Loyola University Chicago, University Libraries

Public Services Division Annual Report, FY 2011-2012

Submitted by Frederick D. Barnhart,
Associate Dean for Library Services and Collections
December 26, 2012
INTRODUCTION:

The Public Services Division is comprised of the following departments: Access Services, Administrative Services, the Klarchek Information Commons, Lake Shore Campus Reference Services, and the Lewis Library at the Water Tower Campus. Several committees play lead roles in public services and collection development including the Electronic Resources and Periodicals Committee (ERPC), the Collection Management Committee (CMC), the Learning Commons Committee (LCC), and the Collection Development Steering Committee (CDSC).

STRATEGIC PLAN:

In addition to the primary responsibilities of the above listed departments and committees, the 2012 academic year activities continued to focus in large part on the implementation of the library’s Strategic Plan. The academic year began in July 2011 with the Library’s annual retreat, held this year at the LUMA facilities at the WTC. The Retreat was coordinated by Fred Barnhart, Leslie Haas, Cathy Miesse, and Jeannette Pierce, and used as an opportunity to develop more detailed plans for a dozen of the projects identified as being important to advance the strategic plan during the coming year. Approximately 30 members of the library staff participated in the Retreat, which used group planning and presentations to develop project ideas that were considered key to the Strategic Plan. The three directions of the strategic plan continue to be Collections, led by Fred Barnhart; Space and Services, led by Leslie Haas; and Collaboration, led by Jeannette Pierce.

The Collections Group was successful on multiple fronts, but one of the most important was the implementation of the eCommons, the University’s institutional repository. The cCommons initiative was led by Eben English, the Digital Services Librarian, who departed the Library in July 2012. Following the implementation of the eCommons, the Libraries reached out to faculty to encourage their participation, by depositing their scholarly works. Both the subject specialists and Eben attended faculty meetings to introduce the idea of the eCommons, and answer questions. Other Collections Group projects included the addition of QR codes to various locations around the library in order to integrate our electronic collections with the libraries’ physical collections. The Library was one of the first departments on campus to make use of QR (or Quick Response) code, which facilitates patron access to our online resources, such as the library catalog, e-resources, and services through the use of mobile devices, like tablets and smartphones. In addition the Reference Department worked with the IC’s Digital Media Lab to recommend content related apps for the eventual circulation of iPads and other devices. Other collections-related projects included the addition of more digital media, such as streaming video, the continued addition of e-books to the collections, and the ongoing inventory of the Cudahy Library’s book collection.

The Spaces and Services group began developing the project to create more quiet space on the lower level of the Cudahy Library, something which students have requested on numerous surveys. Improving the space will require the eventual move of parts of the bound journal collections to the Library Storage Facility. The group also surveyed the University Libraries’
many signs in order to determine signage needs and create templates for use by library staff. One of the most important goals of the Spaces and Services Group was to improve customer service by introducing consistent training and service standards across the Libraries’ multiple service points. This was achieved by being one of the first University departments to take advantage of the HR Department’s new Maroon & Gold training, which was completed by every member of the library staff, including student employees, in Fall 2011. The training will be an ongoing requirement of every new employee.

The Collaboration Group initiated a program called “Flash Seminars,” which quickly became very popular with both the library staff and our patrons. Flash seminars are mini-classes with the goal of bringing together faculty and students in small groups “to find learning outside the classroom” engaging with exciting topics that reflect and react to the broader world. Another popular initiative to come out of the Strategic Plan was the Undergraduate Research Award, with the goal of recognizing students who demonstrate excellence in the use of scholarly and primary resources to produce academic work. The group also worked with the subject specialist librarians to develop a tool with which to assess our first year information literacy initiatives, both through UCWR and UNIV 101. We will use the results of the assessment tool to improve our outreach and instruction to both of these first year programs.

**COOPERATIVE INITIATIVES WITH OTHER DEPARTMENTS:**

As with previous years, the University Libraries participated in Focus on Teaching and Learning (FOTL) in order to introduce faculty to library resources and also to provide an opportunity for the library staff to present about library initiatives, including electronic resources, streaming video, and citation linking tools, like Refworks. FOTL includes ITS, the Faculty Center for Ignatian Pedagogy, the Center for Experiential Learning, and the Office of Research Services. In FY 2012 Fred Barnhart, Jeannette Pierce, and Susan Wardzala served on the planning committees for Focus on Teaching in both August 2011 and January 2012.

The Copyright Task Force was appointed by the Provost in fall 2011 in response to an anticipated need to better educate the faculty, staff and students of Loyola University Chicago (Loyola) on the issues related to copyright, including fair use, especially as related to distance education, research, and traditional classroom instruction. The Task Force’s charge was to assess the current understanding of copyright among campus populations, in particular the faculty, and make recommendations that will help foster a culture of copyright knowledge and compliance. Additionally, the Task Force was charged with investigating appropriate methods for dissemination of information about copyright, such as through the University’s web site, social media, or faculty, student, and staff development opportunities. The Task Force was co-chaired by Fred Barnhart and Carol Scheidenhelm, and included membership which represented not only the University Libraries and the Provost’s Office, but also ITS, the Office of Research Services, the Law School, the General Counsel’s Office, and the College of Arts and Sciences. The Task Force completed and submitted its report to the Provost and Dean of University Libraries in August 2012.
Beginning in Fall 2011 the University Libraries cooperated with ITS, the Faculty Center for Ignatian Pedagogy, and the Registrar’s Office to form a work group with the objective of managing the transition away from the VHS video format. The VHS format and technology to support it have become increasingly unavailable during the past few years, even though many faculty members still use VHS in their classes. The project’s goals for FY 12 and 13 include plans to communicate the move away from VHS support to faculty, assistance from the Library to help faculty replace their VHS content, and where necessary, assistance from the Faculty Center for Ignatian Pedagogy to help faculty find alternate means of teaching material without video content. The work group presented its plan, and received approval from both the Academic Technology Committee and the Information Technology Executive Steering Committee. As a result the University Libraries are earmarking a large portion of the AV collection funds to replace VHS content with digital content, including streaming video, in the coming year.

The University Libraries were also represented by Fred Barnhart, Ursula Scholz, and Karen Cherone on a work group assembled by ITS to evaluate and recommend technologies and formats for storing/hosting digital media such as audio and video as they relate to enterprise systems at Loyola. The focus on these technologies and formats will be with large format files such as videos, photographs, and audio that present large storage or streaming requirements. The University Libraries are interested in storage and streaming options for multi-media content, as digital media options become more ubiquitous.

Finally, working with Jennifer Clark in Community Planning and Alderman Osterman’s office, the University Libraries also offered a “summer friends” program during the summer of 2012, which allowed members of the community to check out books from the University Libraries. This service was provided in order to mitigate the temporary loss of the Edgewater Public Library, due to construction. The Alderman’s office underwrote the cost of the prorated “Friends” cards, and the University Libraries registered more than 50 interested members of the Edgewater community.

SERVICES:

As part of an anticipated enhancement to services at the Klarchek Information Commons, the Loyola University Libraries initiated a 24/5 pilot program which began in the Fall 2011 semester. In order to provide a secure environment the additional overnight hours were staffed by a full-time supervisor and student employees. The Digital Media Lab also remained open and staffed. A survey conducted toward the end of the semester showed that students appreciated the opportunity to work on projects through the night, even though late night travel to and from campus still presented some security concerns.

Security was also enhanced during the 2011-2012 academic year by increased placement of warning signs, additional patrols by staff, and the introduction of a welcome desk at the entrance to the Information Commons. By adding staff at the point of entrance we were able to facilitate the flow of traffic both into and out of the building (especially during class changes), and also provide security to manage guests and tours.
The Reference departments at both the WTC and the LSC took advantage of portable devices, in particular iPads and Thinkpads, to extend service outside the traditional reference desk. The reference librarians and reference graduate students at the LSC used iPad and tablet computers to begin offering “roaming reference” in spaces around the Cudahy Library, including the book stacks and the Circulation Desk. At the WTC, the librarians for the School of Social Work and the Quinlan School of Business piloted roaming services for both students and faculty in their respective departments, which were well-received and raised the profile of the University Libraries.

The Access Services Department implemented several new services to enhance the use of our resources for both faculty and staff. Thanks to a coordinated effort with the Systems Department it is now possible for patrons to recall books through the online catalog, a move which has nearly doubled the number of recalled books in FY 12. In addition, in order to simplify the work that student assistants do for faculty it is now possible for faculty to create special proxy accounts for their graduate assistants in order to make ILL requests.

The University Libraries joined a service called RapidILL, a cooperative with other libraries which requires 24 hour turnaround for all articles. This provides an obvious benefit to our faculty and students, since it will decrease the wait time for articles, and has already increased both lending and borrowing of articles. The new service included the purchase of new scanning equipment which automated the digitization process and made it less labor intensive for the ILL unit. In addition, during the fall semester the Access Services Department also expanded service to provide digital document delivery of articles, regardless of where the print copy of the journal was held. While largely invisible to the average patron, these new services have combined to enhance our patrons’ access to materials in a very meaningful way.

Finally, the University Libraries streamlined our copier service by joining with the University’s contract with Ricoh, as opposed to previous years when we have had our own contract with COTG. This new contract not only saved money for the Libraries and the University, but also added new equipment which increased the options for patrons to digitize instead of making photocopies. Ursula Scholz represented the Libraries on the University team which negotiated the deal with Ricoh.

INSTRUCTION and PROGRAMMING:

The reference librarians at both the LSC and the WTC continued to be involved with the University Core Writing Program (UCWR) during FY 12, which was coordinated by Niamh McGuigan, with a total of more than 200 sessions taught by librarians. The LSC Reference Department, through the coordination of Jane Currie, also worked with Academic Advising to develop materials the UNIV 101 course, which introduces freshmen to college life and is useful for a first introduction to the Libraries. As liaisons to academic departments and programs, the subject specialist librarians at both campuses are often called upon by faculty to teach more in-depth research skills and resources to upper level classes. Many other research workshops were also offered, coordinated by Jamie MacDonald, including topics related to starting and
developing research skills for students and faculty. The Learning Commons Committee, under the leadership of Leslie Haas and Jeannette Pierce, and working closely with both ITS and the Faculty Center for Ignatian Pedagogy, developed a number of Commonalities and Flash Seminars

**COLLECTIONS:**

Library collections at Loyola continue to be enhanced by electronic resources which not only offer remote access to resources, which makes them useful for online courses, but also allows for easier access at Loyola’s multiple campuses. Streaming video continues to be an important addition to our online collections, not only because it allows students and faculty to use the content at any location, but also because it often allows faculty to clip and use portions of the films in pedagogically meaningful ways. Alexander Street Press, Swank Digital Campus, and Ambrose Digital are our most significant packages, and they are used by programs as diverse as Social Work, Psychology, Theater, English, and History, to name but a few. Of particular interest is the Counseling and Therapy in Video collection from Alexander Street Press which has the potential to replace many of our older VHS titles.

Related to the Libraries’ video collections, in the spring of 2012 Fred Barnhart, Karen Cherone, and Ursula Scholz represented the University Libraries, along with ITS, the Faculty Center for Ignatian Pedagogy, and the Office of the Registrar, on a work group which formed to plan for the migration to digital options and away from outdated VHS technology and content. In recent years it has become difficult, if not impossible, for ITS to repair and replace VHS technology for the classroom. Similarly, VHS content is not readily available for purchase and needs to be replaced with digital versions whenever possible, which the Library is doing through the acquisition of both DVD and streaming media packages. In terms of other outdated formats in the media collection, such as slides, filmstrips, audio cassettes, etc., the Libraries will continue to weed materials that are not easily supported by current classroom technology or are not important to the Archives.

**Notable Additions to the Electronic Collections:**

Once again the University Libraries collection benefited from the purchase of permanent access items, including the Nineteenth Century Collections Online (NCCO), ATLA Historical Monographs Series II, The London Illustrated News, three journal archives, and three new JSTOR packages.

The Libraries also were able to support the programs in business, fine arts, psychology, social work and science through new subscriptions for online twenty-eight journals. Additional support for biology and the sciences came through cooperative collection development with the Health Sciences Library, though shared subscription to high-use Nature titles and the OVID Nursing collection. The Law Library contributed $6000 to the Digital Commons subscription and continued to pay for resources also available at the main campus (U.S. Supreme Court Briefs 1832-1978 and the Max Planck Encyclopedia of Public International Law).
Other ongoing initiatives related to the University Libraries’ collections include an inventory project by Access Services and the shift of both the reference collection and the journal collection to online format, wherever possible.

SPACE:

In January 2012 the University initiated the J-Term, a two week course term held during the winter inter-session, which provided an opportunity for students to take one class for full credit in a shorter period of time. The six classes offered on campus were all held in classrooms in the Information Commons, which required extending weekday and weekend hours for library and IT services. The two week period also included a pizza party at the end for the participating students, held on the IC 4th floor, which also provided an opportunity to informally survey the students about their experience with the inaugural J-Term.

The Donovan Reading Room continues to be heavily used both by students for studying, and also by other groups for events. Some of the more notable events held in the room during FY 12 include Welcome Week events, the Focus on Teaching and Learning lunch, a number of wedding receptions, and an awards banquet. The Director for Administrative Services, Anne Reuland, works closely with all interested parties, including Facilities and Conference Services, to make certain that the room’s primary use, as a study space, is balanced with its secondary use as an attractive event space.

Other work to improve the facilities included painting in public areas of the IC, the Lewis Library, and Lakeside Lounge in the Cudahy Library. Furniture was also added to the Cudahy Library first floor and mezzanine in order to make the spaces more comfortable for students.

The University Libraries continue to wrestle with building issues, including securing the emergency stairs at the Lewis Library. Occasional leaks in the Cudahy Library, Information Commons and Library Storage Facility are also a source of frustration for the staff. The Information Commons also presents its own unique issues in the form of the automated blinds on the 4th floor, which occasionally stick and fail to open fully.

PERSONNEL:

Brian Harag, a former student employee, joined the Access Services Department as the Intercampus Loan Assistant in August 2011.

Paul Voelker joined the Klarchek Information Commons staff in September 2011, in the newly created Overnight Supervisor position, which will monitor and manage the IC during the early morning hours.

Beth Andrews, the Interlibrary Loan Assistant, left in January 2012 for a position at SUNY Potsdam.

Linda Lotton joined the staff as the new Interlibrary Loan Assistant in March 2012.
Leslie Haas, the first Director of the Klarchek Information Commons, departed in April 2012 for a position at Zayed University, in the United Arab Emirate. Following an internal search we were fortunate to fill the Director position with Jeannette Pierce, the former Head of Reference Services for the LSC.

Bonnie McNamara, Circulation Manager for the Access Services Department, passed away suddenly in July 2012. She was a reliable employee of Loyola University Libraries for nearly thirty years and it is impossible to quantify the positive influence she had on countless students, staff, and faculty during her tenure. She will be sorely missed.
Access Services, Cudahy Library
Fiscal year 2011-2012

The Access Services Department concluded another busy and productive year, with a number of enhanced services, large collections projects, and updated procedures. Several of these changes are intended to give users greater remote access to our collections and services. Others will improve space utilization. Overall, we continue to strive to enhance the patrons’ ability to make use of the library’s information and services.

Projects and Accomplishments

Self-service recalls
In August of 2011, after a series of meetings with access services staff from each of the Loyola libraries, we activated the unmediated recall option in the Pegasus catalog. Chulin Meng from the Systems Department was instrumental in setting up and automating a series of reports that allow the reserve assistants to keep track of any unreturned items. This change in procedure resulted in a large increase in recalled items – from 508 in FY11 to 929 in FY12.

Online Reserves
Another important change made this past fall was to improve the process for placing ebooks on reserves. This was a somewhat complicated issue to resolve, as we have a variety of ebook packages, some of which have records in Pegasus and some of which don’t; some of which we own, some we subscribe to, and some are only purchase-on-demand. We also needed to carefully consider the needs of both the Cudahy and Lewis reserves assistants as well as subject liaisons across both campuses. After several meetings with cataloging, acquisitions, and the reserves assistants, we now have policies and procedures in place for the purchase and cataloging of ebooks and the placement of those ebooks on course reserve.

In a related note, the Windows 7 upgrade left us without access to two programs previously used to upload chapters and articles for ereserves. David Schmidt investigated alternatives and created new procedures to allow for uninterrupted service. We will probably move away from providing ereserves in the future as they have not ever been heavily used and many of the sources are now readily available in our subscription databases.

Streaming Video
Another way we have made our collections available remotely is through our new agreement with Swank Digital Campus. This product allows faculty to choose a film for their class and then to offer it online via Blackboard for course reserves. To date, 35 films have been used for this purpose. The libraries have also continued to pursue other sources for online video. The largest provider of these is Alexander Street Press Package (ASP).

Surprisingly, “Theater in Video” had the most views from our ASP package, with 1727 views. This high figure was probably driven by their collection of the complete BBC Shakespeare films. At the end of FY12, though, they are losing the rights to those films and therefore we expect usage to drop. We now get those films from Ambrose Digital.
Our second most used collection is the two volumes of “Counseling and Therapy in Video” with 1532 views all together. This collection gets heavily used by our School of Social Work. But all of original collections have had good usage, ranging from 526 views (“American History in Video”) to 288 views (“Ethnographic Video Online”). This past year, we added the second volume to “Counseling and Therapy” and “Filmmakers Library Online” (251 views). In July of 2012, we switched to their VAST package, which will give us access to 22 collections in total.

**Rapid ILL**
There were several developments in the ILL office that also improved remote access to collections. First among them was our new membership in RapidILL, a resource sharing consortium and software system that promises 24 hour turnaround time for articles. Rapid automates most borrowing requests for articles and streamlines lending workflows by populating pull slips with our holdings information. It has also made Loyola a preferred lender for more than 60 participating libraries. In the six months since we joined Rapid in January 2012, lending requests have increased by 98% over the same period last year.
The ILL staff and students have met the challenge. While we supply almost twice the number of articles as the average Rapid library, we have also managed higher fill rates and lower turnaround time.

<table>
<thead>
<tr>
<th>Jan-June 2012</th>
<th>Loyola</th>
<th>System Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lending Requests Filled</td>
<td>6389</td>
<td>3347</td>
</tr>
<tr>
<td>Lending Percentage Filled</td>
<td>78%</td>
<td>72%</td>
</tr>
<tr>
<td>Lending Turnaround Time</td>
<td>12.4 hours</td>
<td>14.2 hours</td>
</tr>
</tbody>
</table>

On the borrowing side, 64% of article requests placed January to June were filled through Rapid. The average turnaround time (not including weekends) was 14.4 hours.

**Expanded Document Delivery**
For a number of years, ILL has provided a document delivery service for articles and book chapters not available at a patron’s home library. During the fall semester, we piloted an expanded service that provides electronic copies of our print holdings regardless of their location. We formally introduced the expanded service with the beginning of the spring term, adding convenience for our on-campus users and expanding access to our collections for students and faculty who may reside in distant locations.

**BSCAN**
To support the significant growth in lending and document delivery requests, LLT approved the purchase of Digital Library Systems Group’s Bookeye 4 scanner with B-SCAN software. The scanner reads our pull slips and associates each scan with the appropriate ILLiad transaction number and borrower information. Each document is automatically edited and sent to its requestor, saving staff time and simplifying student training.

**ILL Proxy Accounts**
In January, we announced a new proxy patron system for interlibrary loan. Graduate assistants have long been able to request and check out Loyola library materials on behalf of faculty. Now the same authorizations are available for ILL materials. In addition, faculty and their proxies can share access to request histories and online documents in ILLiad. To date, fourteen faculty members have set up ILLiad proxy accounts and have used them to place 241 requests.

**OCLC Knowledge Base**
Loyola is one of 120 institutions now using OCLC’s Knowledge Base for resource sharing. The Knowledge Base improves direct request for articles by tracking detailed holdings and license information for databases and e-journals. It also provides direct links to electronic articles in lending request forms. Rapid provides similar benefits but works only for requests between member libraries. The Knowledge Base promises to streamline workflows for requests sent and received outside the Rapid consortium.

**New Copiers**
Starting in August of 2011, the libraries joined the general university contract with Ricoh. Since we are the only campus unit to require the ability to charge for copies at the public machines, it took a lot of time and effort on the part of Ricoh, the Campus Card Office, ITS, and Ursula Scholz to troubleshoot and resolve the numerous issues with the Rambler Bucks card readers. The situation was finally resolved by late September. One terrific new feature of these copiers is that they have the capability to scan documents and store them to a removable flash device. Avril DeBat created signs explaining this process to users.
Inventory
There were several large collections projects undertaken this past year. One of the largest was the inventory of selected parts of the Cudahy Main Stacks. We started with the E call number range (History of the Americas) and then moved to the PS section (American Literature). When those were completed we moved on to the first part of the B call number ranges (General Philosophy). All together this represented 65,384 volumes, approximately 14% of the collection in the Cudahy Main Stacks. This achievement required coordination with several departments. Subject specialists were asked to review duplicates and picklist items for weeding, as well as reviewing missing items for possible replacement. The Serials and Monographs cataloging staff was needed to perform catalog maintenance and correct errors. The Windows 7 upgrade caused some problems with the software which delayed the project but those issues have now been resolved (thanks to the Systems department) and we plan to continue with the inventory in the coming year.

Library Storage Facility
Concurrent to the inventory there were also two major projects undertaken to improve space utilization at the storage facility. The first involved the preparation of materials under Galvin for withdrawal. These materials included journal volumes that had been pulled from the shelf several years ago because they were duplicated by our online coverage, as well as some outdated sets of reference materials. This was a lengthy and labor-intensive process that required opening each box, removing each item, and stamping it withdrawn. Staff also created lists of titles that were in the boxes, along with volume and date information. Those lists were then passed on to the Serials and Electronic Resources Department so that they could make certain that catalog records were updated. After seven months of work, Jimmy Thomas and his staff were able to go through all 1,900 boxes, clearing the way for them to be removed by Hallet in January 2012.

After learning that we had received budget approval to add additional compact shelving in LSF, Anne Reuland, Karen Cherone, Jimmy Thomas, and Ursula Scholz met to discuss the most effective way to proceed. After several meetings, it was decided that Section D (the southernmost section) was the best place to start. Books needed to be shifted out of that section and into empty space. Originally, the plan was to move Section D books into empty shelves in LSF2. However, after Jimmy evaluated the situation, he determined that it would be more efficient to shift within LSF1. Jimmy and his staff were able to shift 108 rows of material within Sections B and C to make room for books in Section D to be moved into Section C. This shift was completed the shift before the July 1st deadline. The ultimate goal of this project is to make more room for seating in Cudahy Library, by relocating some underused older journal volumes to LSF. This larger project will continue into next year.

