meetings with colleagues from other campuses
Cudahy Reference Department
Annual Report FY08

Submitted by Jeannette Pierce, Head of Reference, August 15, 2008

The Reference Department supports academic research and teaching at Loyola University by providing the following services.

**Reference and Instruction Services to the Loyola University Community**
- Reference Desk Services, including telephone reference
- Personalized reference service by liaison librarians who answer questions directly by e-mail, phone, or in-person
- AskLive AJCU Virtual Reference Service
- General and course-related instruction
- Reference-by-Appointment (RBA) - individual research consultation service

**Liaison Services to Academic Departments on the Lake Shore Campus**
- Responsible for understanding the general and specific collection needs of each academic department
- Provide each academic department with an individual to contact with questions regarding the library’s collections and services
- Communicate with academic departments about the library’s collections and services

**Collection Development and Management**
- Select materials in all formats for the reference collection
- Select materials in all formats for the general collections
- Identify and contribute to collection development and management projects
- Management of the Libraries Government Documents collection
- Management of the Libraries Electronic Resources

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**Staffing and Organization in FY08**

Personnel:

Head of Reference (faculty), Jeannette Pierce  
Reference Assistant (full-time staff), Brenda Overton  
- Graduate Assistants (6-10 hourly)

Electronic Resources Librarian (faculty), Sherri Saltzman  
Government Documents Librarian (faculty), William Cuthbertson  
- Government Documents Assistant (part-time staff), Eileen Black

Reference/Bibliographer (faculty), Stephen Macksey  
Reference/Bibliographer (faculty), Niamh McGuigan  
Reference/Bibliographer (faculty), Rita Stalzer, retired June 2008
The Head of Reference and all of the librarians have multiple bibliographer responsibilities and contribute to library-wide committees.

- Bill Cuthbertson
  - Government Documents Librarian and Bibliographer for Political Science, International Studies, and Peace Studies
  - Committees: Bibliographers’ Group; Exhibits; Emerging Technologies; Public Relations and Outreach (Chair); Book Sale Exploratory Committee; Web Team
  - University Committees: Faculty Council
- Stephen Macksey
  - Bibliographer for Black World Studies, Chemistry, Nursing, Physics & Psychology
  - Committees: Bibliographers’ Group; Library Assessment; Virtual Reference Team
  - Search Committees: Humanities Reference Librarian/Bibliographer
  - University Committees: AAUP Executive Board; Black World Studies Advisory Board; Institutional Review Board (IRB)
- Niamh McGuigan
  - Bibliographer for English, Modern Languages & Literatures, Communications
  - Committees: Bibliographers’ Group; Virtual Reference Team
- Jeannette Pierce
  - Bibliographer for Asian Studies, History, Latin American Studies, and Theatre (Acting Bibliographer for Theology, Philosophy, Classics, IPS, and Women’s Studies, May – June 2008)
  - Committees: Bibliographers’ Group; Collection Enhancement; Electronic Resources & Periodicals (Co-chair); IC Steering Committee; Virtual Reference Team; Voyager Module Team – OPAC; Rank & Tenure Task Force; Mission & Vision Task Force
  - Search Committees: Humanities Reference Librarian/Bibliographer (Chair); Information Commons Director
  - Consortial Committee: CARLI Electronic Resources Committee
- Sherri Saltzman
  - Electronic Resources Librarian and Bibliographer for Biology, Math & Statistics, Natural Sciences, Anthropology and Sociology
  - Committees: Bibliographers’ Group; Electronic Resources & Periodicals; Virtual Reference Team; Web Team; Voyager Steering Committee; Voyager Module Team - OPAC
- Rita Stalzer
  - Bibliographer for Classical Studies, Islamic Studies, Pastoral Studies, Philosophy, Theology, Women’s Studies
  - Committees: Bibliographers’ Group; Collection Enhancement Committee; Newsletter Committee; Virtual Reference Team
Goals and Accomplishments in FY08

Reference and Instruction Services

- Work with the new Director of the Information Commons to create appropriate staffing for the IC Super Help Desk.
  - We explored several reference staffing models during Spring 2008 and will continue to explore staffing options in 2008/2009.
- Implement a consultation office in Cudahy in Fall 2007 and evaluate potential for use in the Information Commons environment.
  - We piloted this service model in November/December 2007. It was very successful. Students appreciated the higher level of personal attention. All of the librarians and graduate students saw the model as beneficial.
- Investigate the use of IM as a communication tool within our Department and as a potential reference tool.
  - Librarians began using GroupWise IM as a tool for communicating among each other in the Fall and we had several discussions about how we might use IM as a reference service tool.
  - Susan Wardzala created accounts for Cudahy and Lewis with all of the major IM services.
  - Future uses that have already begun for FY09 are using IM to communicate between the service desks and a small team is exploring the use of MEEBO as a tool for providing an reference IM option.
- Create and use a Reference Desk Blog for internal communications related to the reference desk.
  - We established the Blog in August 2007 and it has become a useful tool for the Department.
- Develop core goals and materials for College Writing Seminar (UCWR) courses in consultation with librarians at Lewis.
  - A small team of reference librarians from both campuses met in summer 2008 to discuss goals and materials need for the UCWR courses. After the meeting, Niamh McGuigan drafted a “shared handout” to be used with classes and a list of goals to be shared with UCWR instructors. Niamh and Jeannette met with the program coordinator and Niamh presented at the UCWR instructor orientation to talk about the goals.
- Contribute to the development of new instructional material for the web site with an emphasis on using multiple technologies such as screen casting and podcasting.
  - Several librarians attended workshops and programming on the use of screencasting and podcasting tools over the course of the year, but due to time restraints we have yet to implement any new instructional material for the web site.
  - Librarians did revise existing “help” material on the web site in August 2007 in preparation for the new web site launch.
In Spring 2008, all the librarians created new subject guides using the LibGuides software. This project involved an extensive amount of time for each individual.

Seek opportunities to insert library resources directly into Blackboard course pages.
  - Jeannette Pierce provided content for an Asian History course in Fall 2007.

Develop a means to track librarian contributions to courses that do not involve instruction sessions.
  - This goal was not addressed in FY08, but would be good to address in FY09.

Liaison Services to Academic Departments

Work with others in the library to create a Blog to highlight new and existing collections. – Done.

Experiment with using a WIKI for library subject guides. – Worked with LibGuides instead.

Continue to expand and improve upon our relationships with our liaison departments by seeking opportunities to meet and interact with faculty and students in the departments.
  - Cudahy Librarians kept statistics on “liaison” contacts in FY08 that indicate over 1200 contacts with faculty, not including instruction, reference, or RBAs. The statistics are generally considered an underrepresentation of our contact with faculty and we will continue to look at new ways to track our faculty contact.

Review distribution of liaison responsibilities. – Not addressed in FY08.

Collection Development and Management

Continuously review the print reference collection to ensure that outdated editions are removed and to look for opportunities to move core reference titles to electronic versions.
  - Regularly evaluated new volumes of standing orders to determine if there is a need to switch to online access or if cancellation is an option.
  - Graduate students shelf-read the entire collection in summer 2007 with a goal of removing unnecessary editions and mis-shelved volumes.
  - Working with Head of Monographic Acquisitions to create a database of reference collection titles which can maintain a record of decisions about each title, allowing for technical services to make decisions about when to actually move materials.

Contribute to a review of the libraries’ electronic resources. – Done.

Electronic Resources Librarian (Sherri Saltzman)

Review all licensed databases to ensure that sites are customized to fit patron needs and include appropriate branding for Loyola University Libraries. – Completed review, though customization is an ongoing process.

Develop a plan to monitor usage statistics for annual review. – In FY08, provided usage statistics when the ERPC reviewed databases up for renewal.
• Coordinate and continue to seek out ways to combine and share access with the Health Sciences Library. – Worked extensively with Administration and ERPC this year and made significant progress in this area.

Illinois and Federal Documents Collections (William Cuthbertson)
• Continue relabeling and reshelving of the Illinois State documents. – ongoing project; this goal made limited progress this year due to staffing.
• Continue weeding all state and federal documents holdings. – ongoing project; a larger project in this area has been delayed as we wait for a decision from the State Library on the need to continue offer lists as part of the weeding process for government documents.
• Continue to inform librarians about important government publications by sending out topical e-mails. – ongoing; rather than sending topical e-mail focused on the developing and maintaining the Government Documents web site.
• Eileen Black continues as the primary Documents processor and shelver. Eileen passes a limited number of new and pertinent documents to Cataloging for inclusion in the OPAC.
• Provided group and individual assistance in the use of government information via email, chat (GroupWise and Meebo).

Other
• Move to new temporary office space in the D’Arcy Gallery. – Done.
• Transfer Reference Department documentation to a WIKI. – Not done, will be addressed in FY09.

Additional Accomplishments in FY08

• Librarians completed lost book project in Spring 2008.
• Increased librarian coverage at the reference desk to include noon – 1 pm and 5 – 6 pm, adding nine hours of desk service per week during regular terms for a total of 63 hours a week.
• Increased graduate student staffing to 10 graduate assistants to accommodate reference services hours in the IC in Spring 2008.
• Worked with the IC Director and the IT Manager to create and provide training for all new IC employees.
• With the help of Systems, Lewis and Cudahy librarians implemented a new instruction statistics database, moving our collection of instruction and reference-by appointment statistics from paper to online. The database was finalized in Spring 2008 and all librarians input their statistics back to July 1, 2007 so that we could run statistics for FY08.
• Weeded and re-organized the A call number range in Cudahy Reference to make room for the new storage area off the reading room.
• Hired a new librarian for Theology, Philosophy, and Classics - Jane Currie recently accepted the position and will begin August 18th.
• Electronic Resources Librarian (Sherri Saltzman).
  o Managed the Libraries’ A-Z list of resources, including updating records, adding new databases, and checking for out-dated links.
- Served as the Administrator for all electronic resources: customized interfaces; compiled statistical information; and in some cases, set up holding information direct from the catalog.
- Contributed LOCL Blog announcements for new e-resources.
- Worked with vendors to obtain updated/new information on products and to identify training opportunities.
- Assisted with troubleshooting flagship proxy and vendor-related access issues.
- Worked with Heather Cannon at the Health Sciences Library to create new help text on the proxy login pages.

- Illinois and Federal Documents Collections (William Cuthbertson)
  - Met with Robert Seal, Frederick Barnhart, and Jeannette Pierce to plan out the future of the Government Documents collection at LUC.

### Statistics

The Reference Department collects statistics related to service at the Cudahy Reference Desk, away from the desk reference statistics by individuals (since January 2007), Reference-by-Appointment (RBA) statistics, as well as instruction activities. The Department contributes four hours a week to the AskLive AJCU Virtual Reference Service and these statistics are reflected in the AJCU Virtual Reference Report. In January 2007, the Department began collection of liaison contact statistics at the individual and group levels.

**Reference Desk and Liaison Reference**

The Cudahy Library Reference Desk responded to 34,249 questions at service desks in-person and by phone in FY08.

The Reference Department tracks statistics by type of assistance provided. Reference and Extended Reference statistics refer to information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs, with the extended reference statistics reflecting those transactions that involve working on a single question for more than 5 minutes, usually involving more than one information resource. In addition, the Department tracks statistics that relate to exchanges that provide assistance with general information such as locations, schedules, equipment, and supplies.

