



## Department Annual Report for Access Services

July 01, 2014 to June 30, 2015

Submitted by Susan E. Beck, Access Services Department Head

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### Major Accomplishments

#### Circulation

- **Services for Community Users:** Provided formal description, via library website, of services provided to community users. (<http://lib.nmsu.edu/documents/CommunityUsers.pdf>)
- **E-mail overdues:** Completed transition from paper to e-mail overdue notices. Currently, almost all borrowers receive e-mail overdue notices. The only exceptions are some guest borrowers without e-mail addresses.
- **PhD Carrels:** Drafted PhD carrel policy. Developed plans for possible selection procedures in concert with Dean Louí Reyes and Graduate Council.
- **TDD Phones:** Removed TDD phones from both Zuhl and Branson. Communication services for the deaf transferred to Student Accessibilities Services office.
- **Summer Building Use Study:** Completed two year study of library building use during summer evening and weekend hours. Recommended that summer hours on Saturdays at Branson Library be reduced by two hours, opening at noon instead of 10:00 am, due to evidence of extremely low occupancy.
- **Zuhl Group Study Rooms:** Developed policy and procedures to guide checkout of study rooms (<http://lib.nmsu.edu/aboutlib/policies/policy047.shtml>). Tested and implemented the room booking section of LibCal. Group study rooms launched for circulation first week. March, 2015.

#### Collection Management

- **Completed Collection Management Task Force report:** Report completed in October, 2014. Held all staff forums to present and discuss report with Library staff. November, 2015.
- **Completed Microfilm inventory:** Reviewed 12,923 microfilm items listed in Library catalog to verify items' existence and evaluate condition. Performed repairs, logged missing items, noted issues.

#### Information Delivery Services

- **Library holdings & e-licensing data updated in RapidILL:** In January, Systems librarian Carol Boyse sent an updated file of our print & e-journal holdings to RapidILL. In June, Susan Beck, Department Head, updated NMSU's e-journal licensing file for Rapid. With the licensing information, Rapid ILL was able to initiate e-journal loans from NMSU. Lending fill rate is expected to increase due to these updates. Updates will now be submitted quarterly to RapidILL.

#### Reserves/Copy Services

- **Comparative Pricing Analysis:** Conducted a pricing analysis of Copy Center services and items provided, comparing these with other area vendors. Purpose was to ensure that NMSU Library is not undercutting its competitors. Updated pricing recommendations are forthcoming in FY16.

#### Shelving

- **Collection shifting:** Completed collection shifts in Branson Library West 3<sup>rd</sup> & 4<sup>th</sup> floors. Also integrated the QD journals from Branson 1<sup>st</sup> East storage (Chemistry) back into the general collection on Branson West 2<sup>nd</sup> floor.

#### Personnel

- **Donna Burkholder** retired June 30, 2015 after 15 years of service to the NMSU Library.

#### Programs/Continuing Education

- LibSys 5, all day meeting with training sessions, December 15, 2014

#### Strategic Goals/Targets

1. Replace paper e-mail notification system in Voyager with e-mail-only system—Completed December 2014
2. Improve understanding of users' resource sharing experiences—Ongoing.
3. Deselect print journals according to criteria—Ongoing. Lists prepared for American Geophysical Union and Annual Review and are ready to review. Other projects became higher priority (e.g., Academic Program Reviews) so subject specialist review is postponed until Fall 2015.
4. Establish group study room and PhD carrel procedures and practices—Partially completed. Group Study Rooms policy and procedures documented and in place. PhD carrel procedures and practices will be in place Fall 2015.
5. Shift Branson stack collections to comply with floor load requirements—Partially completed. 4<sup>th</sup> and 3<sup>rd</sup> floors completed. 2<sup>nd</sup> floor to be completed Summer/Fall 2015.



## Trends/Issues:

- Declining building and physical collection use.
- Increasing ILL requests (5 year high).
- Lack of Interlibrary Loan model for e-books in the face of increased demand.
- Rising costs of resource sharing.
- Increasing demand for embargoed (current year) journal articles via ILL drives up costs.
- Merging departments/Re-organizing department functions and processes.
- Vacant staff positions increases overall workload for existing staff
- Letting go and/or streamlining legacy services. The challenge is to decide which services are not core and/or can be streamlined.

## Significant Faculty/Staff Accomplishments:

### Awards

**Team Award, 2015 for Zuhl Student Study Rooms** included two department members: **Susan E. Beck**, Department Head and **Mary C. Chavarria**, Circulation Coordinator



## Department Annual Report for Reference and Research Services

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July 01, 2014 to June 30, 2015

Submitted by Mardi Mahaffy

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### Major Accomplishments:

- **Organizational**

- Held extensive departmental discussions about library organizational structure and submitted R&RS response to NMSU Organizational Structure Task Force Report.

