

NMSU Library Update: Responses to Library External Review - June 2011 Report

In April, 2011 the NMSU Library was given the opportunity to participate in an external review by a three-member team of library Deans from other universities. The purpose of the site visit was to support the Library in meeting present challenges and pursuing strategic directions for the next several years. The Library is currently evaluating the findings of the site visit team report and will continue its review over the next few months.

Steps already taken to address the findings include:

Understanding user needs: The Library is currently participating in the 2011 LibQUAL+ Triads Survey, a nationally administered electronic survey of its constituency to assess library service quality and identification of best practices.

Service: With user input the Library is redesigning its online catalog to make it more “user friendly”.

Collection management: The Library is assessing the role of legacy print collections in today’s environment of electronic/digital information. The Library has joined two new multi-type library consortia, LYRASIS and Portico, and continues its membership in Amigos Library Services. These consortia provide the Library with opportunities to assure perpetual access to electronic resources, optimal pricing for databases, and efficient document delivery.

Collection space: The Library is conducting a major shift of collections to address structural issues in Branson Library and overloaded floors in both libraries. It is working with other NMSU offices to identify short and long-term storage options for low use collections.

Public spaces: The Library recently made colorful and vibrant space improvements to both Zuhl and Branson libraries that foster group work as well as provide quiet, private study. The changes are popular with students, and the Library’s evaluation of the project also received NMSU’s Best Practices Outcomes Assessment Award 2011. The Library is actively exploring options for initiating café/coffee services in both libraries. We also continue to explore ways to improve study spaces for groups and graduate students.

Vision for the future: The Library has developed strategic targets for 2011-2012, available at <http://lib.nmsu.edu/depts/admin/strategic.shtml> which include activities in response to the external review report. The Library will also address additional points raised in the external review as part of its next three-year planning retreat scheduled in Spring 2012 that will include input from all stakeholder groups and all library staff. The external review team praised the striking support of NMSU students for the Library, and it stated that the Library is well positioned to consider its vision for the future. The Library continues to pursue strategies to meet the changing needs of students and faculty in these times of reduced resources and continuous change.

For more information, contact the NMSU Library Dean’s office at (575) 646-1508.