This was a busy and productive year for the access services department, with a number of high-profile changes and enhanced services. In addition, we completed a number of less visible but nonetheless important projects relating to cleaning up catalog records.

Making materials more accessible: Browseable DVDs, book paging, and call slips

In October of 2009, we decided to begin permitting patrons to place holds on on-shelf items. The new service was named “paging” and was intended to make retrieval more convenient, especially for off-campus patrons. David Schmidt, Recall and Search Assistant, was instrumental in planning for and successfully implementing this change. We began with a soft-launch in October, and then followed up with more promotion early in the Spring semester. Although we were somewhat concerned about being overwhelmed with demand, usage has instead been steady but manageable, ranging from 38 to 60 requests per month.

We anticipate that the demand for paging may increase, however, due to another major change in request handling. In preparation for the launch of WorldCat Local, we switched from web based forms to an integrated request feature in the catalog for submission of intercampus loan and paging requests. Getting this set up required a significant amount of negotiation with the Law and Health Sciences libraries, since it had to be enabled across all locations if it was to be used at all. Jen Jacobs, Interlibrary Loan Librarian, took the lead on building support and acceptance for the change, setting up system parameters, and providing training and support for all affected staff. Although it is too soon to know if the streamlined request process will increase demand, feedback has been very positive.

Another popular new service is the relocation of the DVD collection to an open-stacks area, thus permitting browsing of the collection. Karen Cherone, the Collection Management Supervisor, invested a lot of time processing materials to prepare for the shift, working out procedures and policies, and subsequently preparing training materials for desk staff. We have already noticed an increase in the usage of the collection and expect an even more dramatic increase in the fall.

Other improvements to access that took place this year include:
- Removing the grating on Deck C, thus enabling browsing of the oversize collection
- Development of policies and procedures for provision of streaming videos
- Establishment of the Popular Reading Collection
- Continued and increased cross-training with the Information Commons managers
- Purchase of a new microfilm reader/printer
- Negotiated for new copiers that permit scanning to pdf

Cleaning up and correcting catalog records: faculty overdues, missing journals, and old pseudo-patron accounts

One of the most time-consuming projects accomplished this year resulted from the new policy for overdue books charged to faculty accounts, which was approved by the library board in April of 2009. During the summer of 2009, Ursula Scholz (Head of Access Services) and Avril DeBat (Reserves and Business Assistant) sent personal emails to faculty with overdue items, informing them of the new policies and offering to renew books. During the course of the year, several follow-up emails went to those who had not responded. Over winter break, items still marked as lost were routed for withdrawal and bills were manually generated. Bonnie McNamara, Access Services Supervisor, assisted with this
process by preparing a number of reports and working with faculty to get their accounts up to date. By extending personal communication and working with faculty to update their accounts, we ended up with only 6 persons who had to be billed for failure to return or renew their materials. This is a project that will need to be continued to keep items from becoming long overdue in the future. We also continued with our annual project to search for and clear overdue items charged to departmental accounts or to the “missing” status.

Other accomplishments from this year that relate to tidying up records include:
- Worked with the Serials and Electronic Resources Department to create a new procedure for withdrawal of missing journals
- Deleted old/unused pseudo-patron records
- Created “oversize” LSF location and relocated materials
- Moved the remaining Dewey classed books to LSF
- Worked with Monographic Acquisitions & Cataloging to develop procedure for referring missing Storage Facility books to bibliographers

The department also engaged in a number of other assorted projects and activities during the year. These include:
- Monitored service and maintenance of copiers and begin preparations for review of contract, which expires July 2010
- Shifted current periodicals to better utilize space
- Participated in review and implementation of WorldCat Local
- Switched to using ILLiad for intercampus loan requests (now superceded by call slip)
- Assisted with establishing policies and set up circulation matrix for the Friends of the Libraries borrowing and access cards
- Revised claim return form

**Staff Changes**
We were saddened to lose our friend and colleague, Michele Fisher, in September of 2009. After some challenging and chaotic months, we were fortunate to be able to promote Karen Cherone into the position of Collection Management Supervisor. In March of 2010, we were joined by our new Stacks Supervisor, Jimmy Thomas. Although he has only been here for a few months, Jimmy has already had a positive impact on the libraries with his new ideas and enthusiasm.
Transactional Statistics

After a 16% decrease in overall activity the previous fiscal year, we saw an increase of 5.29% in the overall number of transactions this year. Individually, the numbers are very mixed. Some areas, such as reserve checkouts and book returns, were down from FY09. Others, such as renewals and lending though ILL and ICL are both up. The decrease in reserve checkouts is an interesting trend. The number of items placed on reserve and the number of courses using library reserves has remained the same, but the students appear to be using the materials less frequently. We believe that the increase in renewals can probably be attributed to the project to get faculty accounts up to date; the increase in ILL/ICL lending may be a result of increases in our collections budget.

<table>
<thead>
<tr>
<th></th>
<th>FY09</th>
<th>FY10</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges/Renewals</td>
<td>131166</td>
<td>163215</td>
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<td>Discharges (Returns)</td>
<td>124572</td>
<td>113036</td>
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<td>Reserves</td>
<td>22774</td>
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<td>1762</td>
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<tr>
<td>ILL Borrower</td>
<td>20372</td>
<td>20162</td>
<td>-1.03%</td>
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<td>13834</td>
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<tr>
<td>AV</td>
<td>5468</td>
<td>5705</td>
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<tr>
<td>Total Transactions</td>
<td>325,927</td>
<td>343,175</td>
<td>5.29%</td>
</tr>
</tbody>
</table>

Donovan Reading Room Usage: Head Counts

For the past several years, we have counted patrons using the Donovan Reading Room every two hours. The charts below reflect usage for the past fiscal year. As in previous years, the heaviest demand is in the evenings, between 8 and 10 p.m. Looking at how the head counts vary during the year, we can see that usage in the summer tends to be low, with an average of 10 persons using the room at any given time. During the semester that jumps to approximately 30 users on weekdays, and peaks around finals at around 40. Throughout the semester, weekend usage tends to remain below 20.
Status of goals from FY0910

- Monitor service and maintenance of copiers and begin preparations for review of contract, which expires July 2010 (completed)
- Establish guidelines and procedures for streaming media (completed, although we will continue to look at this)
- Work with the Serials Department to create procedure for routing missing journal volumes for withdrawal (completed)
- Submit a proposal to the Library Leadership Team on creating a browseable media collection (completed)
- Review database licenses for ILL provisions (in process)
- Shift current periodicals to better utilize space (completed)
- Work with the Director of the Information Commons to enhance cross-training of staff (completed but ongoing)
- Work with Systems and Reference on set-up and review of WorldCat Local (in process)
- Examine possibility of permitting on-shelf holds (paging books) (completed)
- Clean up old and/or unused pseudo-patron accounts (completed for now but will need to be done periodically)
- Switch to using ILLiad for intercampus loan requests (completed)
- Upgrade to ILLiad 8.0 (upgrade completed, staff training in process)

Additional accomplishments

- Cleaned up faculty accounts with long overdue books
- Assisted with establishment of borrowing card for Friends of the Libraries, and set up policy matrix in Voyager
- Implemented Call slips (integrated request feature in the Pegasus catalog)
- Created location for LSF oversize books
- Hired/trained Stacks Manager
- Implemented browseable AV collection
- Revised claim return form
- Purchased new microfilm reader/printer and provided training
- Opened Deck "C" Oversize to public
- Established NY Times Best Sellers Popular Reading Collection, created policies and protocols
- Moved remaining older books classified with Dewey call numbers to LSF

Goals for FY1011

1. Institute service hours at LSF
2. Implement Billing Manager feature in ILLiad in order to streamline invoicing and track payments for loaned materials electronically
3. Evaluate methods of submitting requests for AV materials
4. Review and revise departmental web pages
5. Add carrel keys to Voyager
6. Set up policies and procedures for locker assignments
7. Create a new hold shelf at the Information Commons, create policies and procedures, and provide training
8. Implement new tiered student employee program (LEAD)
9. Create explanatory call number handouts for patrons
10. Create a preferred vendor list/FAQ for streaming video
11. Revise and update ILL student training manual
12. Transfer selected oversize main stacks books to Deck "C"
The Administrative Services Department is primarily a support unit and this report reflects the department’s focus on supporting and facilitating the Libraries’ operations.

Facilities

There were no major changes to the facilities of the Cudahy Library or IC this year, but there were a number of internal shifts, furniture moves, major outages and repairs, and improvement projects. The project with the greatest impact on library users was the Donovan Room door and vestibule renovation, which went on intermittently through the Fall and Spring Semesters, and was completed for the present when the stone restoration work was finished in June. The next phase of Donovan Room work is likely to be the construction of an interior ramp to create an accessible entrance.

Despite the unavailability of the room for special events during the vestibule project, there were a number of successful occasions in the Donovan Room this year, including wedding receptions, the Fall 2009 Convocation Walk, the Jesuit Association of Student Personnel Conference banquet, the Library Friends Inaugural Lecture, and the Founders Awards Ceremony. Although most of these events are not sponsored by the Libraries, the arrangements typically require several hours of coordination and communication by library personnel. These events allow the Libraries to showcase this beautiful room and our exhibits to many guests who might not otherwise focus on the library.

Looking to the future, Administrative Services participated in compilation of data for planning a 1st floor renovation in Cudahy Library, including library staff and public space requirements and ideas. During the upcoming months, it will be useful to review these plans to compile a list of issues for consideration with Facilities, Project Manager Teresa Woycznski, and the architects when the planning resumes, e.g.,

- Need for a small multi-purpose space that could function as a mothers’ room and area for private phone conversations as well as a small meeting place.
- Need for adjustable and ergonomically correct staff work surfaces and seating.
- Need for understanding of the scope of the HVAC report and recommendations from Elara to determine whether we should pursue further consideration of HVAC and air quality issues in the Cudahy Building.
- Acute need for elevator upgrade as outages become more and more frequent.
- Request to upgrade the mezzanine in conjunction with this project, if only by painting, replacing lights, and relocating first floor furniture that will be replaced.

There have been delivery disruptions several times during the year and fortunately our most important delivery people, including the ILDS driver and the UPS driver, have made an extra effort to work around these problems. We have had to rely on the grounds crew to manage the bi-weekly bindery pick-up and delivery through the Facilities Building at 6317 N. Broadway, and they have been very helpful. The new driveway from
Loyola Avenue to Cudahy Library loading dock should make library deliveries much more manageable. This driveway construction project cut off vehicle access to the building for most of the summer, precluding our usual request for a dumpster to help with annual library clean-up. Administrative Services will work with IC and Cudahy Library departments to help them discard material they would normally have dealt with during the clean-up. In addition, the Sustainability Committee is planning a project to help recycle or reuse materials that would formerly have been thrown away.

Leaks continue to plague Cudahy Library, the Information Commons, and Library Storage Facility. We have been extremely fortunate that collections have not been damaged. The University Facilities Division is always responsive and is aware of major work required to solve the Sullivan Center problems, although the project has been delayed. Leaks on the south wall of the Donovan Room this year led to discovery of a stone slab that was out of alignment, which in turn led to a thorough inspection of all of the stone in the Donovan Room and to extensive masonry repair to the exterior of the building.

Although the Information Commons is still a relatively new facility, it seems to have as many problems and repair needs as Cudahy Library. Director Leslie Haas and her staff are diligent in reporting and monitoring problems independently but Administrative Services is also involved in some of these issues, major and minor.

The desire to relocate microform cabinets to Stack Deck E has led to a diagnosis of insufficient load bearing on Deck E for the current installation of cabinets. Building improvements to increase load bearing or relocation of the cabinets will be planned in the near future.

Cudahy Library Room 201 will be the location for the Center for Textual Studies and Digital Humanities in Fall 2010. This space will be used by Center faculty and graduate students. Its proximity to the University Archives and Special Collection will also be convenient for possible future collaborations.

The study lounge and reading room for graduate students are relocating to 301 and 308. These rooms have been painted and rewired, providing students much better access to outlets for their laptops than in the former locations. Graduate students will check out keys to these spaces beginning in the Fall Semester.

I appreciate the continued inclusion of the Libraries in the Monday morning Facilities Department meetings. I do not often have issues of interest to that group but I receive very useful information about projects on campus.

Finally, Carol Franklin’s work on Cudahy Library Facilities problem reports and other space related work this year has been welcome and greatly appreciated.
Budget
In Spring 2010, we made a number of adjustments to the proposed FY11 budget to more closely reflect our actual spending in recent years. We will monitor through the year to make budget amendments as needed.

With careful monitoring, the budget year closed on target but, unfortunately, not without a glitch. Thanks to the Provost and Deans, $437,000 extraordinary collections funds were transferred to the Libraries in Spring 2010. Due to accounting standards and the Comptroller’s Office practices, this money was held until FY11 rather than being spent in FY10. The funds are currently in a non-expense account, 100357-1810, and cannot be spent until they are moved to an appropriate account. Business Manager Kevin Kennedy is continuing to work on this.

Human Resources
The libraries conducted only one search for a support staff position during this year and filled one additional position internally, the Cudahy Library Stacks Supervisor and the Collections Management Supervisor, respectively. Three additional positions were vacated and held open, Serials Assistant in January, IC Monitor in April, and Archives Associate in June. We expect to fill the Serials and Archives positions soon.

There were no personnel changes in Administrative Services during FY2010.

Individual Accomplishments: Kevin Kennedy completed his term as Staff Council Treasurer in July 2010 and will continue as a member Staff Council during the upcoming year.

Assessment
Kevin Kennedy and Anne Reuland compiled the response to the ACRL annual statistics questionnaire covering FY2009. All of the Department Heads as well as Sherri Saltzman and Vanessa Crouther contributed to this compilation. The ACRL survey closing date is 10 months later than the date of the statistics it requests and this interval seems to make it more difficult for the Department Heads to go back and compile the data. For that reason, we are asking for the FY10 data earlier in 2010 while annual reports are being compiled and the data is fresh.

Planning
The Strategic Planning Implementation will include as yet unspecified space and building projects which will require lead or support work from this department. The challenge will be to keep the scope in sync with the available funds and staff, and not create unfunded mandates for the Administrative Services Department.
Administrative Services Goals for FY2010

Update and replace temporary room and directional signs in Cudahy Library in August 2010

Improve appearance and comfort in the mezzanine.

Review renovation plans and prepare for next phase of planning.

Resolve microform location issues, either by improving stack deck load bearing or moving the collection to a new location determined with Access Services and the Associate Dean. (Propose plan by November 2010)

Clear storage areas 016 and 039 to allow more convenient processing of collection projects, e.g. gift book evaluation, as well as more clean and convenient storage for library facilities. (Before February 2011)

Additional goals as determined by LLT.
Executive Summary

The Information Commons continues to be a busy place at Loyola University. We continue to see a steady rise in the resources we provide and the Loyola community uses the facility for collaboration, learning and socializing. As buildings on campus continue to close, we see a rise in the requests to use the space and a large number of users in the building from the time we open until we close. The Information Commons continues to strive towards a learning commons philosophy towards the services, partners and programs we offer. We also continue to try to find ways to promote the library aspect of the information commons, encouraging users to see beyond just the technology but to the other services we provide.

Highlights

- Reviewed and revised policies as they relate to services provided. Worked with other library department heads to update the food/drink and community access policies.
- Working with the IC monitor developed policies and procedures for checking in guests of the Library.
- Developed policies and procedures for students who forget their IDs. Over the course of one semester we saw a dramatic drop of students “forgetting” their IDs when coming to the IC after they learned of the penalties. Over the course of the year, 5 student names were forwarded to Student Conduct for not following the policy.
- Updated the signage on the third floor to reflect its status as the “silent study” floor. IC supervisors monitored the floor, especially in the evening when student use shifted from studying to socializing; directing groups to the lower floors to continue their conversations.
- Responsibility for scheduling the 4th floor was transferred to Carol Franklin, Library Administration.
- Patio furniture for the 4th floor arrived and groups were able to use the patio during their events.
- Worked with campus safety to develop policies and procedures for use of the space outside of operational hours.
- Responsibility for scheduling the IC classrooms was transferred to Campus Reservations.
- The Group Study Room reservations module was updated.
- Hosted a pre-conference during 2009 ALA. Approximately 50 librarians (and architects) from different libraries around the country attended to learn more about the services offered and environmental aspects of the building.
- Worked with Jeannette Pierce and Jane Currie to sponsor a student contest to encourage attendance at various library and IC events (Fall 09). Outreach efforts included contacting Resident Halls, posting information on the website and digital signage. The results of the outreach were disappointing and after consulting with Library Administration, the decision was made to cancel the contest due to lack of interest and participation on the part of the undergraduate students.
- Continued to work with CUERP to sponsor a documentary film/discussion each semester focusing on different environmental topics. Each event was well attended. The fall event was so
popular that additional screenings were added to accommodate student interest. The spring event attracted approximately 100 students to see the documentary Food, Inc.

- Working with ITS, and the Provost’s Office launched the faculty discussion series called Commonalities. The first lunch discussion was held in March and approximately 12 faculty members were in attendance. Several more faculty wanted to attend, but were unable to come because of scheduling conflicts.

- Re-allocated a group study room on the 2nd floor to accommodate the Digital Media Lab’s need for an a/v studio.

- Re-allocated 13 computers to Level 3 Group Study Rooms.

- Hung three original pieces of art on Levels 2, 3 and 4.

- Reviewed and updated the MOU. Continued to work with the IC Steering Committee on the IC’s direction.

- Purchased When To Work scheduling software to organize the student scheduling.

- Implemented BlackBoard Community as the primary tool to communicate with students and to organize the documents and other tools they need to access to do their jobs.

- Met with the staff of the Writing Center, ResNet and Faculty Black Board support to discuss their needs and explore ways to collaborate in the future.

- In the early spring, the IC monitor resigned to take a new position on campus.

- Worked closely with IC managers to determine optimum staffing levels. Decided to employ student employees over the summer to help cover the desk.

- Utilized campus safety officers during the extended hours (1am-6am).

- Worked with Facilities to address building related issues.

2009-2010 Goals

- Work with the Learning Commons Taskforce to incorporate the learning commons philosophy into the daily operations, strategic directions and services provided by the Information Commons. (Ongoing)

- Work with Library departments to further integrate the IC into the daily operations of the Library and help the campus see the IC as part of Loyola University Libraries. (Ongoing)

- Seek out campus organizations interested in working the Library/IC to provide academic programs and services to the Loyola Community. (Ongoing)
  - Cemented partnerships with CUERP and Faculty BlackBoard Support. Continue to identify other groups to work with on campus.

- Continue to revise the 4th floor and classroom reservation process and the usage polices.
  - Updated policies in response to user feedback.
  - Transferred daily responsibility for reservations to Carol Franklin.

