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Annual Report: College of University Libraries & Learning Sciences FY 2009-2010

Martha Bedard

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**University Libraries
Annual Report
Martha Bedard, Dean of University Libraries**

University Libraries (UL) serves every undergraduate, graduate student, Continuing Education student, Evening and Weekend Degree student, faculty member and staff member. Nearly 1.5 million visits were paid to the UL this past year – a 40% increase over the last 2 years. Nearly 3 million visits were paid to the library website which does not include a count of visits paid to the many subsidiary sites we maintain.

The physical library is comprised of Zimmerman Library, Centennial Science and Engineering Library, Fine Arts & Design Library, Parish Memorial Library for Business and Economics, and the Center for Southwest Research and Special Collections. The library hosts an extensive set of web pages that provide online services and electronic collections 24/7. University Libraries is also taking a lead role in licensing e-resources for the UNM branch campuses and providing information services at the new UNM West Campus in Rio Rancho.

Collections	Technology	Instruction and Reference
Over 3 million cataloged volumes	73 laptops	803 classes taught
Over 58,000 electronic journals subscriptions	300 desktop computers	13,363 students in the above
2,000 print journal subscriptions	printers, copiers and microform readers	24,000 reference questions answered
348,149 ebooks	6 learning labs for library instruction	15 service points including Ask a Librarian
663,000 government documents	47 group study rooms	134 hours of open facilities
14,728 linear feet of manuscripts and archives	wireless connectivity in all locations	
235,000 maps		
37,000 audio materials		
9300 film and video items		
Over 77,000 items in 447 digital collection and much more		

The University Libraries is the largest academic library system in the state with the most print and electronic resources as well as the most space for students. University Libraries is a member of the prestigious Association of Research Libraries. Members of the Association of Research Libraries must meet an exacting set of standards before being granted membership. The ARL Library Investment Index is a summary measure of relative size among the university members of the Association and reflects investments made in research libraries. For the fiscal year 2008/2009 UNM Libraries ranked 72nd out of 114 members. In the previous 2 years, 2007/2008 and 2006/2007, UNM ranked 59th.

Despite Budget cuts totaling over \$1.5 million in the last three years the library is still able to provide a high level of service to the UNM community and our users are highly satisfied with our services. Lack of materials is a consistent criticism which we try to address through consortial

buying and regular review of what is being purchased to be sure funds are being spent on the right books and journals.

Summary of Key Service Statistics

Circulation of Materials

The University community checked out 222,015 items from the library during the year 2009-2010. In addition to our physical books, the library has licensed almost 350,000 electronic books which are available through our catalog for use at home at any time.

Unique Digital Collections Usage

The University Libraries have instituted a large-scale effort to digitize the unique collections that the library holds so that they are widely available. New Mexico's Digital Collections are digitized materials from libraries, archives and museums in New Mexico. The digital repository called LoboVault was developed for the entire University to use for its intellectual output.

Inter Library Loan Usage

The universe of scholarly materials is so large that no university owns it all. University Libraries belongs to several lending consortia which allow patrons to obtain materials from other libraries through our interlibrary loan program. Books are delivered from one university to another and articles are scanned and made available electronically within 24 hours in most cases. This program is very popular with scholars and is often mentioned during our surveys as a wonderful service. During the last fiscal year 30,473 items were borrowed and 27,973 items were lent.

Reserves Usage

Instructors can place class materials on reserve. The books are on short-term loan periods so they are available to a large group of students. In addition, the library maintains a large electronic reserve system that includes digitized versions of books chapters, articles, and other class materials. This service is widely used since it is available 24/7 from the UL website. In the last fiscal year there were 962,104 downloads.

Group Study Room Usage

University Libraries began keeping usage statistics for study rooms in 2010, when we implemented a new reservation system that keeps statistics for every room in every library. Since June 2010:

Fine Arts & Design Library	8 rooms	963 reservations
Parish Memorial Library	9 rooms	1,459 reservations
Zimmerman Library	17 rooms	4,982 reservations
Centennial Science & Engineering Library	13 rooms	mix of open and reserved rooms – no reliable data

Computer and Laptop Usage

We have over 300 computers available for student use and have 73 laptops for checkout by students. Our computers are in constant demand in all four libraries.

Reference and Information Services Usage

The University Libraries runs an Ask a Librarian service that has 24/5 phone, chat and email service from Sunday Noon - Friday at 5:00 and 10-6 on Saturday. It also maintains a database of answers to questions through the UNM Fast Info system. In addition, there are service desks in all of the libraries where staff answer questions and help patrons find what they need. In the last fiscal year there were 24,338 transactions.

Virtual Collections and Services Usage

The University Libraries licenses many searchable electronic databases, journals, and primary research materials for our community. During the previous fiscal year there were approximately 3.5 million searches in these databases and 1.5 million articles downloaded. In addition, the library's web page and catalog were visited almost 3 million times.

Web Page Usage

University Libraries provides web pages that serve as access to collections and services, reference tools, and finding aids. In 2009/2010, the library's web site had 418,179 unique visitors make 1,351,497 visits to 3,038,598 web pages.

Instruction

Library instruction sessions are an integral part of the student's curriculum at UNM. Every freshman attends at least one hands-on session and upper division and graduate students have classes that are tailored to their needs and integrated into their programs. During the last fiscal year there were 803 sessions that reached 13,363 students.

Summary of Key Survey Statistics

Exit Surveys

In Fall 2010, University Libraries conducted exit surveys at the Centennial Science & Engineering Library and the Fine Arts & Design Library. We were interested in seeing how students and faculty used the library and whether they got what they needed. As in the earlier exit interviews in Parish Memorial Library and Zimmerman Library in 2009, we found that students came to the library to study, use computers, conduct research, use library materials, and take classes.

Instruction Surveys

At the end of instruction sessions in which we teach students how to conduct library research, the librarian asks students to fill in a brief survey. Typical results show the vast majority of students find the librarians and the web pages helpful to their research. For example, over 95% of all students who take our classes and responded to the survey "feel more confident doing library research as a result of this library session."

Reference Surveys

Occasionally, University Libraries conducts a Reference Question Survey in order to inform staffing, training, collection, and web development needs as well as to gauge satisfaction. The most recent took place in October, 2010, with overall satisfaction at 93%.

Future Plans

The University Libraries and academic libraries are in transformational times. The UL is constantly adapting and innovating to meet the needs of our customers. However, we have identified certain principles that remain constant despite all the changes taking place in technology, academia, and the general economy. These core principles are:

- Do the right things with less
- Meet our customers where they are
- Use data to inform our decisions
- Provide services and resources that are student centered

Our Goals are:

Materials & Collections

- Continually provide, improve, and adapt the materials and collections offered by the UL to meet the requirements and demands of our customers
- Make materials and collections easily discoverable and improve efforts to maximize their usefulness
- Identify and focus resources on areas of strength

Research & Outreach

- Offer the support and assistance to improve and enhance the productivity and quality of scholarly output by UNM's faculty, graduate and undergraduate students, and other scholars
- Be a proactive partner for research endeavors in our own and others academic disciplines

Instruction & Learning

- Promote and foster the skills and conceptual frameworks required for lifelong learning by current and future UNM students

Electronic Services

- Provide useful, innovative, and secure electronic services paying close attention to the user experience

Physical Places

- Provide attractive, functional and state-of-the-art physical places
- Preservation and security of materials

University Libraries commitment to student success is at the heart of every decision we make from how long we stay open to what goes on the web pages. University Libraries provides vital information and services to the UNM students, faculty, staff and community members. During the Higher Learning Commission's recent accreditation visit, the library was recognized as the most customer service oriented unit on campus. The positive reviews came from students and faculty during the course of interviews and meetings held by the Higher Learning Commission's Review Team on campus. However we know there is room for improving services and efficiencies. Currently we are investigating a cooperative state-wide book delivery system in order to reduce the amount we spend on UPS and FedEx fees for Inter Library Loan deliveries. We are continuing to work with our campus partners on reducing printing costs while still providing limited free printing for students. We recently negotiated an arrangement with University Services to begin receiving a share of the profits from the Starbucks located in the library. We expect to continue to be a leader in the state in providing services and facilities of high quality.

