

Department Annual Report: Reference & Research Services

July 01, 2011 to June 30, 2012

Submitted by Cindy Pierard, Department Head

Notes and Major Accomplishments:

Personnel

- Felipe Castillo hired as Business Librarian [Begins August 2012]
- Josefine Smith (néé Cresswell) hired as Government Documents & Maps Librarian [Begins August 2012]
- Kathy Sowa retires with 32+ years of service to NMSU [March 2012].
- Kitty Spalding and Jacob Galindo serve as temp. Reference Librarians [Fall-Spring 2012, Galindo also serves Summer 2012]

Organization/Programs

Program Reviews: Departmental staff, working in assigned groups, prepared detailed program reviews in response to recommendations from last year's External Review and in preparation for the Library's next multi-year (2013-2015) strategic planning process. Each group reviewed data on program activity and brainstormed opportunities to reduce or add services, arriving at 3-5 recommendations per program (save for collection development, which proceeded differently due to external forces—floor load, ownership v. access, fiscal issues—already underway). Top recommendations were included as appendix in the report on the 2012 NMSU Library Strategic Planning Retreat (June 2012).

Collection Development: Subject specialists, led by *Beck and Sandstrom, worked with NMSU community to identify \$200,000 in potential serials cancellations needed to meet projected shortfall. *Beck, *Pierard, Sandstrom, Bosman, and Lee also worked with Dean to prepare budget requests, which would stabilize library materials budget and provide improved support for approved NMSU doctoral programs and STEM disciplines. *Beck and *Johnson prepared report on library services and contributed to overall re-accreditation effort for College of Engineering.

Government Documents/Maps: *Mahaffy and *Ortiz completed comprehensive review of federal documents collection. Mahaffy prepared collection management report, detailing the withdrawal of 1,349 linear feet of print material over the past two years.

Instruction: Staff participants in the program taught 549 sessions—workshops, outreach programs, course-related sessions, two sections of LIB 311, and three sections of LIB101—reaching 7,861 people. This is a 34% increase over the previous year's activity reported to ALS. Course-related instruction has continued to rise. The department plans to offer two sections of LIB101 online each semester in response to user demand. Will also explore converting LIB311 to a hybrid (F2F+online) model in coming year.

Reference: Statistics for 2011-2012 totaled 15,171 reference questions answered that year, an 8% increase over the previous year's data as supplied to ALS. Although in-person traffic has declined slightly, total traffic (virtual and F2F) remains substantial.

Contributions to Strategic Goals (in addition to Organization/Program notes above)

ADMINISTRATIVE/INFRASTRUCTURE/ORGANIZATIONAL EFFICIENCY: Prepare for next strategic planning cycle, 2013-2015. *Pierard and *Johnson serve on Strategic Planning Retreat Task Force charged with planning retreat and preparing report.

COLLECTION MANAGEMENT/COLLECTION DEVELOPMENT: Review state documents collection. *Mahaffy completes review of multiple copies in state documents collection, working with Creider and Andrews as well as Cataloging staff, to complete project..

DIGITAL INITIATIVES: Initiate digital projects. Project to digitize over 3,200 Cooperative Extension Service (CES) and Agriculture Experiment Station (AES) publications, led by *Watkins, progresses. Near complete runs of multiple series are inventoried and "scan-ready" copies identified. Nearly 10,000 pages are scanned and cataloging and metadata work (Schneider, Miller) continues.

FISCAL MANAGEMENT: Reduce the number of open current use accounts. Beck and Sandstrom work with appropriate subject specialists and Business Manager to spend down balances on current use accounts relating to the materials budget.

PROFESSIONAL DEVELOPMENT/TRAINED WORKFORCE: Provide professional development opportunities for library staff.

*Westbrock coordinates Library Workshop Series offering multiple sessions presented by and targeted to library staff (Creating Poster Sessions-Watkins; Centennial Project-Stanford, Wilkey; Canvas-Grant et al, etc.)

SYSTEMS: Improve the OPAC interface and make it more user friendly. *Mahaffy chairs task force, which undertakes multiple assessments (focus groups, staff discussions) and develops recommendations for improving the online catalog.

