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NMSU Library

NMSU LIBRARY
ANNUAL REPORT
2024-2025

MESSAGE FROM THE DEAN

"The past year has been marked by great uncertainty and many negative developments in both academia and libraries. Even so, the student workers, staff and faculty at NMSU Library have continued to provide a safe and positive environment that promotes learning, supports research and preserves our cultural heritage. We are proud to serve as a vital resource and a place of hope for the university and the community!"

-Kevin Comerford
Dean of the Library

CONTENTS

NMSU has two libraries on the main campus in Las Cruces, New Mexico. Together both libraries have a total collection of 2,000,587 print items, and many thousands more eBooks, articles and online materials in electronic format.

OUR MISSION

New Mexico State University Library is committed to providing a rich learning environment where information resources, technology, and diverse populations come together to engage in scholarship and create knowledge.

VISION

New Mexico State University Library aspires to provide a meaningful and successful library experience by partnering with students, faculty, and the global community in the research, teaching and learning process.

VALUES

New Mexico State University Library shares the values of the University, including accountability, integrity, respect for diversity, and a commitment to excellence. As an academic library we are also committed to:

Teaching, learning, and intellectual inquiry
Content stewardship through preservation of and access to knowledge
Intellectual freedom and the right to privacy
Providing an inclusive space for patrons that supports their research, creative, and social needs
Innovation, creativity, and measured risk-taking
Collaboration with campus, community, and global partners
Recognizing and empowering our diverse borderlands communities

We respect and value the skills, talents, potential and individuality of our library employees and encourage their unique contributions through training, opportunity and recognition.

GOALS

Build the Library of Tomorrow
NMSU Library will continue implementing new resources, services and infrastructure to support academic excellence and remain agile and relevant as an organization.

Engage in Outreach and Community Partnerships
NMSU Library will strengthen its contributions to the cultural and social well-being and lifelong learning of NMSU, Southern New Mexico, the border region, and beyond.

Create Dynamic Learning and Research Environments
NMSU Library will foster student success by providing engaging and useful physical and virtual spaces that enhance the learning experience for all patrons.

*Manage and Expand Collections to Support Diverse Learning and Research Needs*
Through targeted collection management strategies, commitment to our unique and historical collections, and collaboration across campus, NMSU library will cultivate a rich, accessible collection of digital and physical resources that supports the changing needs of faculty, students and the community.

Build an Exceptional Work Environment
NMSU Library is committed to providing a healthy, respectful environment that encourages diversity, collegiality, research, leadership and opportunities for growth and achievement.

Drive Organizational Research
NMSU Library will participate in the research mission of NMSU through the production of high-quality research and scholarship in the Information Sciences and related disciplines.
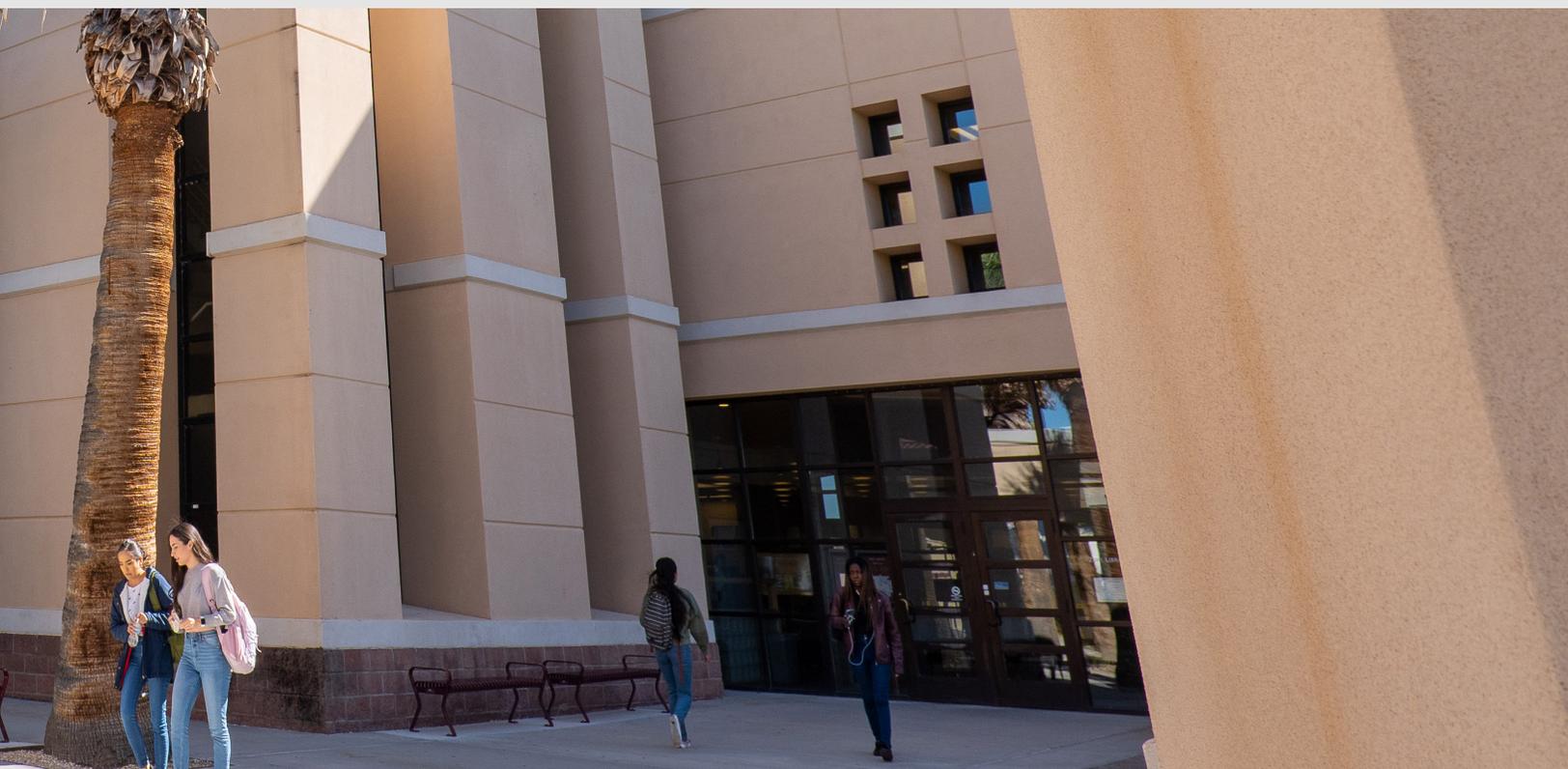
ACCESS SERVICES

Library Dean Kevin Comerford, Interim Department Head
Sarah Schrock, Library Assistant
Ashley Lowe, Library Assistant
Rick Rivera, Manager Operations
Larry Sanchez, Library Specialist
Eduardo Flores, Library Specialist
JohnPaul Beringuel, Library Specialist, Senior

Department Overview:

NMSU Library Access Services is the heart of customer service in the library. We serve as the central hub of information on all library services, reserve materials and spaces, and loanable books and technology for NMSU students, faculty, and staff as well as those in our community. We pride ourselves on being a welcoming and reliable resource for anyone seeking assistance. Our team has also adapted and expanded our focus beyond the traditional role of a circulation department by embracing emerging technologies and the changing needs of the user, emphasizing the value of collaborative and communal third spaces and the learning environment we foster for all those who enter our doors.

In the 2024 – 2025 fiscal year, Access Services experienced a number of challenges, from staffing issues to leadership changes, dealing with an overwhelming demand for study rooms to navigating and serving as the front line against parties that would seek to disrupt our diverse and inclusive community. Each hurdle impacted what we do and how we operate. While these proved formidable, they were by no means insurmountable obstacles. Access Services remained resilient and responsive, ensuring our library continued to remain a safe and supportive place for all members of our community, regardless of the challenges we faced.

Accomplishments:

Over the past year, we achieved several milestones that reflect our commitment to service and innovation. One notable accomplishment was our success in reducing the number of lost and missing items in our collection. Through improved tracking systems, proactive communication with patrons, thorough searches, and the withdrawal of long-lost materials, we were able to streamline our inventory and enhance access to available resources.

After examining our previous process, we researched, planned, and implemented a new structured shelf maintenance process. With the help of both students and staff in Access Services, this new process ensures a more thorough inspection of our stacks and has already seen the return of a number of books previously considered missing.

Access Services also partnered with RRS to complete a large deselection project of over seventy-five hundred volumes. This combined effort effectively reduced the floor load on the second floor and paved the way for a reutilization of much needed space.

On a smaller scale, we successfully updated frequently used tools and resources. For example, eight new book carts were acquired, giving a cleaner, more cohesive look to recirculation. A large variety of forms were updated and digitized to reduce our paper usage. We have also taken strides to standardize interviewing, hiring, on-boarding, and training throughout the department to bring us more in line with the practices of the university as a whole. This also provides currently employed students with opportunities to learn all aspects of the Access Services department, not just customer service, and gives new opportunities for those looking to join our team.

LOOKING FOWARD

The future of the Access Services department is bright, and there are countless things we look forward to in the upcoming 2025 – 2026 Fiscal Year. The end of the 2024 – 2025 Fiscal Year saw the establishment of the Access Services Department Head Search Committee. We are excited and anxious to find a department head, not only to provide leadership and a clear vision for our future, but to advocate for our department.

We look to continue the progress we made in inventory management by further streamlining our newly established processes. This means analyzing our initial successes and adapting them for longevity. This also includes exploring the idea of implementing a loan forgiveness program to encourage the return of long-overdue materials and improve overall collection accuracy.
Access Services also hopes to spearhead a reimagining of the libraries' public spaces to help boost traffic, esp. at Branson, which includes revitalizing Branson's patron base with innovative ways to reengage the community. We hope some of these ideas begin to take shape and come to fruition in the fall semester of the 2025 – 2026 school term.