University of New Mexico, University Libraries
July 1, 2009-June 30, 2010
Fran Wilkinson, Deputy Dean of University Libraries

Significant Developments: Administrative Services Units Reporting to the Deputy Dean

The Administrative Services division comprises two teams (Budget and Cost Management and Employee Resources) and the Assistant to the Deputy Dean of University Libraries. The Administrative Support Team, previously led by the Assistant to the Deputy Dean, was transferred to the Assistant to the Dean in April 2010.

All three unit team leaders attended the UL “Leadership Academy” as part of the University Libraries overarching internal priority for effective UL managers.

Staff Hiring Plan: To further the University Libraries' strategic priorities during the University's staff “pause and hold” period, Dean Martha Bedard appointed a Staff Hiring Plan Task Force; members included: Nancy Dennis, Steven Harris, Mike Kelly, and Fran Wilkinson (chair). The Task Force analyzed the short-term staffing needs of the University Libraries in the context of current staff vacancies, while considering the priorities identified in the UL Strategic Framework 2015 document. Task Force recommendations were made in May 2010, supported by Dean's Cabinet, and approved by the Provost. As a result, a total of eight job analysis questionnaires went forward the UNM Human Resources and six positions were approved to be hired in early fiscal year 2010/11, with two positions approved to be backfilled.

The Administrative Support Team (AST) staff provided support to the Dean, Deputy Dean, Associate Deans, Director of Information Technology, and the Managers of Employee Resources and Facilities Services. Staff in this unit contributed significant support (research, data collection and analysis, report preparation, project implementation) for several key projects that included: support for UL-wide strategic planning retreats (Dean's Cabinet, UL Faculty, and UL Staff); support for UL-sponsored workshops: CLIR, GWLA/RSDD, and RMRIUG; transitional support for new UL Director of Development, Niña Johnson; support for hiring and orientation of new Assistant to the Dean; search coordination for UL Faculty Searches including: Digital Initiatives Librarian, Data Librarian for Humanities and Social Studies, Data Librarian for Science & Engineering, and Access Services Lecturer; search support for multiple staff hires; coordination for UL H1N1 Absence Reporting; provided support for processing faculty progression to Code 3 (Harris) and faculty promotion (Awe); organized and provided support for annual All Staff Party – January 2010; preparation for Web-based Employee Information & Management Database project; and completed training for UNMJobs Department Originator for faculty and staff searches.

Budget and Cost Management (BCM) staff supported the Dean and Deputy Dean, Associate Deans and other members of Dean's Cabinet by preparing various financial reports, projections, and analyses, including scenarios for rescission and vacancy savings, as well as preparing information and data to achieve the University Libraries' strategic goals and priorities and for specialized financial presentations for various campus stakeholders. BCM was involved on the backend for the UL Overarching Priority to “Meet users where they are.” BCM staff assisted the UL administration with all of the Library initiatives, processing all required resource expenditure requests for these initiatives. BCM completed all required training from UNM-HR/Payroll in a mandatory Accurate Time Reporting on-line training for Time Keepers and Time Approvers and prepared for the Banner 8.0 Upgrade. The BCM Time Keeper reported the H1N1 mandatory UNM on-line absence report on

a daily basis. BCM collaborated with other units to foster positive working relationships including ILL, CAS, Unrestricted Accounting and IT. The Sr. Fiscal Services Tech conducted a cell phone analysis on plan overages for UL administration. The Accountants provided budget and finance support for new grant awards for the La Donna Harris Collection; La-Energaia: Energy Policy, Regulation, and Dialogue in Latin America; The Care and Preservation of Oversize Artifacts; and the National Digital Newspaper Program. The UL acquired the John Nichols collection, which involved the processing of a special multi-year payment agreement. Unrestricted Accounting required monthly balance sheet reconciliations on all UL accounts receivables. At fiscal year end, the BCM unit was diligent in processing rush expenditures, journal vouchers, budget transfers and allocations to expend all necessary Instruction and General and State Appropriated funds. BCM collaboratively worked with all units involved in finalizing the expenditure reports to close out year end.

Employee Resources (ER) continued to provide support for managers and employees and addressed a considerable number of employment issues and concerns again this fiscal year, including performance issues and/or work habit problems, special accommodations, etc. In particular, one personnel issue took eleven months (11) of the fiscal year to resolve. This action included testimony and hearings with outside agencies. With the UNM “pause and hold” on career ladders, only one career ladder (which began before the pause) was completed this fiscal year; however, eight others are being prepared for next fiscal year as part of the UL’s Staff Hiring Plan. The UL had a total of two (2) promotions, seven (7) faculty and staff new hires, and thirteen (13) resignations or retirements. Library Employee Resources continued to work closely with employees and managers to create accurate and useful performance reviews, meaningful goals that meet the organization’s mission and vision, and career development plans for employees. As usual, the UL had 100% participation in the performance review process. The Employee Resources Manager was as an ex-officio member of the Dean’s Career Ladder Task Force where she and the Deputy Dean served as resource personnel to the Task Force. The Manager also completed training for the UNMJobs Department Originator for faculty and staff searches.

Significant Plans and Recommendations for Administrative Services in the Near Future

The Administrative Support Team (previously led by the Assistant to the Deputy Dean) will be led by the Assistant to the Dean. The Assistant to the Deputy Dean will take over support for Project Management tracking and monitoring. BCM personnel will continue to prepare for the student timesheet generated from the new on-line Time Clock Project initiative. The BCM Manager, working with the Deputy Dean, will provide various scenarios and reports in preparation for a planned 3.2% rescission in Fall 2010 and a possible 8.2% rebase for FY 2011/12, as well as create various documents for the UL Budget Retreat planned during the early Fall semester. Unit accounting staff will provide the necessary support for several new grants awarded to the UL. The Employee Resources Manager will continue to serve as a member of the UL Training Team to identify and provide appropriate training to establish a “Learning Organization” for library employees as well as conduct, with the Deputy Dean, planning for future Leadership Academy training sessions.

**Facilities and Access Services
July 1, 2009 to June 30, 2010
Nancy Dennis, Associate Dean**

These accomplishments represent the work undertaken by units within Facilities and Access Services in 2009/2010 in addition to our overarching and ongoing responsibilities to: maintain over 427K square feet of library space, open four libraries for over 130 hours per week, serve over 1.5 million visitors, circulate more than 200K items annually, host eReserves site with over 1 million hits per year, process 85,650 ILL requests, scan 88K pages and pull 1,616 books to fulfill LibExpress requests, provide reference assistance at a combined service point in Zimmerman Library, respond to technical support requests from over 19 LIBROS-member libraries (18% of VSD calls), and load more than 55K bibliographic records for our growing eBook collections and provide contract library services to WGU.

UL Mission, Vision and Goals specific to Facilities and Access Services:

Mission: The University of New Mexico University Libraries provides information, services and education in anyplace and at anytime, as well as providing and maintaining exceptional facilities for the evolving education, research and service needs of the UNM and wider community.

Vision:

Make available extensive and valuable collections
Enable students in the use of information and informatics
Be a desired destination by providing functional and attractive places
Ensure that our employees have the necessary skills and tools to serve the evolving needs of our customers

Program and Service Area Principles:

Provide services that are student centered
Make materials and collections easily discoverable and improve efforts to maximize their usefulness
Provide attractive, functional and state of the art physical places
Preserve and secure materials

Facilities Services: Significant Developments during the academic year:

Planned for and began the installation of a comprehensive fire suppression system in the historic West Wing and Anderson Reading Room of Zimmerman Library.

