IRis

Northeastern University

Libraries' Publications

University Libraries

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Northeastern University - University Libraries

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ANNUAL REPORT

2004 Northeastern University Libraries

Northeastern University

Libraries

Our **Mission**:

To advance **academic** excellence, enrich the **research** environment and **promote** information **literacy** within the Northeastern University community by anticipating, **providing** for and fostering the effective use of information **resources**.

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Northeastern University Libraries

Dean's Message

Northeastern University Libraries

Dear Friends,

All our hard work is paying off! We had a terrific year at the Northeastern University Libraries. The most important accomplishment has been the Library's prominent inclusion in the University's Academic Investment Plan. As the quality of education at Northeastern garners more national attention and as the University engages in increased research activities, the importance of the Library to the University's mission has become evident. The University has recognized this critical role by granting the Library a substantial budget increase. This welcome recognition, combined with philanthropic dollars, will help propel us toward a level appropriate to a top-100 research university. We have already begun this year by providing access to new and critical databases in the health sciences and engineering.

As the Library plays an increasingly prominent role in the educational and cultural life of the University, we have enhanced our programming to enrich the education of Northeastern students. This year we hosted several book talks by Northeastern-affiliated authors, including former NU President John A. Curry. In addition, we held a special event that celebrated activism for equality and pride in Boston's African American, feminist, gay and lesbian, and Latino communities and that showcased our special collections in those areas.

The Class of 2004 recognized the contribution of the Library to their education. We were absolutely delighted to learn that the graduating class selected the Library to receive the Senior Class gift and pledged over $20,000 — the largest Senior Class gift amount in Northeastern's history. Students cited the excellent service of our staff and effective library instruction sessions in which they learned to find information and to evaluate sources critically, acquiring lifelong skills to take with them as they enter careers or continue their education in graduate school. We appreciate these recent alums for giving to the Library and look forward to continuing this special partnership.

What lies ahead for the NU Libraries? We will continue to augment our collections with the best print materials and electronic resources we can provide. We are in the midst of a major transition to transfer our print journal subscriptions to electronic format so they can be easily accessed on campus and off, at any time, day or night. Of course, we will continue to buy books, for there is nothing more valuable than the in-depth exploration of an idea that only a book can provide. We have also partnered with Innovative Interfaces, Inc., a leader in library automation, to design a digital repository called IRis to preserve faculty research, student projects, Northeastern dissertations and important records of the University.

How can you help? Please consider designating your annual fund gift to the Library. I would also be happy to talk with you about a major gift. Perhaps you would be interested in funding the Alumni Reading Room, which will give alumni a place to gather and visit when they are on campus, or an endowment for our collections. We count on donations to help us bring our students the best collections and facilities, as well as innovative technology and programming.

We are proud of our accomplishments. We are working hard to give the Northeastern community the highest quality collections, facilities, instruction and programming. Each day brings more success. Please come to the Snell or Burlington Library and see for yourself. You will be delighted with the progress.

Thanks to all of you — our users, donors, partners and staff — who have helped make our success and growth possible.

Best wishes,

Edward A. Warro
Dean, University Libraries

A Year of Accomplishments

Northeastern Libraries

Advances in Technology

Institutional Repository - IRis, Partnering with Innovative Interfaces, Inc., a team of NU librarians has been developing an institutional repository with the capability to electronically collect, manage, store and distribute scholarly research and other critical information produced by students and faculty of Northeastern.

Interlibrary Loans - ILLiad, a new electronic interlibrary loan system, was implemented. This will allow for the retirement of the paper-based lending system.

Personal E-Journal Manager - TDNet provides a gateway to more than 19,000 full-text electronic journals. TDNet allows users to create a private collection of favorite journals and receive tables of contents and keyword search alerts by e-mail.

Wireless Internet Access - With NUwave, Snell Library is now fully equipped to provide visitors with wireless Internet access from any location within the building.

