

September 2012 NMSU Library Update: Responses to Library External Review, No. 3

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 New Mexico State University External Library Team Report June 1, 2011 made suggestions for actions. Beginning in November 2011, NMSU Library has published updates on progress it has made to the external review team's suggestions. The information below is the third update describing actions taken as of September 2012.

Collection management: The Library has initiated several collection management activities which collectively will allow us to do collaborative print archiving for both journal and monograph collections. We have contracted with SCS/Sustainable Collection Services to work with NMSU Library on the development of a data-driven de-selection model for monographic collections. Also, the library recently became a member of the Western Regional Storage Trust (WEST) for the purpose of collaborative print archiving of journal collections.

Collection space: The Library continues to do a major shift of collections to address structural issues in Branson Library and overloaded floors in both libraries. Floors 1, 2, and 3 in Branson Library are now in compliance with floor load weight limits. Floor 4 is temporarily on hold until a renovation project for the Domenici Archives, Special Collection, Reprographics Unit, and department offices is completed. Most recently, the Library has begun working with other offices on campus to explore high density compact storage area in Branson Library as a possible option to house collections.

Libraries Faculty and Staff: A library team is rolling out Library U in September 2012. This internal library staff development program will offer all our staff a variety of staff development opportunities including webinars, online tutorials, in-house workshops and certifications. We will have online registration and tracking, as a means to monitor and assess program outcomes.

Organizational Style: The library's administrative team has been working with Connect Solutions, an organizational leadership consultant, to work on building team and leadership skills. The library will, also as part of its 2012-2013 strategic targets, begin discussions on the best way for the organization to be structured to meet future needs.

Public spaces: During FY13, the Library continues to work with other offices on campus to have café/coffee services in Zuhl Library. In addition, a project to enhance student study spaces in both libraries is getting underway in September 2012. We are also installing wiring to support the use of mobile devices. Over 200 chairs in general seating areas in both libraries are being reupholstered. Graduate research study spaces, group study rooms and are in the process of being designed. Also, a presentation room is being planned and will be located in Zuhl Library.

Service: The library has redesigned its online catalog to make it more "user friendly". We have licensed two services, LibChat, and LibAnswers, which will enhance virtual help services. Also, the library has added library research links to the Canvas template. We have licensed and are in

the process of implementing RapidILL, which will provide a 36 hour response time (maximum) for journal article requests and deliver them electronically. We are in the process of licensing with Copyright Clearance Center for a new service, "GET IT NOW" which also facilitates expedited document delivery services.

Technology: In collaboration with ICT payroll activities, we are installing *Clock Me* and considering using *When to Work Scheduling* to improve efficiencies with student labor management software. We are also partnering with ICT on a pilot site for a Wireless Everywhere Print Anywhere (WEPA), a cloud printing network.

Understanding user needs: The Library is assessing the results of the 2011 LibQUAL+ Triads Survey, a nationally administered electronic survey of its constituency to assess library service quality and identification of best practices. In addition, we are in discussions with the Association of Research Libraries to be part of a pilot study which will contribute to the design/development of a triads survey to measure library users "desires" instead of perceptions. Feedback from these surveys contributes to our thinking as we engage in our strategic planning processes.

Vision for the future: The Library has developed strategic targets for 2012-13, available at <http://lib.nmsu.edu/depts/admin/strategic.shtml>. In Spring 2012, an all-day library system wide strategic planning retreat was held which included input from all stakeholder groups and all library staff. In FY13 we will complete our 5 year strategic plan and align our plans with the university's Building the Vision. We have invested substantial resources in an area of future growth for the library-digitization projects by creating a digitization laboratory, obtaining funding to hire a digitization librarian, and hiring student labor support for digitization activities. We have made these activities a high priority for library fundraising.

NMSU Library continues to pursue strategies to meet the changing needs of NMSU students, faculty, and staff in these times of limited resources and constant change.

For more information contact: NMSU Library Office of the Dean at (575) 646-1508 or visit our website at www.lib.nmsu.edu