Finally, our department looks forward to playing an integral role in the implementation and launch of the new loanable technology program. The loanable technology program looks to provide students with the opportunity to utilize hardware and peripherals while also mitigating their personal costs.

Faculty and Staff News:

Access Services welcomed two new full time staff members during the 2024 – 2025 year. Rick Rivera joined the team in November of 2024 as the Access Services Manager of Operations. He holds an MFA in Creative Writing and has over ten years of experience in retail and hospitality supervision. During his short time in Access Services, Rick also published his second novel, in as many years, entitled SPACE BROOMS!. Ashley Lowe joined the team in December of 2024 as our new Library Assistant, Billing. She came to us from Florida State College in Jacksonville, Florida where she served as an Administrative Support Specialist with experience in Library and Learning Commons budgets and purchasing. Ashley is an NMSU Aggie graduate with a Finance degree earned in 2017.

During the 2024 – 2025 year, we also said goodbye to a number of students and staff. Jorge Ramirez, Kevin "Vinny" Robles-Realivasquez, Olivia Lopez, Rodrigo Gallegos, Sebastian Rubio-Olivas, and Xander Werito all graduated in 2025. They were valued members of the Access Services team and their contributions will be sorely missed! Lastly, an extra special thank you and farewell goes out to Laura Martinez, who not only graduated with her Master's degree, but also served as a temp staff member during a time when we were short-handed. She was an invaluable asset to our team and we wish her well on her next chapter! We in Access Services are so proud of our graduates and former coworkers. Congratulations!

Access Services Statistics:
Visitor Counts – Branson: 94,731   Zuhl: 333,507
Circulation – Branson: 5,420 physical + 61 electronic   Zuhl: 19,638 physical
Interlibrary Loan –

All this information can also be located on the Access Services dashboard on LibInsight at:
https://nmsu.libinsight.com/accessservices

Access Services by the numbers:

Visitor Counts

- Branson: 94,731
- Zuhl: 333,507

More library usage information can be found on the Access Services dashboard:
https://nmsu.libinsight.com/accessservices

Circulation

- Branson: 5,420 physical + 61 electronic
- Zuhl: 19,638 physical
- Interlibrary Loan

ARCHIVES & SPECIAL COLLECTIONS

Professor Dennis Daily, Department Head
Associate Professor Dylan McDonald, Political Collections Archivist
and Special Collections Librarian
Elizabeth Villa, Library Specialist, Lead
John DesGeorges, Library Specialist
Associate Professor Jennifer Olguin, Rio Grande Historical Collections Archivist
Teddie Moreno, Library Specialist
Associate Professor Erin Wahl, University Archivist

Department Overview

The NMSU Library Archives and Special Collections is a research collection serving NMSU students and faculty, scholars from other institutions, independent researchers, and the general public. The department collections, preserves, and provides access to primary and secondary documentary materials that illuminate the history and cultural heritage of New Mexico, the U.S./Mexico borderlands, and the Southwest United States. The department houses three units:

- *Rio Grande Historical Collections*: Contains unique historical and archival materials including manuscripts, family papers, records of businesses, non-profit organizations and government bodies, photographs, audiovisual materials, maps, and microfilm.
- *Hobson-Huntsinger University Archives*: Contains the permanent historical records of New Mexico State University, including papers of the presidents, records of administrative offices, councils, and support offices, records of the academic colleges and departments, faculty papers, publications, photographs, and audiovisual materials.
- *Special Collections*:Contains published material pertaining to the Southwest United States, including rare and out-of-print books, journals, reports, ephemera, gray literature, newspapers, maps, and audiovisual materials

A major component of the work of Archives and Special Collections is providing reference and research services to users of the collections. All members of the department, in addition to their other duties, handle reference desk shifts, and respond to virtual and telephone reference requests. Providing excellent customer service to all users is a priority of the department. Our materials are used in national and region publications such as books, journal articles, research reports, documentaries, theses and dissertations, as well as in class projects, exhibitions, and for personal enjoyment.

Accomplishments

During the past year, the Archives and Special Collections department continued to grow its collections, increased accessibility to materials, served researchers on-site and virtually, tackled space challenges, and conducted outreach in various venues. Some highlights included:

- *Acquisitions*:
  fiscal year 2024-2025
  - RGHC
    - 104 new accessions
    - Approximately 350 linear feet
    - Extensive photograph and audiovisual materials acquired
  - University Archives
    - 12 new collections
    - Around 500 linear feet
    - Physical Science Laboratory alone contains 468 linear feet plus hundreds of rolled maps and flat files
  - Special Collections
    - 2,405 titles added
    - 115 titles withdrawn

- *Donor relations*
  - In addition to in-kind collection donations, relationships with donors brought in financial gifts during 2024-2025 totaling $9,880. These gifts come from individuals and organizations who wish to assist Archives and Special Collections with furthering its goals. Funds assist us with collection acquisition, processing, supplies, programming, and hiring of student employees.
- *Increasing acces sibility*
  - Archivists and staff, with significant contributions by student employees and interns, worked on processing 15 manuscript collections, totaling about 160 linear feet, in order to make them accessible to researchers. This includes arranging the collections, describing them with a finding aid, and publishing the finding aid online.
- *Preservation:* An integ/ral part of archival work is preservation of resources – paper documents, publications, photographs, audiovisual materials, electronic resources, etc. Some preservation projects during the past fiscal year have included:
  - Re-housing more than 2,000 photographic prints and negatives into archival enclosures
  - Flattening and encapsulation of ca. 100 historic maps
  - Conservation and re-housing of an original 1853 Mexican printing of the Gadsden Purchase
- *Collection use:* Researchers from across the United States, as well as from Spain, En gland, and Mexico, used our materials either on-site or virtually during the previous fiscal year. These include a large number of NMSU students, doctoral and masters' students from other institutions, scholars affiliated with other universities, independent researchers, and the general public.
  - Research room stats
    - 687 visitors
    - 1,194.5 contact hours
  - Virtual reference
    - We registered 396 reference transactions in Springshare Ref Analytics for virtual and in-person reference requests, however adoption of this system for email and phone reference requests is still not catching everything that comes in.
  - Digitization requests: A significant amount of the work we do involves digitization requests for remote users. This workload has grown during the past several years and, especially since the pandemic, is now an expectation of archives users across the world.
    - Durango microfilm – One of most popular collections is the Durango microfilm Collection. We fulfill requests for scans from these microfilms for historical and genealogical researchers.
      - 16 requests for scans
      - Approximately 2,045 pages scanned

- *Photograph requests:* Requests for photograph scans for print and electronic publication, exhibitions, research and personal use
  - 275 images scanned for user requests
    - Income from duplication requests - $1,693.03
- *Space management:* With ever-growing collections, managing our space is always a top priority. Several optimizations happened during FY2024-2025, including:
  - Deselected approximately 44,000 items from Branson First Floor East journal storage and sent them to NMSU Surplus. We had incredible assistance in this task from Mailroom supervisor Patricia Duran, her student assistant Quetzal Reyes, and other students from Access Services
  - Acquired and arranged new flat file cases in Branson First Floor East allowing us to shift some large map collections from fourth floor to first floor, opening up space to reduce bulk in the over-stuffed drawers
  - Moved Las Cruces Sun News newspapers from second floor to first floor, allowing extensive shifting of Special Collections materials in order to make space for future acquisitions.
  - Deselected materials from third floor to make room for incoming materials for Rio Grande Historical Collections
  - Created shelf list of University Archives materials in anticipation of major restructuring of the collections

- Outreach – The department participated in several outreach events during the 2023-2024 year, including:
  - "The Ballard Photo Studio: A Portrait of Community" exhibit, October 2024-February 2025 at the Branigan Cultural Center, curated by Elizabeth Villa and Dennis Daily. The exhibit made a big impact in the community and received good regional publicity. Department Head Dennis Daily gave a couple talks at the BCC about photography and the Ballard collection during the exhibit. The BCC reported 4,744 visitors during the run of the exhibit.
  - 2024 Border Archives Bazaar, held Oct. 19, 2024, at NM Farm and Ranch Museum – 120 visitors
  - Table event at J. Paul Taylor celebration, organized by New Mexico Historic Sites, on the Mesilla Plaza, August 24, 2025, with display of materials from the J. Paul and Mary Daniels Taylor collections
  - Presentations to local organizations, including P.E.O. Sisterhood, the Daughters of the Republic of Texas, and to Taylor-Mesilla Historic Site
  - Radio and podcast appearances promoting the library and the department. Significantly Teddie Moreno had several appearances on the Dona Ana County Clerk and Recorders podcast "Preserving History and Democracy"
  - NMSU Black Programs Juneteenth celebration event and exhibit
  - New exhibits installed in McFee Gallery

Meet the family of James "Jim" Ballard

LOOKING FOWARD

During the 2025-2026 year, the department has several priorities and programs in the works.