- Explore the possibility and feasibility of an automated scheduling system.
  - Purchased When To Work Scheduling Program to help with student scheduling

- Create an IC FAQ page.
  - In progress

- Explore ways to promote and publicize the programs and services available to students in the IC. (Ongoing)
- PR Committee has been very active this year, and uses the signs we have available in the IC to promote Library programs and services.
- Have an IC calendar on the University’s web calendar to highlight programs that are sponsored by either the Library or ITS held in this building.
- Update and use the News link on the homepage to promote events, etc.
  - Continue to explore ways to utilize the space to create areas that meet the variety of ways users make use of the space for academic and social purposes. *(Ongoing)*
  - Explore how to best utilize the space in the Digital Media Lab to meet the growing demands of the user population.
    - Expanded the DML footprint, by utilizing a group study room for a small studio.
  - Streamline the process of maintaining the digital signage in the IC. *(Ongoing)*

2010-11 Goals

- Work on improving the customer service experience.
  - Focusing specifically on greeting users as they enter the building
  - Providing ongoing training and coaching to employees working at the service points in the IC
- Assess the When To Work Scheduling Program
- Work with Library Departments to implement LEAD program for undergraduate library employees
- Explore ways to improve communication between supervisors and library departments.
Statistics Highlights (July 09-June 10)

Gate Counts: 59,000 entries per month

4th Floor Events (including meetings, conference, receptions and lectures)

July: NA
August: NA
September: NA
October: NA
November: NA
December: NA
January: NA
February: 32
March: 46
April: 62
May: 23
June: 30

Group Study Room Reservations by Semester (32 Rooms):
Group Study Reservation Count: 27,631
Information Commons Web Page Views: 837,682 (increase of 48% from previous year)
Information Commons Logins: 471,241 (average of 11,00 per week)
Total Pages Printed: 1538522 (increase of 43% from previous year)
LEWIS LIBRARY FY10
Prepared by Yolande M. Wersching, Head of Lewis Library

Departmental Goals for the past year and Status

Most goals for Lewis Library for FY10 were accomplished through the hard work of all staff. Among them, new computers were purchased for all staff and service desks thus improving quality of service. Two new printers with duplex capability were added to the Reference area thus providing better service for students. 137 existing chairs, badly in need of repair, were refurbished with new foam and fabric covers. Two monitor arms were installed, one each at the Reference and Circulation desks allowing for better interaction with patrons. The large number of Test Kits in the Lewis collection were inventoried and arranged in a storage room allowing for better access when needed.

A few projects were postponed due to a variety of reasons. A receipt printer was purchased so that fine receipts could be printed on smaller sized paper thus complying with the University’s commitment to sustainability. This is scheduled to be installed and operational by fall 2010. Lewis staff prepared a template to electronically track circulation of reserve materials and laptops (by using a program similar to LibStats) and sent it to the Library Systems office. This project is being prepared for use by fall semester 2010. Finally, a duplicate weeding project had to be postponed due to unavailability of student help during summer 2009.

Projects completed and other highlights

Lewis Library staff delivered solid library service throughout the year to all our users. Lewis Library combines a capable staff with superior customer service and I am very happy to report that we have had another successful year.

Lewis circulation staff implemented modifications in services for patrons, paging materials and trading call slips for intercampus loan requests.
Lewis staff generously participated in collecting “Shoes for Haiti” at the Water Tower Campus. About 50 pairs of shoes were donated by both staff and student assistants. Staff actively participated in the Library Service Day event at the Waldorf School in Chicago, shelf-reading and re-arranging shelves. Lewis Library participated, and won first prize, in the Water Tower Campus Recycling contest. The Library recycled over 400 lbs of material which included both paper and plastic products. Lewis Staff participated in Christmas gift giving to a needy Chicago family of five.

The Chicago Reference Collection and New Books collections were shifted from glass shelves to the first section of Reference stacks on the 6th floor, allowing for greater visibility and ease of use. Lewis Library also hosted 2 Practicum students, Jeanette Mancusi (Spring 2010, supervised by Taya Franklin) and Renee Stock (Summer 2010, supervised by Tracy Ruppman). Both are from the Dominican University Graduate School of Library and Information Science. Both stated that their library experiences at Lewis were invaluable. Yolande Wersching and Annette Alvarado hosted 2 visiting Librarians from Cuba. They were given detailed tours of the Library as well as of the Water Tower Campus and treated to lunch. Susan Wardzala and Yolande Wersching participated and presented at the Carthage College orientation for about 80 new Social Work students. Taya Franklin completed a 2-hour training session for 16 visiting MBA students from India who were at Loyola for a 2-week session.

Staff also had personal accomplishments. Among them: Taya Franklin completed her MBA degree. Kristina Schwoebel and Aparna Ghosh were accepted into Graduate programs, Computer Science and Women’s Studies respectively. Terry Cornelius and Susan Wardzala were recognized for their years of service to the University, 15 and 25 years respectively. Terry Cornelius attended the Heartland Delta Conference, held every three years at a Jesuit institution. Terry also received an award during a celebration of Women’s History Month at the Water Tower Campus. Tracy Ruppman was appointed to a University Task Force on Global Education and Distance Learning.

In short, Lewis Staff have actively participated in library, university and service activities, giving generously of their time and talents.

**Basic Statistics on work completed and/or patrons served**
In the Access services department, charges/renewals were up 22%; discharges/browses were also up by 20% from the previous year. Use of Reserve materials showed a significant rise of 34% over last year.

Library Liaisons have been active in attending Faculty meetings and promoting library instruction yet Reference Content questions were down. However, mechanical/directional questions were up by a significant 56%. Clearly, patrons need a lot of assistance using computers, copiers, printers, etc.

In Instructional Services, Lewis Library showed a decline of 10% over last year in terms of sessions completed (including orientations and RBAs) and patrons served.

Departmental Goals for 2010-2011

- Investigate possibility of getting a browsable DVD collection
- Investigate possibility of having a “Popular Reading” collection
- Purchase new chairs for Circulation and Reference service areas
- Monitor impact of new Digital Media Lab on Circulation Desk staff
- Complete weeding of duplicate titles in Lewis collection
  o Select books for re-sale
  o Select books for Better World Books
  o Dispose of remainder
- Identify locations and install 2 DVD players for patron use
- Track circulation of Reserve materials and laptops electronically (by using a program similar to LibStats)
- Complete installation of Receipt Printer at Circulation with assistance from Library Systems department.
- Purchase computers/screens for at least 2 group-study rooms (similar to those in the IC – Teamspot)
- Purchase Projector and cart for laptop in order for librarians to conduct instruction sessions in classrooms or for small groups in the library.
- Add one more group workstation to the 6th floor to accommodate increased use of group stations.
- Install Pegasus-only terminal on the 9th floor.
- Install at least 4 public computers on the 9th floor including a printer.
- Investigate and install a vending machine for school supplies on the 6th floor. (non-food vending machine)
Executive Summary

New Services

In Fall 2010, the Reference Department in partnership with the Lewis Reference Librarians launched two new reference services, Text-a-Librarian and Ask-a-Librarian (web chat). Niamh McGuigan played a significant role in the launch of both services. In addition, the Reference Department joined Lewis Librarians in fully staffing the Loyola Queue of our AskLive AJCU virtual reference service. All three services are monitored by reference desk staff at both libraries and available almost all the hours the desks are staffed. The AskLive service continues to be 24/7, with staffing provided by the AJCU Consortium when Loyola reference staffing is not available. All three services are accessible through the Libraries’ Need Help? subject guide, which is linked from the Libraries’ home page. This page is heavily promoted as a service in our instructional activities and is a required link from all subject guides. In addition, we worked with the PR Committee to launch Text-a-Librarian with a promotion campaign that included posters (in and out of the library), digital signage, table tents, and bookmarks. Jamie MacDonald coordinated the promotion campaign, including the creation of a marketing document that indicates posting and online publication opportunities across campus. Of the services, AskLive receives the highest usage.

Instruction and Programming

Librarians on the Lake Shore campus conducted 247 instruction sessions (includes workshops and orientations) and 270 reference-by-appointment meetings in FY10. The Reference Department continued to work closely with the Director of the Information Commons, Leslie Haas, to develop programming plans for each semester. Every librarian in the Department contributed to programming efforts by conducting workshops and/or creating content for the resource of the week promotions. Jane Currie organized an effort to partner with Residence Advisors on Fall programming. Though the effort proved unsuccessful, it involved considerable planning time and effort. A list of programs offered by reference staff in FY10 can be found in Appendix A.

In Spring 2010, in consultation with Terri Thomas in Academic Advising and Vicky Anderson, Director of Writing Programs, we began planning to incorporate a library component into UNIV 101 and to revise our instructional role with UCWR 110 classes. As part of the process we developed library and information literacy objectives for each course. Frederick Barnhart, Jeannette Pierce, Jane Currie, and Niamh McGuigan formed a planning team that met regularly to develop plans with Jane Currie as the primary coordinator for UNIV 101 and Niamh McGuigan as the primary coordinator for UCWR. As a new area of involvement for the libraries, the work for UNIV 101 involved significant planning and the creation of new materials, both in print and online. In consultation with the planning team, Jane created two screen casts for use with UNIV 101 classes, as well as two in class assignments, and an out-of-class assignment. We anticipate developing a brief assessment tool to incorporate into UNIV 101.

Reference Collection Project

In anticipation of a potential first floor renovation, the Reference Department began a complete review of our print reference collection. Our goals were to weed outdated material of little historic value as well as any materials that no longer serve the needs of the University. As part of this process we updated important reference titles, purchasing online whenever possible. As of August 2010, 3197 volumes have been withdrawn from the reference collection. Despite extensive time dedicated to the project, we do not anticipate completing the initial review until the end of the Fall semester of 2010. Once completed, we will consult with the Associate Dean about whether and how to proceed with titles that we propose to move to other locations in the library and funding required should we want to replace some of the larger print sets with online versions.
**Government Documents**

Jamie MacDonald continued to meet regularly with Jeannette Pierce and Library Administration to discuss the future of our government documents collections. In addition, Jamie and Eileen Black weeded approximately 1200 duplicate and superseded materials from the collection and from storage areas. Jamie worked to reduce our print selection profile from approximately 34.5% to 12.8%. Further information about Government Documents activities in FY2010 can be found in Appendix B.

**Other**

Librarians continue to devote significant to time to the creation and maintenance of general, disciplinary, and course-specific subject guides.

The Reference Department hosted two MLS students during the past year. Thomas McMahon from Dominican University completed a semester-long practicum with the Reference Department under the guidance of Jane Currie. Thomas focused on developing an online tutorial for one of our classical studies databases. Tom served as a graduate assistant at our reference desk in the Information Commons, created and presented an instruction session to classical studies students, and presented a workshop to library staff on screen casting tools. Liesl O’Kane from the University of Illinois at Urbana-Champaign, completed a week-long Alternative Spring Break program with us in March 2010. Tara Radniecki coordinated a schedule of training, meetings, and observational opportunities to enhance Liesl’s understanding of the work of academic libraries.

**Reference Department Responsibilities**

The Reference Department supports research, teaching, and learning at Loyola University Chicago by providing the following services to students, faculty, and staff.

**Reference and Instruction Services, including**
- Provide general reference services in a variety of formats
- Provide general instruction and library workshops/programming
- Create general information tools for the web site, primarily in the form of subject guides

**Liaison Services to Academic Departments, including**
- Respond to reference questions and collection requests from assigned academic departments.
- Provide research consultation services (Reference-by-Appointment)
- Communicate with academic departments about the library’s collections and services
- Create of subject guides highlighting important resources

**Collection Development and Management, including**
- Select materials in all formats for the reference collection
- Select or recommend materials in all formats for the general collections
- Contribute to collection management projects
- Manage the government documents collections
- Share management of electronic resources with Serials and Electronic Resources
Staffing in FY09

The Reference Department is pleased to report no staffing changes in FY09.

Personnel:

- **Head of Reference/Subject Specialist for Asian Studies and History (faculty), Jeannette Pierce**
  - Reference/Subject Specialist for Theology, Philosophy, Islamic World Studies, and Classical Studies (faculty), Jane Currie
  - Government Documents Librarian/Subject Specialist for Sociology, Political Science, International Relations, and Peace Studies (faculty), James MacDonald
    - Supervises government documents assistant (part-time staff), Eileen Black
  - Reference/Subject Specialist for Black World Studies, Chemistry, Physics, Psychology (faculty), Stephen Macksey
  - Reference/Subject Specialist for English, Latin American Studies, and Modern Languages & Literatures (faculty), Niamh McGuigan
  - Reference Assistant (full-time staff), Brenda Overton
    - Supervises graduate assistants (4-6 hourly)
- **Electronic Resources Librarian/Subject Specialist for Biology, Natural Sciences, and Nursing (faculty), Tara Radniecki**

Statistics for FY09

The Reference Department collects statistics related to service at all service desks, as well as statistics on subject specialist reference, Reference-by-Appointment (RBA), and instruction.

*Reference Desk and Subject Liaison Reference*

The Reference Department initiated the use of LibStats in 2008 to track statistics by type of assistance provided. 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. In addition, the Reference Department tracks statistics that relate to exchanges that provide assistance with general information such as locations, policies, schedules, equipment, and supplies.

Questions by Type and Location, July 1, 2009 – June 30, 2010

<table>
<thead>
<tr>
<th>FY2010 Questions by Type and Location</th>
<th>Cud Circ</th>
<th>IC Ref</th>
<th>IC Consult</th>
<th>IC One</th>
<th>IC Two</th>
<th>IC Three</th>
<th>Lib's Office</th>
<th>Lewis Circ</th>
<th>Lewis Ref</th>
<th>Univ Archives</th>
<th>Total by Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directional</td>
<td>436</td>
<td>1716</td>
<td>9</td>
<td>901</td>
<td>232</td>
<td>481</td>
<td>15</td>
<td>1647</td>
<td>1376</td>
<td>0</td>
<td>6813</td>
</tr>
<tr>
<td>Reference</td>
<td>422</td>
<td>1888</td>
<td>317</td>
<td>35</td>
<td>92</td>
<td>23</td>
<td>554</td>
<td>128</td>
<td>2487</td>
<td>60</td>
<td>6006</td>
</tr>
<tr>
<td>IT/Mechanical</td>
<td>82</td>
<td>471</td>
<td>1</td>
<td>262</td>
<td>74</td>
<td>169</td>
<td>61</td>
<td>167</td>
<td>2023</td>
<td>0</td>
<td>3310</td>
</tr>
<tr>
<td>Patron Accounts</td>
<td>148</td>
<td>33</td>
<td>0</td>
<td>9</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>73</td>
<td>24</td>
<td>0</td>
<td>295</td>
</tr>
<tr>
<td>Services</td>
<td>1598</td>
<td>441</td>
<td>3</td>
<td>600</td>
<td>118</td>
<td>362</td>
<td>19</td>
<td>1102</td>
<td>288</td>
<td>0</td>
<td>4531</td>
</tr>
<tr>
<td>Other</td>
<td>492</td>
<td>582</td>
<td>2</td>
<td>289</td>
<td>113</td>
<td>216</td>
<td>33</td>
<td>535</td>
<td>1053</td>
<td>12</td>
<td>3327</td>
</tr>
<tr>
<td>Total Number</td>
<td>3178</td>
<td>5131</td>
<td>332</td>
<td>2096</td>
<td>634</td>
<td>1254</td>
<td>682</td>
<td>3652</td>
<td>7251</td>
<td>72</td>
<td>24282</td>
</tr>
</tbody>
</table>
Total Questions, July 1, 2009 – June 30, 2010

- **FY2009/2010**
- **Total Number of Questions (all types)**
- **2009**
  - Cud Circ: 4480
  - IC Ref: 5223
  - IC Consult**: 248
  - IC One: 652
  - IC Two: 2460
  - IC Three: 1745
  - Lib's Office: 1496
  - Lewis Circ: 817
  - Lewis Ref: 216
  - Lewis Lib's Office: 6715
  - Lib's Office: NA
  - Total by Type: 24052
- **2010**
  - Cud Circ: 3178
  - IC Ref: 5131
  - IC Consult**: NA
  - IC One: 332
  - IC Two: 2096
  - IC Three: 634
  - Lib's Office: 1254
  - Lewis Circ: 682
  - Lewis Ref: 3652
  - Lewis Lib's Office: 7251
  - Lib's Office: 60
  - Total by Type: 24282

*Staffed the Cudahy Reference Desk in July and August only in FY2009.
**In FY2009, we staffed the IC Consultation Office during all librarian desk hours in the Fall semester, then returned to evening only librarian staffing in Spring semester.

Reference Questions by Location, July 1, 2009 – June 30, 2010

- **FY 2009/2010**
- **Reference Questions by Location**
- **2009**
  - Reference Circ: 1519
  - IC Ref: 2086
  - IC Consult**: 79
  - IC One: 608
  - IC Two: 493
  - IC Three: 434
  - Lib's Office: 409
  - Lewis Circ: 799
  - Lewis Ref: 66
  - Lewis Lib's Office: 3006
  - Lib's Office: NA
  - Total by Type: 9499
- **2010**
  - Reference Circ: 422
  - IC Ref: 1888
  - IC Consult**: NA
  - IC One: 317
  - IC Two: 35
  - IC Three: 92
  - Lib's Office: 23
  - Lewis Circ: 554
  - Lewis Ref: 128
  - Lewis Lib's Office: 2487
  - Lib's Office: 60
  - Total by Type: 6006

*In FY2009, we staffed the IC Consultation Office during all librarian desk hours in the Fall semester, then returned to evening only librarian staffing in Spring semester.
**Staffed the Cudahy Reference Desk in July and August only in FY2009.

