

2009

Annual Report: College of University Libraries & Learning Sciences FY 2008-2009

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University Libraries Annual Report July 1, 2008 – June 30, 2009

Martha A. Bedard
Dean of University Libraries

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 UNM and the wider community. The UL plays a key role in fulfilling UNM's mission to serve as New Mexico's flagship institution of higher learning through demonstrated and growing excellence in *teaching, research, patient care, and community service*.

Vision Statement

The University of New Mexico University Libraries is seen as a proactive and adaptable source of knowledge for UNM and the wider community. We remain the leading academic library in New Mexico by:

- Making available extensive and valuable collections
- Being a trusted partner in the academic culture
- Enabling students in the use of information and informatics by offering extensive and user-centered electronic services
- Being a desired destination by providing functional and attractive physical places
- Ensuring that our employees have the necessary skills and tools to serve the evolving needs of our customers
- Having varied funding sources and shares successes with customers by understanding their needs

Overview

University Libraries (UL) serves every undergraduate, graduate student, Continuing Education student, Evening and Weekend Degree student, Extended University Student, faculty member and staff member. The UL provides 24/7 on-line services through an extensive set of webpages at elibrary.unm.edu and is comprised of Centennial Science and Engineering Library, Fine Arts & Design Library, Parish Library for Business and Economics, and Zimmerman Library. The Center for Southwest Research & Special Collections located in Zimmerman Library houses significant resources on the SW and other collecting areas. The UL also is a Government Information Depository Library providing free access to millions of government reports and documents. The Patent and Trademark Depository and Map and Geographic Information Center located in Centennial Library also provide specialized resources and services.

We have two specialized outreach programs. The Inter-American Studies program (formerly DILARES and CHIPOTLE) supports academic programs, research and university outreach initiatives related to Hispanic Latin American and Iberian and American studies. The Indigenous Nations Library Program (INLP) serves UNM-based Native American students, communities and programs as well as outreach to New Mexico Tribal Nations.

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.

Collections

2.5 million cataloged volumes
48,000 electronic journals subscriptions
3,200 print journal subscriptions
338,044 ebooks
663,000 government documents
14,439 linear feet of manuscripts and archives
234,000 maps and cartographic images
36,000 audio materials
7600 film and video items

Technology

70 laptops
300 desktop computers
printers, copiers and microform readers
6 learning labs for library instruction (opened to students as needed when not in use for instruction)
42 group study rooms
wireless connectivity in all locations

Instruction and Reference

754 classes taught
12,000 students in the above
19,000 reference questions answered
12 service points (physical plus Ask a Librarian)
133 hours of open facilities

08-09 Initiatives

- **Parish Library 24/5** continues to be very popular with students. In its pilot year, the 10,974 users of the service had access to desktop and laptop computers, quiet and group study areas, complimentary coffee and knowledgeable and professional library employees to assist with research questions.
- **A beta version of Pronto**, our new search tool was launched summer 2009. Pronto allows the user to search across multiple electronic book collections, electronic databases and full text resources simultaneously – saving the user time and effort.
- **Ask a Librarian**, the one-stop phone, instant messaging, and chat service which was launched in the summer of 2008 is **now available 24/5** on the same schedule as the Parish 24/5 service.
- **elibrary.unm.edu**, the UL website, has been redesigned and upgraded to give users easier access to information and search tools. A comprehensive usability study is planned for next year so that future improvements are driven by our student users.

- **Library Express** our popular document delivery service continues to grow. Students appreciate not having to sort out whether the UL has the item in question – leaving it up to the library to get the requested item to them in the fastest way possible – a copy from our collection or an interlibrary loan.
- Zimmerman, Parish and Centennial have all received new or upgraded furniture and some new carpeting in the public areas. These upgrades were paid for by donor funds and insurance money from the Zimmerman fire.
- The UL has been participating in the planning and design of the library for the proposed **UNM West campus** to be located in Rio Rancho. Included in the design is an information commons area equipped with computers, comfortable seating, wireless networking, and computer classroom. Projected opening is January 2010.
- The UL instituted a project planning process and offered project planning training for employees to help manage the large volume of projects we are undertaking in the next several years.