Significant Faculty and Staff Accomplishments:

Grants Awarded

- *Johnson, P. and Smith, J. Engineering materials. Robert E. and Evelyn McKee Foundation of El Paso. \$6,000.
- *Mahaffy, M. and *Baker, S. El dia de los niños/El dia de los libros. NMSU-SBCI. \$1,705.
- *Molloy, M. Expanding Access to Cartoneras in the U.S.-Mexico Border and the American Southwest. NMSU-SBCI. \$2,200.
- *Watkins, C. Digitizing NMSU's Historical Agricultural Extension Service Publications. NMSU-SBCI. \$2,000.

Presentations

- Bowden, C., *Molloy, M. & M. Sherif. Writers Three—Reflections of an Artist. Presented September 30 at the Western Institute for Lifelong Learning, Silver City, NM.
- Bowden, C. & *M. Molloy. *El Sicario* premiere and discussion. Mesilla Valley Film Society, Las Cruces, NM.
- Bowden, C. & *M. Molloy. Thoughts on Preserving the Record of Violence in Mexico, 2006-Present. Presented November 9 at the California State University Northridge Journalism Department. [invited presentation]
- Bowden, C. & *M. Molloy. Narco Violence in Mexico: Drug Wars or Human Rights Disaster? Course Presented April 10, 12, 17, 19 for the Academy for Learning in Retirement (NMSU-Doña Ana Community College), Las Cruces, NM.
- Flood, J., *Molloy, M. & D. Nathan. Assessing Risk of Conducting Investigations in Mexico. Presented September 8-9 at the Mexican Capital Legal Assistance Program Meeting, Santa Fe, NM.
- *Mahaffy, M. & *T. Westbrook. Designing and Managing Research Assignments. Presented October 11 at the NMSU Teaching Academy, Las Cruces, NM.
- *Westbrock, T. & M. Moberly. National problem, local solution: How libraries, writing programs, and writing centers can collaborate to help students engage with information. Presented March 23 at the 2012 *Conference* on College Composition and Communication. St. Louis, MO.

Publications and Creative Work

- *Baker, S. (2012). A place for Wikipedia or putting Wikipedia in its place. *New Horizons for Teaching and Learning*: <http://education.jhu.edu/research/newhorizons/Journals/Winter2012/Baker>
- *Baker, S. & *A. Gonzalez. (2012). Graduate students and federated searching. *Internet Reference Services Quarterly*, 17(13-31).
- *Gonzalez, A. (2011). "Vixens, banditos, and finding common ground". In V. Nye & K. Barco (Eds.), *True stories of censorship: Battles in America's libraries*. 33-35. Chicago: American Library Association.
- *Bowden, C. & *M. Molloy. (2011). Confessions of a Drug Cartel Hitman on the Run. *The Independent*: <http://www.independent.co.uk/news/world/americas/confessions-of-a-drug-cartel-hitman-on-the-run-2311664.html>
- *Watkins, C. & *N. Gunapala. Information seeking behavior of water researchers: Identifying scholarly literature used at NMSU. Poster presented November 11 at the 2011 Water Resources Conference, Albuquerque, NM.

Other (e.g. awards, outreach programs, etc.)

- *Leilani Horton received a Library Staff Bonus Award for her outstanding efforts in support of library development.
- *Molly Molloy was awarded the 2012 New Mexico Library Leadership Award. The award is given to individuals who have rendered outstanding library service beyond their local communities. Molly was recognized for bringing awareness to violence on the U.S.-Mexico Border.
- *Nirmala Gunapala received a Dean's Faculty Research Award to conduct research on the information needs of NMSU post-doctoral candidates.
- *MardiMahaffy was elected Vice President/President Elect of ALA's Library Instruction Round Table.
- Norice Lee and *Cindy Pierard accept NMSU's Outcomes Assessment Best Practices Award for the Library in recognition of the assessment work done as part of the Library's space renovation projects.
- *Theresa Westbrook was tenured and promoted to Associate Professor.