Accutrack - This software package was put into service, improving real-time information access for tutors and tutees in the Peer Tutoring center.

Users, Our First Priority

Library Instruction Program - This year has seen a major expansion in this program, which provides sessions on library use and information literacy. Nearly 600 classes were given by our professional librarians, reaching more than 10,000 students.

Peer Tutoring Center - This center has made substantial advancements since last year. The number of students who sought help increased by 49%, and 35% more group tutoring sessions were provided than in previous semesters.

IEEE*Xplore* - The Library now subscribes to IEEE*Xplore*, which includes full-page images of journals, magazines, transactions, conference proceedings and standards published by the Institute of Electrical and Electronics Engineers (IEEE) and the Institution of Electrical Engineers (IEE). This

Archives Co-op student, John Fienberg

Research and Instruction Librarian Joan Omoruyi, working with an NU student

acquisition was a result of our aim to reach collection goals in support of becoming a top research institution.

User Survey - A major survey was conducted to assess the quality of customer service and to discover users' main concerns and priorities. Access to more e-resources, such as IEEE*Xplore*, was a key area that was identified in the survey results.

Inventory - A major inventory project was completed that identified missing items and corrections to be made to the catalog. In addition, over 7,000 government document records were loaded into the catalog, providing better access to this important collection.

Self-Service Options - Many self-service options were made available and promoted to Library users, including self-renewal of materials, course reserves lookup, self-checkout of materials, interlibrary loan requests and logging in to e-resources using a campus-wide, one-username sign-on.

Media Center - This center has introduced several new features designed to improve user access to collections, including suggested viewing and reading lists and a guide to the catalog that assists in locating media.

Solomon Jazz Collection - Library staff catalogued a historically significant group of LP records donated by the Solomon Family. This effort will provide better access to this special media collection.

Audio Tour - An audio tour of Snell Library was developed for new students. It introduces a student to materials in his or her major and covers services available to students at the Library.

"Coming together is a **beginning**,
staying together is **progress**,
and working together is **success**."

Henry Ford

A Year of Accomplishments

continued...

Northeastern University Libraries

Strategies for Better Service

Collection Development - Librarians created collection development policy statements for all major subject areas. The statements enable systemic assessment of our collections, including benchmarking with other libraries, and help in guiding acquisition efforts in support of becoming a top research university.

Improved Workflows - The Library's Technical Services Department was reorganized into two new departments, the Non-Print Management Department and the Print Management Department, in order to improve the collection and processing of resources, both print and electronic.

Work-Study Impact - The Library again hired NU students who received federal work-study grants. More than 300 students work part-time at the Library. While Northeastern students learn behind-the-scenes operations of the Library and gain practical skills, they also provide valuable ongoing feedback on Library services and keep us informed of what is important to their generation of information seekers.

Strategic Plan - A new strategic plan was created and is underway after the successful completion of our first three-year plan under the leadership of Dean Edward Warro.

"The Library made an important contribution to the Uzbekistan State University of World Languages in Tashkent."

Nicholas Daniloff, Professor, School of Journalism

Creating a Dialogue

Northeastern Libraries

The University Libraries sponsor events and exhibits to intellectually stimulate the Northeastern community and to promote civic engagement. This year, we hosted several book talks and a celebration of our Archives special collections, as well as an exhibit showcasing literary works produced by Northeastern faculty members.

Book Talk Series Launched

We launched our new **Meet the Author Series**, which showcases the talent of Northeastern University and visiting authors. Northeastern Law Professor Dr. Roger Abrams entertained audience members with a vibrant account of the first World Series, which occurred on what is now the NU campus. Former Northeastern President John A. Curry discussed his thriller *Bless Me Father*. Finally, Doctor Khassan Baiev, NU Professor Nicholas Daniloff and Journalist Ruth Daniloff talked about *The Oath: A Surgeon Under Fire* and discussed the political situation in Chechnya during the Russian invasions.