Customer Centered Planning

During Spring semester 2009 the UL conducted an exit survey in Zimmerman Library and determined that 67% of users were undergraduate students, 14% graduate students, 4% faculty, 5 % staff and the rest were community members. 98% of the users surveyed were satisfied with their library experience.

We also set up flip charts in Zimmerman and Parish Library to collect information on what our customers liked and disliked about the library facilities.

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

Additionally, we have identified fundamental principles for each of our primary areas and as an academic unit of UNM. These areas have corresponding performance measures that will be reported annually. They 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

Departmental and Unit Reports

Administrative Services

Fran Wilkinson, Deputy Dean of University Libraries

Overview of Significant Developments from Units Reporting to the Deputy Dean

Zimmerman Library Fire Collections Recovery: On April 30, 2006 Zimmerman Library's periodical area on Basement Level 1 experienced a significant fire. While the recovery of the facility was completed in spring 2008, replacement of the library's lost collections – which included over 500 individual journals in various formats – continued into 2009 at a cost of approximately \$3.4 million. Although the majority of the destroyed collections have now been replaced, some materials are still being sought. At the end of this fiscal year, the UL was still awaiting the final insurance settlement estimated at just under \$1 million. See the Collection Development Coordinator's annual report in a separate document.

Technical Services Reorganization: Numerous changes were made to reorganize the technical services operation during the previous fiscal year. The reorganization was completed in September 2008 with the hire of two new directors for the technical services units. The directors are: Rebecca Lubas as Director of Cataloging and Discovery Services (CDS) and Steven Harris as Director of Collections and Access Services (CAS). Both will report to the Deputy Dean of University Libraries. See their annual reports in a separate document.

UNM Accreditation 2009: The North Central Association of Colleges and Schools conducted its decennial accreditation of UNM. The Deputy Dean of University Libraries assisted in preparing UNM's report to the accreditation group, serving as vice chair for Criterion 3, Student Learning and Effective Teaching. The UNM documentation was positively received by the NCA, with the library receiving overall favorable comments in the final NCA report: “[the library]...has great potential, and has grown as a function of resourcefulness and thoughtful stewardship.”

Administrative Services Annual Report 2008-2009

Significant Developments

The Administrative Services division comprises three teams reporting to the Deputy Dean of University Libraries: the Administrative Support Team, Budget and Cost Management, and Employee Resources. All three unit team leaders attended the UL “Leadership Academy” as part of the University Libraries overarching internal priority for effective UL managers.

The Administrative Support Team (AST) staff provided support to the Dean, Deputy Dean, Associate Deans, Director of Information Technology, and the Manager of Employee Resources. Staff in this unit contributed significant support (research, data collection and analysis, report preparation, project implementation) for several key projects including: the final draft and Resource Room documentation for UNM Accreditation 2009, Criterion 3, Student Learning and Effective Teaching; transitional support for new UL Director of Development; support for processing of two faculty to their mid-probationary review; preparatory work on a new Event

Management Manual; and coordination of a comprehensive coverage plan for Administration Reception Services. The AST team leader participated in UNMJobs training to become a department originator for faculty and staff searches; earned Society for Human Resource Management certification to provide additional support to the UL Employee Resources unit; served as search coordinator for three faculty searches for the Go-live roll-out in January 2009; and served as search coordinator for the College of Education Dean (the UL Dean was the search committee chair for the COE Dean search).

Budget and Cost Management (BCM) staff supported the Dean and Deputy Dean, Assistant Deans and Director of Library Information Technology by preparing various financial reports, projections, and analyses, including scenarios for rescission and vacancy savings, as well as coordinating specialized financial presentations for various campus stakeholders. BCM management collaborated with the UL administrators and the Interlibrary Loan unit manager to reassign BCM's User Support Analyst to assist with the new Library Express initiative. BCM staff expedited all required resource expenditure requests for the new Ask a Librarian/Virtual Service Desk and 24/5 initiatives and continued to work with the Collections and Acquisitions Services unit, meeting monthly to improve the processing of book bills and to enhance the workflow between the units. BCM staff participated in the UNM Jobs training for Faculty, Staff and Student hiring for the Go-Live roll-out in January 2009. With student hiring changing to incorporate the use of UNM Jobs, the BCM Personnel Coordinator now works with UL managers to process all student hires online, a significant change from past student hiring practices. BCM staff assisted the Employee Resources Manager in coordinating a UL-focused workshop presented by UNM's employee training department staff, "How to protect your organization from costly Fair Labor Standard Act (FLSA) claims" required for UL supervisors of student employees. BCM staff assisted UL collection managers with finalizing the flood expenditures and fire expenses reports as well as working with staff from UNM Risk Management and the Insurance Company that is handling the UL's fire claim to prepare a final report for the insurance settlement. During this year's budget cycle several vacant personnel lines were transferred into operations, allowing for a clearer tracking and reporting structure.

