

Department Annual Report for Reference & Research Services

July 01, 2008 to June 30, 2009

Submitted by Cindy Pierard, Department Head

Major Accomplishments:

- Personnel

- Nirmala Gunapala joins department as Science Librarian [January 2009].
- Paula Johnson joins department as Reference Librarian [temp-August 2008] and Engineering Librarian [January 2009].
- Dotty Ormes joins department as Government Documents & Maps Librarian [August 2008]
- Luci Ortiz joins department as Library Specialist II in Government Documents & Maps [July 2008].

- Programs (see also Strategic Goals/Targets)

Collection Development: Prepared new program statements for four proposed academic programs. Worked with Collection Mgt. Group, subject specialists, and others to spend \$500,000 in one-time funds for monographic purchases, including the revival of the RAPID interlibrary loan purchase project, through which the Library expended \$50,000 in direct response to user requests. Gifts-in-Kind materials contribute to Library goal to reach two million volumes by 2012.

Government Documents/Maps: Spatial plan for staff/public areas created and GIS user group survey conducted [**Facilities/Space Target**]. Future action pending Branson floor load analysis and administrative review and approval. Prepared recommendation for cataloging pre-1976 federal documents [**Services Target**].

Instruction: Conducted assessments of core programs for UNIV 150 and ENGL 111. Launched Friday Workshop Series offering 6 staff workshops in the spring (**Professional Development Target**). Staff participants in the instruction program taught 494 sessions—workshops, course-related sessions, two sections of LIB 311 in fall and spring—reaching ca. 5,728 people.

Reference: Launched the Ask! poster campaign to promote IM reference services. Created blog as a mechanism for sharing information with students at public service desks and converted paper-based student/staff information training materials to online format (**Services Target**). Departmental statistics for Fall 2008/Spring 2009 sample periods averaged 636 questions, with roughly 50% of these being reference/research questions. Conducted comprehensive review of reference collection, integrating select index/abstract titles, transferring lesser used titles to stacks, and incorporating updated resources in targeted subject areas.

- Strategic Goals/Targets (see also Programs)

Goal/Target: Have all departments do at least one assessment activity—ENGL111 and UNIV150 [Westbrock]; *LibGuides* [Gonzalez, Westbrock]; IM reference analysis [Gonzalez], GIS User Survey [Ormes]; new program reports [Latin American & Border Studies MA—Beck, Molloy; Water Science & Management MA & PhD—Beck, Watkins; Nursing Practice PhD—Beck; Social Work PhD—Beck, Gonzalez, Pierard]. Summary report on assessment activities submitted to Library Administration.

Goal/Target: Hire staff to meet operational needs of Library - Hired two librarians serving STEM disciplines (Gunapala, P. Johnson). Hired Library Specialist II/Government Documents & Maps Unit (L. Ortiz).

Goal/Target: Provide opportunities for staff training and professional development—Podcasting @ Your Library? Coordinated by Pierard and co-led by Mahaffy [Nov. 2008]. Friday Workshop Series coordinated by T. Westbrock [spring 2009].

Goal/Target: Implement an E-Portfolio System for Faculty Annual Performance and P&T processes—RRS faculty [Molloy] served on E-Portfolio Task Force.

Goal/Target: Strive to become more environmentally "Green"—RRS faculty and staff [M. Johnson, P. Johnson, S. Ortiz] served on Library's Sustainability task force. S. Ortiz and P. Johnson create Sustainability LibGuide.

Goal/Target: Establish needed policies and/or revise existing policies—Classroom Use [rev. Westbrock/Simpson], Visiting Groups [rev. Westbrock/Simpson].

Goal/Target: Improve the Library as Place—Pierard contributes to Space Work Group efforts. User surveys conducted, analyzed [fall]. Plans developed and in construction in progress [spring/summer].

Goal/Target: Create template and begin implementing online subject guides—62 LibGuides published as of June 2009.

Significant Faculty/Staff Accomplishments:

• Grants Awarded

- *Mahaffy, Mardi and *Sylvia Ortiz. *Soul of a People: Voices from the Writers' Project*. National Endowment for the Humanities. \$2,500.
- *Mahaffy, Mardi and *Sarah Baker. *2010 Dia de los Niños/Dia de los Libros*. Southwest and Border Cultures Institute. \$2,000.
- *Ormes, Dorothy. *2010 Government Documents Centennial Celebration*. Southwest and Border Cultures Institute. \$2,773.50.
- *Westbrock, Theresa. *Engineering materials*. Robert E. and Evelyn McKee Foundation of El Paso. \$7,500.