Modernized the Grand Hall in Zimmerman Library with the addition of several new electrical wall outlets and 2 table-mounted electrical outlets on each of the forty-four historic study tables for student use of laptops and electronic devices.

Planned and constructed a new 25-seat electronic instruction room, Frank Waters Room, with full web-conferencing capabilities for Center for Southwest Research and Special Collections in Zimmerman Library.

Planned and began construction of office spaces in the basement of Parish Memorial Library for eight Library Information Technology employees. LIT is the final employee work group to be resettled after being displaced by the Zimmerman Fire in 2006.

Remodeled and repurposed the first floor of Centennial Science and Engineering Library for improved student study space resulting in increased visitor gate count for the year. Also completed the consolidation of two former public service points (reference and circulation) into a single service desk.

Improved student spaces by continuing to refurbish the first floor of Parish Library with new paint, carpet and furniture. Installed new beverage and food vending machines primarily for convenience of students using 24/5 services.

Began planning for the office moves of the Indigenous Nations Library Program and Library Administrative offices. This move will facilitate the opening of the new home to the INLP program called *The Gathering Place* located off of the second floor lobby area of Zimmerman Library.

Access Services: Significant Developments during the academic year:

Build on previous success of 24/5 library service. Visitor count doubled during the second year of operation at Parish Library.

Plan for the gift of over 17,000 education and juvenile literature books from the Tireman Library, College of Education.

Began offering on-site and virtual library services to students enrolled at the new UNM West location in Rio Rancho.

Planned and implemented a new web-based Group Study Reservation system where UNM students can now self-reserve one of the over 40 group study rooms in four UL libraries.

In cooperation with UL Library Information Technology department and University Services, Implemented new public copy/printing service offering \$10 credit to all UNM LOBO card-holder.

In cooperation with UNM Employee Organizational Development, developed and offered customer services training sessions for all student and staff employees in Facilities and Access Services.

In cooperation with the College of Fine Arts, began a juried art exhibition program for UNM student artists at Fine Arts and Design Library.

Completed several extensive collection inventory and maintenance projects in all UL libraries.

Contributed to the planning and participated in the campus-wide LOBO re-card project as a re-card site.

LIBROS Coordination Group: Significant Developments

In cooperation with the Library Information Technology department of the UL, planned and implemented a complete LIBROS system upgrade including migration to new server, operating system and new system software release.

Plans are underway for the offering of enhancements of the system including a new web interface, mobile device interface, and re-indexing of the database.

InterLibrary Loan and Library Express services

Managed significant increases in overall requests of over 34% (71% increase in LibExpress requests) while maintaining quick turnaround times.

In cooperation with UL Library Information Technology department, planned and implemented a complete system upgrade including migration to new server and new release of ILLiad system software. UNM users can now create and access ILLiad accounts by using their UNM NetID.

Hosted the Greater Western Library Alliance Resource Sharing and Document Delivery Working Group annual meeting with over 25 representatives from member libraries.

Western Governors University Library services

Completed an extensive evaluation of the services offered and renegotiated a final contract ending December 31, 2010.

Facilities and Access Services Significant plans and recommendations for the near future:

Plan for and implement expanded student programming with new funding from Student Fee Review Board.

Complete plans and implement remodel of Zimmerman Library first floor Combined Service Point to improve and increase efficiencies within a single consolidated public service desk.

Complete the INLP and Administrative office moves creating and opening *The Gathering Place* on the second floor of Zimmerman Library.

Complete the installation of the fire suppression system in the West Wing and CSWR of Zimmerman Library.

Complete the LIT office installation in the basement of Parish Library.

Facilitate and coordinate the remodeling of Center for Academic Program Support (CAPS) spaces on third floor of Zimmerman Library.

Complete the move and processing of over 17,000 education and juvenile literature books from the Tireman Library into Zimmerman Library.

Transition the Virtual Services Desk operation to management by Access Services units and expand to 24/5 service level.

Library Information Technology

Annual Report 2009-2010

Dale Hendrickson, Director

Significant Development during the academic year

- The LIBROS/III system was migrated from an IBM/AIX infrastructure to a VMware/Red Hat Enterprise Linux infrastructure
- CNM was integrated into LIBROS

- A new contract was negotiated and implemented for the software and infrastructure necessary to support student and public printing and copying
- The UL, in partnership with UNM-IT and HSLIC, introduced a print/copy credit system for all LoboCard holders
- Replaced of ¼ of all UL desktop and laptop computers

Significant Plan and recommendations for the near future

- UL desktop and laptop migration to Windows 7 and Office 2010
- Implementation of web conferencing
- Increasing archive storage to over 50 terabytes
- New web based tools and resources available to UL users

Collections & Acquisitions Services (CAS)

Annual Report 2009-2010

Steve Harris, Director

Significant developments During the Academic Year 2009-2010

Personnel:

Many duties and responsibilities are temporarily assigned until personnel issues are resolved. The pause and hold of staff positions makes replacement difficult. Hiring an operations manager and an electronic resources librarian are part of the staffing plan.

The department held a retreat on January 12, 2010 to discuss department workflow and how we might change some of our longtime procedures. Some of these plans are also on hold until personnel changes have been made. CAS experimented with using various social media for internal communication.

Major Activities:

Print

Several new procedures were implemented in the print side of the house. The processing of government publications continued to be integrated into CAS. Budget cuts and rescissions made several changes in ordering necessary.

In light of budget restraints, book budgets were not appropriated for each subject fund. CAS ordering staff encumbered new orders on the CLD fund. Ambassadors were instructed to limit ordering as much as possible to "Purchase on Request" from faculty. Firm ordering of books was greatly reduced. The approval profile was also greatly narrowed.

Patron driven acquisitions became a major new emphasis for CAS. Along with Purchase on Request, Purchase on Demand through Interlibrary Loan was greatly expanded. Because ordering was reduced so much, funds were not fully expended at the end of the fiscal year. Plans were made to set up deposit accounts with both YBP and Barnes and Noble. These proved to be difficult to track and maintain.

The Director of CAS co-chaired a committee to investigate the acquisition of an Espresso Book Machine for print on demand. The acquisition of this equipment is in a holding pattern for the time being until the budget environment is better understood.

Patron driven acquisitions, in general, has proven to be a concept that many library staff and patrons have difficulty understanding. The Director of CAS wrote talking points for Ambassadors to use in discussion with their departments.

The Director of CAS directed a volume count project. The goal was to get a more accurate count of bound journal volumes that do not have item records in Libros. Approximately 380,000 such volumes were identified in all 4 libraries of the UL.

The second large gift from Professor Boling was received and processed.

Electronic

The transition of journal subscriptions from print to electronic-only continued. After awarding a serial contract to Harrassowitz following the RFP process in the previous fiscal year, many journal packages were moved to Harrassowitz.

Several new Serials Solutions products were also implemented. Federated search, which had been worked on for several months, was finally rolled out in the Fall of 2009. MARC records for electronic journals were also implemented. This required an extensive journal record cleanup in Libros, which CAS worked on in cooperation with CDS.

Members of the CAS team worked on training for many constituents inside and outside the UL. The Eresources team planned and held a usage data training session along with personnel from Serials Solutions. CAS staff also trained staff at CNM in the use of Millennium (they became new Libros members during the year).

Millennium was upgraded to a new version requiring we migrate our data to a new server. CAS staff performed the migration of order and fund information to the instance of Millennium. Unfortunately, the prior year's fund information did not also make the trip. All of this data was lost in the upgrade.

Eresources team members developed a method of implementing proxy service to faculty, staff, and students at branch campuses. Previously, these UL users could only access UNM licensed materials while on their respective branch campuses.

Significant Plans and Recommendations for the Near Future

- Strive to avoid a "retrenchment" attitude in CAS; move forward with innovations.
- Hire new personnel and reorganize CAS as needed.
- Integrate patron-driven acquisitions more fully into our procedures.
- Implement greater ebook acquisitions.
- Continue transition to electronic collections.
- Develop better means of communicating CAS issues to the UL and UNM community.
- Develop methods of sharing data to aid Ambassadors and CD Priorities in making collections budget decisions.