**Questions by Type:**

- Ready Reference = 12,662
- Extended Reference = 2,796
- Directional = 11,383
- Computer/Mechanical = 7,408
Librarians provide reference assistance to members of their liaison departments directly by e-mail, phone, and in-person. The majority of reference away from the desk is by e-mail. E-mail reference includes both quick reference questions and in-depth reference, some of which can involve significant time. We began keeping this statistic in January 2007.

Total Reference (not at the reference desk or AskLive) = 807

Reference-by-Appointment

Reference-by-Appointment (RBA) consultations generally last up to one hour and often require preparation and follow-up by the librarian.

Total RBAs = 263

Instruction Statistics

Eighty-four of the 201 course-related instruction classes are University College Writing Seminar Classes (UCWR) classes.

<table>
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<th>Instruction Statistics</th>
<th>Session Totals</th>
<th>Participant Totals</th>
<th>Hours in the Classroom</th>
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<td>218</td>
<td>711</td>
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</tbody>
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Reference Department Goals for FY09

Reference and Instruction Services

- Continue to work with the Associate Dean and the Director of the Information Commons to create appropriate reference staffing for the Cudahy and Information Commons facilities.
  - Develop marketing and signage about reference service in the Information Commons with the goal of increasing desk statistics by 10%.
  - Move to a single point of reference service in the Information Commons in Spring 2008.
- Implement IM as the primary tool for communication between service desks.
- Implement IM as a reference service medium.
- Contribute to the development of new instructional material for the web site with an emphasis on using multiple technologies such as screen casting and podcasting. Work with the Digital Media Lab and the Emerging Technologies Committee to accomplish this goal.
- Recommend to faculty that they include library resources directly into Blackboard course pages by including links to subject and/or course-specific LibGuide pages.
In year one, we would like each librarian to report that 3-5 courses have included links to subject and/or course-specific LibGuides in BlackBoard courses.

- Librarians will each create 2 course-specific LibGuides in FY08.
- Head of Reference will develop a means to track librarian contributions to BlackBoard Courses.

- Pilot the use of LibStats, an online tool for collecting reference desk statistics, at all reference and information desks in Fall 2008.

**Liaison Services to Academic Departments**

- Increase reference/liaison contributions to the LOCL Blog by encouraging each liaison librarian to contribute two Blog entries per month.
- Continue to improve content and appearance of library subject guides. Work as a group to standardize some aspects of appearance and organization.
- Continue to expand and improve upon our relationships with our liaison departments by seeking opportunities to meet and interact with faculty and students in the departments.
- Review distribution of liaison responsibilities to incorporate new staff.
- Each liaison librarian will attend 1-3 liaison department events each semester to further our goal of creating good relationships with the academic faculty.

**Collection Development and Management**

- Continuously review the print reference collection to ensure that outdated editions are removed and to look for opportunities to move core reference titles to electronic versions.
- Continue to work with the Head of Monographic Acquisitions to create a database of print reference titles that can be used to record retention decisions.
- Contribute to a review of the libraries’ electronic resources.

**Electronic Resources Librarian**

- Review all licensed databases to ensure that sites are customized to fit patron needs and include appropriate branding for Loyola University Libraries.
- Market electronic resources using the Libraries’ digital signage and the LOCL Blog.
- Work with the Associate Dean to hire a new Electronic Resources Librarian. Sherri Saltzman’s last day will be September 9th.

**Illinois and Federal Documents Collections**

- Continue relabeling and reshelving of the Illinois State documents.
- Continue weeding all state and federal documents holdings.
- Continue to inform librarians about important government publications by sending out topical e-mails.
- Work with the Associate Dean to hire a new Government Documents Librarian. Bill Cuthbertson’s last day will be August 29th.

**Other**

- Transfer Reference Department documentation to a WIKI.
Year’s Highlights
Many important changes happened this year. Library is now regularly represented at faculty meetings. JFRC Library has joined the Unione Romane Biblioteche Scientifiche group and appear on their website; this gives us improved access to important collections and raises our visibility. Through the Library, the JFRC has become affiliated with the Centro Studi Americani which improves our patrons’ access to their collection and offers opportunities for cultural exchanges. The Library’s portion of the JFRC website was updated. Shelving was added in the Main Stacks allowing the integration of the N’s (art section) which used to be in the back room. Seven new study carrels and a new conference table are now in the back room and some shelving has been removed to create more quiet study space. New study carrels have replaced the old ones in the Main Stacks area. Most of the Oversize section has been re-integrated to the Main Stacks area. There is still a small Oversize section for the very large volumes that could not fit on the normal shelving. Hiring Mary Ren as a permanent member of the library. New office area was created for her. Increased contact with other libraries from US institutions based in Rome.

Goals for 2007-08
Last year’s goals were mostly realized. It was a year of transition at the JFRC and many positive changes were made. Automated circulation: this goal was not realized. Issues arose about the daily maintenance of the system based on the experience at the Information Commons. Ursula Scholz, Head of Circulation, and I will reconsider the feasibility in the future.

Goals for 2008-09
Continue improvements to furnishings and services to maximize comfort and usage for patrons. Develop plans for expected new library space as the JFRC negotiates purchase of new campus. Make the JFRC more known and accessible to community of libraries in Rome; organize a meeting of English language librarians. Improve our web presence with Libguides and update Rome Library web-pages that link from the LUC Libraries homepage.
Technical Services Division
The Technical Services Division consists of the Monograph Acquisitions and Cataloging Department, Serials and Electronic Resources Management (SERM) Department and the Bindery and Preservation Unit. Division staffing remained fairly stable for most of FY08 until Diane Westerfield resigned as Preservation and Special Projects Librarian on May 2, 2008. The resignation opened up an opportunity to reorganize the Division, merge the Preservation and Bindery Unit into the Serials and Electronic Resources Management Department, and redefine and change the position to Serials and Electronic Resources Librarian. This new position will provide additional professional support to the serials and e-resources cataloging unit and its growing operations.

One of the most significant accomplishments for the Technical Services Division in FY08 was the technical and Voyager system support contributed to the Lewis Library Project. Throughout FY08 the Monograph Department and the SERM Department made significant contributions to the consolidation, weeding and relocation of the Lewis Library Collection to make way for the Law School expansion on the 10th and 11th floors of 25 East Pearson, Water Tower Campus. Lists of duplicated materials were developed for batch deletion jobs from Voyager. Staff members from both departments traveled to Lewis Library on a regular basis to withdraw weeded print materials on site and to work on serials’ relocations. Almost 3,000 journal volumes (330 titles) that had duplicate online holdings in the collections were withdrawn. Over 2000 reels of microfilm (65 titles) were withdrawn from Lewis Library since there were duplicates online or at Cudahy. Some materials were relocated to the Cudahy Library in order to better support the programs that are primarily located at the Lake Shore Campus. A total of 6,300 titles and 38,000 volumes were withdrawn from Voyager, the library’s online system, and OCLC WorldCat database and 31,900 Voyager records were updated for the books that were moved from Lewis Library to the Library Storage Facility. As part of the Lewis Library Project, many problem records for both books and journals were identified and corrected. Even though the Lewis Library Project was very time consuming, it resulted in a leaner and more program-focused library collection.

Monograph Acquisitions and Cataloging Department
In addition to making a major contribution to the successful Lewis Library Project, the Monograph Acquisitions and Cataloging Department headed by Ling-li Chang also had many other significant accomplishments in FY08. New procedures and operations were designed to ensure that book selection and ordering is more
evenly distributed in a budget year. This resulted in current books being purchased and available to users as they are published and the book budget being fully utilized by the subject selectors. Also, in collaboration with Access Services, subject bibliographers and Library Systems, the Monograph Department developed and introduced a new highly efficient system to identify, review, evaluate and replace lost books. The system eliminated inefficient paper route forms, enabled multiple bibliographers to review the same titles simultaneously through a web application and allowed replacements to be purchased automatically by Acquisitions staff. By the end of June 2008, 1,500 lost books were processed, 700 of them reviewed and 180 books were replaced.

Other accomplishments included implementation of the electronic order confirmation records into the Voyager online catalog which provided our users with up-to-date online order information from the libraries main book vendors, establishing rush ordering and cataloging procedures for the purchase on demand requests, and utilizing a new application, MARCEdit, to expedite the batch loading process for entering 1,700 new humanities e-book records into Pegasus. In addition to implementing new procedures, new processes and new applications to provide better service to the users, the Monograph Department created Voyager records for 800 Information Commons laptops, digital cameras, and software allowing for the easy and efficient circulation of the equipment to Loyola’s students.

**Serials and Electronic Resources Management Department**

The Serials and Electronic Resources Management Department under the leadership of Martha Spring also had many achievements in addition to the Lewis Library Project. The University Libraries continued to transition from print subscriptions to electronic journals and the SERM Department provided access to over 14,000 more e-journal titles in FY08 than the previous year. A total of 34,000 online journals are now available to Loyola’s faculty, staff and students. Forty new databases were also added in FY08 to Loyola’s resources. In addition to the acquisition and implementation of new electronic resources Martha and her team streamlined the annual renewal process with EBSCO, the libraries’ primary subscription agent, and skillfully averted a scheduled increase in service charges.

Loyola’s expanded JSTOR holdings allowed for the withdrawal of volumes in print from Cudahy main stacks and the Library Storage Facility freeing up valuable shelf space. In collaboration with Access Services Department the Serials Acquisitions team evaluated and revised periodical replacement workflows resulting in a 57% increase in the number of replacement issues ordered and a 250% increase in the number of replacement issues received over the previous year. Major journal packages were completely transitioned from print or print + online to online only this year. In collaboration with and funding assistance from the Department of Fine Arts the ARTstor database was obtained in June 2008. ARTstor is a digital library of nearly one million images in
the areas of art, architecture, the humanities, and social sciences and will be very useful to faculty, staff, and students across multiple disciplines. Ongoing cross-campus library meetings were held with the Health Sciences Library and Cudahy Library staff and discussions resulted in expanding access for electronic resources at both campuses. In preparation for library access to the public, Martha developed a list of electronic resources that were accessible and would be available to these users. SERM continued to review and maintain Serials Solutions, the electronic resources management system, with customized updates as changes in journal platforms and holdings were a constant theme this year. Licenses for the new e-resources were reviewed, negotiated, modified and pulled into shape and networked services contracts were established to provide the broadest service possible to Loyola users.

Preservation and Bindery Unit
Christa Rutt, Bindery Associate, completed her training with Diane Westerfield, Preservation and Special Projects Librarian, and oversaw all aspects of the bindery operation in 2007-2008. Periodical and book bindery shipments were successfully prepared, received and processed every other week. With each shipment and delivery, records were updated, data entered, binding identified, patrons and staff were notified, and problems solved. In May, due to campus construction, the binding company had to change its pick and drop off point and procedures. Even though the change increased the turn around time by 2-3 days, Christa and her staff successfully adapted and adjusted the bindery operations’ workflow.

In her preservation role, Diane Westerfield oversaw the updating and distribution of short phone trees and emergency guides for Lake Shore Campus library facilities and Lewis Library. In October a fire safety presentation and demonstration was provided to the University Libraries staff. During the spring semester, the Klarchek Information Commons was incorporated into the current libraries’ disaster plan.