• Presentations

- *Gonzalez, Alisa and *Theresa Westbrock. "Socializing Your Subject Guides: Lessons Learned from the Implementation of LibGuides." Presented April 23 at the New Mexico Library Association annual conference.
- Lee, Norice and *Cindy Pierard. "Copyright and Fair Use: Increase Your Confidence, Reduce Your Fear." Pre-Conference workshop presented April 22, and "Copyright Essentials" presented April 23 at the New Mexico Library Association annual conference.
- *Molloy, Molly and Charles Stanford. "The Esther Chavez Cano Collection: Documenting Women's Activism in Ciudad Juarez." Presented September 19 at the REFORMA National Conference III.
- *Ormes, Dorothy. "Ugly Duckling to Swan: Promoting the Use of Government Information in your Community." Presented April 23 at the New Mexico Library Association annual conference.
- *Ormes, Dorothy. "Weaving History into Storytelling for the Middle School Audience." Presented April 24 at the New Mexico Library Association annual conference.
- Gutierrez Spencer, Laura, Tony Marin, and *Theresa Westbrock. "Outcomes Assessment Process and Practice for Campus-Life Units." Presented February 27 at the 2009 New Mexico Higher Education Assessment and Retention Conference.
- *Westbrock, Theresa and Sarah Fabian. "Where Did (S)He Get Those Skills? An Investigation of ACRL's Proficiencies for Instruction Librarians." Presented May 1 at the 37th annual LOEX Conference.

• Publications

- *Molloy, Molly. "Massacre at CIAD #8 in Juarez." *Narco News Bulletin* 54, 18 August 2008.
- *Molloy, Molly. "15 Minutes of Hell in a Juarez Prayer Assembly." *Newspaper Tree* 18 August 2008.
- National Public Radio, Hearing Voices Series, Jan. 5-7, 2009. *Shooting Crime Scenes in Juarez; In Juarez, Gangs Come in Many Forms; Building Young Assassins in Juarez*; producers Julian Cardona, Scott Carrier and Lisa Miller; translation and research by *Molly Molloy.

• Other (e.g. awards, outreach, etc.)

- *Sarah Baker and *Alisa Gonzalez. Faculty Research Award (\$940) for the project: *Researcher's Perceptions of Federated Searching*.
- *Nirmala Gunapala, *Cindy Watkins, and *Theresa Westbrock. Faculty Research Award (\$2,211) for the project: *Analysis of Publications by NMSU's Water Science and Education Center Sub-Cluster Research Group*.
- *Leilani Horton recognized through the Library's Staff Bonus Program for her work in relocating the Gifts Unit.
- *Molly Molloy received NMSU's Social Justice Award, which honors NMSU faculty, staff or students who have volunteered to create a more just society. Molloy was recognized for her development of the *Fronteras* online border news service as well as her work with others in the Library and on campus to develop an archive of materials documenting social justice issues in the border region.
- *Luci Ortiz received her Associates Degree of Library Science from NMSU—Dona Ana Community College.

■ *Soul of a People* and *New Deal Arts* celebration. Throughout the year, the Library—led by project organizers *Mardi Mahaffy and *Sylvia Ortiz—sponsored programs on the 75th anniversary of the New Deal, including a celebration of New Deal Art as well as the Federal Writer's Project. In the fall, the Library hosted lectures on the Great Depression in New Mexico and the impact of New Deal Arts projects on the state, in addition to a traveling photo exhibition from the New Mexico New Deal Preservation Association. Additional activities included displays of New Deal government documents in the Library and crafts in the University Museum, and the publication of a bilingual tour guide to New Deal Art in southern New Mexico. Funding from NMSU's Southwest Border Cultures Institute supported these activities. In the spring/early summer, Library staff offered programs in support of the NEH-funded project, *Soul of a People: Writing America's Story*. The daylong kickoff celebration, *The Depression Era Road Show*, attracted over 500 people, averaging 30 people per event and featured an exhibit as well as programs on such topics as quilting, women's clubs, storytelling, swing dance, and crafts and games. Other activities included lectures on oral history and on the travel guide: *New Mexico: A Guide to the Colorful State*, as well as book discussions and films.

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