We Raise Our Voices

A special event was held on February 11th that featured *We Raise Our Voices*, an exhibit that celebrates activism for equality and pride in Boston's African American, feminist, gay and lesbian and Latino communities. Representatives of local community groups spoke to guests from the NU community as well as activists committed to preserving Boston's diverse history. The exhibit includes selected documents of the Women's Educational Center in Cambridge, La Alianza Hispana, the National Center for Afro-American Artists and the Theater Offensive, among many others. *We Raise Our Voices* can be viewed at http://www.lib.neu.edu/archives/voices.

University Archivist Joan Krizack and Elizabeth Bouvier, Archivist for the Supreme Judicial Court of Massachusetts, at We Raise Our Voices celebration, February 2004.

Dr. Khassan Baiev, January 2004.

Assistive Technology Meet and Greet

On April 1, Joe Lazzaro, the director for the Adaptive Technology Program of the Massachusetts Commission for the Blind, gave a presentation about how advanced technology is improving the lives of students with disabilities. After the presentation, library staff demonstrated software and equipment purchased with Library Services and Technology Act grant funds.

Scholarly Communication

NU Libraries hosted a Scholarly Communication Faculty Breakfast on April 8. A panel discussed the impact of technology on the creation, dissemination and sharing of scholarly and scientific information. Guest speakers included Jean-Claude Guédon, a professor from the University of Montréal, and Robert Futrelle, of Northeastern's College of Computer and Information Science.

Exhibits and Reading Lists

Major Works about Baseball, August 2003

A Proud Past: Boston Bouvé College, 1913-1977
http://www.lib.neu.edu/archives/bouve, Fall 2003

New Faculty Publications, September-October 2003

"Kristallnacht" Holocaust Exhibit, November 2003

Recent Works on the Holocaust, April 2004

Welcome to NU Libraries, May-August 2004

"As the **Library** plays an increasingly **prominent** role in the **educational** and **cultural** life of the University, we have enhanced our programming to **enrich** the education of Northeastern **students**."

Edward A. Warro, Dean, University Libraries

Partnerships in Learning

Northeastern Libraries

Northeastern Librarians have forged partnerships this year with many people and groups:

The NU School of Education, to teach Children's Literature classes in the Snell Favat Center and to set up exhibits of student children's books.

History Professor Gerald Herman, who worked with Carol Poulliotte of the Media Center to present a program on selecting and evaluating media materials for the class "*History and Media*."

The NU Music Department, to work on changing and enlarging the music collections in the Library.

Professor Joseph Warren, who worked with librarian Kathy Herrlich who taught the Global Information Systems portion of his class "*The Economic Status of Minorities*."

Advanced Writing for the Disciplines, to provide 50% more information literacy presentations to more than 120 class sessions involving 3,000 students.

Bouvé College, in collaboration with the Library's Research and Instruction Department, to provide graduate students with information literacy sessions that were attended by more than 220 students.

The EdTech Center, to give a presentation at the March 2004 NERCOMP Conference on the integration of course-related research resources into faculty Blackboard accounts and to provide a spring expo entitled "*Beyond Books and Blackboards*," which demonstrated new library technologies to faculty and included presentations by librarians Jamie Dendy and Laura Stokes.

School of Professional and Continuing Studies, to provide direct support for distance learners wishing to access Library databases.

The Uzbek State of World Languages University and Professor Nicholas Daniloff to welcome and teach journalism exchange students about freedom of information researching in the US.

Favat Center

It's been a busy year in the Favat Center for Children's Literature and Curriculum Resources. The Favat Center, located in 295 Snell Library, is being developed to provide a current collection of children's literature, pre-school to high school curriculum guides, teachers' instructional materials and related information in support of the School of Education and the study of children's literature.

This year has seen the active involvement of the Center's staff in the School's successful State Department of Education accreditation review. The Favat collections have been enhanced through a number of initiatives: 282 children's books were added, and Favat staff set in motion a campaign with educational publishers that led to the donation of valuable sets of current curriculum texts.

