

Department Annual Report for ACCESS SERVICES

July 01, 2005 to June 30, 2006

Submitted by Norice Lee, Department Head

Instructions:

- Deadline for submission is July 15, 2006
- Submit no more than 2 pages.
- Use bullets.

Major Accomplishments:

Organizational

- Continued to strengthen department in 05/06 through improvements in service offerings, access to media materials, and the acquisition of new technology/equipment. As planned, work relationships and activities were stabilized following a period of significant organizational change.
- **Circulation:** Implemented new Circulation Policy and communicated changes in multiple venues; Took over responsibility of Circulation SysAdmin within Voyager system; In collaboration with R&RS staff, implemented student training modules at the Circ and Information Service Desks to improve competencies and meet service objectives; Ensured accessibility, security, and ability to circulate media materials; Completed the first physical inventory of the media collection; Participated in the expansion of "Library Express" to include Las Cruces Public School libraries; Performed Seating Capacity Analysis based on new administrative requirements; Removed Social Security numbers from guest borrower cards; Assisted in the revision of the AISTI Reciprocal Borrowing Agreement and establishment of InfoEx Card.
- **Shelving:** Consolidated two shelving teams (Branson and Zuhl) into one cohesive unit; Shifted the Business collection on 2nd floor Branson; Completed more than 50% of the overall Zuhl collection shift; Played integral role in the media merge; Provided leadership in the annual Shelving Capacity Analysis, utilizing for laptops for the first time for improved efficiency and accuracy; Assisted in determining the relocation and removal of furniture in conjunction with several large facility projects; Discovered mold in Zuhl collection, set up system to isolate and tag treated books.
- **Reserves:** Upgraded to DocuTek 5.2; Contacted peer institutions to determine optimal representation of reserve records in DocuTek and Voyager systems; Assisted Copy Center staff in e-coursepack feasibility study and implementation.
- **Periodicals:** Organized, arranged, and played key role in merge of media materials at Branson; Shifted microform collection and affixed new signage to cabinets; Acquired two new DVD players for public use; Revised limited retention list in cooperation with Collection Development Coordinator; Completed preparation for binding of 2005 journals; Installed "people counters" for improved assessment purposes.
- **Information Delivery Services:** Streamlined and increased ILLiad functionality, upgraded to 7.1; Identified titles for undergraduate book acquisitions in cooperation with Collection Development Coordinator; Provided quarterly data on document delivery charges for fiscal analyses, made recommendations and changes where possible to minimize rising costs; Relocated book scanner to new workspace for optimal image output; Operationalized the AARL-NM ILL and UPS courier service; Performed pilot project to provide corporate services for local business.
- **Copy Center:** Restructured and completed Shelving Capacity Analysis; Offered new services: large format printer, laminating, and e-coursepacks.

Personnel

- **Changes:** Library Specialist III at Branson Circulation Desk reporting line changed from Dept. Head to Circulation Coordinator, 3/06; All departmental staff participated in Broadbanding implementation.
- **University Service Awards:** Donna Burkholder 5 yrs; Deanna Litke 10 yrs; Jivonna Stewart 15 yrs.
- **Staff Development:** "Problem People" and "Working Together Despite Differences" by Dr. Mary Bushing; "Disciplinary Action" by NMSU H.R.; Organized and attended "Library Public Services Round-Up" at NMSU-Alamo; "Etiquette Seminar" by NMSU Admin. staff; "Serving Students with Disabilities" by Lee & Metcalf; "Unacceptable Employee Behavior" and "Managing Multiple Priorities" by Fred Pryor Seminars; "Microsoft Office"; "Civility in the Workplace"; "Time Management Tips for the Organizational Impaired"; "The Angry Eye" by NMSU Teaching Academy; "Sidekick II" product webinar; NetLibrary Training by OCLC staff; "Connecting to the Copyright Clearance Center" by DocuTek and CCC; BRLA Fall Workshop; OCLC/ILLiad International Conference; "Basics of WorldCat Resource Sharing"; ALA Mid-Winter and Annual Conferences; "Circulation: Frontline and First in Service" ALA Midwinter pre-conference; Departmental Strategic Planning Retreat at Corbett Center; (1) Teaching Academy "Sustaining Member" in 2005/06.

