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**NMSU Library**



# NMSU LIBRARY ANNUAL REPORT

2023-2024



## MESSAGE FROM THE DEAN

Today's libraries are more than just repositories of information. NMSU Library empowers students, faculty members, and researchers to push the boundaries of knowledge and make lasting contributions to research and innovation. The Library also supports and promotes Las Cruces and Southern New Mexico through its preservation of local and regional history, and its engagement with community members, researchers and cultural institutions.

I would like to invite you to explore the many resources and services offered by NMSU Library, and to consider supporting us in our mission to promote student, faculty, and community success. Contributions can be made at [library.nmsu.edu/giving](https://library.nmsu.edu/giving). Together, we can create a brighter future for generations to come.

Kevin J. Comerford  
Dean of the Library



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# ABOUT THE NMSU LIBRARY

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NMSU has two libraries on the main campus in Las Cruces, New Mexico. Together both libraries have a total collection of 2,000,587 print items, and many thousands more eBooks, articles and online materials in electronic format.

Zuhl Library was built in 1992 and contains the Reference, Fine Arts, Humanities, and Business collections (685,573 items), as well as the Patent and Trademark Resource Center. It is also where the Library Administration offices are located, as well as the Access Services, Interlibrary Loan, Reference and Research Services, and Library Systems departments. For students, there are many individual and group study spaces, as well as computing, scanning and printing resources.



Branson Hall Library was built in 1951 and is home to the Archives and Special Collections and Technical Services departments. It also houses the Agriculture, Science, Technology, Engineering, and Government Documents collections. Students are able to use the library's new Podcast Studio and Emerging Technologies Learning Lab at Branson, and there are quiet study areas as well as computing, printing and scanning resources. Researchers are welcome at the Caroline E. Stras Research Room during regular hours or by appointment.



# LIBRARY ADMIN

*Kevin Comerford, Dean of the Library, Katherine Terpis, Associate Dean, Veronica Gomez, Administrative Assistant, Special/Executive, Erica Aguirre, Library Specialist, Senior, Patricia Duran, Supervisor, College Mail Services, Samantha Crocker, Business Manager III, Leticia Phetteplace, HR Operations Unit Coordinator*

## LIBRARY MISSION, VISION, AND VALUES

**MISSION:** NMSU Library supports the mission of New Mexico State University by providing a rich learning environment where resources and diverse populations come together to engage in scholarship and create knowledge.

**VISION:** The library faculty and staff will provide a meaningful and successful library experience by partnering with students, faculty, and the community in research, teaching, and learning.

**VALUES:** The library shares the values of the University, including accountability, integrity, respect for diversity, and a commitment to excellence. As an academic library, we are also committed to:

- Teaching, learning, and intellectual inquiry
- Content stewardship through preservation of and access to knowledge
- Intellectual freedom and the right to privacy
- Service oriented planning and decision making
- Innovation, creativity, and measured risk taking
- Collaboration with campus, community, and global partners

We respect and value the skills, talents, potential and individuality of our library employees and encourage their unique contributions through training, opportunity, and recognition.

# LIBRARY ACTIVITY AND USE

2023-2024



## LIBRARY SPACES USE



LIBRARY VISITS (Gate Count)

**195,012** Zuhl Library

**52,943** Branson Library

**TOTAL: 247,955**

## STUDY ROOM USE (GROUP STUDY ROOMS AND STUDY PODS)

Zuhl Library

Group Study Room **5,756**  
Study Pods **484**

Branson Library

Study Pods **96**

**TOTAL: 6,336**



# COLLECTION USE

## CLASSROOM AND LAB USE (RESERVATIONS)



**Zuhl Library**  
Instruction Lab **131**  
Conference Room **115**

**Branson Library**  
Emerging Tech Lab **28**  
Podcast Studio **185**

**TOTAL:**  
**459**

## PRINT ITEMS CIRCULATION (BOOKS CHECKED OUT)

**21,246** Zuhl Library  
**4,791** Branson Library



TOTAL: 26,037

## ELECTRONIC RESOURCES USE<sup>1</sup>

### SEARCHES

690,929

### INVESTIGATIONS

257,984

### REQUESTS

218,616



## EBOOK USE<sup>2</sup>

SEARCHES **15,030**

INVESTIGATIONS **25,417**

REQUESTS **423**



<sup>1</sup> Electronic journal articles and eBook usage are tracked using a standard called COUNTER. Under the Counter standard, "Searches" indicate the number of times a patron finds an article title in a subject search; "Investigations" indicate when a patron examines the article record or abstract, and "Requests" refer to the actual download and/or use of the item.

<sup>2</sup> eBook usage is also tracked using the COUNTER standard described above, however eBook publishers do not always track usage comprehensively.



# ACCESS SERVICES

*Associate Dean Katherine Terpis (Interim Department Head), Eduardo Flores (Library Specialist), Samantha Barrio (Library Specialist), Juniper Smith (Library Specialist), JohnPaul Beringuel (Library Specialist, Senior), Lucia Ortiz (Manager, Operations), Sarah Schrock (Library Assistant), and Larry Sanchez (Library Specialist).*

## OVERVIEW

The Access Services Department triages many patron questions. Department staff check out materials to patrons, locate and retrieve materials and perform shelf-reading. They are also active in reporting building and security issues, and managing copy center services which enhance the patron experience.

## ACCOMPLISHMENTS

This year the Access Services team engaged in a variety of projects to improve the student experience at the library and promote student success. Access Services staff played a major role in implementing StackMap, a library directory application, at both Zuhl and Branson libraries. They also implemented new Talkbox study pods at both libraries and oversaw the installation of new study furniture for students. The team was pleased to see an increase in patron traffic at Branson Library because of these new resources.

In support of several library-wide initiatives, Access Services staff also participated in the Alma Optimization project and worked with GreenGlass to analyze print collections for the deselection project. This year the Interlibrary loan team also saw increase in the use of the Article Galaxy self-service literature retrieval system, as well as an increase in processing ILL requests due to new efficiencies gained with the ILLiad Customization Manager.



## LOOKING FORWARD

In looking forward to 2024-2025, the department will expand the library hours for Branson Hall Library during the fall and spring semesters and relocate the Current Periodicals section to make it more accessible for patrons.