Cataloging & Discovery Services (CDS)
Annual Report 2009-2010
Rebecca Lubas, Director

CDS continued to expand its metadata creation services beyond our traditional workload while increasing its level of effort in LIBROS access and quality control this year.

Significant developments During the Academic Year 2009-2010

Cataloging in LIBROS

CDS created access for many titles this year. We cataloged 14,587 titles in LIBROS, which included books, videos, music scores, sound recordings, and electronic resources. This number, slightly up from last year's 14,425, is in spite of a shift of over half of CDS members devoting at least some time to non-MARC metadata at various points during the year. We maintain currency in turnaround time of new titles.

The work supply this year was a mix of new receipts, gifts, and legacy collections that we are providing improved access to, such as scientific conferences, government documents, and maps. We also continued to support Access Services in the effort to convert titles classified in Dewey to Library of Congress.

Working with Other Departments and Units

LIBROS Group

The LIBROS Group is an essential collaborator in cataloging projects. CDS and LIBROS worked together this year to bring:

MARC records for Electronic Theses and Dissertations, crosswalked (translated) from Dublin Core in DSpace

Title-level records from Serials Solutions for better e-journal access in LIBROS

Improvement in the MARCIVE GPO service and settings for government document records

Automated authority control via MARCIVE

Project began summer 2009

We now load monthly updates

CSWR

CDS has continued to work with our colleagues in the Center for Southwest Research to provide cataloging and metadata support.

One CDS member continues to cataloging Center monographic materials 5-7 hours a week

CSWR serials – after the retirement of the Center member responsible for serials cataloging, a CDS member who had previous serials experience took some refresher training and has helped with Center serials starting spring 2010.

Two CDS members have been contributing to the cataloging of finding aids in the Rocky Mountain Online Archive

They attended Society of American Archivist Encoded Archival Description Training in February

Worked closely with Center personnel to learn local procedures

Government Information

This year CDS began a more formal relationship with Government Information and Documents efforts. CDS members are on a newly formed team of CAS and Government Documents personnel which meets regularly to address workflow issues.

We devised, tested, and revised a procedure for cataloging the “Pre-1976” government documents in Closed Access

CDS catalogers working on this when new receipts or higher priority projects are low

Students are helping with the documents requiring less intensive work

When Access Services identified a problem with misleading item records for electronic-only government documents involving over 53,000 titles, CDS worked with the LIBROS Group to fix the problem and correct records in the catalog

Expanding our Skill Set

CDS members took many opportunities this year to expand their skills. Members of the department attended:

Metadata Day in March – several CDS members attended this overview of Metadata languages and harvesting

Rocky Mountain Regional Innovative Users Group – meeting hosted at UNM in May which brought together users of our ILS system in New Mexico and Colorado

Map Cataloging Training – nationally recognized map cataloging trainer Paige Andrew of Pennsylvania State University conducted a workshop in May after which CDS began systematically cataloging maps in MAGIC

Discovery beyond the Catalog in DSpace

Two CDS catalogers trained in DSpace (LoboVault) and actively upgrade metadata submitted by student authors for Electronic Theses and Dissertations (ETDs). Metadata for the summer and fall 2009 ETDs and Spring 2010 ETDs have been completed.

Abya Yala – two CDS catalogers have submitted the full text files and metadata for the works of this South American publisher. There are now over 200 titles free and available to the public.

UNM Bulletins – a CDS created metadata and upload these digitized historical documents (as well as provided the link in LIBROS

Significant Plans and Recommendations for the Near Future

CDS is already planning major projects to improved discovery to UL resources for the next year.

Included:

The cataloging of the Tireman Library gift of young adult fiction and non-fiction.

Training, orientation, and integration of the new Metadata Librarian (to arrive in August 2010) into CDS work.

The creation of an implementation plan for Resource Description and Access (RDA), the new cataloging standard.

**Indigenous Nations Library Program
2009 -2010 Annual Report
Paulita Aguilar, Curator
Mary Alice Tsosie, Adjunct Professor**

INLP had another successful year in reaching out to Native American UNM students and faculty, as well as NM tribal libraries, NM Native American students (elementary, junior high and high school), and NM tribes. INLP is known on campus for supporting UNM Indigenous programs. In addition, INLP has received some national press.

Program highlights:

- Nov. 18 & 19: INLP librarian, Paulita Aguilar, planned and organized library instruction for over 100 senior high school students from the Santa Fe Indian School to help them prepare for their Senior Honors Project. This program is in its fifth year with 2009 class being the largest to date. Feedback from SFIS teachers continue to be positive, particularly with increased student use of research books and databases rather than reliance on Google searching. In January 2010, INLP staff worked with the Native American Community Academy with the New Mexico History Day with a return visit in April for research purposes only.
- The article, "The Indigenous Nations Library Program at the University of New Mexico's University Libraries," appeared in the *American Indian Libraries Newsletter* 32.3 (Fall 2009): 7-8.
- Dec. 1 & 2 and April 13 & 14: INLP staff planned and organized Native American Days at University Libraries, which included 12 hours of drop-in reference lab and Open House in the INLP area. There were at least 150 students who attended and several Native American faculty and staff. The Native American Days were very successful.
- June 25 & 26: INLP's Mary Alice Tsosie directed and supervised UL's Summer Sunset Lecture featuring young adult writer Cynthia Leitich Smith, Muskogee-Creek. Smith's visit also included two writing workshops for Native American students in grades 6-12.
- June 24, 2010: An article highlighting INLP's mission and goals appeared in *Diverse: Issues in Higher Education*. It prompted emails and phone calls from students and faculty from institutions across the US wanting assistance with research on Native American topics. .
- INLP's Lecture Series for the year was impressive with diverse topics. Approximately 350 people attended all the brown bags and lectures. The other lecture series were as follows:

Plans for future: The INLP division will be moving into new quarters on the second floor of Zimmerman library in the Dean's suite area. This expanded area will provide more visibility and more space for expanded programs for students and faculty. Included in the plans are group study rooms, computer room, and instruction/presentation space.

**Digital Initiatives 2009-2010 Annual Report
Mike Kelly, Associate Dean**

Introduction

2009-2010 was the first year of operation for the University Libraries Scholarly Resources unit, which is comprised of Digital Initiatives Librarians Amy Jackson and Kevin Comerford. The unit was formed to develop the university's scholarly communications and publications programs; provide leadership in planning and designing digital collections and services; and also to provide expertise and the requisite elbow grease needed to implement, support and maintain them.

Projects and Major Initiatives

Amy Jackson and Kevin Comerford collaborated together on several large-scale scholarly communications initiatives in 2009-2010, which included upgrading and improving the University Libraries DSpace institutional repository (this was one of the earliest and most far-reaching initiatives that the Scholarly Communications unit was assigned to tackle); and also serving on the Celebrating New Mexico Statehood (CNMS) website development team. Other achievement included publishing of Sandia National Laboratories (SNL) Technical Reports in DSpace. Led by Dan Barkley, this project is collaborating with SNL librarians to archive technical reports from the Environmental Restoration and Long Term Stewardship projects in DSpace. Kevin Comerford collaborated with Inter-American Program director Suzanne Schadl on implementing the Internet Archives' subscription web crawling service, Archive-It. The initial phase of the project tested the Archive-It service in preparation to crawl across 25 selected Latin American social media websites, and collect blogs and forums that are concerned with contemporary graphic arts and Cordell literature in particular. Another of Kevin's projects involved developing an interactive application entitled "eHillerman: An Interactive Guide to the Life and Work of Tony Hillerman." This project served as a prototype example of how Tony Hillerman's manuscripts (in the CSWR collections) could be digitized and marked up to provide insights into his life experiences and love of New Mexico. Kevin worked with the UNM eScholarship Committee to build an eScholarship website and SharePoint workspace, implementing UNM's first Open Journal Systems server.