Other stacks projects this year included:
- The second stage of the Deck C project was started and completed. Jimmy found all books with the Voyager location of Deck C, and changed their location to reflect where they should be based on physical size (CMS, Oversize, and Supersize). This resulted in a number of catalog maintenance issues, and seeing that this was causing a backlog for the cataloging staff, Jimmy asked for and was given permission to go through them to find items that only needed a location change, and to update the location. This allowed him to correct 70 book records.
- It was decided that all the Loyola University print dissertations (WTC and HS) would move to LSF. Health Sciences has been sending boxes through intercampus mail since November (67 so far). After the boxes are received and transferred to LSF, they are then unpacked. After we receive all the material, collections will be integrated into existing collection in LSF2.
• Relabeled all Dewey Fiction books with distinctive orange stickers, to decrease the potential for shelving errors.
• Assisted the reference department by shifting the reference collection to balance out large gaps caused by a weeding project.
• Completed a comprehensive shelf-read of the Cudahy Main Stacks in August 2011, which was started in March of 2010

Transitioning Away from Older Format AV Materials
In the spring of 2012, Karen Cherone, Ursula Scholz, and Fred Barnhart were asked to join a Technology Formats in the Classroom working group. This group was charged with assisting faculty to transition away from VHS tapes, as VCRs are difficult to purchase and will no longer be installed in classrooms. The group has created a plan to notify and assist faculty members that are still using VHS tapes in the classroom. Karen created a list of 156 faculty members that are still using VHS. This list also included how many VHS tapes were used during FY12. The most used was 41 from a faculty member in the School of Social Work. However, use of VHS tapes spans across most disciplines. Starting June 1, 2013, VHS players in the classroom will no longer be supported by the university. In preparation for this change, the library created a list of frequently used VHS. Thus far, 66 out of the 370 titles have been replaced. Finding DVD replacements can be difficult; however, the searches will continue.

During the libraries cleanup day, we were able to discard outdated material stored in the AV Room on the 3rd floor. With the assistance of Anne Reuland and ITS, we were able to recycle large electronic equipment such as a Commodore Amiga 200, a Still Picture Projector, and 5 broken TV/VCRs. Kathy Young reviewed the collection of film strips to see if any needed to be retained for archival purposes. Karen also went through the entire cassette tape collection. Anything that appeared to be rare or locally produced was kept for Kathy to go through in the future. The film strips and cassette tapes that were not deemed archival were discarded. None of the material was in the catalog.
Transactional Statistics

The total volume of activity department-wide remained very close to FY11, with a net drop of about 1%. Most notable was the large increase in ILL Lending volume after we joined Rapid ILL. Looking just at the last six months of the year, volume was actually up by 98%. There was also an increase of about 30% in document delivery, a service which was expanded during the year to include any item from any location. The one other area that increased significantly was book paging – items retrieved from the stacks and then held at the circulation desk of that same location. This is a relatively new service, so the increase is not unexpected.

Areas that show large decreases include AV bookings, ICL borrowing, and book discharges. The likely cause in the decline in AV bookings is that in the previous year, which was the first in which the collection was browsable, activity skyrocketed by 75%. Now that the novelty has worn off the number of DVD checkouts has dropped off, but is still well above what we saw in FY10. The reasons for the decline in ICL borrowing are less clear, but one possibility is that some of those requests are now filled via paging or document delivery.

<table>
<thead>
<tr>
<th></th>
<th>FY11</th>
<th>FY12</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges</td>
<td>88059</td>
<td>86971</td>
<td>-1.24%</td>
</tr>
<tr>
<td>Renewals</td>
<td>59421</td>
<td>58113</td>
<td>-2.20%</td>
</tr>
<tr>
<td>Discharges</td>
<td>110130</td>
<td>100438</td>
<td>-8.80%</td>
</tr>
<tr>
<td>Reserves Charges</td>
<td>20200</td>
<td>21172</td>
<td>4.81%</td>
</tr>
<tr>
<td>Audiovisual Bookings</td>
<td>6439</td>
<td>5175</td>
<td>-19.63%</td>
</tr>
<tr>
<td>Interlibrary Loan Borrowing</td>
<td>20716</td>
<td>20733</td>
<td>0.08%</td>
</tr>
<tr>
<td>Interlibrary Loan Lending</td>
<td>13136</td>
<td>20240</td>
<td>54.08%</td>
</tr>
<tr>
<td>Document Delivery</td>
<td>1839</td>
<td>2404</td>
<td>30.72%</td>
</tr>
<tr>
<td>Intercampus Loan Borrowing</td>
<td>5421</td>
<td>5574</td>
<td>2.82%</td>
</tr>
<tr>
<td>Intercampus Loan Lending</td>
<td>3337</td>
<td>2953</td>
<td>-11.51%</td>
</tr>
<tr>
<td>Paging</td>
<td>4137</td>
<td>5579</td>
<td>34.86%</td>
</tr>
<tr>
<td>Total</td>
<td>332835</td>
<td>329352</td>
<td>-1.05%</td>
</tr>
</tbody>
</table>
Library Storage Facility
Usage of the service hours at the storage facility continues to be steady but small. The average number of uses per month is about 12, and they check out an average of 3 books each. This is a stark contrast with the fact that an average of 485 books are retrieved from the library storage facility each month to be picked up at other locations.

Usage of LSF Service Hours

WorldCat Local
Borrowing requests remain steady two years after our implementation of WorldCat Local. Although requests have not increased as anticipated, patrons are using the resource and discovering materials. 51% of all borrowing requests originated in WorldCat Local during fiscal year 2011-2012 as compared to 37% the previous year.
Staff

One major change we made this past year was in the reporting structure for Intercampus Loans. In June of 2011, the Intercampus Loan Assistant resigned her position. We used this opportunity to rethink the reporting lines within the department, and moved that position from the Interlibrary Loan Unit to the Circulation Services Unit. Because of several changes over the previous year in software, policies, and services, the work done by ICL Assistant was more closely aligned with other staff in that unit. To assist with this transition we also made a few other changes in assigned duties, moving responsibility for intercampus shuttle deliveries to the Stacks Supervisor, and assigning daily retrieval of books from LSF to the ICL Assistant. This change has given us a more robust system for backup of responsibilities during staff shortages and has allowed us to reduce duplication of labor.

In August 2011, Brian Harag started work as the Intercampus Loan Assistant. His previous work as a student assistant in the library allowed him to hit the ground running, and he was opening the library by himself by the start of classes. He also hired and trained 2 new student assistants and created a LibGuide for student worker policies and procedures.

In January of 2012, we said goodbye to the Interlibrary Loan Assistant, Beth Andrews. Beth started work at Cudahy Library in October of 2006, and later went on to earn a Masters of Library Science. She left to accept a professional librarian position at SUNY Potsdam. In March of 2012, we welcomed Linda Lotton as our new ILL Assistant. Linda quickly mastered our lending operations and managed to do so during our busiest semester on record. Her quick and careful work allowed ILL to weather the onslaught of the extremely high demand for ILL lending.

Some additional noteworthy activities include SWAG and the ILDS conference. In response to a need to better support, show appreciation for, and reward our student employees across the libraries, Jimmy Thomas helped create and chair SWAG (Student Worker Appreciation Group). They have provided the student workers with gift bags at the end of both the Fall 2011 and Spring 2012 semesters. SWAG has also created Student Worker of the Month Award.

At the invitation of Dean Seal, Jen Jacobs participated in the planning of the 12th Interlending and Document Supply Conference hosted by IFLA’s Document Delivery and Resource Sharing section. Jen was primarily responsible for organizing two successful social events and helped with logistics including insurance and tax exempt status. Jen, Ursula Scholz, and Beth Andrews attended the conference in October.
Status of goals from 2012
1. Inventory selected sections of the Cudahy Main Stacks - Complete
2. Provide support and assistance during the Information Commons’ 24/5 hours pilot - We assisted with planning but not much assistance was needed
3. Hire and train ICL assistant - Complete
4. Shift reference collection - Complete
5. Investigate WCL course reserves - Complete
6. Implement Swank streaming video reserves collection; establish policies and procedures and enact a system for tracking licenses - Complete
7. Work with Ricoh, Purchasing, and ITS on planning for and roll-out of new photocopiers - Complete
8. Establish parameters for a pilot project to expand online delivery of Loyola-owned articles and book chapters to Loyola students and faculty - Complete
9. Investigate possibility of creating a proxy patron system in ILLiad - Complete
10. Coordinate withdrawal of materials under Galvin and participate in planning for future use of that space - Complete
11. Investigate possibility of purchase-on-demand for audiovisual materials. - Tabled for now
12. Investigate the potential for permitting patron-initiated recalls through Pegasus - Complete

Goals for 2013
1. Implement a pilot project for mailing books for distance education students
2. Revise ILLiad web pages and request forms (patron interface)
3. Enter ebook package information into OCLC Knowledge Base for better discovery in WorldCat Local
4. Implement OCLC Knowledge Base features in ILLiad to better track lending rights
5. Investigate alternative workflows for Purchase on Demand to speed processing
6. Continue inventory with A and then moving forward through the main stacks
7. Implement and report on Summer Friends of the Libraries program
8. Integrate and shift Dissertation Collection to incorporate volumes for Health Sciences and Lewis Library
9. Move Dewey Collection from LSF2 into compact shelving in LSF1 and assist with the relocation of periodical volumes from Cudahy to LSF
10. Assist with transition away from VHS by communicating with professors and replace VHS with DVDs when possible
11. Complete a comprehensive cleanup of lost/missing items from Cudahy and the LSF
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 in the facilities this year. Improvements:

- Painted the public area of the IC 4th floor
- Painted the Lewis Library Reference corner and added a new sign, thanks to the work of Yolande Wersching. Yolande Wersching proposed and implemented this improvement.
- Painted the short corridor between the IC and the Lakeside Lounge.
- Added donated lounge furniture to the mezzanine. Although this furniture does not really improve the décor, it does increase comfort and diversity of seating.
- Added 150+ new chairs in Cudahy Library 1st floor computing area and the mezzanine.

The University Facilities Division continued its planned masonry and roof repair on Cudahy Library during FY12, replacing one half of the roof during May and June.

Water is a continuing problem in the Lakeshore campus buildings, with leaks in the Cudahy Library Donovan Room, leaks and water damage in the Information Commons, and minor but persistent leaks in the Library Storage Facility. Fortunately, we have not had any water damage to collections during FY12. Facilities and Housekeeping are always very helpful dealing with the aftermath of leaks and water problems and have undertaken immediate repairs when possible and extensive diagnostic work to try to resolve this continuing problem.

The malfunctioning IC 4th floor blinds have also been the object of considerable repair and diagnostic effort. They are functioning better than they had but several will require removal of the interior glass in order to repair, a major undertaking.

**Budget.** The FY12 year-end budget showed $18,000 surplus in the non-collections, non-salary operating accounts, more than the $10,000 we were planning. Spending was not notably different from other recent years. Once again, Purchasing was extremely helpful with our year-end furniture and equipment requests.

**Human Resources.** There were no personnel changes in Administrative Services during FY2012. The libraries filled several support staff position during FY12:

- Brian Harag, Intercampus Loan Assistant, joined August 2011
- Paul Volcker, Information Commons Overnight Supervisor, joined August 2011
- Maria Cangco, formerly Serials Cataloging Assistant, promoted to Serials Cataloging Associate, September 2011
- Shannon Haluszczak, Serials Cataloging Assistant, joined January 2012
- Sarah Meish, Serials Acquisitions Assistant, joined January 2012
- Linda Lotton, Interlibrary Loan Assistant, joined March 2012

Each of the Library Assistant vacancies attracted a large applicant pool including a number of qualified candidates; the hiring supervisors worked hard to screen and select.
All employees including student employees participated in the Human Resources training program, Maroon and Gold Standards of Excellence. This program will be repeated in Fall 2012 for newer members of the Libraries.

**Assessment.** The Assessment Committee managed the annual survey of library users in Spring 2012, the libraries’ primary assessment tool. This department responded to several national and local survey requests:

- Association of College and Research Libraries annual survey
  (All of the Department Heads as well as Sherri Saltzman and Vanessa Crouther contributed to this compilation.)
- Marquette University Library annual salary survey
- American Library Association - APA 2012 salary survey
- LUC Office of Institutional Research occasional requests for collections data

Internal assessment activities also included producing Opinio and SurveyMonkey surveys for several informal evaluations.

**Special events.** Successful special events in the Donovan Room this year included the Fall 2011 Convocation Walk and Spring 2012 Commencement Walk, The Fall 2011 Jesuit High Schools Alumni Breakfast and various other Welcome Week events, The Friends of the Libraries Titanic Commemoration events, the Founders Awards Ceremony, the School of Nursing’s Dedication Ceremony reception, Focus on Teaching and Learning meals and resource tables, Organization for the Study of Communication, Language and Gender awards banquet hosted by Prof. Bren Ortega Murphy, and a number of wedding receptions. The Library Facilities and Admin Department also provided frequent administrative and troubleshooting support for internal and external events such as the Faculty Publications celebration, Public Relations and Outreach Committee events, Founders Day events, the AJCU conference of chief academic officers, the visit of His Holiness the Dalai Lama, the visit of His Holiness the Dalai Lama, and commencement receptions.

**Updates on miscellaneous assignments in FY2012:**

- **Clear storage areas 016 and 039.** Facilities students, Tom Linke, Housekeeping, and Hallett all contributed to great progress in this area, including shipping to Better World Books, discarding material that could not be sent to BWB. Room 039 is again full, now with study chairs in need of reupholstering or removal, and the Cold War collection. A large quantity of material in 016 was processed and removed but donations and withdrawn books continue to arrive so this work is ongoing. I was grateful for the funding to hire Hallett to assist with this project.
- **Revise and redistribute the Vacancies Checklist.** Done, distributed, and posted on the staff web.
- **Resolve the definition of medical paid time off for librarians.** No progress to report.
- **Compile cost estimates for several projects.** Estimates for adding outlets in Cudahy library and Lewis Library 6th floor are in hand but the work was not contracted. Some small paint jobs were provided by WTC and LSC Facilities without charge, but no estimates for more extensive paint work have been completed. Cudahy Library carpet estimate is in hand but not contracted.
Replace Cudahy Library room signs with updated signs using the method used for the art installation labels, a simpler format that can be done within this department. A few worn room labels have been replaced with new ones but the project to replace all room signs was not begun.

Use the Staff Web to record facilities information currently recorded elsewhere and not yet available to all staff, e.g., facilities requests procedures, announcements also sent by email, and schedule of events or projects in Cudahy library. Email continues to be the method of communicating with staff on facilities and administrative services issues but documentation is posted on the staff web, including hiring checklists, student employee wage guidelines, and payment request procedures.

Prepare data to support installation of additional compact shelving in the Library Storage facility to house lower demand bound journals, including a proposal for use of Cudahy library space that would be freed by the transfer of these journals. Installation was funded by the Provost’s Office and is underway at the beginning of FY13.

Clean-up Day, May 16, 2012. Facilities provided a large roll-off container for library use, which was filled with material that could not be re-used or recycled. In preparation for Clean-up Day, Purchasing arranged for the pick-up of furniture that was in good repair, to be re-assigned to other departments or donated to other organizations. ITS picked up equipment that could be recycled. The Sustainability Committee arranged an office supplies swap and arranged for disposal or donation of the material left at the end of that swap.

Projects proposed for FY2013:

Repeat Maroon and Gold Standards of Excellence program for new employees, Fall 2012.

Work with the SPI Group on Services and Spaces to support its recommendations on staff development for customer service and on attainable building improvements.

Engage Loyola’s Design Services Manager, Susan Yanek, for recommendations for affordable improvements in Cudahy Library staff areas. This discussion was begun in 2012 and should be re-engaged.

Manage the Library Storage Facility compact shelving project, including working with the contractors on the installation, working with movers and/or Access Services to complete the move of materials into the new shelves and the transfer of bound journal volumes from Cudahy Library to LSF, and with Access Services and Facilities staff to re-arrange and furnish the Cudahy Library lower level as space is vacated.

Continue adding electrical outlets for Cudahy library users. First priority: Add outlets to all Cudahy library graduate study carrels.
Highlights

24/5
Loyola University Libraries initiated a 24/5 Pilot Program in the Klarchek Information Commons (IC) during the 2011-2012 academic year. During the overnight hours, the IC was staffed by an overnight supervisor, two IC student workers, and two student workers from Information Technology Services. Usage statistics indicated greater than expected use of the overnight hours and are included in this report. The IC Director and the Overnight supervisor conducted a user survey in November 2011. The results are included in a report sent with this document. Both users and staff would like to see the extension of 8-Ride throughout overnight hours.

Welcome Desk
In FY 2012 the IC added additional front gate staffing during Community Access hours to welcome guests and to assist with traffic flow during busy periods between classes. The extra staffing ensured guests were directed to the Level 1 service desk for check-in and helped with security by helping to ensure the appropriate use of our exit gates. The addition of the Welcome Desk involved the hiring of 3-4 students beyond our existing staff.

Blackboard Support
ITS began offering Blackboard Support by appointment and during drop-in hours in IC Rm. 204 (formerly a group study room) in the Fall semester.

IT Help Desk
ITS moved the Help Desk staffing into IC Rm. 202, next to ResNet. Reference Services, formerly located in Rm. 202, moved to Rm. 211.

New Programming
The Learning Commons Committee introduced Flash Seminars on Level 1 of the IC. The IC Director and others in the Libraries sought out new partnerships that reflect the learning commons model. Examples include Stress Relief activities provided by the Wellness Center during Finals Week; and Late Night Yoga offered weekly on Level 4 by the Recreation Center. The Libraries, Aramark, Campus Ministry, and the Wellness Center co-sponsored Reflect, Refresh, Renew, an early morning program of yoga, breakfast, and meditation held during Finals Week. Academic Technology Services sponsored Tech Day in September and April. The days featured technology sessions on IT services, personal technologies, and “how to...” sessions.

Chairs (Level 4)
The University Libraries ordered 80 new chairs for use on the 4th floor of the IC, as well as other events held in library locations. These will be used when additional chairs are needed.

Departure of First Director
Leslie Haas, the IC’s first Director, departed Loyola in April 2012 for an exciting new position in Abu Dhabi, United Arab Emirates, where she will be the Director of the campus library and she will establish a Learning Commons for Zayed University. The new Director, Jeannette Pierce, assumed duties on May 15, 2012.
Service Statistics and Updates

Visitor Counts

In addition to Loyola students, faculty, and staff, thousands of guests enter our facility each year. The following categories of visitors formally check-in at the front desk and receive guest badges. Statistics are derived from our EasyLobby guest check-in software. The numbers do not reflect categories of people who enter the building, but are not checked-in. These include guests on University tours, non-university affiliated participants in events scheduled on Level 4, and parents visiting campus with new or prospective students.

Total Visitors 7/1/11 through 6/30/12

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor/Community Access</td>
<td>6289</td>
</tr>
<tr>
<td>Loyola Alumni</td>
<td>4505</td>
</tr>
<tr>
<td>Guest of Loyola Patron</td>
<td>2894</td>
</tr>
<tr>
<td>Affiliated/Reciprocal Institution</td>
<td>2355</td>
</tr>
<tr>
<td>Courtesy Cardholder/Friend of Library</td>
<td>311</td>
</tr>
<tr>
<td>Archives/Researcher</td>
<td>275</td>
</tr>
<tr>
<td>Misc</td>
<td>134</td>
</tr>
<tr>
<td>Total</td>
<td>16763</td>
</tr>
</tbody>
</table>

**IC Guest Passes (Internet) Issued: 5,294**
OVERNIGHT PILOT PROGRAM
AVERAGE WEEKLY ATTENDANCE

Yearly Average of Students by Hour

Record Student Attendance by Hour
**Use of IC Level 4**

Level 4 of the Klarchek Information Commons continued to be in heavy demand as a meeting and event space in FY12. Highlights included the Libraries' Faculty Scholarship Reception, the Friends of the Libraries, “A Night to Remember” fundraising banquet, and Focus on Teaching & Learning, held in August and January. Loyola’s Board of Trustees once again met on Level 4 in May 2012. Guests from Jesuit universities across the country used the IC June 17-June 22 for the AJCU Seminar on Higher Education Leadership. In addition, Level 4 continued to be home to Student Government Association meetings as well as a variety of academic and professional development programs sponsored by units across the University.

<table>
<thead>
<tr>
<th>FY2011</th>
<th>FY2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings</td>
<td>164</td>
</tr>
<tr>
<td>Parties / Banquets / Receptions</td>
<td>54</td>
</tr>
<tr>
<td>Presentations / Lectures</td>
<td>102</td>
</tr>
<tr>
<td>Trainings / Orientations</td>
<td>88</td>
</tr>
<tr>
<td>Total</td>
<td>408</td>
</tr>
</tbody>
</table>

**Use of IC Levels 1 and 3**

We continue to limit use of IC Level 1 and 3 for event purposes. Freshmen Orientation events are held on Level 3 on multiple dates each summer. Commencement receptions and a reception preceding Founders Dinner were once again held on Level 1 of the IC in Spring 2012. The Libraries PR committee hosted a number of events on Level 1 during the past year including Tea Time on the Titanic, Donuts with the Dean, and a Facebook Campaign event called “A Series of Fortunate Spins” using the Libraries new prize wheel.

**Classrooms**

The Registrar and Campus Reservations continue to schedule Rms. 105, 111, 112, 215, 216, and 230. The rooms are used primarily for academic classes. However, there are an increasing number of reservations for meetings by student organizations and other groups when the rooms are not in use by classes. Room 112 is regularly booked on Saturdays as additional bridal space when weddings are held in the Madonna Della Strada.

**Library Instruction Classroom (Rm. 120)**

Librarians used Rm. 120 for over 254 classes/workshops in FY12. In addition to library instruction activity, this room is used for internal training by library and ITS staff, ITS technology training for the campus community, faculty needing a lab space for in-class training, and occasional use by conferences on campus requiring a lab environment. Scheduling of the room is managed by Reference Services.

**Group Study Rooms**

Group study room reservations increased in FY12 from 26,855 reservations to 30,073. Late afternoons and evenings continue to be the most heavily used times for the group study rooms. Digital Media Services is launching a new scheduling system for Fall 2012.