## FACULTY AND STAFF NEWS

Changes to the Access Services team this year included the addition of JP Beringuel, Library Specialist, Sr., in February, 2024. JP works at the service desk at Branson Library. Also, Janey Campbell left the department in June, 2024.

In addition, Associate Dean Katherine Terpis was an invited speaker at the Society for College and University Planning Pacific Regional Conference on March 18, 2024 at the University of Washington. She spoke at a panel presentation titled, "Reimagining the Academic Library on Three Campuses," which included a focus on the planned expansion of Zuhl Library. Other panelists included members of the DLR Group architectural firm who designed the plans for Zuhl Library, and Alicia Salaz, Vice Provost and University Librarian, University of Oregon.





# ARCHIVES AND SPECIAL COLLECTIONS

*Professor Dennis Daily, Department Head, Associate Professor Dylan McDonald, Political Collections Archivist, John DesGeorges, Library Specialist, Elizabeth Villa, Library Specialist, Lead, Associate Professor Jennifer Olguin, Rio Grande Historical Collections Archivist, Teddie Moreno, Library Specialist, Associate Professor Erin Wahl, University Archivist*

## DEPARTMENT OVERVIEW

The NMSU Library Archives and Special Collections is a research collection serving NMSU students and faculty, scholars from other institutions, independent researchers, and the general public. The department collects, preserves, and provides access to primary and secondary documentary materials that illuminate the history and cultural heritage of New Mexico, the U.S./Mexico borderlands, and the Southwest United States. The department houses three units:

- Rio Grande Historical Collections (RGHC) – Contains unique historical and archival materials including manuscripts, family papers, records of businesses, non-profit organizations and government bodies, photographs, audiovisual materials, maps, and microfilm.
- Hobson-Huntsinger University Archives – Contains the permanent historical records of New Mexico State University, including papers of the presidents, records of administrative offices, councils, and support offices, records of the academic colleges and departments, faculty papers, publications, photographs, and audiovisual materials.
- Special Collections – Contains published material pertaining to the Southwest United States, including rare and out-of-print books, journals, reports, ephemera, gray literature, newspapers, maps, and audiovisual materials.

A major component of the work of Archives and Special Collections is providing reference and research services to users of the collections. All members of the department, in addition to their other duties, handle reference desk shifts, and respond to virtual and telephone reference requests. Providing excellent customer service to all users is a priority of the department. Our materials are used in national and region publications such as books, journal articles, research reports, documentaries, theses and dissertations, as well as in class projects, exhibitions, and for personal enjoyment.

## **ACCOMPLISHMENTS**

During the past year, the Archives and Special Collections department continued to grow its collections, increased accessibility to materials, served researchers on-site and virtually, tackled space challenges, and conducted outreach in various venues. Some highlights included:

### ***Acquisitions for fiscal year 2023-2024:***

- Rio Grande Historical Collections
  - 86 new collections
  - Added 900 linear feet
  - Around 350,000 photographs
- University Archives
  - 12 new collections
  - Approximately 68 linear feet
  - More than 1,200 audio recordings of Aggie game broadcasts
- Special Collections
  - 2,504 titles added
  - 630 titles weeded

### ***Donor Relations***

In addition to in-kind collection donations, relationships with donors brought in significant financial gifts during 2023-2024. Several gifts ranging from \$100 to \$2,000 were made to assist us with collection acquisition, processing, supplies, and hiring of student employees. Most significant was a gift of \$200,000 to establish the John R. McFie Archives Endowment, which will provide on-going funding for student research fellowships, lectures, programming and collection enhancement.

### ***Increasing Accessibility***

Archivists and staff, with significant contributions by student employees and interns, worked on processing 16 manuscript collections, totaling about 200 linear feet, in order to make them accessible to researchers. This includes arranging the collections, describing them with a finding aid, and publishing the finding aid online. Additionally, processing work on photographic collections resulted in the rehousing of approximately 10,000 original negatives from the 1920s-1950s into archivally safe envelopes, improving their accessibility and preservation. Accession records were created and/or published online for nearly 250 photograph collections.

### ***Collection use***

Researchers from across the United States, as well as from Spain, Germany, England and Mexico, used our materials either on-site or virtually during the previous fiscal year. These include a large number of NMSU students, doctoral and masters' students from other institutions, scholars affiliated with other universities, independent researchers, and the general public.

- Research Room usage numbers:
  - 787 visitors
  - 1,335 contact hours
- Virtual reference
  - There currently isn't a precise way to track virtual statistics, the bulk of which come in via email. Over the course of the year, we average about 2 in-depth research requests per day, most resulting in scan requests and/or extended reference time.
- Digitization requests – A significant amount of the work we do involves digitization requests for remote users. This workload has grown during the past several years and is now an expectation of archives users across the world.
- Durango microfilm – One of most popular collections is the Durango Microfilm Collection. We fulfill requests for scans from these microfilms for historical and genealogical researchers.
  - 66 requests for scans
  - Approximately 4,500 pages scanned
- Documents scanning requests
  - Approximately 8,000 pages of documents scanned
- Photograph requests – Requests for photograph scans for print and electronic publication, exhibitions, research and personal use
  - 1,283 images scanned for user requests
- Income from duplication requests - \$4,836.10

### ***Outreach***

The department participated in several outreach events during the 2023-2024 year, including:

- 2023 Border Archives Bazaar, held Sept. 23, at NM Farm and Ranch Museum
- Saving Your Family Treasures workshop series – six public workshops held at Branigan Memorial Library during fall 2023, led by department faculty and staff
- Amador family exhibit, October 2023-January 2024 at Branigan Cultural Center, curated by Jennifer Olguin, Elizabeth Villa, Dylan McDonald and Dennis Daily
- Presentation on the Amador family to kick-off exhibit at Branigan Cultural Center table event at J. Paul Taylor celebration, organized by New Mexico Historic Sites, on the Mesilla Plaza, August 26
- Presentations to local civic clubs
- Radio and podcast appearances promoting the library and the department
- Bob Diven editorial cartoons exhibition

- Black Programs celebration event and exhibit
- Inauguration event for John R. McFiee Gallery of NMSU History
- New exhibits installed in McFiee Gallery

## LOOKING FORWARD

During the 2024-2025 year, the department has several priorities and programs in the works.

