

ACADEMIC RESOURCES & TECHNOLOGY

PHOTO

Boston College Libraries

Bapst Library
Middle Campus

**The John J. Burns Library of
Rare Books and Special Collections**
Burns Library, Middle Campus

Geophysics Library
Weston Observatory, Weston, MA

Law Library

Newton Campus

Newton Resource Center (Undergraduate)
Chapel Basement, Newton Campus

O'Neill Library
Central Library, Middle Campus

School of Social Work Library
McGuinn Hall, Lower Level

Educational Resource Center
Campion Hall

Academic Development Center
O'Neill Library

Source: University Librarian

Expenditures for Library Materials

Library	1997-98	1998-99	1999-00	2000-01	2001-02
O'Neill*	\$ 4,542,640	\$ 4,669,956	\$ 5,004,918	\$ 5,254,406	\$ 5,420,183
Educational Resource Center	61,442	66,876	66,014	68,968	68,338
Bapst	70,483	73,238	75,617	78,075	81,120
Social Work	88,838	89,977	92,053	95,144	98,493
John J. Burns	44,632	94,315	135,507	210,840	193,160
Law	855,487	912,927	934,204	997,441	1,016,247
Total	\$5,663,522	\$5,907,289	\$6,308,312	\$6,704,874	\$6,877,541

* Includes general expenditures recorded as "University Librarian."

Source: Office of the Controller

Holdings by Individual Libraries 2002

Library	Volumes	Serial Subscriptions	Microform Units	Gov't. Document Volumes	Media Units
Bapst	47,077	205	-	-	-
Burns	114,054	35	382	-	121,630
Educational Resource Center	43,278	104	16,386	-	1,651
Law	223,394	6,698	1,356,062	4,211	423
O'Neill and Newton Resource Center	1,501,642	13,986	2,454,712	198,211	11,423
Social Work	43,165	346	-	-	192
Weston Geophysics	8,644	42	2,193	-	11,574
Total	1,981,254	21,416	3,748,382	202,492	146,893

Source: University Librarian

Library Use Statistics 2001-2002

Library	General Circulation	Instruction Attendance	Interlibrary Loans	Reference Questions
Bapst	7,822	372	-	-
Burns Special Collections	96	137	-	3,900
Educational Resource Center	23,330	250	-	5,200
Law	15,903	1,334	1,203	1,144
O'Neill and Newton Resource Center	163,525	10,903	28,831	43,680
Social Work	6,807	395	-	1,560
Total	217,483	13,391	30,034	55,484

Data as of June 2002.

Source: University Librarian

Library Services

Quest: The Library Information System

Quest, the Libraries' Web-based integrated system provides convenient access to the Libraries' collections, digital resources, and services from www.bc.edu/quest. It offers a variety of methods for finding books, periodicals, media resources, microforms, newspapers, and electronic materials.

QUEST can easily be searched from any Web browser regardless of platform or location, 24 hours a day, seven days a week. Users can interact with the system and receive immediate feedback on the status of requests; they can place a hold, recall, or request rush processing for a new book right from their desktop. Users can also initiate and track requests for document delivery and interlibrary loan transactions, and may renew materials that are currently charged to them. The Web interface and expanded cataloging capabilities allow unprecedented access to thousands of Web accessible scholarly resources, to full text journals, and to digital collections of photographs and other material.

Digital Resources

The Boston College Libraries offer access to hundreds of electronic indexes and databases. A growing number of these databases include full text access to thousands of books and journals directly from the researcher's desktop. A complete listing of all online databases available through the Libraries can be found by selecting Online Databases on the Libraries' home page: www.bc.edu/libraries.html. The list includes groupings by subject and an alphabetical listing by title. Databases range in coverage from very general to very specific and cover a wide range of research areas in humanities, social sciences, sciences, health sciences, business law, and public affairs. Most databases can be reached directly by clicking on the Web links. Others can be accessed in the Electronic Information Center in the O'Neill Library or the Law Library. An expanding number of links to electronic journals may also be found by selecting the Electronic Journals from the Libraries' home page.

Most databases available through the Boston College Libraries are restricted to the Boston College community. In order to access these databases from off campus, you will need to authenticate yourself with your BC login and PIN.