Plans for the Electronic Thesis Dissertation Project (ETD) continued through the fall of 2007 as digital library options were researched, software choices were identified, and communications reopened with the Graduate School staff. In April 2008 outstanding issues were documented and ETD implementation was delayed as a result of Diane’s resignation in May.
Goals for 2008-2009
Monograph Acquisitions and Cataloging Department
- Interview for and select a new Acquisitions Associate. (fall 2008)
- Develop and complete the training program for the Acquisitions Associate. (spring-summer 2009)
- Prepare, plan for and deliver the Monograph Acquisitions and Cataloging Department presentation (spring 2009)
- Design, arrange and participate in acquisitions Q&A sessions with subject bibliographers to promote better understanding of monograph acquisitions related topics, e.g. GOBI interface, collection development reports, etc. (fall 2008)
- Plan for and execute Voyage release upgrade. (fall 2008-spring 2009)
- Work with Lewis Library reserve staff to gain a better understanding of processing of reserve records. Plan for and execute project to remove outdated reserve records. (fall 2008)
- Complete updating the Voyager records as the former Lewis books are integrated into the Library Storage Facility collections. (fall 2008)
- Facilitate another round of Lewis duplicates review for weeding by creating Voyager reports to identify duplicates within the Lewis Library collection. (winter 2008/2009)
- Execute projects to resolve the outstanding faculty selected Dewey books. Update voyager records to assign an interim location and allow them to display in Pegasus. Resolve problem book records which were flagged during previous item scanning projects. (spring 2009)
- Plan and execute batch location change projects for former Science books and periodicals. (spring 2009)
- Work with appropriate individuals and groups to evaluate current policy for cataloging government documents and propose changes, as needed. (fall 2008-spring 2009)

Serials and Electronic Resources Management Department
- Interview for and select a new Serials and Electronic Resources Librarian. (summer 2008)
- Develop and complete the training program for the Serials and Electronic Librarian position. (fall 2008)
- Provide training for Serials Acquisitions staff to perform Serials Acquisitions Assistant’s responsibilities until the position is filled. (July, 2008-)
- Interview and select a new Serials Acquisitions Assistant. (fall 2008).
- Provide training for Serials Acquisitions Assistant. (fall 2008)
- Relocate SERM Department Head into a new office and prepare work space for Serials/Electronic Resources Librarian. (August – September 2008)
- Review and evaluate current work load of the Bindery Unit and investigate reorganization or reassignment opportunities. (fall 2008)
• Investigate and institute possible improvements to EBSCO renewal process. (ongoing; partially done last year)
• Monitor and troubleshoot access to library electronic resources. (ongoing)
• Investigate and implement new procedures and policies for the evaluation and acquisition of databases and periodicals. (fall 2008)
• Pending FY2009 budget, acquire new databases and periodicals to fill collection gaps. (ongoing)
• Prepare, plan for and deliver the Serials and Electronic Resources Management Department’s presentation (spring 2009)
• Establish guidelines (with the Graduate School) for submitting theses and dissertations electronically. (spring 2009)
• Plan to implement an ETD pilot program. (August 2009)
• Significantly decrease backlog of items requiring in-house repair. (spring 2009)
• Discuss options and further implement library’s new ERMS. (Jan-June 2009)
• Participate in promoting awareness of electronic resources available to the Loyola community. (ongoing)
• Investigate alternatives for Wilson Select Plus and Periodicals Abstracts, which ceased being state funded as of July 1, 2008.
• Coordinate investigation, evaluation and implementation of MARC record collection sets for addition to library catalog.
• Review and evaluate cataloging policies for electronic resources, especially electronic journals. (spring 2009)
Bindery Unit Report
Annual Report 2007-2008

By Cathy Miesse and Christa Rutt

Highlights and FY08 Goals Review

Bindery

- Christa Rutt, Bindery Associate, completed her training with Diane Westerfield, Preservation and Special Projects Librarian, and oversaw all aspects of the bindery operations in 2007-2008.
- The Bindery Unit continued to prepare, receive, and process periodical and book bindery shipments every other week. This biweekly operation included updating Pegasus records, entering data in Heckman’s Advanced Bindery Library Exchange (ABLE), solving problems, identifying appropriate binding, managing student workers, and communicating with library staff and the HF Group, Loyola’s commercial binder, on a regular basis.
- The Bindery Unit also supported and managed the complex dissertation/thesis binding, distribution and resolved issues surrounding users’ requests and school-colleges’ requirements.
- In addition to successfully overseeing the outsourcing of bindery materials Christa and her staff prepared, received and processed the annual Rome Cargo Shipment, completed periodical location changes in Pegasus from Lewis to Cudahy Libraries, identified and processed in-house binding, and answered preservation/conservation questions from patrons and staff.
- The HF Group raised their prices twice in the past year, August 2007 and again in July 2008. Some of the prices rose quite dramatically like Digicovers, which went from $5.00 to $7.05. Since fuel prices increased over 30 percent in the past year alone, the Fuel Surcharge was raised in November 2007 from 2% to 3%, but no other changes were made in November.
- In May, Christa worked with Anne Reuland, Director for Administrative Services, to plan for the HF Group’s shipment new pick up and drop off point at the 6317 N. Broadway. Even though the new location point increased the turnover time by 2-3 days Christa and her staff successfully adapted to the change and adjusted the bindery operations' workflow.

Preservation

- As Preservation Librarian and Chair of the Disaster Preparedness Committee, in October 2007 Diane oversaw the updating and distribution of short phone trees and emergency guides for Lake Shore Campus library facilities and Lewis Library. She continued to monitor, document and communicate any
conservation/preservation concerns and/or problems in the Library Storage Facility and Cudahy Library.

- In September 11, 2007 Diane presented a disaster planning program to the Greater Midwest Region of the National Network of Libraries of Medicine.
- In October 2007 Diane arranged for Bill Curtin, Director of Environmental Services at Loyola and Jack Hughes of U.S. Fire and Safety to give a lively and informational fire safety session for the University Libraries.
- In January Diane began working with Leslie Haas, Director of the Information Commons, to incorporate the IC into the current libraries’ disaster plan.

Electronic Thesis Dissertation Project (ETD)

- During the fall 2007, Diane focused on successfully implementing the Electronic Thesis Dissertation plan for Loyola. She researched digital library options, identified software choices, reviewed the Graduate School needs and met with the Cataloging Unit to discuss ProQuest meta data.
- In April 2008 Diane reported outstanding issues that needed to be resolved for a successful implementation of ETD included: the complexity of Graduate School policies, complications with the Medical Center programs, need for standardization of ProQuest’s MARC records, legal issues with Digital Dissertations and resolving the question of digitizing old dissertations.

Serial Solutions

- In addition to work on ETD, Diane also completed several projects for Martha Spring including the Elsevier project (removing “Health Science access only” notes from over 400 Pegasus records) and updating Sage and JSTOR records in Pegasus to reflect withdrawal of print and duplicates from the collections (over 300 titles; almost 3000 volumes).

Goals for 2008-2009

- Introduce and offer guidance to the new Serials and Electronic Resources Librarian regarding the current Bindery operations
- Review and evaluate current work load of the Bindery Unit and investigate reorganization opportunities
- Significantly decrease backlog of items requiring in-house repair
- Visit HF Group’s bindery facility in Indiana
## Bindery Statistics

**Year:** 2007/08

### Commercial Binding

<table>
<thead>
<tr>
<th>Service</th>
<th>University</th>
<th>Personal/Dept.</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books to Match (#12)</td>
<td>112</td>
<td>0</td>
<td>112</td>
</tr>
<tr>
<td>Periodicals (#14)</td>
<td>3869</td>
<td>0</td>
<td>3869</td>
</tr>
<tr>
<td>Custom Books (#21)</td>
<td>764</td>
<td>6</td>
<td>770</td>
</tr>
<tr>
<td>Theses (#17)</td>
<td>335</td>
<td>153</td>
<td>488</td>
</tr>
<tr>
<td>Digicover Books (#28)</td>
<td>3074</td>
<td>0</td>
<td>3074</td>
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<tr>
<td>Economy Books (#31)</td>
<td>647</td>
<td>0</td>
<td>647</td>
</tr>
<tr>
<td>Phase Boxes (#44)</td>
<td>48</td>
<td>0</td>
<td>48</td>
</tr>
<tr>
<td>EASE Economy Clamshell (#44EX)</td>
<td>40</td>
<td>0</td>
<td>40</td>
</tr>
<tr>
<td>EASE Economy Portfolio (#44EP)</td>
<td>41</td>
<td>0</td>
<td>41</td>
</tr>
</tbody>
</table>

### In House Binding

<table>
<thead>
<tr>
<th>Service</th>
<th>University</th>
<th>Personal/Dept.</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hard Pamphlet</td>
<td>104</td>
<td>0</td>
<td>104</td>
</tr>
<tr>
<td>Soft Pamphlet (Velobind)</td>
<td>43</td>
<td>5</td>
<td>48</td>
</tr>
<tr>
<td>Repairs</td>
<td>285</td>
<td>0</td>
<td>285</td>
</tr>
<tr>
<td>Replacement Pages</td>
<td></td>
<td></td>
<td>324</td>
</tr>
</tbody>
</table>
The Monograph Acquisitions and Cataloging Department was blessed by being fully staffed throughout FY08, although one staff member was quite new when the year started. A training program was conducted and completed for the recent new hire, Kimberly Medema, during summer and fall of 2007.

Throughout the year the department maintained high quality work and efficiency in handling book order requests, receiving new books and DVDs, processing invoices, cataloging new books and maintaining accuracy of the Voyager database. Rush items, which were greatly increased due to the Purchase on Demand Service, were consistently done within a day or two. The department also contributed to a well managed collection budget.

In addition the department was engaged in numerous special projects. Some of the projects were library initiated such as the Lewis Library Collection Project; others were self imposed such as the Lost Book Project.

❖ The Most Significant Accomplishments

- **Lewis Library Collection Weeding and Relocation.** For the entire year, the Monograph Department was heavily involved in dealing with the Lewis Library materials. Two staff members traveled to Lewis Library once a week for several months to de-accession weeded materials on site. Three staff members along with the department head worked through lists of weeded duplicates to prepare for batch deletion jobs. A total of 6,300 titles and 38,900 volumes were de-accessioned, manually or via batch jobs, from Voyager and OCLC WorldCat databases. In addition 31,900 Voyager records were updated, manually or via batch jobs, for the books which were moved from Lewis Library to the Library Storage Facility and which had been integrated with the rest of the books in LSF. As part of the project, many record problems were detected and resolved.

- **Lost Book De-accession, Review and Replacement.** Collaborated with Access Services, subject bibliographers and Library Systems, the Monograph Department introduced a new system to handle lost books. Under the new system, Voyager reports are used to identify and de-accession lost items. A web application, designed by Chulin Meng, is used to allow subject bibliographers to review and mark their decisions for the lost items. Excel lists are used to process replacement order and relocation requests. The new system eliminated the inefficient paper routing forms and enables prompt actions for lost books. The web application allows multiple bibliographers to review the same item of their interest. Parameters were also developed to allow Acquisitions staff to automatically order available
replacement copies. By end of June 2008 a total of 1,500 lost items were identified and de-accessioned. Among them 700 have gone through the review process. Based on bibliographer’s decision and availability, 180 replacements were ordered.