- Curating an exhibition of 200 photographs from the Ballard Studio Collection at the Branigan Cultural Center, October 2024--January 2025.
- 2024 Border Archives Bazaar.
- Space optimization:
  - Actively reviewing and deselecting collections
  - Consolidating collections in RGHC to open ranges of shelf space
  - Complete rearrangement and organization of 45 flat file cases
- Acquisitions – New collections of important documentary materials related to southern New Mexico and the border region will continue:
  - Nakayama family papers – Important collection documenting the Asian American experience of a Mesilla Valley farming family
  - Institute of Historical Survey Foundation – Reviewing and transferring collections
  - Other collections as they are discovered

## FACULTY AND STAFF NEWS

### *Teddie Moreno*

- Processed the papers of New Mexico journalist and aviator Danna Kusianovich Henderson, with significant material related to Lincoln County and Fort Stanton, New Mexico. Also includes her work on the development of the Albuquerque International Airport and the Albuquerque Balloon Fiesta, as well as her journalism work.
- Assisted KRWG-TV producer Christian Valle on the Borderland Storytellers documentary, *Stahmann Farms: A Legacy Documentary*
- Returned to NMSU as a student to complete her degree in Applied Sciences

### *Dylan McDonald*

- Awarded a \$10,000 collections seed grant “Implementing the Protocols for Native American Archives Materials at the NMSU Library.” Working with the Mescalero Apache Tribe to identify and establish handling rules for Mescalero related materials.
- Awarded \$4,000 SBCI grant “The Sounds of the Southwest: Building the Holdings of Printed Music and Recorded Sound in Special Collections.”
- Installed exhibits: “The Gila: America’s First Designated Wilderness Turns 100!” at Zuhl Library; “Living in Las Cruces: The Editorial Cartoons of Bob Diven” and “Sheet music” at Branson Library; and “Fabian Garcia” exhibit at the McFie Gallery.

### *John DesGeorges*

- Secured Community Needs work-study funds to hire 5 student employees in ASC
- Created archival structure for 149 collections in LibSafe platform

### *Jennifer Olguin*

- Updated physical spaces in the Rio Grande Historical Collections to improve unit efficiency, including:
  - Collection Storage
  - Memorabilia Room
  - Oversize Collection Storage Area
- Met with donors and acquired the following collections
  - Nevarez and Benavides family papers (Hispanic ranching families resided in La Mesa, New Mexico)
  - Met with Peggy Swoveland and in the early stages of acquiring documents of early farming in the Mesilla Valley, reflecting the Japanese-American experience in the region
- Utilized NMSU Southwest Border Cultural Institute (SBCI) funding, to purchase archival materials that reflect the experiences of traditionally underrepresented communities in southern New Mexico and the borderlands region.

### *Elizabeth Villa*

- Handled design, printing, mounting, and installation details of all department exhibitions
- Fulfilled user requests to provide high-resolution scans for nearly 1,300 images

### *Erin Wahl*

- Managed the processing of the Black Programs collection, planned and executed a successful program and exhibition to highlight this important collection
- Granted promotion and tenure
- Worked intimately with Records Management and Retention on the acquisition of university collections, as well as the disposition and destruction of extensive non-archival records in the collection

**Dennis Daily**

- Co-curated "The Amadors: Family, Culture and Identity in Early Las Cruces," at the Branigan Cultural Center.
- Presented "Voy a Cantar Unos Versos: The Corrido in New Mexico and the Borderlands" at the Historical Society of New Mexico history conference
- Worked with donor to secure establishment of \$200,000 endowment and to honor NMSU founder John R. McFie.

## ARCHIVES AND SPECIAL COLLECTIONS



*NMSU Library University Archives acquires Nixon Tapes! These audio recordings are actually Aggie radio broadcasts made by legendary Aggie sports announcer Jack Nixon - the Voice of the Aggies. More than 600 audio cassettes and more than 1,200 digital audio files document Aggie football and basketball games going back to 1976, all with Nixon at the microphone.*



# LIBRARY SYSTEMS

*Nirali Patel, Senior Systems Analyst, Darlynnna John, Senior Web Developer, Associate Professor Jason Bengtson, Department Head, Erik Quezada, Associate Systems Analyst*

## OVERVIEW

The Systems department serves as the Information Technology department of New Mexico State University Library. It provides hardware and digital systems support for the library and serves as the main technologist team for the institution. In early 2024 Systems filled its Critical Systems Administrator role with Nirali Patel, returning to three Systems staff under a faculty department head. The department continues to face challenges involving significant legacy technical and administrative debt, and the need to improve the library's digital infrastructure. The team has made significant progress, however and has laid out a roadmap to continue to address these challenges. Systems is a young department, with all of its team members still relatively new to NMSU and lacking the long-term organizational knowledge that existed in the department previously. Over the past year 418 tickets have been submitted to the Systems department and 405 have been resolved.

## ACCOMPLISHMENTS

Systems has had a number of notable accomplishments over this past year. They include successfully migrating the critical EZproxy platform to a vendor-hosted environment and integrating it with the campus Single Sign On.



The Library Network Attached Storage units were in less-than-optimal shape, so the team initiated a successful migration to new larger, faster, more robust NAS devices to facilitate the library's digital work. Along the way, Nirali Patel, who spearheaded the project, improved the way that drives map to individuals, elevating workflows in the organization. 2023 saw the start of a major accessibility push on campus, with significant demands being placed on downstream units. Systems, in coordination with Reference and Research Services and Archives and Special Collections worked together to introduce a seismic level of improvement in the library's web interfaces. The work in the Systems department was primarily carried out by Darlyna John, who rewrote a mountain of pages, templates, and style sheets to drive us toward compliance. The year brought new hardware to the library, such as the big-screen, 4k, OLED televisions, and the large number of improved monitors for the student computers. New scanners and plenty of new technology has been introduced to the library, with Erik Quezada leading the charge on configuring, maintaining, and installing these tools. In addition, the library is testing new hardware for presentation spaces and will soon be testing new speakers for messaging our patrons. Collaboration has been key, with the library working closely with ICT to provide a testbed for the new Intune computer management software . . . software that will be systematically added to our library workstations to make them easier to manage and easier to maintain. This has been a key project that Erik and Nirali have been implementing while in collaboration with Zach Neeley, a former library employee. Darlyna has been working closely with Monika from our Library Metadata unit to assist in the designing and refining of the Open Access portal for LibSafe, putting her formidable web designer skills to work to provide the library with an outstanding digital experience for our patrons to showcase the award-winning work done on our key digitization projects. Late in 2024 Erik worked closely with Zach Neeley to set up the computer availability mechanism in StackMap; enhancing the functionality of that product.