- *Space optimization:* Actively review and deselect out-of-scope materials, rearrange and consolidate collections to make the best use of our space and ensure capacity for growth for the future

- *Acquisitions:* Collect important documentary materials related to southern New Mexico and the border region in order to provide comprehensive research collections to library users

- *Outreach:* Work with community partners to provide programming and outreach related to our collections and our region's history and cultural heritage. Create exhibitions and sponsor public lectures that highlight our work

- *Instruction:* Provide instruction sessions for NMSU classes across academic disciplines

Faculty and Staff news

- *Teddie Moreno*
  - Made several appearances on the Dona Ana County Clerk and Recorder's Office podcast "History and Democracy," making her their most "in-demand" guest
- *Elizabeth Villa*
  - Co-curat ed large exhibition "The Ballard Photo Studio: A Portrait of Community" for the Branigan Cultural Center, Oct. 2024-Feb. 2025. Staff at the Branigan reported that this was one of the most popular exhibitions.
- *John DesGeorges*
  - Secured Community Needs workstudy funds to hire 5 student employees in ASC
- *Dylan McDonald*
  - Promoted to As-sociate Professor and awarded tenure
  - Awarded $4,000 SBCI grant, with Nathan Camp, for "New Mexico and Southwestern-themed Comic Books" acquisitions
  - Planned and hosted "CampingCon 2024" conference under auspices of the National Council on Public History, Oct. 9-13, 2024
  - Publication: McDonald, D.; Olguin, J; and Glowacka-Musial, M. (2024). "Ephemera as a Versatile Primary Resource: A Case Study of the Nancy Tucker Postcard Collection." Journal of Western Archives, Vol. 15, Issue 1, Article 6, September, 2024
  - Publication: McDonald, D. "Real Photo Postcards of Idaho's Arrowrock Dam," Postcard History.net, August 25, 2024

- Book Review: McDonald, D. Review of Restoring the Pitchfork Ranch: How Healing a Southwest Oasis Holds Promise for Our Endangered Land, by A. Thomas Cole, Southern New Mexico Historical Review, 32 (January 2025): 77-78
- Presentation: McDonald, D. Panelist, "How to Host a CampingCon: From Site-Selection and Fundraising to Publicity and Programming," National Council on Public History Annual Meeting, Montreal, Quebec, Canada; March 29, 2025
- Presentation: McDonald, D. Panelist, "Improving the Research Experience: A Workshop for Graduate Students in Western American History," Western History Association Annual Conference, Kansas City, MO; October 26, 2024

- *Jennifer Olguin*
  - Promoted to Associate Professor and awarded tenure
  - Publication: McDonald, D.; Olguin, J; and Glowacka-Musial, M. (2024). "Ephemera as a Versatile Primary Resource: A Case Study of the Nancy Tucker Postcard Collection." Journal of Western Archives, Vol. 15, Issue 1, Article 6, September, 2024.
  - Presentation: Olguin J, Glowacka-Musial M, & McDonald D. "An Ephemeral Effort: Promoting the Development of Southern New Mexico, 1880-1950." The Agricultural History Society Annual Meeting. June 6-4, 2024

Jennifer Olguin and Dylan McDonald got promoted to Associate Professor and awarded tenure.

- *Erin Wahl*
  - Elected Vice-President/President-Elect of the Mountain Plains Library Association
  - Received PhD
  - Served on Programming Committee for New Mexico Library Association
  - Guest edited issue of Collaborative Librarianship: Countering weaponized tradition: Libraries and archives using collaboration and tradition as a catalyst for progress [Special issue]. Collaborative Librarianship. Vol 14. Issue 1. October 2024
  - Presentation: Full-day conference workshop with Dr. Kristin Kew (NMSU Education Department), Dr. Brian Atkinson (Arizona State University), and Nina Schvaneveldt (University of Utah): Research Bootcamp for Librarians, New Mexico Library Association Conference, October 2024
  - Presentation: Erin Wahl, Krista Hollis (Menil Collection), and Dr. Edward Benoit (Louisiana State University), "Perspectives of Sustainability in Archives: A Panel"
- *Dennis Daily*
  - Co-curated exhibition "The Ballard Photo Studio: A Portrait of Community" at the Branigan Cultural Center, Oct. 2024-Feb. 2025
  - Conference presentation, Western History Association, Kansas City, Oct. 25, 2024, "Daniel R. Payne: Recording the Changing Landscape of the U.S./Mexico Land Boundary in New Mexico"
  - Conference presentation, Center for Big Bend Studies, Alpine, Texas, Nov. 8, 2024, "Border Regional Archives Group; Preserving the Documentary Heritage of the Borderlands"

REFERENCE & RESEARCH

Assistant Professor Leslie Ross, Instruction Coordinator

Assistant Professor Nathan Camp, Emerging Technologies Librarian

Elana Karshmer, Department Head

Brita Sauer, Online Learning Librarian

Wendy Simpson, Library Specialist, Senior

Assistant Professor Jess Zubia, Outreach and Ethnic Studies Librarian

Gabrielle Diaz, Library Specialist, Senior

Jessica Fleming, Library Specialist

Associate Professor Alisa Gonzalez, Education and Social Sciences Librarian

Department Overview

An essential partner in supporting learning and research across campus, the Reference and Research Services department helps NMSU students achieve academic success. From helping library users identify their information needs, learn to use resources like the library catalog and article databases to find the information, and analyze their findings to choose the most appropriate resources, members of RRS engage in activities that promote Information Literacy and critical thinking through reference services, library instruction, and outreach activities.The major provided by RRS include:

- *Reference Services:*
  - The reference desk provides assistance identifying research needs, finding appropriate resources, searching within, and accessing specific library resources, and evaluating information as necessary. Reference assistance is offered in person and online, allowing students, faculty, and community members to get help in their choice of modality. Additionally, RRS recently joined Springshare's Global Chat Service, expanding NMSU's access to on-demand reference help through a chat cooperative around the world and contributing to this valuable resource.
- *Research Support:*
  - RRS subject liaison librarians offer in-depth consultations to NMSU students, faculty, and independent researchers, helping them identify useful research strategies, narrow down potential topics, navigate databases and other resources to find the best materials, and ensure that their individual research needs are met. Members of RRS are trained in assisting with systematic reviews, scoping reviews, and other subject-specific research projects, ensuring that researchers get the support they need to achieve their goals.
- *Instruction:*
  - The formal education program within RRS teaches students to use library resources effectively and to think critically about information. The program is based on Information Literacy concepts, and includes modules on searching databases, evaluating sources, and citing materials properly. The information covered in the library's courses, LIBR 1110 and LIBR 311V, helps students, regardless of major, become better, more agile researchers, and equips them to engage with information intelligently.
- *Resource Management:*
  - Collaborating with librarians and staff across departments, members of RRS review current library holdings and curate reference and general collections that support NMSU's existing and emerging programs.

Overall, RRS is dedicated to connecting users with the information they need and helping them to become skilled, independent information users.

Accomplishments:

- *Reference:*
  - The RRS team began offering a 24/7 Virtual Reference Service July 1, 2024. With the new 24/7 Chat Service, NMSU joined a cooperative of libraries from around the world to help answer questions around the clock. RRS also participates in the service, providing assistance to users outside of NMSU!
- *Instruction:*
  - Following last year's success, this year Reference and Research Services librarians continued to teach Information Literacy (LIBR 311V) and Introduction to Research (LIBR 1110). Additionally, after mapping the two courses' curricula to the ACRL Frame work for information Literacy for Higher Education, the instruction program provided one-shot instruction sessions across disciplines, delivering instructional services tailored to specific course needs. As NMSU developed new degree programs, the library instruction program worked to meet emerging needs proactively, identifying areas for new special topics courses and considering how the current liaison structure could be altered to support requests for instruction from these new subject areas. As always, the NMSU Library instruction program contributes significantly to academic achievement, enhances research quality, strengthens scholarly writing, and promotes ethical information use by developing information literacy competencies.
- *Collection Management:*
  Over the past year several important projects have begun that will improve the library's collections.
  - As noted in last year's report, the library not only restarted the in-kind gifts program, but expanded it, allowing for access to a variety of books that complement NMSU's unique collections.
  - The RRS department continued to participate in a comprehensive collection analysis to identify items for withdrawal. These items, many damaged and outdated, have been removed from the collection, allowing for more effective use of space, and newer versions of some items, when available, have been purchased so that library users have access to the best information possible.
  - The process of maintaining library collections is ongoing, and team members in RRS are constantly reviewing holdings to evaluate their place in the library. This process is also essential to supporting the creating of new programs across the university, as degree programs proposed by the university require reports on how library resources can support students in these new areas, and members of RRS not only perform the work vital to ensuring the materials are available, but that there is room in the collection to house new resources that must be purchased.

- *Outreach:*
    - Over the past year, RRS team members participated in outreach activities de
      signed to encourage students and faculty to use library resources and to engage
      with library services. While some programs were social, some focused on
      reaching out to specific user groups in ways that helped to minimize existing
      barriers to learning. The librarian responsible for this programming is new to the
      department and will continue to develop this systematic approach moving into
      the new academic year and beyond.

EVENTS

POPCORN FRIDAYS
Invitation for campus to visit library for a free bag of popcorn on selected Fridays over the semester (Fall 2024, Spring 2025)

Goals
- Foster community engagement within library
- Collect feedback on attendees' interests for future programs

Number of Sessions/Attendees
- 11 events in total
- 351 bags distributed

Mobile Librarian
In collaboration with LGBTQ+ programs, this event offered on-site access to library assistance with the LGBTQ+ program office's space

Goals
- Encourage use of library resources for members of community
- Meet students outside of the library to offer on-demand help

Number of Sessions/Attendees
- 2 events held
- 15 participants

Zine Making Workshops
(Women in STEM League)
(Trans & Queer Block Party)

Both events, in collaboration with campus and community groups, were designed to teach attendees about zines, their history, use, and how they could be helpful tools for sharing information

Goals
- Engage specific groups on campus and in the community
- Promote alternative methods of creating and sharing information

Number of Sessions/Attendees
- STEM League: 15 participants
- Trans & Queer Block Party: 19 attendees

Author Talk, Tara Lopez

In collaboration with the library's Outreach & Programming committee, two RRS librarians brought author Tara Lopez to campus to discuss her book Chuco Punk

Goals
- Promote sense of community within the library
- Encourage reading!