The Libraries also support an expanding digital collection of special and rare materials such as the Thomas P. O'Neill, Jr. Photographs, the Liturgy and Life Artifacts collection and the Boston Gas Company Photographs via the John J. Burns Library Rare Books and Special Collections Web page: www.bc.edu/bc_org/avp/ulib/Burns/.

Librarians offer classes in how to search databases effectively, by arrangement with professors, and also provide individual coaching at various library services points or by appointment. Researchers who cannot locate resources needed may contact a librarian to develop a search strategy to locate relevant information. See the list of Subject Bibliographers to know which librarian to contact: www.bc.edu/bc_org/avp/ulib/ref/subspec.html

Interlibrary Loan

The Interlibrary Loan Service is offered to students, faculty, administrators, and staff to obtain materials not available in the Boston College Libraries. Books, photocopies of journal articles, microfilm, theses, and government documents may be borrowed from other libraries. Except for unusual items, the waiting period is from one to four weeks. For anyone willing to use the material at another library, a computerized system at the reference desk will provide locations. Requests can be made by using electronic forms available on the Libraries' Web site or by visiting a Boston College library.

Boston Library Consortium

The Boston College Libraries are part of the Boston Library Consortium, a group of area libraries which includes Brandeis University, Boston University, Brown University, Massachusetts Institute of Technology, Northeastern University, Tufts University, University of Connecticut, University of Massachusetts System, University of New Hampshire, Wellesley College, Williams College, as well as the Massachusetts State Library, the Boston Public Library, and the Marine Biological Laboratory at Woods Hole. Faculty and students may apply for a Consortium borrower's card at the Reference Department in O'Neill Library in order to borrow directly from the member libraries. Choose **Mapquest** from the Libraries' home page to search several of the library catalogs simultaneously. Ask at O'Neill Reference for more information about the Consortium.

Association of Research Libraries

The Libraries have attained membership in the Association of Research Libraries, a distinction limited to 124 research institutions sharing common goals, interests, and needs. The mission of ARL is to shape and influence forces affecting the future of research libraries in the process of scholarly communication. Membership is by invitation upon the recommendation of the ARL Board of Directors and approval of the membership.

United States Government Publications

Boston College is one of 1,300 Federal Depository Libraries located across the United States. As a Depository, the O'Neill Library receives thousands of government documents in print, microfiche, and electronic forms, and makes them available to the general public. Many government publications are now available via the Web or in CD-ROM format. Locate government documents in the Quest library catalog. Further information may be found on the following Web page: www.bc.edu/libraries/centers/govdocs/. Questions about the O'Neill collection and the availability of government documents should be directed to the Government Documents and Microforms staff on the first floor of the O'Neill Library.

Media Center

The Media Center on the second floor of the O'Neill Library houses information in many nonprint formats: videocassettes, DVDs, laserdiscs, compact discs, audiocassettes, LPs, and CD-ROMs. Patrons within the center, in individual carrels, may use all media. Faculty may conduct classes using media in either of our two classrooms. There is a Faculty Preview Room for faculty meeting with small groups or previewing media materials. Loans of videos are restricted to BC faculty.

New England Library Information Network/OCLC

Through membership in the New England Library Information Network (NELINET), our users have on-line access to publishing, cataloging, and interlibrary loan location information from the data bank of OCLC, Inc., which contains over 50 million bibliographic records from the Library of Congress and other national libraries, and from over 41,000 other libraries worldwide.

Source: University Librarian

John J. Burns Library of Rare Books and Special Collections

The University's special collections, including the University's Archives, are housed in the magnificently appointed Honorable John J. Burns Library, located in the Bapst Library Building, north entrance. These distinguished and varied collections speak eloquently of the University's commitment to the preservation and dissemination of human knowledge. The Burns Library is home to more than 150,000 volumes, some 15,000,000 manuscripts, and important collections of architectural records, maps, art works, photographs, films, prints, artifacts, and ephemera. These materials are housed in the climate-controlled, secure environment of Burns either because of their rarity or because of their importance as part of a special collection. While treated with special care, these resources are available for use at Burns to all qualified students, faculty, and researchers. Indeed, their use is strongly encouraged, and visitors to Burns are always welcome, either simply to browse or to make use of the collections.

