

## Department Annual Report for ACCESS SERVICES

July 01, 2003 to June 30, 2004

Submitted by Norice Lee, Department Head

### Instructions:

- Deadline for submission is July 15, 2004
- Submit no more than 2 pages.
- Use bullets.

### Major Accomplishments:

- **Organizational**

- Restructured department to improve efficiency, consolidate services and maximize resource sharing opportunities. Team-based approach implemented requiring physical relocation of Circulation, Reserves, Interlibrary Loan/Document Delivery and Shelving staff.
- **Circulation:** Evaluated and updated all patron forms; Established consistency in procedures at both service desks; Developed training quiz for student employees.
- **Shelving:** Expanded shelving on Zuhl 2<sup>nd</sup> and 3<sup>rd</sup> floors; Moved selected Branson reference books to circulating stacks; Completed 55% of 4<sup>th</sup> floor shift at Branson.
- **Reserves:** Developed Reserves policy and departmental chargeback procedure; Ensured copyright compliance; Licensed web-based e-reserves and copyright management system;
- Created persistent links to articles in library's databases for cost savings and improved accessibility.
- **Periodicals:** Completed A to Z shift of collection post-merge; Prepared Faxon "at-risk" journals for binding; Added furniture and window treatments to improve student space.
- **Interlibrary Loan/Document Delivery:** Realized significant annual savings due to fair use practices; Collaborated with Collection Development and Acquisitions staff to provide materials "just in time" vs. "just in case," related 2002 GOB proposal funded; Formalized direct delivery of ILL returnables to DE faculty and students; Participated in ILLiad webinar, proposal to acquire new system submitted and funding approved.
- **Copy Center:** Created webpage; Improved reserves workflow and processing by utilizing copier to scan/convert print materials into electronic format; Developed electronic inventory control system.
- Conducted 2004/05 Access Services Strategic Planning Session.

- **Personnel**

- **Upgraded:** Vicki Minnick and Deborah Parker to Library Specialist I positions, 10/03.
- **Promoted:** Jivonna Stewart to Library Specialist III, 9/03; Deanna Litke to Library Specialist I, 10/03.
- **Service Awards:** Vicki Minnick, 5 years; Dora Morales, 10 years, Mary Chavarria, 15 years; Sandra Padilla, 20 years; Frances Alvarez, 20 years.
- **Staff Development:** NMLA Annual Conference; Colorado ILL Conference; ALA Midwinter and Annual Conferences; Off-Campus/Distance Learning Library Services Conference; OCLC ILL Web Seminars; Criticism and Discipline Skills for Managers; Copyright Workshop; Emergency Evacuation; Goals and Objectives; NMSU Hazcom Safety Training; Banner Information Session.

- **Strategic Goals/Targets**

- Evaluated Voyager ILL module, based on cost did not pursue, 7/03.
- Converted print reserves to electronic format, 8/03.
- Assessed self-check system to expand unmediated patron services, recommendation forwarded, 8/03.
- Conducted copyright training for library and other university personnel, 8/03 – 4/04.
- Assisted Associate Dean in emergency evacuation training for student employees, 9/03.
- Acquired and implemented DocuTek and DocuFax, 12/03.
- Coordinated recruitment session for library staff and community members interested in graduate library school to improve quality of “work life,” 2/04.
- Implemented Access database developed by Systems Office to interface with Voyager and streamline circulation billing processes, 2/04.
- Restructured Access Services Department to achieve greater organizational efficiency, completed 2/04.
- Worked collaboratively with Associate Dean to increase overall shelving capacity; Purchased and installed years one and two of expansion plan.
- Expanded Copy Center services by offering new binding service; made additional recommendations and submitted cost estimates, 3/04 – 6/04.

**Trends/Issues:**

- Concerns regarding collection growth, shelving capacity and non-book storage space.
- Merges of both microform and bound periodicals collections.
- Evaluation and feasibility of new RFID technology.
- Funding availability for high-end technologies such as self-check system.
- Impact of Reference merge on Access Services staff.
- Conversion of Circulation Desks to Customer Service Desks.
- Effect of Banner system on Access Services functions.
- Branch campus relationships with regard to students’ status, support for off-site course offerings and library policies and procedures.
- ILLiad migration.

**Significant Faculty/Staff Accomplishments:**

- Presentations
  - Branch Campus Round-Up, Copyright Panel by Norice Lee, B. Kite, M. Workman, 8/03.
  - DocuTek Presentation to Reference librarians by Sandra Padilla and N. Lee, 9/03.
  - NMSU Office of DE, Copyright Panel by N. Lee, B. Kite, K. Manuel, M. Workman, 9/03.
  - Copyright Workshop for library staff by N. Lee, Molly Molloy, M. Workman, 4/04.
  - BIEN! database training for Mt. View Women’s Resource Center staff by N. Lee, 6/04.
  - ITAL presentation on ILL/DDS and Reserves by Jivonna Stewart and Sandra Padilla, 6/04.
  - Library tours/orientations provided by M. Chavarria, K. Miller, Y. Chacon-Valle, 8/03 – 5/04.
- Other (e.g. awards, grants, etc.)
  - NMSU Associate Degree granted to Dora Morales, 12/03.
  - Classified Staff Bonuses awarded to Jivonna Stewart and Sandra Padilla, 2/04.
  - ALA/Carnegie-Whitney Grant, Sylvia Ortiz, Norice Lee, Cindy Watkins; \$5,000 awarded.
  - ALA/Information Today, Library of the Future Award for BIEN!; \$1,500 and plaque awarded.
  - 2002 GOB Proposal: NetLibrary Shared Resource Collection IV; \$18,300 funded.
  - American Library Association Presidential Advisory Committee; Co-Chair of Literacy/Equity of Access Presidential Advocacy Initiative; Hayden/Brey-Casiano PAC Liaison, N. Lee.
  - Chair of ACRL Virtual Meeting Task Force and member of ACRL Access Services Guidelines Task Force, N. Lee.
  - Chair of Local Arrangements for New Mexico Library Association Annual Conference, N. Lee.
  - Member of the NMSU Border Focus Group, N. Lee.