Number of Sessions/Attendees
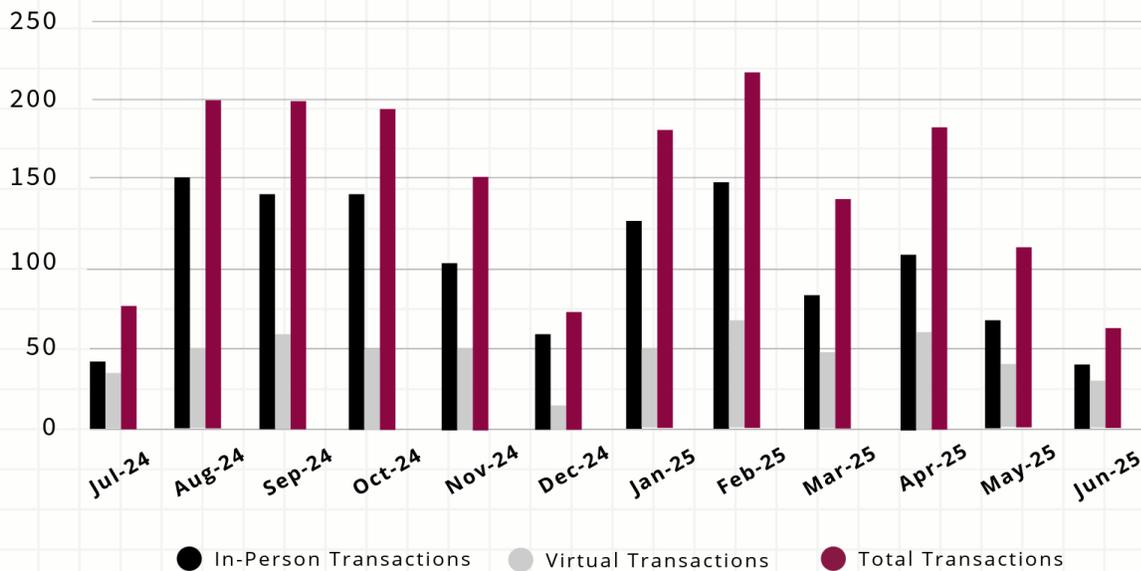- Approximately 35 attendees

- **NMSU Global:**
    - The library, in conjunction with NMSU Global, created a new position to support the needs of faculty, course designers, and students within NMSU Global programs. The librarian in this position participated in Global's Spring and Summer 2025 Course Design Institute, created a LibGuide to address the specific needs of Global faculty and course designers, and made inroads with the Global population, answering over a dozen questions regarding course development and materials via consultation and email modalities.

- **Emerging Technology Lab (ETL):**
    - ETL use grew extensively in the past year, welcoming over 2,000 students. Users from all over campus used the 3D printer to create nearly 500 items over the year, totaling over 1,000 hours of print time and requiring nearly 28 kg of filament. The ETL's 3D printing service was used for a University Museum exhibit in spring 2025 to make tactile versions of artifacts that encouraged visitors to interact with the items, one of several key partnerships established this year. The ETL also expanded hours by nearly 50%, creating increased opportunities for students to engage with emerging technologies regardless of their majors.

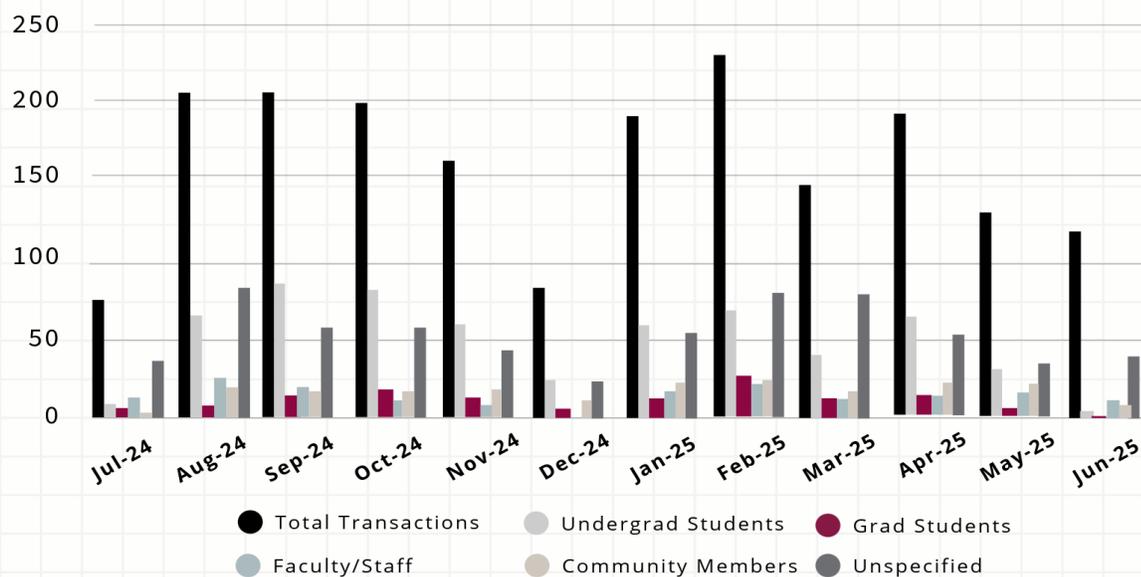# Reference and Research Services by the numbers:

In 2024-2025 Reference and Research Services team members engaged in many activities designed to support NMSU students and faculty. The charts below provide a snapshot of these activities.

- *Reference:*

Reference Transactions by Modality, AY 2024-2025

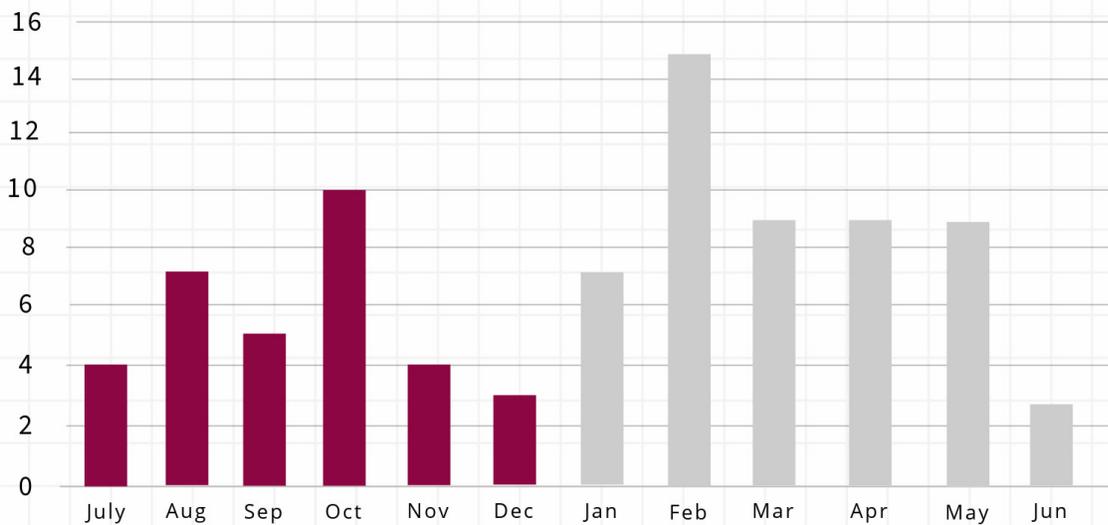
Legend: In-Person Transactions, Virtual Transactions, Total Transactions

Reference Transactions by Library User Type, AY 2024-2025

Legend: Total Transactions, Undergrad Students, Grad Students, Faculty/Staff, Community Members, Unspecified

RRS Global Chat Co-Op Participation, AY 2024-2025 (Year 1)

	Value
Total numbers of Chats	~445
Total numbers of Chats by NMSU RRS	~275
Total numbers of Chats Answered for NMSU by Chat Co-Op	~175
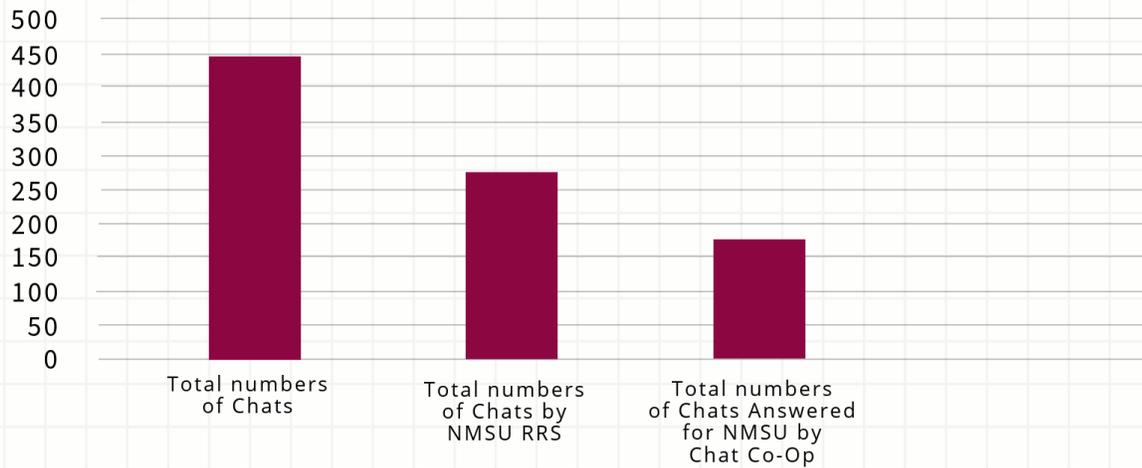
Librarian Consultations by Month, AY 2024-2025