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. The ER manager spent significant time working on employee relations matters with UNM Human Resources as well as with the Office of Equal Opportunity to facilitate employee needs for accommodations to ensure that the UL was following the correct process and taking the correct actions. The manager worked with UNM-HR to assist UL managers and supervisors with issues related to performance problems and work habits. Two UL employees completed career ladders or upgrades. The UNM pause in employment, career ladders or reclassifications halted several other reclassifications and career ladders the UL had in the planning stages. Seven new faculty and staff employees were hired. In spite of the "pause and hold" process applied to UNM staff vacancies that began in fall 2008, the UL was successful in our requests to the Provost/VP of Academic Affairs to fill several of our most critical vacant positions. Nine employees resigned or retired. The Employee Resources manager continued to work closely with employees and managers to create accurate and useful performance reviews, meaningful goals that meet the organizations mission and vision, and career development plans for all University library employees. As part of the UL's training initiatives, the Employee Resources manager and the UL deputy dean worked

with UNM Employee Occupational Development staff to develop a comprehensive, thirty-eight hour “Leadership Academy” training program for approximately 30 UL supervisors/managers. The program was offered as a series of afternoon workshops presented from late 2008 through spring 2009. Other training included coordinating a UL-focused workshop presented by UNM’s employee training department staff, “How to protect your organization from costly Fair Labor Standard Act (FLSA) claims” required for UL supervisors of student employees. As a result of UNM’s changes for hiring faculty and staff employees, the ER manager participated in UNMJobs training to become a department originator for faculty and staff searches.

Significant Plans and Recommendations for Administrative Services in the Near Future

In response to the UNM hiring pause, assignment changes will be made for Administrative Support Team members supporting the Office of the Dean. The AST program coordinator will be reassigned to support Inter-American Studies, while continuing selected duties such as reception for the Office of the Dean and inventory coordination. The AST team leader will be reassigned as assistant to both the dean and the deputy dean. Additional support will be provided in the Office of the Dean through the hiring, training, and management of highly qualified student employees. Several UL-sponsored national and regional workshops will be supported by AST staff next fiscal year. Budget and Cost Management staff will participate in online training from UNM-HR/Payroll on “Accurate Time Reporting” for time keepers and time approvers as well as prepare for the Banner 8.0 upgrade. The BCM time keeper will add a daily report for absences due to the H1N1 virus via an online sick leave report as well as implement a new student timesheet system generated from “Time Clock” software that will be rolled-out in the UL. 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 participate in hiring planning.

Center for Southwest Research and Special Collections Annual Report

Indigenous Nations Library Program Annual Report

Michael T. Kelly, Associate Dean for Scholarly Resources, Special Collections and the Center for Southwest Research & Special Collections

The Center for Southwest Research had a busy and productive year. Among the achievements for this fiscal year include the acquisition of the Lee Marmon Photograph Collection, the reformatting and uploading of CRS videos into the New Mexico Digital Library, submission of a grant to the National Historical Records and Publication Commission for the processing of the LaDonna Harris Papers, the securing of funding and the planning for a three year digital project to celebrate the New Mexico Centennial of Statehood, and the digitization of over 5,000 documents and photographs including the digitization of the University of New Mexico Regents minutes from 1895-2000. Other notable achievements included the CSWR program for the Sunset Lecture series featuring Annie Proulx, processing of sixteen new manuscript collection, the development of a permanent outdoor display sponsored by the City of Albuquerque featuring historic photographs of Albuquerque building from our photograph and John Gaw Meem

collections, processing of 125 feet of University Archives and adding over 2,100 books to the collection.

