



Department Annual Report for Access Services

July 01, 2012 to June 30, 2013

Submitted by Susan E. Beck, Department Head

Major Accomplishments

Circulation

- IPP Project: Established procedures for retrieval of library materials from Branson 4th floor during IPP Project construction; hired and supervised 3 students for shelving removal and storage; moved Special Collections and Archives materials from 2nd floor to 4th floor.
- Ref Analytics Training: Trained all information desk student assistants in both buildings on the use of RefAnalytics, a reference statistical software package.
- Relocated *New York Times Index* from boxed storage behind Branson Circulation to index tables in Branson.
- Coordinated library borrowing privileges for 40 Ecuadorean GO Teacher program students (January) and 67 students (April), working closely with International Program, ID Card Services and Library Systems Department
- Designed Summer Building Hours and Usage study to include gate count, circ count, library usage by floor and activity type and information desk queries.
- Piloted new Clock-Me student hours system in December 2012 prior to going live, library-wide, working closely with Library Administration.

Shelving

- Back shifted collections on 2nd and 4th floors in Branson to accommodate Institute for Public Policy construction
- IPP Project: Moved Special Collections and Political Papers Archive in Branson from 2nd floor to 4th floor which then was temporarily closed for storage. Packed up approximately 450 boxes of Special Collections bookends for storage. Created signage for Special and Political Papers Archives Collections.
- Completed shelving inventory for both buildings, consolidated surplus shelving to be sold at auction

Reserves/Copy Services

- Analyzed photocopier usage and machine functionality in light of current needs. Wrote report, suggesting cost saving revision of service contract with Xerox and presented to Library Admin.
- Gathered, compiled and presented data on active/inactive light sensors on upper floors of Zuhl Library to Library Administration.
- Trained staff on the use of the new WEPA printer at Zuhl
- Transferred electronic reserves from Docutek to Canvas LMS which included contacting faculty to ensure smooth transition, testing new procedures on Canvas and publicizing the revised service.

Periodicals

- Relocated Current Periodicals collection from Room 137 to behind the Branson Information Services desk. Relocated current newspapers to the Branson inner lobby area

Information Delivery Services

- Implemented Rapid ILL and in doing so, needed to create all new workflows. Created add on for Rapid in Illiad to improve efficiency
- With Rapid, decreased journal article turnaround around time for both borrowers and lenders. Average turnaround time for borrowing was 14.3 hours (13.8 is system average). Lending average turnaround time was 16.4 hours (13.5 system average)
- Lending has almost doubled from FY12 (6,962 items to 13,510) and borrowing has increased 15%.
- Implemented GetItNow. Created add on for GetItNow in Illiad to improve efficiency

Collection Management

- Multiple copy project: Project transferred to department & Kimberly Miller accepted new responsibility. Hired 3 students, completed call number areas E,F, L, M, PF-PM, PN, PZ & offloaded approximately 1,167 linear feet, January-June.
- JSTOR Project: Removed 437 print journal titles (18,019 volumes, 3,234 linear feet) that are duplicated in the library's JSTOR electronic collections (March-June)

Personnel

- Susan Beck hired as Department Head, November 2012

Special Project Student Hires

- Three students hired for IPP project shelving removal (Oct-Dec, 2012)
- Three students hired for Multiple Copy weeding project (Feb-July, 2013)



Programs

- Scholarly Communications: From Understanding to Engagement, August 15
- Document Delivery Using Article Exchange, August 28
- Crews on Copyright: E-Reserves & Fair Use, September 5
- Search Committee Orientation, September 15
- Check it Out! Perceptions, Rumors, and Credibility, January 22
- Non-Exempt Performance Evaluation Training, February 18
- Progressive Disciplinary Process, February 19
- The Book as iPad App, March 1
- Access for Students with Disabilities, March 13
- Let's Talk Teaching: Bullying in the Classroom, April 2
- Present & Future of E-Books, April 18

Strategic Goals/Targets

- **Transition e-reserves from Docutek to Canvas.** Reserves staff contacted faculty, alerting them to the change. Staff received training and became familiar with Canvas LMS. Unit plans to provide electronic files or permalinks to needed resources.
- **Reduce turnaround time of materials not available from NMSU Library.** RAPID ILL and Get it Now implemented in Fall 2012. Student hired for weekend work. Data collection in progress.
- **Review circulation policies to ensure high quality service delivery.** Reviewed and revised circulation policies.
- **Transition to Clock-Me student hour time clock system.** Piloted ClockMe system within the Circulation Unit in December 2012. All units using the ClockMe system in January 2013.
- **Initiate information service desk statistical collection program, RefAnalytics.** Implemented training in February and statistical collection in March. Data collection is constant as is student & staff training
- **Transition Collection Management projects to department.** Kimberly Miller assumed multiple copy project management in January 2013 & advanced project from 49% to 92% completion by end of year; Paula Kilgore successfully managed the JSTOR print duplicate journal project, pulling 437 titles for withdrawal and recycling.

Trends/Issues:

- Declining building & collection use
- Increasing demand for new technologies & formats
- Lack of ILL model for e-books and video streaming
- Limited to no access to specific collections in Branson due to IPP and café projects

Significant Faculty/Staff Accomplishments:

Presentations Given

- Chavarria, Mary and Kimberly Miller, "Empowering Supervisors to Be Their Best," *Border Regional Library Association Fall Conference*, October 13, 2012. Presented also at University of Texas-El Paso all day staff training, December 18, 2013.
- Lee, Norice and Paula Kilgore, "Project Management: Planning for Success," *Border Regional Library Association Fall Conference*, October 13, 2012 & at TLA District 9 Fall Meeting, November 13, 2012
- Miller, Kimberly, "How to Conduct Productive Meetings", *Library U Training Program*, March 5, 2013

Awards

- Samantha Barrio, recipient of NMSU Library Staff Non-Exempt Bonus Award (\$500)
- Mary Chavarria, Paula Kilgore and Linda Landez-Garcia, recipients of NMSU Library Team Award
- Kimberly Miller, Distinguished Toastmaster Award