Group Study Room Reservations (Non-Administrative): 30,073
Group Study Room Hours of Use (Non-Administrative): 54,932
**Digital Media Services (DMS)**

Digital Media Services continued to offer new services and refine their staffing model in FY12.

- In summer 2011, DMS created new online training material for new student assistants, including 13 sections featuring video segments describing policies and procedures. DMS revisited online training material in 2012 to create a more streamlined and interactive method with the Articulate Suite and Adobe Connect. The new training includes 14 sections featuring narration, supervisor introductions, interactive engagement-content and quizzes for each section. Initial responses have been very positive from both new and returning student workers in this method.
- DMS merged the Multimedia Advisor and Digital Media Advisor roles into one for a more uniform delivery of service and referrals for digital media support and services across all locations.
- DMS provided support for new J-Term courses in regards to Adobe Connect support as well as digital media used in the Information Commons.
- In January 2012, DMS updated the main Digital Media Services website ([www.luc.edu/digitalmedia](http://www.luc.edu/digitalmedia)) based on ongoing use and services that saw heavy utilization and requests from students, faculty and staff.
- In Summer 2012, DMS expanded equipment loan program to include more professional grade equipment included the Sony HDR-T10 3D Camcorder, Sony HDR-AX2000 professional camcorder, Canon EOS 5D Mark II professional digital camera and more.
- For deployment in Fall 2012, DMS has created over 20 videos for training and guidance across all of our equipment that will be available online.

Selected statistics:

- Digital Media Lab (IC) Posters Printed: 545
- Information Commons Second Floor Laptop Loan Hours of Loan: 268,243
- Digital Media Lab (LSC) Hours of Loan: 1,179,007
- Total Pages Printed (Single and Duplex) in the IC: 2,045,258 (Internal use only)

**Reference Services**

The Reference Services Department continued to staff the Level 2 service desk for over 80 hours a week, providing reference and information assistance in-person, by phone, by text, and by chat.

<table>
<thead>
<tr>
<th></th>
<th>Reference</th>
<th>IT/Mechanical</th>
<th>Services</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY11</td>
<td>2104</td>
<td>347</td>
<td>321</td>
<td>2772</td>
</tr>
<tr>
<td>FY12</td>
<td>1899</td>
<td>278</td>
<td>750</td>
<td>2927</td>
</tr>
</tbody>
</table>

The IC continues to be the home of instructional services offered by subject librarians on the Lake Shore Campus. The statistics below reflect all instructional activity reported on the Lake Shore Campus. Most (256 or the 274), but not all of these, were held in the Library Instruction Classroom (Rm. 120) and most Research Appointments (RAs) were held in IC 211, the Research Consultation Office.

**Writing Center (Rm. 221)**

The Writing Center continues to be active during almost all parts of the academic terms.

**Congressional Archives**

This space is open by appointment only.
Blackboard Support
The Steering Committee decided to dedicate Room 204 to Blackboard Support services beginning in Fall 2011. Faculty could schedule appointments or come by during drop-in hours. More than 162 sessions were scheduled during the academic year in addition to many drop-ins. Statistical Advisors used room 204 as an appointment and drop-in location as well.

Beginning in Fall 2012, Room 204 will be used by Instructional Technology & Research Support (ITRS) to provide all types of instructional technology support and be used for both scheduled appointment and drop-in hours.

ResNet Services and HelpDesk (Rms. 202-203)
ResNet and HelpDesk services provided 275 hours of staffing each week during academic terms. ResNet continued to offer additional staffing, spreading out onto on Level 2, at the beginning of the academic year to assist new and returning students with setting up their personal devices.

Assistive Technology Room (IC 229)
Lauren Blanchard Pourian, Coordinator, Services for Students with Disabilities (SSWD) manages the Assistive Technology Room. The room has two computer stations, a scanner, and printer that allow students to utilize the following adaptive software programs: Dragon Naturally Speaking, MAGic Screen Magnification Software, JAWS Screen Reading Software, ReadHear Software. The programs are used by students who have a learning disability, ADHD, a physical impairment, or students who are blind or visually impaired.

Beginning in late fall 2012, the Kurzweil 3000 program will be added to list. Lauren shared that “Kurzweil 3000 is an assistive technology, text to speech, learning tool that supports the concept of Universal Design with reading, writing, test-taking, and study skill tools that makes curriculum accessible to students. It is especially helpful for students with learning disabilities such as Dyslexia, those who require reading intervention, students struggling with reading comprehension and ESL learners.”

The Services for Students with Disabilities Office provides training for students who need to use the programs in the Assistive Technology room. There are currently over twenty consistent user and more are expected in Fall 2012.
Status of FY12 Goals

Goal: Work closely with the Library Administration and ITS to launch 24/5 this academic year.

24/5 launched successfully in FY12 and will continue in FY13. A complete report is included as a Related Document.

Goal: Review the IC website and identify areas that need updated to reflect changes in policies, procedures, usage and services offered.

Basic updates continued throughout FY12. A complete review will be a goal for FY13.

Goal: Complete the office moves started over summer 2011.

Room moves and consolidates were completed in summer 2011. Changes included moving Help Desk staffing into room 202; moving the Research Consultation Office to room 211; moving the Assisted Learning Room from room 316 to room 229; designating room 204 for Blackboard Support Services; and moving the teleconference equipment from room 332 to room 314 with room 332 becoming a group study room. Note that the IC Steering Committee reversed this decision in Spring 2012 and the teleconference equipment returned to room 332 and put the room back on the Campus Reservation System.

Goal: Monitor the new security procedures and modify as needed, identifying areas that can be improved or strengthened. Work with Campus Safety and other groups on campus to educate users regarding safety issues related to their personal belongings and themselves.

This is an ongoing effort involving the IC, the Libraries, and Campus Safety. In FY12 DMS began offering laptop locks for checkout at the Level 2 Service Desk.

Goal: Launch a variety of assessment activities to monitor the use of the facility and to identify complements and concerns from our users.

In Fall 2011, the Director of the IC and the Overnight Supervisor administered a survey of patrons using the IC during the new overnight hours. The formal report is included as a related document with this report. In November 2011, IC supervisors conducted an unobtrusive mapping survey of how people are using the IC that focused on the use of group study rooms; geographic placement of social and academic activity; use and movement of furniture; and preferences for laptops vs. desktop computers. The results confirmed many of our informal observations about use of the IC, including that the individual computers in the 4-person group study rooms are seldom used; that furniture is moved around to accommodate group needs; and that the majority of social activity happens on level 1.
Proposed Goals for FY13

Goal: The IC Steering Committee will create a detailed list of long-term priorities to share with the Dean of the Libraries and the CIO for discussion and prioritization.

Goal: The Director will work with the Director of Administrative Services to assess condition of furnishings in the IC and determine whether funding for replacement furnishings is needed.

Goal: The Director of the IC will continue to work closely with members of the IC Steering Committee, the Learning Commons Committee, the IC Supervisors, and other groups in the building to further develop programming and other strategies that reflect the learning commons model.

Goal: The IC Web Team will review and update the IC web site, including the addition of more content that reflects learning activities that are happening within our spaces.

Related Documents:

Overnight Pilot Program Report Fall Semester 2011 (includes survey results)
FY12 Overnight Statistics
INTRODUCTION

In response to student demand, Loyola University Libraries initiated a 24/5 Pilot Program in the Klarchek Information Commons (IC) during the 2011-2012 academic year. The inaugural semester of the Overnight Pilot Program began officially on September 7, 2011 and concluded on December 16, 2011. During the overnight hours, the IC was staffed by an overnight supervisor, two IC student workers, and two student workers from Information Technology Services. This relatively minimal number of staff members proved to be adequate in meeting the needs of student patrons.

Overall, Loyola students have been appreciative of the extended overnight hours at the Information Commons. The Loyola Phoenix Editorial Board listed the 24-hour IC as one of their “small miracles” for 2011, and the extended hours were also recognized by the Loyola branch of the National Residence Hall Honorary. In the “Additional Comments” section of the IC Overnight Survey, 32% of students commented that they wished to see the 24/5 policy continue at the IC (see Page 6, Chart VII).

The following report offers a synopsis of the inaugural semester of the Overnight Pilot Program at the IC during the Fall Semester of 2011, focusing on student attendance patterns, individual student usage, and safety concerns. The data for this report was collected in nightly attendance counts, in a survey of 196 students visiting the IC between 2 a.m.-7 a.m. during the week of November 7-11, and in informal interviews with students using the IC during overnight hours.

ATTENDANCE

In general, student attendance figures during the inaugural semester of the Pilot Program surpassed the expectations of IC Overnight Staff. As indicated by Chart I, there were only three days during the entire Fall Semester where peak student attendance fell below 20 students. Attendance ranged between 60-100 students on 30 days and was over 100 students on 16 days.
As indicated by Chart II, at 2:30 a.m., student attendance tended to average between 60-100 students for the majority of the semester, with lower averages during the first two weeks of the semester and much higher averages at the end of the semester. Although many students tended to leave the IC between 2:30 a.m. and 4 a.m., there still were a substantial number of students in the building after 4 a.m. Between Weeks 3-11, attendance averaged between 20 and 40 students at 4 a.m., and around 20 students at 6 a.m. In fact, after the second week of the semester, average student attendance rarely dropped below 20 at any point of the night. Attendance increased substantially during the final four weeks of the semester. Attendance at 2:30 a.m. averaged well over 100; attendance at 4:00 a.m. averaged between 40-60 students; and attendance at 6 a.m. averaged between 20-40 students.
The survey of students conducted in November indicated that the majority of patrons during overnight hours are underclassmen (See Chart III). A full 82.8% of student respondents indicated that they were freshman (21.6%), sophomores (32.9%), or juniors (28.3%). 13.9% of respondents were seniors, and 3% were graduate students.
INDIVIDUAL STUDENT USAGE

The student survey also indicated that there were many repeat visitors to the IC (see Chart IV). The majority of student respondents (65%) indicated that they made use of the overnight hours one or more times per week. 27% of students reported using the IC more than three times per week, 20% two to three times per week, and 28% one to two times per week. 28% reported using the overnight hours one to two times per month, while only 7% of respondents indicated that it was their first visit to the IC during overnight hours.

Survey results indicated that students had a number of different reasons for using the IC during the Overnight Hours. The most common responses were “Quiet Study Space” and “Getting Away from Distractions” (see Chart V). These reasons were also cited frequently in informal interviews with students conducted throughout the semester. These students frequently mentioned that they were “night people,” and both on-campus and off-campus students mentioned that the environment of the IC facilitated their studies.

Marko Lazic, a senior economics and finance major, has a busy daytime schedule with a job in futures and options trading. He makes use of the extended hours several times during the week in order to study for exams and complete assignments. Commenting on the overnight hours, he noted, “I’m very happy to have the IC open during these hours. I work very well at night and think the environment plays a major role.” A number of on-campus students echoed Lazic’s comments about the productive environment of the IC during overnight hours. Aleksander Romich, a senior chemistry major noted, “It’s very beneficial to have a place on campus where
you are guaranteed to have a silent place to study overnight. I know firsthand that the dorms don’t provide that sort of environment.” Students with more nocturnal study habits also mentioned that the IC enabled them to study late at night without disturbing their sleeping roommates. The comments of Danielle Fenn, a sophomore, were typical in this regard. “I’m a night person, so being able to stay at the IC late is very beneficial, especially since my roommates go to bed earlier than I do.”

SAFETY CONCERNS AND FUTURE DIRECTIONS

Safety remains a major concern for both the IC staff and for students. The IC staff has sought to ensure student safety by restricting access to Loyola patrons during overnight hours, checking all student IDs at the beginning of overnight hours, and conducting regular hourly rounds throughout the building. Throughout the entire semester, there was only one incident that necessitated a call to Campus Safety.

As Chart VI indicates, safety is a significant issue for students, and most respondents reported being at least somewhat concerned with their safety while traveling to and from the IC. Some students noted that they remained in the IC until daylight to avoid walking home at night. In the write-in portion of the survey (see Chart VII), 15% of all respondents requested that 8-Ride be extended to accommodate the overnight hours. Some students suggested that a van make regular
stops to the IC during the overnight hours. Other responses in the write-in portion of the survey included the request that the 24/5 hours be maintained in perpetuity and that the Connections Café extend its hours. Collection of data concerning the Overnight Pilot Program will continue during the Spring Semester of 2012.

**Chart VI: Safety Concerns**

- Not at all concerned (20%)
- Slightly concerned (31.4%)
- Concerned (21.9%)
- Very Concerned (12%)
- Extremely concerned (13.6%)

**Chart VII: Write-In Suggestions for IC Overnight Hours**

- Maintain Overnight Hours (35%)
- Extend 8-Ride Past 2:00 a.m. (15%)
- Extend Café Hours (5%)
In fiscal year 2012, Lewis Library delivered quality service to staff, students, faculty and alumni. Among the highlights: usage of library during finals when we stayed open till 2:00am increased by 4% from the previous year when we first offered extended hours, circulation of Mac laptops increased by 29% while use of PC laptops decreased by 37%. Staff accomplishments include participation in the University’s Ignatian Service Day activities, increasing librarian presence in departments by offering “Research Help” hours, attending both University and Library events throughout the year such as Faculty Convocation, Commencement, University Walking Challenge, Library Speaker Series, attendance and presentations at the ILA Conference and service in various capacities on library and university committees. All staff attended a variety of training sessions and workshops throughout the year, among them: Crucial Conversations, Writing effective e-mails and Delegating for results. A “Flash Seminar” discussion related to the Dalai Lama visit, and led by a Pastoral Studies faculty was a successful event. Staff were recognized for years of service: Taya Franklin, Tracy Ruppman, Kristina Schwoebel (5 years), Rolando Recometa (30 years) and Yolande Wersching (40 years).

**Departmental Goals for the past year & Status**

Most goals were completed. The use of e-books and the digital repository was promoted to faculty and students by all librarians when they attended department faculty meetings and during classroom instruction sessions. This is particularly true for those assisting faculty who teach online classes. Students were very receptive to this service. Liaison Librarians and the Head of Lewis Library met with the new Deans at the WTC: Kathleen Getz (Business), Darrell Wheeler (Social Work) and Deborah Baskin(Criminal Justice). Librarians have explored ways by which they can use the recently purchased iPad2 and iTouch mobile devices – for example, demonstrating how they can be used to teach handicapped children. The current periodicals section was compacted and the Curriculum collection was shifted to allow for that growing collection. Indexes such as Readers Guide, Education Index, Business Periodicals Index were withdrawn from the reference collection as those indexes are now available in electronic format. As time permitted, several titles were withdrawn from main stacks including some that had multiple volumes of earlier editions.
The possibility of using the same electronic Room Reservation system used in the IC for Group Study rooms at Lewis was investigated. ITS will make that possible in time for the Fall 2012 semester. Addition of a popular reading collection and preparing a virtual tour of Lewis Library were goals that were postponed. Establishing a formal program for residents of “The Clare” was discontinued as a goal.

**Basic statistics on work completed and/or patrons served**

<table>
<thead>
<tr>
<th>Session Type</th>
<th>Number of Classes</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instruction</td>
<td>115</td>
<td>2447</td>
</tr>
<tr>
<td>Orientation</td>
<td>10</td>
<td>598</td>
</tr>
<tr>
<td>RBA</td>
<td>102</td>
<td>111</td>
</tr>
<tr>
<td>Workshop</td>
<td>20</td>
<td>107</td>
</tr>
</tbody>
</table>

NOTE: There was an increase of 22.3% in Instruction sessions this year.

**LibStats:**
1,659 Reference Questions were answered (31 %). Down 6% from FY11.
3,783 (69%) questions received were related to IT/Mechanical, Library Services, and University non-lib questions. Up 6% from FY11.

**Circulation**

<table>
<thead>
<tr>
<th>Gate Count</th>
<th>FY12: 278,215</th>
<th>-12%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges/Renewals</td>
<td>FY12: 34,665</td>
<td>-6%</td>
</tr>
<tr>
<td>Reserves</td>
<td>FY12: 13,077</td>
<td>-16%</td>
</tr>
<tr>
<td>Laptop usage</td>
<td>Dell: 889</td>
<td>-37%</td>
</tr>
<tr>
<td></td>
<td>MAC: 1065</td>
<td>+29%</td>
</tr>
</tbody>
</table>

Food for Fines: Items received increased by 19%.

**Department Goals for 2012/13**

- Using SnagIt software, plan and execute online tutorials including: walking tour of Lewis library, both electronic and print. And other tutorials as assigned.
- Plan, schedule and participate in “embedded Librarian” initiative in the lobby of Terry Student center
- Actively participate in Water Tower Campus Block Party by staffing information table and providing brochures, business cards and doing demos using a laptop.
- Have all staff participate in training for new Room Reservation system.
- Complete Locker Key project
  o Identify keys that fit into lockers
  o Order keys for those lockers that have no keys
- Complete Test Kit inventory
  o Check physical holdings
  o Clean up Voyager records
  o Destroy old test kits
  o Label and reorganize existing test kits for easy identification and access
- Complete process of transfer and maintenance of all public computers and printers (6th & 8th floors) to ITS
- Investigate extending library hours of operation till 2:00am during semester (other than exam periods)
- Investigate need to have Librarians staff Reference desk during summer weekday evening hours. Could be handled by graduate student.
- Plan for training and participation in meetings using Adobe Connect (with camera)
- Weed entire collection in anticipation of move to new facility
The Reference Department continued to staff a reference desk and a consultation office in the Klarchek Information Commons (IC) as the primary reference service points for the Lake Shore Campus (LSC). During the academic terms, desk service was provided 78 hours a week with librarians present 64 of the 78 hours. In addition to answering questions in-person and by phone, librarians and reference assistants answered questions that came through the Loyola queue of the AskLive chat reference service and Text-a-Librarian questions.

- Total transactions at the IC reference increased by 6%
- AskLive chat reference questions decreased by 10%, following a 31% increase in the previous year (not defined by location)
- Text-a-librarian statistics increased slightly, but it remains a marginal service in terms of total number of transactions

In November 2011, we dedicated one week to distributing a reference service assessment survey. Survey results, which are included in this report, were very positive, with the vast majority of respondents reporting that service at the reference desk was very helpful, and that they are likely to use the service again.

We began the school year with 5 new Reference Graduate Assistants, and only one returning Assistant. In the interests of maintaining a high level of training, Niamh McGuigan and Brenda Overton coordinated 6 group training sessions throughout the school year, in addition to providing extensive one-on-one training for all of the GAs. In the Fall of 2011, the entire department, including the Reference Librarians, completed the Maroon and Gold Standards of Excellence training program.

In Fall 2011, the Reference Department, in consultation with Access Services, offered to provide additional reference assistance at the Circulation Desk in Cudahy Library during the busiest weeks of the semester. Using the department laptop, Reference Graduate Assistants provided reference services from 3:00-5:00 p.m. Sunday – Thursday at the Circulation Desk, for a total of 40 hours. The PR Committee helped to promote the service by posting on the blog, Facebook, and Twitter. Feedback from reference graduate assistants and circulation desk staff was very positive, and we repeated the expanded service offering in the Spring semester.

Following up on Reference Rounds pilot program in FY11, Librarians conducted reference rounds throughout the day from September 26 – Nov. 4th. We stopped doing rounds for all hours except 1:00 p.m. and Fridays beginning Nov. 7th when we started the reference GA at the Circulation Desk project. This system did not work well for either the Reference Department or Access Services. It was difficult to maintain a consistent schedule and the scheduled rounds
were both too random and too short to be of use to the Circulation Desk staff. A total of 8 questions were recorded during the entire period.

**Instruction and Programming**

Librarians are dedicated to providing meaningful instructional services that meet the general needs of Loyola students and faculty as well the more advanced needs of our assigned liaison areas. Instruction statistics for both the WTC and LSC Libraries are included in this report. Here are some basic numbers for the LSC:

- 314 total instruction sessions (includes UCWR)
- 204 UCWR sessions
- 229 Research Appointments

The Reference Department leads the Libraries' efforts to help students develop information literacy skills and to provide the information students need to use the library effectively. In Fall 2010, the department began a new collaboration with Academic Advising to provide a library instruction component for students in UNIV 101. The library component was extensively revised for Fall 2011, based on feedback from instructors. With input from members of the Department, Jane Currie updated the original instructional materials, and created several instructional videos for instructors to use with their students. Jane has worked to develop a closer relationship between the Libraries’ and Academic Advising, and has led orientation programs for First and Second Year advisors, and provided library instruction for UNIV 101 Honors classes.

Niamh McGuigan coordinated the librarians’ work with the University Core Writing Program (UCWR). We continued to meet with each section for both a full class session, and a short introductory session aimed at teaching students about incorporating background research into the research process. Niamh also coordinated a pilot assessment project that involved creating pre- and post-quizzes in Blackboard designed to assess gains in information literacy. All of the reference librarians worked with closely with UCWR instructors to implement the online quizzes, but the response rate to both the pre- and post-quizzes was very low, and the pilot project did not yield significant results. UCWR instructors reported that the method for delivering the quiz was too cumbersome, and members of the reference department agreed the pre- and post-quizzes did not adequately measure the work being done in UCWR, so the pilot project was not continued. In Spring 2012, Niamh experimented with using an in-class assessment activity, which will be explored further in FY 2012/13.

Jamie MacDonald continued in the role of coordinating the scheduling and promotion of the general workshops offered by librarians in the fall and spring semesters. The following programs were offered by reference staffing in FY12:

- 10 Ways to Improve Any Academic Writing Project
- ArtStor: The World’s Art at Your Fingertips
- Cited Reference Searching
- Discovering GREENR
- Ebsco Power User: Advanced Searching
- Everyone Can be a Good Researcher: Using Pyramid Research
Reference Collection

Reference collection activities included:

- Continuing to weed outdated print material
- Continuing to purchase new reference materials online as much as possible

Jane Currie supervised a major shifting project in the collection in response to the weeding that has been done over the past two years. Jane also coordinated the withdrawal of print indexes that are no longer needed in the collection because they are duplicated by online subscription databases.

Government Documents

Jamie MacDonald continued to meet regularly with Jeannette Pierce and Library Administration to discuss the future of our government documents collections. In FY11/12, we continued to reduce the number of physical items received and to weed duplicate, superseded, and ephemera materials. Areas of emphasis for government documents continued to be:

- Reducing our existing print FDLP collection and expanding our electronic access to government information
- Increasing the visibility and accessibility of government publications
- Developing a professional network to learn from other depositories

Details about these activities can be found in Appendix A.

