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Fall 2007 Individual Staff Meetings
PROGRESS REPORT

ADMINISTRATION

- **Rethink the way we do business in an electronic environment**
  Progress (2008) - Added new capabilities to electronic invoicing.
  Progress (2008) - Began implementation of Electronic Resource Management software for the management of e-journals and licensing agreements.
  Progress (2008) - Have the capability to do federated searches across databases.
  Progress (2008) - Established a faculty task force to begin implementation of an e-portfolio system for promotion and tenure and annual performance evaluations.
  Progress (2008) - Assoc. Dean, Dept. Heads on Microsoft Outlook Exchange/Shared Calendar
  - Codification of procedures.
  - Look at outsourcing options.
  - More campus security especially over breaks.

- **Improve Entry Level Salaries for Librarians**
  Progress (2008) - Increasing the entry level salary for library faculty hires is under discussion as part of the Mercer Compensation Study which is in progress.
  Progress (2008) – Administration worked with Human Resources and Mercer staff on how to determine “market” for library faculty salaries. Pay equity adjustments will be done over multiple years for faculty salaries campus-wide beginning in January 2009.

**Concern over fate of Voyager now owned by ExLibris.**
Progress (2008) - Have established as a 2009 strategic target doing an upgrade to the Voyager system. The purchase of Voyager by Ex Libris has not as of this date impacted negatively on the Voyager System product. Will continue to monitor.

- Have totally new IR system.
- Better data on e-users.
- Retention/turnover in staff a concern.

COMMUNICATION

- **Big Picture View**
  Progress (2008) – Library is participating in campus outreach projects, including Military Outreach and First-Year Experience.

- **Getting together at the same time**
  Progress (2008) - An all day library-wide staff retreat which also included staff from all the community college libraries was held at an off-campus site. Our goal will be to do such an event every 2-3 years.
  Progress (2008) - All department heads are administratively being encouraged to meet with their entire staff collectively on a regular basis.
  Progress (2008) - The SAC provides at least one event each semester which brings all staff together socially.
  Progress (2008) - In the 2009 strategic targets there is a goal to provide staff wide training on topics of common interest such as library security.
Progress (2008) - Preliminary investigation of videoconferencing system acquisition for improved communication with community college staff and beyond; would also facilitate downlinks for staff development purposes.

- **Do more marketing of library; making library more relevant to the community. Need to market the library better-increase the library's presence.**
  Progress (2008) - Reference and Research Services are launching an “Ask!” campaign to promote instant messaging reference services.
  Progress (2008) - The library has a campaign to get out the vote for GO Bond B. Bond B passed.
  Progress (2008) - A library team headed up by Jeanette Smith is working on the implementation of a messaging system (large screen TV) to promote activities of the library
  Progress (2008) - The library is participating in the campus “everything military” initiative to assure it has a presence in this effort.

- **Information coming all at once-too much to digest; suggest administrative notes. Have administrative notes sent out from library administration. Brief notes on department heads meetings more than a published agenda.**
  Progress (2008) - Starting in January 2008 summary notes of department heads meetings are distributed to all library staff.

- For newsletter, do an article on a specific staff member and the job that they do.

- **Like the face to face interaction vs. email or phone call.**
  Progress (2008) - Dean began meeting with tenure-track faculty each semester individually rather than in a group setting.
  Progress (2009) - In Fall 2009, Dean will meet in small groups face to face with all staff to share ideas, etc. over breakfast or lunch.

- **There is a variance in the quality of communication done by department heads to their respective staffs. Some do well and others do not.**
  Progress (2009) - Have Associate Dean work with department heads on ways to strengthen communication within and among the departments.
  Progress (2009) - Access Services staff wiki

- **Would like sincere communication and listening. Then follow-thru. Communication audit is a good idea.**
  Progress (2009) - Dean and Associate Dean will be working to identify a consultant to assess our current communication practices and make recommendations on ways to strengthen communication within the organization.

