

# Department Annual Report for Access Services

July 1, 2009 to June 30, 2010

Submitted by: Norice Lee, Department Head

## Major Accomplishments:

### Organizational

#### Circulation:

- Facilitated development of a system-wide borrowing and lending program between all NMSU libraries.
- A new Information Service Desk was installed at Branson.
- Acquired new 3M Security Gates for Branson and Zuhl, installed by OFS and 3M.
- The book drop outside Zuhl was completely renovated by OFS.
- Implemented *Time Limit Manager* on (20) public PCs at Zuhl and Branson.
- Conducted first videoconference with other NMSU libraries in an effort to establish common circulation policies and procedures.
- Responded to changes in the Circulation module resulting from the upgrade to Voyager 7.2.1.
- Completed a withdrawal project that included outdated cassette, film, and slide media formats.
- Prepared for integration of Early College High School students into user population.
- A change in building hours resulted in differing hours of operation at the libraries and Sunday, Summer closures.

#### Shelving:

- Added approximately 4,000 ft. of shelving to Zuhl 2<sup>nd</sup> and 3<sup>rd</sup> floor stacks; shifted materials and revised shelving grids.
- Provided direction and assisted with the shift of the GovDocs collection.
- Installed 2,110 ft. of tie strut supports and 217 splice kits in Zuhl and remaining areas in Branson and GovDocs.
- Created 617 end panel signs for Zuhl stacks and 256 labels for book trucks library-wide.
- Relocated low-use reference materials to open stacks which required additional shifting in both libraries.
- Measured JSTOR collection and provided additional data for remote storage recommendations.
- Developed shelving training manual, materials, and new procedures for staff and student employees.

#### Reserves/Copy Center:

- Extended e-reserves services offered to all NMSU libraries for the first time.
- Piloted video-streaming for e-reserves in collaboration with the Systems Department and NMSU-Grants library.
- Continued to create e-coursepacks that are seamlessly accessible through Blackboard as a viable textbook alternative.
- Significantly revised Reserves webpages and print/electronic request forms.
- Assessed Copy Center evening service desk activity and adjusted hours appropriately.

#### Periodicals:

- Created/provided temporary location for indexes and abstracts collection and new acquisitions in the Current Periodicals Reading Room (CPRR) in response to weight load concerns on Branson's upper floors.
- Trained staff and public on microform scanner processes after PC kit was installed.
- Assessed CPRR evening service desk activity and reduced hours appropriately.
- Added (8) new sections of media shelving with tie strut supports to meet the needs of the growing/popular media collection; shifted materials where possible for improved public access.
- Prepared for the move 1,200+ titles from the CPRR into room 137, including a peer review of periodicals management.

#### Information Delivery Services (IDS):

- Upgraded to ILLiad 8.0. Upgraded the BookEye scanner and the BSCAN-ILL scanning software to address compatibility issues ILLiad 8.0. NMSU-Alamogordo submitted application to become the Library's first ILLiad satellite site.
- Evaluated existing and desired workflows and visited/communicated with other academic libraries in preparation for transition to *Request It!* Service.
- Filled over 100 requests via Elsevier's pay-per-use service in cooperation with Collection Development Coordinator, as an emerging alternative to "just in case" acquisitions.

### Personnel

- **Actions:** Norice Lee, Department Head, position converted to College Faculty, Associate Professor, effective July 1.
- **Promoted:** Kimberly Miller, Library Specialist II, promoted from Archives & Special Collections to Copy Center/Reserves, Library Specialist III. Kimberly replaced Vicki Baldrige who accepted a librarian position with LCPS.
- **Retired:** Irene Tellez, Library Specialist III in Branson Circulation, retired after 29.75 years of service. Position will not be re-filled due to University budget constraints.

### Programs

- **Safety/Security:** Coordinated Library Staff Development Programs offered by NMSU Police: *Girls on Guard*, April 15,

2010 and *Dealing with Difficult People*, March 18, 2010. Developed *Continuity of Operations Plan* for Library.

Security Audit by NMSU Police completed, awaiting final report.

- Participated in event planning for *Celebrating Our Past, Present, and Future*.

