Department Annual Report: **Reference & Research Services**   July 1, 2013 – June 30, 2014
Submitted by: Cindy Pierard

Notes and Major Accomplishments:

Department Personnel Notes:

S. Baker resigns as Education Librarian - Feb., 2014   J. Smith resigns as Government Documents & Maps
J. Butz resigns as Library Specialist Senior - June 2014   Unit Head - June 2014
C. Pierard resigns as department head - June 2014

Departmental Program Trends, Projects, & Statistics:

- Collection Development: Subject specialist discussion topics include: FY14/FY15 cancellation planning; outreach and instruction—models that have/have not worked; gifts-in-kind training; ebooks order reviews and updates; PDA Pilot overview, and ongoing reviews of collection management projects (completion of Large Sets project).
- Government Documents/Maps: *Smith and *Ortiz continue review and shift of physical federal documents collection. Large hearing room cleared in March 2014. Collection now fits in central stack areas. Map weeding project scheduled for summer.
- Instruction: ACRL data: staff taught 403 sessions—workshops, outreach, course-related, 2sections of LIB 311, and 4 sections of LIB101—reaching 5,539 people. This is a 7% decrease from last fiscal year. Use of virtual instruction tools appears to be increasing. Canvas-integrated LIbGuides, particularly "research help" guides, have been accessed more than 6,000 times. Canvas-integrated Research Diaries have been integrated into and are being used by 16 sections of ENGL111.
- Reference: ACRL data: Staff recorded 14,290 reference questions, an 11% increase from last fiscal year. Increase may be attributable to RefAnalytics/READ scale implementation and coding of questions at the "2" and "3" level. Use of virtual help may also be increasing. As of spring, there were 200+ questions/answers in LibAnswers, and 246 queries.

Departmental Contributions to Library Strategic Targets

- Objective: Improve and codify data gathering and assessment process and procedures. Action: Make recommendations to Dean. Key RRS staff: Castillo, Johnson, & Pierard served on task force, gathered data, and prepared draft sections of report. Progress/Outcome: Final report with recommendations pending
- Objective: Have an organizational structure that is effective and efficient. Action: Advise and make recommendations to Dean. Key RRS staff: Pierard chaired task force (other members: Beck, Creider, Miller, Sandstrom). Progress/Outcome: Report submitted February 2014. Task Force participated in meetings and answered questions on report during Spring 2014.
- Objective: Improve processes and policies for Gifts in Kind. Action: Reviewed practices at other institutions, sought information from NMSU on reporting needs. Provided training to staff in Fall 2013. Key RRS staff: Horton, Pierard. Progress/Outcome: LibGuide on Gifts in Kind developed and training session for subject specialists conducted in fall 2013. Information on practices of other libraries gathered by Library Specialist and Director of Development during fall 2013. Information needed by NMSU sought during summer 2014. Report submitted June 2014.
- Objective: Make NMSU Library's unique collections digital accessible in the e-environment. Action: Complete NMSU Cooperative Extension Publications. Key RRS staff: Watkins (in collaboration with other digital project team members). Progress/Outcome: Digitization of Historical Agriculture Records (NMSU Coop. Extension Service and Ag. Experiment Station Publications) approved for digitization under CRL/USAIN grant all scanned by April 2014 and other grant guidelines met. Funding ($5,000) received from USAIN to digitize AES Special Reports, Extension Leaflets, and Select Serials in May 2014.
- Objective: Reduce Library Materials Budget expenditures to align with available funds. Action: See below. Key RRS staff: Pierard [as interim Collection Development Coordinator] with Beck, Lockwood, Sandstrom, and subject specialists. Progress/Outcome: FY14 reductions prepared, then taken back upon Provosts request in fall 2014. Prepared recommendations for taking substantial reductions to address FY15 shortfall of appx. $500,000, later offset through combination of new student library fee and increase to base budget. Remaining shortfall for FY14 (appx. $20K) addressed through cancellations in May 2014.
- Objective: Expand assistance through LibAnswers. Action: Introduce LibAnswers module to work group and expand Libanswers to incorporate departmental Q&A. Key RRS staff: Butz, Gonzalez (with other working group members: Beck, Chavarria, Chacon-Valle, Garcia, Ortiz, Payne, Smith). Progress/Outcome: Libanswers Knowledgebase at >200 questions/answers as of June 2014.

Significant Faculty and Staff Accomplishments:

Grants Awarded

o *Gunapala, N. Visualizing Science: Preparing and delivering effective poster presentations. New Mexico Library Foundation – STEM Innovation Grant. $4400.
o *Molloy, M. and N. Lee. El Diario [digitization of *El Diario de Juarez* newspaper, 2008-2010]. Center for Research Libraries/LAMP-Latin American Microform Project. $18,140.
o *Johnson, P. and J.C. Smith. Engineering materials. Robert E. and Evelyn McKee Foundation of El Paso. $13,021.
o *Watkins, C. Digitizing NMSU's Agricultural Extension Service's Special Reports, Leaflets, and Selected Serials. CRL/USAIN. $5,000.