Questions by Time Spent and Location, July 1, 2009 – June 30, 2010

- **FY2010**
- **Reference Questions by Time Spent and Location**
- **Up to 5 minutes**
  - Cud Circ: 403
  - IC Ref: 1361
  - IC Consult: 71
  - IC One: 35
  - IC Two: 71
  - IC Three: 20
  - Lib's Office: 335
  - Lewis Circ: 126
  - Lewis Ref: 2267
  - Lewis Lib's Office: 14
  - Total by Type: 4703
  - Percent by Type: 78%
- **Over 10 minutes**
  - Cud Circ: 19
  - IC Ref: 527
  - IC Consult: 246
  - IC One: 0
  - IC Two: 21
  - IC Three: 3
  - Lib's Office: 219
  - Lewis Circ: 2
  - Lewis Ref: 220
  - Lewis Lib's Office: 46
  - Total by Type: 1303
  - Percent by Type: 22%
- **Totals**
  - Cud Circ: 422
  - IC Ref: 1888
  - IC Consult: 317
  - IC One: 35
  - IC Two: 92
  - IC Three: 23
  - Lib's Office: 554
  - Lewis Circ: 128
  - Lewis Ref: 2487
  - Lewis Lib's Office: 60
  - Total by Type: 6006
  - Percent by Type: 100%
Questions by Month and Type, July 1, 2009 – June 30, 2010

<table>
<thead>
<tr>
<th>Questions by Type and Month</th>
<th>Directional</th>
<th>Reference</th>
<th>IT/Mechanical</th>
<th>Patron Accounts</th>
<th>Services</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>392</td>
<td>349</td>
<td>197</td>
<td>39</td>
<td>199</td>
<td>254</td>
<td>1430</td>
</tr>
<tr>
<td>Aug</td>
<td>804</td>
<td>446</td>
<td>433</td>
<td>39</td>
<td>467</td>
<td>323</td>
<td>2512</td>
</tr>
<tr>
<td>Sept</td>
<td>1064</td>
<td>870</td>
<td>462</td>
<td>38</td>
<td>800</td>
<td>379</td>
<td>3613</td>
</tr>
<tr>
<td>Oct</td>
<td>666</td>
<td>760</td>
<td>304</td>
<td>24</td>
<td>643</td>
<td>385</td>
<td>2782</td>
</tr>
<tr>
<td>Nov</td>
<td>596</td>
<td>752</td>
<td>229</td>
<td>36</td>
<td>475</td>
<td>354</td>
<td>2442</td>
</tr>
<tr>
<td>Dec</td>
<td>325</td>
<td>272</td>
<td>131</td>
<td>16</td>
<td>297</td>
<td>205</td>
<td>1246</td>
</tr>
<tr>
<td>Jan</td>
<td>423</td>
<td>340</td>
<td>222</td>
<td>8</td>
<td>280</td>
<td>148</td>
<td>1421</td>
</tr>
<tr>
<td>Feb</td>
<td>603</td>
<td>612</td>
<td>300</td>
<td>21</td>
<td>310</td>
<td>299</td>
<td>2145</td>
</tr>
<tr>
<td>Mar</td>
<td>611</td>
<td>509</td>
<td>332</td>
<td>24</td>
<td>399</td>
<td>304</td>
<td>2179</td>
</tr>
<tr>
<td>Apr</td>
<td>758</td>
<td>601</td>
<td>386</td>
<td>15</td>
<td>342</td>
<td>352</td>
<td>2454</td>
</tr>
<tr>
<td>May</td>
<td>324</td>
<td>218</td>
<td>150</td>
<td>16</td>
<td>174</td>
<td>189</td>
<td>1071</td>
</tr>
<tr>
<td>June</td>
<td>248</td>
<td>276</td>
<td>164</td>
<td>19</td>
<td>145</td>
<td>135</td>
<td>987</td>
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<tr>
<td>Total</td>
<td>6814</td>
<td>6005</td>
<td>3310</td>
<td>295</td>
<td>4531</td>
<td>3327</td>
<td>24282</td>
</tr>
</tbody>
</table>

Our statistics indicate that the total number of reference questions asked at our service desks continues to decline. However, reference statistics increased slightly at the Lewis Reference Desk and only decreased slightly at the Reference Desk in the Information Commons. One reason for the decline in reference statistics may be the effort by supervisors in July 2009 to reinforce the RUSA definition of a reference transaction and provide additional training to ensure that all desk staff code the question type statistic correctly. Many questions that relate directly to library policies and general information that may have been coded as reference in the past are now directional or services questions.

One type of reference statistic that is not included in LibStats is our AJCU AskLive Virtual Reference service. AskLive statistics increased in FY2010. The statistics reflected here are for questions received and answered as part of our Loyola Queue, meaning that Loyola reference staffing responded to the question. In FY11, we plan to include AskLive statistics in our LibStats counts in order to fully integrate the statistics for all of our reference services.
## Loyola Queue

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Session Requests FY10</th>
<th>Total Session Requests FY09</th>
<th>Difference</th>
<th>Completed Sessions FY10</th>
<th>Completed Sessions FY09</th>
<th>Difference</th>
<th>Time to connect FY10 (avg. in minutes)</th>
<th>Session Time -- FY10 (avg. in minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>81</td>
<td>67</td>
<td>14</td>
<td>70</td>
<td>56</td>
<td>14</td>
<td>0.89</td>
<td>19.22</td>
</tr>
<tr>
<td>August</td>
<td>92</td>
<td>69</td>
<td>23</td>
<td>68</td>
<td>62</td>
<td>6</td>
<td>0.86</td>
<td>16.82</td>
</tr>
<tr>
<td>September</td>
<td>174</td>
<td>174</td>
<td>0</td>
<td>154</td>
<td>158</td>
<td>-4</td>
<td>0.66</td>
<td>18.48</td>
</tr>
<tr>
<td>October</td>
<td>192</td>
<td>181</td>
<td>11</td>
<td>168</td>
<td>168</td>
<td>0</td>
<td>1.13</td>
<td>26.32</td>
</tr>
<tr>
<td>November</td>
<td>186</td>
<td>201</td>
<td>-15</td>
<td>164</td>
<td>176</td>
<td>-12</td>
<td>1.15</td>
<td>22.83</td>
</tr>
<tr>
<td>December</td>
<td>81</td>
<td>106</td>
<td>-25</td>
<td>71</td>
<td>102</td>
<td>-31</td>
<td>0.62</td>
<td>32.64</td>
</tr>
<tr>
<td>January *</td>
<td>95</td>
<td>96</td>
<td>0</td>
<td>90</td>
<td>87</td>
<td>3</td>
<td>1.03</td>
<td>18.32</td>
</tr>
<tr>
<td>February</td>
<td>139</td>
<td>130</td>
<td>9</td>
<td>132</td>
<td>116</td>
<td>16</td>
<td>0.85</td>
<td>19</td>
</tr>
<tr>
<td>March*</td>
<td>156</td>
<td>156</td>
<td>0</td>
<td>145</td>
<td>137</td>
<td>8</td>
<td>0.63</td>
<td>21.92</td>
</tr>
<tr>
<td>April</td>
<td>203</td>
<td>174</td>
<td>29</td>
<td>189</td>
<td>142</td>
<td>47</td>
<td>0.98</td>
<td>20.58</td>
</tr>
<tr>
<td>May</td>
<td>79</td>
<td>44</td>
<td>35</td>
<td>67</td>
<td>39</td>
<td>28</td>
<td>0.4</td>
<td>16.69</td>
</tr>
<tr>
<td>June</td>
<td>86</td>
<td>75</td>
<td>11</td>
<td>78</td>
<td>66</td>
<td>12</td>
<td>1:40</td>
<td>24.03</td>
</tr>
<tr>
<td>Totals</td>
<td>1565</td>
<td>1473</td>
<td>92</td>
<td>1396</td>
<td>1309</td>
<td>87</td>
<td>256.85</td>
<td></td>
</tr>
</tbody>
</table>

### Instruction and Reference-by-Appointment Statistics

Members of the Reference Department devoted significant time to preparing relevant, meaningful instruction to help ensure student success in their classes and have a positive impact on information literacy at the university. Approximately one half of our instruction is course-related and conducted by the appropriate subject librarian. In addition, the librarians share responsibility for meeting with sections of the University College Writing Seminar (UCWR), as well as providing sessions for other general programs on campus such as the Summer Bridge Program.

#### Library support for UCWR:

<table>
<thead>
<tr>
<th></th>
<th>Number of UCWR Classes</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2009</td>
<td>120</td>
<td>2180</td>
</tr>
<tr>
<td>FY2010</td>
<td>134</td>
<td>2301</td>
</tr>
</tbody>
</table>

#### Total course related instruction, including UCWR:

<table>
<thead>
<tr>
<th></th>
<th>Course-Related Library Instruction Classes</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2009</td>
<td>292</td>
<td>5595</td>
</tr>
<tr>
<td>FY2010</td>
<td>271</td>
<td>5356</td>
</tr>
</tbody>
</table>

#### All instructional services:

<table>
<thead>
<tr>
<th></th>
<th>Course-related Instruction</th>
<th>Orientation</th>
<th>Reference by Appointment (RBA)</th>
<th>Workshop</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2009</td>
<td>292</td>
<td>26</td>
<td>381</td>
<td>45</td>
</tr>
<tr>
<td>FY 2010</td>
<td>271</td>
<td>51</td>
<td>435</td>
<td>45</td>
</tr>
</tbody>
</table>
Lake Shore Campus Librarians Only:

<table>
<thead>
<tr>
<th>Session Type</th>
<th>Number of Class</th>
<th>Participants</th>
<th>Teaching Time (hour)</th>
<th>Preparation Time (hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instruction</td>
<td>208</td>
<td>3994</td>
<td>203.42</td>
<td>168.50</td>
</tr>
<tr>
<td>Orientation</td>
<td>13</td>
<td>208</td>
<td>14.58</td>
<td>11.50</td>
</tr>
<tr>
<td>RBA</td>
<td>270</td>
<td>318</td>
<td>262.08</td>
<td>136.83</td>
</tr>
<tr>
<td>Workshop</td>
<td>26</td>
<td>293</td>
<td>26.58</td>
<td>29.25</td>
</tr>
</tbody>
</table>

Lewis Librarians Only:

<table>
<thead>
<tr>
<th>Session Type</th>
<th>Number of Class</th>
<th>Participants</th>
<th>Teaching Time (hour)</th>
<th>Preparation Time (hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instruction</td>
<td>63</td>
<td>1352</td>
<td>63.83</td>
<td>29.08</td>
</tr>
<tr>
<td>Orientation</td>
<td>38</td>
<td>1418</td>
<td>19.75</td>
<td>13.00</td>
</tr>
<tr>
<td>RBA</td>
<td>165</td>
<td>174</td>
<td>144.75</td>
<td>52.08</td>
</tr>
<tr>
<td>Workshop</td>
<td>19</td>
<td>82</td>
<td>19.25</td>
<td>5.25</td>
</tr>
</tbody>
</table>

Reference Goals for FY10

Reference and Instruction Services

1. Focus on using new technologies to expand and promote reference and research services.
   - Work with the PR Committee to promote reference services.
     - Create video podcasts describing reference desk service and research consultation service. – Not done. Should remain on goals for the coming year. Jane has created several screen casts this summer for Theology resources and our UNIV 101 planning.
     - Continue to use digital signage to promote reference services. – We continue to promote reference desk services and some of our programming via that digital signage.
2. Incorporate Loyola Queue for the AskLive Virtual Reference Service into regular reference work flow on the Lake Shore Campus. – We began service to the Loyola queue during reference desk shift in August 2009.
3. Work with Chulin Meng to create more standard reports from LibStats data – Met with Chulin, but not able to prioritize project this year.
4. Work with Chulin Meng to revise instruction statistics database based on input from librarians. – Met with Chulin, but not able to prioritize project this year.
5. Hold regular meetings with reference librarians at Lewis. – We have held several All Reference Meetings over the course of the year to discuss shared services.
7. Review reference print standing orders to determine if titles can be cancelled or moved online. – Completed the standing order review of reference standing orders. We are still in the process of reviewing which titles to transfer online and how to budget for this change.
8. Develop a timeline and weeding guidelines for reducing existing print reference collection. We would still like to develop a database of print reference materials, similar to that used for the Lost Book List, to serve as the primary tool for organizing a large-scale weeding project. Developing the database would require that we work with Ling-Li Chang and Chulin Meng. – Though not able to create the database, we worked with Ling Li to create a spreadsheet of reference titles. We used time at several reference meetings to define our project plans and objectives with the goal of completing a review by June 30th and we created an internal documentation related to the project, including helpful reviewing tools. We completed work in most call number ranges, but there are several areas that still need additional time. In FY10, we withdrew 3197 titles. We will define new goals for this project for FY2011.

9. Develop new feedback and assessment tools for library instruction and inclusion of library resources in Blackboard courses. – We had several brief discussions in meetings on the topic of assessment of reference and instructional services in general. The Head of Reference and Stephen Macksey have met several times on this topic as well with the goal of bringing ideas and draft assessment tools to the larger group for discussion.

10. Continue to update existing LibGuides and develop new LibGuides of value to the Loyola community. – All the librarians have updated existing content and created new content for LibGuides in the past year.

11. Continue to work with Library Administration to determine next steps in redefining our government documents collection and our role as a depository library. – Met several times through the year with Associate Dean and Dean to discuss and approve some steps. See attached report in Appendix B.

12. Contribute towards the shift to a Learning Commons philosophy by creating and implementing programming that highlights the value of the Libraries’ resources, services, and spaces to the campus community. – We spent considerable time discussing and developing programming that highlights important resources and services offered by the Libraries. Please see instruction statistics in this report and programming list in Appendix A.

13. Continue to work closely with IC and IT staff to ensure consistent training for all staff working in the Information Commons facility. – The Head of Reference services on the IC Steering Committee and the IC Managers Group. Due to her role in training reference graduate assistants, Niamh McGuigan joined the IC Managers Group in FY2010.

14. Host a Dominican MLS student in Spring 2010. Jane Currie coordinated Tom McMahon’s internship in Spring 2010. The internship included general reference experience, as well as instruction and collection development experience for Classical Studies. Tom presented his findings on screencasting tools to library staff at the end of his internship experience.

15. Continue to monitor the use of LibStats as a tool for collecting and analyzing service desk statistics. Investigate commercial services, such as Compendium’s Desk Tracker as an alternative to LibStats. – We continue to monitor and discuss libstats as a tool, but did not explore other options this year.

16. Continue to build our online reference collection and explore how to make this type of material more visible to our students. – We order online reference tools whenever possible and showcase them on LoCL and relevant subject guides.

Reference Department Goals for FY11:

1. Create one or more brief podcasts highlighting reference services for inclusion on the blog and on our Need Help? subject guide.

2. Complete the review of the reference collection. Begin discussions with the Associate Dean and other relevant library departments about how to proceed with recommendations to move many titles out of the reference collection to CMS or LSF.

3. Incorporate basic feedback and assessment tools into the majority of our library instruction and workshops.

4. Work with Systems to revise online forms related to reference services.

5. Create an assessment tool for reference desk and/or research appointments and conduct a short-term assessment during a selected timer period.
Appendix A

Examples of programming and workshops coordinated or presented by members of the Reference Department in FY2010

MLK Enrichment Day (LH/JP, Alumni Services)
Join us for a special literacy opportunity with fun child-focused activities on the Loyola Lake Shore Campus during the Martin Luther King Jr. holiday weekend. Please note: These activities are free of charge and designed for children in grades 3-5.

A Toast to Global Awareness and Green Initiatives, IC Level 4 reserved. (JP/Gale)
Gale, a worldwide information leader, in cooperation with Loyola University Libraries, invites you to an evening of drinks and hors d’oeuvres in a green space! Network with colleagues and discuss Gale’s new approach to supporting interdisciplinary research on Global Issues and Environmental Studies.

RefWorks (JM/KS)
Join us for a workshop on RefWorks, a program that allows you to collect, store, and organize citations from books, articles, web sites and other sources. Once citations have been collected, it can automatically convert citations into properly formatted bibliographies. A multitude of citation styles are offered including MLA, APA and Chicago Style. Students, faculty, and staff are all encouraged to attend.

U.S. Government Information @ Your Desktop (JM)
Looking for information on: U.S. Census Data? Key economic indicators? Local crime statistics? What happened in Congress today? Which countries are not safe to travel to? All of this information is available online. The key is knowing where to look. The United State government is the world’s leading producer of statistical information and the U.S. Government Printing office (GPO) is the largest publisher in the world. The goal of this hands-on session is to provide users an overview of the vast government array of government resources that are available to them.

Google Scholar (SM)
Google Scholar identifies a wide variety of academic resources across all disciplines: articles, books, abstracts, news sources, and other specialized resources published by scholarly publishers, professional societies, online repositories, universities and other web sites. Stop in for this half hour overview and learn more about how Google Scholar will help you find relevant work across the world of scholarly research, and how the University Libraries offer enhanced access to essential resources identified through Google Scholar.

10 Ways to Improve Any Academic Writing Project (JC/MM)
Join LUC Libraries and the Writing Center for an interactive, 30-minute workshop covering 10 tips you can use this semester!

ARTstor Images for Papers and Presentations (DG)
This workshop is intended to introduce new users to the ARTstor image database --- a growing and evolving collection of images related to art, architecture and the humanities. Topics will include: An introduction to the interface; Browsing and searching in ARTstor; Uploading image files from outside sources; Creating and managing folders and image groups; A brief discussion of presentation options, including ARTstor's proprietary OIV (Off-line Image Viewer).

Gale Digital Collections Reception (JP/Gale)
The University Libraries are pleased to announce the acquisition of six Gale Digital Collections purchased in partnership with the president's office, the provost's office, and the College of Arts & Sciences. The collections include: "Making of the Modern World" (Goldsmiths' Kress), "Eighteenth Century Collections Online," "Nineteenth Century U.K. Periodicals," "Nineteenth Century U.S. Newspapers," "Sabin Americana: 1500-1926," and the "Seventeenth & Eighteenth Century Burney Collection" (English newspapers). Together, the collections provide access to millions of pages of historic content from books, periodicals, newspapers, and pamphlets. Join the libraries as they celebrate this historic acquisition with a reception on Tuesday, September 15, from 4-6 p.m., on the fourth floor of the Information Commons. The event is open to all Loyola students, faculty, and staff. At the event will be a representative from GALE CENGAGE Learning, who will provide a brief introduction to the collections.
FACTIVA (NM)
Dow Jones Factiva allows you to search for current news and business information in more than 28,000 sources from 159 countries, in 23 languages. Join a Factiva trainer to get an introductory overview of the database or refresh your awareness with an update. This session covers content, functions, and features of, as well as tips for using, Dow Jones Factiva.

Becoming an EBSCO Power User (TR)
Tired of struggling to find enough sources for your paper? Fed up with trying to remember all the search terms you’ve already tried? Wish you could keep track of the articles (and their citations) you use? Think getting an email of all the latest articles being published on your topic sounds like some kind of fantastic magic? Then become an EBSCO Power User and learn to make the most of all the EBSCO databases have to offer!

Data to Design: SimplyMap as a Research and Reporting Tool (JM)
Looking for a way to easily find, analyze and present demographic, business and marketing data? SimplyMap may be the tool you are looking for. SimplyMap is a web-based mapping application that allows users to create professional quality thematic maps and reports using demographic, business, and marketing data. SimplyMap will change the way you interact with data and is a great tool to help answer research questions. To learn how to use this tool, join us at the SimplyMap workshop.

Careers in the Non-Profit Sector: Finding the Employers and Your Niche (JC/Career Services)
So you want to save our planet, empower children, help the impoverished? Join the Career Development Center and LUC Libraries at noon on Monday, April 12th in room 120 of the Information Commons for a 30-minute look at tools for researching organizations, finding your dream job, and learning how your skills can help with their endeavors.

Keeping Up-to-Date Using Alerts (SM/TR)
Research alerts are a great way to stay up-to-date on current publications in your field. Establish a profile of your research interests and receive email alerts when a paper is published in these areas, or find out immediately when another author has cited your work. This workshop will discuss the value of establishing personal profiles within a database in order to receive regular alerts. We’ll also assist you in establishing a profile on a database of your choice or on Google Alerts.