Though its collections cover virtually the entire spectrum of human knowledge, the Burns Library has achieved international recognition in several specific areas of research, most notably: Irish studies; British Catholic authors; Jesuitana; Fine print; Catholic liturgy and life in America, 1925-1975; Boston history; the Caribbean, especially Jamaica; Balkan studies; Nursing; and Congressional archives. It has also won acclaim for significant holdings on American detective fiction, Thomas Merton, Japanese prints, Colonial and early Republic Protestantism, and banking.

Some of the significant collections at Burns include:

- ◆ The Aylesford Press Collection
- ◆ Banking Archives: Hibernia Savings Bank, Union Warren, The Provident Institution for Savings, the Yankee Bank for Finance and Savings, and the Savings Banks Association of Massachusetts
- ◆ Samuel Beckett Collection
- ◆ Hilaire Belloc Collection and Archives, 1870-1953
- ◆ The Honorable Edward Boland Papers
- ◆ Bookbuilders of Boston Archives, 1938-
- ◆ British Catholic Authors
- ◆ Bruce F. Browning Boston Theater Collection
- ◆ Burns, Oates, and Washbourne Collection, 1847-1954
- ◆ The Wallace P. Carroll Papers
- ◆ The Charitable Irish of Boston Collection
- ◆ Gilbert Keith Chesterton Collection, 1874-1936
- ◆ Citywide Coordinating Council Archives, 1975-1978
- ◆ Gerald Chartres Dawe Collection
- ◆ John F. Deane Collection
- ◆ Josephine A. Dolan Collection
- ◆ Theodore Dreiser Collection
- ◆ The Reverend Robert F. Drinan, S.J. Papers
- ◆ East European Collection (Bulgarian and Romanian)
- ◆ Eire Society of Boston Archives
- ◆ Fine Print Collection
- ◆ Flann O'Brien Papers
- ◆ Eric Gill Collection
- ◆ Howard B. Gill Papers

- ◆ Joseph A. Grace's Early Modern English Authors Collection
- ◆ Graham Greene Library and Archive
- ◆ Bobby Hanvey Photographic Negative Archive on Northern Ireland
- ◆ Seamus Heaney Collection
- ◆ The Honorable Margaret Heckler Papers
- ◆ Irish Collection: Books, Manuscripts, Paintings, Sculpture, Photographs, Maps and Ephemera
- ◆ Irish Music Center- including the Frederick Manning Collection of John McCormack
- ◆ Jane Jacobs Collection
- ◆ Janet Wilson James Collection on Women's History
- ◆ Elizabeth Jennings Collection
- ◆ Jesuitana Collection, 1540-1773; 1814 - present
- ◆ David Jones Collection
- ◆ Rita Kelleher Collection on Nursing
- ◆ Brian and June Leeming Collection of Irish Literature
- ◆ Reverend William J. Leonard, S.J. Liturgy and Life Collection, 1925-1975
- ◆ Peter Levi Collection and Papers, 1931-
- ◆ Robert and Patricia Lowery's Collection of Sean O'Casey
- ◆ Reverend Robert J. McEwen, S.J. Collection of Catholic Social Action as embodied in the Modern Consumer Movement
- ◆ Mary and Joseph McNiff Collection of the Stanbrook Abbey Press
- ◆ Thomas Merton Collection
- ◆ Morrisey Collection of Japanese Prints, 18th-19th centuries
- ◆ Arthur Morrissey, M.D., Collection of Haitian Paintings
- ◆ New England Deaconess Hospital Nursing Collection, 1896-1989
- ◆ Nuala Di Dhomhnaill Papers
- ◆ The Honorable Thomas P. O'Neill, Jr. Papers
- ◆ Flann O'Brien Collection
- ◆ Mary L. Pekarski Nursing Archives
- ◆ Pope John XXI Collection of Medical Ethics
- ◆ Salem Divines Collection
- ◆ Pasquale Sconzo Collection of Physics and Astronomy
- ◆ George Bernard Shaw Collection
- ◆ Joseph Coolidge Shaw, S.J., 1821-1851, Collection
- ◆ Rex Stout Collection and Archives
- ◆ Francis Sweeney, S.J. Collection
- ◆ Francis Thompson Collection, 1859-1907
- ◆ Typography and Design
- ◆ University Archives
- ◆ Sr. Madeleine Clemence Vaillot, O.P. Papers
- ◆ Nicholas M. Williams Memorial Collection of Caribbeana
- ◆ William Butler Yeats Collection

