



Department Annual Report for Reference and Research Services

July 01, 2003 to June 30, 2004

Submitted by Cindy Pierard

Instructions:

- Deadline for submission is July 15, 2004.
- Submit no more than 2 pages.
- Use bullets.

Major Accomplishments:

Organizational

- Organizational accomplishments include continuing progress with the centralization of general reference personnel, operations, and services as well as reconstituting a support unit for federal government documents in Branson Library. The department's new planning document, completed Spring 2004, outlines challenges and opportunities associated with the new service environment.

Personnel

- Cindy Pierard joined the department as R&RS Department Head, July 2003.
- Susan Metcalf joined the department as R&RS/Social Sciences Librarian, August 2003.
- Kirsten Clark was hired as R&RS/Government Documents Librarian, February 2004.
- Debi Allen, Wendy Simpson, and Kirsten Clark form reconstituted Government Document Unit within the department, February 2004.
- Cindy Watkins promoted to Associate Professor, Spring 2004.

Programs

- Collection Development – Program reconstituted. Initiated regular meetings of Library subject specialists. Developed program goals and objectives. Coordinated GO Bond Proposal competition, which attracted 46 proposals (90% were fully or partially funded). Expanded electronic resource holdings and initiated formal group decision-making process for electronic collection development
- Government Documents – Unit reconstituted. Planning begins for new service environment.
- Instruction – Piloted online version of LSC 311 in June 2004. Created online instruction modules for Government and Nursing programs. Conducted assessment of revised curriculum for ENG 111 (outcomes are still being analyzed). Revised content for New Student Orientation, resulting in improved attendance and feedback.
- Reference – Reviewed Branson and Zuhl reference collections in preparation for the summer merger. Continued planning for the shift to a centralized service environment. Participated in a specialized digital reference project with University of New Mexico and Universidad de Cadiz. Submitted successful proposals to the GO Bond competition, and participated in the development of the Library's case statement for the University's comprehensive campaign.

Strategic Goals/Targets

Goals/Targets met during the past year include:

- Develop plan and implementation timetable to merge reference collections and service desks.
- Create collection development group to define and identify collection development issues.
- Restructure Federal Government Documents services.
- Develop, test, and market online learning materials.
- Develop and deliver online version of LSC 311 for Summer 2004.

Trends/Issues:

- Reference – Reshape reference services within a new centralized service environment and explore alternative reference services to meet the needs of “offsite” users.
- Government Documents – Establish service point for government information and begin collection assessment. Prepare Unit staff to offer public service. Promote services and collections to the campus community. Stay abreast of national trends with the Federal Depository Library Program.
- Instruction – Expand discipline-specific instruction. Continue assessment efforts. Explore alternative methods and modes of instruction (online instruction, partnering with teaching faculty on instructional design, etc.).
- Collection Development – Develop toolkit and training to aid in the assessment of Library resources. Continue cooperative collection development with state and regional groups. Stay abreast of scholarly communication issues.

Faculty/Staff Accomplishments:

- Grants Awarded
 - Lee, Norice, Sylvia Ortiz* and *Cindy Watkins. *Bilingual Guide to Border Health Information*. American Library Association Carnegie-Whitney Award, \$5,000.
 - *McKimmie, Tim. *Vegetable and Fruit Production in New Mexico: Past, Present and Future*. Southwest and Border Cultures Institute mini-grant, \$2,000.
 - Mayhood, Gary and *Molly Molloy. Southwest and Border Cultures Institute mini-grants to support acquisitions of border music and mariachi music, \$2,000 and \$2,500.
- Presentations
 - *Beck, Susan and *Kate Manuel. *Reconcilable Differences: What Faculty Attitudes Can Tell Us about Public Services Delivery*. Invited presentation. Presented March 18, 2004 at the Texas Library Association Annual Conference.
 - *Beck, Susan and *Kate Manuel. *Research Methodology 101: Yes! You CAN Do a Research Study in Your Library*. Invited presentation. Presented March 19, 2004 at the Texas Library Association Annual Conference.
 - Bell, Colleen, James Elmborg, Angelynn King, *Kate Manuel, Lorena O’English, and Scott Walter. *Information Literacy across the Curriculum: A Toolkit for Course Development*. Preconference presentation. Presented January 9, 2004 at the American Library Association Midwinter Meeting.
 - *Manuel, Kate. *The Instant Messengers, the Cell Phoners & the File Sharers: An Educator’s Guide to Generation Y*. Commissioned Presentation. Presented April 6, 2004 as part of the University of Nebraska-Lincoln Library’s Visiting Scholar program.
 - *Metcalf, Susan. *Lost in Information Space?* Presented February 27, 2004 at the New Mexico Higher Education Assessment and Retention Conference.
 - *Ortiz, Sylvia. *Technology and Teaching: Hurdles and Solutions*. Invited presentation. Presented September 12, 2003 at the New Mexico Alliance for Graduate Education and the Professoriate (NMAGEP) annual meeting.
- Publications
 - *Huyen, Jan. "The Top 10 Reasons a Library Media Specialist is a Teacher’s Best Friend." *The Clearing House* 77, no. 5 (2004): 219-221.
 - Malcomb, Lou and *Mardi Mahaffy. "Maps of Indiana Issued in the U.S. Congressional Serial Set." *Indiana Libraries* 22 (2003): 205-206.
 - *Manuel, Kate. "Marketing ‘Drop-In’ Workshops for Lifelong Learning." *Public Services Quarterly* 1, no. 4 (2003): 43-65.
 - *Manuel, Kate. "Generic and Discipline-Specific Information Literacy Competencies: The Case of the Sciences." *Science and Technology Libraries* 24, no. 3 (2004): 279-308.
- Other (e.g. awards, etc.)
 - The Border Health Information and Education Network (BIEN!) project, with Norice Lee as lead contact and Sylvia Ortiz* as principal investigator, was honored with the 2004 ALA/Information Today Inc. *Library of the Future* award.
 - Kate Manuel was the University of Nebraska Library’s Visiting Scholar (April, 2004).
 - Susan Metcalf was selected to participate in the Association of College and Research Libraries Immersion Program, a competitive program designed to provide intensive information literacy training for librarians involved with instruction.

*Reference and Research Services Department staff member