Other

The Reference Department continued to provide volunteer opportunities for MLS students. Niamh McGuigan coordinated a volunteer experience for Beth Andrews, staff member in our Cudahy Library, who worked at the Reference Desk in Fall 2011. Niamh also coordinated an alternative spring break experience for Carl Lehnen, current MLS student at the University of Illinois.
Statistics

Reference Assessment Summary

During the two week period from November 7 – November 20, reference desk staff asked patrons to complete a reference services feedback form. The feedback form was distributed to reference desk patrons in paper by the staff member who worked with that patron. Patrons left their responses in a box to ensure privacy. We received 22 responses. We did not track the number of forms distributed. A summary of responses is included below. A 1-5 scale, with 5 being the highest, was used in the feedback form.

How did you find out about this service?

<table>
<thead>
<tr>
<th>Librarian</th>
<th>Professor</th>
<th>Friend/Classmate</th>
<th>Library Website</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>7</td>
<td>4</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

Was this service helpful?

<table>
<thead>
<tr>
<th>1 (Not Helpful)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5 (Very Helpful)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>20</td>
</tr>
</tbody>
</table>

How likely would you be to use this service again?

<table>
<thead>
<tr>
<th>1 (unlikely)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5 (Very Likely)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>19</td>
</tr>
</tbody>
</table>

Reference Service Statistics

The Reference Department collects statistics related to service at all service desks, as well as statistics on subject specialist reference. 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.

Comparison of FY11 and FY12 data for IC Level 2:
LibStats Data, All Service Desks

Notes: In FY11/12, some library service locations ceased recording statistics in LibStats. In addition, several changes were made to the type of questions recorded. See Appendix B for further details comparing FY11/12 with FY 10/11.

<table>
<thead>
<tr>
<th>Questions by Type and Location</th>
<th>Lewis Circ</th>
<th>Lewis Ref</th>
<th>IC Ref</th>
<th>IC Consult</th>
<th>Ref Rounds</th>
<th>Qud-ref e-mail</th>
<th>Iew-ref e-mail</th>
<th>Lib Office</th>
<th>Total by Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>202</td>
<td>1457</td>
<td>1794</td>
<td>105</td>
<td>77</td>
<td>4</td>
<td>17</td>
<td>51</td>
<td>3707</td>
</tr>
<tr>
<td>Library Services</td>
<td>1239</td>
<td>625</td>
<td>641</td>
<td>9</td>
<td>15</td>
<td>9</td>
<td>14</td>
<td>0</td>
<td>2643</td>
</tr>
<tr>
<td>University Non-Library Questions</td>
<td>129</td>
<td>104</td>
<td>169</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>404</td>
</tr>
<tr>
<td>IT/Mechanical</td>
<td>139</td>
<td>1555</td>
<td>274</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>1977</td>
</tr>
<tr>
<td>Prank Calls</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Total Number</td>
<td>3702</td>
<td>3743</td>
<td>2978</td>
<td>115</td>
<td>95</td>
<td>15</td>
<td>51</td>
<td>53</td>
<td>8736</td>
</tr>
<tr>
<td>Percentage of Total Questions</td>
<td>19.5%</td>
<td>42.8%</td>
<td>34.1%</td>
<td>1.4%</td>
<td>1.1%</td>
<td>0.2%</td>
<td>0.4%</td>
<td>0.6%</td>
<td>8736</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reference Questions by Time and Location*</th>
<th>Lewis Circ</th>
<th>Lewis Ref</th>
<th>IC Ref</th>
<th>IC Consult</th>
<th>Ref Rounds</th>
<th>Qud-ref e-mail</th>
<th>Iew-ref e-mail</th>
<th>Lib Office</th>
<th>Total by Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 to 5 minutes</td>
<td>179</td>
<td>964</td>
<td>675</td>
<td>17</td>
<td>37</td>
<td>8</td>
<td>10</td>
<td>20</td>
<td>220</td>
</tr>
<tr>
<td>5 to 10 minutes</td>
<td>14</td>
<td>296</td>
<td>598</td>
<td>24</td>
<td>26</td>
<td>1</td>
<td>3</td>
<td>14</td>
<td>50</td>
</tr>
<tr>
<td>10 to 20 minutes</td>
<td>6</td>
<td>141</td>
<td>365</td>
<td>27</td>
<td>12</td>
<td>11</td>
<td>0</td>
<td>2</td>
<td>14</td>
</tr>
<tr>
<td>20 to 40 minutes</td>
<td>2</td>
<td>50</td>
<td>211</td>
<td>25</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td>Over an hour</td>
<td>1</td>
<td>6</td>
<td>25</td>
<td>12</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Totals</td>
<td>202</td>
<td>1457</td>
<td>1794</td>
<td>105</td>
<td>77</td>
<td>4</td>
<td>17</td>
<td>51</td>
<td>3707</td>
</tr>
<tr>
<td>Percentage of Total Ref Questions</td>
<td>5.5%</td>
<td>39.3%</td>
<td>48.4%</td>
<td>1.4%</td>
<td>2.1%</td>
<td>0.4%</td>
<td>0.5%</td>
<td>1.1%</td>
<td>8736</td>
</tr>
</tbody>
</table>

*70 questions recorded in July-August 2011 displayed variant time categories. These have been blended into standard time categories on this table.
**Librarian Office category discontinued in 9/11, replaced with individual Liaison Services statistics

<table>
<thead>
<tr>
<th>Questions by Patron Type</th>
<th>Other/Unknown</th>
<th>Undergraduate</th>
<th>Graduate</th>
<th>Alumni</th>
<th>Faculty/Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>1460</td>
<td>1286</td>
<td>600</td>
<td>116</td>
<td>245</td>
</tr>
<tr>
<td>Library Services</td>
<td>1719</td>
<td>464</td>
<td>217</td>
<td>129</td>
<td>114</td>
</tr>
<tr>
<td>University Non-Library</td>
<td>242</td>
<td>103</td>
<td>26</td>
<td>22</td>
<td>12</td>
</tr>
<tr>
<td>IT/Mechanical</td>
<td>2077</td>
<td>426</td>
<td>143</td>
<td>59</td>
<td>31</td>
</tr>
<tr>
<td>Prank Call</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>4933</td>
<td>2089</td>
<td>986</td>
<td>325</td>
<td>403</td>
</tr>
<tr>
<td>Percentage of total activity</td>
<td>56.5%</td>
<td>23.9%</td>
<td>11.3%</td>
<td>3.7%</td>
<td>4.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Questions by Month and Question Type</th>
<th>Reference</th>
<th>Library Services</th>
<th>University Non-Library</th>
<th>IT/Mechanical</th>
<th>Prank Call</th>
<th>Total For Month, All Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>291</td>
<td>179</td>
<td>58</td>
<td>213</td>
<td>1</td>
<td>745</td>
</tr>
<tr>
<td>Aug</td>
<td>291</td>
<td>165</td>
<td>44</td>
<td>240</td>
<td>0</td>
<td>740</td>
</tr>
<tr>
<td>Sep</td>
<td>375</td>
<td>378</td>
<td>65</td>
<td>353</td>
<td>1</td>
<td>1172</td>
</tr>
<tr>
<td>Oct</td>
<td>375</td>
<td>304</td>
<td>48</td>
<td>193</td>
<td>0</td>
<td>920</td>
</tr>
<tr>
<td>Nov</td>
<td>462</td>
<td>294</td>
<td>24</td>
<td>161</td>
<td>0</td>
<td>910</td>
</tr>
<tr>
<td>Dec</td>
<td>257</td>
<td>215</td>
<td>22</td>
<td>138</td>
<td>0</td>
<td>612</td>
</tr>
<tr>
<td>Jan</td>
<td>238</td>
<td>210</td>
<td>34</td>
<td>104</td>
<td>1</td>
<td>587</td>
</tr>
<tr>
<td>Feb</td>
<td>403</td>
<td>219</td>
<td>32</td>
<td>151</td>
<td>0</td>
<td>805</td>
</tr>
<tr>
<td>Mar</td>
<td>325</td>
<td>186</td>
<td>17</td>
<td>99</td>
<td>1</td>
<td>628</td>
</tr>
<tr>
<td>Apr</td>
<td>408</td>
<td>213</td>
<td>34</td>
<td>138</td>
<td>1</td>
<td>813</td>
</tr>
<tr>
<td>May</td>
<td>112</td>
<td>149</td>
<td>17</td>
<td>80</td>
<td>0</td>
<td>358</td>
</tr>
<tr>
<td>Jun</td>
<td>171</td>
<td>142</td>
<td>9</td>
<td>124</td>
<td>0</td>
<td>446</td>
</tr>
<tr>
<td>Total</td>
<td>3707</td>
<td>2643</td>
<td>404</td>
<td>1977</td>
<td>5</td>
<td>8736</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Liaison Services by Activity Type</th>
<th>Reference</th>
<th>RA</th>
<th>Library Services</th>
<th>Acquisition Request</th>
<th>Lib Outreach</th>
<th>Department News</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total by type</td>
<td>689</td>
<td>23</td>
<td>172</td>
<td>376</td>
<td>518</td>
<td>26</td>
<td>111</td>
<td>3919</td>
</tr>
<tr>
<td>Percentage of total liaison activity</td>
<td>36.0%</td>
<td>1.1%</td>
<td>9.0%</td>
<td>19.7%</td>
<td>27.3%</td>
<td>1.4%</td>
<td>5.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Note: Replaces "Librarians Office" category in FY11 general reference statistics. Increase of 262% over FY11 total of 728.
Text-a-Librarian Statistics (staffed by WTC and LSC)

*Number of messages is up from 235 text message questions in year FY11.*

<table>
<thead>
<tr>
<th>Reference</th>
<th>87</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Services</td>
<td>101</td>
</tr>
<tr>
<td>University/Non-Library</td>
<td>25</td>
</tr>
<tr>
<td>Other</td>
<td>27</td>
</tr>
<tr>
<td>Prank/Joke</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>245</td>
</tr>
</tbody>
</table>

AJCU AskLive Statistics (staffed by WTC and LSC)

**I. FY12 AskLive: Administrator Data**

<table>
<thead>
<tr>
<th>Month</th>
<th>2011/11 Requests</th>
<th>2010/09 Requests</th>
<th>Dif in Requests</th>
<th>2011/12 Completed</th>
<th>2010/11 Completed</th>
<th>Difference</th>
<th>Time to connect</th>
<th>Session Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>86</td>
<td>77</td>
<td>9</td>
<td>75</td>
<td>68</td>
<td>7</td>
<td>1.24</td>
<td>28.2</td>
</tr>
<tr>
<td>Aug</td>
<td>76</td>
<td>71</td>
<td>5</td>
<td>56</td>
<td>61</td>
<td>-5</td>
<td>0.77</td>
<td>31.03</td>
</tr>
<tr>
<td>Sept</td>
<td>160</td>
<td>212</td>
<td>-52</td>
<td>131</td>
<td>194</td>
<td>-63</td>
<td>1.23</td>
<td>23.59</td>
</tr>
<tr>
<td>Oct</td>
<td>199</td>
<td>298</td>
<td>-99</td>
<td>173</td>
<td>260</td>
<td>-87</td>
<td>1.37</td>
<td>30.52</td>
</tr>
<tr>
<td>Nov</td>
<td>244</td>
<td>284</td>
<td>-40</td>
<td>211</td>
<td>257</td>
<td>-46</td>
<td>1.09</td>
<td>30.12</td>
</tr>
<tr>
<td>Dec</td>
<td>169</td>
<td>145</td>
<td>24</td>
<td>139</td>
<td>132</td>
<td>7</td>
<td>1.44</td>
<td>26.78</td>
</tr>
<tr>
<td>Jan</td>
<td>133</td>
<td>39</td>
<td>94</td>
<td>122</td>
<td>121</td>
<td>1</td>
<td>0.75</td>
<td>24.24</td>
</tr>
<tr>
<td>Feb</td>
<td>182</td>
<td>182</td>
<td>0</td>
<td>165</td>
<td>172</td>
<td>-7</td>
<td>1.42</td>
<td>25.24</td>
</tr>
<tr>
<td>Mar</td>
<td>172</td>
<td>211</td>
<td>-39</td>
<td>149</td>
<td>193</td>
<td>-44</td>
<td>2.23</td>
<td>24.61</td>
</tr>
<tr>
<td>Apr</td>
<td>240</td>
<td>259</td>
<td>-19</td>
<td>195</td>
<td>222</td>
<td>-27</td>
<td>1.6</td>
<td>24.96</td>
</tr>
<tr>
<td>May</td>
<td>68</td>
<td>82</td>
<td>-14</td>
<td>60</td>
<td>71</td>
<td>-11</td>
<td>1.04</td>
<td>31.19</td>
</tr>
<tr>
<td>June</td>
<td>37</td>
<td>100</td>
<td>-63</td>
<td>35</td>
<td>89</td>
<td>-54</td>
<td>0.65</td>
<td>20.6</td>
</tr>
</tbody>
</table>

|       | 1766             | 1960             | -194           | 1511              | 1840              | -329       |                |              |

- 4 -
Instruction and Reference Appointment Statistics

Members of the Reference Department devoted significant time to preparing relevant, meaningful instruction to help ensure student success in their classes and to have a positive impact on information literacy at the university. In addition to course-related instruction, the librarians share responsibility for meeting with UCWR sections, as well as providing sessions for other general programs on campus such as the Summer Bridge Program.

Library support for UCWR 110:

<table>
<thead>
<tr>
<th></th>
<th>Number of UCWR Classes</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2010</td>
<td>134</td>
<td>2301</td>
</tr>
<tr>
<td>FY2011</td>
<td>195</td>
<td>3078</td>
</tr>
<tr>
<td>FY11/12</td>
<td>204</td>
<td>3191</td>
</tr>
</tbody>
</table>

LSC + WTC - total course related instruction, including UCWR:

<table>
<thead>
<tr>
<th></th>
<th>Total Course Related Instruction Classes</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2010</td>
<td>271</td>
<td>5356</td>
</tr>
<tr>
<td>FY2011</td>
<td>359</td>
<td>7042</td>
</tr>
<tr>
<td>FY11/12</td>
<td>429</td>
<td>7296</td>
</tr>
</tbody>
</table>

LSC + WTC - all instructional activity, including UCWR:

<table>
<thead>
<tr>
<th></th>
<th>Course-related Instruction</th>
<th>Orientation</th>
<th>Research Appointment (RA)</th>
<th>Workshop</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2010</td>
<td>271</td>
<td>51</td>
<td>435</td>
<td>45</td>
</tr>
<tr>
<td>FY2011</td>
<td>359</td>
<td>39</td>
<td>310</td>
<td>50</td>
</tr>
<tr>
<td>FY11/12</td>
<td>429</td>
<td>28</td>
<td>341</td>
<td>52</td>
</tr>
</tbody>
</table>

LSC only – all instructional activity, including UCWR:

<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>Course-related Instruction</td>
<td>314</td>
<td>5187</td>
<td>237.37</td>
<td>200.25</td>
</tr>
<tr>
<td>Orientation</td>
<td>18</td>
<td>655</td>
<td>28.87</td>
<td>15</td>
</tr>
<tr>
<td>Workshop</td>
<td>32</td>
<td>57</td>
<td>24.66</td>
<td>27.25</td>
</tr>
</tbody>
</table>
Reference Department Goals for FY11/12

1. 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 from the reference collection to CMS or LSF.

   The Department continued to make progress on weeding the reference collection in FY11/12, but will need to continue work in FY12/13 before discussing next steps with the Associate Dean and other relevant library departments.

2. Continue to look for opportunities to create and use meaningful assessment tools, possibilities include: incorporation of information and library knowledge questions in the freshman survey; creation of a UCWR pre/post test for inclusion in UCWR Blackboard courses; and the creation/use of a feedback form for all library programming.

   The Department submitted 5 information literacy questions for the first year survey in the Fall, and created and administered a pre/post test in UCWR Blackboard courses. Feedback forms are regularly sent to course instructors following library instruction sessions, and in some cases to patrons after research appointments. Informal surveys are frequently used with UCWR and UNIV 101 instructors.

   A small working group evaluated several tools for recording reference and instruction statistics, and recommended switching from LibStats to Libanalytics in FY12/13. The new program will allow for more descriptive reporting of statistics.

3. Continue experimenting with mobile technologies and the “Reference Rounds” model to provide reference services in both the IC and Cudahy Library.

   The Department continued the Reference Rounds pilot in the Fall. Use of mobile devices has made it possible for librarians to provide “back-up” support to the Reference Desk at times when librarians are needed in other parts of the building. Jane Currie, in particular, has experimented with using mobile devices at academic department events and in other campus buildings.

4. Create new ways to market reference and library help services throughout our library facilities through signage, computer kiosks, and QR codes.

   Tara Radniecki led a small task force in drafting documentation for best practices and possible uses for QR codes in the Libraries. More work can be done to create signage and other methods of communicating with the Reference Desk.

5. Continue to develop asynchronous learning content that supports undergraduate use of the libraries as well as the development of information literacy skills.

   Librarians continue to create and update Research Guides for the Libraries’ website. Tara Radniecki provided training for the Reference Department on simple screen capture
tools, and several of the Reference Librarians used Jing to create short instructional videos for the Libraries’ website. Reference Librarians are also using Jing to create informal videos to supplement e-mail reference interactions.

Reference Department Goals for FY12/13

1. Explore options for providing reference services away from the IC Reference Desk, using a variety of methods. These methods could include: virtual office hours; office hours held in other buildings on campus; meeting with students after designated class times; and working with Cudahy Circulation Desk to formulate policies for alerting reference staff to the needs of patrons in Cudahy.

2. In conjunction with the Libraries' PR Committee and ERPC, promote library materials and services to patrons throughout campus, with a focus on implementing the new e-resources promotion plan.

3. Develop competencies using SnagIt and Adobe Connect in the creation and management of synchronous and asynchronous learning content, and seek ongoing opportunities to form partnerships with other departments to provide learning content for faculty, staff, and students.

4. Complete revision of Libguides according to the guidelines created by the Libguides working group, including major revision of general guides such as UCWR and Getting Started.

5. In conjunction with the Collection Management Committee, incorporate efforts to solicit faculty material for Loyola eCommons into our regular workflow. This includes meeting with faculty to promote eCommons, soliciting materials from Faculty Scholarship Celebrations, and providing support to faculty who wish to deposit their own materials.

6. Identify additional training topics, such as cross-training with Lewis Reference staff, and incorporate regular peer training into Reference Department meetings.

7. Determine the assessment information, in addition to traditional statistics, that would be most useful to improving reference and instructional services, and identify a variety of methods to collect that information, including: surveys at the Reference Desk and in other campus locations using mobile devices; surveys aimed at specific groups, such as late night users; and using focus groups and similar methods for gathering qualitative data.
Staffing

In the fall of 2011, Kristina Schwoebel began spending 2 days a week working at the Lake Shore Campus, with the goal of being better able to provide support to faculty at this campus. Kristina has also been able to provide support to the Cudahy Reference Department by working regular shifts at the reference desk, teaching UCWR classes, and leading workshops in the IC.

In May 2012, Jeannette Pierce was promoted to Director of the Information Commons. Niamh McGuigan began serving as Interim Head of Reference at that time.

Personnel:

- Jeannette Pierce, *Head of Reference Services, Subject Specialist for History, Asian Studies and Medieval Studies*
- Eileen Black, *Government Documents Assistant (part-time)*
- Jane Currie, *Subject Specialist for Theology, Philosophy, Islamic World Studies, Classical Studies, and Women Studies & Gender Studies, and Liaison to the Honors Program*
- James MacDonald, *Government Documents Librarian, Subject Specialist for Sociology, Political Science, International Relations, Peace Studies, and liaison to ESL/International Students Office*
- Stephen Macksey, *Subject Specialist for Black World Studies, Chemistry, Physics, and Psychology*
- Niamh McGuigan, *Subject Specialist for English, Latin American Studies, and Modern Languages & Literatures*
- Brenda Overton, *Reference Assistant*
- Tara Radniecki, *Electronic Resources Librarian/Subject Specialist for Biology, Natural Sciences, and Nursing*
- Kristina Schwoebel, *Subject Specialist for Computer Science and Mathematics and Statistics*
Appendix A

Loyola University Chicago: Government Publications Annual Report

During fiscal year 2011/2012 the Government documents department continued working towards ensuring that the Loyola University Libraries Government Documents collection best fits the needs of our users. To achieve this goal our key three key areas of focus have been:

1. Reducing our existing print FDLP collection and expanding our electronic access to government information.
2. Increasing the visibility and accessibility of government publications.
3. Developing a professional network to learn from other depositories.

1. Down sized the Collection

Reduced Current Subscriptions:
- Over the past four years we have significantly reduced the number of physical items we subscribe to.
- In fiscal year 2011/12 we further reduced the number of items that we subscribe to in print and continued our focus on promoting the electronic versions of these documents online.

<table>
<thead>
<tr>
<th>FDLP Selection Profile</th>
<th>July-09</th>
<th>July-10</th>
<th>July-11</th>
<th>July-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Items</td>
<td>1209</td>
<td>260</td>
<td>40</td>
<td>23</td>
</tr>
<tr>
<td>Microfiche</td>
<td>289</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CD ROM</td>
<td>52</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Electronic Items</td>
<td>562</td>
<td>861</td>
<td>951</td>
<td>1015</td>
</tr>
<tr>
<td><strong>Total selected items</strong></td>
<td>2112</td>
<td>1121</td>
<td>991</td>
<td>1038</td>
</tr>
<tr>
<td>Items available</td>
<td>8308</td>
<td>8745</td>
<td>8938</td>
<td>11245</td>
</tr>
<tr>
<td><strong>Total items selected</strong></td>
<td>34.5%</td>
<td>12.80%</td>
<td>11.1%</td>
<td>10.1%</td>
</tr>
</tbody>
</table>

Reduced Physical Inventory:
- We have removed 14 file cabinets (121 drawers) of Microfiche from the collection.
- Removed all Government Document materials from under Galvin auditorium (Approx. 50 boxes).
- Weeded approx. 2000 pieces of ephemera and duplicated or superseded materials from stack deck A.
- Freed up 200 linear feet of shelf space in stack deck A.
- We are continuing to work on creating and posting “Needs and Offer” lists on a weekly basis to dispose of outdated or unused materials.