Grants

Amy Jackson was awarded a New Mexico Historical Advisory Board grant in the amount of \$900 to digitize songbooks and archival collections from the New Mexico Federal Music Project of the Works Progress Administration. Kevin Comerford received a \$12,000 grant from Dr. Richard Greenleaf to digitize and/or digitally convert the scholarly publications of the US National Park Service Spanish Colonial Research Center. Kevin also submitted a competitive IMLS grant pre-proposal to the UNM Office of the Vice President for Research & Economic Development to fund the digitization, analysis and cataloging of a collection of historic video programs broadcast in the 1980's by local PBS affiliate KNME-TV, which is held by CSWR. Amy collaborated with Dan Barkley and Rebecca Lubas on a Council on Library and Information Resources (CLIR) grant to create metadata and finding aids for SNL technical papers released through the Freedom of Information Act and housed in the UNM Library Government Documents Reading Room.

Center for Southwest Research 2009-2010 Annual Report Mike Kelly, Associate Dean

SUMMARY: The CSWR in 2010 again realized an excellent year of service, scholarship and service. From providing reference service to over 3,000 customers to acquiring and making available new collections of manuscripts, archives, architectural collections, the CSWR continues to be an important element in the UL's continued goals of providing excellent collections and services to its

customers. Of special note this year, the CSWR received a National Endowment for the Humanities grant for digitization of New Mexico newspapers.

Public Services:

The Public Services unit provide reference service to over 3,049 customers from throughout the world. Over 1,800 reference questions were answered and 762 students received specialized instruction on the use of manuscripts and rare materials.

Technical Services

Highlights for the Technical Services unit included the completion of cataloging/maintenance of the John Nichols collection; the transfer of the Latin American Culinary Arts Collection materials to the Herzstein Reading Room and the transfer of the Batchedler-McPharlin puppetry collection to CSWR.

Pictorial Archives

The Pictorial Collections fellows continued to work on the identification and preliminary organization of the Lee Marmon pictorial collection.

The John Gaw Meem Archives of Southwestern Architecture

The Meem Archives collaborated with the City of Albuquerque on the "Historic City" permanent, outdoor public art exhibit, installed in October 2010. The Meem Archives provided all images and accompanying text for the exhibit. An extensive preliminary inventory of the prolific New Mexican architectural firm W.C. Kruger and Associates was also prepared. Donations to the Meem Archives during the academic year included the 3000+ image collection of noted architectural historian and author J.B. Jackson.

Manuscripts

This was an exciting and productive year for the manuscripts unit of CSWR. We received an 18 month grant from the NHPRC for \$50,175 to process the papers of LaDonna Harris and Americans for Indian Opportunity. Twenty-six manuscript collections and 13 additions to existing manuscript collections were processed this year. The highlight is the opening the John Nichols Papers. The collection, to date, consists of 130 boxes (119 cubic feet) of his manuscripts, screenplays, activities files, articles, book reviews, book/movie/agent correspondence, publications, artwork, and memorabilia.

University Archives

The University Archives digitized the minutes of the UNM Board of Regents for 1912-2009 and make them available in Lobo Vault.

Digital Program

We completed the first phase of the Celebrating New Mexico Statehood (CNMS) project. This collaborative project, funded by the Center for Regional Studies, resulted in the CNMS website (<http://digitalnm.unm.edu>), displaying over 12,000 items from the collections of eleven museums, libraries and archives around New Mexico. The CSWR received a grant of \$351,642 from the National Endowment for the Humanities to digitize 100,000 pages of New Mexico newspapers.

Significant plans and recommendations for the near future:

- Re-organizing the New Mexico Digital Archive.
- Completion by 12/31/2010 of the web site for Celebrating New Mexico Statehood including many interactive aspects. A publicity plan will be implemented in 2011 to bring attention to the web site.
- Continue to digitize UNM archives photographs and work with the UNM Athletics on a video documenting the construction of the Pit.

Annual Report Information Literacy & Instruction Services Mark Emmons

Instruction Overview

In 2009/2010, 35 library staff and faculty from throughout University Libraries taught 807 classes to 13,425 students. For the second year in a row, this reflects a decrease in the number of library staff and faculty teaching (from 39 to 35 = 10.3% decrease), but a substantial increase in both the number of classes taught (a 7.1% increase) and in the number of students reached (an 11.6% increase). The average number of students taught in each class increased to nearly 17. The two ILIS staff members taught 242 of 807, or 30%, of all classes taught.

ILIS staff were involved with numerous University Library initiatives and programs, including the Ambassador program, the development of web pages, LibGuides and ScholarGuides, and the creation of learning objects. ILIS staff served at the Zimmerman Combined Service Point, on the Centennial Science & Engineering Library and Fine Arts & Design Library reference desks, and the Virtual Service Desk.

Freshman Instruction Programs

Freshman Instruction Programs remains an important and significant part of ILIS, reaching 5,727 students in 329 library sessions, representing 40% of all courses taught. ILIS expanded our freshman instruction to include the UNM Introductory Studies-English (IS-E), and Introductory Studies-Writing (IS-R), Programs and reached approximately 50% of all IS-E & IS-R classes during the year. ILIS secured an agreement from the Lobo Athletics Academic Advisement Office to allow us to provide library orientations to all incoming freshman Lobo athletes beginning in Fall 2010.

Significant Developments

New Programs

ILIS expanded instruction to Introductory Studies-English (IS-E) and Introductory Studies-Writing (IS-R).

Instructor assessment

ILIS implemented the instructor survey, providing feedback on performance to individual instructors and their supervisors in both Fall 2009 and Spring 2010.

Clickers

ILIS completed clicker training. After piloting clickers for use in library instruction, the Instruction Team decided not to make their use mandatory. Instead, clickers are available for use by interested instructors.

UNM West

ILIS toured UNM West and explored possibilities for integrating library instruction into the courses taught there. ILIS decided on three options:

1. Instruction by the onsite library staff member as a first choice
2. Distance instruction as a second choice
3. Travel from UNM main campus to UNM West by library instructors only as a last resort if circumstances warrant

Distance Education

ILIS expanded the number of distance education courses. Though the numbers are still small, the practice informed future possibilities, which include Adobe Connect Pro, Elluminate via WebCT Vista, and the use of already created and newly developed course-specific learning objects. ILIS received training in Adobe Connect Pro.

Performance Measures

ILIS contributed statistics to the Performance Measures project.

Interns

ILIS worked with two interns from MLS programs.

Inter-American Studies (IAS) University Libraries Annual Report July 2009-2010 Suzanne Schadl, Curator

Departmental Publications/Exhibits

IAS Curators, "Animal Symbolism" in collaboration with Latin American and Iberian Institute's (LAI) "Animal Symbolism in the Mesoamerican Codex Tradition, November 19-21, 2009, on exhibit in Herzstein Latin American Reading Room, Zimmerman Library, November, 2009.

IAS Curators, "Feliz Anniversario, El Centro 40 Years," in conjunction with "Adelante: Celebrating 40 Years of El Centro de la Raza and Creating a Vision for Latina/o Students, Faculty, Staff, Parents/Families, Alumni and Community for the Next 40 Years" on exhibit in 2nd Floor Lobby, Zimmerman Library, October 5-7, 2009.

IAS Local Curators, "Sacred Steps: Pilgrimage on the Camino de Santiago" on loan from the Xacobeo Galicia Foundation in collaboration with the Institute for Medieval Studies (IMS) on exhibit in the Herzstein Latin American Reading Room, Zimmerman Library, March 2010-July 2010.