### **Strategic Goals/Targets**

- **Facilities/Space:** Structural analyses were performed by Bohamin Houston in October, 2009. Summary report received February, 2010. Remote storage facility was recommended and space needs were provided to OFS for action. Tie struts were installed on 2<sup>nd</sup> and 3<sup>rd</sup> floors in Zuhl and remaining areas in Gov Docs, 3<sup>rd</sup> and 4<sup>th</sup> floors in Branson.
- **Infrastructure/Organizational Efficiency:** Voyager acquisitions was proposed to LibSys5 and DACC agreed to pilot in FY10/11. *When-to-Work* Scheduling software was evaluated, but not recommended for purchase. Designated departmental staff migrated to MS Outlook for improved calendaring, scheduling and communication.
- **Professional Development/Trained Workforce:** (2) programs on safety and security were offered to all library staff.
- **Services:** Developed plan to restructure Periodicals Services, effective Summer 2010. Investigated feasibility of cashless service option and will not to pursue due to costs. Partnered with ICT to offer laptop loan program beginning Fall 2010.
- **Systems:** [and Access Services]--Considered options for directing patron requests from OPAC via Voyager or ILLiad with anticipated rollout Fall 2010. Scanning functions were incorporated into digital microform reader/prints. Video streaming capabilities were tested in partnership with NMSU-Grants via DocuTek and Blackboard. Full-scale service offering pending follow-up and NMSU General Counsel decision.

### **Trends/Issues:**

- Relevant statistics: Overall gate count is up 11.5% from FY09; Circulation is down 1.3%; ILL lending is up 12%.
- The multi-faceted need for a remote storage facility--securing the space, planning, and shifting major collections.
- Increasing safety/security concerns as surrounding city and county populations grow.
- "Doing more with less" (fewer resources, staff) in economic downturn.
- Creation of formal staff development programs in response to diminishing travel/training budgets.
- Growth and development of consortial partnerships, such as LibSys5 and GWLA for optimal resource sharing and purchasing power.
- Shift from acquisitions to pay-per-use and the impact this may have on IDS staff.
- User demands for media and mobile devices and services.
- Shrinking print periodicals and microform (ERIC) collections.
- Increasing need for program evaluation and assessment to justify service provisions and funding.

### **Significant Faculty/Staff Accomplishments:**

#### **Presentations**

- Lee, N., Titus, E., New Mexico Consortium of Academic Libraries Directors' Retreat, Acoma, NM, *Deconstruction of Academic Libraries: Leading in an Economic Downturn*, August 6, 2009.
- Lee, N., Colorado Academic Library Consortia Meeting/Southwest Days, Durango, CO, *Library Leadership: Skills You Never Learned in School*, October 8, 2009.
- Lee, N., Pierard, C., NMSU Graduate School Workshop, Las Cruces, NM, *Copyright, Fair Use, and You*, November 4, 2009 and February 9, 2010.
- Baldwin, D. A., Lee, N., Pierard, C., Unlocking the 21st Century Library: 2009 Access Services Conference, Atlanta, GA, *Looking through the Keyhole: Learning How Students Use Library Space*, November 12, 2009.
- Romero, R., 5<sup>th</sup> Annual Graduate Student Conference, University of Texas-El Paso, *The Indexical Planet Earth: Representation, Authenticity, and the Construction of Meaning in the Contemporary Nature Documentary*, February 19, 2010.
- Lee, N., Pierard, C., New Mexico Higher Education Assessment & Retention Conference, Albuquerque, NM, *Assessing & Improving Student Spaces on a Shoestring Budget*, February 26, 2010.
- Lee, N., Serban, R., Stafford, C., New Mexico Library Association Annual Conference, Ruidoso, NM, *Evolving E-Reserves: Implementation of Videostreaming at NMSU-Grants & Las Cruces*, April 8, 2010.
- Lee, N., Pierard, C., NMSU OCIP, Las Cruces, NM, *Copyright for Online Instruction*, April 23, 2010.
- Lee, N., Pierard, C., Stewart, J., NMSU ITAL, Las Cruces, NM, *Copyright Essentials*, June 16, 2010; *Library E-Resources* June 23, 2010.

#### **Other**

- Recipient of NMSU Library Staff Non-Exempt Bonus Award (\$500); Paula Kilgore.
- Recipients of NMSU Library (1<sup>st</sup>) Team Award; Yolanda Chacon-Valle, Mary Chavarria, Paula Kilgore.
- Medical Library Association Level I & Level II Consumer Health Information Specialization Certifications; N. Lee.
- Interim Treasurer and Awards Committee Chair, New Mexico Library Association; N. Lee.
- Past-President, Border Regional Library Association; N. Lee.
- Incoming Club President, VP of Education, and recipient of the Competent Communicator's Award, Las Cruces Toastmasters Club #4509; Kimberly Miller.
- Attended Northwestern Resource Sharing Conference, Portland, OR; Jivonna Stewart.

- Attended NMLA Annual and ALA Midwinter and Annual Conferences; N. Lee.