Commonalities (Learning Commons Task Force)
Are you using digital resources to supplement your teaching? Or encouraging your students to use the resources for their projects? Perhaps you are just thinking about how you might use the Digital Media Lab? On Friday March 26 in Room 111 from 12:30 pm - 2 pm, come on by and grab a bite to eat and talk with your colleagues, librarians and members of the Digital Media Services team about this and other topics. Commonalities is an ongoing faculty lunch series in support of teaching sponsored by Information Technology Services, The Office of Learning and Technology Assessment, and the University Libraries.
Appendix B

**Loyola University Chicago: Government Publications Annual Report**

The primary goal of the Government documents department in fiscal 2009/2010 was to ensure that the Loyola University Libraries Government Documents collection best fits the needs of our user community.

Much of our time focused on:
1. Collection management of our existing Federal and Illinois collection and subscriptions.
2. Exploring ways to increase the visibility and accessibility of government publications.

**Collection management**

Our major focus has been to discontinue and reduce our underutilized formats. Based on input from the Subject Specialists we have significantly reduced the number of physical items being shipped to us each month. Given that the many newer FDLP documents are either born digital or produced in both print and electronic formats our future focus will be on provide electronic access to these materials.

Our Item selection profile has been revised over the past year based on input from Subject Specialists.

<table>
<thead>
<tr>
<th>FDLP Selection Profile</th>
<th>July-09</th>
<th>July-10</th>
<th># chg</th>
<th>% chg</th>
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</thead>
<tbody>
<tr>
<td>Paper Items</td>
<td>1209</td>
<td>260</td>
<td>-949</td>
<td>-78%</td>
</tr>
<tr>
<td>Microfiche</td>
<td>289</td>
<td>0</td>
<td>-289</td>
<td>-100%</td>
</tr>
<tr>
<td>CD ROM</td>
<td>52</td>
<td>0</td>
<td>-52</td>
<td>-100%</td>
</tr>
<tr>
<td>Electronic Items</td>
<td>562</td>
<td>861</td>
<td>299</td>
<td>53%</td>
</tr>
<tr>
<td><strong>Total selected items</strong></td>
<td>2112</td>
<td>1121</td>
<td>-991</td>
<td>-47%</td>
</tr>
<tr>
<td>Items available</td>
<td>8308</td>
<td>8745</td>
<td>437</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Total items selected</strong></td>
<td>34.5%</td>
<td>12.80%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

During the year we weeded approx. 1200 pieces of duplicated or superseded volumes.

**Visibility and accessibility of government publications**

- Met regularly with Head of Reference and Library Administration to discuss the future role and goals of the Government documents collection.
- Due to the implementation of WorldCat Local our effort to reduce incoming print materials, we decided not to establish a cataloging contract with MARCIVE services at this time.
- We continued work to relocate LC catalogued volumes to CMS.
- Increased number of electronic links provided on the government documents subject guide.
- Offered *U.S. Government Information @ Your Desktop* workshop in Spring 2010.
- Continued to promote information sharing between Illinois depository libraries by hosting the NIDL (Northeastern Illinois Documents Librarians) wiki on our server.

**Future goals**

Explore way to further highlight government resources.

Review and weed the government documents print reference collection.
Technical Services Division

It is my pleasure to prepare an executive overview of the accomplishments and challenges of the Technical Services Division at Loyola University Libraries for FY2010. Two departments make up the Division: Monograph Acquisitions & Cataloging (MAC) Department led by Ling-li Chang and Serials & Electronic Resources Management (SERM) Department led by Martha Spring. Both had an exceptional year, accomplishing a significant number of planned goals and new library-wide service projects initiating from growing user expectations.

Basic acquisition, maintenance and cataloging processes for electronic resources proved more complex, requiring the understanding of pricing models and negotiating of licensing and access rights with aggregators and many publishers. Workflow, procedures, and staff responsibilities were reviewed and redesigned to meet the multifaceted demands of electronic resources and to take advantage of new capabilities and improved technology.

Technical Services explored and evaluated the WorldCat Local Interface and contributed to the implementation discussion and decision making. The Monograph Acquisitions & Cataloging Department played a significant role in completing the data reclamation project to synchronize the Loyola holdings in Voyager and WorldCat databases.

Throughout the year, the Technical Service staff have partnered and collaborated across departments, division lines and campuses to strengthen services and improve access to and awareness of the library’s many products, collections and initiatives. The staff also successfully contributed to major weeding projects involving Cudahy Reference, Lewis government documents, and missing or long-lost materials.

I am grateful for the fantastic team of librarians and library staff that the division has assembled and for the work that they have accomplished in FY2010. Staffing remained stable all year long except one of the Serials Acquisitions Assistants in SERM retired in January after twenty-five years of service to Loyola and the position was vacant for five months of the fiscal year.

Monograph Acquisitions & Cataloging Department – Ling-li Chang

The Monograph Acquisitions & Cataloging Department completed another very successful year. The most significant accomplishments in FY2010 for the MAC department included establishment of the libraries’ first Popular Reading Collection; participation in the investigation, evaluation and implementation of WorldCat Local; a dramatic increase of e-books available in the libraries online catalog, Pegasus, from 5,000 to over 230,000 titles; and improved discovery of and access to the libraries’ collection of foreign language titles.

The Popular Reading Collection was a result of collaborating with access services staff. An approval plan with YBP Library Services was established for the collection. In addition, new technical services processes were designed and implemented.
To support the implementation of WorldCat Local, the MAC department completed a complex data reclamation project to synchronize the Loyola holdings in Pegasus and the WorldCat databases from November 2009 to February 2010. The process matched the Loyola holdings with the WorldCat database and provided an interface between the two which will be crucial to the successful realization of WCL.

Electronic book collections in libraries have grown dramatically over the last few years. A significant number of E-books were acquired at Loyola through different models, some singly and some in batch. Each model had different implications for cataloging and bibliographic record management. The Department acquired and batch loaded MARC records for some primary source packages during fall 2009. In January 2010 the Department wisely adopted new guidelines for the provider-neutral records policy for electronic monographs. This adoption critically aided in the planning and management of Loyola’s growing collection of e-books and helped halt the proliferation of incrementally different records for the same content.

The Department also planned and completed a complex contract cataloging contract with OCLC Metadata Contract Services at 20% discount of OCLC’s regular price. Through this five-month long project, 756 titles in a variety of foreign languages were fully cataloged, reviewed, and added to the Libraries’ circulating collection.

In addition to the major accomplishments highlighted above, the Department provided technical support for displaying the newly browsable DVD collection, established a Junior Library Guild approval plan to select and acquire recently published children and young-adult books, and provided OCLC Collection Analysis for the Collection Development Steering Committee. It maintained high quality work and efficiency in handling book order requests, received new books and DVDs, cataloged new books and maintained accurate records of what the libraries own and where the collections are located.

Serials & Electronic Resources Management Department – Martha Spring
The Serials & Electronic Resource Management Department also had a very successful year. A position vacancy for five months of the year resulted in reorganization to make the operations and duties more rational, workloads more equitable and backup possible. Journal packages continued to be transitioned from print or print + online to online only. Licenses for new e-resources were negotiated and networked services contracts were established to provide the broadest service to Loyola users. New electronic journals and replacement issues resulted in discussions across departmental and campus lines and documented procedures, policies and workflow patterns were developed. The Department also played a significant role in several major weeding projects, communication journal relocation, standing order cancellation, cross-campus access and the Electronic Theses and Dissertations Project.

The Libraries’ larger journal packages continue to be transferred to online-only as appropriate, and new journal subscriptions were generally instituted as e-only if available. The Department negotiated a three year license for Wiley Journals and Springer via CARLI. This resulted in a year-long project of transferring print or print plus online subscriptions to online-only throughout the year. Hundreds of Wiley titles were switched to electronic only. Bibliographic and acquisitions records for the e-journals were added to Voyager. The Springer contract provided more journal coverage and eliminated the need for title-by-title resolution at renewal time. Elsevier Science Direct also received a new three year contract
and seven low-use titles were traded out for journals on the periodicals wish list with the new contract.

In addition to negotiating for more electronic journals, the SERM staff worked with the Library Administration to coordinate new pledge money from the Provost and Deans for new three year subscriptions of GREENR and a streaming video collection from Alexander Street Press.

In addition to providing technical support for the Library-wide weeding projects involving reference and government documents, SERM coordinated the transfer of communication journals from Cudahy to Lewis Library with subject specialists and other library staff when the School of Communication moved to the Water Tower Campus in fall 2009.

The Department successfully led the Libraries in a major standing order cancellation project, resulting in one-third of the 1500 orders recommended for cancellation. The cancelled orders were spread among nearly 50 vendors and are expected to save approximately $65,000.

Improving access to, awareness and understanding of library electronic resources continued to play a major role in cross-campus issues between University and Health Science Libraries. Two SERM librarians worked on a status report for Loyola faculty on bioscience journals and cross-campus access.

Cooperation and partnership between the library and graduate school resulted in significant progress with the ETD project. By May 2010 all the graduate schools had officially started electronic submissions of theses and dissertations. There are still issues to be resolved, but the cooperation of the Graduate School staff, and in particular Jessica Horowitz, Assistant Dean, has been tremendous. Many of the issues will be reviewed as the Libraries' Digital Repository is developed.

Technical Services Goals for 2010-2011

Monograph Acquisitions & Cataloging Department
1. Implement the EBL Pilot Project, Loyola Libraries’ first patron-driven e-book acquisitions service. (summer-winter)

2. Refine and document the acquisitions procedures for Loyola faculty authored books participated in the annual Faculty Scholarship Celebration events. Establish cataloging procedures for Loyola faculty authored books and begin to catalog those held in the University Archives Collection. (summer-fall)

3. Establish and document acquisitions and cataloging procedures for newly purchased monographs for the Women & Leadership Archives and the University Archives monographs collections. (summer-spring)

4. Provide bibliographic access to archival print copies and electronic copies of Loyola theses and dissertations in Pegasus and WorldCat databases. (summer-spring)

5. Keep Loyola holdings in sync in Voyager and WorldCat databases by working with Library Systems to implement routine batch jobs. (fall-spring)

6. Increase the presence of e-books and streaming videos in the Pegasus catalog by working with Library Systems to implement routine batch job workflow for one-time and ongoing e-book and streaming video collections. (fall-spring)

7. Plan and complete projects to clean up problems with misrepresented Loyola holdings in WorldCat Local. (fall-spring)
8. Process withdrawals for weeded Lewis duplicate copies as they are removed from Lewis stacks. (summer-spring)
9. Process relocations and withdrawals for Cudahy Reference materials as recommended by the Subject Specialists. (fall-spring)
10. Help Rome Center Librarian with inventory and weeding of the Rome Library materials. (fall-spring)
11. Coordinate review of Health Sciences Library books that are being weeded by HSL. Add weeded HSL books into University Libraries’ collection as recommended by the Subject Specialists. (summer-winter)
12. Improve accuracy of holdings information in the Pegasus catalog by cleaning up the records related to the 2004 Dewey Books Weeding Project and by resolving problems of the LSF books circulated to patrons and returned. (summer-spring)
13. Re-establish the video cataloging contract with OCLC Metadata Contract Services under OCLC’s new pricing model. Evaluate outcome of the new contract and make adjustments as needed. (summer-winter)

Serials & Electronic Resources Management Department
1. Post, interview, hire and train Serials Acquisitions Assistant for position vacant since February 2010. (fall)
2. Standing Order Cancellation Project Follow-Up (ongoing February 2011)
3. Catalog new JSTOR collections (V & VI Arts and Sciences) (October 2010)
4. World Cat Local record clean-up: Finish cleanup of Voyager problem serial records from lists run by Ling-li in early 2010. (fall)
5. Electronic Journal Cataloging Workflows: Follow up on new procedures to discuss and implement possible improvements. (winter)
6. Work with Access Services to clean up CPER and resolve subscription status inconsistencies. (summer/fall)
7. Continue working on weeding/relocation projects at Lewis and Cudahy. (ongoing)
8. Reduce print serials cataloging backlog. (ongoing)
9. Complete Local holdings record project begun last year. (spring)
10. Contribute to planning of institutional repository as it relates to the Serials department (Electronic theses and dissertations). (ongoing)

Outreach
Some of the Libraries’ outreach activities that I played a leadership role in were reflected in the August committee reports on the Library Speaker Series and Faculty Publications Task Force. Loyola Libraries’ representation and staffing for Discover Loyola as part of the first year experience, the Organization Fair table for the fall, Loyola’s participation in the Chicago Public Library’s One Book, One Chicago twice a year events, and the Chicago Fall Book Festival were all successfully coordinated and implemented in FY2010.
Accomplishments:

Department accomplishments may be grouped into five categories: 1) new library-wide services for which the department provided technical support; 2) activities related to acquisitions, collection analysis and collection budget management; 3) activities related to cataloging and bibliographic access; 4) activities related to online catalog and physical item maintenance; 5) Voyager and other software application related activities in which department staff participated. Specific highlights are bulleted below.

Department activities centered around three primary goals, 1) remaining current with new acquisitions and incoming online catalog maintenance requests, and 2) working on projects to support library-wide service initiatives, and 3) improving or enhancing the services the department provides via procedural change and/or projects whenever possible.

New Library-Wide Services

- **Faculty Scholarship Celebration** – Searched for and purchased clean in-print and out-of-print copies of Loyola faculty authored books for inclusion in the Libraries’ first Faculty Scholarship Celebration event held in November 2009. Established acquisitions procedures for the project.
- **Browsable DVD Collection** – Helped determine how to present this new collection and the rest of the video collections in Pegasus and how to shelve foreign language films and films issued in collection sets. Updated over 4,400 Voyager records in preparing for the inauguration of the collection in May 2010.
- **WorldCat Local** –
  - Completed exploring and evaluating the WorldCat Local interface in October 2009.
  - Contributed to WCL implementation discussions and decision making.
  - Completed a data reclamation project to synchronize the Loyola holdings in Voyager and WorldCat databases from November 2009 to February 2010. Tasks included submitting a batch job request with OCLC, selecting Voyager records to be extracted for reclamation, delaying WorldCat holding update activities by staff and by vendors, and helping to add OCLC control number into the non-OCLC Voyager records for e-books and Loyola dissertations.
  - Identified problems resulting from the reclamation project and began to plan for projects to resolve them.

Acquisitions, Collection Analysis and Collection Budget Management

- **Routine Acquisitions Activities** – Remained current with ordering book selections, receiving newly acquired books and DVDs and processing payment invoices and procurement card transactions.
- **Amazon Prime** – Started an Amazon Prime membership in January to enjoy free 2-day shipping of qualified book and video orders. Saved over three thousand dollars on shipping cost from January to June 2010, while receiving the materials quickly and enabling a more streamlined process for placing orders with Amazon.
• Special Purchase Projects – Completed several special purchase projects as soon as their funds were allocated. They included the Communication Collection Enhancement purchases, Dr. Bren Murphy’s Experiential Learning Grant purchases, and the Bowker Book Analysis Enhancement purchases of Spanish literature titles, in addition to the Loyola faculty authored books mentioned in the New Services section above.
• New Approval Plan with Junior Library Guild – Worked with the Education Librarian and established an approval plan with Junior Library Guild to help select and acquire newly published children’s and young-adult books. Developed acquisitions and cataloging procedures for the books supplied by JLG.
• Book Publishing and Purchase Analysis – Compiled reports showing book prices, number of books published and number of books purchased for each of the subject disciplines to help explore different ideas for distribution of book funds.
• OCLC Collection Analysis – Used the OCLC WorldCat Collection Analysis tool and created extensive reports comparing the titles held in LUC Libraries and in selective peer institutions.
• Book Budget Management – Introduced a new book fund status report to motivate Subject Specialists to meet monthly spending target. Book fund spending during the first six months increased from 33% in FY2009 to 52% in FY 2010.
• Overall Collection Budget Management – Continued to help make collection budget distribution and spending plans. Remained current on monitoring and reporting collection budget status.

Cataloging and Bibliographic Access
• Cataloging of New Titles – Remained current with cataloging of all newly acquired print and electronic titles.
• E-Book Presence in Pegasus – Increased the presence of e-books in Pegasus from 4,600 to 236,190 titles.
  o Acquired and batch loaded the MARC records for titles available from the Netlibrary MLNC Academic EBook Collections in August 2009 and from the Springer Behavioral Science Collection beginning January 2010.
  o Worked with Head of Library Systems and batch loaded the MARC records for over 231,000 monograph and serial titles available from the newly purchased Gale Digital Collections between September and November 2009.
  o Adopted the new “Provider Neutral E-Books” cataloging guidelines in January 2010 to eliminate multiple records for the same work available online from different e-book providers.
• Foreign Language Books Contract Cataloging – Planned and completed a contract cataloging project with OCLC Metadata Contract Services, at 20% discount of OCLC’s regular price. Through this five-month long project from December 2009 to April 2010, 756 titles in a variety of foreign languages were fully cataloged and added to the Libraries’ circulating collection.
• Proxy Link in Pegasus Records – Worked with Head of Library Systems in June 2010 to include the Libraries’ proxy server string to URLs in Voyager records to allow more seamless off-campus access to electronic resources.
• CARLI Digital Grant Titles – Cataloged the titles selected from the Rare Book Collection in August 2009 for inclusion in the CARLI Digital Grant Project.
• Women and Leadership Archival Collections – Developed a routine process and began to review and enhance the new records created by WLA staff on an ongoing basis in January 2010.
Online Catalog and Physical Item Maintenance

- Routine Maintenance – Remained current with routine maintenance requests for withdrawal, relocation, correction and reclassification, etc. from all departments and all libraries. Remained current with loading Library of Congress Subject Heading updates.
- Lewis Government Documents Withdrawn – Completed withdrawal of the government documents weeded two years before from Lewis Library. As part of this withdrawal project, compiled a list of the withdrawn items which needed to be offered to other libraries.
- Cudahy Reference Books Withdrawn – Processed withdrawal for 1,400+ monograph titles and their 2,500+ volumes between January and June 2010. Examined and forwarded serial volumes to the Serials Assistant to withdraw.
- Other Withdrawal Projects – Processed withdrawal for the damaged Dewey books, ICPSR codebooks and a large list of 500 lost items.
- Literature of Folklore Microfilm Collection – Completed re-classing the individual titles in the Literature of Folklore Microfilm Collection.
- Voyager Records for Science Library – Executed batch location change jobs and updated over 12,400 records in the staff client display.

Voyager and Other Software Applications

- Voyager Release Upgrade –
  o Coordinated testing and problem solving of the new Pegasus design with the technical services departments across campuses and libraries.
  o Prepared the Voyager.ini file and MARC tag tables for inclusion in the staff client distribution.
  o Installed and tested a new version of Gary Strawn’s Location Changer program.
  o Resolved problems with Voyager WebAdmin interface and with the batch job which reports unauthorized series headings.
- Voyager Reports – Created numerous Voyager reports to facilitate department and library-wide projects. They included standing order lists, Cudahy reference collection inventory list, Cudahy video collection lists, Lewis duplicate copies lists and accrual book orders reports.
- Voyager Analyzer – Coordinated training sessions for Voyager Analyzer with potential users in all the libraries. Learned basic and advanced features of this web reporting tool.
- WorldCat Digital Collection Gateway – Investigated the OCLC WorldCat Digital Collection Gateway and decided not to implement due to its inability to create collection level metadata records.