The John J. Burns Library is open Monday through Friday, 9:00 a.m. to 5:00 p.m. The Library is closed on all University holidays. Visitors are always welcome and are encouraged to view the permanent exhibition areas of the Library. Guided tours are also available upon request. Patrons using the collections must do so in the Burns Reading Room where specialized reference and copy services are provided. Burns sponsors an active exhibits and lecture series program.

Source: Burns Librarian

Academic Development Center

The Academic Development Center (ADC) exists to support and enhance all aspects of academic excellence by helping undergraduates, graduate students, and faculty improve learning quality and teaching effectiveness. The ADC, which opened its doors in September 1991, is located on the second floor of O'Neill Library in the Eileen M. and John M. Connors, Jr. Learning Center.

The ADC is a comprehensive, inclusive resource serving all of the University's students and faculty. To address the needs of the great majority of Boston College students, the Center provides tutoring for more than 60 courses, including calculus, statistics, biology, chemistry, nursing, accounting, and classical and foreign languages. In addition, graduate students in English serve as writing tutors. (All ADC tutors are recommended and approved by their relevant academic departments; most are graduate students, juniors, or seniors.)

Tutoring, and all other academic support services, is free of charge to all Boston College students and instructors.

The Center also sponsors seminars, workshops, and discussions for faculty and graduate teaching fellows on strategies for successful teaching and learning. Through these and other activities, the Academic Development Center plays an increasingly important role in enhancing the quality of academic life at Boston College.

Source: Academic Development Center Director

Academic Development Center Statistics

Academic Year	Hours of Tutoring	Students Tutored	Rated Tutoring "Extremely" or "Very Useful"
1994-95	5,215	2,200	91%
1995-96	6,419	2,000	92%
1996-97	6,162	2,000	92%
1997-98	6,050	1,810	93%
1998-99	6,012	2,120	93%
1999-00	5,800	2,300	93%
2000-01	5,882	2,200	93%
2001-02	5,976	2,150	92%

Source: Academic Development Center Director

University Archives

Archives are the official non-current papers and records of an institution that are retained permanently for their legal, fiscal, or historical values. The University Archives, a department within the John J. Burns Library, contains the office records and documents of the various University offices, academic and otherwise, copies of all University publications, including student publications, movie footage of Boston College football, some audiovisual materials, and tape recordings of the University Lecture Series and other significant events. A significant collection of photographs documents the pictorial history of Boston College. Alumni, faculty, and Jesuit records are also preserved. In addition, the Archives is the repository for the documents of Newton College of the Sacred Heart (1946-1975) and the documents of the Jesuit Community of Boston College (1863-).

Source: University Archivist

The Language Laboratory

The Boston College Language Laboratory, serving all the language departments, students of English as a foreign language, and the Boston College community at large, is located in Lyons 313. In addition to its 32 listening/recording stations and teacher console, the facility includes: 15 networked Macintosh workstations, 2 laser printers, a Web server, a materials development workstation, 2 TV/video viewing rooms, 2 individual carrels for TV/videocassette/DVD viewing, and one CD listening station. The Lab's media collection, computer/multimedia software, other audiovisual learning aids, and print materials including mono- and bilingual dictionaries, as well as laboratory manuals for elementary through advanced language courses, directly support and/or supplement the curriculum requirements in international language, literature, and music.

The Lab's collection is designed to assist users in the acquisition and maintenance of aural comprehension, oral and written proficiency, and cultural awareness. Prominent among the Lab's offerings that directly address these goals are international news broadcasts and other television programming available through the Boston College cable television network and made accessible to lab users via EagleNET connections and/or via videotaped off-air recordings. These live or near-live broadcasts from around the world provide a timely resource for linguistic and cultural information in a wide variety of languages.

