Summary Fall 2009 Small Group Sessions With Library Staff, The Dean And The Associate Dean

Administrative/Organizational
Need to be careful we do not overextend...focus on mission, vision, values.
Need to coordinate events/exhibits for all of library....need calendar of events, sufficient lead time to publicize, etc.
Outreach activities need a more programmatic approach.
Have more staff participation at library wide level vs department level.

Assessment
Get together focus groups re: redesign of Branson Library and Zuhl Library.
Ask students about their reactions to redesign.

Budget
Morale/ no raises in FY10 and likely FY11 (2)
Improve funding structure.
Concerns over possible reductions in student labor workforce.
Fund upgrading equipment on a regular basis.
Concerns re: furloughing of employees.
Would like the see funds for named chairs to supplement salaries.
Purchase replacement chairs for staff.
Concern over impact of having to cut e-resources.

Budget Savings
Eliminate all non-essential student labor.
Reduce the number of non-exempt positions.
Purchase more shelf ready materials.
Go to strictly copy cataloging.

Catalog
OPAC does not reflect all that is owned by library; born digital titles not in OPAC.
Need to redesign OPAC interface.
With our shared catalog need more coordination between all libraries in the system re: cataloging procedures, policies, all need to be on the same page
Voyager upgrade...in conjunction with this activity make OPAC display cleaner.

Collections
Make sure we get the best book purchases.
Digitize more of our collections.
Maintenance/service support for non-book format collections.
Order more electronic reference resources/will increase access to reference materials.
Need to promote use of collections to faculty and students.
Get EBID maps scanned.
Need more duplication of books that are non-circulating/special collections in the general
collections.
Workflow issues...slowdowns in processing time.
Do inventory of collections.
Have a browsing collection/Popular reading area
Get content to where students go...blackboard, second life, social networks, etc.
Strengthen e-reference collections
Concern over the preservation of archival collections...lack of environmental controls; need for access without handling.
Concern over magnitude of archival collections that need to be processed.
Do pay on demand for dvd's, cd's, etc. rather than purchasing.

Communication
Possibility of listserv for all library staff to share ideas and information (2)
Broader/systemwide collaborative discussions (2)
Improve cross department and in department communications
Improve operational communications
Good to have all staff informed about what is going on in library.
Those ordering e-books need to consult with Sherry re: technical issues in loading content.
Increased collaboration.
Have Admin do a Monday morning message similar to what Waded Cruzado did as Interim President.

Digitization
Need to involve Systems earlier in discussions re: digital projects.
Have a solid project/program plan for digitization.
See Notre Dame website...re: digitization. We need to do more.
Increase the development of digital collections...create more and buy more.
Need to have a digital repository for preservation; accreditation materials.

Exhibits
Do traveling exhibit on State of New Mexico 100th Anniversary. (2)
For Centennial, promote materials on state history that are unique to us.
Ramp up exhibition spaces we use.
More book displays.

Fund raising
Sell library bags.
2012- Use as promotional opportunity for donations; way to promote “gifts in kind" as way to reach goals; Whose doing the “official” counts.
What is our goal in number of volumes we need to reach 2 million volumes?
Where are we on doing a structural analysis of Branson Library?
Would like to find way to sell “gifts in kind" not added to our collections/use funds to purchase library materials.
Love it
New security gates
New signage in Zuhl Library
Branson Library’s new circulation/service desk look.
What was done this summer is amazing.
Loading dock door is fixed.
Lobby big screen televisions
Upbeat colors
Drawing in more students in buildings
Marketing
Market 2 million volumes by 2012.
New library golf cart.
Higher people traffic in both buildings.
Love that students love new spaces.
Having options for students on how they pay for printing
Seeing the looks of appreciation on students faces when we help them.
Like reading what our library users are saying.

Outreach/Engagement
Have traveling librarians go out to local high schools. (2)
Do more outreach- go to locations in county and community.
Have classes for the public at our library/ in the “my library” format.
Have history day students better prepared before participating to avoid chaos.
Develop brochures targeted at public schools as part of library’s outreach efforts.
Events sponsored by library- Year of Science.
Have a library open house to show off library.

Policies
Common policies for all libsys5 libraries.
For libsys5 libraries do not bill for lost items/not returned.
Do we have a food policy...suggest not having; hard to implement.
Need policy on how library courses are developed and approved.

Questions Asked
Where do you go to handle cross-unit questions; e.g. cleaning up of location codes.
Will we have enough space to house volumes added as a result of 2 million volumes by 2012 campaign.
How does the reclassification process work?
What is the possibility of getting salaries closer to market in future?
What is the future of binding?
Will we eventually get rid of books and be all “e”.
Is there any talk on having retirement incentives for staff?
What is the librarians role in information stewardship?