2. Increased the Visibility and Accessibility of Government Publications

- Continued to update and revise Government document subject guides to promote and provide access to Government information online, which further reduces the need for us to keep print copies of materials that are available both in print and electronically.
- Highlighted Government electronic resources during the fall programming session that focused on: “U.S. Government Information @ Your Desktop.”

3. Explored Ways to Improve our Government Document Department

- Actively participated in NIDL (Northeastern Illinois Documents Librarians) organization.
- Promoted information sharing between Illinois depository libraries by hosting the NIDL wiki on our server.
Appendix B

FY12 revisions in Question Type categories and Service Locations:

The following information is drawn from statistics gathered in FY10/11 and FY11/12. A comparison of the raw figures indicates a 49% decline in reference services activity. Analysis that factors in changes in question types and service locations finds that the reduction in reference activity from FY11 to FY12 can be more accurately described as approximately 8%.

I. FY12 changes in Question Type categories

At the start of FY12, the LibStats question type categories were substantially revised, based on the department head’s suggestions and subsequent discussion and consensus by the department. As shown on the chart below, categories no longer in use (Patron Account), irrelevant (Directional), or meaningless (Other) were eliminated. Two categories were added: 1) “Library Services” was more clearly defined, replacing the former “Services” category, and 2) “University Non-Library” was created to distinguish a question type that previous may have been inconsistently entered under several categories (e.g., Reference, Services, Other). The following chart includes all FY12 and FY11 categories, indicating those categories added or eliminated. The chart also notes the changes in the number of transactions and the percentage change.

Comparison by question type categories: FY12 to FY11 totals

<table>
<thead>
<tr>
<th>Questions by Type</th>
<th>FY12</th>
<th>FY11</th>
<th>Difference</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>3707</td>
<td>5549</td>
<td>-1842</td>
<td>-33%</td>
</tr>
<tr>
<td>Library Services*</td>
<td>2643</td>
<td>0</td>
<td>2643</td>
<td>100%</td>
</tr>
<tr>
<td>University Non-Lib*</td>
<td>404</td>
<td>0</td>
<td>404</td>
<td>100%</td>
</tr>
<tr>
<td>IT/Mechanical</td>
<td>1977</td>
<td>2872</td>
<td>-895</td>
<td>-31%</td>
</tr>
<tr>
<td>Prank Calls</td>
<td>5</td>
<td>10</td>
<td>-5</td>
<td>-50%</td>
</tr>
<tr>
<td>Other I</td>
<td>0</td>
<td>2424</td>
<td>-2424</td>
<td>-100%</td>
</tr>
<tr>
<td>Directional ‡</td>
<td>0</td>
<td>3799</td>
<td>-3799</td>
<td>-100%</td>
</tr>
<tr>
<td>Patron Accounts ‡</td>
<td>0</td>
<td>216</td>
<td>-216</td>
<td>-100%</td>
</tr>
<tr>
<td>Services ‡</td>
<td>0</td>
<td>2354</td>
<td>-2354</td>
<td>-100%</td>
</tr>
<tr>
<td>Total</td>
<td>8736</td>
<td>17224</td>
<td>-8488</td>
<td>-49%</td>
</tr>
</tbody>
</table>

* Category added in FY12
‡ Category eliminated in FY12

II. FY 12 service location changes:

Six service locations were eliminated in FY12. In FY11 LibStats attempted to capture at all WTC and LSC library service points. Ensuing discussion about the use of LibStats led to the conclusion that the Reference Services Department felt it was no longer to capture activity at non-reference service locations. The chart below shows the location changes and the overall difference in transaction numbers:
<table>
<thead>
<tr>
<th>Service Locations FY12-FY11</th>
<th>FY12 Total</th>
<th>FY 11 Total</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lewis Circ</td>
<td>1702</td>
<td>2390</td>
<td>-688</td>
</tr>
<tr>
<td>Lewis Ref</td>
<td>3743</td>
<td>6644</td>
<td>-2901</td>
</tr>
<tr>
<td>IC Ref</td>
<td>2978</td>
<td>4308</td>
<td>-1330</td>
</tr>
<tr>
<td>IC Consultation Office</td>
<td>119</td>
<td>251</td>
<td>-132</td>
</tr>
<tr>
<td>Reference Rounds</td>
<td>95</td>
<td>21</td>
<td>74</td>
</tr>
<tr>
<td>cud-ref email*</td>
<td>15</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>lew-ref email*</td>
<td>31</td>
<td>0</td>
<td>31</td>
</tr>
<tr>
<td>Librarians Office</td>
<td>53</td>
<td>728</td>
<td>-675</td>
</tr>
<tr>
<td>Cudahy Circulation ‡</td>
<td>0</td>
<td>1449</td>
<td>-1449</td>
</tr>
<tr>
<td>IC One‡</td>
<td>0</td>
<td>870</td>
<td>-870</td>
</tr>
<tr>
<td>IC Two ‡</td>
<td>0</td>
<td>60</td>
<td>-60</td>
</tr>
<tr>
<td>IC Three ‡</td>
<td>0</td>
<td>500</td>
<td>-500</td>
</tr>
<tr>
<td>WLA ‡</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>University Archives ‡</td>
<td>0</td>
<td>3</td>
<td>-3</td>
</tr>
</tbody>
</table>

-8488

* Location added in FY12
‡ Location eliminated in FY12

III. Analysis

Given that our total number of FY12 transactions is 8736, down 49% from the 17,224 transaction in FY11, it’s vital to factor in the changes in question type and service locations.

1) Eliminating activity we no longer record (Directional, Patron Accounts) accounts for nearly half (-4015) of the total.
2) The “Other” category (-2424): It may also be assumed that most of the activity classified in FY11 as “Other” was not true reference activity (this catch-all category may have included such things as facilities issues, opening a classroom/study room, lost & found questions – anything that didn’t fit the more important categories that more truly reflect reference work).
3) The creation of a new system to track Liaison Services (described elsewhere in this report) eliminated the need to use the “Librarians Office” location. This category showed a decline of 675 transactions. (The Liaison Services system shows liaison activity increase of 262%.)

The elimination of the Directional/Patron Accounts/Other categories (6439 transactions) in FY12 was intentional. These categories did not reflect the core services of the Reference Services Department. The Librarians Office location was replaced by a new system in August 2011, so the activity decline (-675) was also intentional.

When evaluating the FY12 statistics, if these eliminated question type/service location categories are ignored (-7114), a more accurate reduction in reference activity from FY11 to FY12 is approximately 8%.
Year’s highlights
The IC was well used by the community for study and events, e.g. IC organized and hosted the Faculty Publications celebration. New silence policy is rigorously imposed. The library storage was moved off site, after a new contract was negotiated. The final phase of the IC moving project was completed. Information Literacy units were done for our two new programs, Rome Start and ProLaw.

Goals 2011-12
Most goals were met, including identifying IC furnishing needs and purchasing these. Reserve shelving was ordered and placed in the IC, old book drop was modified for service in the new space. Seating has not been purchased for the upstairs.

Some of the software requests were met, with Microsoft Office 2010 suite on all computers, Visio, SPSS, MathMatica and Maple on selected terminals. Macs were purchased and the new Dells returned to the IC. Kindles were purchased and offered as an experimental service for students. Further study is needed to create a wish list for a digital media lab.

The cataloging, moving, donation of books and furnishings from the old library has been completed.

Provided support for the e-textbook pilot study project which will take place in Fall 2012. Purchases for the collection were made with a preference for electronic format over print. Created report on availability of e-books for AY 2011-12 curriculum.
**Goals 2012-13**

Rearrange order of main stacks to facilitate independent searching by patrons

Further improve knowledge of e-book formats and readers

Continue support for e-textbook pilot project

Create digital media lab wish list for equipment

Revise and review Collection Development Policy

Experiment with ways to increase patron knowledge of electronic resources

Pursue creation of student learning center under the auspices of the IC
Monograph Acquisitions and Cataloging Department  
Annual Report for FY 2012 (July 1, 2011 to June 30, 2012)  
Ling-li Chang, Department Head

The department had another eventful year. Ebooks related activities surged. The resignation of a long term temporary employee resulted in heavier workload for everyone who cataloged. Major systems upgrades and migration presented a challenge and excitement. The department also supported a high number of projects initiated by University Libraries departments and beyond.

Ebooks Activities

In the second year of the EBL demand-driven ebook program, the department finalized ongoing workflow and procedures based on the experience we gained the year before. Procedures were set up to process the monthly EBL additions and deletions, identify and weed duplicates and out of scope titles, and manage patron initiated auto purchases. Patron initiated loans and auto purchases were closely monitored throughout the year and problems were detected and addressed quickly.

David Givens and Ling-li Chang served on the Ebook Subcommittee and contributed in creating the guidelines for selecting ebook platforms and for selecting ebook titles, and in addressing several pressing issues surrounding ebooks. Their work with the group also included investigating the ebrary platform, maintaining a vendor evaluation chart, improving display of ebooks in Pegasus, identifying ebook collections available from Serials Solutions, coordinating the transition from netLibrary to EBSCOhost Ebooks, and developing the procedures for ordering individual ebooks via YBP’s GOBI system. David also served on an E-Reader Task Force, which investigated e-readers and submitted a white paper to library administration.

To realize ordering ebook titles via GOBI, the department worked with YBP to obtain permission from ebook suppliers and decide on the necessary GOBI and technical processing setups. In September 2011 we began to offer subject specialists the option of requesting ebooks via GOBI. Related department procedures were developed and frequently updated as new situations arose. The acquisitions procedures cover GOBI ordering, loading on-order records into Voyager, adding ebook links to Voyager records and preparing Voyager records for course reserve ebooks. For cataloging, all individually acquired ebooks were fully cataloged in Voyager and in WorldCat. We explored and rejected the option of using OCLC PromptCat service for ebooks due to its high percentage of zero and incorrect record matches.

Continuing effort was made to increase the presence of ebooks in Pegasus and WorldCat. In addition to processing the monthly EBL demand-driven records, the new ebrary Nursing collection and three other continuing collections were updated in Pegasus. The Springer Behavioral Science collection was also updated in WorldCat. Although Loyola Libraries are not alone in the struggle to make ebooks discoverable, allotting staff resource in Systems and/or Technical Services could help us improve in this area. New and improved ebook management tools could also help, especially in ebook access via WorldCat Local.

See Ebook Activities Statistics on page 5 for additional information.

Staff Change

Penny Dimakos, a long time temporary part-time employee, resigned in September 2011. With her years of experience, Penny was a great help with problem solving and authority control work in the fall and with new book cataloging in spring months. A cataloging backlog started to build up last March because of Penny’s absence and because of system downtimes and it continued to grow as more books were received each week through June. Everyone in the department chipped in doing new book cataloging as much as possible April through July and the backlog was finally cleared in late July. Looking to the future, the department plans to explore ways to help avoid backlog building up again next spring.
Systems Upgrades and Migration

The department was involved in three major system projects: Connexion upgrade in October 2011, Voyager upgrade in January 2012 and Windows 7 migration in March 2012. All of the projects required everyone in the department to spend time setting up the new software and learning the new and changed features. The Windows 7 project was the most time consuming because it required file copying and transfer and initial setup for every application in use. The department also played a lead role in those system projects among units who perform technical services functions across libraries and campuses.

In leading the Connexion upgrade, we learned and tested the new Connexion release 2.30, which included RDA elements and numerous important enhancements; worked with Systems staff on software distribution; kept all Connexion users in Cudahy technical services departments and in the two archives departments informed about the project and the new features.

In leading the Voyager upgrade:
- Kept departments who use Voyager and related technical services programs informed about the Voyager release 8 upgrade plans and status. This included the technical services departments in Cudahy, Law and Health Sciences libraries, the two archives departments, the Rome Center Library and the Loyola Museum of Art.
- Updated the Voyager MARC tag tables for inclusion in the Voyager client distribution.
- Tested the Voyager clients, Voyager WebAdmin utilities, and Gary Strawn’s Catalogers Toolkit, Location Changer and other programs; worked with Systems staff to resolve problems.
- Coordinated training sessions for the new Voyager Global Data Change module for potential users in all the libraries.

In leading the Windows 7 migration, we tested and resolved problems for Voyager, Connexion, the Gary Strawn programs, MARCEdit and MacroExpress on Win7 platform; prepared and distributed initial setup instructions for Voyager and Connexion to facilitate smooth migration of those programs.

Project Support

The department continued to support projects initiated by other units within University Libraries and beyond to accomplish common service goals.

Cudahy Access Services Projects – Participated in the Cudahy Inventory project: withdrew weeded duplicate copies and lost items, processed withdrawal and relocation of LSF Picklist items, and resolved other problems referred by the project; identified and consolidated sets with volumes in different locations ahead of the inventory schedule to reduce inventory problems. Helped with the Cudahy Deck C Reconfiguration project, relabeled books moved into the Oversize stacks and created Voyager reports as needed.

Cudahy Reference and Government Documents Projects – Continued to process withdrawal and relocation of reference books weeded from the Cudahy Reference Collection Weeding project. In fall 2011 completed cataloging a group of government document titles selected for adding to the regular stacks and incorporated government documents into the routine cataloging workflow.

Rome Center Library Projects – Helped completed the Rome Library Inventory and Weeding project: investigated and cataloged books which had no Voyager records or had no barcodes, batch suppressed weeded books and deleted the Rome holdings in WorldCat, and changed Pegasus display for the books moved to Rome remote storage. Cataloged the books purchased by the Law Library and housed in the Rome Library for the PROLAW classes being offered from the Rome Center.
Archives and Special Collections Projects – Helped Women & Leadership Archives to delete out-dated URLs in all of their archival collection Voyager records. Made plans for a WLA Monographs Retrospective Cataloging project. Established a practice with University Archives and WLA to add a 599 field in records to be included in the Catholic Research Resources Alliance portal; completed a batch job and added the 599 field to records previously submitted to CRRA.

Health Sciences Library Projects – Continued to coordinate subject specialists’ review of deselected HSL books; cataloged the items selected for adding to the University Libraries collection. Helped with relocation of Loyola Medical School dissertations from HSL to LSC, created a Voyager report for those dissertations and batch suppressed their Voyager records.

The Beijing Center for Chinese Studies (TBC) Project – Ling-li Chang worked at TBC in Beijing, China for two weeks in fall 2011 to train the TBC cataloging interns and help establish their local cataloging policy and procedures. Prior to the visit, suggested project equipment and supplies, investigated the library automation system Koha Express, tested the Connexion software functions not in use in Cudahy, and prepared training materials. On an ongoing basis responded to cataloging related questions.

Additional Accomplishments

- Remained current with book ordering, receipt and payment, and monitoring the status of the collection budget. Remained current with routine maintenance requests for withdrawal, relocation, correction and reclassification, etc., and loading the Library of Congress subject heading updates.
- Established cataloging procedures for Loyola faculty authored books. Cataloged the books included in the 2010 Faculty Scholarship event applying the procedures giving additional access points to faculty authors.
- Acquired 77 in-print and out-of-print faculty authored books in time for the 2011 Faculty Scholarship event. Initiated a workflow to identify Loyola faculty authored books as they are supplied by YBP.
- Proposed and implemented changes to consolidate book purchases for interdisciplinary subjects that do not offer a major degree.
- Set up the Sister Rita Stalzer Gift Fund in Voyager and YBP GOBI systems and completed the first of the two-year purchase project of this fund.
- Implemented the book purchase request online form to better manage book requests for rush, course reserve and other miscellaneous orders.
- Completed two lost book list processes; withdrew 448 lost and damaged items and processed 264 replacement orders.
- Completed three major Voyager database cleanup projects. Resolved remaining record problems with the weeded Dewey books and deleted the Voyager records for those weeded books. Completed batch location changes for the remaining former Science main stacks books. Resolved and deleted Voyager records for weeded monographic titles previously kept under Galvin Auditorium.
- Three members of the department participated in exploring the Next Generation Library System. Their work included drafting the desired technical services functional requirements in the Next Generation Library System.
Statistics for FY 2012

A. Overall Statistics

<table>
<thead>
<tr>
<th></th>
<th>FY12</th>
<th>FY11</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Print Books</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Print Book Titles Ordered⁴</td>
<td>8,952</td>
<td>9,065</td>
<td>-1%</td>
</tr>
<tr>
<td>a) Orders for Purchase On Demand Program</td>
<td>552</td>
<td>491</td>
<td>12%</td>
</tr>
<tr>
<td>b) Orders for Replacement Copies</td>
<td>264</td>
<td>181</td>
<td>46%</td>
</tr>
<tr>
<td>c) All Other Orders</td>
<td>8,136</td>
<td>8,393</td>
<td>-3%</td>
</tr>
<tr>
<td>Print Book Volumes Received¹</td>
<td>12,450</td>
<td>13,021</td>
<td>-4%</td>
</tr>
<tr>
<td>Print Book Titles Cataloged</td>
<td>13,321</td>
<td>12,034</td>
<td>11%</td>
</tr>
<tr>
<td>Print Book Volumes Cataloged</td>
<td>14,345</td>
<td>12,743</td>
<td>13%</td>
</tr>
<tr>
<td>Print Book Titles Withdrawn²</td>
<td>4,113</td>
<td>2,173</td>
<td>89%</td>
</tr>
<tr>
<td>Print Book Volumes Withdrawn²</td>
<td>9,154</td>
<td>5,257</td>
<td>74%</td>
</tr>
<tr>
<td><strong>E-Books</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Book Titles Acquired/Access Activated³</td>
<td>440</td>
<td>282</td>
<td>56%</td>
</tr>
<tr>
<td>Total E-Book Titles Accessible as of July 1, 2012⁴</td>
<td>489,717</td>
<td>351,510</td>
<td>39%</td>
</tr>
<tr>
<td>E-Book Titles Cataloged Individually³</td>
<td>450</td>
<td>252</td>
<td>79%</td>
</tr>
<tr>
<td>E-Book Titles Cataloged via Batch Load Projects⁵</td>
<td>60,154</td>
<td>101,901</td>
<td>-41%</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>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Microform Units Cataloged</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>A-V Materials</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AV Items Received⁶</td>
<td>N/A</td>
<td>318</td>
<td>N/A</td>
</tr>
<tr>
<td>AV Titles Cataloged (by OCLC Contract Cataloging)⁶</td>
<td>359</td>
<td>237</td>
<td>51%</td>
</tr>
<tr>
<td>AV Units Cataloged (by OCLC Contract Cataloging)⁶</td>
<td>359</td>
<td>237</td>
<td>51%</td>
</tr>
<tr>
<td><strong>Catalog Database Maintenance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item Relocated, Reinstated, Corrected, Reclassed, etc.</td>
<td>1,049</td>
<td>1,089</td>
<td>-4%</td>
</tr>
<tr>
<td>Catalog Maintenance via Batch Change Projects⁷</td>
<td>44,804</td>
<td>35,393</td>
<td>27%</td>
</tr>
<tr>
<td>Name, Series and Subject Heading Authority Work</td>
<td>12,853</td>
<td>13,019</td>
<td>-1%</td>
</tr>
</tbody>
</table>

Notes:
1. FY11 statistics for print book titles ordered and for print book volumes received included 488 titles ordered and 379 books received as part of the collection enhancement purchase project.
2. FY11 statistics for print titles and volumes withdrawn included 231 titles and their 1,508 volumes weeded from Lewis Weeding Project and 937 titles and their 2,106 volumes weeded from the Rome Weeding Project. FY12 statistics for this category included 3,189 titles and their 7,808 volumes weeded from the Rome Weeding Project.
4. FY11 statistics for e-book titles accessible and for e-book titles cataloged via batch load included 49,926 EBL patron-driven titles and 50,810 titles added to the Gale Digital Collections. FY12 statistics for these categories included 51,915 EBL patron-driven titles and 4,052 titles added to the Gale Digital Collections.
5. Statistics for AV items received was discontinued in FY12 because the department was no longer responsible for receiving the AV items.
6. FY11 statistics for AV items cataloged show a significant low number because of a 4-month long new contract establishment process.
7. FY11 statistics for catalog maintenance work done via batch change projects included change of 32,400 records for former Science books and periodicals. FY12 statistics for this category was for change of 44,804 records for former Science books.
B. EBook Activities Statistics

<table>
<thead>
<tr>
<th>EBL Demand-Driven:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Records Added for EBL Monthly Additions: 57,497</td>
</tr>
<tr>
<td>Records Deleted for EBL Monthly Deletions: 5,148</td>
</tr>
<tr>
<td>Records Weeded for Unwanted Titles: 434</td>
</tr>
<tr>
<td>Patron Auto Purchases Processed: 125</td>
</tr>
<tr>
<td>Loan Transactions Monitored: 3,569</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Records Added for Licensed Ebook Collections:</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACLS Humanities Ebooks: 502</td>
</tr>
<tr>
<td>ebrary Nursing &amp; Allied Health: 3,842</td>
</tr>
<tr>
<td>Springer Behavioral Science: 76</td>
</tr>
<tr>
<td>Gale Sabin Americana: 4,052</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Individual Ebook Purchases:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Titles Purchased by Library: 349</td>
</tr>
<tr>
<td>Titles Cataloged (Incl. EBL Auto Purchases): 450</td>
</tr>
<tr>
<td>Course Reserve EBooks Processed: 24</td>
</tr>
</tbody>
</table>

❖ FY 2012 Department Goals Status:

1. Complete the training programs for Acquisitions Associate and for Rapid Cataloging/Catalog Maintenance Assistant.  (summer-winter) *Completed the training programs for both staff members by fall 2012.*
2. Work with library collection development groups to create collection policies and guidelines for e-books and to implement Serials Solution E-Book module.  (summer-fall) *Completed. See Ebook Activities, page 1.*
4. Establish cataloging procedures for Loyola faculty authored books and complete cataloging the books participated in the 2010 Faculty Scholarship Celebration event.  (summer) *Completed. See Additional Accomplishments, page 3.*
5. Provide bibliographic access, in Pegasus and WorldCat, for the archival print copies and the electronic copies of Loyola theses and dissertations.  (fall-spring) *Deferred goal for electronic copies to FY2013. Defer goal for archival print copies to FY2014. See FY 2013 Department Goals, item 7, page 6.*
6. Execute a retrospective cataloging project for Women and Leadership Archives monograph collection.  (winter-summer) *Completed planning for the project. Deferred implementation due to cataloging staff shortage. Will defer the project indefinitely due to resignation of the WLA Director.*
7. Complete a cataloging and reclassification project for a group of selected government documents. Incorporate government documents into department cataloging workflow.  (fall) *Completed. See Project Support, page 2.*
8. Help the Rome Center Librarian to complete the Rome Library Inventory and Weeding Project.  (fall) *Completed. See Project Support, page 2.*
9. Complete catalog maintenance requests from the Cudahy Inventory Pilot project. Incorporate those tasks into department catalog maintenance workflow as ongoing collection inventories are conducted.  (summer-fall) *Completed. See Project Support, page 2.*
10. Help the Beijing Center Library to implement a cataloging and reclassification project for their regular book collection. Provide training and guidance as needed throughout the project. (summer-spring) *Completed setting up and training for the project. See Project Support, page 3.*


**FY 2013 Department Goals**

1. Learn the new cataloging rules standard RDA (Resource Description and Access) and the changes it brings to bibliographic and authority records in national catalogs. Implement changes locally as needed. (summer-spring)

2. Continue to develop new procedures and refine existing ones for e-book ordering and receiving. Document the procedures. (summer-spring)

3. Investigate new and improved ebook demand-driven services. Recommend and implement changes as applicable. (fall-spring)

4. Establish department procedures for books purchased from the Sister Rita Stalzer Gift Fund and other donated books that will receive bookplates. (fall-winter)

5. Explore ways to achieve greater efficiency in copy cataloging. (fall-spring)

6. Work with Library Systems to investigate and implement the new OCLC ebook management services. (fall-winter)

7. Work with Library Systems to provide bibliographic access, in Pegasus and WorldCat, for the Loyola theses and dissertations available from Loyola eCommons. (winter-spring)

8. Continue to participate in exploration of the Next Generation Library System. (spring)
Highlights:

A subscription agent review and the digitization project were two of the major undertakings of the SERM department this year. The entire staff had the opportunity to work as a team in the subscription agent review, from the formation of the RFI to evaluating responses and meeting with two agents, through to the recommendation phase. The digitization project was officially folded into the Bindery and Preservation Unit, thanks to some thoughtful planning and coordination with colleagues in various library departments, and is now a major part of work overseen in the unit.