## **LOOKING FORWARD**

While Systems has made a lot of changes and a lot of improvements there is still a great deal of work to do. Looking forward, disposal and inventory operations are anticipated to be important features of our next year for Systems. Additionally, migration of our many aging Libcgi-hosted databases and exhibits, existing in multiple formats and on multiple platforms, has become a critical matter for Systems attention, as are other areas of digital infrastructure in need of improvement. Upcoming hardware improvements will see the public use computers replaced with faster workstations and better screens. Expansion of WEPA stations and the addition of new scan to print copiers will allow for retirement of legacy change machines and associated service stations in favor of more modern, maintainable, and reliable patron services.

## **FACULTY AND STAFF NEWS**

Systems is proud to note that two of its staff have been recognized for their distinguished service this past year: Erik Quezada, Associate Systems Analyst was awarded the Carl Faubion award and Darlyna John, Senior Web Developer was awarded a Bonus Award. Jason Bengtson, Head of Systems, was named to the editorial board of the Journal of Web Librarianship and served as a member of the NMLA Education Scholarship Committee.



*Assistant Professor Jess Zubia, Outreach and Ethnic Studies Librarian, Jessica Fleming, Library Specialist, Gabrielle Diaz, Library Specialist, Senior, Associate Professor Alisa Gonzalez, Education and Social Sciences Librarian, Wendy Simpson, Library Specialist, Senior, Assistant Professor Nathan Camp, Emerging Technologies Librarian, Assistant Professor Leslie Ross, Instruction Coordinator, College Assistant Professor Mariaelena De la Rosa, Collections Coordinator*

## OVERVIEW

The Reference and Research Services department plays an important role in helping NMSU students achieve academic success. The department also supports university faculty and community patrons in their research needs. Major services provided by Reference and Research Services librarians and staff include:

- Reference Services: Helping library users find the information they need. This involves directing patrons to specific materials, databases, or other resources within the library. Increasingly, reference services are offered online through chat, email, and other digital platforms, making it easier for users to get help remotely.
- Instruction: Providing formal education for students so they learn to effectively use library resources. This includes teaching information literacy skills, such as how to search databases, evaluate sources, and cite materials properly.

- **Research Support:** Consulting with graduate students, faculty and independent scholars to help them develop research strategies, locate hard-to-find information, and navigate complex resources.
- **Resource Management:** In collaboration with staff across the library, managing and curating the library's reference and general collections, ensuring they meet the needs of the academic community.

Overall, the Reference and Research Services department is dedicated to connecting users with the information they need and helping them to become skilled, independent information users.

## **ACCOMPLISHMENTS**

During the last year, Reference and Research Services Librarians and staff have engaged in a wide variety of programs and projects that have improved services and support for NMSU students and faculty. A summary of the projects and objectives accomplished by the department includes:

### ***Reference Services***

The Reference and Research Services team receives both virtual and in-person reference interactions, and together these totaled 1,918 transactions that the team fielded during the 2023-2024 year. 881 transactions were received in the Fall and 1,037 in the Spring. Several staff worked on setting up a new 24/7 Cooperative Chat Service for library patrons that was tested during the Spring. This service will be launched during the Fall, 2024 semester.

### ***Library Instruction***

In 2023-2024, Reference and Research Services librarians taught multiple sections of the library's two credit courses, as well as a variety of one-shot instruction sessions, workshops and other presentations. Overall, library instruction activity increased over 50% from the previous year, and class sections all had good enrollment.

- Information Literacy (LIBR 311V) was taught by Alisa Gonzalez and Leslie Ross.
- Introduction to Research (LIBR 1110) was taught by Susan Beck, Nathan Camp, and Mariaelena De La Rosa.
- Last year Instruction Coordinator Leslie Ross also updated the curricula for the two courses by mapping them to the ACRL Framework for Information Literacy for Higher Education.

### ***Outreach Initiatives***

Reference and Research Services team members were engaged in a variety of outreach activities during the past year, significantly surpassing efforts from the previous year. These included notable events that help students learn about and use library resources, including:

- Freshman Orientations – Reference and Research Services staff participated in new student events for the first time and provided in-person information tables and online Teams breakout rooms for virtual sessions.
- Nathan Camp and Leslie Ross continued the library's participation in the National Novel Writing Month (NaNoWriMo) program for the second year in a row.
- RRS staff once again held the Showcasing Your Research series of workshops, including one session introducing the how to conduct Systematic Literature Reviews taught by Alisa Gonzalez
- Several team members were involved with Finals Week Activities for Fall 2023 and Spring 2024, including a “Fuel Your Finals” event in collaboration with the Graduate School and “May the 4th Be with You Finals Survival Kits.”
- Other events that RRS staff participated in included the HEST Hoopla and Learn-A-Palooza events, Honor's First Year Scavenger Hunt, Research Orientation with the McNair Scholars, ROLE and Latinidad STEM Research Cohorts Workshops, as well as an Asian and Pacific Islander Book Display and Information Literacy Workshop with community members from Learning Action Buffet, a local non-profit organization.