- **Budget Accrual for Committed Open Book Orders.** A new process was jointly developed between the library and the University Financial Services to allow carrying forward the committed open book orders from current budget year to the next. The Monograph Department played a key role in establishing the process. A Voyager report of qualified orders was submitted to Accounts Payable to accrue funds. Special accrual funds were assigned to those orders to allow separating accrued orders from the rest on the library voucher requests. Resulted from this new process, a total of 232 orders for $12,848 from five vendors were carried forward from FY08 to FY09. The new process makes it possible for book selection and ordering to be more evenly distributed in a given budget year.

- **Other Accomplishments Highlights**

  - **Implementation of EOCRs (Electronic Order Confirm Records).** Completed implementation tasks; established new procedures and incorporated them into daily acquisitions and cataloging workflow. Revised the request form for on order and in process materials to reflect the changes. Having EOQRs batch loaded into the Voyager database daily enables better tracking of books on order and of book fund status. It also adds valuable information to Pegasus.

  - **Implementation of Purchase on Demand Service.** The department was a key contributor to the success of this new program. Established and incorporated into daily workflow the procedures for rush ordering and rush cataloging of the Purchase on Demand requests. A total of 360 Purchase on Demand books were ordered and cataloged between July 2007 and June 2008.

  - **Pegasus Records for ACLS Humanities E-Book Collection.** Evaluated the MARC records supplied for the ACLS (American Council for Learned Societies) Humanities E-Book Collection. Utilized a new application MARCEdit and successfully added desired fields to and removed unwanted fields from the original MARC records prior to batch loading them into Voyager. After the first load all 1,712 e-book titles in the collection became available in Pegasus.

  - **Voyager Records for IC Equipments.** Six staff members worked on this time sensitive and labor intensive project. Within one week they created Voyager bibliographic, holdings and item records for 800 IC laptops, digital cameras, software, etc. The timely creation of those records allowed the IC staff to circulate those equipments via Voyager from IC’s first day on.

  - **Cataloging Backlog Review.** Worked with subject bibliographers and completed the review of the items in the cataloging backlog on Cudahy Deck E. A total of
2,970 volumes were weeded from the backlog and de-accessioned through this project.

- **OCLC PromptCat Changes.** Evaluated the vendor contributed level 3 records supplied by the OCLC PromptCat Service and determined it would be more effective to catalog items in house than work with those problematic level 3 records. As a result revised our PromptCat Cataloging profile to exclude the level 3 records and incorporated the changes into monograph acquisitions and cataloging workflow.

- **Location Change for Oversize Dewey Books.** Completed updating the Voyager records for the oversize Dewey books held in the LSF. Scanned item barcode one by one into the Location Changer program to assign the correct oversize location for 1,770 oversize books in Dewey classes. As part of the project, applied a special ‘oversize’ label on those books.

- **Rome Reclassification Project Closure.** Batch updated the Voyager records of the project titles and changed their location from project interim to permanent location. Added Rome holdings in WorldCat for those project titles. Resolved all the remaining difficult problems.

- **Voyager Database Improvement.** Corrected 2,900 Voyager records of older Loyola dissertations so that their shelving number is indexed and displayed in Pegasus. Removed the Hold & Notify notes remained in the bibliographic records to protect patron related information from being displayed to the public. Began to delete Voyager records of canceled purchased orders which are older than 3 years. Began regularly reviewing Voyager Circulation Exception Reports to catch withdrawn items charged and withdrawn items discharged so that they can be reinstated and displayed in Pegasus.

- **Exploration of New Services and Tools.** Investigated I-Share services the second time and provided evaluation feedback. Investigated WorldCat Registry and worked with OCLC to clean up incorrect information in the registries for Loyola libraries. Investigated WorldCat Local and provided evaluation feedback. Learned and implemented the free software MARCEdit, which allows batch editing of MARC records.
### Key Statistics for FY08

<table>
<thead>
<tr>
<th></th>
<th>FY08</th>
<th>FY07</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ordering</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orders Placed</td>
<td>8,468</td>
<td>8,807</td>
<td>-4%</td>
</tr>
<tr>
<td><strong>Receiving</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Book Volumes Received</td>
<td>11,038</td>
<td>9,818</td>
<td>12%</td>
</tr>
<tr>
<td><strong>Materials Cataloged</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Book Titles Added</td>
<td>12,579</td>
<td>13,299</td>
<td>-5%</td>
</tr>
<tr>
<td>Total Book Volumes Added</td>
<td>13,627</td>
<td>20,390</td>
<td>-33%</td>
</tr>
<tr>
<td>AV Titles Added (by OCLC Contract Cataloging)</td>
<td>490</td>
<td>323</td>
<td>52%</td>
</tr>
<tr>
<td>AV Units Added (by OCLC Contract Cataloging)</td>
<td>577</td>
<td>351</td>
<td>64%</td>
</tr>
<tr>
<td><strong>Materials Withdrawn</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Book Titles Withdrawn</td>
<td>6,485</td>
<td>1,331</td>
<td>387%</td>
</tr>
<tr>
<td>Book Volumes Withdrawn</td>
<td>39,220</td>
<td>2,665</td>
<td>1372%</td>
</tr>
<tr>
<td><strong>Record Maintenance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Catalog Maintenance Work</td>
<td>2,157</td>
<td>5,198</td>
<td>-59%</td>
</tr>
<tr>
<td>Authority Work</td>
<td>15,924</td>
<td>6,988</td>
<td>128%</td>
</tr>
</tbody>
</table>

### Review of Monograph Acquisitions and Cataloging Goals for FY08

The department accomplished all the major goals set for FY08, including the labor intensive projects related to the move of the materials held at Lewis Library. The department also adopted and accomplished several new goals during the year thus left little time to complete some of the goals previously set for the year.

Several goals were incomplete or put off due to lack of time and priority shift:

- Work with Collection Development Committee to promote better understanding of the monograph acquisitions processes, the GOBI interface and the various collection development reports. (Deferred to FY09)
- Complete correcting the records which failed to convert to Unicode during Voyager 6 upgrade. (Deferred to FY2009/2010)
- Work with Reserve staff at Cudahy and Lewis to gain better understanding of the Reserve records. Develop strategies to clean up obsolete records. (Met with the Cudahy Reserve staff. Deferred the Lewis meeting and record cleanup to FY09)
- Work with Government Document Librarian to explore the possibility of using Marcive services for government documents. (Deferred indefinitely due to uncertainty of the future directions of the government document collection.)
- Develop and execute a project to locate and resolve the outstanding faculty selected Dewey books. (Deferred to FY09)
• Plan and execute batch location change projects for former Science books and periodicals moved to Cudahy. (Made location changes for oversize and reference books. Deferred the rest to FY09)

• Plan and execute batch record deletion projects for materials removed from Galvin Storage. (Removed Loyola’s holdings from OCLC WorldCat of the 30,000 non-faculty selected Dewey books. Deferred deletion of their Voyager records to FY2009/2010)

❖ Goals for FY09 (July 2008-June 2009)

• Fill the Acquisitions Associate position vacated by Andrea Gough on July 30, 2008. (fall)

• Complete the training program for the replacement of Andrea Gough. (spring - summer)

• Plan for and give a presentation about the Monograph Acquisitions and Cataloging Department. (spring)

• Hold acquisitions Q&A sessions with subject bibliographers to help promote better understanding of monograph acquisitions related topics. (fall)

• Plan for and execute Voyager release upgrade. (fall – spring)

• Work with the Lewis Reserve staff to gain a better understanding of their process of Reserve records. Plan for and execute projects to clean up old Reserves records. (fall)

• Plan and batch load vendor supplied e-book MARC records into Voyager database for selected e-book collections. (fall – spring)

• Complete updating the Voyager records of the former Lewis books which were moved to Library Storage Facility as they are integrated with the rest of the LSF books. (fall)

• Facilitate another round of Lewis duplicates review and weeding. Create Voyager reports to identify duplicates within the Lewis Library collection. (winter)

• Execute projects to resolve the outstanding faculty selected Dewey books. Update their Voyager records to assign them the interim location LSF Pick List and to allow them displayed in Pegasus. Resolve the problem books which were flagged during previous item scanning projects. (spring)

• Plan and execute batch location change projects for former Science books and periodicals. (spring)

• Work with appropriate individuals and groups to evaluate current policy for cataloging government documents and propose changes if necessary. (fall - spring)
This year, the Serials and Electronic Resources Management Department continued the Lewis Library project begun last year, withdrawing and transferring materials in preparation for the library’s move to a smaller space. Other highlights included the acquisition of new electronic resources with the help of a collection budget enhancement, as well as streamlining of the annual renewals process with EBSCO, the library’s primary subscription agent. The end of the year brought reorganization, including the integration of the Bindery unit into the department, and a revised librarian position, replacing the previous position of Preservation and SpecialProjects Librarian.

**Highlights**

**Serials Cataloging**

- New collections of e-journals cataloged included:
  - a. JSTOR Arts and Sciences III Complement (182 titles)
  - b. Sage Journals: transferred from print or print + online to e-only format effective 2008 (100+ titles).
  - c. IEEE E-Journals (24 titles)
  - d. New for 2007/2008 individual periodicals (25 titles)

- *Lewis Projects*: Continuation of weeding and materials relocation started last year, this year’s projects included:
  1. Withdrawal of Sage and JSTOR print journals, including the update of Pegasus records to reflect withdrawal of print volumes duplicating online holdings held in the collections (330 titles; almost 3000 volumes)
  2. Microfilm: Withdrew 65 titles, 2000 reels from Lewis Library (including Sage and JSTOR duplicates as well as several other titles duplicated at Cudahy).
  3. Lewis Periodicals transferred to Cudahy: updated records and related problem-solving (approximately 120 titles – of which 38 are live subscriptions – about 3000 volumes transferred; about 250 overlapping volumes withdrawn)
  4. Lewis Call Number problem list: about 100 records identified and corrected.
  5. Serials Cataloging Assistant worked at Lewis Library 5-10 times during the year working on serials withdrawals and relocations.

- LSF updates: updated Voyager records for serials split between storage facility and Cudahy. As of March 2008, no new issues sent directly to LSF; they go to Cudahy main stacks or reference collections.

- JSTOR Moving Wall Updates: Updated over 600 titles with moving wall information for our five JSTOR collections.

- Lewis Curriculum Reference collection consolidated into Lewis Reference location (5 titles, 300 volumes) and Pegasus records updated to reflect the change.
• After discussion with Health Sciences Library, removed notes from Pegasus records that they had noted “Access limited to Health Sciences users”; the notes became obsolete after the cross-campus Science Direct access started in 2007. Total number of records examined: 400.
• Transferred two Gale standing orders to online-only format; recataloged Pegasus record and update holdings as new volumes available online.

Serials Acquisitions
• New Periodicals: Approximately $10,000 of collection enhancements funds set aside for new individual periodical titles, mostly online (12 titles).
• Evaluated and revised workflows related to periodicals replacements, after discussion with Head of Access Services and Cudahy Stacks Supervisor. The Serials Acquisitions Assistant took over some responsibilities formerly held by the Periodicals Associate position. Serials Acquisitions also worked with the back issue vendor, with the result of a 57% increase in the number of replacement issues ordered and an increase of 250% in the number of replacement issues received the previous year.
• Completed transition of journal packages from print or print + online to print-only for Sage, Elsevier, Springer, and American Chemical Society journal packages.
• Met with subscription agent (EBSCO) and discussed possible changes to service charges. The resulting transfer of Springer, Wiley and Elsevier packages to EBSCO averted an increase in services charges.
• Worked to streamline annual renewal process with EBSCO: Requested and received lowering of prepay invoices for several online packages by $24,000. Last year, overcharging on prepayments resulted in subsequent problems throughout the year with our EBSCO accounts.
• Several new orders set up for IC location (reference materials, several periodicals).
• Cancelled various Lewis standing orders as part of collection weeding in preparation for Lewis move.
• Updated 35-40 current order records for journals transferred from Lewis to Cudahy in May 2008.