Archival Processing

Manuscripts staff processed 16 collections. A total of 102 new CSWR finding aids were added to RMOA and 47 new finding aids were added to ROMA by our partner institutions. The John Gaw Meem Archives processed 3 additional collections. The Photo Archives processed eight new photograph collections.

Digitization

Over 5,000 digital images were added to the New Mexico Digital Archives. Other significant projects included the converting of endangered formats of video and motion picture film to digital formats.

Public Services

CSWR Public Services had another busy year, assisting searchers from across campus, across New Mexico, from many U.S. states, and from twelve foreign countries. Over 4,328 patrons used the Anderson Reading Room asking over 5,000 reference questions and consulting over 9,060 items. The CSWR instruction team held 33 instruction sessions for 546 students and the community.

Technical Services

The cataloging group continued to catalog, do EAD encoding and perform bibliographic a stack maintenance. A major achievement was the finalization of Millennium Circulation procedures for Anderson Room materials and the beginning of a major inventory of the CSWR book holdings.

Plans for the future

Plans for the future include completion of phase one of the New Mexico Centennial of Statehood project, submitting a NEH grant for New Mexico newspaper digitization, uploading over 200 digitized videos to ContentDM and upgrading of ContentDM.

Indigenous Nations Library Program (INLP)

The Indigenous Nations Library Program continues to be an important and vital part of the UL's commitment to Native American Students and our Native American collections. The highlights for this past year include the sponsorship of the eight lectures in the Native American Pathways Lecture Series, collaborative activities with the Native American Community Academy, Native American Library Interest Group, the UNM Native American centers and academic department, on-going work to develop a Native American Reading Room, and the submission of grant proposals for funding.

Reference and Instruction:

The two members of the INLP team have provided over 1,000 student contact hours by providing reference services at the Mesa Vista Hall Satellite desk and the Center for Southwest

Research. More than half of the student hour reference contact is directed specifically toward assisting Native American students and faculty.

Instruction was provided to 35 teaching sessions with over 550 students and members of the Native American community attending.

Collection Development:

The Curator of INLP has acquired important microfilm collections of rare Native American materials for addition to the general collections. She has also been an active partner with the CSWR in development of an index to the Doris Duke Native American Oral History Collection.

Outreach:

The INLP sponsored program for the Sunset Lecture series featured Buffy Saint-Marie who attracted an audience of over 350 individuals. Other outreach activities included research assistance to the Santa Fe Indian School Senior Honors Project, Native American Charter School, UNM American Indian Junior Day, and the UNM Institute for American Indian Research. The INLP staff has played active roles with many of the New Mexico Pueblos and the State Library Native American program. The INLP staff is also working on improving outreach to the Gallup campus of UNM.

Future plans:

Several projects are planned for the near future. A continued emphasis on fundraising for the Native American Reading Room, work with the UNM Linguistics Department (Navajo Language) to best present and make available over 500 hours of the Padre's Hour in Navajo from St. Michael's Mission in Arizona and development of an oral history project to preserve the history of the Kiva Club, the oldest Native American Student organization at UNM.

Cataloging & Discovery Services (CDS)

Rebecca L. Lubas, Director, CDS

This year was one of major developments in University Libraries (UL) cataloging efforts. Two cataloging groups, one based in Zimmerman and other based in the Fine Arts and Design Library (FADL) joined to form the newly named Cataloging and Discovery Services (CDS) group, with a renewed dedication to providing access to all the UL's materials. The UL also saw the retirement of a one of our longtime catalogers.

Significant Developments During the Academic Year 2008-2009

In September, Rebecca Lubas joined the UL in the newly created position of Director of CDS.

Cataloging in LIBROS

CDS created access for many titles this year. We cataloged 14,425 titles, which included books, videos, music scores, sound recordings, and electronic resources.

CDS engaged in cross-training and work in different locations. Two Zimmerman-based catalogers worked with the FADL catalogers on the music work supply. One Zimmerman-based cataloger helped the Center for South West Research materials for several hours a week in the spring and summer after a retirement in that unit.

Much of our work supply came from large gifts to the library, such as the Boling gift of books and the Paulus gift of sound recordings. CDS improved access to our collection of Latin American cookbooks.