Month	Consultations
July	4
Aug	7
Sep	5
Oct	10
Nov	4
Dec	3
Jan	7
Feb	15
Mar	9
Apr	9
May	9
Jun	3

Number of Students Attending Instruction Sessions, AY 2024-2025

Legend: ● Total Students ● Grad Students ● Undergrad Students

X-axis: 0, 200, 400, 600, 800, 1000, 1200, 1400, 1600, 1800
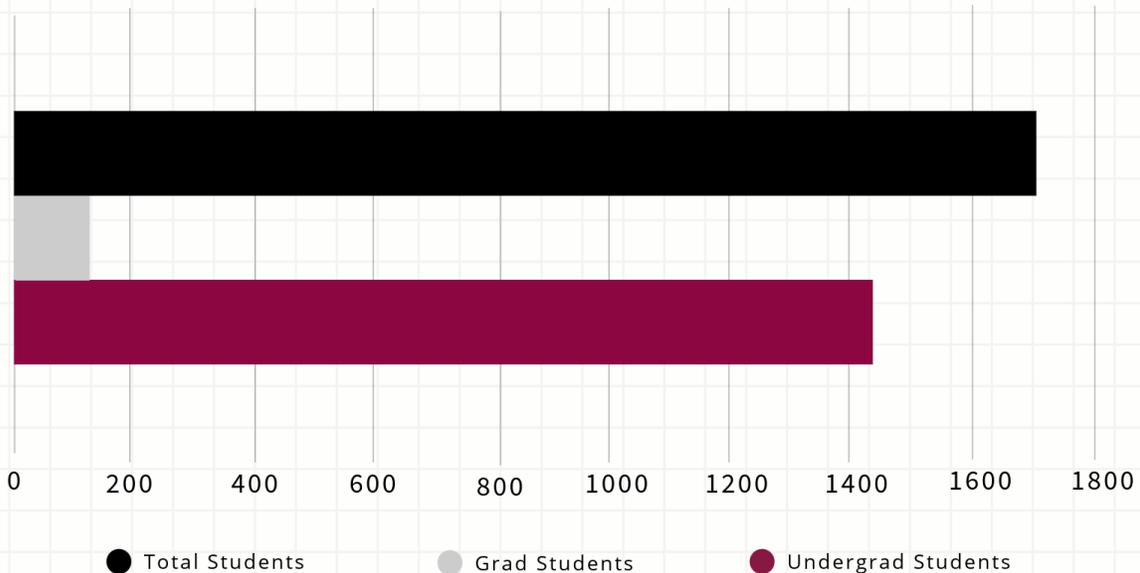
- *Outreach at Aggie Welcome & Orientation Events: RRS members participated in*
  - 13 AWO tabling sessions during AY 2024-2025
    - Approximately 19 hours of contact time with new and potential students/parents
    - Reached over 1300 people during these events
    - Collaborated with colleagues outside of RRS to host tables
    - Networked with colleagues outside of the library during these events to publicize library services, resources, and to promote a positive image of the library across the university
  - ACES Open House
    - Talked with more than 150 students affiliated ACES
  - Pistol Pete Fair
    - Represented the Library and explained resources available to attendees
- *Patent & Trademark Research Center (PTRC):*
  - 20 consultations
  - trademark application completed
- *Collection Development & Management:*
  - Added 93,486 titles
    - Includes monograph purchases in all formats, EBA program additions, SaP purchases, ILL-DDA purchases, etc.

- *Emerging Technology Lab (ETL):*

Fall 2024	
Total Lab Attendance	975 people
Virtual Reality Equipment Use (VR)	55 users
Total 3D Printing Requests	194
Academic 3D Printing Requests	70
Recreational 3D Printing Requests	124
Total number of 3D Scanning Sessions	9
Total Amount of Filament Used	9,635.5 g
Total Time Spent Printing Requests	393 hours, 37 minutes

Spring 2025	
Total Lab Attendance	1,056 people
Virtual Reality Equipment Use (VR)	19 users
Total 3D Printing Requests	293
Academic 3D Printing Requests	193
Recreational 3D Printing Requests	100
Total number of 3D Scanning Sessions	15
Total Amount of Filament Used	18,288.69 g
Total Time Spent Printing Requests	748 hours, 27 minutes

LOOKING FORWARD

Planning for 2025-2026 is well underway! Many changes to RRS staffing and the addition of new positions to the team provide opportunities for the department to rethink current services, adjust strategic planning initiatives, and identify new areas for collaboration with partners outside of the library. The primary goals remain facilitating student learning, supporting researchers, and promoting Information Literacy across the university.

In support of these goals, RRS is working on several exciting projects, including:
- *Creating content and appearance guidelines for NMSU LibGuides.*
  This project will ensure LibGuides meet accessibility requirements and make finding information within the guides more intuitive by standardizing how information is presented. Changes to LibGuides' appearance will also make the guides more appealing to library users and help them conform to content expectations.

- *Developing liaison guidelines.*
  The process of codifying expectations for liaisons' roles as the person responsible for communicating directly with academic departments, providing one-shot instruction for assigned areas, and guiding collection management within specific areas will help in two important ways. First, it will ensure that librarians with liaison duties get credit for their work using a method that can be evaluated as part of their annual review, and second, it will offer documentation for new library faculty members who may not understand the expectations of this role within the department. This project will include feedback from faculty librarians in RRS and considerations of best practices in the field so that it reflects the department's strategic plan and service-oriented approach.

- *Reviewing/revising assessment forms.*
  To ensure that the data RRS collects provides the information needed to make decisions that affect services provided to students, faculty, and community users, reviewing data collection processes and forms periodically is important. Reviewing the forms to determine whether they collect the information the department needs also helps to identify gaps in the collection process, which can then be addressed. Thus, the goal of this project is to make sure existing procedures continue to work, and to make changes when necessary.

- *Developing additional statistics collection processes for the ETL.*
  As one of the newest services offered by RRS, the Emerging Technology Lab provides access to a wide variety of technology resources to all members of the NMSU community. Since its inception, the lab has focused on increasing access to emerging technologies and expanding offerings, and to continue this, it is imperative that the lab receive increased funding. One way to show the impact it has on NMSU students is by collecting statistics on use, which has been incorporated into operational policies, but another way is to survey users on their use of specific technologies to determine how the lab should be improved and which technologies they find the most useful.

- *Implementing LibInsight.*
  LibInsight, a program offered as part of the Springshare suite of tools, allows subscribers to create and share dashboards with members of the university community. These dashboards illustrate the datasets uploaded into the dashboards, showing everything from number of reference transactions per month to individual consultations by semester to breakdowns of instruction requests. This powerful analytics tool demystifies the library's work, helping show how RRS team members make an impact on student learning and research in numbers that stakeholders can use in additional reporting throughout the institution.

- *Hiring a new Institutional Research librarian.*
  While many academic libraries have librarians dedicated to advancing Open Access (OA), rather than finding a replacement for the librarian previously in that position, the search committee revised the position significantly to address changes to the field of OA, publishing, research, and the library's goal of implementing an Institutional Repository (IR) for campus publications. The new position, Institutional Research librarian, will help support all these initiatives, focusing initially on the creation of the IR and its promotion on campus. Members of RRS are involved in recruiting and inter viewing candidates for the position and then helping the new librarian acclimate to the role.
- Expanding role of the Online Learning librarian. As NMSU's Global Campus continues to grow, RRS, in partnership with Global, created a librarian position designed to ad dress NMSU Global Campus students' and faculty members' needs. As the Global Campus grows and students learn about the Online Librarian's role, the position will change, providing support, instruction, and resource advocacy to members of the Global community, and anticipating new opportunities for partnerships that benefit student outcomes.

Faculty/Staff News

- *Nathan Camp*
  - Published article "The citation catastrophe: Propagation of AI-generated counterfeit citations in scholarship" in The Journal of Academic Librarianship.
  - Published book chapter, "Expanding Boundaries: The Role of VR in the Modern Library" in Handbook of Trends and Innovations Concerning Library and Information Science: A Multidisciplinary Approach.
  - Awarded a Southwest and Border Cultures Institute grant with Dylan McDonald for the purchase of pulp art materials relating to the southwest, with a particular emphasis on Billy the Kid and Smokey Bear comics.
  - Assisted a patron in the PTRC file a trademark application
  - Presented "Navigating the Triple-Headed Threat: Federal, State, and University Rules for Drone Flying for Programmatic Purposes" at NMLA 2024

- *Mariaelena De La Rosa*
  - Reviewed over 150 donated for possible inclusion in Library collection
  - Evaluated 130 items for de-selection, replacement, and/or alternative format coverage
  - Considered 100 requests to replace existing holdings with alternate formats
  - Communicated with library users across the university regarding donations, holdings, potential acquisitions, purchases, and ILL-DDA options
  - Submitted over 100 tickets related to collection development and followed up on outcomes as necessary

