

NMSU Library Update

Responses to Library External Review – March 2012 Update

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 responding to various recommendations not only from the Library External Review, but also feedback from its various constituencies.

Steps already taken to address the findings include:

Understanding user needs: The Library participated in the 2011 LibQUAL+ Triads Pilot Survey, a nationally administered electronic survey of its constituency to assess library service quality and identification of best practices. An analysis of feedback from this survey is in progress.

Service: With user input, the Library is redesigning its online catalog to make it more “user friendly.” Feedback from focus groups is being assessed. Library staff members continually strive to provide the best services possible and to assist individuals in that effort, the library administration is creating an internal staff development program to provide ongoing in-house training opportunities for all library staff. A staff workgroup is being established to contribute to the planning and design of the program called Library U.

Collection management: The Library is assessing the role of legacy print collections in today’s environment of electronic/digital information. The Library will be initiating a data-driven monographs de-selection project in FY 13. We are also initiating meetings with UNM Library on cooperative collection management partnerships.

Collection space: The Library continues 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 options for critical collection space needs.

Public spaces: NMSU Library is working with Auxiliary Services and Sodexo on providing a café in Zuhl Library. Discussions are in progress.

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 on March 30, 2012 that will include input from all stakeholder groups and all library staff. The external review team 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.