Electronic Resources
• This fiscal year included a collection enhancement of $136,000, mainly spent on new databases, with some one-time purchases as well as a smaller amount set aside for new periodical subscriptions. New databases acquired include: ABI/Inform (no longer state-funded starting mid-2007); Sage Deep Backfile, Sage Premier, Mideastwire.com, Thesaurus Linguae Graecae, AP Images and the JSTOR Arts & Sciences Complement collection, as well as ten online encyclopedias. For CQ Almanac and CQ Weekly, we paid perpetual access fees for each (this will mean lower annual access fees starting next year, as opposed to higher annual subscription charges).
After a long preparation, including licensing and initial funding assistance by the Department of Fine Arts, the ARTstor database was obtained starting in June 2008. The Libraries will pick up the subscription costs for this database starting in FY2010.

Cross-campus issues with medical library: Participated in discussions regarding improvement and understanding of cross-campus issues. Meetings in October 2007 and January 2008 included discussions about educating users, expanding access for e-resources at both campuses, and the administration of access for joint appointments between campuses. In this fiscal year, resources added or modified to give cross-campus access are:

1. **Nature** (the libraries instituted 50/50 online subscription; previously print with online embargo period at main campus);
2. **American Journal of Human Genetics** (changed publishers and main campus pays for access to both campuses);
3. **Journal of cell biology** (HS added online access for main campus)
4. **Sage Deep Backfile**: Paid by main campus; accessible across all Loyola campuses.
5. **Sage Premier**: Began subscription through CARLI; cross-campus with payment split based on previous subscriptions at each library.

Alumni/Walk-In Access: Participated in discussions between Library and IT regarding accessibility of library e-resources for walk-in and alumni users, in preparation for library access to the public starting this year. Developed list of resources not accessible to these users, whether by license or simultaneous-user restrictions.

Serials Solutions maintenance: Changes in journal platforms and holdings meant updating database with customized information. Collections updated included: Sage Backfile and Premier (approx. 500 titles); Blackwell (400 titles); Highwire Press (260 titles); Wiley (500 titles); Springer (900 titles); InformaWorld (175 titles moved from MetaPress platform); and miscellaneous smaller collections.

CARLI Spring Database Brokering Program: This year, there were several changes to the program, including: various databases became available via EBSCO platform and were transferred from other platforms (Mental Measurements Yearbook, Social Work Abstracts Plus; Philosopher’s Index); OVID and ProQuest databases were brought back to the program; last year they were not included. The total expenditures for spring 2008 selections were $142,000 in comparison to the $107,000 the previous year.


Department-Wide:

- The SERM Department was reorganized to include the Bindery unit, and a new Serials and Electronic Resources Librarian position was created to replace the Preservation and Special Projects Librarian position.
- Attended discussions and demos of-Share and WorldCat Local, and developed questions and issues which would result from implementation.
Staff Changes

- Diane Westerfield resigned as Preservation and Special Projects Librarian effective May 2, 2008.
- Ted Geerdink resigned as Serials Acquisitions Assistant June 19, effective July 10, 2008.

FY08 Departmental Goal Status Report:

- Work with Access Services and Bindery to review and refine procedures for handling missing periodical issues, ordering and receiving replacement issues (Completed).
- Streamline EBSCO annual renewal process (Done: cancelled American Chemical Society print journals; transferred Springer journal package to online-only status; reduced prepaid of EBSCO invoices by $24,000).
- Update online catalog records for serials sets in storage from summer 2007 inventory of Galvin (Done).
- Monitor and troubleshoot access to library electronic resources (Done, on an ongoing basis).
- Administer weeding and relocation of Lewis Library materials in planned 50% collection reductions (Done; more expected in FY09).
- Learn to use location changer to make batch changes and update/delete serial records in Voyager for items in Galvin discarded August 2007 (Done; location changer still used on an ongoing basis)
- Work with Reserve staff at Cudahy and Lewis to gain better understanding of the Reserve records. (Done)

Goals for FY09:

- Interview for, hire and train new Serials & Electronic Resources Librarian position. (Summer 2008)
- Interview, hire and train new Serials Acquisitions Assistant to replace Ted Geerdink. (Fall 2008)
- Serials Acquisitions staff members train to perform Ted’s duties and cover checkin, claims, replacement periodical orders while position empty (July-?)
- Move Department Head into an office and prepare workspace for Serials/Electronic Resources Librarian (Aug.-Sept.)
- Investigate and institute possible improvements to EBSCO renewal process (Ongoing; partially done last year).
- Monitor and troubleshoot access to library electronic resources (Ongoing).
- Investigate and implement new procedures and policies for the evaluation and acquisition of databases and periodicals (fall 2008).
• Pending FY2009 budget, acquire new databases and periodicals to fill collection gaps (ongoing).
• Discuss options and further implement library’s new ERMS (Jan-June 2009).
• Participate in promoting awareness of electronic resources available to the Loyola community (ongoing).
• Investigate alternatives for Wilson Select Plus and Periodicals Abstracts, which ceased being state funded as of July 1, 2008.
• Coordinate investigation, evaluation and implementation of MARC record collection sets for addition to library catalog.
• Review and evaluate cataloging policies for electronic resources, especially electronic journals (spring).
SYSTEMS DEPARTMENT (FY08)
Prepared by Chulin Meng, Head of Library Systems

Highlights

- New Applications - Systems took initiatives to research and implement open source applications to improve communication, promote resource sharing, and assessing patron’s information needs. Applications successfully adopted by University Libraries include:
  1. Blog Service (WordPress) to improve library internal and external communications.
  2. Wiki Service (MediaWiki) to promote resource sharing within libraries.
  3. Reference Statistics Tool (LibStats) for reference desks to track statistics on reference questions.
  4. Survey tool (LimeSurvey) for conducting online polls and surveys to collect user feedbacks on library services.
  5. Photo Management tool (Gallery) for library staff to store and share photos, and create online exhibitions.
  6. Journal Publishing and Management application (Open Journal System) to host online journals for Loyola schools and departments.

- Library Servers - Systems worked with ITS to evaluate the hardware and system needs for new library applications. An IBM HS21 Blade Server was purchased and installed. The new server has Dual-Core 2.66 GHz processor, 4GB memory, 200GB storage space on SAN, and SuSE Linux operating system. Systems also worked to move some of our library applications to IT virtual servers, so we could retire the old Dell servers.

- Voyager ILS - Systems continued to maintain the Voyager ILS and provide a stable platform for library staff and library patrons. Some highlights of Voyager related accomplishments include:
  1. Patron Interface: developed scripts to detect and correct incorrect patron data cause by campus database system update, while actively working with ITS to refine the patron data feed.
  2. OPAC: added spell check functionality to library OPAC.
  3. Fiscal Period Close: created FY09 ledgers and funds.
  5. Customized reports: created Voyager reports for analyzing collections, services, and other library activities.

- Library website – Working closely with the Web Team, Systems contributed to library web development by adding new online forms, keeping database current, supporting dynamic management of web content, and tracking web usage traffics.
• IC Website – Systems worked with IC staff, ITS, and UMC to plan, design, and finalize IC web structure. Systems also worked with Reference to create the content for the library section on IC web.

• Federated Search – Participated in the Federated Search Tool Taskforce to research federated search application for providing better access to electronic resources, by letting patron search multiple resources with a single query. Serials Solutions 360 Search was recommend to the LLT and adopted by the University Libraries.

• Lost Book List – Working with Technical Services, Systems designed the lost book database and online interface for biographers to review library lost books.

• Instruction Statistics – Created web database for reference librarians to track statistics on instruction sessions.

• Alumni access – Systems worked with ITS to develop computer images and provide Loyola Alumni limited access to licensed library databases.

• Odyssey installation – Systems installed Odyssey, the Illiad online document delivery module, to replace our old Ariel document delivery system to provide more streamlined service for library patrons. The new Odyssey system also offers our patrons the option of electronic delivery of articles in PDF format.

More Projects Completed by Systems Department

• Coordinated the Voyager system trainings
• Upgraded Pegasus express workstations
• Created new Pegasus Exit page
• Installed of new staff PCs
• Maintains E-resources list on Proxy Server
• Keeps Staff Web content up-to-date
• Participated testing Meebo as IM reference tool
• Created LUC reference materials ISBN list for Reference Universe
• Testing DimDim online meeting tool
• Fixed the RefWorks Z39.30 connection to library Voyager server
• Added Podcast Plug-in to LOCL news blog
• Installed FCK Editor for MediaWiki to make it easier for library staff to create contents on library wikis

Review of FY08 Departmental Goals
The general goal of Systems Department is to maintain, deploy, and develop library systems and applications to ensure that library staff has the right tools for acquiring,
organizing, and presenting our information resources to meet our students and faculty’s information needs.

Through collaboration with other library departments, Systems completed these FY08 specific goals:

- Fine tune the library website: refine the cascading style sheets (CSS), add more online forms for requesting various library services, and explore the possibility of using the university content management system for library subject pages.
- Work with ITS and the director of Information Commons to design a new IC web site to promote the new facility and provide students and faculty with easy access to digital applications and library resources.
- Participate in the virtual IC planning: managing digital resources, providing access, supporting information/knowledge integration and creation.
- Work with the Federated Search Tool committee to select and implement a new federated search application.
- Purchase and install a new Linux server for library Blogs and Wikis.
- Create more Voyager reports for analyzing collections, services, and other library activities.

The Voyager 7 upgrade project was postponed because Ex Libris, the system vendor, delayed the product release. Systems will work with the Voyager Steering Committee to plan and implement Voyager 7 upgrade in FY09.

**Departmental Goals for FY09**

In the new academic year, the Systems Department will continue to improve and enhance library systems and technologies. Some of the specific goals include:

- Website Redesign – Work with the Web Team to integrate new search tools, make website more interactive, and providing access to new library online collections and services.
- ETD Project – Work with ETD committee and Graduate School to implement online submission interface and a local repository for electronic thesis and dissertations.
- CONTENTdm – Support WLA and Archives in creating online collections, design and customize the look and feel of LUC CONTENTdm site.
- 360 Search – Work with Serials and Reference to implement 360 Search, conduct user survey to study library patron’s federated search experiences.
- Voyager 7 Upgrade – Work with the Voyager steering committee to plan Voyager 7 upgrade. Work with OPAC team to implement new Pegasus OPAC after the upgrade.
- More projects – As time allowed, Systems will continue to develop new applications/functionalities to enhance delivery of library services and resources: monthly new book list (organized by Subject area and with RSS feeds), Library Catalog Search as Facebook Plug-in, and Location map in OPAC.
University Archives and Special Collections
Annual Report FY 08

By Kathy Young, University Archivist
July 9, 2008
FY08 was another busy one at the University Archives, as demonstrated by the 62% increase in the amount of reference inquiries (email, telephone, letter, and in-person) received. While usage by members of the Loyola community increased, researchers from the public continued to be an important audience for the University Archives and Special Collections. Perhaps the most notable occurrence for the past year happened in April when both the Center for Public Service and the University Archives and Special Collections received visits from Fr. Garanzini. At the Center for Public Service he was shown the Rostenkowski and Hyde displays as well as the storage area with the Rostenkowski papers. At the University Archives and Special Collections he was shown 218, 219, and the rare book room. At both places he noted that more room was needed.