The University's CESAME program donated teaching materials and library staff integrated into the center's collection a mass of curriculum and teaching-related books and media, either newly purchased or transferred from elsewhere in the library's collections.

The Favat Center is more, though, than just a growing specialist collection of books and media. It serves as a valuable space for faculty to use for teaching children's literature, as a resource and working space for student teachers (individually or in groups) and as a new forum for exhibits. Among the materials housed in the Favat display case last year, pride of place went to the delightful exhibit of children's books created by Professor Robert Fried's students.

For the librarians responsible for the organization and operation of the Favat Center — Janet Belanger, Debra Mandel, Carol Poulliotte and Victoria Spain — that exhibit demonstrated the clear benefits of a close working relationship among faculty, students and the Library.

"The Favat Center is an intimate and creative environment for students, children and faculty."

Victoria Spain, Research and Instruction Librarian

Collections and Digital Management

Northeastern Libraries

The Library continued to add new materials in an effort to provide students and faculty with the best possible collection of resources to facilitate scholarly research and student coursework. A few notable additions are the *9/11 Commission Report* and online versions of four major subject encyclopedias. At the end of the fiscal year, the Library had 968,000 volumes, 7,636 serial subscriptions, 28,590 licensed e-journals and 160,542 government publications.

Growth and Management of E-Resources

Responding to strong feedback from last spring's Library survey of faculty and with support of the Academic Initiative, the Library has been able to increase the level of electronic resources available to the Northeastern community, including the addition of four major online encyclopedias: *Encyclopedia of Materials: Science and Technology, Encyclopedia of Genetics, Encyclopedia of Ocean Sciences* and the *International Encyclopedia of Social and Behavioral Sciences*.

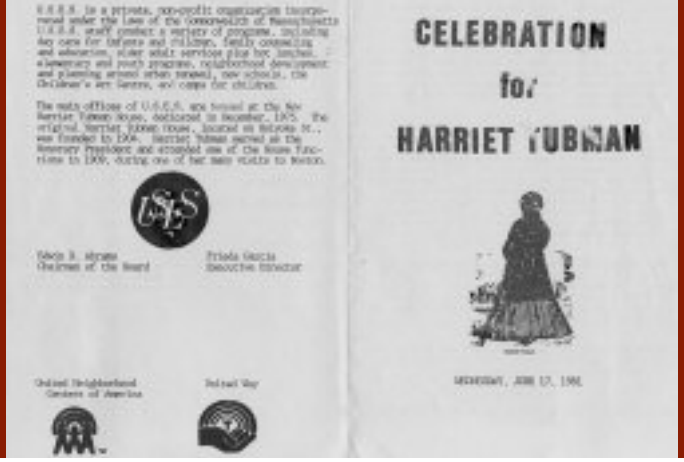
As electronic resources continue to grow in importance, the Library also acquired and installed the TDNet e-journal management system. It provides full access to all of our subscription e-journals through a single interface and allows users to create a personal collection of journals in their account. With this resource in place, the Library can provide a whole new level of access to the latest materials and collections.

NU's Institutional Repository

IRis is a system for collecting, distributing, managing and preserving digital information being created by NU faculty, students and staff. IRis is a collaboration among Northeastern librarians, archivists, technology professionals, faculty and administrators. It will include the intellectual output of Northeastern faculty and students, as well as materials that document the evolution of the University's programs, activities and policies. IRis will be part of a larger system of repositories that are searchable through a single interface, providing free access to important material that was previously inaccessible or only

"Our goal is to provide rich print, archival and digital resources to the Northeastern user."