- *Gabrielle Diaz*
  - Continued overseeing the government documents collection and duties
  - Coordinated the ongoing shifting of physical items in the GovDocs annex, including a review of EP items which were deselected and withdrawn from the catalog
  - Coordinated, evaluated, and deselected atlases which included shifting and moving the atlases & oversized government docu ments into the Branson reference area
  - Used Excel and the ERIC Keep List to estimate that 70.2% of our ERIC microfiche collection is digitized
  - Participated in Pistol Pete's Academic Success Fair
  - Organized Finals Week activities for both Fall and Spring semesters
- *Jessica Fleming*
  - Served on the hiring committee for Online Learning librarian, successfully hiring Brita Sauer
  - Set up and launched Academic Global Chat for RRS
  - Created Reference Transaction Dataset for RRS's LibInsight dashboard and assisted with the creation of datasets and dashboards for other units within the library
  - Organized and lead a major deselection project of AB range
  - Helped organize Finals Week activities for both Fall and Spring semesters
- *Alisa Gonzalez*
  - Assisted with the creation of a library showcase for Communication Department on helpful resources
  - Mentored several students in completing research projects, undergraduate and graduate; received credit for her assistance in the NMSU undergraduate re search journal, Agora
  - Updated and created several LibGuides as requested by faculty members and to assist students in using new library resources
  - Held 24 research consultations tailored to individual users' needs

- *Elana Karshmer*
  - Joined RRS in Jan. 2025 as Department Head
  - Began LibInsight implementation project in collaboration with members of RRS team and members of other departments
  - Oversaw review and revision of RRS's draft strategic plan
  - Started assessment of department evaluation and data collection tools with team members
  - Published "Engaging Communities to Build a Culture of Data Mutualism with Limited Resources," in Data Culture in Academic Libraries: A Practical Guide to Building Communities, Partnerships, and Collaborations
- *Leslie Ross*
  - Helped facilitate two days of workshops for a visiting cohort of high school students from Truth or Consequences, NM.
  - Presented "Slaying Barriers to Learning: Creating Safe Spaces to Explore Information Literacy" at NMLA Annual Conference 2024.
  - Participated in the Teaching Academy's Teaching Scholars Institute.
  - Earned the Teaching Academy's "Most Distinguished Member Award" for 2025
  - Article in review: "The Flexible Evaluator: Mindfulness Practices in Information Literacy Education," The Journal of Academic Librarianship.
  - Co-chaired the ACRL IS Framework Revision Task Force
  - Served as Incoming Convenor for the ACRL Contemplative Pedagogies Interest Group
- Brita Sauer
  - Joined RRS Fall 2024 as Online Learning Librarian, a position designed to support NMSU Global students and faculty
  - Organized a "Seed Swap" at Zuhl Library for members of NMSU and Las Cruces communities
  - Assisted in creating a LibGuide with links to resources for vulnerable students within the community
  - Served as a faculty sponsor of the NMSU Horticulture club, helping plan events and chaperoning the club's Spring Break trip to Tucson, AZ, and the Biosphere 2
  - Published a poem, "Whose scat is that," in the Sonora Review
  - Presented "Community Seed Saving Projects" to Doña Ana County Extension Master Gardener Program members
  - Collaborated with Creative Writing Department and A&SC on Puerto del Sol exhibit and issue release party

- *Wendy Simpson*
  - Served on the hiring committee for the Department Head of Reference & Re search Services and successfully hired Elana Karshmer
  - Began serving on the Labor Management Committee as a union representative for AFSCME Local 2393.
  - Worked with Las Cruces middle and high schoolers on a library research session for National History Day
  - Created library instruction Dataset and dashboard in LibInsight, and assisted other units in creating datasets and dashboards in LibInsight
- *Jess Zubia*
  - Hosted a wide array of outreach programs for Latin American Programs, LGBTQ+, and Black Programs at NMSU
  - Developed zine-making workshops for NMSU community members and presented for wider community as well
  - Presented at NMSU's Justice and Revolutionary Thought Conference, "Zines as Tools of Resistance: Exploring the Intersection of Zine Culture, Academic Libraries, and Social Justice in Higher Education"
  - Launched a mobile librarian program with LGBTQ+ Programs

"Providing reference and instruction is vital to an academic institution's success. Beyond offering expert assistance in finding, evaluating, and using informatio resources effectively, Reference & Research Services (RRS) instruction sessions, research consultations, and resource guides, help students and faculty develop critical information literacy skills, enhancing academic success and promoting lifelong learning. The work that members of RRS do supports teaching, learning, and exploration, allowing NMSU students and faculty to achieve their goals and to shape the future."
-Elana Karshmer, Department Head

LIBRARY SYSTEMS

Nirali Patel, Senior Systems Analyst
Darlynna John, Senior Web Developer
Associate Professor Jason Bengtson, Department Head
Erik Quezada, Associate Systems Analyst

Department Overview

The Systems department serves as the Information Technology department of New Mexico State University Library. It provides hardware and digital systems support for the library and serves as the primary technologist team for the institution. From coding and web development, to data manipulation, hardware support, platform support, technology consultation, and solution engineering, the Systems department provides full spectrum digital technology support for our academic library.

Accomplishments

This year marked the culmination of several keystone improvement projects for the NMSU Library digital infrastructure. The legacy library webservers libezp and libcgi were retired, despite the need to unravel significant complications before that process could be concluded. The results, however, have been dramatic. The campus Information Security unit has noted a precipitous drop in library security problems and alerts on the network. Multiple file transfer operations have been moved to vendor resources or to the NAS, making them more manageable and finally providing them with adequate documentation for departmental succession operations. Several departmental storage folders, including the vital storage for our Library's highly effective InterLibrary Loan operations, have been moved to the NAS, improving uptime, data security, and transfer speeds. A web of problematic, undocumented web address forwarding across both web servers has been dismantled. Some databases from libcgi, such as the Zuhl Collection, have already been migrated to other platforms, while significant work has been carried out by the Metadata Unit and Archives and Special Collections on others with the help of data extractions and some data transforms performed by Systems. A large amount of equipment has been retired, meaning the library does not have the expense of replacing it or continuing to maintain it.

The public computers in Zuhl and Branson, which had long been slow and problematic, were replaced with faster, more capable devices with larger monitors and new, clean peripherals. The largely unused computer equipped study carrels around the periphery of the Zuhl Library had their computers removed by central IT student technology and the carrels were upgraded with monitors, power towers and docks as a pilot project to better support patrons bringing in their own computing devices. Large displays were replaced in the group study areas of Zuhl library. The new Visiplex speaker system was expanded with additional units in new areas. Microform hardware was upgraded in the Special Collections Reading Room, providing a more powerful and more up to date unit for the use of legacy microform resources by patrons and researchers. Meanwhile the main accessibility remediation project may have reached completion, but web accessibility initiatives continue as part of our organizational commitment to recognize, support and value all of our patrons. Regular accessibility remediation and maintenance continued throughout the past year as new issues were created or come to light. Work with our friends in Reference and Research Services and Archives and Special Collections on Libguides and blog posts accessibility has also continued apace. All of this work supports our patrons and is calibrated to improve their library experience and perceptions.

Systems also embarked on work to improve working conditions for our library colleagues. Noting dissatisfaction with the smaller monitors supplied at library workstations, the department determined that one of the best ways to reduce eye strain and the general working environment in the short term would be to upgrade workstations to a larger monitor size. As part of this effort a large number of monitors were replaced during a general replacement project across both libraries. Numerous computers were also upgraded and replaced, in some cases as part of effort to ameliorate persistent problems by users who had been previously under-resourced and in other cases to proactively prevent issues that were on the horizon (such as the impending retirement of intel-based mac hardware). Systems continued to pursue reports of remaining Windows 10 devices, upgrading them when possible and replacing them when it was not. In support of a patron request and the internal need to preserve some legacy media Systems integrated several pieces of hardware and software to build a device capable of reading obsolete 5.5" floppy disks. This machine was used to successfully remove data from a number of disks from the Archives collection so that their data could be appropriately curated. In a move to significantly upgrade printing resources a major project was completed to replace most of the library's large network printers with newer models. These efforts represent deliberate moves to support our library colleagues in pursuit of the Library's mission.

In a new strategy for the current Systems team a student employee was brought on board to assist with disposal and the department's incipient inventory. Mia Herrara soon became an important part of the team who did excellent work in cataloging and facilitating disposal operations for Systems and who laid the groundwork for an inventory of Systems holdings.

Modern organizations do not thrive in the absence of quality analytics and Systems has had a major role in improving the Library's analytics posture over the past year. Reference and Research Services took the lead in adopting the new LibInsight platform and Systems, along with creating its own dashboard, supported the effort by building a page to display departmental dashboards in a tabbed format on the library website. When Access Services discovered that the tattle tape gates had begun to fail, Systems worked with them and administration in selecting and deploying new people counters. This required working with facilities to have power over ethernet connections installed and deployed prior to the installation of the devices. The new counters, which use overhead infrared-enabled cameras and machine learning software, are already providing a radically improved level of accuracy over the older, horizontal electric eye technology previously in use. Such counters could not parse out groups moving through the electric eye beam and could be impacted by ambient light conditions. New counts are showing how significant past undercounting was, allowing us to better represent library value through physical usage.

LOOKING FORWARD

The Systems department has been following a challenging but clear development arc designed to move it further away from crisis operations, a response-driven posture, a "keeping the wheels on the bus" approach to increasingly decaying digital infrastructure, and a process-impoverished environment. This arc has moved Systems in the direction of a more proactive posture characterized by more and tighter process, a transition to more supportable and maintainable infrastructure models, an increase in planning and deliberation, and a growing level of consideration for the maintainability of new approaches and strategies. This change has led to the introduction of new levels and types of documentation and planning/process mechanisms that emphasize successful succession operations for positions and projects in the department as the organization moves forward.