Staff made significant progress on several long-term projects, namely the rare books inventory, creation of catalog records, and the redesign of the website, in addition to handling special projects that arose through out the year. Relationships continue to develop with University departments, especially with University Marketing and Communication, Development, and Special Events, which has contributed to the increase in usage as well as the increase in records transferred to the archives. Departments that had not previously transferred records to the University Archives, such as Athletics, were reminded about the records retention policy in anticipation of future moves which may result in records being sent to the University Archives. Over all, the University Archives staff looks forward to an even busier and more productive FY09 by building on the progress made during this past year.

Following are some of the highlights for FY08. See the comparative yearly statistics chart, 2002-2008, for further details.

**Intellectual Control and Access**

- **University Photo Collections**
  Work has started on restoring the order of the existing photo collections and integrating new photographs, negatives, and slides into the collections. When finished, the collections will be arranged alphabetically by subject once again; go from general to specific within subject; and will be arranged chronologically within subject where possible. New folders and subject headings will be used and multiple folders on the same subject, but with different headings, will be consolidated when necessary. A new subject guide will be created for the photograph collections and all staff will be retrained on using the collections.

- **Rare Books**
  The inventory for deck E has been re-checked and compilation of books in the collection on E but not on the inventory has begun. The possibility that some of the books not on the inventory, but which have bar codes, might be in Pegasus has been discussed with Ewa Laska in cataloging. It is possible that these volumes are not showing up in the catalog because they do not have item records. Strategies for checking this have been discussed and will be pursued as time and staffing permits.

- **Catalog Records**
  Nine (9) records have been added to OCLC and Pegasus. These include records for the office of the President; the Garraghan, Filas, Mertz, Delanglez, and Jacobsen papers; the Granger Westberg papers; and the St. Ignatius Diarium volumes, a.k.a. the Vice President...
Finding Aids
The process of reformatting finding aids into PDF’s for addition to the website has begun and will continue as time permits. Two factors have slowed this work – 1) information on many of the legacy finding aids needs to be checked and / or expanded upon, and 2) some of the legacy finding aids are only available as hard copies, which requires that an electronic copy be made before conversion to PDF. During FY08 11 PDF versions of finding aids were added to the University Archives’ website, thus bringing the total of finding aids available online to 20. Staff has also started investigating the possibility of creating EAD finding aids.

Shelf List
A new master shelf list for deck D has been created which shows the location of all collections on deck D as well as available space to store collections. This shelf list is continually updated as collections are accessioned and moved onto deck D.

Website
The University Archives and Special Collections website is currently undergoing its first major update in several years. The collections page has been reorganized to present information on the university division/department, individual, or organization for each collecting area. This information will help researchers put the information into context. Finding aids that have been converted to PDF format are located under the appropriate university division/department or other collecting area. The Loyola history page has been revamped and includes a new chronological listing of past university presidents with pictures and highlights from their administrations and an updated historical chronology that includes more images from the University Photo Collections. The links section has been updated and now includes links to the AJCU photo project and the Newberry Library recent acquisitions page that highlights the joint purchase made with the Loyola libraries.

Procedural Change
With the approval of the Provost and Provost’s Cabinet, a procedural change for handling institutional records has been made. Previously offices had the option of restricting records for a specific period of time. Most offices, however, fail to set time limits for the restriction. The new procedure states that all institutional records are restricted for 20 years from the date they arrive at the University Archives. After 20 years the records will be reviewed and either opened or restricted another 10 years, if necessary. During this time the records will be available to the president and his staff, the officers of the university, and the creating department. Other researchers will need the written permission of the creating department to view the records.

Acquisitions
During FY08 the University Archives received 232.15 linear feet of materials, down 50% from the 468 linear feet received during FY07. However, the FY07 acquisitions included the Henry J. Hyde papers, which accounted for 330 linear feet. Not including the Hyde papers, FY08 saw a 68% increase over FY07 in the amount of material acquired for the collections.
majority of materials came via donation by individuals and organizations while the number of records transferred by university departments increased slightly. Of special note is the second joint purchase of a Jesuitica item in cooperation with the Newberry Library.

**University Records**

Approximately 84 linear feet of records were transferred by university departments to the University Archives during FY08. The highlight of those received were 15 volumes (3.0 linear feet) of scrapbooks and photograph albums documenting St. Ignatius College/Loyola University Chicago history from 1880 to 1917. These volumes were left anonymously at the library for inclusion in the University Archives. Among the transfers were records from:

- St. Ignatius College/Loyola University records, 1880-1917  
  3.0 linear feet
- Staff Council, ca. 2003-2006  
  2.75 linear feet
- Student Affairs, ca. 1929-1986  
  4.25 linear feet
- University Libraries, 1985-2000  
  12.0 linear feet
- Development Office, 1965-2000  
  3.5 linear feet
- Theatre Department, 1961-1999  
  4.5 linear feet
- President’s office, 2002-2007  
  3.0 linear feet
  3.0 linear feet
- Mary Nowesnick, UMC, ca. 1990-2005  
  32.5 linear feet
  8.0 linear feet
- Thesis and Dissertations  
  233 volumes
- Loyola Oral History Project

  **Rome Center**

  9 interviews were added to bring the total number of interviews for this portion of the project to 36

  **Law School**

  Oral history interviews for the Law School began during the spring of 2008. So far, 16 interviews have been conducted with faculty, staff, and alumni.

**Manuscript Collections**

The University Archives and Special Collections received approximately 142.14 linear feet of papers and records from individuals and organizations during the past year. These included:

- National Catholic Aids Network (NCAN) records, 1981-2006  
  22.0 linear feet
  The University Archives received the NCAN records after the organization was dissolved in August of 2007. These records span the length of the organization’s history.

- Hanns Gross papers, 1960-2005  
  17.7 linear feet
  Hanns Gross was a professor emeritus in the History department. These papers include some of his course materials as well as his personal research in the area of German Pietism.

- Helen Gorecki, M.D., papers, 1909-1980  
  1.0 linear foot
  Helen Gorecki was an early graduate of Loyola’s medical school and the valedictorian of her class. The Gorecki papers include information on her practice as well as her
valedictorian speech.

- **James and Dorothy Cox papers, 1924-2001** 7.0 linear feet
  James and Dorothy Cox were both employees at the Loyola University Libraries. James served as the director of the libraries in the 1960s and Dorothy was the head of Lewis library. These papers include information about the Loyola libraries in addition to other activities pursued by James and Dorothy.

- **Insull Family papers, 1930-1938** 3.4 linear feet
  These papers were donated by a gentleman who had been hired to clean out the Insull family home after the death of Insull III. They are a sampling of the correspondence, photographs by Insull Jr., and family films that had been kept by the family.

- **Catholic Church Extension Society records, ca.1970-1990** 40.5 linear feet
  These records pertain to buildings (chapels, CCD centers, multi-purpose buildings, etc.) built or renovated with monetary support from CCES. They contain applications, correspondence, and photographs.

- **SERRA International records, ca. 1930-2005** 23.0 linear feet
  Sent by the historian for SERRA International, these records include information on past presidents, international sections, and conventions.

- **Imogene King, RN, papers, ca. 1937-2007** 16.5 linear feet
  The last addition to the Imogene King, RN, papers, acquired after Dr. King passed away in December of 2007.

**CPSA**

One addition to the Henry J. Hyde papers was received in July of 2007. This addition consisted of 6.0 linear feet of campaign and giveaway materials including umbrellas, bobble head dolls, posters, information on voting patterns, and congressional directories.

**Newberry Library Joint Acquisition**

During FY07 the Loyola University Chicago libraries participated in its first joint acquisition with the Newberry Library, a purchase that added several important Jesuitica pieces to both collections. The following were purchased in FY07:

- *Recueil A-Z.* [Fontenoy, Luxembourg, Brussels, Amsterdam, 1745-1762]
- *Pyramide dressée devant la porte du pallais a Paris* (dating probably from the eighteenth century)
- Joseph Nicolas Lombard. *Theses ex universa philosophia* [Reims, 1738]

In FY08 the partnership between the Loyola University Chicago libraries and the Newberry Library lead to another joint acquisition, this one from Helmut H. Rombler, of another engraving of the *Typus Religionis* [Netherlands, c. 1570-80], this one being the pro-Jesuit version. The acquisition of this item has lead to discussion of an exhibit featuring all the acquired items, the original painting, and other Jesuitica items from both the Newberry and Loyola’s collections.
Processing

63.25 linear feet of records were processed during FY08, an increase of 803% over FY07. This increase can be contributed to the addition of a graduate student assistant to the University Archives staff, several interns who completed projects at the Archives, and several processing projects completed by staff members. The following collections were processed during FY08:

- CCES
  - John J. D’Arcy Estate records 1922-1956 1.5 linear feet
  - General Correspondence records 1929 3.25 linear feet
- Teen Contest records, 1945-1955 1.0 linear foot
- Edward L. Surtz, S.J. papers 1930-1983 1.5 linear feet
- Peter T. Swanish, Ph.D., papers 1921-1971 11.0 linear feet
- Vincent V. Herr, S.J., papers 1905-1971 14.0 linear feet
- Gilbert J. Gallagher, S.J., papers 1868-1942 1.5 linear feet
- NCAN records 1981-2006 23.5 linear feet
- Rostenkowski papers, 1958-1995
  - Speeches 1959-1994 6.0 linear feet

Reference

A total of 1001 reference requests were handled at the University Archives from July 2007 through June 2008. This was a 62% increase over the amount of reference requests handled during FY07. There was an 87% increase in the number of requests handled for Loyola students, staff, faculty, and administration, 705 as opposed to 377 handled in FY07; and a 17% increase in the number of requests handled for researchers from outside the university, 296 as opposed to 253 in FY07. The majority of reference requests came via email, 562 (146% increase), while 231 telephone requests were received (31% increase), and 201 researchers visited the archives in-person (10% decrease). Among the more notable requests were a researcher from Poland using some of the Polish rare books; a professor from the University of London who came in to examine the text and printing of a play in the rare book collection; several administrators from DePaul University who came to discuss setting up a records management program; and Tom Haney from the Law School who researched the history of the Law School for its upcoming centennial.

The University Archives continues to develop relationships with University departments in an effort to establish a reputation as the place for administrators and staff to obtain accurate historical information about the University and individual departments. This effort has lead to a continuing relationship with University Marketing and Communications as University Archives staff frequently verifies facts and provides photographs for stories and brochures. Other departments that have started using University Archives services more frequently include Human Resources, College of Arts and Sciences, School of Business Administration, Development, Special Events, President’s office, and Alumni Relations.

Outreach

- Records Management Program
  Departments have been reminded that the records management program is still in effect
and that records are to be transferred to the University Archives. Each department has been provided with new copies of the records retention schedule as well as copies of the University Archives brochure. Contacting departments with reminders about the records retention schedule happens yearly.