### ***Collections***

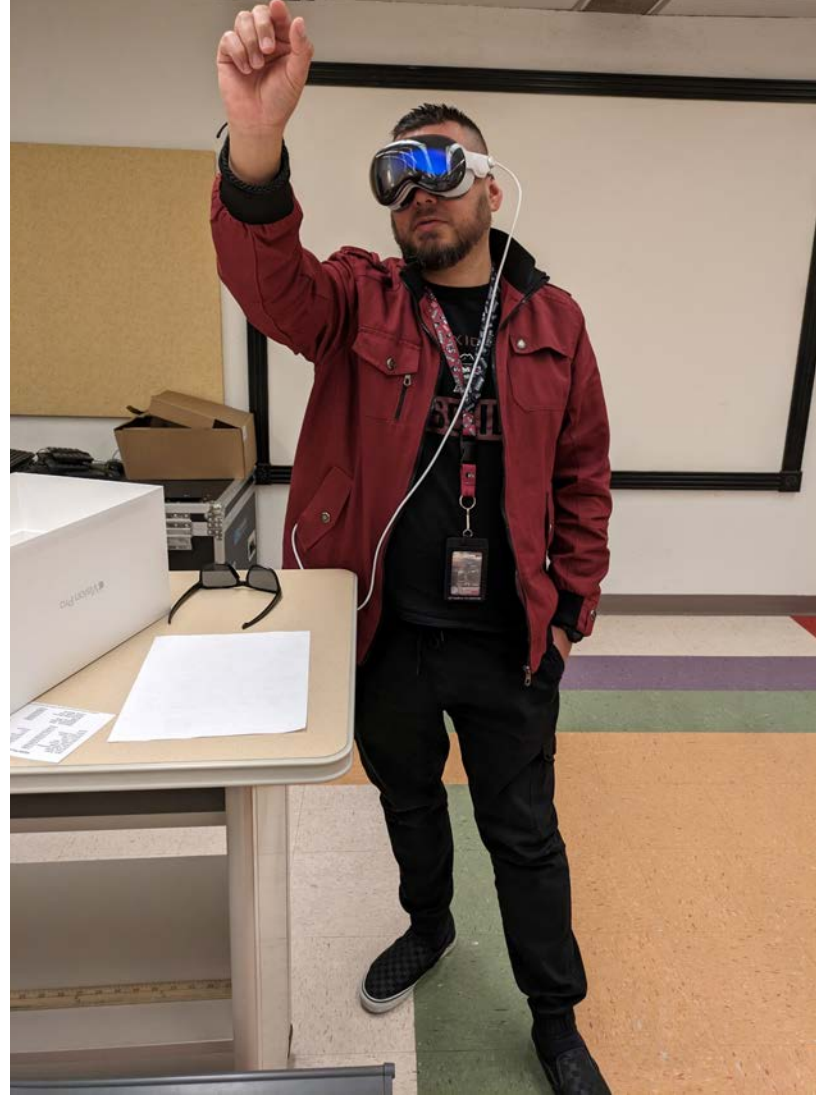
Many collection maintenance projects were put on hold during the pandemic, but last year the Reference and Research Services team collaborated with both the Technical Services Department and the library Collections Team to resume a number of review and evaluation projects. Several notable efforts included:

- Restarting the In-Kind Gifts program for the general collection.
- Reviewing damaged books and sorting them for deselection or replacement.
- Managing or participating in the Reference Collection analysis and Deselection projects, which included training and supervising students, generating reports, and evaluating collection items. RRS staff also assisted with the EZproxy migration by having students test electronic resource links.
- Evaluating government documents, microfiche and atlases for condition and retention.

### ***Emerging Technologies Learning Lab (ETL)***

This new program launched during the Fall, 2023 semester and was prominently featured during the library's Open House event last September. The lab has seen steady levels of patron activity, due in no small part to the special events and equipment available to students and faculty:

- The ETL Open House event featured 12 demonstration stations about services and resources in the lab, along with a variety of other technologies on display.
- A six-foot by nine-foot LED wall was installed outside the lab and is now available for student and class use.
- Lab facilities also include a Podcast Studio for student and faculty use, which also opened last Fall and was heavily used throughout the year.
- During Spring, 2024 semester, the ETL hosted an innovative Introduction to 3D Scanning Workshop that was well-attended.



### **LOOKING FORWARD**

The Reference and Research Services team are looking forward to implementing a number of new programs and services in 2024-2025 that will support NMSU student success and enhance the library collections:

- 24/7 Librarian Chat Service: This service will be implemented for Fall, 2024 semester, and will give students the ability to chat with a Reference Librarian any time day or night.
- Loanable Technology Program: This will be a new service that gives students the opportunity to check out cameras and other technology devices for academic or personal use.
- Expanded Hours for the Emerging Technology Learning Lab: The ETL will be open until 6PM starting Fall Semester, 2024. An additional student employee will be hired to help support the expanded hours.
- Systematic Literature Review Services: Alisa Gonzalez will be completing a certification program for the Systematic Review Services Specialization Level II certification. This will enable the library to offer systematic literature review (SLR) services and instruction for students and faculty. SLR is a structured approach to reviewing existing research on a specific topic.

- Reference Collection Review: This project is a collaborative effort by the RRS team to review and update the library's print Reference Collection.
- Government Documents Review: Several projects will be initiated next year to evaluate several areas of the Government Documents Collection to determine their use rates and retention.
- Popcorn Fridays: Starting in August, 2024 the library will be offering free popcorn on Friday afternoons. The intention with Popcorn Fridays is to break bread with the NMSU community, bring people together and discuss all the ways the NMSU Library can resource and enhance learning for our students, faculty, and staff.
- Tara Martin Lopez Author Talk: Planned for September, 2024, this event will feature author Tara Martin Lopez who will discuss her new book, *Chuco Punk: Sonic Insurgency in El Paso*, which explores the social and political impact of the Punk Rock scene in the Southwest through interviews, storytelling, and res+arch.
- Building Inclusive Collections: RRS staff are attending training in creating inclusive library collections and will be collaborating with the Diversity Program Directors on ideas for expanding our collection holdings to meet the needs of NMSU's diverse student population.

## **FACULTY AND STAFF NEWS**

Reference and Research Services team members were all highly engaged in both professional and scholarly pursuits last year. The following is a summary of some of the many objectives and accomplishments by the team:

### ***Susan Beck***

- After a distinguished career of 25 years, Professor Susan Beck, Scholarly Communication Librarian, retired from NMSU. She will be missed by her colleagues, but everyone wishes her a very happy retirement.