Will Wakeling, Associate Dean,
Collections and Technical Services



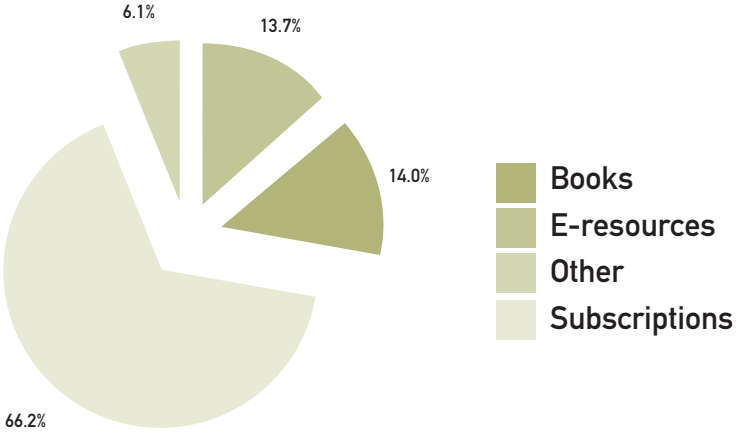
"Celebration for Harriet Tubman" program and the Tubman dancers photographs (1981) housed in University Archives

accessible for a fee. IRis is being developed with Innovative Interfaces, Inc., a leader in library automation. A prototype will be launched in January 2005.

New Collections in Archives

Fifty-seven historical collections have been added to the Archives, including United South End Settlements art and culture records, NU School of Law records and NU Radio transcriptions. A large number of images and negatives have also been archived, including German concentration camp photographs. Another major project was a donor-funded project to process records of the Boys and Girls Clubs of Boston. All of these projects are helping to fulfill the Library's goal of acquiring records of nonprofit community-based institutions that foster social justice.

E-Resources as % of total spending on information in 2004



Giving Opportunities

Northeastern Libraries

The Library faces many challenges in meeting user needs, chief of which is the rising cost of books and journals, especially electronic resources, which outpaces the rate of tuition increases. We aim to build collections and provide facilities that are commensurate with our highly acclaimed services and that are necessary to support the University's goal of being a nationally recognized research institution. Here is a sampling of giving opportunities that are part of the University's Leadership Campaign.

Building Improvements

We need to infuse the main floor of Snell Library with the same bright, high-tech, welcoming energy and verve of our popular Cyber Café. At the same time, there is a need for a space that will support Library events and a place for alumni to gather. Currently there is no space on campus dedicated for use by alumni. An Alumni Reading Room will provide such a space, much like a traditional library, with wood paneling, comfortable seating and soft lights. This space will also be open to the entire Northeastern community when it is not being used for alumni gatherings. The overall cost of first floor developments is $550,000.

The Undergraduate Research Collection

Gifts and endowments supporting the annual renewal of a core collection of current books and other printed materials are vital to the continuing health and strength of the Library's service to the University's teaching, scholarship and research programs. In light of increased journal subscription costs, rising electronic resource costs and an elevation of academic standards at Northeastern, it is vital to obtain gifts for this core collection. Please consider establishing an endowment earmarked for a subject area that is dear to you or a loved one.

First year work-study student, Hardeep Singh.

Northeastern Library work-study students, Nicole Amato, Andrew Desalme and Meghan Fleming.

The Digital Library Collection

The Library urgently needs to invest more heavily in the new generation of digital resources on the Web. These are rapidly becoming the basic working tools of students and researchers. Unlike much of the material available on the Web, the best of these resources are often quite expensive. A gift will allow us to make a one-time purchase of important historical or fixed files of digital information. For ongoing subscriptions, a larger endowment can sustain access over a number of years. An example of such an important database that we would like to provide is *Web of Science* (approximately $118,000 per year with a $593,000 one-time cost for backfile material).

Dean's Innovation Fund

Northeastern University aims to be in the top 100 national research universities. In addition to collection size and scope, key factors in determining research libraries' rankings include innovative programs and services. A special endowment to support timely, innovative library programs will help us to realize NU's top-100 vision. These projects may involve expanding technology, such as online table-of-contents delivery services for students and faculty; enhancing our tutoring services and research skills programs; or building collections based on cutting-edge areas of research at Northeastern, such as biotechnology.