- **Personnel**

- S. Bontly joined the Department as Library Specialist Senior – July 2014
- Gonzalez became the Social Sciences and Education Librarian – Aug. 2014
- F. Castillo became the Business Librarian & Govt. Documents Coordinator – Jan. 2015
- Temporary appointments: M. Mahaffy as Interim Department Head, July 2014-July 2015; T. Westbrook as Reference Coordinator, Aug. 2014 – present, F. Castillo as Govt. Documents Coordinator Aug. – Dec. 2014.

- **Programs**

- Reference: Westbrook worked with all service desks to standardize statistics collection via RefAnalytics. Westbrook and Beck provided a service desk snap shot session for the library highlighting reference trends.
- Instruction: Staff taught 238 sessions reaching 5438 students in addition to 2 sections of LIB 311 and 4 sections of LIB 101. Under Westbrook's leadership, LibGuides and LibAnswers migrated to 2.0 platform. All LibGuides went through an initial review, with over 100 guides deleted or changed to unpublished status.
- Government Documents: Castillo communicated with PTO and attended training in order to apply to become a Patent and Trademark Resource Center. Ortiz and students organized 165 map drawers, weeding 1500 maps. A maps inventory is occurring over the summer.
- Collection Development: Completed academic program reviews for Animal & Range Sciences; Family & Consumer Sciences; Anthropology; Geological Sciences; Educational Leadership & Administration; Kinesiology; Engineering Technology Information & Communication Technology Program; Applied Statistics. Completed reviews of large book donations from Dr. Richard Davies, Frances Williams, and Casa Tabor. The review of Jesus Barquet's donation is ongoing.

- **Strategic Goals/Targets – Departmental Contributions**

- Objective: Improve and codify NMSU Library's data gathering and assessment process and procedures. Key RRS staff: Castillo, Johnson served on task force, prepared sections of the final report, and contributed to library presentation.
- Objective: Have an NMSU Library Communication Plan. Key RRS staff: Johnson is currently serving on task force, with work ongoing.
- Objective: Have an organizational structure that is effective and efficient. Key RRS staff: All departmental staff responded to the Organizational Structure Task Force recommendations. Johnson and Mahaffy drafted the written response submitted to the Dean.
- Objective: Transition to the next generation of ILS/Discovery Services. Key RRS staff: Gonzalez served on task force that garnered input and developed a request for proposal.
- Objective: Assure that the NMSU Library Faculty Evaluation Process and Criteria for scoring is accurate. Key RRS staff: Castillo served on work group, developed documentation on the nature of merit, and assisted with the development of an expanded rubric.
- Objective: Have a highly trained and skilled workforce. Key RRS staff: Gunapala and Johnson contributed to LibraryU committee which planned training programs for academic year.
- Objective: Ensure Library web pages are in compliance with NMSU web template. Key RRS Staff: Mahaffy served on task force to consider user needs and propose changes to the web site design.

### Trends/Issues:

RefAnalytics: All service desks have begun to collect statistics year round so that Stats Week will be utilized only if the collection of specialized data is desired.