By making the progress we have this year we will now be able to focus more energy on "normalizing" operations from an IT shop perspective. This includes continued moves on infrastructure items that are still not optimal (moving Time Limit Manager to a cloud-based version as that becomes available, as one example), but more importantly it means doing more work to establish defined maintenance windows to help avoid problems before they appear. It means continuing efforts to expand intune adoption, expanding our departmental inventory until it is completed, and expanding planning and internal collaboration efforts in our challenging campus technology environment. We have begun collaborative projects that will redesign parts of the library website, expand Primo search, and improve other parts of our users' experiences. We will begin working to shift our security focus to desktops and other networked devices in our continued efforts to keep our University and Library systems safe. And we will work to continue to provide high quality technology support to our colleagues and users while continually striving to husband our library budget dollars responsibly, serving the taxpayers of our great state in a way we can all be proud of.

Faculty and Staff News

Jason Bengtson
Scholarship
- Published three peer-reviewed scholarly papers, two as sole author and one as a co-author with NMSU Library colleagues
  - Camp, Nathan; Jason Bengtson; and John Sandstrom. "The Citation Catastrophe: Propagation of AI-Generated Counterfeit Citations in Scholarship." The Journal of Academic Librarianship 51.4 (2025). Print. https://doi.org/10.1016/j.acalib.2025.103065
  - Bengtson, Jason. "Pure Client-Side Data Wrangling: Building a Strongly Single Page Web Application in an Academic Library for the Production of a Catalog-Ready Patron File." Information Technology and Libraries 43.4 (2024). Web. https://doi.org/10.5860/ital.v43i4.17039
  - Bengtson, Jason. "Testing the Feasibility of Schema.org Metadata Refinement Through the Use of a Large Language Model." Journal of Library Metadata 24.4 (2024): 275–290. Print. https://doi.org/10.1080/19386389.2024.2392419

- Was approached and invited, along with a co-author, by ALA Core to submit a
  - book proposal for an underserved area of library technology literature. This proposal has been accepted and the contract signed
  - Conducted several peer reviews
  - Was accepted into the competitive NMSU PhD program for Rhetoric and Professional Communications for the Fall of 2025

Projects
- Created Systems Libinsight feeds and dashboard and architected the new Library Dashboard page
- Oversaw and facilitated decommissioning of increasingly unsafe library legacy servers
- Migrated the Zuhl Collection to Digital Commons
- Orchestrated installation and setup of interim and full replacement people counters for Zuhl and Branson libraries
- Worked with Professor Camp and Dean Comerford on initial quantum computing engagement efforts
- Co-authored NMSU grant for AI hardware support for the ETL
- Replaced the legacy libezp Alma file transfer site with a file transfer process through Ex Libris, paving the way for server decommissioning
- Facilitated team training events
- Assisted DACC and Grants with Alma/Primo requests
- Provided frequent platform support
- Architected the Public PC replacement project
- Architected the monitor replacement project
- Architected interim streaming video strategy
- Overall management and oversight of Systems projects and initiatives

Committees
- NMLA Scholarship Committee Member
- NMSU IT Pre-Procurement Committee Member
  - Requires significant work in the regular approval rotation
- NMSU STAC/FACT Committee Member
- NMSU FSLAC Committee Member
- Library Promotion and Tenure Committee MembeLibrary Digital Platforms Working Group Member
- Faculty Bonus Award Committee Member
- Institutional Scholarship Librarian Search Committee Member
- Library U Committee Member
- UX Committee Member

36

Darlynna John

Scholarship
- Was admitted as a new, undeclared MA student into the competitive NMSU graduate college for the Fall of 2025
    Awards
- Received Team Award in Spring 2025

Projects
- Completion of Accessibility Remediation Project
    – Continued maintaining webpage accessibility standards after project completion
- Collaborated in designing and created the Holocaust Exhibition webpage
- Collaborated in creation of the new Library Dashboard webpage
- Created video tutorials for library tech/assets
- Built the new Docuseek streaming video page
- Began groundwork with Archives on a website redesign
- Provided technical support for Watermark changes affecting the promotion and tenure process
- Created new A/V and text instructional materials for Library use
- Provided web presence support and maintenance
- Assisted with new employee monitors and printer setup
- Assisted with Visiplex equipment deployment
- Assisted with Systems Disposal Project
- Participated in student employee oversight
- Architected departmental calendaring and other tools to assist internal project management
- Continuation of occupational training via LinkedIn Learning, NMSU Training, and Team Building/Training events
- Completed significant numbers of IT service requests and assisted with numerous additional projects

Committees
- Zuhl Endowment Funds – Library Improvements Working Group Member
- NMSU Desktop Support Working Group Member
- Digital Commons Design/Implementation Committee
- UX Committee Member

Nirali Patel

Scholarship
- Began work in the competitive NMSU Computer Science MA program
    Awards
- Received Carl Faubion Outstanding Library Staff Employee of the Year Award in Spring 2025
- Received Team Award in Spring 2025

Projects
- Architected second-stage Visiplex expansion strategy
- First and second stage Visiplex hardware deployment and configuration
- Conducted server security review of and regular mitigation efforts for libezp and libcgi
- Replaced legacy file transfer processes on servers slated for decommissioning with more stable processes on the library Network Attached Storage device
- Assisted in decommissioning unsafe legacy digital systems, including libezp and libcgi
- Performed upgrades of legacy Windows 10 machines found by or reported to Systems
- Architected and facilitated the printer replacement project, including device selection
- Assisted in the creation of new A/V and text instructional materials for Library use
- Assisted in replacing machines that could not be upgraded to Windows 11
- Assisted in completing the monitor replacement project
- Researched several technology deployment and configuration topics on behalf of the Head of Systems, providing background, alternatives, and options to support organizational decision making
- Continuation of occupational training via LinkedIn Learning, NMSU Training, and Team Building/Training events
- Completed significant numbers of IT service requests and assisted with numerous additional projects
- Participated in student employee oversight

Committees
- SAC Committee Member
- Zuhl Endowment Funds – Library Improvements Working Group Member
- ERMS Librarian Search Committee Member
- NMSU Security Working Group Member
- NMSU Systems Working Group Member
- NMSU MyNMSU Working Group Member
- NMSU Desktop Support Working Group Member

Erik Quezada
Awards
- Received Team Award in Spring 2025

Projects
- Carried out the Public PC replacement project
  - Required the creation of new images and work with the Time Limit Manager vendor to get the application to work in Windows 11
- Architected and facilitated the Zuhl Carrel Upgrade Project
- Upgraded the microfilm equipment in Archives/Special Collections
- Oversaw the IT Equipment Decommissioning Project (still in progress)

- Facilitated Microsoft InTune migration progress
  - Including the migration of all public student machines and the Zuhl teaching lab
- Facilitated the Monitor Replacement Project
- Facilitated Study Room display upgrades, including hardware selection
- Facilitated the printer replacement project
- Provided support for the new people counter installation
- Assisted with Visiplex equipment deployment
- Researched and ordered equipment at the request of the Head of Systems
- Continuation of occupational training via LinkedIn Learning, NMSU Training, and Team Building/Training events
- Completed significant numbers of IT service requests and assisted with numerous additional projects
- Participated in student employee oversight

Committees
- NMSU Security Working Group Member
- NMSU Systems Working Group Member
- NMSU MyNMSU Working Group Member
- NMSU Desktop Support Working Group Member

Library System by the numbers:

From July 1, 2024 to July 1, 2025 Systems resolved 426 tickets. For that same period the library website had over 54,000 active users, of whom 50,000 were new users. 40,483 of those users visited our site from a desktop computer. The rest of them used mobile devices, with the exception of two users who accessed our website from smart tvs. Altogether this amounted to 142,412 separate sessions of user activity. The library homepage was viewed 127,868 times.

TECHNICAL SERVICES

Michael Roth, Library Specialist, Senior
Matthew Martinez, Library Specialist
Marvin Tafoya, Library Specialist
John Sandstrom, Acquisitions Librarian, Associate Professor
Monika Glowacka-Musial, Metadata Librarian
Stephanie Hibner, Library Specialist, Senior
Senior, Professor Ellen Bosman, Department Head, College Professor

Major Accomplishments

- *Acquisitions*
    - After less than a year of using the Ex Libris Rialto acquisitions platform, the vendor changed the parameters with regard to ordering single, title-by-title e-books
    - Updated lost/missing items
    - Cleaned up 'in transit' items
    - Cleaned up items assigned to B-label
    - Began working on closing open purchase orders with over 315 closed as of June 30. There are approximately 3,700 remaining
    - Assisted Collections with assessment projects

- *Cataloging*
    - The Government Printing Office ceased printing government documents. As a result, MARCive discontinued record provision services. To address this issue, we turned on the federal documents community zone in Alma, however this is not a comprehensive collection of federal documents. As a result of these two items, users will only be able to find a limited number of documents through Primo and will have to rely on basic Internet searching to find items
    - Worked with Access Services to develop a procedure for noting in Primo which items are on the display shelves
    - Worked with Archives and Special Collections to develop procedures for re-labeling/ALMA update of Special Collections oversized materials and preliminary draft of adding comic books to collections
    - Created new procedure 'Cataloging Special Collections Materials II' on cataloging/ processing Special Collections audio/visual materials and materials housed in pamphlet binders to ensure uniform approach taken among Cataloging Unit staff members
    - Trained Library Specialist on copy cataloging audio-visual materials and state government documents
    - Created new procedure 'State government documents from the New Mexico State Library' on cataloging/processing state government documents to ensure uniform approach taken among Cataloging Unit staff members
    - Worked with Archives and Special Collections to develop procedures for re-labeling/ALMA update of Special Collections oversized materials and preliminary draft of adding comic books to collections