Please contact Edward A. Warro, Dean, University Libraries, at 617-373-5001 / e.warro@neu.edu or Beth Kramer, Director of Major Gifts, at 617-373-4141 / b.kramer@neu.edu for more information or to make a pledge.

Thank You, Library Supporters

Northeastern Libraries

Library Supporters are alumni and friends who make an annual gift in support of the Northeastern University Libraries. We appreciate each and every gift from our many Library Supporters. Listed are donors who gave $100 or more between July 1, 2003 and June 30, 2004.

Virginia Close Bacon '65
Walter Barber II '70
Stanton D. Barclay, Jr. '68
Karen E. Bentley '87
Mr. and Mrs. Raymond J. Blasczak
Shirley M. Budden '85
David M. Campilii '82
Mr. and Mrs. Bruce T. Carleton
Maria Hudson Carpenter
Carol B. Caro '73
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Charles D. Ioven '93
David R. Johnson '76
Howard N. Kane '49
Donald J. Kerins '54
Peter King '75
Steven W. Klebe '78
Katharine M. Kleinke '69
Bruce G. Kosa '62
Joan Krizack
Laurence Krutchik
Patricia I. Kussman '81
Walter E. LaBonte '68
Maxine M. Ladouceur '75
Abdelmadjid M. Lahlaf '87
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Dominic Meo III '68
G. Karen Merguerian
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Leon L. Noyes '53
Margaret E. O'Leary '73
Dr. and Mrs. Chris Outwin
Mr. and Mrs. Andre G. Paradis
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C. Nicholas Reveliotty '63
William J. Ross '68
Mr. and Mrs. Robert Sheldon
Mr. and Mrs. Robert Simms
Burt S. Schein '73
John S. Simakauskas '82
Ellen Toman
Douglas B. Tomb '92
Peter Torode '98
Daniel F. Torre '73
Robert J. Tove '71
Dr. Arnold Trehub '49
Mr. and Mrs. Victor Tung '93
Wendy D. Vittori '77
Allen E. Wallace '79
Edward A. Warro
Waynne Waterfield '99
Albert C. White, Jr. '66
Mr. and Mrs. Raymond White
John M. Whittier, Jr. '60
William G. Wilkinson '66

Dean Edward Warro with former NU President John A. Curry

The Library would like to make a very special thank you to the Snell Construction Corporation for its generous gift of $100,000 toward library collections.

In-Kind Donations

We are thankful for gift books donated to the Library. Over the past year, 1,400 gift items were added to the library collections. Several faculty emeritus donated books, including Flavio Reis, Elliot Krause, Anthony Bajdek and Chancellor Kenneth Ryder, who donated several books and other memorabilia to the Library Archives. The Library also received book donations from the World History Resource Center.

Library Endowments

The Library is fortunate to have 25 endowments established by generous donors for a variety of purposes. In fiscal year 2004, these funds generated $103,000, mostly earmarked for library collections. Collection endowments are an important way to ensure the continued growth of our collections. Here is a list of our current endowment funds:

Barletta Endowment Fund
For the Civil Engineering collection

Bemis Fund
For acquisition of books in the Humanities

Bowditch Endowment Fund
For Canadiana collections

Class of '92 Snell Periodicals Fund
For periodicals

Crocker Endowment Fund
For collections

Calvin S. Cronan Endowment Fund
For Chemical Engineering collections

Davis Educational Endowment Fund
For English and American literature collections

Downs Endowment Book Fund
For collections

Favat Memorial Fund
For the collection of children's literature and curriculum resources

Goodman Morris Endowment Fund
For Business and Economics collection

Haney Family Endowed Book Fund
For collections

Hawley Endowment Fund
For the purchase of books in the Humanities

Library Books Alumni Fund
For collections

Library Materials Fund
For collections

Library Projects Endowment Fund
For the support of general and technological improvements to the quality of the Library's facilities, services and environment

