

Department Annual Report for Access Services

July 1, 2008 to June 30, 2009

Submitted by Norice Lee, Department Head

Major Accomplishments:

Organizational

Circulation:

- Developed circulation matrices and notices, trained, and assisted in the implementation of the Voyager Circulation module for NMSU-Carlsbad and Grants Community College libraries
- Participated in the ILL Rapid Delivery/Acquisitions Program
- In partnership with R&RS, provided "after hours" IM at Branson Information Service Desk
- Managed the day-to-day relocation and disposition of surplus furniture, equipment, and other resources; and provided input and insight into broader library space planning initiative(s), to include the design of the new Branson Information Service Desk
- Provided input and participated in wayfinding related tasks for Branson and Zuhl libraries

Shelving:

- Several significant shifts began at both libraries, to include those needed to accommodate relocations within the Reference collection
- Indexes and Abstracts collection was moved from Zuhl to a temporary location in Branson's Current Periodicals Reading Room
- Concerns regarding floor weight loads at Branson were forwarded for administrative
- Provided assessments and recommendations for shelving expansion (2nd & 3rd floors) and tie strut supports at both Zuhl and Branson
- 2007/08 Shelving Capacity report was completed and submitted to Library Administration
- Began re-signage of Zuhl ranges as component of Library's wayfinding initiative

Reserves/Copy Center:

- DocuTek was upgraded to version 5.6 and e-reserves system was moved to a new server
- Significantly reduced the "permanent reserves" collection in cooperation with Collection Development Coordinator for improved access to library-owned materials
- Developed new training program and documentation for Copy Center student employees
- Provided data needed for first-time Internal Services Utilization Report (University Accounts Receivables) as a result of evaluation, copy cards are now provided at no-cost to library users
- Completed several assessment activities to include a Reserves customer satisfaction survey, and a peer evaluation of materials processing

Periodicals:

- Reduced shelving footprint for print periodicals and microform collections and companion reader/printers, as physical collections continue to shrink (or no-growth anticipated)
- Added expanded shelving for popular and growing media collection
- Participated in the Indexes and Abstracts move and provided space for that collection in the Reading Room
- Integrated J87 issues into open CPRR stacks

Information Delivery Services (IDS):

- Participated in the successful ILL RAPID delivery/Acquisitions program, which expended approximately \$50,000 of 2008/09 carry-forward dollars
- Began plans to rebrand existing IDS services into a more holistic and user-friendly "Request-It" service, further promoting the One University Library System concept

Personnel

- **Transferred:** Kimberly Miller, Library Specialist II transferred from Circulation/Shelving to Archives & Special Collections Department
- **Promoted:** Vicki Baldrige, Library Specialist I, promoted from Branson Circulation to Copy Center/Reserves, Library Specialist III
- **New:** Norice Lee returned to Library as Department Head; Paula Kilgore replaced Kimberly Miller, Library Specialist II in Shelving; Rebecca Romero replaced Vicki Minnick, Library Specialist I in IDS Lending; Edward Flores replaced Vicki Baldrige, Library Specialist I in Branson Circulation
- **University Service Award:** Mary Chavarria, 20 years
- **Other:** Completed Mercer Study Role Profiles for departmental staff

Strategic Goals/Targets

- **Assessment:** Activities included Space use study, Reserves survey; Patron feedback
- **Facilities/Space:** Developed and implemented plan for student use areas, repurposing of furniture and other resources, shelving expansions, and new Information Service Desk (Branson) by Baldwin, Lee, Pierard; Proposal approved for new 3M security gates
- **Wayfinding:** Provided input, removed inaccurate signs, created temporary signage
- **Infrastructure:** Participated in redesign of department's webpages; Implemented IDS IM
- **Organizational Efficiency:** Completed Voyager Circulation migration at NMSU-Grants & Carlsbad; Department Head established as LibSystem 5 Group representative; Recycling program implemented in partnership with Aggie Recycling in support of NMSU's "Year of Sustainability"
- **Policy Development:** IDS Policy approved in April
- **Systems:** Completed preliminary assessment of Voyager call slipping and ILLiad functionality in consideration of planned "Request It" rebranding of services
- **Professional Development/Training Workforce:** Chavarria & Lee offered intergenerational program; Copyright training provided at NMLA & ITAL by Lee & Pierard

Trends/Issues:

- FY08 and FY09 statistics reveal: Gate counts up 1.5% (increase at Zuhl, decrease at Branson); Overall circulation down 18%; ILL borrowing up 42%, lending down 3%; Pegasus down 14%. *At issue: What do these numbers tell us and how will we respond to changes in FY010?*
- Impact of shifts in print, electronic, and media collections on resources, spaces, and services
- Due to materials budget outlook, increasing need for statewide and/or regional consortia development, including the physical and electronic delivery of materials; also in consideration of end of Trans-Amigos Express service in one year's time
- Strengthening LibSystem 5 relationships, identifying areas where further collaboration and/or centralization may occur, i.e. training, acquisitions, establishing common policies and procedures
- Lack of departmental technology skills and resources required to integrate Library 2.0+ and other enhancements into programs and services equivalent to peers, i.e. video/audio streaming, texting services, communicating within stacks, e-calendaring/ scheduling/ training, and laptop circulation
- Anticipation of "2 million volumes by 2012" leading to concern for shelving space, including floor load capacity; balanced with the need to preserve valuable student/user spaces
- Time and ability to perform meaningful assessment activities, i.e. Shelving time/motion study; ILL lending and mail processes; effectiveness of wayfinding system and redesigned user spaces; circulation rates/collection analyses; improved user feedback mechanisms
- Further consideration of access vs. ownership, through such services as Netflix, Film Media Group
- Users' expectations that we will accommodate cashless payments and purchases
- On-going safety and security training for staff and student employees

Significant Faculty/Staff Accomplishments:

Presentations

- Border Regional Library Association Fall Workshop & NMLA Annual Conference: *Library Leadership: What They Didn't Teach You in School*; N. Lee, 10/18 & 4/24.
- NMSU Library: *Library Space Odyssey*; D. Baldwin, N. Lee, & C. Pierard, 12/10.
- American Library Association, Committee on Membership Meetings - Town Hall Meeting: *What Do You Want President Obama to Know About Libraries?* Midwinter Conference in Seattle; N. Lee, 1/23.
- NMSU Library: *Serving Students with Disabilities*; N. Lee & C. Pierard, 2/20.
- NMSU Library: *When Generations Collide*; M. Chavarria & N. Lee, 2/26.
- NMSU Teaching Academy & NMLA Annual Conference: *Copyright Essentials: Increase Your Confidence, Reduce Your Fear*, 4/17-4/23; N. Lee & C. Pierard.
- ITAL presentations: *Copyright Essentials* by N. Lee & C. Pierard, 6/10; *Library E-Resources* by V. Baldrige, C. Pierard, & J. Stewart, 6/11.

Other

- DACC Outstanding Business & Information Systems Graduate; Y. Chacon-Valle
- President, Border Regional Library Association; N. Lee
- REFORMA National Conference III, Publications Chair & Local Arrangements Committee; N. Lee
- *Urban Libraries Council Exchange*, article covering Joey Rodger Fund for Library Leadership Award and Brookings Institution Leadership Lab experience in Summer, 2008; N. Lee
- New Mexico Library Association, Chair of Membership Committee; N. Lee