Other Projects

- Library Strategic Planning – Three members of the department served on the teams who developed the Libraries’ Strategic Plans for 2010-2013.
- Staff Training Program – Completed the rapid cataloging portion of the training program for the Acquisitions Assistant in October 2010.
- Marcive Electronic Government Documents Service – Investigated Marcive’s “Documents without Shelves” service for federal government documents available online and decided to not to pursue because WorldCat Local might provide the same service without additional charge.
- OCLC PromptCat Service Problems – Performed extra steps before batch loading OCLC’s PromptCat MARC record files from November 2009 to January 2010, when OCLC failed to provide corresponding cataloging reports and sometimes provided unusable records. Reviewed every PromptCat MARC files using MARCEdit software to obtain invoice information and detect problem records.
Key Statistics for FY 2010

<table>
<thead>
<tr>
<th></th>
<th>FY10</th>
<th>FY09</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Print Books</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Total Print Book Titles Ordered</td>
<td>9,061</td>
<td>9,061</td>
<td>0%</td>
</tr>
<tr>
<td>a) Orders for Purchase On Demand Program</td>
<td>383</td>
<td>427</td>
<td>-10%</td>
</tr>
<tr>
<td>b) Orders for Replacement Copies</td>
<td>77</td>
<td>225</td>
<td>-66%</td>
</tr>
<tr>
<td>c) All Other Orders</td>
<td>8,601</td>
<td>8,409</td>
<td>2%</td>
</tr>
<tr>
<td>Print Book Volumes Received</td>
<td>11,700</td>
<td>11,405</td>
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</tr>
<tr>
<td>Print Book Titles Cataloged</td>
<td>14,648</td>
<td>10,913</td>
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</tr>
<tr>
<td>Print Book Volumes Cataloged</td>
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<td>Print Book Titles Withdrawn</td>
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<td>Print Book Volumes Withdrawn</td>
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<tr>
<td><strong>E-Books</strong></td>
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<td>E-Book Titles Ordered/Access Activated</td>
<td>26</td>
<td>16</td>
<td>63%</td>
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<td>Total E-Book Titles Accessible as of July 1, 2010</td>
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<tr>
<td>E-Book Titles Cataloged Individually</td>
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<td>67</td>
<td>-61%</td>
</tr>
<tr>
<td>E-Book Titles Cataloged via Batch Load Projects</td>
<td>231,593</td>
<td>489</td>
<td>47261%</td>
</tr>
<tr>
<td><strong>Books on Microform</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microform Titles Cataloged</td>
<td>0</td>
<td>6</td>
<td>-100%</td>
</tr>
<tr>
<td>Microform Units Cataloged</td>
<td>0</td>
<td>116</td>
<td>-100%</td>
</tr>
<tr>
<td><strong>A-V Materials</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AV Items Received</td>
<td>293</td>
<td>791</td>
<td>-63%</td>
</tr>
<tr>
<td>AV Titles Cataloged (by OCLC Contract Cataloging)</td>
<td>398</td>
<td>363</td>
<td>10%</td>
</tr>
<tr>
<td>AV Units Cataloged (by OCLC Contract Cataloging)</td>
<td>402</td>
<td>520</td>
<td>-23%</td>
</tr>
<tr>
<td><strong>Catalog Database Maintenance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item Relocations, Reinstates, Corrections, Reclasses, etc.</td>
<td>1,006</td>
<td>1,942</td>
<td>-48%</td>
</tr>
<tr>
<td>Catalog Maintenance via Batch Change Projects</td>
<td>16,992</td>
<td>33,166</td>
<td>-49%</td>
</tr>
<tr>
<td>Name, Series and Subject Heading Authority Work</td>
<td>17,887</td>
<td>21,273</td>
<td>-16%</td>
</tr>
</tbody>
</table>

Notes:

1. FY10 statistics for print titles and volumes cataloged show a big increase mainly because (a) a lot of books were received near the end of FY09 so most of them were cataloged in the beginning of FY10, and (b) 756 foreign language titles, mostly from the cataloging backlog, were cataloged through a contract cataloging project.

2. FY10 statistics for print titles and volumes withdrawn include the government documents weeded from Lewis and 1,456 titles and their 2,528 volumes weeded from the Cudahy Reference Collection.

3. FY10 statistics for e-book titles accessible and for e-book titles cataloged via batch load are very high due to the acquisitions of the 232,000+ individual titles mostly monographs in the Gale Digital Collections and their 231,009 MARC records.

4. FY09 statistics for microform titles and units cataloged are resulting from the Microform relocation project. The department normally received no microform books to catalog.

5. FY10 statistics for AV items received show a significant decrease because of reduced number of AV titles ordered due to vacancy of a key position in AV Services.

6. FY10 statistics for catalog maintenance work done via batch change projects include change of 4,475 records for Cudahy video records and change of 12,486 records for former Science books.
FY 2010 Department Goals Status:


3. Work with Government Document Librarian and other appropriate personnel to determine what and how to present government documents in Loyola’s catalog, including investigation of the services offered by Marcive. (summer-fall) Completed. See Other Projects, page 3.

4. Participate in the faculty publication celebration project. Locate and purchase clean monograph copies for the project. Determine the special cataloging treatment to be given to the faculty authored books for the project. Catalog the books at the end of the project. (summer-fall) Partially completed and will continue in FY 2011. See New Library-Wide Services, page 1, and FY 2011 Department Goals, item 2, page 6.

5. Participate in planning and implementation for the creation of one or more popular/recreational reading collections. (fall-winter) Completed. See New Library-Wide Services, page 1.

6. Plan and propose a foreign language material contract cataloging project. Manage the project if it is approved. (summer-fall) Completed. See Cataloging and Bibliographic Access, page 2.

7. Plan for and complete the following catalog maintenance projects: (7a) withdrawal of government document titles weeded from the Lewis Library Collection in 2008, and (7b) batch location change for former Science books and periodicals so that they will have the Cudahy location in the staff side of the catalog records. (fall-winter) (7a) Completed. (7b) partially completed. See Online Catalog and Physical Item Maintenance, page 3.

8. Participate in exploring and implementing new library service initiatives pertaining to monograph acquisitions and cataloging: (8a) new Pegasus design, (8b) WorldCat Local interface, and (8c) electronic theses and dissertations project. (summer-spring) (8a) Completed. See Voyager and Other Software Applications, page 3. (8b) Completed explore and began implementation. See New Library-Wide Services, page 1. (8c) Deferred to FY 2011. See FY 2011 Department Goals, item 4, page 6.

9. Plan for and give a presentation about the Monograph Acquisitions and Cataloging Department. (winter-spring) Deferred indefinitely due to other priorities.
FY 2011 Department Goals

1. Implement the EBL Pilot Project, Loyola Libraries’ first patron-driven e-book acquisitions service. (summer-winter)
2. Refine and document the acquisitions procedures for Loyola faculty authored books participated in the annual Faculty Scholarship Celebration events. Establish cataloging procedures for Loyola faculty authored books and begin to catalog those held in the University Archives Collection. (summer-fall)
3. Establish and document acquisitions and cataloging procedures for newly purchased monographs for the Women & Leadership Archives and the University Archives monographs collections. (summer-fall)
4. Provide bibliographic access to archival print copies and electronic copies of Loyola theses and dissertations in Pegasus and WorldCat databases. (summer-fall)
5. Keep Loyola holdings in sync in Voyager and WorldCat databases by working with Library Systems to implement routine batch jobs. (fall-spring)
6. Increase the presence of e-books and streaming videos in the Pegasus catalog by working with Library Systems to implement routine batch job workflow for one-time and ongoing e-book and streaming video collections. (fall-spring)
7. Plan and complete projects to clean up problems with misrepresented Loyola holdings in WorldCat Local. (fall-spring)
8. Process withdrawals for weeded Lewis duplicate copies as they are removed from Lewis stacks. (summer-spring)
9. Process relocations and withdrawals for Cudahy Reference materials as recommended by the Subject Specialists. (fall-spring)
10. Help Rome Center Librarian with inventory and weeding of the Rome Library materials. (fall-spring)
11. Coordinate review of Health Sciences Library books that are being weeded by HSL. Add weeded HSL books into University Libraries’ collection as recommended by the Subject Specialists. (summer-winter)
12. Improve accuracy of holdings information in the Pegasus catalog by cleaning up the records related to the 2004 Dewey Books Weeding Project and by resolving problems of the LSF books circulated to patrons and returned. (summer-spring)
13. Re-establish the video cataloging contract with OCLC Metadata Contract Services under OCLC’s new pricing model. Evaluate outcome of the new contract and make adjustments as needed. (summer-winter)
Summary:

In addition to the usual work of ordering, receiving, paying, claiming, tracking, providing access to and trouble-shooting the Libraries’ serials and electronic resources, the Serials & Electronic Resources Management department worked on several major projects this year. These included the Lewis and Cudahy Reference weeding projects and the standing order cancellation project. It was also a year of discussing and revising work flows, including those for newly-subscribed electronic journal processing, replacements for missing journal issues, and the treatment of local holdings records for periodicals. Odile May’s resignation in the serials acquisitions unit resulted in further training and discussion of work flows related to the position.

Additionally, four department members had the opportunity to participate in the Library Strategic Planning process through membership on task forces working to articulate library goals for the coming three years. Odile May’s retirement in January left a vacancy in that position for the last five months of the fiscal year.

Many of this year’s activities overlapped among two or more units with SERM and are listed under Department-Wide Activities; the rest are divided by the area that had the majority of involvement with those activities.

Activities:

Personnel:
- Odile May retired as Serials Acquisitions Assistant effective January 31, after twenty-five years of service to Loyola. The position remained vacant through the end of the fiscal year and will hopefully be filled in the coming year. Before retiring, Odile trained the serials acquisitions unit on the specifics of her job duties. A slight backlog has accumulated over six months of the job vacancy, however. A graduate student, Charles Nuwagaba, assisted with checking in of periodicals, allowing full-time staff to focus on the more complex aspects of the position.

Department-Wide Activities:
- Discussed, revised and documented work flows for new electronic journals acquired by the libraries. In the past, work flows for print journals could be treated effectively with a form/checklist passed among staff from serials cataloging, acquisitions, bindery, and periodicals areas. Since electronic journals do not lend themselves to such a work flow, a shared spreadsheet was created so that various tasks related to their ordering and activation can be tracked by all relevant parties. The spreadsheet tracks completion of order placement, cataloging, activation, addition to library e-journal list, etc. Several refinements were made to the procedures after a test period of several months.
Communication Journals Move: During July 2009, the SERM department discussed and coordinated the transfer of a group of unbound communications journals (except for film studies journals) from Cudahy to Lewis Library with the outgoing and incoming Communications subject specialists and periodicals associates at both libraries. Bound volumes remained at Cudahy. The communications department moved to the Water Tower campus fall 2009. Of a total of 25 journal titles: 9 were not available as online-only and print holdings were split between Cudahy (bound volumes) and Lewis (unbound issues); 16 titles were converted from print & online to online-only.

World Cat Local: Participated in the review and implementation process for World Cat Local. This began with the Quick Start version of WCL, which we evaluated in terms of serials and electronic resource records (concerns included: lack of display of current periodicals issues and no display of holdings records in WCL, as well as the display of URLs from the master OCLC record, rather than from the local bibliographic records. Most concerns were addressed with the paid version of WCL. When the decision was made to purchase WCL, began record cleanup of Voyager record lists generated by Ling-li Chang, in preparation for the implementation of World Cat Local. (Updated records with miscoded call number fields in holdings records; started evaluating other problem lists with coding that resulted in problematic record displays.) Listed library-held databases in the WCL administrative module and grouped by subject area.

Wiley Journals: An ongoing project for the entire department, we transferred print or print plus online subscriptions to online-only throughout the year. Bibliographic and acquisitions records for e-journals were added to Voyager.

Sherri continued with her Subject Specialist duties, including the ordering of materials for Anthropology, instruction and reference by appointment, and requesting materials from professors for the faculty scholarship program, attending Collection Management Committee meetings through the year. She also reviewed anthropology reference materials as part of the Cudahy Reference weeding project.

Electronic Resources:
- Cross-campus e-resources issues: A group from Lakeside and Health Sciences campuses continued work on the goal of improving access to and awareness and understanding of library electronic resources and their accessibility among the campuses. Martha, Sherri and Heather Cannon prepared, at Bob Seal’s request, a synopsis of related accomplishments to date to assist in the preparation of a status report for Loyola faculty on bioscience journals and cross-campus access. LUC and LUHS continue to share spending on e-resources when possible and practical. Starting this past year, for example, a shared online-only subscription to *Proceedings of the National Academy of Sciences* (PNAS) resulted in expanded access and lower costs for each campus. Also, a subscription to *Journal of Clinical Ethics* was reinstated with shared costs by both campuses resulting in lower price for each library.
- Value Assessment of E-resources: Began second year of value assessment program of electronic resources. Tracked costs, costs per use, holdings by peer institutions, and compare to statistics gathered last year. Newer library resources added to the VA
Most probationary resources from the preliminary VA process increased in use once brought to the attention of subject specialists; others (Risk and Oxford Scholarship Online), based on low use and high prices, were cancelled. Contributed to discussions on how to refine and improve the value assessment process.

- Elsevier Science Direct: Negotiated and signed new three-year contract for 2010-2012. Effective July 2010, the library will no longer have access to the Elsevier “Freedom Collection” (several hundred journals), which Elsevier had inadvertently provided to Loyola the past two years or so. Seven low-use titles were traded out for journals on the periodicals wish list with the new contract.

- Springer Journals: Singed new three-year contract, via CARLI. With the new Springer model, the journals are treated more like a database and more journal coverage is available to subscribers (nearly all Springer journals). This eliminates the need for title-by-title resolution at renewal time. Also, the annual price cap also went down from 6% to 5%.

- Wiley Journals: Negotiated and signed three-year license for Wiley Journals (via CARLI). Annual cap decreased to 4.5% from 6.5% in previous contract.

- The Libraries’ larger journal packages continued to be transferred to online-only as appropriate, and new journal subscriptions were generally instituted as e-only if available.

- Toward the end of the fiscal year, several Academic Deans pledged a large portion of their departments’ unspent funds (over $400,000) to the University Libraries; this money was dedicated to some new resources (three-year pre-paid subscriptions to GREENR and a streaming video collection from an Alexander Street Press), as well as prepayments of other resources originally planned for payment in the following fiscal year. These funds will be useful in the coming fiscal year, which will be a flat budget.

- Annual Reviews: Switched from print + online to online-only for 2010. We had investigated a shared license with the Health Sciences library, but retained separate subscriptions due to the prohibitive cost of a shared license. Cancelled two low-use AR titles.

- Ongoing Serials Solutions maintenance to accurately reflect library holdings. Several journal package and platform changes required updates to e-journal listings (for example, Wiley, InformaWorld, and Emerald Journals.)

Serials Acquisitions:

- Serials acquisitions staff met with periodicals associates from Cudahy and Lewis to discuss and revise work flows for print journal replacement issues for journal not available online. Streamlined procedures and resumed ordering of replacement issues, which had fallen behind in the past year.

- Followed up on transfer of subscriptions in several journal packages, with closing of purchase orders for print journals and replacing them with new orders for e-only access (Annual reviews, Elsevier, Wiley, Springer, Sage) and informed serials cataloging when new records needed for online catalog.

- Standing Order Cancellation project: Lists of live library standing orders were generated, then broken down into groups by subject specialist and subject area,
distributed for recommendations on cancellation/retention/change in format. Of the nearly 1500 orders, approximately one-third were recommended for cancellation. Of those 518 titles, 400 were paid orders (with the remaining gifts or government publications). The cancelled orders were spread among nearly 50 vendors and are expected to save the library over $63,000 in the coming fiscal year or two – depending on when the final issue is received and paid for each title. Pending work on this project will include cleaning up Voyager records, adding links to bibliographic records in Pegasus as requested by subject specialists, etc.

- Trained graduate student Charles Nuwagaba to check in periodicals issues in March, then reviewed his work for remainder of fiscal year; Charles checked in over 2100 periodical issues from March through the end of June.
- Transferred 10-20 problematic standing orders to new vendors.
- Continued to monitor Price Increase Alerts from EBSCO, requesting recommendations from subject specialists on whether to retain or cancel subscriptions with dramatic price increases.
- Coordinated with EBSCO on FY2011 subscription pre-payments. Due to funds contributed by Academic Deans, the Libraries paid $270,000 in June 2010 and the remainder in July, once the fiscal year started. Organized the payments by funds and also separated larger, online-only journal packages into separate invoices.

**Bindery:**
- Electronic Theses and Dissertations (ETD): By May 2010 all the graduate schools had officially started electronic submissions of theses and dissertations. The Electronic Thesis Dissertation plan for Loyola including implementation and procedures has been successful. The Graduate School started electronic submissions in May 2009. The School of Education Graduate program and Maywood’s Graduate office began submissions in the spring of 2010. All of the Graduate Schools have revised the policies and procedures for submission of dissertations and theses to reflect the recent changes.
- In addition to successfully overseeing the outsourcing of bindery materials Christa and her staff prepared, received and processed the annual Rome Cargo Shipment, completed several 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.
- Christa Kileff and Sherri Saltzman visited the HF Bindery facility in September 2009.
- Christa and Sherri analyzed Bindery activity and spending over the past ten years and made recommendations for spending in the coming fiscal year. Although many print serials have been cancelled in the past several years, bindery spending increased over this fiscal year, mainly due to increased Digicover binding of new books and catching up on periodical binding, which had decreased the previous year due to a vacancy in the serials acquisitions unit.

**Serials Cataloging:**
- Local Holdings Records: Following up on a May 2009 webinar on the handling of local holding records in OCLC, Sherri, Josh and Martha discussed modifications to
LHR procedures with Access Services staff and started implementing the new procedures in September 2009, according to the preferences of ILL.

- Discussed process for work flow with Access Services to handle missing serial volumes and develop workflow. Not a large project, as most long-lost volumes are monographs. Josh worked on a list from Ursula and updated the records in July 2009.
- Lewis project: Continued work on Lewis withdrawals started last year; included reference and government documents.
- Cudahy Reference Weeding Project: A major project for Serials Cataloging, between the Lewis withdrawals and this project, serials titles withdrawals were up 167% from last year, and volumes withdrawn increased 85%, from 689 to 1276. The reference weeding coincided with the standing order cancellation project, which officially started in January.
- JSTOR V & VI: Serials cataloging staff met in June to discuss procedures for cataloging these collections, which are new to Loyola effective July 2010 and will comprise approximately 300 titles by the end of 2011.
- In February, serials catalogers started including the Loyola proxy string to Voyager record URLs in order to provide off-campus access to e-resources via Pegasus.

**Strategic Planning:**

- Martha, Sherri, Josh and Maria were all members of strategic planning task forces, which were appointed in September with reports due to the Library Leadership team in mid-December. Martha and Josh were on the Content Task Force (chaired by Martha) and Sherri and Maria were members of the User Experience Task Force. These groups met weekly to develop their recommendations for priorities and action items for the strategic plan, which will start implementation in fiscal year 2011.

