

Department Annual Report for Reference and Research Services

July 01, 2004 to June 30, 2005

Submitted by Cindy Pierard

Major Accomplishments:

- **Organizational**
 - In partnership with other Library staff, merged Branson and Zuhl reference collections and established a central reference service point in Zuhl Library. Centralized staff offices in Zuhl as of May 2005.
 - Collaborated with Access Services staff to redesign Branson Circulation Desk as an Information Desk. Developed service parameters and preliminary training modules.
- **Personnel**
 - All staff position descriptions written prior to 2001 were reviewed and revised to reflect current responsibilities. Both staff positions in the Government Documents Unit were reclassified as a result.
 - Debi Allen, Library Specialist II, Government Documents Unit, resigned from the department, October 2004.
 - Jan Hysten, Reference & Research Services/Education Librarian, left the department, May 2005.
 - Mavis Johnson joined the department as Library Specialist II, Government Documents Unit, December 2004.
 - Kate Manuel, Instruction Coordinator, resigned from the department, December 2004.
- **Programs**
 - Collection Development: Developed online "toolbox" for collection assessment; completed review of standing orders and microformats to align collections with current teaching and research needs, resulting in savings of ca. \$43,000; completed work on 2002 GO Bond project by sending each proposal team thank you letters and spreadsheets on title information and availability; developed policy statement on the collection development program and on the role of the program coordinator and participants; developed and strengthened consortial collection development partnerships through AARLNM; developed proposal for upcoming serials review.
 - Government Documents/Maps: Supported Unit and department staff by offering reference training sessions and print/online documentation; enhanced online catalog access to government information by including URLs for electronic records and integrating MARCIVE records for older titles; integrated management of map collection; increased access to documents collection by clarifying and expanding circulation policies; increased outreach to the New Mexico documents community through participation in meetings and hosting depository library staff from the University of New Mexico and the University of Texas at El Paso.
 - Instruction: Developed statement on the instruction program and on the role of the program coordinator and participants; developed classroom renovation plan; received approval for two new courses, LSC 301 and LSC 111.
 - Reference: Consolidated collection/service points in Zuhl Library and centralized staff; prepared collection development statement for reference collection; conducted four experiments in providing "satellite" reference services (Hysten, Ortiz, Mahaffy, Watkins); analyzed reference service patterns and adjusted services in response.
- **Strategic Goals/Targets**
 - Redefine circulation desks as information desks
 - Reconfigure Zuhl and Branson classrooms
 - Create collection development group "toolbox"
 - Reconfigure reference desk area

Trends/Issues:

- Collection Development – Reshape materials budget to meet current and emerging teaching and research programs within available means; undertake serials review; participate in research clusters; continue collection assessment efforts.
- 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.).
- Government Documents/Maps – Survey University community to inform service and collection development plans for maps and GIS; continue review of documents collection; stay abreast of national trends with the FDLP.
- Reference – Build understanding of usage of and satisfaction with reference services and resources; implement new model of reference statistics.

Faculty/Staff Accomplishments:

- Degree Completion

- Grants Awarded
 - *Clark, Kirsten. History and the Border: Creating a Guide to Research Library Government Documents Collections. Southwest and Border Cultures Institute mini-grant, \$1,651.
 - Macgregor-Mendoza, Patricia and Molly Molloy*. Increasing Library Holdings in Spanish. Southwest and Border Cultures Institute mini-grant, \$2,000.
 - Molloy, Molly*. Sharing the Knowledge of Southwestern and Border Cultures: NMSU Library Visiting Scholar Awards. Southwest and Border Cultures Institute mini-grant, \$2,000.

- Presentations
 - Canepa, Laurie and *Kirsten Clark. "New Mexico News Plus and Digital Archiving." Presented October 19, 2004 at the Fall Federal Depository Library Conference & Depository Library Council Meeting.
 - *Molloy, Molly. "The history behind the tools: Development of the Internet in Latin America." Presented April 18, 2005 at the Seminar on the Acquisitions of Latin American Library Materials/SALALM @ 50.
 - *Molloy, Molly. "The Internet in Latin America: Development and Reference Sources." Invited plenary speaker. Presented March 10, 2005 at the FORO Transfronterizo de Bibliotecas.
 - *Molloy, Molly. "The Border: From Immigration to Crime Data." Presented March 19, 2005 at the Investigative Reporters and Editors and the National Institute for Computer Assisted Reporting Conference.
 - *Molloy, Molly. "Fuentes de Internet para cobertura fronteriza/Internet sources for border news coverage." Invited presentation. Presented November 20, 2004 at Meet Us at the Border: An investigative workshop for Mexican and U.S. reporters/Nos vemos en la frontera: Taller para periodistas de investigacion.
 - Kirsten Clark*, Angela Murrell*, Cindy Pierard*, and Irene Shown* all presented or convened sessions at the New Mexico Library Association Conference. March 30-April 1, 2005.

- Publications
 - *Manuel, Kate, *Susan Beck, and *Molly Molloy. "An Ethnographic Study of Attitudes Influencing Faculty Collaboration in Library Instruction." *Reference Librarian*, 89/90 (2005): 139-161.
 - *Molloy, Molly. "Blind Witness." *Anthropology and Humanism*, 30 (2005): 22-38.

- Other (e.g. awards, etc.)
 - Susan Beck elected and began term as Member at Large of The Association of College and Research Libraries' Instruction Section. Term: 2004-2007.
 - Susan Beck named to editorial board for *Public Services Quarterly*. Term: 2004-2007.
 - Molly Molloy elected Vice President/President Elect of SALALM/Seminar on the Acquisitions of Latin American Library Materials. Term: 2005-2007.
 - Angela Murrell elected Vice President/President Elect of New Mexico Academic and Research Librarians association. Term: 2005-2007.
 - Irene Shown named Vice President/President Elect of the New Mexico chapter of REFORMA, the National Association to Promote Library and Information Services to Latinos and the Spanish-Speaking. Term: 2005-2007.
 - Susan Beck and Sylvia Ortiz recognized for outstanding service contributions to campuswide initiatives involving general education and outcomes assessment.
 - Kirsten Clark selected to participate in the Mountain Plains Library Association Leadership Institute. November 30-December 6, 2004.
 - Irene Shown and Kathy Sowa recognized for their outstanding work in supporting the reference collection move through the Library Classified Staff Bonus Program
 - Jan Hysten, Mardi Mahaffy, Susan Metcalf, and Angela Murrell recognized as Distinguished Members of the NMSU Teaching Academy.

*Reference and Research Services Department staff member