Services
Have contest using computer technology to promote library services
Strengthen customer service/ have consistency at all service points/same service expectations
More reference presence in Branson Library during peak times.
Problems with Trans Amigos document delivery services.
Concerns over future of periodicals services as a service area.
Would like to survey clients in periodical services.
Have food, good snacks, water for library users...vending machines in lobby (2)
Children's play area in library. (2)
Libguides are very successful...need to make sure faculty are more aware of this service.
IM widgets into databases.
Meebo is where reference is...
Café in Branson Library (3)
Would like to see new book shelf/browsing area. (2)
Need to promote how to do research more.
For library services where there are charges...have ability to accept credit card payments...e.g.
archives photography services.
Need to promote use of print resources more.
Encourage students to read more content.
More distance education students using document delivery services.
Great demand from students for more public computing terminals.
In Zuhl Library 1st floor, large group areas need more tables.
Offer a class on the History of the Book.
Improve response time on security calls.
Have an archivist in the summer.
Need to have document delivery services between NMSU libraries.

Space/Facilities.
Carpet repairs/technical services area. (4)
Any further redesigning in our libraries?
Can we house the additional volumes added if we reach 2 million volumes goal?
What is happening on the Domenici Building project?
Need to do space planning for collections in Business and Government Documents areas.
In Branson, 3rd floor lights problems with circuit breakers...outdated.
Concern over security in Branson Library. (2)
Concern over security issues in both libraries.
Need to widen aisles in TS area in Branson Library. (3)
Have large screen in TS conference room and have wireless.
Need to have place for staff in TS to have private phone conversations; cubicles too open.
Graduate students/Dissertation students need own private study spaces in library.
Need actual study rooms.
Hot water is too hot in buildings; especially in 2nd and 3rd floor of Zuhl Library.
Security system that covers 2nd floor of Branson Library/Special Collections/Domenici Area.
Better security in Branson Library.
Suggestions for redesign of loading dock area/Domenici Bldg. /easier, quicker access to mailroom.
Declutter furniture in TS area.
Seating in stairwells in Zuhl Library well received...any chance more seating could be added.
Better delineation of where 25 feet no smoking begins at entrances...stencil? (2)
Place for children while parents are in library.

Staff
Having an exercise room in library for staff. (6)
Have common staff/work expectations for all supervisors
Concern of costs/changes in services of Aggie Fit (2)
Would like to see it an option to do Aggie Fit/ and counted as an educational benefit-tuition waiver
Kudos to student staff in getting book orders processed.
Need technical support staff at reference desk to answer computer tech support questions. (2)
Concern over need to respect confidentiality/at department head level with employees in the department.
Have mentors for new staff.
Have a general orientation for all staff; new supervisors training; new employees; employee tours
More information to staff re: their rights to access their personnel information.
More collaboration among staff.
Global orientation for staff.
More teaching opportunities for faculty.
More general staff meetings.
Develop within staff a “giving culture”.
Statistics
Strengthen library statistics reporting
On an ongoing basis, get feedback from library users...have an ongoing dialog.
Acknowledge students more...have a student appreciation week.

Sustainability
There are behavioral things we can do as a staff to support sustainability. Doing well in recycling, but could do even better.
Continue to pursue recommendations of sustainability task force.

Technology
Upgrade Voyager (5)
Need to explore open source options
Need for backups
Have contest using computer technology to promote library services.
Interested in "scheduling software" (When to work) to use for scheduling students.
Are we going to “revamp” our catalog.
Embedding search function within libquides.
ERM integrated with catalog/better access.
Getting library into module of blackboard.
Go to RFID technology for handling security of books; more efficient control of collections.
Have our electronic classrooms be media sites....Media Site Software.
Synchronize calendars....classroom schedules with individual calendars.
Training
Would like Civility training for all library staff. (2)
Have “common knowledge” training...things that all staff should know.
Training that keeps the staff updated on technology.
Ongoing training on applications/every Friday afternoon e.g. Photoshop, Access, etc.
Staff training on customer service.
Staff training on confidentiality.
Departmental cross training.
Need to train broader group of staff on how to find a book. Disconnect between shelvers and
students at circulation service desks.
Need training of staff in job safety and public safety, e.g. how to safely shift books, loading of
book trucks, basics.
Training on Access.
Training of how to structure a query.
Better training of shelvers on government documents/ not being shelved correctly.
General training for staff on e-resources and how we do business in this environment.
More staff training...Do a series of training sessions.

Website
Greater web presence
Promote the state's centennial on our website.
More links to library's website from other websites on campus.
Training on 2.0- such as done at Charlottesville Public Library (VA).
Do web pages in spanish.

Other
Add genre terms for special collections cataloging.