Students (undergraduate and graduate), faculty, and B.C. community members who wish to use the Language Laboratory facility and its collection will find the Laboratory staff available during the day, in the evening, and on weekends to assist them in the operation of equipment and in the selection of appropriate materials for their course-related or personal language needs. Digitized audio programs from the Lab's collection are also available on the Boston College network 24 hours a day, 7 days a week to students officially enrolled in courses in which these programs have been adopted as curricular material. For more information about the Language Laboratory, please visit its Web site at www.bc.edu/langlab.

Source: Language Laboratory Director

The McMullen Museum of Art

The Charles S. and Isabella V. McMullen Museum of Art aims to increase understanding of the visual arts, to encourage inquiry, and to enrich learning through the display of a notable permanent collection and special exhibitions of international importance. The Museum occupies two floors of Devlin Hall. Spacious galleries with movable walls provide flexible exhibition spaces that rival venues in larger museums. Begun in the nineteenth century, the University's permanent collection contains notable works that span the history of art from Europe, Asia, and the Americas. Outstanding among them are Gothic and Baroque tapestries, Italian paintings of the sixteenth and seventeenth centuries, American landscape paintings of the nineteenth and early twentieth centuries, and Japanese prints. The collection is displayed on a rotating basis in the Museum's galleries on the ground floor. In keeping with the teaching mission of a university museum, accompanying text explains the significance of each work in its historical context and addresses questions from the current scholarship. The Museum maintains an active special exhibition program, bringing outstanding works from around the world to Chestnut Hill. The Museum organizes public lectures, symposia, workshops, film series, and gallery tours in concert with current exhibitions. Web site: www.bc.edu/artmuseum

Source: McMullen Museum of Art

Information Technology

Information Technology manages Boston College's computing, communications, and electronic information resources, and working with key constituencies throughout the university, provides the leadership to shape future technology plans and strategies to meet the mission and goals of the University. The highly integrated Boston College campus technology environment provides voice, data, and cable television connections to classrooms, offices, and residence hall rooms. IT staff work to keep up with rapidly changing applications and technology infrastructure, providing faculty, staff and students with the tools and technologies needed to compete and succeed. Entering the new century, Boston College users gained access to a new wireless network and Virtual Private Networking (VPN), enabling users to choose where and when they access campus computing services. As the development of Web-enabled services matures, BC continues providing new Web-based online services, such as enhanced email services, and personal information management options.

Telephone Infrastructure

	1997-98	1998-99	1999-00	2000-01	2001-02
Telephone System					
Number of Sites Supported*	10	10	10	11	12
Number of Switch Locations	10	10	10	11	12
Service Through the PBX Switches					
Faculty/Staff Voice Lines	5,911	6,398	6,495	6,638	6,761
Student Voice Lines	7,020	7,193	7,267	7,495	7,616
Remote Call Forwarded Lines**	4,283	4,127	4,396	6,834	7,296
Incoming Lines (Bell Atlantic)	336	336	380	308	308
Outgoing Lines	500	500	500	499	499
Modem Pool Lines (Operating at 56kb)	144	144	144	184	184
Remote Site Tie Lines	54	54	72	94	188

* The twelve current sites are: Main Campus, Newton Campus, St. Clement's Hall, Weston Observatory, 1280 Boylston St. Newton, New York offices, 1380 Soldiers Field Road, and the four Social Work satellite campuses (Springfield, MA; Paxton, MA; Plymouth, MA; and Portland, ME).

** These lines are associated with a Voicemail box and do not have a physical telephone set.

Note: All statistics are reported as of the end of the fiscal year indicated.

Source: Information Technology, Network Services

Student Learning and Support Center

The Student Learning and Support Center (SLSC) assists students in accessing computing resources on campus and hosts a student computer lab. Currently, the computer lab has 137 Pentium 4 Dell PCs and 29 eMac G4s and 19 G4s running OSX (10.2 Jaguar). In addition to the workstations, the facility has 5 color scanners, 2 music stations, 8 high speed laser printers, 6 laptop docks, a disk vending machine, a typewriter, notary services, resume printing, print-only stations and training classes for students in PhotoShop, HTML, Dreamweaver, Flash, Excel, etc. The SLSC is also home to the Student Help Desk (552-Help) offering software troubleshooting and virus assistance. Users also find fast connection to the internet. For more information see the SLSC Web page at: www.bc.edu/slsc.