**Staff Changes:**

- Odile May resigned as Serials Acquisitions Assistant, effective January 31, and the position remained vacant through the end of the fiscal year.

**FY2010 Departmental Goal Status Report:**

- Transfer selected Communications journals from Cudahy to Lewis (Summer 2009): Completed. (*Department-Wide Activities, page 2.*)
- Discuss process for work flow with Access Services to handle missing serial volumes and develop workflow (Summer 2009): Completed. (*Serials Cataloging, page 5*)
- Implement updated procedures for handling of local holdings records for serials as a result of discussions with Access Services (September): Completed. (*Serials Cataloging, page 5*)
• Develop and implement new work flows for the acquisition and cataloging of electronic journals. (July, ongoing): Completed. We will meet again to refine procedures as needed. (Department-Wide Activities, page 1)

• Prioritize a visit to the HF Group’s bindery facility in September 2009. Completed (Bindery, page 4).

• Review and evaluate current work load of the Bindery Unit and investigate reorganization opportunities (ongoing) Completed/Ongoing. Christa hired two students fall term to assist with regular binding as well as in-house book repair.

• Continue to refine and implement new Value Assessment procedures for electronic resources (Ongoing): Progress continued in this area during year two of the value assessment program, including a comparison of use statistics from one year to the next. We will continue to make improvements to the process as an ongoing goal. (Electronic Resources, page 2-3.)

• Prepare for and work on new contracts for Elsevier Science Direct and Wiley/Blackwell (by January 2010). Completed. (Electronic Resources, page 3)

• Investigate shared license with Health Sciences Library for Annual Reviews (currently separate licenses without shared access), with January 2010 start date. Investigated but due to drastically higher price for a shared license, not pursued. (Electronic Resources, page 3)

• Officially implement ETD project (Fall 2009). Completed with more work to come (Bindery, page 4)

**Goals for FY2011:**

• Post, interview, hire and train Serials Acquisitions Assistant for position vacant since February 2010. (Fall 2010)
• Standing Order Cancellation Project Follow-Up (Ongoing; February 2011)
• Catalog new JSTOR collections (V & VI Arts and Sciences) (October 2010)
• World Cat Local record clean-up: Finish cleanup of Voyager problem serial records from lists run by Ling-li in early 2010. (Fall 2010)
• Electronic Journal Cataloging Workflows: Follow up on new procedures to discuss and implement possible improvements (by Winter 2011)
• Work with Access Services to clean up CPER and resolve subscription status inconsistencies (Summer/Fall 2010).
• Continue working on weeding/relocation projects at Lewis and Cudahy (Ongoing)
• Reduce print serials cataloging backlog (Ongoing)
• Complete Local holdings record project begun last year. (Spring 2011)
• Contribute to planning of institutional repository as it relates to the Serials department (Electronic theses and dissertations). (Ongoing)
### Fiscal Year 2010 Serials Statistics

<table>
<thead>
<tr>
<th>Serials Adds / Withdrawals / Maintenance</th>
<th>FY2010</th>
<th>FY2009</th>
<th>Change (FY08 to FY09)</th>
<th>FY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serials titles added (exclude periodicals)</td>
<td>111</td>
<td>99</td>
<td>77%</td>
<td>56</td>
</tr>
<tr>
<td>Serial volumes added (exclude periodicals)</td>
<td>974</td>
<td>1153</td>
<td>-16%</td>
<td>1372</td>
</tr>
<tr>
<td>Periodical titles added</td>
<td>12</td>
<td>24</td>
<td>-54%</td>
<td>52</td>
</tr>
<tr>
<td>Periodical volumes added</td>
<td>2370</td>
<td>2030</td>
<td>-46%</td>
<td>3775</td>
</tr>
<tr>
<td>Microform serial titles added (incl. periodicals)</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0</td>
</tr>
<tr>
<td>Microform serial units added (incl. periodicals)</td>
<td>174</td>
<td>242</td>
<td>-11%</td>
<td>273</td>
</tr>
<tr>
<td>Electronic Resource titles added</td>
<td>163</td>
<td>320</td>
<td>-31%</td>
<td>466</td>
</tr>
<tr>
<td>Electronic Resource units added</td>
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<td>0</td>
<td>0%</td>
<td>0</td>
</tr>
<tr>
<td>Book titles withdrawn</td>
<td>4</td>
<td>4</td>
<td>33%</td>
<td>3</td>
</tr>
<tr>
<td>Book volumes withdrawn</td>
<td>2</td>
<td>154</td>
<td>-42%</td>
<td>264</td>
</tr>
<tr>
<td>Serial titles withdrawn (exclude periodicals)</td>
<td>255</td>
<td>96</td>
<td>-78%</td>
<td>444</td>
</tr>
<tr>
<td>Serial vols withdrawn (exclude periodicals)</td>
<td>1276</td>
<td>689</td>
<td>-90%</td>
<td>7025</td>
</tr>
<tr>
<td>Periodical titles withdrawn</td>
<td>n/a</td>
<td>0</td>
<td>-100%</td>
<td>24</td>
</tr>
<tr>
<td>Periodical volumes withdrawn</td>
<td>9</td>
<td>0</td>
<td>-100%</td>
<td>5037</td>
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<tr>
<td>Microform serial titles withdrawn (incl. periodicals)</td>
<td>0</td>
<td>0</td>
<td>-100%</td>
<td>65</td>
</tr>
<tr>
<td>Microform serial units withdrawn (incl. periodicals)</td>
<td>0</td>
<td>0</td>
<td>-100%</td>
<td>2500</td>
</tr>
<tr>
<td>Electronic Resource titles withdrawn</td>
<td>2</td>
<td>5</td>
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<td>8</td>
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<tr>
<td>Titles recataloged</td>
<td>279</td>
<td>421</td>
<td>-50%</td>
<td>840</td>
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<tr>
<td>Serials Acquisitions Statistics</td>
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<td></td>
</tr>
<tr>
<td>Periodical issues checked in</td>
<td>-7%</td>
<td>13948</td>
<td>15063</td>
<td>-12%</td>
</tr>
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<td>-15%</td>
<td>205</td>
<td>242</td>
<td>-17%</td>
</tr>
<tr>
<td>Standing order volumes checked in</td>
<td>-12%</td>
<td>1208</td>
<td>1368</td>
<td>-12%</td>
</tr>
<tr>
<td>Claims issued</td>
<td>68%</td>
<td>2885</td>
<td>1716</td>
<td>-23%</td>
</tr>
<tr>
<td>Voyager record created for analytical items</td>
<td>-45%</td>
<td>557</td>
<td>1003</td>
<td>7%</td>
</tr>
<tr>
<td>Invoices Approved</td>
<td>1%</td>
<td>966</td>
<td>957</td>
<td>-10%</td>
</tr>
<tr>
<td>Periodical replacement issues ordered</td>
<td>100%</td>
<td>338</td>
<td>29</td>
<td>-94%</td>
</tr>
<tr>
<td>Periodical replacement issues received</td>
<td>867%</td>
<td>87</td>
<td>9</td>
<td>-97%</td>
</tr>
<tr>
<td>Electronic Resources</td>
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<td></td>
</tr>
<tr>
<td>Access to Unique E-Journal Titles *</td>
<td>53%</td>
<td>38208</td>
<td>24910</td>
<td>-27%</td>
</tr>
<tr>
<td>New databases added</td>
<td>-65%</td>
<td>14</td>
<td>40</td>
<td>8%</td>
</tr>
<tr>
<td>Access to Online Databases</td>
<td>5%</td>
<td>303</td>
<td>289</td>
<td>16%</td>
</tr>
<tr>
<td>Bindery Statistics</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Commercial Binding:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Books to Match</td>
<td>-1%</td>
<td>96</td>
<td>97</td>
<td>-13%</td>
</tr>
<tr>
<td>Custom Books</td>
<td>-24%</td>
<td>441</td>
<td>578</td>
<td>-25%</td>
</tr>
<tr>
<td>Digicover, Economy</td>
<td>28%</td>
<td>5802</td>
<td>4542</td>
<td>22%</td>
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<td>Periodicals</td>
<td>20%</td>
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<td>2153</td>
<td>-44%</td>
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<tr>
<td>Theses</td>
<td>5%</td>
<td>757</td>
<td>723</td>
<td>48%</td>
</tr>
<tr>
<td>Phase Boxes</td>
<td>-23%</td>
<td>77</td>
<td>100</td>
<td>-22%</td>
</tr>
<tr>
<td><strong>In-House Binding:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pamphlets (hard,soft)</td>
<td>-15%</td>
<td>242</td>
<td>284</td>
<td>87%</td>
</tr>
<tr>
<td>Repairs</td>
<td>5%</td>
<td>353</td>
<td>335</td>
<td>18%</td>
</tr>
<tr>
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<td>509</td>
<td>57%</td>
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</tbody>
</table>
SYSTEMS DEPARTMENT (FY10)
Prepared by Chulin Meng, Head of Library Systems

Highlights

- WorldCat Local Implementation – Participated in the WorldCat Local Quick Start testing and evaluation process; Finished the data reclamation project in Fall 2009 to set Loyola holdings accurately in WorldCat database; Normalized OCLC numbers in Voyager records to establish the connection between WorldCat and local ILS; Customized the WorldCat Local interface and implemented the local delivering options.
- Voyager ILS – Added Gale and other newly acquired E-book collections; Added text the call number feature to Pegasus OPAC; Added request options for patron initiated requests;
- Library website – Finished the design of index page featuring the search tabs to make library search tools more accessible;
- Electronic Thesis and Dissertation: The ETD online submission process officially started in May 2010. Now PDF files and metadata for the online submitted thesis and dissertations are automatically forwarded to library ftp server and then be loaded into Voyager database to make it accessible through library OPAC.
- CONTENTdm – CONTENTdm digital collections’ home page was customized to have rotating photos to promote featured collections and added a collection listing for all available collections.

More Projects Completed by Systems Department

- Voyager Maintenance: Continued to maintain and improve the Voyager ILS to provide a stable and effective system for library staff and library patrons; Worked with ITS to resolve server hardware problems; Worked with Technical Services to add newly acquired E-book collections; Worked with OPAC Team to add new features to library OPAC.
- Voyager customized reports: Installed Analyzer reporting system; Coordinated Analyzer training for library staff; Created reports for tracking historical item browses and charges;
- Voyager Fiscal Period Close: Performed FPC process to create FY11 ledgers and funds.
- CONTENTdm system was upgraded to the latest version 5.
- Illiad ILL system was upgraded to the latest version.
- Added proxy link to E-book URLs and maintaining the E-resources list on Proxy Server.
- Kept Library wiki, Blog, and Drupal applications updated.
- Managed library Personally Identifiable Information (PII) Protection Program
Staff Changes

The search process of the Digital Services Librarian was completed in spring 2010. Eben English was hired as the Digital Services Librarian. The start date was set to be July 1, 2010. His initial responsibilities will be focused on planning the Digital Repository Project, as well as work on the library website redesign project.

Review of FY10 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 FY09 specific goals:

- Pegasus OPAC: Request options were added for patron initiated requests; Text me the call number feature was added to OPAC to send call numbers to cell phone via text messages.
- Voyager Analyzer: Analyzer reporting application was installed; Technical Services staff from University Libraries, Law library, and Health Science Library were trained to run reports;
- Library Website: The new design of index page, which integrate search tools into easy to use search tabs, was completed. It was further revised to match the university template in anticipation of replacing the intermediary page in university CMS. The new index page will go live at in August. Staff Web contents have been moved to Drupal platform, which will be the primary system for library internal collaboration and document sharing.
- CONTENTdm: Improve the web interface for special collections to promote featured collections;
- Voyager Data improvement: Fished OCLC data reclamation; Normalized OCLC numbers in voyager record; Added library proxy link to online resource URLs.

Departmental Goals for FY11

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

- WorldCat Local: Promote WCL by developing search box for books and articles to be integrated into library web site and distributed to other university departmental sites; Continue to work with OCLC to address the Multiple Records for the same title issue; Switch to Z39.50 connection from screen scraping; Keep E-book collections and Article Databases list up-to-date as OCLC making
progress with getting permissions from more content vendors; Make Loyola thesis and dissertation, as well as CONTENTdm special collections accessible through WorldCat Local; Keep Loyola holdings in sync between Voyager and WorldCat databases.

- Library Website: Work with the Web team to develop a new version of library web site more in line with IC, Archives, WLA and other university sites; Conduct focus groups on the usability of the library site; Simplify and update the library website.
- Digital Repository: Plan for the development of digital repository; Form advisory committee and implementation team; Assess user needs and define content scope; Select software platform and create test collections.
- Mobile Access: Design and implement a mobile version of Pegasus OPAC for smart phones and other handheld devices; Make selected library information and resources accessible through mobile devices; Participate in Loyola Mobile Central project.
- Pegasus OPAC: Continue to improve library online catalog, add Refworks export format and OCLC WorldCat citations.
- Voyager Analyzer and Customized reports: Create reports for collections analysis and usage statistics.
- E-Book Management: Implement EBL patron driven e-book acquisition services; Make E-books more accessible in Pegasus and WorldCat Local.
- Online Forms and Internal Staff Web: Redesign current library online forms to add archiving function; Add new forms as library departments requested; Develop Drupal site to improve internal collaboration and document sharing;
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Introduction

FY10 was another busy one at the Loyola University Chicago Archives and Special Collections. Reference inquiries continue to increase as do requests for assistance on projects and displays for symposiums, all of which has helped increase the visibility of the department. During the past year Archives and Special Collections has made a concerted effort to increase access to collections through processing, creating catalog records, and increasing digital collections. Staff also worked on several large projects, specifically the survey, packing, and transfer of the Cuneo records and the receipt and corresponding exhibit of the Michalak collection, which required major time expenditures throughout the year. Following are some of the highlights for FY10. See appendices A – F for details.

Access
Access continues to be the primary goal of the University Archives and Special Collections department and FY10 showed continued progress in this area, although at a slower rate than in FY09. The main reason for this was the significant time staff put into the Cuneo and Michalak projects, which resulted in less time available to work on access projects. However, during FY10 progress continued to be made in the addition of archival collection catalog records to the OPAC, the increased number of finding aids available online, and the increase in digital collections. Following are some of the accomplishments, with further details available in appendix B.

- **Catalog records**
  Eleven (11) catalog records were added to OCLC and Pegasus during FY10 to bring the number of records to 58. The University Archivist is working closely with Technical Services to improve archival collection cataloging and to anticipate any changes that will be required when RDA is released.

- **Finding Aids**
  Fifty finding aids are now available online through the University Archives and Special Collections website. Updates and corrections continue to be made to existing finding aids so they can also be placed online. In addition, Archives Grid has been contacted to determine if we are able to start adding finding aids prior to EAD conversion.

- **Digital Collections**
  Six digital collections are now available through the archives and special collections website. The first two – School of Law and CCES Chapel Cars – were created during FY09, but the remaining collections were created during FY10. These include the Raymond V. Schoder, S.J., digital collection which currently includes 255 images highlighting his slides from Ancient Greece, Ancient Egypt, the Soviet Union, and the Far East. This collection will continue to expand as it is of interest to Loyola faculty members in the History and Classical Studies departments. The Catholic Women Poets digital collection was created as part of an exhibit put together for a symposium held by the Hank Center of Catholic Heritage. This collection includes letters and images from the Carrigan Collection. The Loyola Academy digital collection highlights the period when the home of the academy was the Lake Shore Campus. This collection includes photographs from the years 1912 through the 1940s. The Jesuitica collection is the first attempt to create a digital collection from items in the rare book collection. It currently features frontpieces,
title pages, indexes, text, and illustrations from books by Athanasius Kircher. This collection was also a pilot project for creating digital collections using a digital camera instead of a scanner. Archives and Special Collections staff is currently working on digitizing the Loyola News. Issues from 1947 on are in the process of being digitized and OCR’d. Currently there are 4 issues available online.

**Congressional Archives**

During FY10 the name of the Center for Public Service Archives was changed to the Congressional Archives to better represent the collections. The archives officially opened on January 1, 2010, with the availability of several series from the Rostenkowski papers including Administrative Staff, Academies, Campaigns, and Speeches. The next series to be opened will be the Ways and Means committee. Finding aids for the first four series opened are now available online.

**Acquisitions**

Approximately 564.3 linear feet of records and papers were acquired during FY10, including 47.3 linear feet for the Congressional Archives. The majority of the materials (395 lft) came as part of the Cuneo Museum and Gardens gift to Loyola in December 2009. Other important acquisitions include:

- Thomas J. Michalak Collection 19.34 lft
- B.G. Gross papers 10.0 lft
- Parmly Hearing Institute records 2.25 lft
- Cook County Circuit Court Judges Oral Histories 2.00 lft
- Advancement – School of Law 22.0 lft

Several additions to the rare book collection were also received during FY10 including 113 volumes for the Michalak Collection; 16 volumes transferred from the D’Arcy collection at LUMA; one volume of the 1529 Lithuanian Statues; and the 1st American editions of Tom Sawyer and Huckleberry Finn, given by Hunt Unger in honor of the 4th Monday Morning Book Club.

**Congressional Archives**

The Congressional Archives is still receiving additions to the Hyde and Rostenkowski papers. During FY10, 44.3 linear feet of material was added to the Hyde papers, consisting mainly of framed and loose photographs, scrapbooks, and memorabilia including the Sword of Loyola he received. In addition, a set of the Public Papers of the Presidents, 1983-1987 and 1989-1993 was received from an anonymous donor.

**Processing**

During FY10 a total of 280.5 l ft was processed (including 186 l ft of Rostenkowski papers), an increase of 80% over FY09. Although it was hoped that more time could be spent processing and making material available for use, the ability to do so was drastically reduced due to the amount of time required by the Cuneo and Michalak projects.

**Collections processed include**

Institute for Human Resources and Industrial Relations 9.25 lft
General Counsel 7.25 lft
Martin J. Svaglic, Ph.D., papers 6.5 lft
Marie Aloysia Dunne papers 0.5 lft
Edmund Rooney papers 1.0 lft
Cuneo records – Family photographs 94.5 lft

Congressional Archives
During FY10 the political papers archivist finished processing the Administrative Staff and Academies series, both of which are now open to researchers. In addition, processing began on the Ways and Means series, with approximately 71.5 lft being completed. In all, 186 lft of papers were processed.

Reference
A total of 626 reference inquires were received at the Archives and Special Collections during FY10, an increase of 9%. The majority of inquiries where received via email, although there was a 58% increase in the number of on-site researchers. Among the on-site researchers was a student from Germany using the labor portion of Dorr E. Felt collection for his dissertation and a professor from Austria in to study a rare book. In addition an ILL request from Harvard University for materials from the Filas papers was received. The majority of reference questions continued to come from university departments, including UMC and Special Events.

Congressional Archives
No inquiries were received for the Rostenkowski papers although several inquiries about the availability of the Hyde papers were received during FY10.

