



Department Annual Report for Access Services

July 01, 2013 to June 30, 2014

Submitted by Susan E. Beck, Access Services Department Head

Major Accomplishments

Circulation

- Data gathered for summer building use study, June-July, 2013. The objective is to learn about use patterns during the summer months.
- Ref Analytics Student Training & Norming session, September, 2013. Session resulted in 95% agreement in Directional/Reference transactions; 80% agreement in READ scale ratings among students attending.
- Revised Rush/Special Handling Procedures, October 2013. Worked with Acquisitions and Cataloging Units to revise & implement Rush and Special Handling requests for print and non-print materials.
- Suggestion boxes installed at both service desks, February, 2014.
- Conducted seating study in both libraries using Google Forms and department iPads, April 2014.
- Co-sponsored Pause for Paws, a stress relieving finals week event featuring therapy dogs in the Branson Lobby, May 5-8, 2014. Co-sponsored program with Counseling Center and WAVE Program.
- Branson 4th floor stacks re-opened to the public, March 12, 2014.
- Transferred 1 staff iPad to Branson, equally balancing the staff iPad offerings between buildings, May 2014.
- Implemented 2nd annual summer building use study. Summer 2014 study using Google Forms and department iPads, June 2014. The objective is to learn about use patterns during the summer months.

Collection Management (Reserves & Copy Services staff & student assistants responsible for these projects)

- Completed Multiple Copy Deselection Project, August 2013. Withdrew over 48,000 items, totaling 3,918 linear feet, 2010-13.
- Completed Large Sets Deselection Project, June 2013. Deselected 107 titles, totaling 479.3 linear feet
- Initiated E-Journal Archive/Print Duplicates project in January 2014. By June 2014 had completed deselection of 4 (22 l.f.) American Agronomy Society journal titles; 27 (235 l.f.) American Chemical Society Legacy archive journal titles; and 13 (174.4 l.f.) Elsevier's High Energy/Nuclear Physics archive journal titles. A total of 431.4 linear feet deselected.

Information Delivery Services

- Assessment of Rapid ILL Delivery Service. Designed an assessment project to gauge how implementing RAPID ILL has 1) increased turnaround time (TAT) in item delivery and affected user satisfaction. Submitted OAC-CAO proposal in September. Gathered turnaround time statistics, devised methodology to elicit user satisfaction.
- Upgraded to Illiad 8.5.
- Upgraded to OCLC's new Worldshare product from its superseded Resource Sharing module.

Reserves/Copy Services


- Added 5 student laptops and 3 student iPads from ICT, making these available for checkout at Branson library, July 2013.
- Completed Docutek Phase Out, transferring e-reserve activity to faculty who will now post their electronic reading materials via Canvas, the University's LMS.
- Presented problem reporting procedures regarding photocopiers, scanners and printers to Reference & Research Services department.
- Continued to work closely with Xerox and Library business manager to resolve misunderstandings regarding machine usage reporting. Worked collaboratively with Library business manager to achieve consensus with Xerox regarding the revised contract.
- Began offering a variety of cell phone charging cables available for checkout via reserves, March 2014.
- Transferred 1 staff iPad to Branson, equally balancing the staff iPad offerings between buildings, May 2014.

Shelving

- Completed Domenici collection move from 4th floor to 2nd floor Branson Library (Nov 2013).
- Completed Special Collections move from 4th floor to 2nd floor Branson Library (February 2014).
- Began Branson big shift, floors 2-4 (May 2014), beginning with 4th floor. Operation also includes 1) reversing stack flow on the far north side shelving block and 2) removing the center two stack sections of this block to ease floor load stress.

Programs/Continuing Education

- Campus Safety & Security, September 22
- Disability Awareness Conference, October 1-2
- Panopto Cart Show and Tell, October 3
- Support Animals on Campus, February 3



Infrastructure of Open Access, March 5 & 12
Managing Narcissists, Blamers, Drama Queens & More, March 13
LibSys 5 web meeting, May 15

Strategic Goals/Targets

- **Rapid assessment project.** This project partially achieves 2013-14 Strategic Targets, Assessment Objective 1. Improve understanding of users' experiences with NMSU Library
- **Domenici and Special Collections moves.** This move achieves 2013-14 Strategic Targets, Facilities/Space Objective 1. Redesign Branson second floor East (Archives & Special Collections)
- **Large Sets and Archival e-journals/print duplicates** This project partially achieves 2013-14 Strategic Targets, Collection Management/Collection Development, Objective 5. Deselect print monographs and journals according to criteria

Trends/Issues

- Declining building and physical collection use
- Lack of Interlibrary Loan model for e-books
- Rising costs of resource sharing
- Increasing demand for embargoed (current year) journal articles via ILL drives up costs
- Continuing problems with Xerox regarding usage reporting
- Merging departments/Re-organizing department functions and processes
- Need for an emergency action plan that fits current needs as well as updated and continual staff training for emergency situations

Significant Faculty/Staff Accomplishments

Degree Completion

Paula J. Kilgore, Masters in Library and Information Science from Kent State University, May 2014

Presentations

Beck, Susan and Mary C. Chavarria, "The Unexpected Benefits of Technological Change: Incorporating Ref Analytics into Information Desk Training" October 5, 2013. Presented at the *Border Regional Library Association Fall Workshop*.

Beck, Susan and Mary C. Chavarria, "A Funny Thing Happened on the Way to the Information Desk Training: What We Learned from Ref Analytics Implementation and Use", November 7, 2013. Presented at the *2013 Access Services Conference*, Atlanta, Georgia.

Newsletter Articles

Beck, Susan. "Electronic Reserves Moves to Canvas." *Lib.nmsu.edu: New Mexico State University Library Newsletter*, 28.2 (Fall 2013): 2.

Beck, Susan. "iPads and Laptops Now Available at Both Libraries." *Lib.nmsu.edu: New Mexico State University Library Newsletter*, 28.2 (Fall 2013): 11.

Beck, Susan and Kimberly Miller. "Collection Management Update: Two Large Deselection Projects Completed." *Lib.nmsu.edu: New Mexico State University Library Newsletter*, 28.2 (Fall 2013): 8-9.

Other (e.g., awards, etc.)

Awards

Ed Flores, recipient of NMSU Library Staff Non-Exempt Bonus Award (\$500)

Committee Participation

Susan Beck: Professional: Southwest Book Awards Committee, Border Regional Library Association; Resource Sharing Committee, New Mexico Consortium of Academic Libraries.

NMSU: Department Heads Academy Board Member; General Education Course Certification Committee; Graduate Dean Search Committee; University Research Council.

NMSU Library: Library Budget Committee; Collection Management Task Force (Chair); Faculty Bonus Award Review Committee (Chair); Organizational Structure Task Force.

Donna Burkholder: Future of the Library System Task Force

Mary C. Chavarria: Library Budget Committee

Paula J. Kilgore: Library U Committee; Communication Plan Task Force

Linda Landez-Garcia: Library U Committee; Social Activities Committee Executive Board