### Significant Faculty/Staff Accomplishments:

- **Degree Completion:** Castillo completed a Master of Business Administration, graduating in the spring semester.
- **Grants Awarded:**
  - Johnson, P. & Anaya A. ENGnetBASE Digital Library.McKee Foundation. \$15000.
  - Watkins, C. Selected Poultry, Fruits and Vegetables, Cotton, and Livestock Serial Publications of the NMSU Agricultural Extension Service and the Agricultural Experiment Station. CERES. \$3322.00
  - Molloy, M. & Lee, N. El Diario [digitization of El Diario de Juarez newspaper, 2011-2013]. Center for Research Libraries/LAMP-Latin American Microform Project. \$20,255.
  - Gonzalez, A. El dia de los ninos/El dia de los libros. Southwest Border Cultures Institute. \$2000
- **Presentations**
  - Westbrook, T., Castillo, F. (April 2015). "Distributing Your Craft: Scaling Quality Instruction," LOEX Library Instruction Conference, Denver, CO.
  - Westbrook, T., Castillo, F. (June 2015). "Distributing Your Craft: Scaling Quality Instruction," LOEX Encore Virtual Session.
  - Gonzalez, A. (March 2015). "Engaging the 21<sup>st</sup> Century Student," Sun Conference, El Paso, TX.
  - Molloy, M. (Nov. 2014). "Ayotzinapa and Ciudad Juarez," Panelist: Human Rights in Mexico, Center of Latin American & Border Studies, NMSU, Nason House, NMSU
  - Molloy, M.(Nov. 2014). "Mexican Undead," NMSU Class GOVT 570: Mexican Politics, NMSU Department of Government, Science Hall, New Mexico State University.
  - Molloy, M. (July 2014). "Violence in Mexico: Drug War or Human Rights Disaster?" Visiting Border Studies Group from University of Colorado and Texas Tech Health Sciences, Annunciation House, El Paso, Texas.
- **Publications**
  - Gunapala, N. (2014). Meeting the needs of the Invisible University. Identifying information needs of postdoctoral scholars in the sciences. *Issues in Science & Technology Librarianship* 77.
  - Johnson, P. & Simonsen, J. (2014). Do engineering master's students know what they don't know? Exploring abstracting and indexing service use and nonuse. *Library Review*, 64 (1/2), pp. 36-57.
  - Johnson, P. (2014). International Open Access Week at small to medium U.S. academic libraries: The first five years. *Journal of Academic Librarianship*, 40 (6), pp. 626-631.
  - Bowden, C. & Molloy M. (2014/15)A Letter to Students from Charles Bowden & Molly Molloy. *Paddlefish*, 8, pp.43-45.
  - Bowden, C. & Molloy M. (Nov. 2014). Blood on the corn. *Medium/Matter*. (Online magazine) <https://medium.com/@readmatter/blood-on-the-corn-the-complete-story-488f55d4f9ea>.
  - Molloy, M. (July 2014). Review of Encyclopedia of Latino Culture: From Calaveras to Quinceaneras. *Reference and User Services Quarterly* 53(4), pp. 375-376.
- **Other (e.g. awards, etc.)**
  - Westbrook received the NMSU Library Faculty Bonus Award.
  - Molloy was elected to Board of Directors of the American Civil Liberties Union-New Mexico.
  - Gunapala organized train the trainer workshops for middle and high school science teachers in LC Public Schools related to effective scientific poster sessions.
  - Johnson chaired the Sunshine Week Committee. The panel program focused on information surrounding police shootings.
  - Watkins planned the Rangelands Partnership Meeting, held on the NMSU campus.
  - Westbrook (Chair) and Castillo contributed to the Digital Measures Task Force.



## Department Annual Report for Systems

July 01, 2014 to June 30, 2015

Submitted by Carol Boyse

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### Instructions:

- Deadline for submission is July 15, 2015
- Submit no more than 2 pages.
- Use bullets.

### Major Accomplishments:

- Organizational
  - New staff file server; moved staff logins to NMSU global login system; developed data mirror backup system
  - Provided holdings information to HathiTrust for quote development
  - ArchivesSpace
  - New public computers
  - Extracted and submitted library holdings information to update WEST and Rapid
  - Assisted in installation of high-end microform reader/printer in Archives reading room
  - Coordinated installation of power and networking on second floor west of Branson for use with catalog-only computer
  - Moved EZProxy (proxy server) from catalog2 (catalog server) to library-hosted server
  - Assisted Technical Services in large-scale e-book projects in the catalog
  - Purchased and installed a color laser jet printer for use by Branson staff
  - Purchased and installed a computer and large-screen TV in the Reference Conference Room
  - Supported the project to digitize the NMSU Board of Regents minutes by developing a procedure to convert 1889 - 2009 minutes from a proprietary database to PDFs for inclusion in ContentDM
  - Contributed to discussions on the future College of Osteopathic Medicine, identifying issues of concern in technology and e-resource access
- Personnel

Served on committees and task forces:

  - Task Force on a Future NMSU Library System (Carol Boyse)
  - Photograph Database Working Group (Christopher Landt)
  - Library Web Redesign Work Group (Teresa Roberts)
  - ETD Work Group (Carol Boyse)
  - Communications Plan Task Force (Teresa Roberts)
  - Library U (Alice Granado, Teresa Roberts)
  - @NMSULibrary Team (Teresa Roberts)
  - Campus Webmasters Group (Teresa Roberts)
  - FirstSearch/WorldCat Discovery Migration Workgroup (Carol Boyse)
  - CONTENTdm Task Force (Carol Boyse, Christopher Landt)
  - Library BCOM Team (Carol Boyse)
  - Search Committee for Communications Specialist (Teresa Roberts)





- Publications
  
- Other (e.g. awards, etc.)