There were also several turnovers in the department staff this year. Joshua Dumas resigned in late July, with Maria Cangco then being promoted to the position of Serials Cataloging Coordinator. Ray Clark resigned in early October. His position and Maria’s former position were then posted concurrently in late 2011. Sarah Meisch and Shannon Haluszczak were hired and both started January 9, 2012. Finally, Sandra Hernandez resigned her position as Preservation Associate toward the end of the fiscal year, and that job was posted internally in late June. While challenging, this changing up in staff also gave us the opportunity to re-examine SERM positions and modify procedures to improve work flows.

SERM carried on the usual work of ordering, receiving, paying, claiming, tracking, providing access to and trouble-shooting the Libraries’ serials and electronic resources. The Library had some enhancements funding this year, resulting in the purchase of several new databases and journal archives. We also continued to transition serials collections from print to online for many library holdings this year, acquiring new electronic resources while maintaining and continuing support of existing serials collections. Library-wide work included participation in planning for relocation and/or withdrawal of print Cudahy periodicals in order to save library space.

Accomplishments for the year are listed below. Those involving more than one unit are listed under department-wide, and projects mainly handled by one unit are listed under that unit. Electronic resources usually involve more than one area and are listed separately as well.

Activities:

Department-Wide:
- The department conducted a subscription agent review, which started in late 2011 and continued through on-site visits in late March and the recommendation presented to the Dean of Libraries in April. We proposed a timeline and an RFI to send to agents.
We sent out RFIs to three agents: EBSCO, Harrassowitz and WT Cox. Based on the RFIs received, we invited the first two for on-site visits. Both agents offered good deals and in the end, we stayed with our existing agent, EBSCO. They offered nearly no service fee, where we’d paid 2.5% fees in previous years. Harrassowitz made an offer that was better than the existing EBSCO deal, but EBSCO topped that offer. The project was a success and we plan to repeat it in three years.

- Created lists of overlapping print holdings with new journal collections, and updated existing journal lists for potential withdrawal or transfer to storage: JSTOR Arts and Sciences 9 & 10, and JSTOR Life, and various Elsevier subject collections. We identified thousands of potential volumes for withdrawal or relocation.
- Department members met several times throughout the year to discuss work flows related to cataloging, cancellations and withdrawal of serials. Procedures and work forms were revised as needed, and these meetings will continue several times a year to discuss and improve work flows.
- Sherri Rollins, Serials and Electronic Resources Librarian/Bibliographer for Anthropology, continued with her Subject Specialist duties, including the ordering of materials for Anthropology, instruction and reference by appointment. She also requested materials from professors for the faculty scholarship program and attended Collection Management Committee meetings through the year.
- Martha Spring, along with Sue Israilevich, Ewa Laska and David Givens, met with UIC Libraries technical services members to discuss various issues, including e-books, authority work and e-serials work flows (prior to the OCLC presentation October 8).

**Personnel:**
- Rewrote job description and justification for the Serials Cataloging Assistant position (adder). August 2011. The position was posted in October.
- Rewrote job description and justification for the Serials Acquisitions Assistant position. The position was posted in October.
- Updated Preservation Associate position to reflect the expansion of responsibilities in the area of digitization and student supervision. Posted in June.
- Maria Cangco and Steve Pump planned training and orientation for Sarah Meisch and Shannon Haluszczak, who both started at Loyola on January 9.

**Electronic Resources: General:**
- Value Assessment: Revised report, including information on permanent access, one-time purchase databases. Updated peer (medium and heavy) institution data for value assessment, for over 200 databases. Peer data was last generated in 2008.
- Cross-campus cooperative collection development: Going Global: Along with the Career Development Center, two other departments (SBA and Office of International Programs) contributed to the subscription, lowering annual cost for the Libraries. We set up shared licenses and subscriptions to the Science site, and set up subscriptions for shared access to high-priority Nature journals. The Law Library contributed to the cost of the Digital Commons, since they are adding content to the eCommons.
- Martha Spring, Sherri Rollins and Steve Pump were on the Next-Gen ILS Exploratory Group, Technical Services, from December through early 2012. They
reviewed, discussed and revised sections on acquisitions, binding and electronic resources.

- Licensing information updated in Serials Solutions. Late 2011, Martha started sending Jen Jacobs licensing terms for addition to OCLC knowledgebase, as Serials Solutions data not readable in OCLC. Subsequently, license terms sent to Jen as new databases acquired.

**Electronic Resources: New resources:**

- Ordered, acquired, verified access and cataloged one-time purchases including Nineteenth Century Collections Online (NCCO), AltPress Index Archive, ATLA Historical Monographs, Birds of North America and an upgraded streaming video collection from Alexander Street Press.
- Ordered, acquired, verified access and cataloged subscriptions for new databases including: upgraded Academic Source and Business Source to the Complete editions, Ad Spender, Criminal Justice Abstracts with Full Text, Digital Commons, JSTOR’s Arts and Sciences IX and X and JSTOR Life Sciences Collection, and Elsevier’s Reaxys.
- Swapped out four low-use Elsevier journals for six new titles, effective 2012. Per our Elsevier license agreement, the cancelled/swapped-out titles remain accessible for issues through the end of 2011.

**Electronic Resources Access:**

- E-Journal Coverage Checks: In addition to adding new journals and updating problem titles upon notification from patrons and staff. Sarah Meisch, Serials Acquisitions Assistant, reviewed over 500 journal titles to confirm access, reporting problems and updating e-journal list information as needed. Sherri and Martha also updated miscellaneous titles on Serials Solutions as they received information about titles.
- Sherri updated PubGet database with administrative information on our vendors after OCLC stopped receiving updates on our databases from Serials Solutions (started October), in order for World Cat Local knowledgebase to remain updated. Sherri also corresponded w/OCLC regarding links not working for e-books in WCL.
- Sherri worked on platforms upgrades/transfers, including: Wilson databases moved to EBSCO, PDCnet (replacement for POIESIS database), Bibliography of Asian Studies, Project Muse, Brill and RefWorks.
- JSTOR Current Scholarship: Several issues with access of titles transferred to JSTOR current monitored and resolved between late 2011 and early 2012.

**Electronic Resources: Publisher and Format Changes:**

- JSTOR Current Scholarship Collection: Compared existing holdings to titles newly available via JSTOR current and transferred to new platform. Transferred several journal subscriptions to the new platform.
- New electronic standing orders set up to continue holdings in Gale’s Literature Collection Online (LCO), for which the archives were purchased last year. We now have a dozen electronic standing orders, all from Gale.
- Morningstar Mutual Funds subscriptions were transferred from print to online.

**Serials Acquisitions:**
- Open continuation purchase orders project: Updated over 400 open continuation orders.
- Gale electronic standing orders: Added records to Voyager for nine new electronic standing orders that were instituted to supplement the LCO archives volumes purchase last year. The titles, including Contemporary Literary Criticism and Short Story Criticism, will be processed and paid the same as our original Gale e-STOs, Something About the Author and Children’s Literature Review.
- Worked on transfer of miscellaneous e-journal subscriptions to new publishers effective 2012, notably Taylor & Francis, which had been largely print + online.
- Steve Pump, Sarah Meisch and Martha Spring worked on a small project to correct about 40 unlinked Voyager records.
- Resolved billing problems with EBSCO regarding Royal Society of Chemistry Gold Package subscription upgrade lingering from last year.
- Completed transition of Morningstar Mutual Funds from print to e-only, direct from publisher.
- Ordered and received 78 replacements for missing journal issues.
- Continued requesting and compiling updated W-8 and W-9 forms from serials vendors per Loyola Accounts Payable requirement. Approximately 500 were received as of the end of the fiscal year.
- Continued to monitor Price Increase Alerts from EBSCO, requesting recommendations from subject specialists on whether to retain or cancel subscriptions with dramatic price increases. Often the decision is to switch a journal to e-only as it becomes possible.

**Serials Cataloging:**
- JSTOR VIII collection cataloging completed (October 2010)
- JSTOR X collection cataloging completed (April 2012)
- All serials catalogers worked to reduce backlog of e-journal cataloging listed on E-Journal Processing List
- Maria trained on new job duties and worked to reduce backlog of print and electronic serials.
- Maria and Martha worked on cataloging new titles in JSTOR IX and X collections.

**Bindery/Preservation:**
- Several meetings were held to discuss and resolve the digitizing project. In the fall of 2011, the Bindery unit took over the coordination of the digitization process, including student hiring, training, and review of documents scanned for inclusion in Loyola’s eCommons (see also the first item in the FY12 Goal Status Report below).
• Starting in the summer of 2012, several Reference graduate students were hired to split time between Reference and Bindery, resulting in a large increase in the volume of Loyola documents scanned for the eCommons.
• Rome yearbooks and Dental School yearbooks digitization completed in 2012.
• Sherri Rollins, Sandra Hernandez, Ling-li Chang and Martha Spring discussed paperback selection and binding policies, which were presented to the CMC in early 2012. From these discussions, Sherri wrote up a new document of Binding Policies and Guidelines along with Fred Barnhart and Ursula Scholz.
• The Bindery unit withdrew books beyond repair and available online as a project in the late fall.

FY2012 Departmental Goal Status Report:

• Digitization Projects: Scanning stations were set up in the Bindery and Systems offices and another computer station was installed in Systems for review of scanned materials. Several meetings among interested parties occurred early in the fiscal year to work out coordination of the digitization project (including combinations of: Robert Seal, Cathy Miesse, Kathy Young, Eben English, Martha Spring, Sherri Saltzman Rollins, and Sandra Hernandez). Several Reference graduate students were hired to help with scanning in spring-summer 2012. Work flows were written up and the Preservation Associate participates in hiring, training and supervision of student workers. Statistics are kept on scanned materials as of September 2011. We are also tracking hours worked to ensure that funding from Provost’s office is used.
• Complete major government documents withdrawal project of large serial sets totaling over 800 volumes (August 2011): All serial volumes recommended by the Government Documents librarian were processed and withdrawn, with several sets sent over to Piper Hall for its library.
• Department statistics: Update individual work forms to include work done on e-resource maintenance (i.e. journal coverage checks in Serials Solutions). Complete training with Ray for reporting and compiling department statistics. (August 2011): Completed. Ray was trained on department statistics record-keeping in, and Sarah Meisch later took over that responsibility starting in February 2012.
• Post, interview, hire and train Serials Cataloger for position vacated effective August 1, 2011. (September 2011): Completed. Maria Cangco was promoted from Serials Assistant effective September 12 and trained in her new job responsibilities throughout the rest of the year.
• Serials Solutions E-Books module: Work with Monograph Acquisitions and Cataloging to implement and discuss ongoing maintenance for this new module. (Fall 2011): The module was purchased late FY12 and implemented early FY13. Sherri Rollins worked with Ling-li Chang to implement the module and also met with the E-Book Working Group to review the setup in September. She has modified the list as requested by Ling-li and members of the E-Book working group.
• “Under Galvin” project: Update Voyager and OCLC for volumes officially withdrawn from “under Galvin”. Currently these records are suppressed in Pegasus,
but are still in Voyager. (Fall 2011): The final inventory of Galvin items was completed by Access Services in February; serials records are not yet updated, but are suppressed from public view. This goal will move into FY2013 goals.

- Catalog JSTOR VIII collection, acquired July 2011 (Fall 2011): Completed October 2011.
- Discuss and refine work flows for periodicals, especially electronic journals: expand to include maintenance of existing subscriptions (title changes, cessations, cancellations, etc.) as well as new title work flows: We held several meetings throughout the year and revised work flows and forms. We will continue to do so next year, and include new staff members who were not involved last year.
- Project planning for bound volumes in Cudahy to be withdrawn or transferred to storage by summer 2012: This project spans several departments and has been completed as far as possible. Lists of print overlap holdings are made as new archives are acquired by the library. Over the year, we added three JSTOR collections and two Elsevier Journal archives, finding a potential 7000+ volumes for withdrawal and/or relocation. A small group of librarians met to discuss science journals as a possible first step in the project, as this is a subject area with expansive print/online overlap.
- Compile remaining W-8 and W-9 forms from serials vendors (January 2012): Several hundred forms have been collected from vendors since the requirement was instituted in 2011.
- Continue with progression of the ETD project; including new workflow and procedures for scanning thousands of dissertations and theses from Archives to prepare for the upcoming Digital Repository. (Ongoing): ETD project goals complete; followed up by developing work flows and procedures for digitization process, starting with the scanning of Loyola dissertation and theses for inclusion in Loyola’s eCommons.
- Significantly decrease backlog of items requiring in-house repair or phase boxes (Spring 2012): Completed. Cleared out volumes in the backlog that were beyond repair and/or available online.
- Complete Health Sciences (LUHS) Print Journal Discards to Cudahy Project. (Timing is dependent on withdrawal process at LUHS): Partially complete. The last boxes were received from LUHS in July 2012. The volumes are on hold for addition to stacks until a time when shifting for space can be done. This goal will carry over into FY 2013.

Staff:

- Joshua Dumas resigned effective July 29 as Serials Cataloging Coordinator.
- Maria Cangco was promoted to Josh’s position from Serials Cataloging Assistant effective September 2011.
- Ray Clark resigned as Serials Acquisitions Assistant effective October 5, 2011.
- From September-December, the remaining SERM staff covered job vacancy duties and participated in job search for new candidates.
- Sarah Meisch was hired to fill Ray’s position effective January 9, 2012
- Shannon Haluszczak was hired to fill Maria’s position effective January 9, 2012.
- Sandra Hernandez resigned as Preservation Associate effective June 25, 2012.
- Sherri Rollins covered Bindery and Preservation activities at the end of the year and planned for hiring and training of new Preservation Associate.

**FY2013 Goals with anticipated completion dates:**

- Hire and train new Preservation Associate to replace Sandra Hernandez. (July-Sept. 2012)
- Work with EBSCO on billing issues and work flows (Ongoing; meeting with EBSCO reps is set for late August 2012).
- Continue to work on projects related to bound journal relocation and withdrawal, which is part of the library’s strategic plan to free up study space in Cudahy Library (Ongoing)
- Evaluate work flows for reorganization of duties among department staff (Fall 2012) and cross-train as needed.
- Complete cataloging of new e-journal collections including: JSTOR IX, JSTOR Life Sciences collections (January 2013)
- Investigate and recommend transfer of print or print + online subscriptions to online-only (December 2012)
- Complete Health Sciences (LUHS) Print Journal Discards to Cudahy Project. (Carried over from FY2012; December).
- Elsevier: Participate in license renewal process for the Elsevier package, which expires at the end of 2012, including decision to stay with license or revise it (Fall 2012)
- Wiley: With the CARLI license expiring at the end of December, SERM will participate in evaluation of renewal, whether to stay with existing package or revise it. (Fall 2012)
<table>
<thead>
<tr>
<th>SERM Department Statistics</th>
<th>Change FY11-12</th>
<th>FY2012</th>
<th>Change FY10-11</th>
<th>FY2011</th>
<th>FY 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Serials Adds / Withdrawals / Maintenance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Serial titles added (exclude periodicals)</td>
<td>-91%</td>
<td>9</td>
<td>-12%</td>
<td>98</td>
<td>111</td>
</tr>
<tr>
<td>Serial volumes added (exclude periodicals)</td>
<td>-78%</td>
<td>603</td>
<td>179%</td>
<td>2720</td>
<td>974</td>
</tr>
<tr>
<td>Periodical titles added</td>
<td>525%</td>
<td>25</td>
<td>-67%</td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td>Periodical volumes added</td>
<td>40%</td>
<td>1753</td>
<td>-47%</td>
<td>1249</td>
<td>2370</td>
</tr>
<tr>
<td>Microform serial units added (incl. periodicals)</td>
<td>8%</td>
<td>209</td>
<td>11%</td>
<td>194</td>
<td>174</td>
</tr>
<tr>
<td>Electronic Resource titles added</td>
<td>-38%</td>
<td>412</td>
<td>309%</td>
<td>667</td>
<td>163</td>
</tr>
<tr>
<td>Serial titles withdrawn (exclude periodicals)</td>
<td>-63%</td>
<td>29</td>
<td>-69%</td>
<td>78</td>
<td>255</td>
</tr>
<tr>
<td>Serial vols withdrawn (exclude periodicals)</td>
<td>-36%</td>
<td>1533</td>
<td>88%</td>
<td>2397</td>
<td>1276</td>
</tr>
<tr>
<td>Periodical titles withdrawn</td>
<td>300%</td>
<td>8</td>
<td>100%</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Periodical volumes withdrawn</td>
<td>-75%</td>
<td>4</td>
<td>78%</td>
<td>16</td>
<td>9</td>
</tr>
<tr>
<td>Electronic Resource titles withdrawn</td>
<td>0%</td>
<td>2</td>
<td>0%</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Titles recataloged</td>
<td>-33%</td>
<td>389</td>
<td>108%</td>
<td>581</td>
<td>279</td>
</tr>
<tr>
<td><strong>Serials Acquisitions Statistics</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Periodical issues checked in</td>
<td>-7%</td>
<td>12,116</td>
<td>-6%</td>
<td>13068</td>
<td>13948</td>
</tr>
<tr>
<td>Microform units checked in</td>
<td>-14%</td>
<td>209</td>
<td>19%</td>
<td>244</td>
<td>205</td>
</tr>
<tr>
<td>Standing order volumes checked in</td>
<td>-5%</td>
<td>1,018</td>
<td>-11%</td>
<td>1072</td>
<td>1208</td>
</tr>
<tr>
<td>Claims issued</td>
<td>-25%</td>
<td>1,983</td>
<td>-8%</td>
<td>2653</td>
<td>2885</td>
</tr>
<tr>
<td>Voyager record created for analytical items</td>
<td>-34%</td>
<td>320</td>
<td>-13%</td>
<td>487</td>
<td>557</td>
</tr>
<tr>
<td>Invoices Approved</td>
<td>-11%</td>
<td>839</td>
<td>-3%</td>
<td>939</td>
<td>966</td>
</tr>
<tr>
<td>Periodical replacement issues received</td>
<td>66%</td>
<td>78</td>
<td>-46%</td>
<td>47</td>
<td>87</td>
</tr>
<tr>
<td><strong>Electronic Resources</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to Unique E-Journal Titles</td>
<td>-5%</td>
<td>49817</td>
<td>37%</td>
<td>52315</td>
<td>38208</td>
</tr>
<tr>
<td>Access to Online Databases</td>
<td>8%</td>
<td>361</td>
<td>11%</td>
<td>335</td>
<td>303</td>
</tr>
<tr>
<td>Databases added</td>
<td>0%</td>
<td>38</td>
<td>171%</td>
<td>38</td>
<td>14</td>
</tr>
<tr>
<td>Databases cancelled/withdrawn/ceased</td>
<td>-17%</td>
<td>5</td>
<td>83%</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Check on E-Journal Coverage: no. platforms</td>
<td>692%</td>
<td>388</td>
<td>n/a</td>
<td>49</td>
<td>n/a</td>
</tr>
<tr>
<td>Check on E-Journal Coverage: no. titles</td>
<td>-9%</td>
<td>729</td>
<td>n/a</td>
<td>800</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Bindery Statistics</strong></td>
<td></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>
<td></td>
</tr>
<tr>
<td>Items sent for Binding</td>
<td>-9%</td>
<td>6789</td>
<td>n/a</td>
<td>7453</td>
<td>n/a</td>
</tr>
<tr>
<td>Books to Match</td>
<td>3%</td>
<td>69</td>
<td>-30%</td>
<td>67</td>
<td>96</td>
</tr>
<tr>
<td>Custom Books</td>
<td>52%</td>
<td>735</td>
<td>9%</td>
<td>482</td>
<td>441</td>
</tr>
<tr>
<td>Digicover, Economy</td>
<td>-44%</td>
<td>3128</td>
<td>-4%</td>
<td>5579</td>
<td>5802</td>
</tr>
<tr>
<td>Periodicals</td>
<td>-17%</td>
<td>1639</td>
<td>-24%</td>
<td>1972</td>
<td>2586</td>
</tr>
<tr>
<td>Theses</td>
<td>-27%</td>
<td>250</td>
<td>-55%</td>
<td>343</td>
<td>757</td>
</tr>
</tbody>
</table>