Miscellaneous Library Endowment Fund
Unrestricted

NU Memorial Endowment Fund
For books and other materials

Perkins Endowment
Fund For Chemistry and Chemical Engineering Collections

Robbins Endowment Fund
For acquisitions, emphasis in the Humanities

Schafer Endowment Fund
For the purchase of books

Farnham W. and Susan W. Smith Endowed Book Fund
For the purchase of Engineering books

Janet M. Smith Endowment Fund
For the Library's collection in Language and Literature

Thompson Endowment Fund
For Pharmacy collections

Trigg Family Fund
For international business collections

To become a Library Supporter please visit our web site at: http://www.lib.neu.edu/giving

The Driving Force: Our People

A Sampling of Staff Accomplishments

Northeastern Libraries

Janet B. Belanger

Janet B. Belanger, Head of the Non-Print Management Department, served on the Publications and Library Materials Price Index committees of the Association for Library Collections and Technical Services Division of the American Library Association (ALA).

Maria Carpenter

Maria Hudson Carpenter, Research and Instruction Librarian and Advancement Program Manager, presented a session entitled "*21st Century Librarianship: New Faces of the Profession*" at the ALA Annual Conference. Maria also wrote a chapter in the reference work *Local and Regional Government Information*.

Julie Jersyk

Julie Jersyk, Coordinator of Reference Services, was recognized at the Boston Library Consortium annual celebration for her services as coordinator of BLC ASK 24/7, a synchronous online reference service.

Joan Krizack

Joan Krizack, University Archivist and Head of the Special Collections Department, was appointed as a board member to the Boston Desegregation Era Records Project. Joan also received Northeastern's Faculty/Staff Award at the President's Diversity Recognition Award Ceremony.

Michelle Light

Michelle Light, Assistant Archivist, presented her paper entitled "*Evidence of Sanctity: Record-keeping and the Development of Canonization Procedures at the Turn of the 13th Century*" at the International Conference on the History of Record Keeping and Archives. Michelle has also been appointed to the *New England Archivists Newsletter* Editorial Board.

Associate Dean of Collections and Technical Services Will Wakeling and Head of Access Services Walter Stine

Research and Instruction Librarian and Advancement Program Manager, Maria Carpenter
Photo courtesy of Craig Bailey

Debra Mandel

Debra Mandel, Head of the Media Center, presented papers to the New England Regional Association of Language Lab Directors and to the Assistive Technology Industry Association. Debra also wrote articles for *College and University Media Review* and *Educational Media Review*.

Christine Oka

Christine Oka, Coordinator of Instruction, published over 20 reviews of electronic resources for *Library Journal*.

Deborah Pennino

Deborah Pennino, Order/Metadata Specialist, served on the Massachusetts Librarian Paralibrarian Subcommittee on the Certificate of Achievement.

Walter Stine

Walter Stine, Head of Access Services, co-chaired the Access Services Interest Group of the New England Chapter of the Association of College and Research Libraries (ACRL). Walter also served on ACRL's Intellectual Freedom and ULS Membership committees.

Edward Warro

Edward A. Warro, Dean, University Libraries, visited the Uzbekistan State University of World Languages in Tashkent in March 2004, where he delivered several lectures on the role of open-stack libraries and the internet in American education.

Research and Instruction Librarians

Irene Ke, Diann Smothers and Kristine Jelstrom-Hamill were nationally recognized for a library tutorial they created. Their online tutorial was displayed at the Off-Campus Library Services Conference in Scottsdale, Arizona.

"Staff collaboration at Snell Library assists the University in achieving its overarching goal of academic excellence."

Deborah Pennino, Order/Metadata Specialist

Northeastern
UNIVERSITY
Libraries

www.library.neu.edu

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Annual Report Managing Editor: Maria Carpenter
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Future site of Northeastern University's Alumni Reading Room at Snell Library

For more information please contact
Ed Warro at 617-373-5001
or Beth Kramer at 617-373-4141.

Northeastern University
Libraries