

# Department Annual Report for Reference & Research Services

July 01, 2007 to June 30, 2008

Submitted by Cindy Pierard, Department Head

## Major Accomplishments:

### • Personnel

- Sarah Baker joins department as Education Librarian [August 2007]
- James Caufield, Instruction Coordinator, leaves department [October 2007]
- Vicki Chavez joins department as temporary Reference & Research Services Librarian [February 2008-]
- Alisa Gonzalez joins department as Social Sciences Librarian/Reference Coordinator [August 2007]
- Bonnie Hobbs joins department as Library Specialist II in Government Documents & Maps [March 2008]. Leaves department to assume directorship of Holloman Air Force Base Library [May 2008]
- Melinda MacCall joins department as temporary Reference & Research Services Librarian [October-May 2007]
- Irene Shown, Library Specialist III, retires from Library and University [August 2007]
- Wendy Simpson assumes new position within department as Library Specialist III [October 2007]
- Theresa Westbrook [formerly Valko] assumes new position within department as Instruction Coordinator [March 2008]

### • Programs

Collection Development: Completed Serials Collection Review and Assessment Project, resulting in 70 additions and 188 cancellations. Initiated and implemented strategic collection development project to purchase digital resources using carry-forward funds, resulting in \$860,000 of new digital resources. Prepared new program support statements for the following: MS and PhD in Aerospace Engineering (College of Engineering), PhD in Social Work (College of Health and Social Services). Gifts Unit staff relocate unit to 1<sup>st</sup> floor of Branson Library.

Government Documents/Maps: Ortiz led NMSU's participation in IMLS grant, *21<sup>st</sup> Century Government Information in the 21<sup>st</sup> Century*, through which NMSU and other partner document libraries in the 5-state region train and support non-government information library staff in the use of electronic government information through training sessions and workshops. Documents/Maps staff relocated maps and atlas collection to new collection/office space in Room 207, Branson Library.

Instruction: Staff participants in the instruction program taught 366 sessions—including workshops, course-related sessions, and three sections of LIB 311—reaching ca. 5,258 people.

Reference: Migrated IM reference services from GAIM/Pidgin to Meebo. In coordination with the Information Desk Working Group, revised and expanded upon student assistant training materials to include new modules on customer service and face-to-face electronic resource training sessions. Coordinated librarywide project on reference and directional statistics, expanding collection period in spring 2008 to begin gathering better information on question topics/subjects. Departmental weekly averages for Fall 2007/Spring 2008 sample periods were 168 reference/112 directional questions.

### • Strategic Goals/Targets

- *Target: Hire staff to meet operational needs of Library* - Hired Government Documents & Maps Librarian, Library Specialist III/Central RRS and Library Specialist II/Docs, and several temporary librarian positions. RRS staff also participated in search committees for Acquisitions Librarian, Associate Dean, Development Officer, and Political Papers Archivist.
- *Target: Increase staff participation in strategic planning process* - RRS staff helped to lead the Library's Mission and Retreat Planning task forces and compiled a written report based on the librarywide retreat [Beck, Horton, Johnson, Pierard]
- *Target: Revise Library Promotion and Tenure document* - RRS faculty [Alisa Gonzalez, Mardi Mahaffy, Sylvia Ortiz] participated in P&T Document Revision Task Force
- *Target: Establish needed policies and/or revise existing policies* - Gifts [Beck/Hussman], Library Use Zones [Pierard/Urbanski]
- *Target: Provide staff training opportunities* - Susan Beck offered workshop on Library Research Projects for the Real World [May].
- *Target: Support new tools for service and content delivery* - Migrated IM reference service from GAIM/Pidgin to MEEBO.
- *Target: Create template and begin implementing online subject guides* - LibGuides pilot project approved/funded [April]. Subject guide template created [June]. Production plan completed [June].
- *Target: Create Maps/GIS Research Room* - Maps and atlases relocated to Room #207 in Branson [March]. Inventory of paper maps completed [June]. User community needs assessment to get underway once new Docs/Maps Librarian begins work.

## Trends/Issues:

- Ongoing need for University guidance in teaching/research priorities as they relate to library collections—new academic programs continue to be proposed and approved, but without a broader long-term academic plan or ongoing fiscal resources.
- Continue development of visible and effective online library services and resources.
- Redesign physical space in reference area to accommodate different learning styles/situations.