### ***Nathan Camp***

- Published the article, Camp, N. (2023). Podcast resources in academic libraries: Audio lending technology and studio recording spaces in American research libraries. *Public Services Quarterly*, 19(4), 241–254. <https://doi.org/10.1080/15228959.2023.2236541>
- Obtained certification as a Carpentries Instructor.
- Completed the Part 107 Remote Pilot Certification from the FAA.

### ***Mariaelena De La Rosa***

- Currently enrolled in the Library Journal's course, How to Build Inclusive Collections.

### ***Gabrielle Diaz***

- Graduated from the University of North Texas with a Master of Science degree in Library Science with a concentration in Information Organization.

### ***Jessica Fleming***

- Updated documentation and training materials for new student hires in the RRS department.
- Developed Reference Desk Patron Statistical Snapshots for each semester. These reports included total transactions, chats, and appointments.

### ***Alisa Gonzalez***

- Earned the Systematic Review Services Specialization Level I in December, 2023.
- Increased involvement and support of the College of Nursing, in particular the new Doctoral of Nursing Practice-Anesthesiology Program.
- Participated in the MSN Orientation and the DNP orientation. Also met with 11 DNP students and groups via consultations.
- Served on the Promotion and Tenure Committee. We made significant revisions to the library P&T document.
- Had 33 consultations, which were 41% of the total consultations during 2023-2024.

### ***David Irvin***

- Associate Professor David Irvin, Reference and Research Services Department Head, left NMSU to accept the role of Director of the Hatfield Marine Sciences Library at Oregon State University. David was responsible for marshalling many new initiatives for the RRS team. Many thanks to David for all of his hard work at NMSU Library.

### ***Leslie Ross***

- Appointed Vice Chair to ACRL IL Framework in the Disciplines committee; Vice Chair to the ACRL Framework Working Group; Appointed incoming convener to the ACRL IS Contemplative Pedagogy Interest Group.
- Participated on planning and logistics committees for the first Generative AI in Libraries (GAIL) online conference.
- Presented a Lifelong Information Literacy (LILi) Show-and-Tell online session entitled, Creating Inclusive and Engaging Communities of Learning for All Students, January 10th. There were 250 registrants and 80 participants.
- Presented Mindfulness Practice: An Oasis in the Desert, April 16 & 17, in Milton Hall and on Zoom at the NMSU Teaching Academy.
- Served on the Library U committee and currently planning a Library staff DEI book club.
- Participated in the R&RS Department's reference deselection project.

### ***Wendy Simpson***

- Participated in the Web Accessibility Workgroup with Systems and Archives staff to improve the accessibility of the LibGuides portion of the webpage. Included an ongoing effort to monitor and correct broken links in LibGuides.
- Established a procedure to update the Library Activities Calendar on the Library webpage and maintained and updated the Library Systems and Services Dashboard.
- Organized and oversaw the department's first year participating in Freshman Orientation activities.
- Participated in the department's one-shot instruction program.

### ***Jess Zubia***

- Jess Zubia joined the RRS team in January, 2024 as the Outreach and Ethnic Studies Librarian.
- Attended several conferences and workshops, including:
  - Paso Del Norte Edible Education Conference
  - Innovation Unleashed- MSI's at the Heart of Data Science Evolution
  - Borderland and Ethnic Studies Research Center Showcase- Showcase Attendee
  - J Paul Taylor Social Justice Symposium- Transformative Leadership



*Michael Roth, Library Specialist, Senior, Stephanie Hibner, Library Specialist, Senior, Marvin Tafoya, Library Specialist, Linda Baldwin, Library Specialist, Senior, Matthew Martinez, Library Specialist, Senior, Professor Ellen Bosman, Department Head, College Professor John Sandstrom, Acquisitions Librarian, Associate Professor Monika Glowacka-Musial, Metadata Librarian. Not present: Associate Professor Aubrey Iglesias, Cataloging Librarian, Stuart Peale, Stuart, Library Specialist, Senior Kayla Ramos, Library Specialist, Brita Sauer, Library Specialist, Senior, and Benjamin VandenBoom, Library Systems Analyst, Associate*

## OVERVIEW

The library's Technical Services department is essential for managing and organizing the library's collections. Working behind the scenes, Technical Services Librarians and staff members ensure that library's resources are well-organized, accessible, and preserved for future use. Some key functions of the department include:

- **Acquisitions:** The Acquisitions Team selects, orders, and purchases books, journals, electronic resources, and other media. They maintain relationships with vendors and ensure that the library's collection meets the needs of its users.
- **Cataloging:** Library catalogers create and maintain records for all library materials, ensuring that items are accurately described and easily searchable in the library's catalog. This includes assigning classification numbers and subject headings.
- **Metadata:** This unit organizes and describes digital materials to enhance discoverability. They create metadata records that help users find resources through the library's discovery tools, and also work to preserve the library's digital assets.



## ACCOMPLISHMENTS

### *Acquisitions*

- Gathered data for IPEDS, ACRL reports.
- Implemented Ex Libris Rialto acquisitions platform, and revised procedure and workflow for firm orders and Evidence Based Acquisition programs in Rialto.
- Created new “suggest a purchase” form for Rialto/Primo integration.
- Attended Alma Optimization sessions.
- Attended session with community college librarians.
- Responded to 150 help tickets.
- Processed 2000 order lines.
- Revised unit duties to allow one position to transfer to Cataloging and accommodate the resignation of the Systems Analyst position.

### *Cataloging*

- Added 2,895 print items [excludes government documents] and 663 AV/Microformats.
- Finalized catalog clean-up project relating to multiple journal locations (via creating normalization rules and processes for batch location changes) & recommended workflow changes related to shelving newly-received journal issues.
- Updated a variety of cataloging procedures:
  - Revised procedure for importing MARCIVE records
  - Updated procedure for cataloging Special Collections materials
  - Drafted procedure for new bibliographic records for title or format changes
- Updated URLs in bibliographic records for archival collection finding aids (300+ records).
- Gathered collections data for IPEDS, ACRL statistics, and university offices.
- Discovered inconsistencies in the catalog related to the briefly used Book Display locations and conducted catalog clean-up.
- Performed troubleshooting and corrected issues related to automated set up of Publish to OCLC functionality.
- Performed troubleshooting on the Streamlyne project.
- Attended Alma Optimization sessions.
- Led session with the NMSU community college librarians that focused on Resource Management.
- Trained new Library Specialist position.
- Responded to 40 help tickets.
- Withdrew 3,311 items.