Presentations

o *Johnson, P.C. Information literacy and relationship building. Presented July 26 at the STEM Librarians Conference, Austin, TX.
o *Johnson, P.C. Novel user services: helping faculty keep accurate records of productivity and impact. Presented July 26 at the STEM Librarians Conference, Austin, TX.
o *Johnson, P.C. Evidence based librarianship: Using dissertations and discussions to develop a graduate workshop. Presented June 18 at the American Society for Engineering Education Conference, Indianapolis, IN.
o Maniero, H. and *M. Mahaffy. LibGuides: tying the resources professors love to a design students will use. Presented September 26 at the Mountain Plains Library Association Conference, Sioux Falls, SD.
o *Molloy, M. The femicide fallacy. Presented May 13 at the SALALM LIV Conference, Salt Lake City, UT.
o *Westbrock, T. Research diaries: stepping up library support in our first year writing program. Presented April 7 at the Personal Librarian and First Year Experience Conference, Toledo, OH.

Publications and Creative Work

o *Gunapala, N. Presenting science: Preparing and delivering effective scientific posters. Presented June 30 at the American Library Association Annual Conference [ACRL STS Poster session].
o *Johnson, P. C. (2013). Dissertations and discussions: engineering graduate student research resources use at New Mexico State University. *Collection Building,* 33(1), 25-30.
o *Mahaffy, M. (2013). Student use of research guides following library instruction. *Communications in Information Literacy.* 6(2).
o *Molloy, M. (2013). The Mexican Undead: Toward a New History of the 'Drug War' Killing Fields. *Small Wars Journal.* Online.
o *Molloy, M. (2013). Mexico's national crime statistics show no significant decline in homicides and disappearances. *Baker Institute Blog: Insight & Analysis from the James A. Baker III Institute for Public Policy.* Online.
o *Watkins, C.A. and *N. Gunapala. (2013). Determining the core literature of water: a citation analysis of faculty from New Mexico State University. *Journal of Agricultural & Food Information.* 14(3), 191-208.
o *Watkins, C.A. (2013). Agriculture in *Resources for College Libraries.* New Providence, NJ: R.R. Bowker.

Other (e.g. awards, outreach programs, etc.)

o *Felipe Castillo is one of 25 Scholars selected to participate in the 2014 Institute for Research Design in Librarianship, an IMLS-funded project to support academic and research librarians in designing and completing research projects.
o *Wendy Simpson was recognized with a NMSU Library Staff Bonus Award.
o **Diá de los niños/Diá de los libros.**.65 participants enjoyed a program at the Thomas Branigan Memorial Library featuring author Cristina Ortega. Participants received a free book signed by the author. *Luci Ortiz and *Cindy Pierard organized the program in the absence of *Sarah Baker and *Mardi Mahaffy, who prepared a successful SBCI grant that funded the event.
o **Open Access Week.** Three educational programs presented to the campus and public. This year's theme – "Open Access: Redefining Impact" – was explored, while a variety of open access initiatives (e.g., creative commons licensing, altmetrics) were highlighted. *Paula Johnson organized the program. Immo Hansen, *Paula Johnson, *Jenni Simonsen and Caitlin Wells presented.

- o **Sunshine Week**. April Anaya, *Jonathan Butz, *Cindy Pierard, *Josefine Smith, Caitlin Wells, Mary Lamonica, and Tim Parker planned NMSU's celebration of national Sunshine Week. Successful activities included campus outreach tables and message boards. Less successful was an infographic contest. A successful program, *Sunshine and Shadows: Public Records and the New Mexico Mental Health Provider Audit*, drew more than 100 people to Zuhl and featured Heath Haussamen (New Mexico In Depth), New Mexico Senator Mary Kay Papen, and Walt Rubel (Las Cruces Sun-News), moderated by NMSU nursing professor Ruth Burkhart.
- o **Visualizing Science.** This project, made possible by a STEM Innovation grant from the New Mexico Library Foundation and undertaken in partnership with NMSU's STEM Outreach Center, provides students with training in scientific poster presentation. *Nirmala Gunapala is the PI. In April, 27 NMSU students participated in a workshop on poster presentation taught by Biology professor Michele Shuster and 13 went on to participate in a poster competition hosted by the library. NMSU faculty, including STEM librarians Johnson *Paula and *Cindy Watkins served as judges. The second phase of the grant will take place during fall 2014 and will involve providing training to Las Cruces Public Schools teachers and librarians.   *RRS Dept. Member