- **Exhibits**
  Several exhibits were created this year for the archives’ display case, the standing display cases on the main floor, and the display cases in the Information Commons. Exhibits during FY08 included:

  - **Standing Display Cases**
    Jesuits and the Sciences
    Helen Gorecki, M.D. (For Women’s History Month)
    English Plays and Commentary from the Rare Book Collection
    Banned or Challenged Books from the Rare Book Collection

  - **Archives Display Case**
    Photographs by Samuel Insull Jr.
    Images from the SIC/LUC “Treasure Trove”
    Display highlighting the collections for Archives month

  - **Information Commons**
    Summer Reading suggestions from the Rare Book collection

- **Publications**
  The University Archives and Special Collections were mentioned in several articles in Loyola publications throughout the year. *Loyola Magazine* carried stories about the co-purchase of Jesuitica items with the Newberry Library as well as a story about the St. Ignatius College/Loyola University Chicago records left on the doorstep of the library. *Inside Loyola* also carried a story about the records left at the library.

- **Open Houses**
  Two open houses were held during the academic year, one in October and one in January. The October open house was held on 2 days and attracted people from outside the libraries, most notably people from the Special Events department and the School of Social Work. Various collections were highlighted by displays; information on the collections and using the archives for research were available; and tours of the archives and rare book room were conducted.

- **RMDT 401 class**
  An introduction to archives session was held for members of the RMDT Documentary Analysis class from the School of Education in March. This session was to encourage students to become familiar with an archives and what to expect when using an archives for their research.

- **LEAP**
  For the second summer in a row University Archives and Special Collections participated in the libraries’ portion of the LEAP program. This year’s task was to choose one of the
items in the display case and come to the archives to acquire more information about it. The items students had to choose from included the christening bottle for the USS Loyola Victory, the Sword of Loyola presented to George S. Halas, and the plaque from the Brandeis Competition held by the Law School.

- **Chicago Metro History Fair**
  Approximately 10 Chicago Public School students visited the archives while several more called or emailed for information pertaining to the 1963 NCAA basketball championship team for Chicago Metro History Fair projects. One of the students won the competition at her school and went on to the district competition.

**Special Projects**

- **AJCU Archives Project**
  The University Archives has contributed approximately 54 images plus metadata to this project. In August 2007, the archives hosted a meeting of AJCU archivists working on the project to discuss issues that had arisen while working on it. The meeting was attended by archivists from Loyola-Baltimore, Georgetown, Canisus, Santa Clara, Creighton, Loyola-Chicago, Marquette, Holy Cross, and Loyola-New Orleans.

- **Center for Public Service Archives**
  Revised deed of gift for Rostenkowski papers so that it is more in-line with the deed of gift for the Hyde papers.

  On November 29, 2007, Henry J. Hyde passed away. University Archives staff set up a display of items from the Hyde papers to be filmed for a piece on CLTV, and worked with UMC to verify facts, answer questions, and provide images.

  In December 2007, staff created an exhibit to highlight the Rostenkowski and Hyde collections for the Information Commons open house. This exhibit was on display in the Center for Public Service area of the Information Commons.

  In January 2008, University Archives staff helped plan and supervise the move of the Rostenkowski papers from the Water Tower Campus to the Center for Public Service Archives. Previous to this staff inspected the area to make sure that it was ready to receive papers.

  A proposal for an oral history project based on the Hyde and Rostenkowski collections was written and submitted to the IRB for approval. Approval was received in January of 2008 for the project.

  In April volumes and memorabilia from the Rostenkowski and Hyde collections were placed in cabinets in the CPS reading room and in the display cabinets leading up to the area.

- **Loyola History Project**
  University Archives staff continued to provide high quality images and verify facts for
the upcoming history book, to be available September 2008.

- **Information Commons, Quiet Reading Room**
  By request of Fr. Garanzini, theses and dissertations from the University Archives collection were placed in the cabinets in the Quiet Reading Room. Theses and dissertations from 1950 through 1960 were moved to this shelving. These volumes not only have the most decorative lettering, they also show the transition from volumes not having the degree on the spine to those that do include the degree.

- **University Publications and Events**
  The University Archives contributed images for several University publications created for University events during FY08. Most notable were contributions to the Madonna Della Strada Chapel rededication booklet, for which the University Archives provided images of the groundbreaking construction of the chapel, and the memorial booklet for John Felice. In addition, the University Archives provided images of Jesuits and B.V.M.’s for the celebration held by the Loyola Jesuit Community in honor of the 175th anniversary of the Sisters of Charity of the Blessed Virgin Mary (B.V.M.).

**Staff Changes**

*Zoe Magierek*, an MLIS student in the Graduate School of Library and Information Science at Dominican University, began volunteering at the University Archives on June 19, 2008.

*Laura McDowell*, a graduate student in Public History, started as a graduate assistant at the University Archives in March 2008.

*Maria Reynolds*, a doctoral candidate in History, joined the staff of the University Archives in October 2006 as the Loyola Oral History Project graduate assistant. Since joining the staff she has researched the history of the Rome Center and Law School, and has added 52 oral history interviews (36 for the Rome Center and 16 for the Law School) to the collection. Maria received a fourth-year scholarship for FY09 and resigned her graduate assistant position for the Oral History project effective June 30, 2008.

*Aurelia Saintain*, a student from the University of Burgundy, Dijon, France, a library student, did a joint internship with LUMA and the University Archives during the summer of 2007. Aurelia spent July and August at the University Archives researching several of the incunabula volumes for further details on the publication and authors. This information will eventually be included on the University Archives’ website.

*Adam Yoksas*, a doctoral student in Political Science, joined the University Archives as a graduate assistant at the University Archives in September 2007. He tendered his resignation in November 2008.
Review of FY08 Goals

- Create 15 to 20 catalog records for OCLC/Pegasus. Teach Archives Associate how to catalog archival collections in OCLC.
  
  *Nine new catalog records have been added to OCLC/Pegasus and six more are in process. This brings the total of archival catalog records in the system to 14. Training for Archives Associate is ongoing.*

- Continue to add finding aid PDF’s to website. Would like to have the majority of existing finding aids online by end of FY08.
  
  *Several finding aids were converted to PDF’s and placed online. This is an ongoing project that has been slowed by the need to reformat legacy finding aids and/or create new electronic files for finding aids that exist only in hard copy prior to converting them to PDFs.*

- Correct and reformat legacy finding aids.
  
  *Ongoing as time permits.*

- Compile list of rare books on E that are not on inventory or in Pegasus but have shelf cards.
  
  *Partially completed.*

- Finish procedures manual.
  
  *Ongoing*

- Continue outreach to departments by inviting departments to archives and going to individual departments.
  
  *Ongoing. Efforts are paying off as more departments are beginning to contact the archives for information as well as transferring records.*

- Develop at least 2 online exhibits from collections.
  
  *1 online exhibit, “Hidden Loyola”, has been created and is available. This exhibit uses text written by Br. Grace, and expanded upon by Kathy Young, along with images from the collections to highlight hidden architectural gems on the Lake Shore Campus. An online exhibit highlighting the history of Cudahy Library is in development.*

- Re-organize photograph collections, integrate photographs received from UMC in 2006, and create new subject guide.
  
  *In process. It is anticipated that the re-organization and integration will be completed by December 2008.*

- Work with Reference department to incorporate archives into B.I. sessions.
  
  *Ongoing. Discussions about incorporating archives into B.I. sessions have been held but nothing specific has been planned as of yet.*

- Brochure on the history of Cudahy library and the Norton mural.
  
  *Ongoing. While still interested in creating print brochures for these subjects, it might be more feasible to just develop an online exhibit with text and images.*

- Process and begin opening sections of the Rostenkowski papers.
  
  *A preliminary processing plan has been created and series have been renamed and reordered to more accurately reflect the papers. The Access database for the Rostenkowski papers has been minimally updated however it will eventually be replaced by a comprehensive finding aid. A Project Archivist will begin processing the papers in the fall of 2008 in anticipation of their being available to researchers beginning January 1, 2010.*

- Create preliminary plan for processing of Hyde papers.
  
  *An initial processing plan has been developed; however completing the Rostenkowski papers has priority over the Hyde papers.*
Continue the success of the Loyola University Chicago oral history project by developing two paths for the project – the first focusing on individual units, and the second interviewing long-serving administrators, faculty, and staff, including retirees. *Ongoing. The main focus continues to be documenting divisions of the University; however oral history interviews with several long-serving employees have been conducted.*

**FY09 Goals**

- Create LibGuide for archives and primary resources.
- Add 10 to 15 catalog records to OCLC and Pegasus.
- Update and reformat 10 to 15 legacy finding aids; make available online as PDFs.
- Continue developing new content for web site, including finishing administrative histories and creating online exhibits about Cudahy Library and the Norton mural.
- Complete deck E rare book inventory; clean and re-shelve books.
- Continue outreach to University departments and divisions.
- Create digital collection focused on Loyola history; develop projects for Jesuitica collection and for collections that would aid instruction at the University.
- Complete processing Rostenkowski papers and create comprehensive finding aid.
- Develop a preliminary guide to the collections in the University Archives and Special Collections department.
### University Archives and Special Collections
#### Comparative Yearly Statistics 2002 to 2008

<table>
<thead>
<tr>
<th></th>
<th>% Change</th>
<th>FY08</th>
<th>FY07</th>
<th>FY06</th>
<th>FY05</th>
<th>FY04</th>
<th>FY03</th>
<th>FY02</th>
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<td><strong>Phone Calls</strong> – LUC</td>
<td>38%</td>
<td>135</td>
<td>98</td>
<td>124</td>
<td>102</td>
<td>109</td>
<td>95</td>
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<tr>
<td><strong>Phone Calls</strong> – External</td>
<td>23%</td>
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<td>78</td>
<td>87</td>
<td>96</td>
<td>156</td>
<td>156</td>
<td>218</td>
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<td><strong>E-mails</strong></td>
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<td>562</td>
<td>226</td>
<td>228</td>
<td>223</td>
<td>120</td>
<td>98</td>
<td>117</td>
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<tr>
<td><strong>Letters</strong></td>
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<td>7</td>
<td>10</td>
<td>9</td>
<td>9</td>
<td>14</td>
<td>11</td>
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<td><strong>On-Site Researchers</strong></td>
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<td>215</td>
<td>205</td>
<td>199</td>
<td>134</td>
<td>127</td>
<td>190</td>
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<td><strong>ILL</strong></td>
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<td>5</td>
<td>6</td>
<td>7</td>
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<td><strong>Total Internal Requests</strong></td>
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<td>426</td>
<td>306</td>
<td>188</td>
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<tr>
<td><strong>Total External Requests</strong></td>
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<td>1001</td>
<td>630</td>
<td>658</td>
<td>635</td>
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<td><strong>Number of Accessions</strong></td>
<td></td>
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<td>37</td>
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<td>59</td>
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<td><strong>Linear Feet</strong></td>
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<td><strong>L FT Processed</strong></td>
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<td>63.25</td>
<td>7.0</td>
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<tr>
<td><strong>Dissertations and Theses</strong></td>
<td></td>
<td>32</td>
<td>233</td>
<td>177</td>
<td>266</td>
<td>122</td>
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*Pg. 11*
Women & Leadership Archives

FY2008 Annual Report
Prepared by Elizabeth A. Myers, Director

Please note that this report reflects the accomplishments for the Women & Leadership Archives from the close of FY2007 to close of FY2008. The goals as outlined in prior annual reports are often ongoing.