2009-10 Annual Report for Research, Science, and International Initiatives division Johann van Reenen Significant developments during the 2009-10 academic year

Community outreach: The 2010 *Summer Sunset Lecture Series* emphasized events that brought young adults and their parents to campus. Cynthia Leitich-Smith, an award-winning author and rising star, according to the *Multicultural Review*, did the June lecture. She writes fiction for everyone, but she has a particular affection for young readers and twenty-somethings. In addition to the SS lecture, Cynthia conducted two workshops for Native American high school students. The July lecture was called "Where have all the Rock Stars Gone? The experience of an immigrant musician struggling to navigate the dangerous seas of the music industry in the midst of its current demise." Matias Pizarro and Keith Sanchez, band manager and singer respectively, spoke about getting into and surviving the music business and their experiences growing up in various Latin American countries in conflict that informed their art.

The *e-Research lecture series* was established as part of the eResearch Center (eRC) planning at the Centennials Science and Engineering Library (CSEL). The first lecture featured two prominent scientists from the UK speaking on data management and curation issues in the European Union. Herbert van de Sompel from Los Alamos presented the second lecture on his new project, Memento, that provides a mechanism to access all web archives as well as content management systems (repositories, wikis, the Way-back machine and Internet Archive, etc.). The third lecture was given by Rajan Gupta, also from Los Alamos, speaking on "Geospatial Cognition and Understanding of Global Energy Systems"

The UL played a major role in the UNM Lobo Reading Experience in fall 2009. We created a LibGuide and exhibit to accompany Sam Quinones' *Antonio's Gun and Delfino's Dream*, and arranged a joint project with ALBQ Public Library.

Research and instruction:

A combined reference/information/circulation service point was developed at CSEL in summer 2010. All branches continued to review and weed their print reference collections and the Collection Development Priorities committee worked on clarifying and streamlining electronic reference sources. The reference tools website was reviewed by a sub-committee that decided to create a Research Guide on this especially to support the VSD.

Instruction continued to grow; in 2009/2010, 35 library staff and faculty taught 807 classes to 13,425 students. For the second year in a row, this reflects a decrease in the number of library staff and faculty teaching (from 39 to 35 = 10.3% decrease), but a substantial increase in both the number of classes taught (a 7.1% increase) and in the number of students reached (an 11.6% increase).

Outreach and Ambassador Program activities:

Various training and activities to development of the program were delivered.

- CLIR anthropological investigations: Mark adapted the CLIR workshop on Faculty Research Behavior and began teaching it to all Ambassadors
- The summer Ambassadors Retreat focused on planning for outreach in 2010-11 academic year. Ali Green guided us through setting targets and goals for 2010-11.
- Training in content recruitment for UNM's IRs by Amy Jackson
- Sharing of best practices: The Libguides™ program was renamed Research Guides and the banner and general look-and-feel were redeveloped via a consensus process. In 2009 the 178 guides were viewed 35593 times. The most popular guides were Biology, Latin American and Iberian Studies, Education Research, Art History, History, the Map and Geographic Information Center, and Chemistry.

Collection Development Priorities

The Faculty senate Library Committee and the UL worked with the VP for Research who funded the acquisition of the Elsevier Freedom Collection. The UL's Collection development officer, Linda Lewis retired. The CDP decided on a new approach to purchasing monographs, establishing a Purchase-on-request service in tandem with Purchase-on-Demand. Both processes were streamlined with specified guidelines and dedicated suppliers. It was also decided to close payments for accounts by March 1, 2010 so that funds for roll-over can be moved to appropriate Banner accounts. CAS changed all payment, pre-payment, and deposit account due dates to the fall for future years. In May, 2010, the CDP began a review of how we present databases, this included an effectiveness review process for the All-Databases List and to find a new quick search solution. CDP focused on its role and the expectations of ambassadors in the Academic Program Review process. More than 10 APRs were done in 2009-10.

The Archive-It™ software was approved for purchase. It manages and archives large numbers of URLs with sophisticated search tools. Sampling times can be specified and we can identify 300 URLs and crawl 100s of thousands of pages. This is an important way to capture electronic special collections in our areas of strength.

Significant plans and recommendations:

- The eResearch Center (eRC) planning continues with the development of various funding options with the development officer and in relation to the emerging Informatics credit course program.
- Data management services were planned and personnel (Research Data Librarians and Data Librarian for the Humanities) were hired. The program will be developed and tested in greater detail in 2010-11
- Collaboration with the OVPR continued to grow with plans underway to create a working group consisting of the UL's new hires in research data and digital initiatives and the newly hired Faculty Research Support Officers from the OVPR.
- The UL Faculty established a Research Forum program to highlight faculty and staff research, grants, sabbaticals, and other intellectual projects. The first Research Forum was held on July 19, 2010.
- On January 27, 2010 the composition and charge of the UL Curriculum Committee was approved for the emerging Informatics credit program. Efforts are underway to approve courses for a summer institute in environmental informatics (SIII) and a senior information management course, and to raise funds for the SIII.

Outside sponsored research:

The four year *Latin American Knowledge Harvester* (LAKH)) grant (Co-PIs: Tiano and van Reenen) ended in December 2009. A project summary was submitted and approved and evaluations done. In October 2009 PI- van Reenen was awarded a US Department of Education, Technological Innovation for Foreign Information Access (TICFIA) grant. The *LA-ENERGAIA: Energy Policy, Regulation, and Dialogue in Latin America* project started in October 2009 and will last until 2013. Grants were written with other UNM partners: NSF's ARI-R² grant on *Academic Research Infrastructure Improvements for the Centennial Science and Engineering Library* (December/January), a Centers of Science Learning grant (Mid January), a Digital humanities research center grant (June 2010), and the Hidden Collections (June-July) grant was resubmitted to CLIR. Results are still outstanding.

2009-10 Annual Report for Management and Social Sciences **Sue Awe, Director**

Physical Space

We continue to weed the Parish Collection of paper journals and serials that are available online or where we have very short runs. We also continue to cancel paper journals and serials that are not indexed. Access Services is shifting the entire PML collection due to a request from the Fire Marshall to clear the top shelves. We are continuing to weed the paper Reference Collection in light of new electronic resources and light use that the collection is seeing in recent years. We also weeded the paper Ready Reference down to one shelf. Reducing the number of items and shelves is providing more space for students to study and use their own electronic devices. Weeding also continues in our subject areas in Zimmerman.

Ambassador Activities/Outreach

Several staff members attended events held by the Anderson School of Management during the school year as well as meeting with individual faculty and graduate students for research assistance. Last summer we all attended Pronto Training, Clicker Training, Libguide Training, and several updates on business databases by vendors and various webinars throughout the year. When folks retire, others pick up their Research Guides so we all maintain quite a few guides. Several of us have created new Research Guides (formerly known as LibGuides) and kept our continuing guides up to date. We are continuing to work with our fellow, Ali Green on Digital Learning Objects; Ali prepared and presented a workshop on Learning Objects in April which was well attended by Ambassadors. We were ready with several to add to the UL homepage in spring of 2010 but LIT could never make it happen. A Research Guide was created to provide access for the Learning Objects. Ali left in May and sent her files to Geoff Petrie. In early summer, the Reference Tools webpage was moved to the Research Guide format.

Instruction

We all teach subject specialist courses, FLC's each fall, and English 102's. In Parish, we continue to offer a weekly one-hour workshop on various databases, doing marketing research, finding company information, citing in APA style, etc. Attendance is picking up later in the semesters. During the summer, everyone participated in the CEP tours and LOBO Orientation.

Fine Arts & Design Library Outreach and Instruction Annual Report 2009/10 **Dean Kinney, Director**

- FADL Ambassadors worked with Circulation staff on extensive weeding projects in journals and in storage areas.
- Staff member continued to assist adding Hemisphere, scholarly journal published by the Dept. of Art History, on DSPACE.
- FADL faculty and staff offered tours to outside-UNM groups including SLA and the Osher Program (through Continuing Education.)
- Outreach & Instruction faculty worked with Access Services to develop and initiate first two art exhibitions of UNM student work.
- FADL Ambassadors taught many sections of English 102 and Freshman Learning Communities.
- FADL Ambassadors taught many sessions of library instruction, and attended many outreach events.
- Faculty and staff participated in interviews of 3 candidates for Architecture Dean.