### *Metadata*

- Updated the Digital Collections LibGuide.
- Designed and coordinated work on the NEH funded Amador Digitization Project.
- Created user documentation for the LibSafe OpenAccess Platform. Performed extensive troubleshooting on the latest system release.
- Reviewed, corrected metadata and uploaded over 900 letters from the Amador Family Correspondence collection to OpenAccess platform.
- Hired, trained, scheduled, and evaluated students for Amador Family Correspondence project.
- Continued to add to the HEERF grant collections.

### *Staffing*

- Michael Roth hired as Library Specialist, Senior in the Metadata unit.
- Brita Sauer hired as Library Specialist, Senior in the Metadata unit.
- Aubrey Iglesias achieved tenure and promotion to Associate Professor.
- Benjamin VandenBoom resigned from the Acquisitions unit.
- Submitted three reclassification requests for the metadata staff
- Transferred one position from acquisitions to cataloging.

## **LOOKING FORWARD**

The Technical Services team are looking forward to improving services and launching a major initiative in the 2024-2025 year that will support the research community and enhance library collections:

### *Cataloging*

- Investigate using Alma Community Zone for federal government documents access.
- Clean up duplicate bibliographic records.
- Clean up bibliographic records without items.
- Work with appropriate parties on outcomes arising from Alma Optimization efforts.

### *Acquisitions*

- Hire and train a new Systems Analyst, Associate position.
- Create new fund structure.
- Work with appropriate parties on outcomes arising from Alma Optimization efforts.
- Work with Administration exploring cost sharing possibilities both on campus and within the NMSU System.

### *Metadata*

- Complete Amador Family Correspondence Project.
- Launch LibSafe OpenAccess platform
- Test transitioning collections from CONTENTdm to LibSafe/OpenAccess platform.

## **FACULTY AND STAFF NEWS**

Technical Services team members were all highly engaged in both professional and scholarly pursuits last year. Of particular note is that the Amador Family Correspondence Project was awarded the Council of Inter-Mountain Archivists Special Project Award for 2024. The following is a summary of some of the many accomplishments by the team:

### ***Ellen Bosman***

#### **Publications**

- Updated GLBTQ+ section of Resources for College Libraries.

#### **Service**

- Served as NMSU Alternative Dispute Resolution Coordinator; Title IX advisor; Co-chair of Faculty Grievance Review Board; NMLA Member-at -Large; session monitor for 2 sessions of NMLA online mini-conference; Graduate School's Dean's Representative for 4 non-thesis master's degree oral examinations; Library Promotion and Tenure Committee; Elected faculty representative to the Head of RRS search committee; Faculty Senate Library Advisory Committee; Faculty Compensation Studies Steering Committee.

### ***Monika Glowacka-Musial***

#### **Awards**

- Received the 2023 Faculty Bonus Award.

#### **Presentations**

- An Ephemeral Effort: Promoting the Development of Southern New Mexico, 1880-1950. [3 presentations] at: Agricultural History Society, NMSU Research & Creativity Week, and New Mexico History Conference.

#### **Programs/Exhibits**

- The Nobel Prize in Literature 2000-2024 [digital exhibit].
- Showcasing your research - Get to Know Your Data: Using Data Visualization to Analyze and Explore Hidden Data Patterns.

#### **Publications**

- Co-authored a research article on Ephemera as a Versatile Primary Resource: A Case Study of the Nancy Tucker Postcard Collection. *Journal of Western Archives* [forthcoming].

#### **Service**

- Served as Library Outreach and Programing Committee; Library Promotion and Tenure Committee; Invited external P&T reviewer for the University of New Hampshire; assisted NMSU VPR Office by reviewing applications seeking Arts & Humanities Seed Funding; assisted with AWO Freshman Orientation & Where Is My Class events.

## ***Stephanie Hibner***

### **Service**

- Served as Social Activities Committee representative.

## ***Aubrey Iglesias***

### **Presentations**

- Pathways to Librarian Positions, 2024 NMSU Research and Creativity Week.
- Who? The Crucial Quest to Collect Comprehensive and Inclusive Demographic Data [poster]. 2024 ALA Annual Conference in San Diego, CA.

### **Programs/Exhibits**

- Submitted successful application to host, Americans and the Holocaust: A Traveling Exhibition for Libraries, a project supported by the ALA Public Programs Office and the United States Holocaust Memorial Museum.

### **Publications**

- Iglesias, A., Mahama, L., & Gard, C., (in press). Pursuing academic librarianship: Pathways to librarian positions. *Practical Academic Librarianship*. [peer-reviewed research article].
- Iglesias, A., & Gard, C. (2023). Pursuing academic librarianship: Gender identity and factors affecting job attainment. *The Journal of Academic Librarianship*, 49(6), 102806. [peer-reviewed research article].
- Iglesias, A., Mahama, L., Gard, C., & Schirmer, T. (2023). Pursuing academic librarianship: Factors affecting job attainment. *The Journal of Academic Librarianship*, 49(4), 102751. [peer-reviewed research article].

### **Service**

- Served as University Research Council representative; Member, URC Awards Subcommittee; accepted to NMSU Graduate Faculty; Member/Vice Co-chair of CORE Leadership Development & Mentoring Committee; ALA Councilor-at-Large; Member, ALA International Relations Committee; Chair, ALA IRC Bogle Pratt International Travel Fund Subcommittee; elected faculty representative to Online Learning Librarian Search Committee; elected to NMSU Library Promotion and Tenure Committee; nominated to be on slate of candidates for ALA Council's 24/25 Committee on Committees; invited peer reviewer of Information Development; invited to write guest post on blog 'Hiring Librarians' about my research on obtaining librarian positions; as NMSU project director of Americans and the Holocaust Traveling Exhibition participated in 2-day training at the United States Holocaust Memorial Museum in Washington, D.C

### ***Matthew Martinez***

#### **Awards**

- Received the Non-Exempt Staff Bonus Award.

### ***Michael Roth***

#### **Service**

- Served on the Outreach and Planning Committee.