Strategic Goals/Targets

- Improved quality of microform-printed copies by acquiring (2) digital microform reader/printers.
- Investigated feasibility of joining RAPID consortium for expedited access to major research collections.
- Centralized and provided efficient storage space for media collections.
- Integrated campus “Living the Vision” planning process into [departmental] planning processes.
- Developed and implemented new Circulation Policy.
- Enhanced training program for library staff (see Staff Development above).
- Investigated integration of DocuTek records into OPAC—no changes made.
- Gathered preliminary information for Dean to create “One University” library system.
- Evaluated service delivery to Distance Ed students—planning underway.
- Make serials holdings information available on OCLC—delayed due to OCLC, Voyager upgrades.

Trends/Issues:

- *Critical* need to display local serials holdings in OCLC records for improved ILL lending fill rates.
- Increase electronic forms/communications, including e-mail only overdue notices.
- Allow for patron-initiated requests, potentially including Voyager call slip functionality.
- Establish fee-based information services where appropriate; Develop corresponding policies.
- Improve resource sharing and cooperative collection development—“just in time vs. just in case”.
- Consider offering more “supplied” equipment to users (laptops, IPODs, portable DVDs).
- Develop capacity to receive cashless payments—“University One Card”.
- Address ergonomic issues relating to arrangement of (2) IDS workstations at Zuhl.
- Evaluate long-term viability of Copy Center.
- Develop relationship with Branch Campuses, in alignment with “University Library System” concept.
- Enhance “Library as Place” when/where appropriate to offset continued decreases in circulation transaction and gate counts at Zuhl and Branson.
- Respond to changes in Periodicals due to increasing number of titles acquired in electronic format.
- Foster partnerships with College of Extended Learning, Creative Media Institute, and other entities as opportunities arise.
- Perform more meaningful assessment activities (Building Use Survey, Library Report Card).
- Follow national Access Services trend to focus more on results vs. procedures.
- Strive to stay in alignment with library peers and within the educational industry regarding technology and digital access to information.

Significant Faculty/Staff Accomplishments:

Presentations

- BRLA Fall Workshop and NMSU College of Extended Learning, First Friday Speaker Series, “In the Right Place at the Right Time: Delivering Library Resources and Services to Enhance Student Learning”; N. Lee & S. Metcalf, 10/05 & 2/06.
- “Serving Students with Disabilities” offered to library staff; N. Lee & S. Metcalf, 4/06.
- NMLA Annual Conference, “Ugh-Not Government Documents Again”; K. Clark & V. Baldrige, 4/06.
- BIEN! Presentation to participants in the UNT/IMLS Rio Grande Initiative; N. Lee & S. Ortiz, 5/06.
- MLA poster session presentation: “Improving Access to Health Information in the U.S. Borderlands: A Bilingual Guide for Promotors”, Phoenix, AZ; N. Lee, S. Ortiz, & C. Watkins, 5/06.
- “Successful Solutions for Unacceptable Employee Behavior” prepared for library staff by Y. Valle & K. Miller.
- ITAL presentations by S. Padilla & J. Stewart; Library Orientation Tours by Y. Valle & D. Burkholder.

Other

- “Using PDAs in Libraries”; Book review accepted for publication in *Journal of Access Services*, 1/06; N. Lee.
- Classified Staff Bonus awards to Jivonna Stewart and Vicki Minnick, 2/06.
- NMLA Marion Dorroh Scholarship and UNT SLIS Distance Education Scholarship awarded to Vicki Minnick to support graduate studies in library and information science, Spring/Summer 2006.
- BIEN! Project received 2006 NCLIS Health Information Award for the State of New Mexico, 5/06.
- Library received \$8,000 from the NMSU Creative Media Institute for the acquisition of media materials, 6/06.
- Chair of Jury for ALA/Ken Haycock Award for Promoting Librarianship; N. Lee.
- Chair of AARL-NM Information Delivery Services Group; N. Lee.
- Chair of ACRL Access Services Guidelines Task Force; N. Lee. (Charge completed, 6/06).
- Chair of NMSU Outcomes Assessment II Committee for Academic Support/Campus Life, 2005-2007; N. Lee.