## Department Annual Report for

## Technical Services

July 01, 2014 to June 30, 2015

Submitted by Ellen Bosman

### Major Accomplishments:

#### Organizational

- Acquisitions
  - With Assessment Librarian, conducted assessment of e-mail alias tsissues; created coding schema and coded approximately 40 items
  - Evaluated DDA pilot
  - Completed MAINCAT database clean up project
  - Completed first phase of Blabel database cleanup project and began work on second phase
  - With Development Officer, streamlined electronic bookplating procedure.
  - Assessed and revised departmental workflows for greater efficiency
- Cataloging
  - Prepared documentation; trained staff to catalog 3,040 Dime Novels
  - Began using grip tights on dime novels for temporary conservation purposes
  - Miller had a summer 2014 contract to work on Dime Novels project
  - Continue to add e-Books for Grants
  - Add/remove records related to Demand Driven Acquisitions program
  - Revised procedures for use of 856 field
  - Began using new proxy prefix in 856 field
  - Conducted over 300,000 record changes to accommodate proxy change
  - Fixed 500 URLs for the Morgan & Claypool e-book collection
  - Conducted database clean-up for bibliographic records without holdings records
  - Redistributed workflow and tasks to account for vacancy in Grade 6 position
- Metadata
  - Finished adding items to the *NMSU Extension and Experiment Station Publications* collection as part of the 2013 & 2014 CERES grants
  - Completed submission of items to the *NMSU Yearbooks* collection
  - Completed submission of items to the *NMSU Board of Regents Minutes* collection
  - Added back issues of Library newsletters to the *NMSU Library Newsletter* collection
  - Continued with metadata production and submission of items for the *University Communications News Releases* collection
  - Began metadata production and submission of items for the *NMSU Department of Astronomy: Clyde W. Tombaugh Papers* collection
- Other
  - Reset E-book statistics

#### Personnel

- Schneider tenured and promoted to Associate Professor
- S. Bontly accepted position in Reference
- Hired L. Galarza for Library Tech position grade 4
- L. Mendoza retires
- Grade 6 position from Cataloging re-assigned to Metadata Unit
- T. Schirmer hired to fill grade 6 position in Metadata
- C. McClure accepted position in administration
- As of July 1, 2015: Two vacancies: Grade 6 in Cataloging and Grade 4 in Metadata

#### 2014-2015 Strategic Goals/Targets

- RDA compliance—*not completed due to funding availability*
- Work on government document retrospective conversion—*not completed due to continued work on dime novels*
- Evaluate Patron Driven Acquisitions (PDA)—*completed*

#### 2015-2016 Strategic Goals/Targets



- Implement and experiment with trouble ticket tracking system to replace TSissues email alias
- Migrate OCLC Firstsearch interface to OCLC Worldcat discovery interface
- Investigate and produce recommendation regarding discovery system
- Finish Dime Novels Cataloging
- Complete the CERES 2015 grant work
- Complete approx. 250-300 items in the Tombaugh collection

### Trends/Issues

- Growing use of discovery systems

### **Significant Faculty/Staff Accomplishments:**

#### Presentations

- Bosman
  - Invited.** Four presentations at 2014 Church & Synagogue Library Association Annual Conference
- Sandstrom
  - NMHEAR 2015: Support for Native American Undergraduate and Graduate Education: A Preliminary Discussion of Ten Tribes
  - NMSU Conference on Assessment: PDA/DDA in the Library.

#### Scholarship and Creative Activity

- Bosman
  - Bosman, E. (February 2015). Families first: GLBT Family Issues and Resources. *CHOICE*. 52(6): 922-933.  
**Invited article.**
  - Revised and edited the online version of the Gay/Lesbian section in *Resources for College Libraries (RCL.)*
- Sandstrom
  - Reviewed eight titles for *Library Journal*

#### Other (e.g. awards, etc.)

- Bosman-In a competitive process, appointed Media Review Editor for *Congregational Libraries Today*, a publication of the Church & Synagogue Library Association; served on: the Rooda Book Award Committee; the Search & Screen Committee for Dean of the College of Health and Social Services; the Faculty Grievance Review Board, Chair; Department head representative to library faculty mentoring committee; CONTENTdm Task Force; Concluded service on Promotion & Tenure Committee; Completed term on ALA-GLBTRT Stonewall Book Award
- Lockwood served on: Web ReDesign Committee
- Miller served on: Faculty Senator; Library Budget Committee (ex officio)
- M. Gomez served on: SAC Executive Committee
- Sandstrom served on: "Where's my Class" table; ALA Council; ALA Presidential Task force on Council Electronic Communications, Chair; ALA Office of Literacy and Outreach Services Advisory Committee, Chair; BRLA (past president ); NMSU Sick Leave Bank Committee; Library Budget Committee; Appointed to ACRL Government Relations Committee.
- Schneider served on: ACRL Professional Development Committee, "Where's My Class" table; Annual Performance Evaluation Revision Task Force, CONTENTdm Task Force, assisted with Midnight Madness