- Faculty and staff enthusiastically volunteered and participated in many orientation/welcome events.

Faculty and Staff Publications and Professional Activities

Awe, Susan

Awe, Susan *Going Global*. ABC-CLIO, Libraries Unlimited, Fall, 2009.

Chapter in Book: Statistics and Demography chapter in Guide to Reference. Edited by Denise Bennett. Chicago: ALA, exp. 2011.

Awe, Susan C. "Start-Up Success." *Library Journal*, 135(8): 34-36; May 1, 2010.

Reviews:

QFinance: The Ultimate Resource. *Booklist*, March 1, 2010, 106(13), p. 92.

E-Business Case Study/Ehtics and Responsibility in Management. Dvds. *Library Journal*, May 1, 2010, 135 (8), p. 50.

Cassell, Kay Ann, and Hiremath, Uma. Reference and Information Services in the 21st Century: An Introduction. 2nd ed. *Booklist*, February 1, 2010, 106(11), p. 71.

Wankel, Charles, ed. Encyclopedia of Business in Today's World. *Booklist*, October 1, 2009, 106(3), p. 89.

Wilson, Richard L., ed. Historical Encyclopedia of American Business. *Booklist*, October 1, 2009, 106(3), p. 89.

Attended:

International Federation of Libraries Association Conference, August, 2009, Milan Italy

ALA Midwinter, January, 2010, Boston, MA

Bedard, Martha

Publications

Bedard M. "Introduction to Our Commitment to Building Leaders: Programs for Leadership in Academic and Special Libraries". Journal of Library Administration 49 (8) (2009): 777-779.

Journal of Library Administration

Guest Editor. *Journal of Library Administration* 49 (8) (2009). Our Commitment to Building Leaders: Programs for Leadership in Academic and Special Libraries

Institutional Service

University of New Mexico. President's Strategic Advisory Team

University of New Mexico. Search Committee University Press Director

Professional Service

Association of Research Libraries

E-Science Working Group, 2010 – present

Scholarly Communication Steering Committee, 2008 – present

New Mexico Consortium of Academic Libraries

President, 2010 – present

Legislative Committee, 2007 – present

Greater Western Library Association

President- Elect 2010

Board of Directors, 2009 – present

Practical Academic Librarianship

Editorial Board, 2010 – present

Botts, Carroll

Professional Activity: Teaching

Art History 101, "Introduction to Art." UNM Kirtland Air Force Base, Albuquerque, NM, Fall semester, 2009.

Art History 101, "Introduction to Art." UNM Kirtland Air Force Base, Albuquerque, NM, Spring semester, 2010.

Dennis, Nancy

Our Commitment to Building Leaders: Programs for Leadership in Academic and Special Libraries. Journal of Library Administration, Vol. 49, Nov-Dec, 2009. Co-Guest Editor for issue.

Wilkinson, Frances C.; Linda K. Lewis; Nancy K. Dennis. *Comprehensive guide to emergency preparedness and disaster recovery.* Chicago: Association of College and Research Libraries, 2010.

Desai, Christina M.

National Service:

Modern Language Association. MLA International Bibliography. Bibliographer

American Library Association. Annual Conference, 2010. Poster Proposal Reviewer.

American Library Association, Member. 2000-present.

Association for Library Services to Children (ALSC), Member, 2006-present.

Literatures in English Section. Member, 2006-present.

Education and Behavioral Sciences Section. Member, 2008-present.

Association of College and Research Libraries. Member, 2000-present.

ACRL Academic Library Services to International Students Interest Group. Member, 2010-present.

International Board on Books for Young People, United States Section (USBBY). Member, 2004-present.

Emmons, Mark

Publications

“Engaging Sources: Information Literacy and the Freshman Research Paper, Part 1.” *LOEX Quarterly*, 36(4), 8-9, 12 (2010). Co-authors: Wanda Martin, Carroll Botts, Cassandra Amundson.

“Teaching Information Literacy Skills to Prepare Teachers Who Can Bridge the Research to Practice Gap,” *Reference & User Services Quarterly* v49 n2 (Winter 2009). Co-authors: Elizabeth B. Keefe, Veronica M. Moore, Rebecca M. Sánchez, Teresa Y. Neely, Michele M. Mals.

“Film,” a chapter in *RCL: Resources for College Libraries*, edited by Marcus Elmore. New Providence, N.J.: R.R. Bowker & Chicago, IL: American Library Association, 2007. Co-author: Jane Sloan. [Available as a book chapter and as a portion of a database] I am now the sole editor for the film section, responsible for annual revisions and updates (revised and updated; 2010).

Professional Activities

Association of College & Research Libraries (ACRL) – elected At-Large Board member

Jackson, Amy

Professional Activities

Peer Reviewed Publications

Han, Myung-Ja, Christine Cho, Timothy W. Cole, Amy S. Jackson. “Metadata for Special Collections in CONTENTdm: How to Improve Interoperability of Unique Fields through OAI-PMH” in *Journal of Library Metadata* 9, no.3 & 4 (July 2009), p. 213-238.

Book reviews

Jackson, Amy S. Review of *Content Management Systems in Libraries: Case Studies*, edited by Bradford Lee Eden, Lanham, Maryland: Scarecrow Press, Inc. *Technical Services Quarterly*, 27, no.3 (2010).

Presentations

Amy S. Jackson and Kevin Comerford, Kelcy Sheperd. Metadata panel discussion. Summer Educational Institute for Visual Resources and Image Management, June 9, 2010.

Amy S. Jackson. “CONTENTdm and OAI-PMH: How to Optimize Content Discovery.” CONTENTdm: An Amigos Online Conference, Online, February 19, 2010.

Amy S. Jackson. “Exporting Metadata through OAI-PMH.” New Mexico Metadata Day, UNM Library, March 19, 2010 and NMSU Library, March 26, 2010.

Grants

Amy Jackson, Principal Investigator. “Digitizing New Mexico’s Federal Music Project”, awarded from the New Mexico Historical Records Advisory Board. Duration: July 1, 2010-June 30, 2011. Purpose: digitize songbooks and archival resources of the New Mexico Federal Music Project.

Service to the profession

Chair, New Member's Interest Group, Association for Library Collections and Technical Services
Committee member, Council on Regional Groups, Association for Library Collections and Technical Services

Intern, Publications Committee, Association for Library Collections and Technical Services

Conferences attended

American Library Association, MidWinter Meeting, Boston, MA, January 2010

CONTENTdm: An Amigos Online Conference, Online, February 19, 2010

American Library Association, Annual Conference, Washington DC, June 2010

International Symposium on Digital Libraries, ISTEC conference, Albuquerque, NM, October 2009

Kinney, Dena

Presented "Improving Outreach to Graduate Students: Learning from Grad Fellows" at ARLIS-NA (Art Libraries of North America) Annual Meeting, Boston, MA. April 24, 2010

Keating, Katheleen

"Reference Services: A Changing Landscape" New Mexico Library Association Conference, Ruidoso Convention Center, April 9, 2010.

"By the Numbers: Gathering and Using Statistics." Co-presenters: Paulita Aguilar & Cindy Able-Morris. Visual Resources Association Conference, Atlanta, GA, March 18, 2010. (Blind referee)

McLean, Clark

Library and Information Technology Association National Forum, St. Lake City, Utah, October 2009.

Lubas, Rebecca L.

Publications

"Defining Best Practices in Electronic Thesis and Dissertation Metadata," *Journal of Library Metadata*, Volume 9, Issue 3/4 July 2009, pages 252 – 263.

IFLA Conference Proceedings 2009 "Do you speak Multimedia Metadata?" 27 August 2009.