**LIBRARY AS PLACE**

- **Need to get people thru the door- into library. To get more people into building host meetings for other parts of campus in Branson.**
  Progress (2008) - Providing space in Branson Library and Zuhl Library for other campus offices. Student Success Services will draw students for advising/tutorials, etc.
  The Domenici Legacy team will draw guests and scholars for Domenici Public Policy Institute and functions associated with the Domenici Legacy projects.
  Progress (2008) - Over 80 volunteers to work at the Domenici Institute Conference were trained in Branson Library.
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- Have comfortable reading area like Barnes and Noble. Have more comfortable seating in library. Develop a lounge atmosphere. Make library more attractive to students; quiet zones, group study areas, IT support for students on demand. Change furniture in Branson; more comfortable chairs. Have the library seen as a place that belongs to all students. Have a student lounge area with television, etc. Library's role as keeper of knowledge and as a refuge place.

  Progress (2008) - Have asked Cindy Pierard, Norice Lee and the Associate Dean to provide the leadership in assessing ways in which we can improve and enhance spaces in the library for our users.
  Progress (2008) – Installed large screen televisions in a public area in Zuhl Library and Branson Library which will showcase and market the library.
  Progress (2008) - The library developed and approved a library use zone policy which specifies where quiet zones are designated.
- Have more color in Branson.
- More round workstations for computers with lower panels.
- Branson Library needs to have better cleaning maintenance and carpets need to be replaced.

  Progress (2008) - OFS is in the process of restructuring its entire organization with the objective of providing better maintenance of the buildings it is responsible for cleaning.
  Progress (2008) - New carpet was installed in the Branson Library: main lobby, circulation services area and the government documents/maps room. In Zuhl Library carpet was installed in the Library Associates Room, the Dean's Conference Room, and the administrative office area.

POLICIES

- Policies needed on use of ipods, cell phones, listening to music in the library.

  Progress (2008) - Library use zone policy developed and approved.

SERVICES

- TV Screen showing CNN News.

  Progress (2008) - Large screen TVs purchased and installed in Zuhl Library and Branson Library in a public area. Content to be shown to be determined. Include CNN.  NOTE: System purchased will accommodate promotional slides, news crawls, Cable TV, video snippets, and more.
- Have more popular magazines for users. Have a popular reading area for users-current best sellers.
- Vending machines for library users, including bottled water, drinks.
- Another printer in periodicals room. More computers with printers in periodicals room.

  Progress (2008) - Two Knowledge Imaging Centers (KIC) were acquired and installed in Zuhl and Branson (Periodicals) for scanning/archiving of documents versus static photocopying; available for public and staff use at no charge. New kick-stand scanner installed in periodicals reading room.
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- For Branson Library have one person be reference contact. Need to improve the quality of service provided at Branson Info desk-staff needs more training. Patrons in Branson Library do not want to walk over to Zuhl Library for reference services-possible solution is the use of a web cam that ties the two areas together for one-on-one services.
- Assign all new freshmen to a library staff mentor to help them in their first year.
- Have more personalized services.

**Library needs to become the cutting edge electronic resource place for campus.**

Progress (2008) - Have a three year contract for ERMS; launched -OneSearch...a federated search tool; promoting via “ASK US” using IM ; funded the expansion of our digital collections

Progress (2008) - IM on IDS webpage for online/real-time assistance using Meebo.

- Challenge on how to get students to “discover” the library.

- **Liked the “Big Read” program- would like to have more like it done in the library.**

  Progress (2008) - Celebrating the 75th Anniversary of New Deal art with an exciting array of programming over several months; in October had a creatively designed exhibit on banned books and promotion of the freedom to read.

- **Ability to download from public computers.**

  Progress (Prior to 2008) - The ability to download from public computers already exists.

- **More public computing workstations in both buildings.**

  Progress (2008) - Not only have all the public computers been replaced, but we have increased the number as well.

- **Replace ICT terminals; revisit service support levels from ICT for their computers.**

  Progress (2008) - ICT replaced all of its terminals located in Zuhl Library and there have been discussions with ICT re: having adequate service support levels for their equipment. Students can now use their “One Card” for printing on ICT terminals.

- Create a tech support desk.

- **Have a template for subject resources pages.**

  Progress (2008) - The library is doing a pilot project using LibGuides to provide a template for the development of subject guides and more...

**Have a direct link to library catalog on home page.**

  Progress (2008) - We have partially addressed this issue by placing the OneSearch box, which searches across multiple databases, including the catalog, at the top of the page.