## Significant Faculty/Staff Accomplishments:

- Grants Awarded
  - \*Westbrock, Theresa. Engineering materials. Robert E. and Evelyn McKee Foundation of El Paso. \$10,000.
  - \*Watkins, Cindy and Cindy Pierard\*, "Water Resources Monographs." PNM Foundation Partnership Grant. \$7,000.
- Presentations
  - \*Baker, Sarah. "Mind the Gap: One NextGen Librarian's Quest to Find a Fulltime Tenure-Track Position in an Academic Library." Presented April 11 at the New Mexico Library Association annual conference.
  - \*Gonzalez, Alisa. "Me? A Filmmaker? Using Film Creatively and Economically to Promote Libraries and Services." Presented April 10 at the New Mexico Library Association annual conference.
  - \*Gonzalez, Alisa. "Me? A Filmmaker? A No Nonsense Approach for Non-Techie Librarians." Poster presented June 30 at the American Library Association annual conference.
  - \*Ortiz, Sylvia et al. "The Not-So-Secret World of Government Information for the 21<sup>st</sup> Century: New Approaches for Sharing Research Skills." Presented April 9 at the New Mexico Library Association annual conference.
  - Julia Kelly, Louise Letnes, and Cindy Watkins\*. "Putting the NEW in AgNIC: Highlights of New Content, Committees, and Technologies used by AgNIC Partners." Presented April 28 at the U.S. Agriculture Information Network annual conference.
- Publications
  - \*Beck, Susan E. and Kate Manual. *Practical Research Methods for Librarians and Information Professionals*. New York: Neal-Schuman, 2007.
  - \*Mahaffy, Mardi. "Exploring Common Ground: U.S. Writing Center/Library Collaborations." *New Library World*. 109:3/4, 2008.
  - \*Molloy, Molly. "Faith of our Fathers." *Sin Fronteras* 11, 2007.
  - \*Ortiz, Sylvia, et al. *Doing Business Abroad: Regulations, Markets, and Culture, a Bibliography*. Business Reference Services Section/American Library Association.
  - \*Ortiz, Sylvia "Weather/Climate" [with Meg Martin and Allison Level] and "Small Business and Entrepreneurship" [with Sandy Rizzo] modules. *Government Information in the 21<sup>st</sup> Century*. Available: <http://www.webjunction.org/do/Navigation?category=14562>
- Other (e.g. awards, service, outreach, etc.)
  - Sarah Baker selected to participate in the ACRL Institute for Information Literacy's Immersion 2008 program.
  - Susan Beck promoted to Full Professor.
  - Susan Beck received a Faculty Research Award for her project, *Crafting the Collection Development Toolkit: A User-Centric Approach*.
  - Molly Molloy provided translation services for several projects/publications: *Exodus/Exodo* (Charles Bowden and Julian Cardona) to be published by the University of Texas Press in 2008; and field work with National Public Radio reporter Scott Carrier in Nogales, Sonora.
  - Molly Molloy coordinated a program [November 8] honoring Esther Chavez Cano and celebrating her donation of the Esther Chavez Cano Collection to the Library. The collection documents human rights activism in Ciudad Juarez, Chihuahua, with a focus on violence against women.
  - Theresa Westbrock [Valko] selected to participate in NMSU's Institute for Technology Assisted Learning (ITAL) during June, 2008.
  - *The Big Read*: Throughout the fall a cross-section of library personnel worked together to plan and implement The Big Read. The Big Read is an initiative of the National Endowment for the Arts designed to restore reading to the center of American culture. NMSU received \$10,000 to develop local programming [Mardi Mahaffy-PI; Susan Beck and Cindy Pierard, key personnel; Jeanette Smith, grants administration and publicity; Alisa Gonzalez, contest coordinator and blog maven] and coordinated community-wide programming featuring 17 programs and 14 book discussions, all related to themes from Rudolfo Anaya's *Bless Me, Ultima*. Approximately 1,900 individuals, many of them youth, attended at least one event. The project enabled the Library to build or expand upon partnerships with many community organizations including the Thomas Branigan Memorial Library, The Dona Ana Arts Council, the Las Cruces Public School Libraries, and the Community Foundation of Southern New Mexico.
  - *Campus service activities*: Susan Beck—General Education Outcomes Assessment Comm., General Education Course Certification Comm., Outcomes Assessment Comm. I, Viewing a Wider World Faculty Senate Task Force. Mardi Mahaffy—Womens Studies Steering Comm., Leadership Institute Formation Comm. Molly Molloy—Executive Comm. of the Center for Latin American and Border Studies, Border Research Cluster, University Appeals Board. Cindy Pierard—Higher Learning Commission Self-Study Steering Comm. & Mission and Student Learning & Effective Teaching Subcommittees. Kathy Sowa—Labor Management Comm. Theresa Westbrock—Outcomes Assessment Comm. II. Cindy Watkins—Faculty Senate Technology Comm.
  - *Professional service activities*: Sarah Baker—NMLA Local Arrangements Committee. Susan Beck—ACRL Instruction Section Awards Committee, *Public Services Quarterly* Editorial Board. Alisa Gonzalez—NMLA Local Arrangements Committee. Mardi Mahaffy—Library Instruction Round Table Research Committee, New Members Roundtable Resume Review Service. Molly Molloy—SALALM. Sylvia Ortiz—RUSA Business Reference and Services Section Program Planning Committee. Cindy Pierard—NMLA Local Arrangements Committee. Theresa Westbrock [Valko]—Library Orientation Exchange/LOEX Advisory Board. Cindy Watkins—AGNIC and Western Rangelands Alliance.

\*Reference and Research Services Department staff member