Outreach
Exhibits and special projects continue to be the mainstay of outreach at Archives and Special Collections although the department did participate in several other events. During FY10 several exhibits were created for the Donovan reading room space; this has provided staff with more experience in creating large-scale exhibits resulting in improvements with each succeeding exhibit.

Archie Motley Archives and Manuscript Internship Fair
The Loyola University Chicago Archives and Special Collections hosted the Black Metropolis Research Consortium’s (BMRC) 2nd annual Archie Motley Archives and Manuscript Internship Fair on the 4th floor of the Information Commons, October 1, 2009. The fair was open to history and library science students from Loyola, Dominican University, University of Wisconsin-Milwaukee, and the University of Illinois-Champaign-Urbana. Close to thirty local repositories participated in the event and informed students about opportunities for internships and practicums. This is the second time that the Archives and Special Collections has participated in the BMRC internship fair.

University Archives Open House
Two open houses were held on Wednesday, October 21st, and Thursday, October 29th, 2009. The first open house featured materials highlighting the early days of Loyola on the Lake Shore Campus as
well as notable Loyola professors including Fathers Mertz and Hartnett. The open house on the 29th embraced the Halloween spirit and featured rare books on demonology, exorcism, and the occult.

**Chicago Archives Fair**

The department participated in the Chicago Area Archives Fair at Harold Washington Library on Saturday, October 24th. Over 150 students, teachers, and parents attended to learn about area repositories and possible topics for the upcoming History Fair. The University Archives showcased several collections via a digital picture frame.

**Exhibits**

- **Centennial of the Burnham Plan, August 2009 to January 2010**
  
The north wall cases of the Donovan reading room exhibited materials from the Archives and Special Collections highlighting Chicago before the creation of the Burnham plan; the Great Chicago Fire; the World’s Columbian Exposition of 1893; and the 1909 Plan of Chicago by Burnham.

- **Jesuitica and Loyola Professors, August 2009 to November 2009**
  
The south wall cases of the Donovan reading room featured selections from the Jesuitica collection reflecting the liberal arts foundation of Loyola with works in the areas of Philosophy, Theology, History, Literature, Classical Studies, and the Sciences. These volumes were accompanied by photographs of Jesuits who taught at Loyola in these disciplines.

- **Discoveries and exploration, February 2010 to April 2010**
  
  A selection of volumes from the rare book collection highlighting the sciences, exploration, and travel were featured. Topics included botany, the works of Newton, and the travels of Captain Cook.

- **19th Century British Caricature, April 2010 to August 2010**
  
  This exhibit in the Donovan reading room highlights the receipt of the Michalak Collection and features works by the Cruikshank family, James Gillray, Phiz, Thomas Rowlandson, and John Leech as well as others. While the majority of the books and prints used in the exhibit came from the Michalak Collection, other works from the rare book collection and the Cuneo collection were included. Steve Jones, Professor of English and Co-Director of the Center for Textual Studies, wrote an introduction on caricature for the exhibit.

- **Cudahy Library 2nd floor displays:**
  
  - Archives Month, September 2009 to December 2009
  - Winter Scenes on the Lake Shore Campus, December 2009 to February 2010
  - Catholic Women Poets, February 2010 to May 2010
  - 19th Century British Caricature: Napoleon in Caricature, May 2010-
Special and Ongoing Projects

Catholic Women Poets: Colloquium Exhibit

Staff provided an exhibit for the Women of the Word Colloquium of Catholic Women Poets sponsored by the Hank Center for Catholic Heritage, Fordham University, and the Gannon Center for Women and Leadership on November 12, 2009. The display featured correspondence, photographs, and books from Catholic women poets such as Helen Parry Eden, Emily Hickey, Christina Rossetti, and St. Teresa of Avila, and was well received by attendees and participants.

Midwest Archives Conference Annual Meeting

On April 22nd attendees f the Midwest Archives Conference annual meeting toured the Congressional Archives, the University Archives and Special Collections, and the Women and Leadership Archives.

Cuneo Museum and Gardens

In November of 2009 a survey of the records at Cuneo Museum and Gardens was conducted and used to estimate supplies and transportation needed to bring the records to Cudahy Library. From March 3rd through April 10th staff worked on packing the records for transfer to Loyola’s archives and special collections. These records included over 300 original blueprints for the house and gardens, scrapbooks, framed and loose photographs, correspondence, minutes and reports for Cuneo businesses, ledgers, etc. In addition to packing the materials at Cuneo, staff worked from December through March to pack and transfer theses and dissertations to the archives’ storage area in the Library Storage Facility in order to make room for the Cuneo records. Approximately 4,100 volumes for the years 1924 through 1983 were moved. The Cuneo records were then transferred to the archives on April 22nd.

Following transfer to the archives, the archives’ graduate assistant worked on processing the family photographs and compiling an inventory to be presented to Mr. and Mrs. Cuneo. The rest of the records have been listed as a priority processing project and work will continue on them throughout the foreseeable future.

Apart from the records, staff has been given the responsibility of inventorying the books at the Cuneo mansion, including both the library and the ship’s room, and determining if any of the volumes should be transferred to the rare books collection. An initial survey of the volumes has been conducted using the 1991 Dunnings estate inventory to determine which volumes may be of interest and value. From this survey approximately 50 volumes have been determined to require further research. In addition, an inventory of the volumes in the ship’s room has been completed and an inventory of the volumes in the library has been started. The library inventory is approximately ¼ complete.

Lewis Towers Ballroom

In fall of 2009 the archives was contacted by the graphic designer hired to create etchings on the glass panels of the Lewis Towers ballroom. Staff worked with the graphic designer to select photographs of several of Loyola’s more historic buildings, create initial scans for mock-ups, and bring the selected photographs to a digital imaging specialist for high quality scans in order to create the etchings.
Loyola Oral History Project

The Loyola Oral History Project began in 2006 with a pilot project focused on documenting the history and development of the Rome Center through interviews with the founder, administrators, faculty, staff, and alumni. Since the initial phase, the project has continued to expand every year and has documented the School of Law, the School of Social Work, the School of Education, the Institute of Pastoral Studies (IPS), Athletics, the Parmly Hearing Institute, and long-time Loyola employees. During FY10 33 interviews (with 35 people) were conducted for the School of Social Work, the Parmly Hearing Institute, the Institute of Pastoral Studies, long-term Loyola employees, Athletics, general alumni, and other (i.e. Cuneo). To-date 121 interviews have been taped: 37 for Rome Center, 33 for Law, 26 for Social Work, 4 for Education, 13 for IPS, 2 for Athletics, 2 for Parmly, and 4 for long-time-employees. In addition to these interviews, one has been conducted with John Byrne to document his experience as a long-time employee of the Cuneo estate and another interview was conducted with William Crawford for the general alumni category. So far 21 of the interviews have been transcribed.

CARLI Book Digitization Initiative

In March 2009 two proposals were submitted to the CARLI Book Digitization Initiative for digitizing issues of the Illinois Catholic Historical Review and several books about Chicago from the rare book collection. These books were shipped to the digitization site in March of 2010 and digitization was completed in June of 2010. The files are now available through the Internet Archive on the Loyola University Chicago page.

Two more proposals are being prepared for submission in September of 2010. These will propose the digitization of the St. Ignatius Collegian as well as the Loyolan, the Dentos, and the Medical School yearbooks, all significant resources for Chicago history documenting the development of Chicago’s Jesuit university and it’s relation to Chicago’s growth and history.

Catholic Research Resources Alliance (CRRA)

During FY10 staff have been working with Technical Services staff on a process for selecting records to be exported for the CRRA portal. It was decided to start with records for archival collections and theses and dissertations, although some rare books have been identified. To-date 27 records for archival collections, 9 records for rare books, and 514 theses and dissertations have been identified for the portal. Currently modifications to the records (local notes indicating CRRA records) are being made to make extraction easier. It is anticipated that records will start being exported to CRRA during fall 2010.

Staffing

Kathy Young, CA, MLIS, MS; University Archivist and Curator of Rare Books
Kathy received her certification as a professional archivist and became a member of the Academy of Certified Archivists during FY09. In FY10 she was elected to a second term on the board of directors for the Black Metropolis Research Consortium.

Rebecca Hyman, MLIS; Archives Associate
Rebecca joined the Archives and Special Collections staff in 2007 and resigned in June 2010 after accepting a professional position in North Carolina.

Laura Berfield, MLS; Center for Public Service Archivist
Laura joined the Archives and Special Collections staff in September 2008 as the part-time project archivist at the Center for Public Service Archives. In September of 2009 her position was made full-time. She is currently processing the Rostenkowski papers in addition to assisting at the university archives.

**Melinda Leonard, Graduate Assistant for Archives and Special Collections**
Melinda started at the University Archives in August of 2009. She has processed several collections, assisted with exhibition planning and design, worked on digital projects, accessioned collections, and assisted with surveying and packing the records at Cuneo.

**Maria Reynolds, Graduate Assistant for Loyola Oral History Project**
Maria returned as the graduate assistant for the Loyola Oral History project on July 1, 2009. She originated the position when it was created in 2006. During the past year Maria has conducted interviews for the School of Social Work, the Institute of Pastoral Studies, Athletics, Rome Center, and Cuneo.
FY10 Goals

- Continue improving access to collections by
  - Adding 10 to 15 more catalog records to Pegasus and OCLC - *11 records were added, several were updated.*
  - Reformatting legacy finding aids and posting online – *Ongoing as time permits*
  - Creating digital collections centered on Loyola History – *2 collections created: Loyola Academy and Loyola News. Items will continue to be added to the Loyola News collection until both the Loyola News and the Loyola Phoenix are available online.*
  - Opening processed series of the Rostenkowski papers and creating a finding aid for those series – *4 series are open: Administrative Staff, Academies, Campaigns, and Speeches. As soon as the renumbering of the boxes is complete the finding aids for these series will be available online. The next series to be opened during FY11 is Ways and Means.*
  - Creating bibliographies for selected subjects in the Rare Book Collection – *ongoing. Bibliographies have been added for the Michalak Collection.*

- Develop an outreach program – *Ongoing; assigned to Rebecca Hyman and Laura Berfield. First draft of program was submitted June 3, 2010.*
  - Targeting Loyola faculty, students, and alumni
  - Informing administration and staff about the archives and records management
  - Informing a broader audience about the collections

- Create a 2-year strategic plan focusing on – *on hold until after the libraries’ retreat on June 18th. Planning document from retreat will be basis for archives and special collections’ plan.*
  - Supporting the libraries’ strategic plan
  - Supporting the university’s strategic plan
  - Improving and promoting access to collections
FY11 Goals

- **Continue improving access to collections by**
  - Adding 10 to 15 more catalog records to Pegasus and OCLC
  - Posting updated legacy finding aids, reformatted or not
  - Continuing to open processed series of the Rostenkowski papers and posting finding aids online for those series
  - Creating a comprehensive up-to-date finding aid for the Rostenkowski papers
  - Working with the Digital Services Librarian to create at least 1 enhanced digital collection, possibly based on oral histories
  - Work with the Digital Services Librarian to create an EAD template
  - Creating an advisory committee for the rare book collection to develop ideas for collection development and use according to the needs of faculty and students

- **Continue developing a more organized outreach program**
  - Targeting Loyola faculty, students, and alumni
  - Informing administration and staff about the archives and records management
  - Informing a broader audience about the archival and rare book collections

- **Create a 2-year strategic plan focusing on**
  - Collection development in relation to the university’s and libraries’ strategic plan
  - Improving and promoting access to collections

- **Finish special projects**
  - Finish inventory of Cuneo library; obtain appraisal for select volumes
  - Transport remaining archival records/papers to Cudahy Library
### Appendix A: Comparative Yearly Statistics FY04 to FY10

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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>L FT Processed</td>
<td>80%</td>
<td>280.5</td>
<td>156.14</td>
<td>63.25</td>
<td>7</td>
<td>121</td>
<td>26</td>
<td>48</td>
</tr>
<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td>Dissertations and Theses</td>
<td>16%</td>
<td>200</td>
<td>173</td>
<td>233</td>
<td>177</td>
<td>266</td>
<td>122</td>
<td>281</td>
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</tr>
<tr>
<td>Website page views</td>
<td>177%</td>
<td>20,665</td>
<td>7,472*</td>
<td>No data</td>
<td>No data</td>
<td>18,937</td>
<td>18,867</td>
<td>7,592</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website unique page views</td>
<td>171%</td>
<td>11,205</td>
<td>4,142*</td>
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<td>No data</td>
<td>3,700</td>
<td>3,604</td>
<td>2,813</td>
</tr>
</tbody>
</table>

*Website tracking began again in February 2009, seven months into FY09, thus only 5 months’ data is represented in the chart.
Appendix B: Catalog Records Created & Finding Aids online

**FY10 Catalog records added to OPAC**

*The St. Ignatius Collegian, 1901-1912*

*General Counsel records, 1884-1989*

*LaMar W. Harris, D.D.S., papers, 1941-1962*

*Marie Aloysia Dunne papers, 1906-1932*

*Cuneo Museum and Gardens, 1880-2006*

*Gerardo Decorme, S.J., papers, ca. 1940-1941*

*Martin J. Svaglic, Ph.D., papers, 1930-1983*

*Institute of Human Resources and Industrial Relations records, 1940-1992*

*Charles E. Ronan, S.J., papers, 1945-2004*

*Edmund Rooney papers, 1956-1998*

*Circuit Court of Cook County Retired Judges Oral History Project, 1996-2006*

**Finding aids added during FY09**

1) **Administration**
   - General Counsel records

2) **Colleges/Schools**
   - *School of Business Administration*: Institute of Human Resources and Industrial Relations records

3) **Faculty & Staff**
   - Martin J. Svaglic, Ph.D – English Department
   - Charles E. Ronan, S.J. – History Department
   - Edmund Rooney – Communications Department

4) **Catholic**
   - Marie Aloysia Dunne papers
   - Gerardo Decorme, S.J., papers

5) **Alumni collections**
   - LaMar W. Harris, D.D.S, papers (Dental School)
# Appendix C: Digital Collections

## Total Digital Collection Stats (All Collections)

<table>
<thead>
<tr>
<th></th>
<th>% Change</th>
<th>FY10</th>
<th>FY09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hits</td>
<td>2,246</td>
<td>2,023,670</td>
<td>86,243</td>
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<tr>
<td>Files</td>
<td>2,277</td>
<td>1,888,375</td>
<td>79,423</td>
</tr>
<tr>
<td>Visits</td>
<td>1,023</td>
<td>8087</td>
<td>720</td>
</tr>
</tbody>
</table>

## University Archives and Special Collections only

<table>
<thead>
<tr>
<th></th>
<th>% Change</th>
<th>FY10</th>
<th>FY09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Views</td>
<td>11,541</td>
<td>108,151</td>
<td>929</td>
</tr>
<tr>
<td># of Items</td>
<td></td>
<td>859</td>
<td>No data</td>
</tr>
<tr>
<td># of Compound Objects</td>
<td></td>
<td>57</td>
<td>No data</td>
</tr>
<tr>
<td># of JP2</td>
<td></td>
<td>776</td>
<td>No data</td>
</tr>
<tr>
<td># of JPG</td>
<td></td>
<td>24</td>
<td>No data</td>
</tr>
</tbody>
</table>
Appendix D: Acquisitions FY10

University Records
UMC
University Libraries
Special Events
Mission and Ministry
Student Development
Advancement
Health Sciences Library
Parmly Hearing Institute

Manuscript Collections
Henry Hyde papers
Thomas Borrelli papers
B.G. Gross papers
Fr. Grollig papers
Alice Feeney O’Donnell papers
Robert J. Pauletti papers
Raymond C. Baumhart, S.J., papers
Thomas J. Michalak collection
LaMar W. Harris papers
Mary O’Reilly papers
Cuneo records
Cook County Judges oral histories

Publications
Haney, Thomas M. The First 100 Years: the Centennial History of Loyola University Chicago School of Law. Loyola University Chicago School of Law, 2009.


Faculty Publications Collection
Approximately 20 volumes were added to the Faculty Publications Collection as a result of the celebration of Faculty Scholarship held by the Loyola Libraries in 2009. The volumes added to the Archives and Special Collections collection were additional copies of volumes added to the libraries’ general collection.