I. Personnel

Current:

Elizabeth A. Myers, Director & Archivist
Hired as Interim Director, August 2006 and confirmed as Director, February 2007
Ashley Eckhardt, Graduate Assistant
Hired, September 2007
Katie Latham, Graduate Assistant
Hired, January 2008

Former:

Sr. Ann Ida Gannon, BVM, Volunteer Mundelein College Archivist
Retired, Informally, May 2007
Abbey Cullen, Graduate Assistant
Resigned, December 2007
Lisa Callahan, Graduate Assistant
Resigned, August 2007
Aimee Brown, Director & Archivist
Resigned August 2006
Jessica Russell, Graduate Assistant
Resigned December 2006
Alexandra DeMonte, Graduate Assistant
Resigned April 2006
Sr. Dorothy Hollahan, BVM
Resigned July 2006
Sr. Jeanelle Bergen, BVM, Volunteer
Resigned January 2007

II. Accomplishments

1. Intellectual & Physical Control
• **Security:**
  Security for the past year can best be described as an “S-Curve” of improvement. Due to increased public and private use of the building, there were a series of incidents ranging from minor mischief to theft on the second and third floors of Piper Hall. The WLA remained on a pre-set open/close timed lock for the doors, though the elevator continued to be a problem. Security improved, however, with the installation of a motion-sensor security camera that operates on a schedule, specifically after normal archives hours and during the weekend. Signage in the elevator stating this fact and increased diligence by security has notably decreased problems since the camera’s installation.

• **Lower Level Storage:**
  Despite heavy rains this spring, the lower level secure storage has not experienced any flooding or dampness. The area continues to be inspected for insects by a professional exterminator twice per month during the summer, once per month during the fall, winter, and spring. The storage area is sprayed once per month regardless of evidence of infestation as a preemptive action.

  Limiting access to the lower level continues to be a problem despite requests to Security to have that room removed from “general access” for facilities and maintenance workers. We are working toward the goal that contractors or other workers must check in with WLA staff to gain access to the storage area.

• **Mundelein College Reorganization:**
  Much of the reorganization efforts completed in 2007 were partially or wholly undone in keeping with ongoing personnel problems. The project was re-initiated in the spring of 2008 when those problems were resolved. The paper files have been “weeded” of duplicates when possible and consolidated. The Mundelein College publications and small monographs collection are now on the open shelves and available for use. Re-boxing and basic conservation efforts have been made (and are ongoing) to correct or maintain the collection. AV materials and college memorabilia have also been sorted, but not yet reorganized and indexed.

  The current phase of the project now focuses on the Mundelein College Photograph Collection. All photographs have been pulled from the collection to be consolidated in one organizational system which closely mirrors systems in use at DePaul University and Northwestern University. The photographs will be sorted, numbered, re-folded, and ultimately, scanned as part of a new digitization project for 2009.

  It is worth noting that the original organizational schema for the Mundelein Collection has not been altered, but has been made increasingly functional and ordered.
• **Reading Room:**
  No major changes. We continue to rotate photo and artifact exhibits in the display spaces such as we have. We also received a new photocopier as part of the University Library copier changes. There is an ongoing problem with wasps in the reading room, which is always brought to the attention of facilities.

2. **Acquisitions & Accessions** (total new: 94.25 linear ft.)
   Susan Ross
   Massachusetts Women-Church
   Pat Ketchum Gorsline
   Church Women United—Wilmette
   Ada Maria Isasi-Diaz
   W.A.T.E.R (Women’s Alliance for Theology, Ethics, and Ritual)
   Mundelein College Materials
   Phyllis Zagano
   Janet Nolan
   Katherine Taft DeLage (addendum)
   Suellen Hoy (addendum)
   Project IRENE (addendum)
   Women-Church Convergence (addendum)
   Rosalie Muschal-Reinhardt (addendum)
   8th Day Center (addendum)
   Mollie West (addendum)
   Anne Carr (addendum)
   Women’s Studies/Gender Studies Program, LUC (Addendum)
   Theresians of the United States (addendum)

3. **Processing** (total completed: 108.25 linear ft.)*
   Project IRENE Records (Re-processed)
   Project IRENE Records, Addendum 1
   Margaret “Peggy” Roach Papers
   Carolyn Farrell Papers, Addendum 5
   Gannon Scholars Records, Addendum 2
   Suellen Hoy Papers
   Susan Ross Papers
   Women-Church Convergence Records, Addendum 5
   Women-Church Convergence Records, Addendum 6
   Nicolas Patricca Papers, Addendum 3
   Mollie West Papers, Addendum 3
   Katherine Taft DeLage Papers, Addendum 2
   Women Alive! Exhibit Records
   Carol Francis Jegen, BVM, Papers, Addendum 3
   Margot McMahon Papers
   Gretchen Leppke Papers
   Ada Maria Isasi-Diaz Papers
Church Women United—Wilmette
Mercedes McCambridge Papers

* Several small collections were completed as part of the Archives & Records Management Course I taught in spring 2008 semester.

4. General Reference & Special Reference Projects

- General Statistics: See Appendix A
  In-Person Visits: 162
  Phone Inquiries: 110
  Email Inquiries: 140
  Website Visits:
    November 2007-July 2008
    Visitors: 4,919
    Page Views: 19,875

- Worked with Gannon Center Faculty Fellow Bren Murphy, on her project about the popular cultural portrayal of nuns.

- Ongoing research assistance for Ellen Skerrett for the Loyola University Chicago History Book Project.

- Worked with the Skyscraper Restoration team on the building’s original stone and metal work, as well as the multiple renovations of the building.

5. Basic Outreach

- 3 Class Visits and Tours
- 5 Piper Hall Historic Tours
- Conducted Graduate Student Reference Workshops with Reference Staff
- Conducted Graduate Student Oriented Blackboard workshop with Reference Staff
- Site Visit at Deborah’s Place (one of the WLA donors)
- Sent letters to a dozen former collection donors to reestablish connection.
- Local Archives Visits: DePaul University Archives & Special Collections

6. Special Projects & Events

- Partnered with the Chicago Area Women’s History Council
  Public Launch of the CAWHC documentary project, “Documenting the Second Wave: The Women’s Liberation Movement in Chicago in the 1960s and 1970s.” at the Chicago History Museum, attended by over 250 people. I was a featured guest speaker.
- **Chicago History Museum Exhibit, “Catholic Chicago”**
  The WLA loaned material for this exhibit which is open to the public from 2008-2009.

- **Chicago Archives Fair at the Newberry Library.**
  The WLA had a featured display, along with 29 other repositories. 300 people (teachers, students, researchers, parents) attended.

- **Organized “Historic Tour of the Skyscraper Building” in coordination with Alumni Relations and the Skyscraper Restoration Team.**

- **Worked with Skyscraper Restoration Team to retrieve several Mundelein College artifacts from the building. Also allowed a photograph visit of multiple spaces in the building.**

- **Title IX at 35 Project.**
  The documentary film aired four times in 2008 and featured material from the WLA collection. We also received a by-line credit.

- **Displays at Cudahy Library**
  “Women’s History Month,” “Winter Wonderland: A Photographic Retrospective,” and “Graduations at Mundelein, 1930-1991”

- **Displays at the WLA**
  “8th Day Center for Justice,” “Mundelein Sports through the years, 1930-1991,” “Mundelein Women in Science,” and “Cassy’s Castle: A Photo History of the First Owners of Piper Hall.”

- **Speaker Series**
  Hosted 8 speakers, including 7 advanced graduate students and one junior faculty member, at Piper Hall highlighting research about women. Began new outreach and promotion of this program including targeting more listservs, flyers, and student organizations at Loyola University Chicago.

- **Mundelein College Reunion**
  Created, designed, and constructed multiple displays for the reunion weekend.

- **National Parks Service**
  Obtained 39 Photographs of Piper Hall (1920s) from the NPS for display.

- **Website**
  Continued updates and changes which are currently in process. These changes reflect the following: (1) redeploy as a separate and independent webpage to make it easier to find on Loyola’s index and to portal in from external search engines; (2) revised and added content including text and images; (3) redesigned the “Collections” subpage to make collections easier to sort by user; (4) worked toward adding new interactive content such as a timeline for Mundelein College, new digital exhibits, and keyword searchable digital content

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### III. Review of FY2007-FY2008 Goals

1. Continue increased outreach including strengthening relationships and partnerships with area libraries, archives, and nonprofit organizations.
Status: Achieved and ongoing. New partnerships both internal and external to Loyola University Chicago have been developed in the past year. Many of these relationships are foundational.

2. Create and Distribute New Brochure.

   Status: the brochure is complete; the distribution will occur this fall.

3. Host Society of American Archivists Event (major networking, “show off” facility opportunity to other professionals in the field).

   Status: Complete and very successful


   Status: Complete

5. Develop a new Staff Manual

   Status: Complete

6. Explore external funding options for special projects such as digitization, storage, and collection development.

   Status: Achieved and ongoing.

7. Continue and Expand Collection Development.

   Status: Archived and ongoing.

8. Commence and Complete a Manuscripts Collection Assessment.

   Status: Ongoing

9. Commence and Complete a Monographs Collection Assessment.

   Status: Complete

10. Continued support and expansion of the WLA Speaker Series.

    Status: Complete

11. Participate in the Women-Church Convergence Conference.

    Status: Complete
12. Meet with the Advisory Board, Possible Restructure.

   **Status:** The WLA Advisory Board was disbanded.

13. Coordinate with Advancement and Development Staff about the goals, purpose, and possibilities at the WLA.

   **Status:** Achieved and ongoing


   **Status:** Complete and exceeded

15. Expand on role and responsibilities with the larger University system.

   **Status:** Achieved and ongoing

16. Completion of the Mundelein Reorganization Project.

   **Status:** Ongoing

**IV. FY 2008-2009 Goals**

1. Complete the Mundelein Reorganization Project. Specific remaining projects include the processing and preservation of College photos, AV material, memorabilia, and restricted material.

2. Start Mundelein College Photo Digitization project by scanning photos and building a working index of terms (metadata).

3. Install and utilize key-word searchable photo software and make public through the website.

4. Utilize new brochure to do internal and external outreach including a mailing to all of the humanities-based departments at Loyola University Chicago along with a letter stating instruction/reference/project options.

5. Continued support of the Speaker Series.

6. Continued Web development including the following features: finalization of the interactive timeline for the Mundelein College Records collection, a new homepage separate from the Gannon Center and included in the LUC web directory, digital image collections access, implement a more user-friendly collections search page, re-vamp the Women’s Archives Mapping Directory
function, include a new sub-page for highlighting the Mundelein Phoenix Society class each year.

7. Work on strengthening the ties between the Gannon Center and the WLA, intellectually, organizationally, and financially.

8. Process 100 linear ft. of material.

9. Complete the Collection Assessment. Prioritize task list from the results including possible de-accessioning of some collections, re-boxing as necessary, and re-processing as necessary.

10. Continue outreach program and collection development, with specific focus on collection leads with partial commitments already existing for the WLA. Better utilize community connections made through the Chicago Area Women’s History Council’s Second Wave Women’s History Project to reach a more diverse collecting audience.

11. Continue to coordinate with Advancement and Development Staff about the goals, purpose, and possibilities at the WLA.
Total Number of Visitors to the WLA Website
November 1, 2007 -- June 30, 2008
Total Number of Visitors to the WLA in Person
November 1, 2007 — June 30, 2008