- Need to improve the library catalog.
- Shift in instruction focus to more subjects/upper level division courses/Master's and Doctoral level.
- Put state documents collection under government documents.

**SPACE/FACILITIES**

- **Suggestion on ways to reconfigure the periodicals reading room space.**

  Progress (2008) - The Associate Dean and Norice Lee have been assigned the task of reviewing all services/space associated with the current periodicals area and make recommendations to the Dean. Had initial meeting with Sheila Morgan and looked at both Branson and Zuhl libraries.

- TS area too compacted.
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- **Signage for quiet zones.**
  Progress (2008-2009) - Will be addressed in the wayfinding projects for Zuhl Library and Branson Library.

- Create an outdoor patio area off of the staff lounge in Branson Library; picnic tables out back for staff.

- **Create an inviting lobby in Branson Library; more study carrels for feeling of privacy; have group study rooms; have a children friendly area for children to stay in library where it is safe; toys, books, etc.; create a PhD graduate study room where TitleV classroom is located; rethink collections arrangements; have better study areas for laptops with electrical collections**
  Progress (2008) - A workgroup consisting of Dave Baldwin, Norice Lee, and Cindy Pierard has been created to look at ways in which we can enhance user spaces in our libraries and optimally manage our collections space. They are working on a multi-year plan.

- Put shades in Branson Library Staff Lounge.
- Upgrade furniture in TS conference room.
- Need better security for windows in Branson Library to prevent break-ins
- Have an expansion of Zuhl Library and put all library staff and service in one building.
- Buildings are getting dirtier; need to be cleaner.

**STAFF**

- Have someone come to library to talk about the master plan.
- **Have more staff training; more emphasis on cross training of staff; have special projects staff development opportunities for staff; more emergency training for staff, including fire drills; what to do power outages.**
  Progress (2008) - Workshops offered to staff. Topics in: “Research in the Real World” in April and “Podcasting” in November
- Have a Q & A session for those who work in reference areas to exchange experiences and learn from one another.
- Need to recognize those doing a good job; more verbal praise.
- Have an opportunity to do job sharing to expand skill sets for transferability; open up transfer opportunities.
- Have full staffing.
- Staff rewards—when you reach a certain level milestone get one year of free parking; get a free day once a year tied to some achievement.
- Strengthen service culture.
- Send personalized birthday card from library administration to staff.
- More opportunities to meet new staff, especially at the staff level.
- Appreciate class release time; very important to staff.
- **Like idea of an outreach activity or event each year like the Big Read that staff may participate in.**
- Encourage more staff participation on SAC activities.
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- **Disconnect in understanding what each other on staff is doing-need to correct.**
  Progress (2008) - TS is planning a cross unit orientation for Spring Semester. TS now has document that explains the roles/responsibilities in relation to e-resources purchasing and the new dept. web page will say what each staff member does.

**STRATEGIC PLAN**

- **Value of plan; preference for multi-year planning; Have long term goals.**
  Progress (2008) – Dean, Associate Dean and Department Heads working on the development of a 3-year plan tied to library’s vision statement.

- **Importance of role in achieving mission.**

- **Support idea of one university-one library.**
  Progress (2008) - LibSys5 group has been established and working on projects which support the One Library system concept. Grants and Carlsbad holdings are being added into the online catalog; working on a common circulation policy; staff to staff training is going on, etc.

- **Like idea of a staff wide retreat- getting the big picture.**
  - Staff-wide retreat, which included library staff from NMSU two-year campuses, took place in February 2008. Feedback from this meeting is being incorporated into the development of a 3-year plan. Plans are to have such a gathering every two years preceded by small group meetings of staff with Dean/Associate Dean (Fall 2009).

**STUDENTS**

- **Ask our own students about their ideas on ways to improve the library; need to ask students what they want.**
  Progress (2008) - November – Multi-faceted user surveys conducted to gather input on space needs and desires (Associate Dean, Cindy Pierard & Norice Lee). Survey results reported out at library-wide staff meeting in December 2008.

- **Challenge of “reaching” students to educate on the value of collections and services.**

- **Change in how young people learn.**

- **Have events that draw in students...poets evening.**
  Progress (2008) - For National Banned Book Week the library featured- students on posters to promote the event.
  Progress (2008) - Students are participating in poster campaign to promote Instant Messaging reference services.
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