

Department Annual Report for ACCESS SERVICES

July 01, 2004 to June 30, 2005

Submitted by Norice Lee, Department Head

Instructions:

- Deadline for submission is July 15, 2005
- Submit no more than 2 pages.
- Use bullets.

Major Accomplishments:

- **Organizational**
 - Strengthened department in 04/05 through consolidation of unit leadership and successful completion of team-based initiatives and large-scale projects. Special emphasis was placed on the need/desire to stabilize work relationships and activities following a period of significant organizational change.
 - **Circulation:** Units consolidated under one Coordinator; Implemented changes in reciprocal borrowing procedures for distance education users; Updated and consolidated 1,700 "999" social security numbers to prepare for new NMSU IDs; Participated in ILL RAPID delivery/Acquisitions pilot program; Revised web pages and added e-forms; Streamlined intra-library loan processes.
 - **Shelving:** All shelving consolidated under one manager; Assisted with oversight of new shelving installation in both libraries (final phase); Completed 3rd and 4th floor Branson shifts; Changed folios to "oversized" locations; Coordinated overall Shelving Capacity Analysis.
 - **Reserves:** Upgraded to DocuTek version 5.0; Provided mechanism to improve NMSU Board of Regents' electronic access to meeting documents through use of DocuTek; Further integrated Copy Center/Reserve workflows by training Copy Center staff on DocuTek, processing reserves, and related copyright principles/guidelines.
 - **Periodicals:** Took over responsibility of merged microform collection and machines; Shifted periodicals from A to Z; Withdrew cancelled journals largely due to format changes from "print-to-electronic"; Prepared binding of 2004 titles.
 - **Information Delivery Services:** Unit name officially changed from Interlibrary Loan/Document Delivery Services (ILL/DDS) to Information Delivery Services (IDS); Completed ILL RAPID delivery/Acquisitions pilot program, which expended approximately \$18,300 of 2002 GOB funds.
 - **Copy Center:** Ensured capability to create color copies from e-files; Began scanning services; Received DocuTek and related copyright training; Integrated supply and resale inventories into library spreadsheet; Revised forms (due to shelving expansion) and completed Shelving Capacity Analysis.
- **Personnel**
 - **Upgraded:** (2) Vacated positions in IDS and Circulation to Library Specialist I; Yolanda Chacon-Valle, Deanna Litke, Kimberly Miller, and Dora Morales to Library Specialist II; Sandra Padilla to Library Specialist III; and Mary Chavarria to Circulation Coordinator.
 - **Retired:** Frances Alvarez, Library Technician II in Circulation, 1/05.
 - **New:** Samantha Barrio, LSI in IDS (Replacing Mavis Johnson, promoted to position in Government Documents), 4/05; Vicki Baldrige, LSI in Circulation (Replacing Frances Alvarez), 4/05.
 - **University Service Awards:** Yolanda Chacon-Valle, 10 years; Irene Tellez, 25 years.
 - **Staff Development:** NMLA and ALA Annual Conferences, ALA Advocacy Institute; Colorado ILL Conference; Endeavor Users' Group Annual Meeting; ILLIAD 7.0 and DocuTek 5.0 training; AMIGOS "Disaster and Emergency Preparedness"; Time Management Tips; Banner and Broadbanding training; Information Service Desk Competencies; Searching Databases and E-Journals; Civility in the Workplace; Customer Service ("Are You Being Served?"); Stress Management for Women; Serials Solutions "ERMS"; Student Employee Workshop; ALA Copyright Panel (Downlink).

- **Strategic Goals/Targets**

- Submitted 10 PDQs to Human Resources; 1 PDQ decision pending at end of reporting period.
- Participated in grant proposal development: UNT/IMLS “Rio Grande Initiative” (funded 1/05) and BIEN! Colonias Grant (submitted 5/05).
- Coordinated several major components in planning and implementing the Reference Collection Merge (Shelving and Circulation staff), 7/04.
- Redefined Circulation Desk at Branson Library as “Information Service Desk”, 8/04.
- Separated staff and public photocopy charges for improved Copy Center fiscal monitoring/accountability; Increased copy card cost (for users) from \$.75 to \$2.00 each in 8/04.
- Conducted customer service training for student employees: “Are You Being Served?”, 9/04.
- Conducted Copy Center customer satisfaction survey, 11/04.
- Relocated microform collection in Branson Library (Copy Center and Periodicals staff), 12/04.
- IDS migrated to ILLIAD integrated interlibrary loan/document deliver management system, 6/05.
- Completed shelving expansion at Branson and Zuhl; Shifting at Branson on-going, Zuhl began 6/05.
- Evaluated access issues in preparation for planned consolidation of media to Branson in 2005.

Trends/Issues:

- Anticipation of Voyager upgrade, specifically changes in Circulation module.
- Impact of Banner on Circulation billing in Spring 2006.
- Development of online Information Service Desk training modules/platform.
- Increasing need to display local serials holdings in OCLC records for IDS functions.
- Desire to build upon positive working relationship between IDS and Collection Development.
- Investigate feasibility of participation in RAPID ILL/DDS consortium.
- Ergonomic issues relating to current arrangement of (2) IDS workstations.
- Transition from analog to superior digital technologies for public use.
- Funding availability for high-end technologies, i.e. mobile scanning cart, RFID, self-checks.
- Access and security issues relating to open media collection.
- On-going evaluation of Copy Center operating costs.
- High quality outcomes assessment needed, particularly in preparation for 2008 NCA accreditation.
- Further investigation/evaluation of “University Library System” concept.
- Enhance “Library as Place” when/where appropriate.

Significant Faculty/Staff Accomplishments:

- **Presentations**

- BRLA Fall Workshop, “E-Z Access to E-Reserves”, N. Lee and S. Padilla, 9/04.
- BIEN! Training for Sierra Community Health Council in T or C, N. Lee, 10/04.
- “Computer Applications for Health Educators”—HL S571, N. Lee, 10/04.
- NM HEAR Conference, “We’re Spreading the News: Assessment and Student Services”, N. Lee and B. Derlin, 2/05.
- NMLA Conference, “Where did the Reference Desk Go?”, N. Lee and C. Pierard, 4/05.
- NMSU Library/ALA Event: “Many Voices, One Nation@Your Library” Read Aloud, 4/05.
- ALA Panel Presentation, “Joint Use Libraries”, N. Lee, et al., 6/05.
- Library tours/orientations and ITAL presentations provided by various Access Services staff.

- **Other (e.g. awards, grants, etc.)**

- Classified Staff Bonuses awarded to Mary Chavarria and Kimberly Miller, 2/05.
- BRLA Scholarship awarded to Vicki Minnick to support graduate studies in library science, 3/05.
- NMSU Associate Degree granted to Sandra Padilla, 5/05.
- *Many Voices, One Nation@Your Library Booklist*, Published by ALA; Coordinated by N. Lee.
- American Library Association Presidential Advisory Committee; Co-Chair of Literacy/Equity of Access Presidential Advocacy Initiative, N. Lee. Also served on Elizabeth Futus ALA Award Jury.
- Chair of ACRL Virtual Meeting Task Force and ACRL Access Services Guidelines Task Force, N. Lee. (VMTF charge completed, 11/04).
- Chair of NMSU Outcomes Assessment Committee on Non-Academic Services 2005-2007, N. Lee.
- Library Representative on NMSU Border Focus Groups/Research Cluster, N. Lee.