SERM Annual Report, FY2012, page 8
<table>
<thead>
<tr>
<th>Phase Boxes</th>
<th>172</th>
<th>0</th>
<th>77</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In-House Binding:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pamphlets (hard,soft): No backlog since last year</td>
<td>-79%</td>
<td>42</td>
<td>-18%</td>
</tr>
<tr>
<td>Repairs</td>
<td>-62%</td>
<td>84</td>
<td>-13%</td>
</tr>
<tr>
<td><strong>Other:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dissertations Scanned</td>
<td>386</td>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>

*Note: 2 staff positions were vacant total of 7 months in FY12*
## SERM Department Statistics Change

### Serials Adds / Withdrawals / Maintenance

<table>
<thead>
<tr>
<th>Category</th>
<th>FY11-12</th>
<th>FY2012</th>
<th>FY10-11</th>
<th>FY2011</th>
<th>FY 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serials titles added (exclude periodicals)</td>
<td>-91%</td>
<td>9</td>
<td>-12%</td>
<td>98</td>
<td>111</td>
</tr>
<tr>
<td>Serials volumes added (exclude periodicals)</td>
<td>-78%</td>
<td>603</td>
<td>179%</td>
<td>2720</td>
<td>974</td>
</tr>
<tr>
<td>Periodicals titles added</td>
<td>525%</td>
<td>25</td>
<td>-67%</td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td>Periodical volumes added</td>
<td>40%</td>
<td>1753</td>
<td>-47%</td>
<td>1249</td>
<td>2370</td>
</tr>
<tr>
<td>Microform serial units added (incl. periodicals)</td>
<td>8%</td>
<td>209</td>
<td>11%</td>
<td>194</td>
<td>174</td>
</tr>
<tr>
<td>Electronic Resource titles added</td>
<td>-38%</td>
<td>412</td>
<td>309%</td>
<td>667</td>
<td>163</td>
</tr>
<tr>
<td>Serial titles withdrawn (exclude periodicals)</td>
<td>-63%</td>
<td>29</td>
<td>-69%</td>
<td>78</td>
<td>255</td>
</tr>
<tr>
<td>Serial vols withdrawn (exclude periodicals)</td>
<td>-36%</td>
<td>1533</td>
<td>88%</td>
<td>2397</td>
<td>1276</td>
</tr>
<tr>
<td>Periodical titles withdrawn</td>
<td>300%</td>
<td>8</td>
<td>100%</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Periodical volumes withdrawn</td>
<td>-75%</td>
<td>4</td>
<td>78%</td>
<td>16</td>
<td>9</td>
</tr>
<tr>
<td>Electronic Resource titles withdrawn</td>
<td>0%</td>
<td>2</td>
<td>0%</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Titles recataloged</td>
<td>-33%</td>
<td>389</td>
<td>108%</td>
<td>581</td>
<td>279</td>
</tr>
</tbody>
</table>

### Serials Acquisitions Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>FY11-12</th>
<th>FY2012</th>
<th>FY10-11</th>
<th>FY2011</th>
<th>FY 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Periodical issues checked in</td>
<td>-7%</td>
<td>12,116</td>
<td>-6%</td>
<td>13068</td>
<td>13948</td>
</tr>
<tr>
<td>Microform units checked in</td>
<td>-14%</td>
<td>209</td>
<td>19%</td>
<td>244</td>
<td>205</td>
</tr>
<tr>
<td>Standing order volumes checked in</td>
<td>-5%</td>
<td>1,018</td>
<td>-11%</td>
<td>1072</td>
<td>1208</td>
</tr>
<tr>
<td>Claims issued</td>
<td>-25%</td>
<td>1,983</td>
<td>-8%</td>
<td>2653</td>
<td>2885</td>
</tr>
<tr>
<td>Voyager record created for analytical items</td>
<td>-34%</td>
<td>320</td>
<td>-13%</td>
<td>487</td>
<td>557</td>
</tr>
<tr>
<td>Invoices Approved</td>
<td>-11%</td>
<td>839</td>
<td>-3%</td>
<td>939</td>
<td>966</td>
</tr>
<tr>
<td>Periodical replacement issues received</td>
<td>66%</td>
<td>78</td>
<td>-46%</td>
<td>47</td>
<td>87</td>
</tr>
</tbody>
</table>

### Electronic Resources

<table>
<thead>
<tr>
<th>Category</th>
<th>FY11-12</th>
<th>FY2012</th>
<th>FY10-11</th>
<th>FY2011</th>
<th>FY 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Unique E-Journal Titles</td>
<td>-5%</td>
<td>49817</td>
<td>37%</td>
<td>52315</td>
<td>38208</td>
</tr>
<tr>
<td>Access to Online Databases</td>
<td>8%</td>
<td>361</td>
<td>11%</td>
<td>335</td>
<td>303</td>
</tr>
<tr>
<td>Databases added</td>
<td>0%</td>
<td>38</td>
<td>171%</td>
<td>38</td>
<td>14</td>
</tr>
<tr>
<td>Databases cancelled/withdrawn/ceased</td>
<td>-17%</td>
<td>5</td>
<td>83%</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Check on E-Journal Coverage: no. platforms</td>
<td>692%</td>
<td>388</td>
<td>n/a</td>
<td>49</td>
<td>not tracked</td>
</tr>
<tr>
<td>Check on E-Journal Coverage: no. titles</td>
<td>-9%</td>
<td>729</td>
<td>n/a</td>
<td>800</td>
<td>not tracked</td>
</tr>
</tbody>
</table>

### Bindery Statistics

#### Commercial Binding

<table>
<thead>
<tr>
<th>Category</th>
<th>FY11-12</th>
<th>FY2012</th>
<th>FY10-11</th>
<th>FY2011</th>
<th>FY 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items sent for Binding</td>
<td>-9%</td>
<td>6789</td>
<td>n/a</td>
<td>7453</td>
<td>n/a</td>
</tr>
<tr>
<td>Books to Match</td>
<td>3%</td>
<td>69</td>
<td>-30%</td>
<td>67</td>
<td>96</td>
</tr>
<tr>
<td>Custom Books</td>
<td>52%</td>
<td>735</td>
<td>9%</td>
<td>482</td>
<td>441</td>
</tr>
<tr>
<td>Diggcover, Economy</td>
<td>-44%</td>
<td>3128</td>
<td>-4%</td>
<td>5579</td>
<td>5802</td>
</tr>
<tr>
<td>Periodicals</td>
<td>-17%</td>
<td>1639</td>
<td>-24%</td>
<td>1972</td>
<td>2586</td>
</tr>
<tr>
<td>Theses</td>
<td>-27%</td>
<td>250</td>
<td>-55%</td>
<td>343</td>
<td>757</td>
</tr>
<tr>
<td>Phase Boxes</td>
<td>172</td>
<td>0</td>
<td>77</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### In-House Binding

<table>
<thead>
<tr>
<th>Category</th>
<th>FY11-12</th>
<th>FY2012</th>
<th>FY10-11</th>
<th>FY2011</th>
<th>FY 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pamphlets (hard,soft): No backlog since last year</td>
<td>-79%</td>
<td>42</td>
<td>-18%</td>
<td>198</td>
<td>242</td>
</tr>
<tr>
<td>Repairs</td>
<td>-62%</td>
<td>84</td>
<td>-13%</td>
<td>221</td>
<td>253</td>
</tr>
</tbody>
</table>

### Other:

<table>
<thead>
<tr>
<th>Category</th>
<th>FY11-12</th>
<th>FY2012</th>
<th>FY10-11</th>
<th>FY2011</th>
<th>FY 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dissertations Scanned</td>
<td>386</td>
<td>n/a</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: 2 staff positions were vacant total of 7 months in FY12
SYSTEMS DEPARTMENT (FY12)
Prepared by Chulin Meng, Head of Library Systems

Highlights

- Voyager 8 Upgrade: Voyager ILS was upgraded to version 8 in January 2012. This upgrade makes it possible for the library to take advantage of new system functionalities, such as global data change capability. Version 8 also supports Windows 7 and Office 10 better. Voyager server was upgraded to a new sun machine.

- Library Website – Redefined the workflow for maintaining and updating website content. Library Web Team will be sharing the responsibility of updating basic web pages, while System staff will still be responsible for more complicated data nodes. Library staff now could email librarywebteam@luc for any web site related request.

- Staff Web Redesign – The library staff web is redesigned. The new design features a template visually matches library public web site, drop-down menus to improve navigation, better organized content, and forums for sharing information.

- Digital Repository – eCommons digital repository went live on February 2012. At the end of FY12, Loyola eCommons holds about 1600 records, which have been downloaded a total of 40,000 times.

- Windows 7 upgrade - Worked with ITS to replace library staff workstations with new ones that run Win 7 and Office 10; The library utility applications have also been upgraded to be compatible with Windows 7; Network user management is now done using MS Active directory instead of Novell.

- Next-Gen Library Management System: Worked with the Next-Gen ILS Exploratory Committees to explore the possibility of a new library management system; Developed the RFI for next generation ILS.

- Archivists’ Toolkit – Archivists’ Toolkit is deployed to University Archives and WLA as the collection management tool.

More Projects Completed by Systems Department

1. Redesigned the bibliographer list.
2. Updated the Pegasus Express Stations.
4. Keeping E-book collections and Article databases list up-to-date in WCL;
5. Participated in the Beijing Center library retrospective cataloguing project;
6. Created online application to track workflow for dissertation scanning project
7. Created customized Wordpress site for Friends of the University Libraries speaker Series.
8. Created online forms for Discover Loyola, Faculty Scholarship Celebration, and internal bibliographer non-Gobi book order requests
9. Created “No-ID” tracking system application for Information Commons
10. Created online data entry tool for Archives’s Michalak project.

Review of FY12 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 FY12 specific goals:

- Voyager 8 Upgrade: Coordinated Voyager 8 upgrade to take advantage of new system functionalities, such as global data change capability and better support for Windows 7 and Office 10.
- Library Website: Launched redesigned Drupal based website; Created new workflow for maintaining and updating website content; Created instruction guides for library web maintenance; Provided training for Web Team members and other interested parties; Upgraded staff website to match new design.
- Digital Repository: Finished the initial implementation and customization of Digital Commons platform; Arranged trainings for Digital Repository Implementation Team members; Defined repository policy and workflow; Provided trainings to subject liaisons;
- Windows 7 upgrade: Performed library software compatibility testing; Upgraded library utility applications to be compatible with Windows 7; Deployed Win 7 and Office 10 workstations; Switched to MS Active directory from Novell for user management.
- Web-Scale Library Management System: Worked with the Next-Gen ILS Exploratory Committees to explore the possibility of a new library management system.
- Archivists’ Toolkit: Worked with WLA and University Archives to implement Archivists’ Toolkit as the collection management tool; Investigated the possibility of providing direct web access to archival records for patrons using XTF application.
Departmental Goals for FY12

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

1. eCommons Digital Repository: Work with subject specialists to make promotional push for eCommons; Work with Graduate School to refine the open access and copyright policies.

2. Library Web Site: Make virtual services more visible; Better integrate with library’s social medial tools; Make LibGuides content more integrated into library web site; Provide training for staff about using staff web.


4. Ebooks: Make more ebooks accessible in WorldCat Local.

5. ETD - Work with Technical Services to provide easy access, in Pegasus and WorldCat Local, for the Loyola theses and dissertations available from Loyola eCommons.
Loyola University Chicago Archives & Special Collections

FY2011-2012 Annual Report
# Table of Contents

**Introduction** .................................................................3  
**Access** .............................................................................3  
**Acquisitions** .................................................................2  
**Processing** .........................................................................3  
**Reference** ............................................................................3  
**Outreach** .............................................................................3  
**Special Projects** ...............................................................4  
**Staffing** ................................................................................6  
**FY 12 Goals** .........................................................................8  
**FY 13 Goals** .........................................................................9  
**Appendix A: Reference Requests** ........................................10  
**Appendix B: Acquisitions** ..................................................10  
**Appendix C: Processing** .....................................................11  
**Appendix D: Catalog Records** .............................................11  
**Appendix E: Total Digital Collections (UA & WLA)** ................12  
**Appendix F: Archives & Special Collections Digital Collections** 12  
**Appendix G: Internet Archive Webpage Downloads** ................13  
**Appendix H: Social Media Stats** ..........................................14  
**Appendix I: Oral History Project Interviews, 2011-2012** ............15  
**Appendix J: Oral History Project Transcriptions completed** .......16
Introduction

During fiscal year 2012 Loyola University Chicago Archives & Special Collections staff continued to make great strides in increasing access to collections while at the same time working on special projects, acquiring more records and collections, supervising interns and volunteers, and promoting the use of the archives and rare book collections. Total research inquiries went up 14% over FY11 with a significant increase coming via inquiries by members of the Loyola community – faculty, staff, and students. The number of acquisitions increased by 26% (137.0 linear feet), and the number of items in digital collections increased by 141% to 1,355. Following are some of the main accomplishments of the 2012 fiscal year.

Access

Access continues to be the primary focus of the archives and special collections department. Staff continues to add catalog records for archival collections and rare books to OCLC and Loyola’s online catalog Pegasus. Finding aids continue to be placed online as PDF files while awaiting conversion to EAD files and the creation of a CSS delivery system so that they can be placed online. In addition legacy finding aids continue to be reformatted although at a slower rate than the creation of new finding aids. New digital collections continue to be created and additional items have been added to existing collections. The digital collections are bringing Loyola’s collections to a global audience with item views from places such as the Russian Federation, Canada, France, Romania, Italy, Chile, Netherlands, China, Mexico, Brazil, Jordan, and Japan. Following are some of the accomplishments from the past year:

Catalog Records

- Thirty-eight (38) new catalog records have been added for archival collections bringing the total of collections represented in OCLC and Pegasus to 131. Among the most recently cataloged items are 15 scrapbooks from the “Miscellaneous Scrapbook” collection of approximately 60 scrapbooks. These scrapbooks are being cataloged individually in order to provide the best possible access to their contents.

- One hundred and nineteen (119) records have been added to Pegasus for the rare book collection. The majority of these records were for the books in the Michalak collection thus completing the cataloging of the books that have been received to-date from Tom and Jo-Ann Michalak.

Finding Aids

- Seventeen (17) finding aids were created during the year, bringing the total number of finding aids for collections to 127. One hundred thirteen (113) are now available online with several more finding aids waiting to be put online. Ashley Howdeshell, associate archivist, continues to encode existing finding aids in EAD so that several will be ready when there is a system available to deliver them online. Finding aids for the audio-visual, publications, and legislative series in the Rostenkowski papers have been completed.
Digital Collections

- During FY12 1,341 items were added to the digital collections in CONTENTdm. New collections for the Catholic Church Extension Society Chapel Wagons, Chapel Boats, and General Photographs have been added as has a Loyola University Chicago Photograph collection. The number of items added break down as follows:
  
  - Schoder – Ancient Egypt: 112 items
  - Schoder – Far East: 43 items
  - Schoder – Ancient Rome: 162 items
  - Schoder – Ancient Greece: 243 items
  - Chapel Cars: 109 items
  - Jesuitica: 1 item
  - Photographs: 221 items, including 2 fully digitized photo albums
  - CCES Motor Chapels: 58 items
  - Blackacre: 347 items which together represent several fully digitized issues of Blackacre, the Law School student newspaper.
  - CCES Photo Collection: 36 items

In addition, archives staff has started to experiment with digitizing rare books, one of which has been added to the Jesuitica digital collection (Tianzhu jiangsheng chuxiang jingjie), and three additional volumes which have yet to be put online.

Acquisitions

358.92 linear feet of records and papers were added during the FY12, an increase of 62%. This reflects the addition of several large collections including the remaining Dental School records; Dean Jack Wall, School of Social Work, records; Health Sciences Library records; and the Melville Steinfels papers. Approximately 301 volumes of the History of Medicine collection from the Health Sciences Library were added to the rare book collection. These large acquisitions have significantly reduced the amount of storage area available for Archives & Special Collections, a situation which, along with the environmentally unsuitability of the current storage areas, will need to be addressed within the next 5 years, if not sooner. Notable acquisitions during FY 12 include:

- History of Medicine collection
- Insull papers addition
- Jack Wall records, School of Social Work
- Dental School records
- Health Sciences Library records
- Student Affairs/Student Organizations records
- R. A. Scotti papers
- Melville & Margaret Steinfels papers
- Suzanne Gossett, Ph.D., papers
- Cuneo papers

- 301 volumes
- 3.0 linear feet
- 14.5 linear feet
- 97.5 linear feet
- 37.5 linear feet
- 18.0 linear feet
- 1.5 linear feet
- 75.0 linear feet
- 9.0 linear feet
- 25.75 linear feet
In addition, the area rug from former Congressman Dan Rostenkowski’s Washington, D.C., office was received and will be installed in the Congressional Archives reading room.

**Processing**

During FY12 approximately 360.85 linear feet was processed, a decrease of 18%. Approximately 228 linear feet of the Rostenkowski papers were processed at the Congressional Archives while 132.85 linear feet were processed at the Archives & Special Collections. The increase in the amount processed at the Congressional Archives reflects the efforts of the Political Papers Archivist to finish the Rostenkowski papers while the decrease in the amount processed at the Archives & Special Collections reflects the choice of larger and more complex collections for processing thus requiring more time to be spent on them. Some notable collections processed during the past year include:

- **SERRA International records** 61.86 linear feet
- **Thomas Sheehan, Ph.D., papers** 12.18 linear feet
- **Suzanne S. Gossett, Ph.D., papers** 6.67 linear feet
- **Catholic Church Extension Society records**
  - Financial records 4.0 linear feet
  - Montezuma Seminary records 3.0 linear feet
  - William D. O’Brien, D.D., records 2.0 linear feet
- **Dan Rostenkowski papers**
  - General 31.5 linear feet
  - Golf 1.5 linear feet
  - Thank Yous 5.0 linear feet
  - Legislative 123.5 linear feet
  - Publications 42.0 linear feet
  - Audio-Visual 24.5 linear feet

**Reference**

Archives & Special Collections received 760 reference requests during FY12, an increase of 14% over FY11. Internal Loyola requests rose 27% from 360 to 459 requests during the year. In-person researchers overwhelmingly requested archival collections over rare books, 250 requests to 14. Three ILL requests for pages from rare book volumes were fulfilled using the Atiz BookDrive Pro scanner to digitize the pages. The Congressional Archives received no reference requests during the year.

**Outreach**

Social media tools, presentations, and a new brochure have been added to the traditional outreach tools used by the Archives & Special Collections department. A Facebook page was established for the department in November 2011, followed soon after by a Twitter feed and a Tumblr blog. Associate Archivist Ashley Howdeshell is in charge of these tools and updates them on a weekly
basis. The use of these tools has started generating more interest in the Archives and has resulted in an increase of reference questions.

In addition to social media tools, the University Archivist conducted several presentations for classes during the past year and has worked with several faculty members on class projects. It is expected that work with faculty and classes will continue to expand during the coming year.

Exhibits continue to be a mainstay of the department. During FY12 three exhibits were created for the Donovan Reading Room in Cudahy Library:

- Loyola Campus Architecture (May – November 2011)
- Titanic (April – August 2012)
- Melville Steinfels papers (April – August 2012)

In the cases leading to the Donovan reading room there have been 2 exhibits:

- Loyola Campus Architecture (May-November 2011)
- Tibet and the Dalai Lama (April – August 2012)

In the cases leading to the Congressional Archives a new exhibit on Dan Rostenkowski has been mounted.

**Special Projects**

**History of Medicine books**

Kathy Young was requested in November 2011 to consider adding some, if not all, of the History of Medicine collection from the Health Sciences Library to the University Libraries’ rare book collection. Approximately 900 volumes ranging from 1685 to 1950 were selected in February 2012 and the transfer of books began in March 2012.

**Library Catalog Ledger Digitization**

A project to digitize the library catalog ledger of St. Ignatius College was initiated in collaboration with Dr. Kyle Roberts of the History Department. Two interns, Zorian Sasyk and Brian Molitor worked on digitizing the ledger using the Atiz BookDrive Pro and researching titles in the ledger to see if they were still owned by the library (either in rare books or the main stacks). The ledger will be placed online via CONTENTdm once the transcriptions are complete and additional interns will continue researching the books listed.

**Michalak Broadsides Digitization**

The pilot project of digitizing the Michalak broadsides by George Cruikshank in conjunction with the Center for Textual Studies and Digital Humanities is ongoing. A number of broadsides have been digitized and will be placed online via CONTENTdm during 2012-2013.

**Restoration 2014**

The Archives & Special Collections department is involved in the planning of a conference to celebrate the bicentennial of the Society of Jesus restoration in 2014. The Archives and Special Collections staff will be designing and mounting an exhibit of Jesuitica in the Donovan Reading...
Room, providing items for an exhibit of Jesuitica at LUMA during the conference, and compiling a bibliography of Jesuitica in the rare book collection.

**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. During FY12 twenty-four interviews were conducted with staff and alumni from the Athletic department, Dental School, and Loyola News/Phoenix. In addition, several interviews were conducted with Alumni on the topics of Student Government and activism.

**Catholic Research Resource Alliance**

Approximately 1,000 new records were added to the CRRA portal, mainly in the area of Jesuitica from the rare book collection. The pilot project of adding “CRRA” to the 599 field in catalog records was successful and has enabled the Head of Library Systems to develop a script to automatically pull records with this code and send them to CRRA.

**Loyola News/Loyola Phoenix reunion**

Archives staff assisted Marty Lane and John Deutsch in gathering information, news articles, and photographs for the Loyola News/Loyola Phoenix reunion which was held in October 2011. Marty and John spent several weeks at the Archives during the summer of 2011 compiling the information. Scans of articles and photographs were provided by Archives staff for a PowerPoint display at the reunion.

**Docfinity**

Conversation began with ITS to implement Docfinity as a first step preservation/access solution for the electronic records arriving at and being generated by the University Archives. It is anticipated that electronic records will begin to be inputted into the system by spring 2013.

**Website Conversion**

The Archives & Special Collections website was converted from Serena Collage to the University’s new content management system, T4, in June 2012. Plans are being made for a complete overhaul of the website with the addition of more information, EAD finding aids, and audio clips anticipated.

**Jesuits @ Loyola University Chicago**

During spring 2012 Archives staff assisted Marty Lane on compiling a list of Jesuits who have served at Loyola University Chicago since its inception in 1870. The main source for this information was the university catalogs.