- *Metadata*
    - Completed on schedule three-year long digitization project funded by the National Endowment for the Humanities in 2022. Over the duration of the project, we processed 6,937 pieces of the Amador family correspondence with bilingual metadata and made this digital collection available on our new discovery platform Open Access (OA) by LibNova

- Set up a new digital collection on the OA discovery platform, The Round-Up, 1893-1999, and to date uploaded 513 issues of this popular student newspaper online. This project has been critical since the server hosting the newspaper collection previously was terminated by July 1, 2025

- Set up another collection in OA, Hobson-Huntsinger Photograph Collection, 1890-1982, and tested some options for displaying records online
- Assisted by the Library Systems staff customized and fine-tuned the OA discovery platform

LOOKING FORWARD

- *Cataloging*
    - Remove ContentDm links in bibliographic records
    - Clean-up records with "Technical Migration" Primo display
    - Complete re-labeling and update Alma/Primo for Special Collections oversized collection

- *Acquisitions*
    - Decide if we should continue using Ex Libris Rialto acquisitions platform
    - Complete study of consortium pricing for current subscribed products
    - Address backlog in physical processing due to lack of students for 6 weeks
    - Various usage studies of online and physical products.
    - Work on additional assessment projects
    - Review unit needs and organization when ERMS Librarian starts

- *Metadata*
    - Move all collections off of ContentDm
    - Complete migration of The Round-Up to Open Access Platform
    - Begin working on migration of the Hobson-Huntsinger collection to Open Access Platform
    - Update Digital Collections LibGuide landing page

Significant Faculty/Staff Accomplishments:

Presentations

- J. Sandstrom
    - Sandstrom, J. Panel Discussion, Working with Vendors on Licenses and Contracts. NMLA, Spring Conference, April, 11, 2025.
    - Sandstrom., J. Poster Session, Evaluating or Addressing Issues and Gaps in Native American Education, National Indian Educators Association, Annual Meeting, October, 11, 2024.

Publications

- E. Bosman
    - Updated LGBTQ+ section of Resources for College Libraries
- A. Iglesias
    - Iglesias, A., Mahama, L., & Gard, C. (2024). Pursuing academic librarianship: Pathways to librarian positions. Practical Academic Librarianship: The International Journal of the SLA Academic Division, 14(1). https://pal-ojs-tamu.tdl.org/pal/article/view/7182 [peer-reviewed research article]
- M. Glowacka-Musial, Jennifer Olguin, and Dylan McDonald published an article, "Ephemera as a Versatile Primary Resource: A Case Study of the Nancy Tucker Postcard Collection" (MS #1183) in the Journal of Western Archives.
    - https://digitalcommons.usu.edu/westernarchives/vol15/iss1/6/
    - The article has had 423 downloads since August 30, 2024
- M. Glowacka-Musial together with Dylan McDonald had a radio interview for KTAL Speak Up Las Cruces regarding the NEH grant cuts by the federal government
    - https://www.lccommunityradio.org/archives/speak-up-las-cruces-impact-of-federal-cuts-at-nmsu-library
- J Sandstrom
    - Nathan T. Camp, Jason A. Bengtson, John C. Sandstrom. "The citation catastrophe: Propagation of AI-generated counterfeit citations in scholarship." The Journal of Academic Librarianship, Volume 51, Issue 4, 2025. https://doi.org/10.1016/j.acalib.2025.103065

Programs/Exhibits

- M. Glowacka-Musial. The Nobel Prizes in Literature, 1980-2024. PowerPoint presentation displayed in October 2024 in coordination with the Outreach and Programming Committee.

Other (e.g. awards, etc.)

- M. Martinez attended a session on Mastering Digital Migrat
- A. Iglesias
    - Won faculty bonus award
    - Completed NMSU courses in trigonometry and pre-calculus
    - Interviewed on KRWG radio to promote NMSU's 2025 Research & Creativity Week

Service

- E. Bosman—NMSU Alternative Dispute Resolution Coordinator; Title IX advisor; Co-chair of Faculty Grievance Review Board; NMLA Member-at-Large; session monitor for one session of NMLA online mini-conference; Graduate School's Dean's Representative for five non-thesis master's degree oral examinations; Promotion and Tenure Committee Chair; Faculty Senate Library Advisory Committee
- M. Glowacka-Musial—Promotion and Tenure Committee
- A. Iglesias—University Research Council, chair; CORE Leadership Development and Mentoring Committee, co-chair; NMSU Vice President for Research, Creativity and Economic Development Search Committee, member; University Research Council, chair; ALA Council, councilor-at-large; ALA IRC Bogle Pratt International Travel Fund Subcommittee, chair
- J. Sandstrom--Faculty Senate, Non-Tenure Track representative to Senate Leadership Committee; Co-chair OA Committee; Diamatta Award Jury, Chair; National Indian
  Education Association Governance Committee, Member; NMCAL Resource Sharing Committee

- M. Tafoya—SAC representative

- M. Roth--Outreach and Programming Committee. Led Popcorn Fridays' initiative
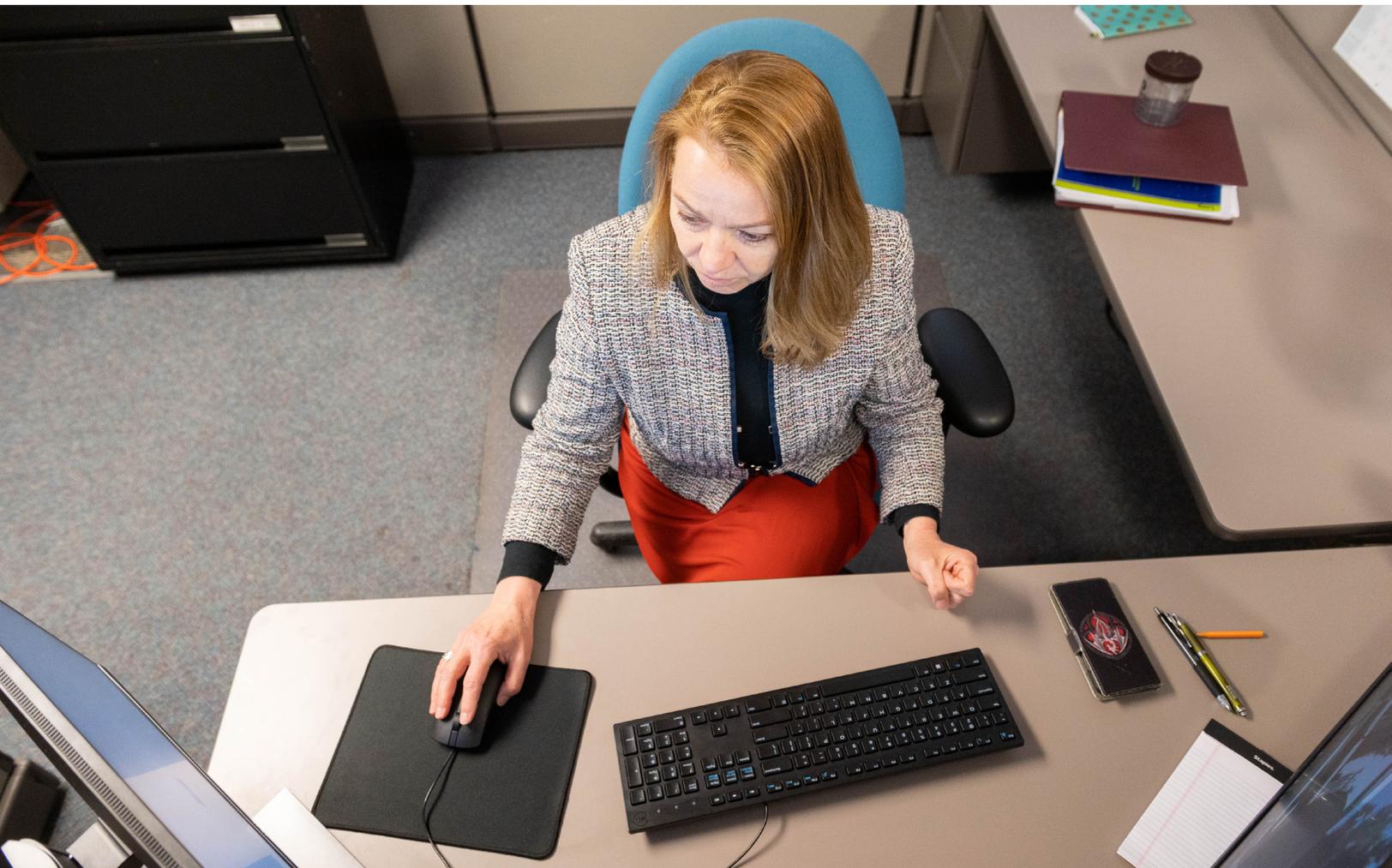
Technical Services by the numbers:

- *Electronic access issues tickets processed: 54*

- *Acquisitions:*
  - Tickets processed: *111*
  - Invoices processed: *1,101*
  - Purchase order lines processed: *2,321*
  - Amazon orders processed: *140*
  - Expenditures:
    - Books and eBooks   *$237,522.27*
    - Print Journals *$62,683.32*
    - E-Journals and Databases *$2,916,342.52*

- *Cataloging*
  - Tickets processed: 89
  - Items added to the collection:3,445
  - Volumes withdrawn from the collection: 4,043

- *Digital collections:*
  - Collections utilized: *31*
  - Page views: *209,993*
  - Active users: *14,843*
  - Top 5 Collections Used: Yearbooks, Course Catalogs, Cooperative Extension, Spaceport, Board of Regents Minutes

- *Total tickets processed: 254*