Rare Book Collection
Michalak Collection (113 volumes)
LUMA – 16 books transferred from the D’Arcy collection
Tony Rudis – 1529 Lithuanian Statues
Hunt Unger – Huckleberry Finn (1st American Edition); Tom Sawyer (1st American Edition)
## Appendix E: Collections Processed

### University Archives

<table>
<thead>
<tr>
<th>Collection</th>
<th>Footage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institute of Human Resources and Industrial Relations</td>
<td>9.25 ft</td>
</tr>
<tr>
<td>General Counsel</td>
<td>7.25 ft</td>
</tr>
<tr>
<td>Martin J. Svaglic, Ph.D., papers</td>
<td>6.5 ft</td>
</tr>
<tr>
<td>Charles E. Ronan, S.J., papers</td>
<td>2.25 ft</td>
</tr>
<tr>
<td>Edmund Rooney papers</td>
<td>1.0 ft</td>
</tr>
<tr>
<td>Circuit Court of Cook County Retired Judges Oral History Project</td>
<td>1.0 ft</td>
</tr>
<tr>
<td>*Cuneo Museum and Gardens (family photographs)</td>
<td>94.5 ft</td>
</tr>
<tr>
<td>Marie Aloysia Dunne papers</td>
<td>0.5 ft</td>
</tr>
<tr>
<td>Gerardo Decorme, S.J., papers</td>
<td>0.5 ft</td>
</tr>
</tbody>
</table>

### Congressional Archives

<table>
<thead>
<tr>
<th>Collection</th>
<th>Footage</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Ways and Means</td>
<td>71.5 ft</td>
</tr>
<tr>
<td>Academies</td>
<td>4.0 ft</td>
</tr>
<tr>
<td>Administrative Assistants and Staff</td>
<td>110.5 ft</td>
</tr>
</tbody>
</table>

**Total**  
280.5 ft

*Not completely processed*
Appendix F: Loyola Oral History Project

**Interviews 2009-2010**

<table>
<thead>
<tr>
<th>School of Social Work</th>
<th>Parmly Hearing Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Bernadette O'Keefe</td>
<td>1 Richard Fay</td>
</tr>
<tr>
<td>2 Katherine Tyson McCrea</td>
<td>2 Raymond Dye</td>
</tr>
<tr>
<td>3 Marion Rosenbluth</td>
<td></td>
</tr>
<tr>
<td>4 Janice Matthews Rasheed</td>
<td></td>
</tr>
<tr>
<td>5 Joseph Walsh</td>
<td></td>
</tr>
<tr>
<td>6 Ralph Burlingham</td>
<td></td>
</tr>
<tr>
<td>7 Alan Levy</td>
<td></td>
</tr>
<tr>
<td>8 Ruth Fuerst</td>
<td></td>
</tr>
<tr>
<td>9 Judy Berg</td>
<td></td>
</tr>
<tr>
<td>10 Brian Berger</td>
<td></td>
</tr>
<tr>
<td>11 Daniel Lee</td>
<td></td>
</tr>
<tr>
<td>12 Jacqueline Anderson</td>
<td></td>
</tr>
<tr>
<td>13 Agnes Piszczek</td>
<td></td>
</tr>
<tr>
<td>14 Rory Hoskins</td>
<td></td>
</tr>
<tr>
<td>15 Gertrude Mack</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Long Term Employees</th>
<th>Parmly Hearing Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fr. Raymond Baumhart, S.J.</td>
<td>1. Richard Fay</td>
</tr>
<tr>
<td>2. Raymond Dye</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General Alumni</th>
<th>Parmly Hearing Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. William Crawford</td>
<td>1. Richard Fay</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cuneo</th>
<th>Parmly Hearing Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. John Byrne</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Athletics</th>
<th>Parmly Hearing Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Tom Hitchco</td>
<td>1. Richard Fay</td>
</tr>
<tr>
<td>2. Carolyn O'Connell</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Institute of Pastoral Studies</th>
<th>Parmly Hearing Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Robert O'Gorman</td>
<td>1. Richard Fay</td>
</tr>
<tr>
<td>2 Timothy O'Connell</td>
<td>2. Raymond Dye</td>
</tr>
<tr>
<td>3 Randy Gibbons</td>
<td></td>
</tr>
<tr>
<td>4 Bishop John Gorman</td>
<td></td>
</tr>
<tr>
<td>5 Peter Gilmour</td>
<td></td>
</tr>
<tr>
<td>6 Ryan Hoffman</td>
<td></td>
</tr>
<tr>
<td>7 Diane Maloney</td>
<td></td>
</tr>
<tr>
<td>8 Paul Giblin</td>
<td></td>
</tr>
<tr>
<td>9 Richard Woods</td>
<td></td>
</tr>
<tr>
<td>10 Ted Stone</td>
<td></td>
</tr>
<tr>
<td>11 Nancy Kelly</td>
<td></td>
</tr>
<tr>
<td>12,13 Evelyn and James Whitehead</td>
<td></td>
</tr>
</tbody>
</table>
Total Interviews by Unit To-Date

Rome Center

1. Arimond, James, SJ (2006-2007)
10. Felice, John (2006-2007)— two interviews
12. Fennell, Frank (2006-2007)
17. Hall, Elizabeth Jackson (2006-2007)
22. Masello, Steven (2006-2007)
27. Miller, Hugh (2006-2007)
32. Schraeder, Peter (2007-2008)
33. Scweickart, David (2006-2007)
34. Stitzer, Carol (2008-2009)
35. Trainor, Sheila Reynolds (2006-2007)

School of Law

27. Purcell, Charles (2007-2008)
33. Walsh, John (2007-2008)

School of Social Work

12. Vidal de Haymes, Maria (2008-2009)
14. Tyson McCrea, Katherine (2009-2010)
15. Rosenbluth, Marion (2009-2010)
17. Burlingham, Ralph (2009-2010)
24. Piszczek, Agnes (2009-2010)

School of Education

2. Gutek, Gerry (2008-2009)

Long Time Employees

2. Lane, Martin (2008-2009)

Institute of Pastoral Studies

2. Timothy O’Connell (2009-2010)
3. Randy Gibbons (2009-2010)
5. Peter Gilmour (2009-2010)
7. Diane Maloney (2009-2010)
12,13 Evelyn and James Whitehead (2009-2010)

Athletics

1. Tom Hitcho (2009-2010)
2. Carolyn O’Connell (2009-2010)

Parmly Hearing Institute

1. Raymond Dye (2009-2010)

General Alumni

Cuneo

1. John Byrne (2009-2010)

Transcriptions

Completed by Graduate Assistants

1. Stalzer, Rita, CSJ (Long Time Employees) – completed by Maria Reynolds and Laura Malmberg
2. Martin, Samantha (Law) – completed by Laura Malmberg

Outsourced to Victoria Haas, Tapescripts, Maywood, IL (2007-2009)

1. Arimond, James, SJ (Rome Center) – out for transcription
2. Casey, Patrick (Rome Center)
3. DeVoto, Paula (Rome Center)
4. John Felice (Rome Center) – 3 interviews
5. Gutek, Gerald (Rome Center)
6. Mauro, Lucia (Rome Center)
7. Wozniak, John (Rome Center)
8. Appel, Nina (Law)
9. Purcell, Charles

Outsourced to Laura Malmberg (2009-current)

1. Frank Catania
2. Richard Costigan, SJ
3. Melissa Daniel
4. Janis Fine
5. Suzanne Gossett
6. Edwin Menes
7. Robert Roemer
8. David Schweickart
9. Valerie Yokie
10. John Byrne
Women & Leadership Archives

FY2010 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 FY2009 to close of FY2010. The goals as outlined in prior annual reports are often ongoing.

I. Personnel

Current:

Elizabeth A. Myers, Director
Hired as Interim Director, August 2006
Confirmed as Director, February 2007
Ashley Eckhardt, Graduate Assistant
Hired, September 2007
Amber Kappel, Graduate Assistant
Hired, May 2009
Marisa Borreca, Intern (Loyola undergraduate student)
Spring semester 2010
Elyssa Northey, Intern (Loyola graduate student)
Spring semester 2010
Anita Melcher, Intern (CPL employee)
Spring semester 2010
Julie Wroblewski, Intern (Dominican graduate student)
Summer 2010
Judith Tichacek, Intern (Loyola undergraduate student)
Summer 2010
Sutton Skowron, Intern (Dominican graduate student)
Summer 2010

II. Accomplishments

1. Intellectual & Physical Control

- **Security:**
  Security remains status quo. Admiral workers were allowed access to the lower level temporarily to dust the shelves and clean the floors. General facilities and maintenance workers continue to come and go without any limits to their access, though the frequency of the visits appears to have diminished overall.
• **Lower Level Storage:**
The lower level storage was spared any major flooding problems and fewer bugs in FY2010. Occasionally, water backs up from the lower level restrooms but this has not affected the archives. The mold blooms in spring 2009 in the archives were dealt with by bleach cleaning and removal of some sections of drywall. No further action proved necessary.

• **Reading Room:**
There were no major changes to the WLA reading room in FY2010.

• **Cataloging Projects:** By the end of July 2009, all processed catalog records had an MARC record created for them and existing OCLC records were updated. That brought the total OCLC records for the WLA manuscripts collection to 71. Cataloging newly processed collections is now part of the WLA workflow. An additional 14 records have been created to a total of 85. I also worked out a schedule with Ewa Laska and Ling-Li Chang to get the WLA monographs cataloged as well (FY 2011 goal). In addition, the successful creation of MARC records has allowed us to fully participate in the CRRA partnership. I sent a list of Catholic-related collections MARC records to Chulin Meng for uploading to the CRRA project.

2. **Acquisitions & Accessions** Total new: 62 linear ft. (-30%)
Suellen Hoy (addendum)
Anne Patrick, SNJM (addendum)
Project IRENE (addendum)
8th Day Center for Justice (addendum)
Lyrl Van Hyning (addendum)
Theresians World Ministry (addendum)
Women’s Studies and Gender Studies (addendum)
Gretchen Leppke (addendum)
Gannon Center / Dawn Harris (addendum)
OSCLG (Organization for the Study of Communication, Language and Gender)
Women and Children First Bookstore
Chicago Area Women’s History Council (oral histories)
Mundelein College Laboratory Materials
Christopher Steel
Henry Gordon (Eleanor Risteen Gordon)
Ora Benton (Mundelein Alum)
Joan Heath Fortner (Mundelein Alum)
Women’s Media Group
Women Alive! Exhibit
Church Women United—Illinois State Chapter
Church Women United—Elmhurst, Villa Park, Lombard Chapters
3. **Processing** Total completed: 130 linear ft. (-13%)

Dorothy Chaplik
Beth Cianci
Joan Frances Crowley, BVM
Grace Halperin
Pauline Kochanski
Catherine McHugh, BVM
Carol Ronen
Catherine Sullivan
Lyrl Clark Van Hyning
Margaret Thornton, BVM, PhD
Chicago Women’s Club
Church Women United—Illinois
Massachusetts Women-Church
Polish Women’s Alliance of America
A College of Their Own (Mundelein)
Mundelein College Restricted
Mundelein College Psychology Lab Materials
Mundelein College Memorabilia
Virginia Broderick (reprocessed)
Carolyn Farrell, BVM (reprocessed)
Homemakers Equal Rights Association (reprocessed)
Small Collections (reprocessed)

4. **General Reference & Special Reference Projects**

- General Statistics (+/- FY2009):

  In-Person Visits: 130 (-20%)

  Phone Inquiries: 106 (-11%)

  Email Inquiries: 96 (-5%)

  Tours: 12 separate tours / 83 people total

  Website Visits: June 30, 2009-July 1, 2010

    Visitors: 11,219 (-9.3%)

    Page Views: 132,148 (+18%)

5. **Basic Outreach**

- 3 Class visits to the archives (WSGS, Theater, Education)
- 1 Midwest Archives tour (5 people)
• 10 Piper Hall Historic tours or Archives tours (46 people)
• 1 Tour of Mundelein College (Passport Program) 32 people
• Continued outreach to former donors
• Conducted revised History Pedagogy and Digital Content workshop for History Graduate Students with Jeannette Peirce.
• Table at the Archie Motley, Jr., Internship Fair, Loyola University Chicago

6. Special Projects & Events

• Applied for a $10,000 grant from the BVMs and was awarded $4,000.00. The money was (and is) intended to help digitize the Mundelein College AV Collection. Since I did not get the full amount needed, I plan to apply for either a NEH Humanities Collections and Reference Resource grant (deadline July 1, 2011) or a National Historical Publication and Records Commission grant (multiple 2011 deadlines). My intent is to use the $4,000.00 as matching funds to the federal or state money.

• Coordinated 6 internships: 4 graduate students and 2 undergraduate students. More than half of the students hailed from Loyola and the others were from Dominican University. Though time consuming, the internships helped to promote the WLA off campus and increased our reputation as a mentoring facility. In addition, several collections were processed that would not have been without the dedicated, unpaid labor of the interns.

• Continued partnership with the Chicago Area Women’s History Council. In 2009, I helped to facilitate a new partnership between the CAWHC and the Public History department at Loyola. This joint venture should ultimately lead to graduate student internships, grant writing projects, and overlap with the oral history class taught at LUC in the 2010-2011 academic year.

• Chicago Archives Fair at the Harold Washington Library.
  The WLA had a featured table display, along with 20+ other repositories, and met with over 100 Chicago and Chicagoland high school students, parents, and teachers. I presented “The Wonderful World of Archives,” a 45 minute lecture, to 60+ attendees interested in learning more about archives.

• Displays at Cudahy Library & Piper Hall

• Mundelein College Reunion
Created displays including Class of 1959, Phoenix Class Reception, Class of 1954, Class of 1984, Class of 1964,” “Women of Mundelein,” Classes ending in 4s and 9s, smaller boards; and “Who? What? When? Where? Help the Archives Identify these Photos.”

- **Mundelein College Alumnae Board Event.** I attended the 2010 Mundelein College Alumnae annual summer dinner/planning event as there was a turn over in the executive council. The board president is extremely enthusiastic about the archives and working on future projects together.

- **Speaker Series**

- **Developed a new partnership with the Women’s Media Group, a reincarnation of a feminist radio program popular in Chicago in the 1970s.** The WLA hosted an evening event for the WMG at which they debuted their new radio program (aired on WFMT a month later) and I gave a 30 minute presentation on the WLA, why women’s records matter, and the importance of donating records.

- **Helped plan and organize the Women and Children First Bookstore 30th anniversary benefit.** Hosted an information table, met with some current donors and potential new donors. The Women and Children First records collection doubled in size a result of new donations. There was also a second event held at the Women and Children First Bookstore 6 months later, at which I gave a presentation about the WCF records at the WLA. Both owners of WCF agreed to donate their personal papers at a later date.

- **Website**
  Added new ContentDM exhibits, “Peggy Roach: A Civil Rights Pioneer” (62 items), “Women & Social Justice: WLA Manuscripts” (121 items), and “Mundelein College Photograph Collection” (127 items and growing). Regular updates were added to “Collections,” “News and Events,” “New Acquisitions,” and “Newly Opened Collections” pages. Met with the new Digital Resources Librarian, Eben English, to discuss the needs of the WLA and explore possible new or enhanced web applications (such as EAD).

- **MAC-CAA Picnic Event.** The WLA hosted a pot-luck picnic for local Chicago archivists and Chicago Area Archivist members interested in putting together panels or presentations for the Midwest Archives Conference. Five successful panels were created from the meeting.
- **Artemisia Gallery Event.** June 30th the WLA hosted an evening event for nearly 40 women who were former members of the Artemisia Gallery (1979-1992) in Chicago. Other speakers included a representative from the Art Institute of Chicago Archives (Mary Woolever) and the Chicago Women’s Liberation Union Graphics Collective (Mary Ellen Croteau). This event resulted in the addition of several new collections to the WLA in the FY2011 period and many more are expected. I plan to host a follow up event in Women’s History Month in 2011.

- **Monograph Project.** I culled the existing WLA monograph collection from nearly 600 books down to just over 400. The criteria for selection including the following: (1) relevance to the WLA collecting scope, (2) rarity, (3) provenance, e.g., who donated it). The remaining books are scheduled to be cataloged in FY2011. Those books not kept in the permanent collection will be donated to the University Libraries ongoing book sale.

### III. Review of FY2009-2010 Goals

1. Complete the Mundelein College reorganization, specifically memorabilia and restricted materials.

   **Status:** Complete.

2. Complete the Mundelein College negatives project, potentially create a ContentDM exhibit from some of the photos.

   **Status:** Partially complete. 3,997 negatives were digitized but the content was of a mixed value. Therefore I decided to wait on adding the images to ContentDM at this time. Instead I am focusing on building a Mundelein College Photograph Digital Collection in which some of the better negatives (e.g., historically relevant, fully identified) will be used.

3. Finish comparison research for an alternative to PastPerfect archival software. Two primary options: Archon and Archives Toolkit. Sandbox Archon (open source) software, present alternatives to Bob Seal and Dawn Harris.

   **Status:** Incomplete. The two groups decided to merge, making a choice between them moot. I am still waiting to hear about the combined software package.

4. Reevaluate the Speaker Series. Possibly discontinue after the Fall 2009 semester.

   **Status:** Complete. The WLA hosted 4 speakers in the 2009-2010 academic year, with between 15 and 25 attendees at each lecture. Therefore, the speaker series will remain for 2010-2011. There are currently 5 graduate students and faculty committed to presenting in the next year’s cycle: 3 in the fall and 2 in the spring semesters.
5. Continue web development including exploring getting an RSS feed, add an additional two major ContentDM exhibits **NOT** related to Mundelein College, continue to re-evaluate the Women’s Mapping Directory, continue to rotate new content including photos, throughout the site. Explore the use of Gateway as new ContentDM / OLCL catalog records.

**Status:** Complete.

6. Process 125 ft. of material.

**Status:** We processed 130 linear ft. of materials. In addition, another 15.25 linear feet of restricted material was re-evaluated and better integrated into the collections.

7. Reorganize the collections on the lower level to best allow for collection expansion and continued use of the space. Remove or return boxes of duplicates as indicated by the deeds of gift. Re-evaluate 20+ small collections identified during the collection evaluation.

**Status:** Incomplete. Reorganization of the space has been delayed due to the expectation of a permanent flooding solution for LL Piper. A box shift is still likely, but the need to move boxes up has diminished. The small collections have been addressed (reprocessed), as has the restricted box section. The duplicates / returns boxes still require attention.

8. Continue general outreach internally and externally, including working with Advancement and Alumni Relations.

**Status:** Complete and ongoing. I helped with several publicity projects created by Advancement (and Development) and Alumni Relations. I also coordinated with these groups in the solicitation of new materials to the archives.

9. Participate in the 30th Anniversary Gala of the Women and Children First Bookstore as an opportunity to build their existing archival collection. Further this is a great opportunity to tap into new areas of potential collecting including local activists, writers, community builders, small business and non-profits, and the general lesbian community.

**Status:** Complete. Participation in the event and a follow up event several months later resulted in the donation of additional WCF materials, 2 verbal commitments, and several leads on new potential donors within the Chicago literary and lesbian community.
10. Continue to partner with the Chicago Metro History Education Center on outreach to high school teachers and their students. Need to explore the option of repeating the summer 2009 workshop in 2010. Also, through the CMHEC and Chicago Area Archivists, participate in the Archives Fair again.

   **Status:** Complete. The CMHEC workshop was discontinued this year due to funding. The WLA did have a heavily trafficked table at the Chicago Area Archivists Archives Fair and I was the featured speaker for the archives event.

11. Plan and execute the displays for the Mundelein College Reunion, Vespers at Christmas, and up to 4 displays for Cudahy Library.

   **Status:** Complete.

12. Participate in the Library Passport Program with two special events: a film screening “The Trouble with Angels,” (September) and tour of the Skyscraper “Fact or Fiction? The Skyscraper Building” (October).

   **Status:** Complete. Bust and boon. Though we had zero participants for the film screening, we did pull in 32 people for the Sky Tour. The audience was a mix of students, staff, and faculty.

13. Continue to add new catalog records in a timely manner to OCLC and Voyager.

   **Status:** Complete and ongoing.


   **Status:** Ongoing.

### IV. FY 2010-2011 Goals

1. Build a donor database (excel) as an easy-access, easier to update supplement to the case files. Finish reviewing, organizing, and weeding case files for donors.

2. Continue building the Mundelein College Photograph collection. Add between 300 and 500 images per year minimum on ContentDM.

3. Explore additional ContentDM projects including Mundelein College yearbooks, class photos, Immaculata yearbooks, class photos, or general exhibits from the manuscripts collections.
4. Continue web development and updates—with emphasis on the regular rotation of content.

5. Continue to populate new OCLC / MARC records when collections are processed or a major collection is added to ContentDM.

6. Process 150 linear feet of material.

7. Continue general outreach internally and externally, including working with Advancement and Alumni Relations.

8. Plan and execute the displays for the Mundelein College Reunion, Vespers at Christmas, and up to 2 displays for Cudahy Library.

9. Artemisia Event: Women’s History Month. Plan and execute a second event to outreach specifically to women artists. Perhaps create a panel of experts including myself as an archivist, someone from LUMA or the Art Institute, an estate lawyer, and an artist who has a donor experience to share. Also, perhaps a hands-on experience to help answer preservation questions specific to art.

10. Chicago Women Artists Collective Event. Related to the Artemisia event, this women artists event would address non-Artemisia members in the larger Chicago art community. Interest has been expressed by several local artists who felt excluded by the Artemisia event but are very interested in donating their papers.

11. Monograph and Serials cataloging project. See to fruition the WLA monograph cataloging project—which includes the 400 or so books currently curated in the collection. Set up a system for future additions or purchases to the monograph collection. Work with Martha Spring to repeat this process with the limited number of serials in the collection, specifically the Mundelein College publications.