**St. John’s Bible exhibit @ LUMA**

In fall of 2011 Archives & Special Collections loaned several bibles for the exhibit on the St. John’s Bible to LUMA. Staff worked with Jonathan Canning, Curator of the D’Arcy collection, to select bibles for the exhibit and transfer the volumes to LUMA for display.
**Staffing**

**Permanent Staff**

**Kathy Young**, MLIS, MS, CA, University Archivist and Curator of Rare Books

**Ashley Howdeshell**, MLS, CA, Associate Archivist
Ashley received her certification as a professional archivist and member of the Academy of Certified Archivists in August of 2011

**Laura Berfield**, MLS, Political Papers Archivist

**Former Student Staff**

**Eric Jankowski**, Graduate Assistant, Congressional Archives, November 2010 – November 2011
Eric left his position as graduate assistant at the Congressional Archives in November 2011 for a full-time job with Johnson Publishing.

**Chris Barbuschak**, Student worker; left December 2011
Chris left his position as a student worker at the archives in December 2011 to attend library school at Dominican University.

**Current Student Staff**

**Melissa D’Lando**, Graduate Assistant, Archives & Special Collections
Melissa joined the Archives & Special Collections department in August of 2011. She is a MA candidate in Public History.

**Jack Whalen**, Graduate Assistant, Congressional Archives
Jack joined the Archives & Special Collections department in January 2012. He is a Ph.D. candidate in History.

**Lisa Davis**, Graduate Assistant, Loyola University Chicago Oral History Project
Lisa joined the Archives & Special Collections department in August 2011. She is a Ph.D. candidate in American & Public History.

**Meredith Gozo, Volunteer**
Meredith joined the Archives & Special Collections department as a volunteer in Archives & Special Collections. She is a MA candidate in the English department.

**Interns**

**Ann Marie Schneider, May – July 2012**
Ann Marie is a Loyola Alumna attending library school at the University of Oklahoma. She processed a collection, helped with an exhibit, helped with field work, and digitized a book while at the archives.

**Peggy Kotowski, May – July 2012**
Peggy is a Ph.D. candidate in Nursing at Loyola. She processed the latest addition to the Imogene King papers.
Zorian Sasyk, January – May 2012
Zorian worked on a project to digitize the first library catalog for St. Ignatius College, which is in ledger form. He is a senior in the History department.

Brian Molitor, January – May 2012
Brian worked on a project to digitize the first library catalog for St. Ignatius College, which is in ledger form. He is a junior in the History department.
FY 12 Goals

- Continue to improve access to collections
- Catalog records – add another 10 to 20 (minimum) – 39 original records added for archival collections; 119 records added for volumes in the rare book collection; Associate Archivist was taught how to catalog archival collections
- Legacy and new finding aids – continue putting online as PDFs and EAD encoding – Associate Archivist encoded 5 finding aids in EAD; PDFs of finding aids are put online as finished and approved although there is a backlog for this since the archives’ website was converted to T4 during the summer of 2012
- Continue implementing MPLP for select collections to reduce backlog – Ongoing; MPLP is being applied to Loyola records
- CRRA – continue selecting items to be added to the Catholic portal – Ongoing; approximately 1000 records for rare books were sent to the portal
- Finish processing Rostenkowski papers – approximately 90% of collection is finished
- Begin preliminary processing of Hyde papers – will begin in spring of 2013

Rare Book Collection
- Conduct inventory; have a preliminary report on findings by December 2011 – put on hold
- Continue cataloging books from collection currently not in the OPAC - Ongoing
- Add records for Michalak Collection books to OPAC – all volumes, with the exception of 1 series, have been added. Will consult with the head of serial cataloging on the remaining volumes.
FY 13 Goals

- Add 10 to 15 archival collection records to OPAC
- Add 10 to 15 records for volumes in the rare book collection to OPAC
- Compile subject listings for archival collections
- Explore possibility of applying for grants, specifically
  - NEH preservation survey grant
  - NHPRC processing grant for Dorr Felt collection or CCES records
- Implement Docfinity as a first-step preservation & access solution for electronic records
- Complete processing of Rostenkowski papers
- Begin processing of Hyde papers
- Expand number of Loyola News/Phoenix and other Loyola publications in CONTENTdm
- Begin building digitized rare book collection
- Complete website redesign
### Appendix A: Reference Requests

<table>
<thead>
<tr>
<th></th>
<th>% Change</th>
<th>FY12</th>
<th>FY11</th>
<th>FY10</th>
<th>FY09</th>
<th>FY08</th>
<th>FY07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Calls (LUC)</td>
<td>2</td>
<td>97</td>
<td>95</td>
<td>105</td>
<td>72</td>
<td>135</td>
<td>98</td>
</tr>
<tr>
<td>Phone Calls (External)</td>
<td>(26)</td>
<td>67</td>
<td>91</td>
<td>73</td>
<td>78</td>
<td>96</td>
<td>78</td>
</tr>
<tr>
<td>E-mails</td>
<td>4</td>
<td>328</td>
<td>316</td>
<td>266</td>
<td>311</td>
<td>562</td>
<td>226</td>
</tr>
<tr>
<td>Letters</td>
<td>100</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>On-site Researchers</td>
<td>59</td>
<td>264</td>
<td>166</td>
<td>175</td>
<td>111</td>
<td>201</td>
<td>215</td>
</tr>
<tr>
<td>ILL</td>
<td>300</td>
<td>3</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total Internal Requests</strong></td>
<td>27</td>
<td>459</td>
<td>360</td>
<td>344</td>
<td>328</td>
<td>705</td>
<td>377</td>
</tr>
<tr>
<td><strong>Total External Requests</strong></td>
<td>(2)</td>
<td>301</td>
<td>309</td>
<td>282</td>
<td>248</td>
<td>296</td>
<td>253</td>
</tr>
<tr>
<td><strong>Total Research Inquiries</strong></td>
<td>26</td>
<td>760</td>
<td>669</td>
<td>626</td>
<td>576</td>
<td>1001</td>
<td>630</td>
</tr>
</tbody>
</table>

# of Presentations 5

# of Attendees 123

### Appendix B: Acquisitions

<table>
<thead>
<tr>
<th></th>
<th>% Changes</th>
<th>FY12</th>
<th>FY11</th>
<th>FY10</th>
<th>FY09</th>
<th>FY08</th>
<th>FY07</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Acquisitions</td>
<td>26</td>
<td>48</td>
<td>38</td>
<td>54</td>
<td>54</td>
<td>49</td>
<td>37</td>
</tr>
<tr>
<td># of Linear Feet</td>
<td>62</td>
<td>358.92</td>
<td>221.02</td>
<td>564.3</td>
<td>150.39</td>
<td>232.15</td>
<td>468</td>
</tr>
<tr>
<td># of Dissertations/theses</td>
<td>(49)</td>
<td>174</td>
<td>324</td>
<td>200</td>
<td>173</td>
<td>233</td>
<td>177</td>
</tr>
</tbody>
</table>
### Appendix C: Processing

<table>
<thead>
<tr>
<th></th>
<th>% Change</th>
<th>FY12</th>
<th>FY11</th>
<th>FY10</th>
<th>FY09</th>
<th>FY08</th>
<th>FY07</th>
</tr>
</thead>
<tbody>
<tr>
<td>LFT Processed</td>
<td>(18)</td>
<td>360.85</td>
<td>442.28</td>
<td>280.5</td>
<td>156.14</td>
<td>63.25</td>
<td>7</td>
</tr>
<tr>
<td># of new Finding Aids</td>
<td>(22.7)</td>
<td>17</td>
<td>22</td>
<td>8</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td># of Finding Aids Converted</td>
<td>--</td>
<td>4</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td># of EAD Finding Aids created</td>
<td>--</td>
<td>5</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
</tbody>
</table>

### Appendix D: Catalog Records

<table>
<thead>
<tr>
<th></th>
<th>% Change</th>
<th>FY12</th>
<th>FY11</th>
<th>FY10</th>
<th>FY09</th>
<th>FY08</th>
<th>FY07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Archival records</td>
<td>9</td>
<td>38</td>
<td>35</td>
<td>11</td>
<td>31</td>
<td>9</td>
<td>5</td>
</tr>
<tr>
<td>Original book records</td>
<td>(100)</td>
<td>0</td>
<td>12</td>
<td>--</td>
<td>---</td>
<td>---</td>
<td>--</td>
</tr>
<tr>
<td>Copy book records</td>
<td>297</td>
<td>119</td>
<td>30</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Other materials</td>
<td>(100)</td>
<td>0</td>
<td>26</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>52</td>
<td>157</td>
<td>103</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Appendix E: Total Digital Collections (UA & WLA)

<table>
<thead>
<tr>
<th></th>
<th>% Change</th>
<th>FY12</th>
<th>FY11</th>
<th>FY10</th>
<th>FY09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hits</td>
<td>173</td>
<td>6533213</td>
<td>2390647</td>
<td>2023670</td>
<td>86243</td>
</tr>
<tr>
<td>Files</td>
<td>32</td>
<td>3099858</td>
<td>2349272</td>
<td>1888375</td>
<td>79423</td>
</tr>
<tr>
<td>Visits</td>
<td>710</td>
<td>199375</td>
<td>24604</td>
<td>8087</td>
<td>720</td>
</tr>
</tbody>
</table>

### Appendix F: Archives & Special Collections Digital Collections

<table>
<thead>
<tr>
<th></th>
<th>% Change</th>
<th>FY12</th>
<th>FY11</th>
<th>FY10</th>
<th>FY09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Views</td>
<td>432</td>
<td>150856</td>
<td>28369</td>
<td>108151</td>
<td>929</td>
</tr>
<tr>
<td># of Items</td>
<td>141</td>
<td>2316</td>
<td>961</td>
<td>859</td>
<td></td>
</tr>
<tr>
<td># of Compound Objects</td>
<td>29</td>
<td>71</td>
<td>55</td>
<td>57</td>
<td></td>
</tr>
<tr>
<td># of JP2</td>
<td>154</td>
<td>2219</td>
<td>872</td>
<td>776</td>
<td></td>
</tr>
<tr>
<td># of JPG</td>
<td>0</td>
<td>26</td>
<td>26</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td># of items added</td>
<td>1228</td>
<td>1355</td>
<td>102</td>
<td>859</td>
<td></td>
</tr>
<tr>
<td># of Rare Books Digitized</td>
<td>--</td>
<td>4</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Appendix G: Internet Archive Webpage Downloads

<table>
<thead>
<tr>
<th>Title</th>
<th>% Change</th>
<th>FY12</th>
<th>FY11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loyola</td>
<td>30009</td>
<td>7226</td>
<td>24</td>
</tr>
<tr>
<td>Dentos</td>
<td>--</td>
<td>2053</td>
<td>0</td>
</tr>
<tr>
<td>Stritch School of Medicine</td>
<td>46550</td>
<td>933</td>
<td>2</td>
</tr>
<tr>
<td>St. Ignatius Collegian</td>
<td>43400</td>
<td>870</td>
<td>2</td>
</tr>
<tr>
<td>Loyola University Magazine</td>
<td>--</td>
<td>402</td>
<td>0</td>
</tr>
<tr>
<td>Illinois Catholic Historical Review</td>
<td>363</td>
<td>3677</td>
<td>794</td>
</tr>
<tr>
<td>Chicago</td>
<td>666</td>
<td>958</td>
<td>125</td>
</tr>
<tr>
<td>Chicago magazine</td>
<td>341</td>
<td>128</td>
<td>29</td>
</tr>
<tr>
<td>McVickers</td>
<td>504</td>
<td>145</td>
<td>24</td>
</tr>
<tr>
<td>Doomed City</td>
<td>571</td>
<td>349</td>
<td>52</td>
</tr>
<tr>
<td>History of Chicago</td>
<td>564</td>
<td>219</td>
<td>33</td>
</tr>
<tr>
<td>Towers</td>
<td>--</td>
<td>421</td>
<td>0</td>
</tr>
<tr>
<td>Echo</td>
<td>--</td>
<td>89</td>
<td>0</td>
</tr>
<tr>
<td>Tourists Guide</td>
<td>606</td>
<td>219</td>
<td>31</td>
</tr>
<tr>
<td>Chicago and Its Resources</td>
<td>604</td>
<td>697</td>
<td>99</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1413</strong></td>
<td><strong>18383</strong></td>
<td><strong>1215</strong></td>
</tr>
</tbody>
</table>
### Appendix H: Social Media Stats

<table>
<thead>
<tr>
<th>% Change</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook Likes</td>
<td>91</td>
</tr>
<tr>
<td>Hits per Post</td>
<td>96</td>
</tr>
<tr>
<td>Twitter Followers</td>
<td>179</td>
</tr>
<tr>
<td>Blog visitors per month</td>
<td>56</td>
</tr>
</tbody>
</table>
# Appendix I: Oral History Project Interviews, 2011-2012

## Athletics
1. Mary Just  
   7/19/2011
2. Casey O'Meara-Sullivan  
   8/17/2011
3. Eddie Slowikowski  
   11/7/2011

## Dental School
1. Anthony Gargiulo  
   8/31/2011
2. Barbara Chang  
   9/14/2011
3. Alan Kushner  
   9/19/2011
4. Frank O'Meara  
   9/28/2011
5. Sylvester Furmanik  
   10/3/2011
6. Ruth Bialek  
   10/18/2011
7. Lorette Luksha  
   10/18/2011
8. Joseph Gowgiel  
   11/15/2011
9. Alphonse Gargiulo  
   11/21/2011

## Loyola News/Phoenix
1. Anne Haule  
   1/24/2012
2. Mike Pisani  
   1/30/2012
3. Mary Jane Nick-O'Connor  
   2/14/2012
4. Peter Gilmour  
   3/7/2012
5. Martin McMorrow  
   4/30/2012
6. John Braun  
   6/11/2012
7. Edward Bough  
   6/15/2012
8. Warren Busscher  
   6/15/2012
9. George Sullivan  
   6/15/2012
10. William O'Connor  
    6/29/2012

## Student Government/Activism
1. Mary Jane Nick-O'Connor  
   2/14/2012
2. Thomas Hart  
   2/28/2012
3. William Spence  
   3/20/2012

**24 TOTAL (24 People/21 Interviews)**
Appendix J: Oral History Project Transcriptions completed

2011-2012 Transcripts Completed (26)

Ralph Burlingham  Social Work
Cissy Pettenon  Rome Center
John Kilgallen  Rome Center
George Hostert  Rome Center
Carol Stitzer  Rome Center
Patricia Jung  Rome Center
Hugh Miller  Rome Center
Sheila Reynolds Trainor  Rome Center
James DeVoto  Rome Center
David McGuire  Rome Center
Ruth McGugan  Rome Center
Diane Geraghty  Law
Michael Cho  Law
Bill Elward  Law
Francis R Doyle  Law
Ellen O'Gallagher  Law
Shawn Mercer Dixon  Law
Barbara O'Toole  Law
Jerry Norton  Law
James Carey  Law
Robert Emmett Nolan  Law
James Faught  Law
Elaine Reich  Law
John Walsh  Law
John Tuohy  Law
Fred Barnhart  Law
Please note that this report reflects the accomplishments for the Women & Leadership Archives from the close of FY2011 to close of FY2012. The goals as outlined in prior annual reports are often ongoing.

I. Personnel
Elizabeth A. Myers, Director
Catherine Crosse, Graduate Student (Spring-Summer 2012 only)
Elizabeth Loch, Graduate Student
Maria Wagner, Graduate Student
Busha Alum, Intern—LUC, undergraduate, Spring 2012
Laurinda Weisse, Intern—University of Michigan, ASB, Spring, 2012
Grace Pekar, Intern—LUC, graduate student, Spring, 2012
Elias Perra, Intern—Dominican University, Spring 2012
Dean Ramos, Intern—Dominican University, Spring, 2012
Tyler Stitch-Neeb, Intern, LUC, undergraduate, Summer 2012
Catherine Holmes, Intern, LUC undergraduate, Summer 2012
Nina Berman, Intern, LUC undergraduate, Summer 2012

II. Accomplishments

1. Acquisitions & Accessions
   Total new: 89.15 (+7.65); 23 new collections, 13 addendums.

2. Processing
   Total completed: 248.9 linear ft. (+53%); 66 collections were processed, 19 of which were reprocessing projects.

3. General Reference & Special Reference Projects*
   a. General Statistics (+/- FY2011):
      In-Person Visits: 140 (+68%)
      Phone Inquiries: 53 (-1%)
      Email Inquiries: 73 (+68%)
      Tours: 38 people (-34%)
      Class Visits: 2 (+/-0%)
      Webpage Views: July 2011-June 2012: 22,503 (+46%)

4. Special Projects & Events
   • Coordinated internships:
     I coordinated 8 internships: 3 in the summer of 2011, 5 in the spring semester and 3 over the summer 2012. The interns were unpaid and included 5 students from Loyola, 1 from the University of Michigan, and 2 from Dominican University.

   • Displays at Cudahy Library & Piper Hall

- **Website**

- **Speaker Series**
  The WLA continued to host the Speaker Series in 2011-2012. There were 7 speakers, 2 from Sociology, 3 History, 2 from Women’s Studies and Gender Studies. Seventy-three people representing undergraduates, graduate students, faculty, staff, and the public attended in total.

- **Reading Room Reorganization**
  Starting in April 2011 and ending in August, 2011, the staff of the WLA (Beth, Beth L., Catherine, Maria, Stephanie, and Becca) reorganized the reading room using existing furniture and supplies. With the addition of a computer from the Gannon Center (used), we were able to expand our useable work space for staff, improve the overall aesthetic of the reading room, create clearly designated work/storage spaces, and to improve the logical organization of the work spaces themselves.

- **Lower Level Reorganization, Collection Evaluation, and Corrections**
  Starting in June 2011 and ending August 2012, the staff of the WLA (see above) reorganized the entire lower level archival storage. Re-processing continued until May, 2012.

- **Social Media**
  The WLA launched three new social media tools in the last fiscal year: Facebook, Pinterest, and Tumblr. So far, 93 people or institutions have “liked us,” which is not bad considering its only been up and running for 4 months at the writing of this report. Pinterest and Tumblr are currently being populated with content and promoted through the WLA Facebook page. The value of any and all of these media will bear out (or not) over the next year.

- **Grants**
  We, Kristin Emery and I, applied for two grants: (1) Sisters of Charity of the Blessed Virgin Mary Community Grant $7500; (2) Illinois State Historical Records Advisory Board Preservation Grant $5000. This money, in addition to the BVM 2010 grant ($4000) funds, is intended to be used to digitize a significant portion of the most valuable and historic content of the Mundelein College AV collection. We vetted several vendors and chose MediaPreserve. Though successful in getting the funds for the project, the project itself must still be executed in the next fiscal year.

- **Outreach Program / Campaign**
  We did extensive planning for a major outreach campaign for the WLA targeting LUC faculty, administrators, and staff. Part of that work consisted of getting a WLA logo designed from UMC (ongoing), planning an event for October (postponed), looking into the purchase of a canvas bag (sporting the new WLA logo) for the event, and most significantly, the writing and production of a video promoting (and explaining) the WLA to potential donors.

- **Donors**
Significant headway was made on the donor outreach front this past year. The WLA was visited by the International Women Associates, the Roslyn Group for Arts and Letters, the Chicago Readers Club, the Interfaith Worker Justice group, and many individuals. The main collection “get,” Carol Moseley-Braun papers did not arrive until July 2012, but was the result of work done over the past year.

- **Processing Workshops**
  As part of the course work for the Archives and Records Management class I taught at Loyola University Chicago in Spring 2012 and at Dominican University in early Summer 2012, the WLA hosted to processing workshops for graduate students. As a result 25 linear feet of material was processed or partially processed.

### III. Review of FY 2011-2012 Goals

1. Continue building the Mundelein College Photograph collection. Add 500 or more images.
   - **DONE**

2. Explore additional ContentDM projects (Immaculata High School and Chicago Women Artists).
   - **DONE**

3. Continue web development and updates—with emphasis on the regular rotation of content.
   - **DONE**

4. Edit all existing OCLC / MARC records; create new records for 18 newly processed collections, and 6 new digital collections.
   - **DONE**

5. Process or reprocess 150 linear feet of material.
   - **DONE** (and exceed!)

6. Continue general outreach internally and externally.
   - **DONE**

7. Plan and execute the displays for the Mundelein College Reunion, Vespers, and the opening of the Phyllis Zagano papers.
   - **DONE**

8. Review and propose policy changes as a result of the Peer Review (2011), e.g., web changes/edits, explore creating a logo, highlight staff, list classroom projects/instruction options specifically, change fees schedule for photocopying, scanning, etc., better highlight internships, explore the establishment of a formal practicum for LUC students, created PDF of guides for the web, find better ways to highlight work done at the WLA, better highlight collections online and physically.
   - **INCOMPLETE**

   - **INCOMPLETE**. No internship fair was held.
10. Evaluate the possibility of instituting a new collection management (Archon and/or Archivists Toolkit) system with the cooperation of Kathy Young and Chulin Meng. Also explore possible solutions for the management of the archival born-digital content (possibly D-Space). Both of these actions will result in the dumping of PastPerfect and the recognition that the Digital Repository will not be a viable solution for the Archives digital assets issues.

**DONE.** We adopted (though not fully) Archivist’s Toolkit for internal content management and had a series of positive meetings with IT on the adoption of DocFinity for public-access manuscript digital content. IT is ready to begin creating the structure for this for archives.

11. Monograph and Serials cataloging project. See the expansion of the WLA monograph cataloging project which includes the 400 or so books. Work with Martha Spring to repeat this process with the limited number of serials in the collection, specifically the Mundelein College publications. **INCOMPLETE.** Very positive steps were taken to prepare for this project, but no movement and regular delays from cataloging.


**DONE.** We hosted 7 speakers and pulled in 73 audience members total.

13. Continue to re-evaluate the WLA forms (reference, registration, copying, copyright), add or edit as necessary. **DONE.**

14. Edit the WLA Policy and Procedures Manual to include: position descriptions, orientation and training checklists, reporting structure of the Gannon Center and Library, list of all forms, location of master forms, Registration procedures for researchers, expected presence and attitude when interacting with researchers, security, restrictions, retrieval and reshelving procedures, rules for the use of materials (more explicit), major equipment inventory, duplication policies, emergency response policies, public programs. **INCOMPLETE.**

15. Finish (as possible) the projects left from the reorganization of 2011. This includes integrating all of the loose Mundelein College material and starting a minimum of 2 of the remaining major reprocessing projects (Jegen, Theresians, Deborah’s Place, Haney, and Lopata). **DONE.** Theresians and Haney are all that remain to be reprocessed.