### ***John Sandstrom***

#### **Presentations**

- Care and Feeding of Vendor Representatives. NMLA Annual Meeting.
- Libraries and Schools: A partnership to support Native American students. National Indian Education Association Convention and Trade School.
- Frank, N. Omowale, U, and Sandstrom J. Commonalities in International Academic Libraries [poster]. NMLA Annual Meeting.

#### **Service**

- Served as Interim Department Head of Assess Services; Accepted to NMSU Graduate Faculty; EBSCO Information Services Library Staff Development Award Jury; College Faculty Representative to Faculty Senate; Member, National Indian Education Association Governance Board; Member, Dissertation Committee; Member, NMSU Sick Leave Bank Committee.

### ***Brita Sauer***

#### **Programs/Exhibits**

- Poetry Month [digital exhibit].
- National Book Award [digital exhibit].
- Staff Recommendations [digital exhibit].
- Pulitzer Prize Winners [digital exhibit].

#### **Service**

- Assisted with 7 student tabling events; Created 3 solo book/digital displays (National Book Award, Staff Recommendations, Poetry); Assisted with 1 group book/digital display (Pulitzer Prize Winners); Organized and implemented a Summer Reading Challenge with Nathan Camp; Participated in 2 committees/work groups: Outreach and Planning Committee and Library U.

# 2023-2024 LIBRARY IMPROVEMENTS

## INTERACTIVE LIBRARY DIRECTORY SYSTEM

The library has implemented StackMap, a multifaceted directory system that guides patrons to resources and services in both Zuhl and Branson Libraries. The system is integrated with the library catalog, so readers can find exactly where a print title they want is located in the library collections. The directory also indicates where available study rooms and student computer workstations are located. StackMap is available on the library website, and patrons can also use it on touchscreen kiosks in both Zuhl and Branson Libraries.



## MEDITATION AND PRAYER SPACE IN ZUHL LIBRARY

Students who need private space to meditate, reflect or pray during the day can now use a designated space on the second floor of Zuhl Library.

## TALKBOX STUDY PODS AVAILABLE FOR INDIVIDUAL PRIVACY

Talkbox study pods are available at both Zuhl and Branson Libraries. The units are designed to provide a quiet and private space where students can study and use their laptops. The spaces are excellent for students who need to take an online course or proctored test during the day. Each unit has its own lighting, ventilation and charging outlets.



## FAMILY STUDY CARREL IN ZUHL LIBRARY

A new study carrel with attached playpen is available in Zuhl Library on the 3rd Floor. The workstation allows parents to study while watching their small children.





## **PODCAST STUDIO IN BRANSON LIBRARY**

Also available through the Emerging Technologies Lab is the library's new Podcast Studio, where students (and staff/faculty) can reserve time to produce their own audio and video podcast productions. Facilities include microphones, soundboard, video green screen and lighting, plus a windows workstation where audio/video files can be edited and processed.

## **LED WALL IN BRANSON LIBRARY**

The library will launch a 6'x10' LED Display wall in January. This computer-controlled display system will enable library staff to teach workshops on data visualization, and welcome large groups for technology-based lectures. Students can also use the display for their own projects, as a digital backdrop for video production.

(Photo)





## EMERGING TECHNOLOGIES LEARNING LAB IN BRANSON LIBRARY

The new Emerging Technologies Lab is located on the first floor of Branson Library in room 127. It is an exciting new space that gives students the opportunity to learn and test a variety of technologies in a collaborative space. The Lab has 12 top of the line Alienware computers with 38" curved ultrawide monitors, a Meta Quest 2 and HTC VR headsets, electronics and robotics kits, drones, and 3D printers, scanners and cameras. There is also space set aside as a general workspace for DIY projects. Learn more about the Emerging Technologies Lab at <https://nmsu.libguides.com/ETL>.

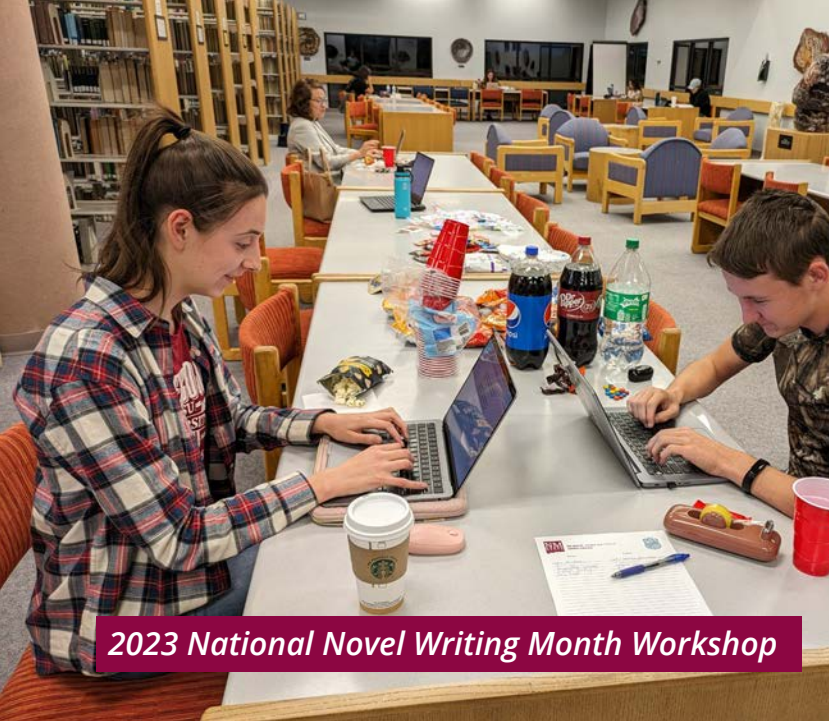


*"The mission of the Emerging Technologies Learning Lab is to help students understand the relationship between technology, information, and knowledge. It serves as both a physical and virtual technology experience space where any NMSU student may come to develop or enhance their digital fluency skills and apply them to their own field of study."*

*-Kevin Comerford*

# NEW FURNITURE AND LIBRARY EVENTS





2023 National Novel Writing Month Workshop



Finals week student activities



NMSU Library Open House



Library Student Employee Appreciation



**Thank you for supporting NMSU Library as we help students and faculty create a brighter future!**



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