Source: Information Technology

Student Learning and Support Center Statistics

User Visits	1999-00	2000-01	2001-02
Sept	48,258	38,965	35,000
Oct	42,206	42,428	46,153
Nov	44,704	37,649	38,094
Dec	30,673	18,783	33,026
Jan	19,165	21,976	22,000
Feb	40,337	40,409	36,717
Mar	39,938	36,311	27,987
Apr	47,978	31,913	53,568
May	24,265	19,981	17,854
Jun	11,329	8,168	5,855
Jul	10,748	10,533	8,228
Aug	8,367	7,427	5,940
	367,968	314,543	330,422

Total Pages Printed, July 1999 - June 2000 4,196,569

Total Pages Printed, July 2000 - June 2001 4,677,530

Total Pages Printed, July 2001 - June 2002 6,418,016

Source: Information Technology

Computer Network Elements

	1997-98	1999-00	2000-01	2001-02
Computer Networking "Actives"				
Number of remote campuses supported for data	4	5	6	6
Total number of registered TCP/IP nodes	11,772	11,844	13,000	13,125
Number of servers running at 100 megabytes per second	52	93	150	200
Number of "Switched" 10/100 ethernet ports	1,032	11,300	12,000	16,950
Number of "Shared" 10 megabyte ethernet ports	13,153	6,900	6,200	1,250
Number of "Building to Backbone" links at 10 megabytes per second	95	50	15	0
Number of "Building to Backbone" links at 100 megabytes per second	2	51	13	10
Number of "Building to Backbone" links at 1000 megabytes per second	1	1	26	88
Total bandwidth of Internet I link (in megabytes per second)	4.5	45	45	45
Total Bandwidth of Internet II	n/a	n/a	155M	155M
Total bandwidth of campus backbone	200M	200M	2 Gigabit	Multi-gigabit
Teleconferencing locations	7	10	10	10
Computer Network Infrastructure				
Investment in infrastructure (cumulative)				
Voice, data, video, active electronics & equipment	\$30,000,000	\$30,925,000	\$32,000,000	\$35,200,000
Cable plant, racks, patch panels, frames, etc.	\$10,000,000	\$10,250,000	\$10,450,000	\$11,495,000
Network Plant				
Total number of network rooms supported	380	390	397	405
Total number of information outlets supported	80,000	81,000	81,650	83,000
Interior fiber optic cable installed (in miles)	6	7	7.5	8.5
Exterior fiber optic cable installed (in miles)	12	14	16	18
Interior station cabling installed (in miles)	250	280	300	400
Exterior copper cabling installed (in miles)	40	41	43	44
Cable Television Plant				
CATV Headend Rooms	1	1	1	1
CATV Satellite Distribution Center	1	1	1	1
CATV drops - active	7,500	7,723	7,723	7,983

Source: Information Technology

Total Successful Page Deliveries by WWW.BC.EDU Web Server by Month

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02
June	27,935	190,137	279,542	1,002,994	*	2,392,541	2,039,660
July	45,192	238,233	404,894	946,299	*	2,527,185	3,808,216
August	63,210	237,030	526,562	1,118,492	*	3,065,535	3,784,256
September	121,976	451,695	938,357	1,207,177	*	5,285,181	5,516,599
October	146,576	508,895	1,013,426	1,607,353	*	5,114,635	5,256,673
November	135,112	506,962	935,703	1,692,974	*	4,363,571	5,730,428
December	106,097	367,231	757,960	1,430,245	*	3,853,523	4,598,432
January	141,290	*	817,031	1,601,388	2,967,437	4,101,982	5,968,718
February	186,043	768,969	1,061,693	2,014,961	3,605,414	4,136,356	6,327,405
March	190,674	924,787	1,245,231	2,100,228	3,611,981	4,830,946	5,918,802
April	203,636	736,529	1,512,718	2,201,534	3,421,388	4,840,545	6,700,884
May	183,106	431,943	1,069,806	1,758,244	*	*	5,183,978
Total	1,550,847	5,362,411	10,562,923	18,681,889	13,606,220	44,512,000	60,834,051

Note: A page view is the transfer of one html page to one requesting computer. Many pages require the transfer of several additional graphics files. These additional files are not counted in these totals.

* Data is incomplete or unavailable for this period.

Source: Information Technology