"Katalogimi I formateve te ndryshme ne Universitetin Nju Meksiko," *Biblioetra*, Viti 6, Numberi 2, 2009, pages 6-9. Albanian translation of the IFLA paper, published in the journal of the National and University Library of Kosova.

Outside Conference Presentations

- IFLA 2009 presented paper, "**Do you speak Multimedia Metadata?**" on 27 August
- ISTEC 2009 preconference workshop: "**A Metadata Primer for Digital Libraries**" A half-day overview of the types of metadata, how digital repositories use metadata, and how to choose the right metadata standard for your content. 26 October 2009
- ISTEC 2009 presentation: "**Creating Collaborative Communities of Metadata Practice**" presented on 27 October 2009
- "What's the New Thing? Library Thing!" -- **New Mexico Library Association** – 8 April 2010. Ruidoso, NM.

- “Crash Course in E-Resource Cataloging” -- **New Mexico Library Association** preconference workshop – 6 April 2010, Ruidoso, NM.
- “Boot Camp for the 21st Century Metadata Manager” – **American Library Association Annual Conference** 28 June 2010, Washington, DC. Organized Panel Presentation and served as one of the presenters.

Outside Professional Activities

- Program for Cooperative Cataloging Standing Committee on Automation (Appointment, 2008-2011 term)

Neely, Teresa Y.

Neely, Teresa Y. "Assessing Diversity Initiatives: The ARL Leadership and Career Development Program." *Journal of Library Administration* 49, no. 8 (November 2009): 811-835.

Schultz, Anne D., and Teresa Y. Neely. "Case 7: University of New Mexico: A Case Study in Recovery and Return of Library Collections." In *Comprehensive Guide to Emergency Preparedness and Disaster Recovery*, edited by Frances C. Wilkinson, Linda K. Lewis, and Nancy K. Dennis, 160-182. Chicago: Association of College & Research Libraries, 2010.

Quinn, Aimée

Quinn, Aimée C., Tanya Finchum, and Charles E. Malone. "Government Documents Collection Development and Management" in *Encyclopedia of Library & Information Sciences*, 3rd edition edited by Marcia J. Bates and Mary Niles Maack. New York: The Encyclopedia Group Taylor & Francis, 2010.

Schadl, Suzanne

Peer Reviewed Publications

Suzanne Schadl and Claire-Lise Bénaud "Exile and Montage: Josep Renau's reckoning with community and self" 2010 in *Sin Frontera: Revista Académica y Literaria*, Spring 2010
<http://uvsinfronterasp2010.weebly.com/fractal-acadeacutemico.html>

Refereed Publications

Conference Proceeding, SALALM (Seminar of the Acquisition of Latin American Library Materials) Berlin, Germany 07/09, Suzanne Schadl with Claire-Lise Bénaud "Renau's Mexican Exile: Political and Artistic Crossings"
<http://www.iai.spkberlin.de/fileadmin/salalmdocs/Josep%20Renau%27s%20Mexican%20Exile.pdf>

Outside Professional Activities

Suzanne Schadl, **Reviewer**, RCL Latin American History Review, August 2009

Suzanne Schadl, **Presenter** "Embracing the Labyrinth: creating dynamic and deliberate digital archives" Presented at V International Symposium on Digital Libraries (V SIBD), Albuquerque, NM, 10/09.

Suzanne Schadl, **Presenter**, “Embracing the Labyrinth: creating dynamic and deliberate digital archives” Presented at V International Symposium on Digital Libraries (V SIBD), Albuquerque, NM, 10/09

Suzanne Schadl, **Organizing Committee**, “Animal Symbolism in the Mesoamerican Codex Tradition,” Conference November 19-21, 2009

Suzanne Schadl, **Chair**, Operation’s Committee, Latin American and Iberian Institute

Suzanne Schadl, **Representative** (UNM) **Latin Americanist Research Resources Project (LARRP)**, Center for Research Libraries.

Suzanne Schadl, **Representative** (UNM) Latin American Microform Project (LAMP), Center for Research Libraries.

Outside Sponsored Research

Coordinator’s Grants:

Course Development Grant, \$600.00 Graduate Methods for Latin American Studies, Provided through TITLE VI funding at the Latin American and Iberian Institute, University of New Mexico, June 2010

Collection’s Manager, under the direction of PIs: Johann van Reenen, UL/UNM, and Susan Tiano, LAII / UNM, US Department of Education, Technological Innovation for Foreign Information Access program (TICFIA) four year grant, beginning October 2009, \$187,000. *“La Energia: Energy Policy, Regulation and Dialog in Latin America.*

Silbergleit, Beth

Professional Activities:

Governor’s appointee to New Mexico Historical Records Advisory Board
Local Arrangements Committee member for Society of Southwest Archivists annual meeting

Grants:

National Historical Publications and Records Commission: Project Archivist for \$50,175 grant to process and publicize the Americans for Indian Opportunity/LaDonna Harris collection.

Wilkinson, Frances C.

PUBLICATIONS:

Monographs:

- *Comprehensive Guide to Emergency Preparedness and Disaster Recovery.* Chicago, IL: American Library Association (ACRL), 2010. (Co-authors: Linda Lewis and Nancy Dennis.)

PRESENTATIONS:

- Presenter, New Mexico College and University Workshop: The Road to a Safer Campus, "Zimmerman Library Fire: A Case Study on Quick Response, Evacuation, Repair, and Claim Processing," August 2009.

CONFERENCES ATTENDED:

- New Mexico Library Association Conference in Ruidoso, NM.

COMMITTEES:

National Service:

- American Library Association, Association of College and Research Libraries, Assessment Committee, member.

University Service:

- Faculty Senate Budget Committee, member.
- Faculty and Staff Benefits Committee, member.
- Ombuds/Dispute Resolution Service (formerly Faculty Dispute Resolution), mediator.

Employment Statistics July 1, 2009 to June 30, 2010

NAME	JOB TITLE	FACULTY/ STAFF	DEPT.	ACTION	DATE
Archer, Vanessa	Mgr. Lib. Ops./Staff		ACCESS	Retire	8/31/09
Calderone, Laura	Info. Res. Mgr./Staff		CAS	Resign	5/20/10
Comerford, Kevin	Asst. Prof./Faculty		CSWR	Hire	10/15/09
Crowley, Christy	Info. Res. Mgr./Staff		CSEL	Retire	4/30/10
Crowley, Christy	Info. Res. Mgr./Staff		DEAN	Rehire	6/18/10
Hannemann, Chris	LIS 3/Staff		ACCESS	Resign	12/10/09
Hartshorn, J.	LIS 3/Staff		ACCESS	Hire	2/24/10
Heitkamp, Linda	LIS 3/Staff		CSWR	Retire	4/30/10
Hessney-More, S	Mgr. Lib Ops		ACCESS	Hire	8/17/09
Innan, Roberta	Contract Spec./Staff		CAS	Retire	10/31/09
Jackson, Amy	Asst. Prof/Faculty		CSWR	Hire	10/5/09
Lewis, Linda	Prof./Faculty		CAS	Retire	1/29/10
Lu, Silvia	Vist. Fac/Faculty		ACCESS	Hire	2/15/10
Meixell, Rudy	LIS 3/Staff		ACCESS	Hire	9/10/09
Murphy, Judith	LIS 3/Staff		CSWR	Retire	6/18/10
Pistorius, Nancy	Assoc. Prof./Faculty		ACCESS	Retire	4/30/10
Quinn, Aimee	Mgr. Lib. Ops./Staff		ACCESS	Promotion	8/1/09
Reinig, Twyla	Archivist/Staff		CSWR	Retire	5/31/10
Renfro, Carol	Prog. Mgr./Staf		CAS	Retire	5/31/10
Renfro, Ilene	LIS 3/Staff		CSWR	Retire	5/31/10
Sanchez, Moises	LIS 3/Staff		ACCESS	Retire	5/31/10
Shoulderblade, M.	LIS 1/Staff		CAS	Promotion	7/4/09