CDS also worked on projects to improve access to materials already in the collection but not fully described in LIBROS. We began working on the SPIE titles to provide title level access to those materials. 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

Recognizing that metadata creation happens in units all over the UL and other departments depend on and work in the catalog and other discovery tools, CDS made several efforts to work more closely and often with our colleagues in other departments. Members of CSWR have a standing invitation to attend CDS meetings.

Expanding our Skill Set

CDS members took many opportunities this year to expand their skills and share knowledge with others in the department and in the UL.

- One member of CDS attended the Open Library Environment workshop at Utah State University in January.
- In March, members of CDS (also CSWR, MAGIC, and HSC) attended a four day refresher course in the rules of the National Authority Cooperative Organization.
- Two members of CDS participated in CONTENTdm training held at the UL for Centennial Project in June.
- Also in June, one member of CDS attended the CONTENTdm West User Group meeting.

Discovery beyond the Catalog

- **DSpace Metadata & ETDs.** The CDS Director conducted an investigation of Electronic Thesis and Dissertation metadata in DSpace UNM, the UL institutional repository this spring in advance of the mandate that all theses and dissertations at UNM would be deposited in DSpace starting in summer. This summer, two CDS members were trained to work with the Dublin Core metadata in DSpace to support this effort.
- **World Cat Local Investigation** The Director of CDS, in cooperation with the Director of CAS, set up a pilot project to implement OCLC's WorldCat Local tool, a next-generation discovery layer for the library catalog. Find it at <http://unm.worldcat.org>

The Database and Automated Processes

- Working with LIBROS Group, we implemented the BibNotification Service from OCLC to receive updated bibliographic records for titles we own. Enhanced content includes content notes.
- We investigated the possibility of separate electronic and print journal records in LIBROS to facilitate buying more vendor records for more complete coverage
- The number of materials for which we receive shelf ready cataloging and processing was expanded by accepting non-LC cataloging records (records from the Program for Cooperative Cataloging and national libraries) and implementing shelf ready with BWI, in cooperation with CAS.

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:

- Implementing automated authority control via MARCIVE with a full database cleanup and regular updates
- ETDs next steps: crosswalk DSpace metadata to MARC to input in OCLC & LIBROS
- Separate e-journal records in LIBROS project
- E-journal and Integrating Resource cataloging training in October
- Staff and public use of WorldCat local
- Google Appliance management
- Increased involvement & engagement with other consortium catalogers via training opportunities

Collections and Acquisitions Services Annual Report

Steven R. Harris, Director

Introduction

The academic year 2008-09 was a time of change for Collections and Acquisition Services (CAS). New personnel, products, procedures, and responsibilities all came on the scene. The staff did a fine job of integrating the demands of new processes into a workflow that required maintenance of the old as well.

Personnel

Laura Calderone was selected as the manager for our Electronic Resource Management System, Serials Solutions. She started work on August 4. Steven Harris became the Director of CAS on September 15, 2008. Supervisory responsibilities within CAS were reorganized. Carol Renfro continued to supervise staff within print acquisitions, receiving, and paying. Laura Calderone took over supervision of the E-resources Team. As we become a more and more e-centric library, we hope to dissolve divisions between staff with print and electronic responsibilities and cross-train everyone to do a variety of tasks. Also, in January 2009 Ross Sutter changed from full

time on the Print Resources Team to working half-time on the Print Resources Team and half-time on the E-Resources Team. Christine Nelson transferred from the E-Resources Team to the CDS starting January 2009.

Richard Burkard was awarded the Library Exemplary Staff Award on April 17, 2009. Steven, Laura and Carol attended the eight sessions of the Library Leadership and Management Academy presented by UNM Human Resources for Library Managers starting in December 2008 and ending in April 2009. They learned many helpful skills.

Products

Several new projects and products for electronic resources were deployed this year. These included the implementation of the Serials Solutions ERM to replace Gold Rush as our electronic resource management tool. Serials Solutions 360 Search federated search was also implemented in cooperation with many units in the UL. 360 Counter was licensed to replace Scholarly Stats. Maintenance duties for the UL database listing (RD&I) was taken over by Laura Calderone. We also diversified the UL holdings of e-books with the licensing of the Ebrary Academic Complete collection for UNM.

Productivity

CAS has been working very cooperatively with other UL departments. CAS personnel assist with several cataloging and database maintenance projects; CAS, CDS, and Libros staff have been developing procedures for loading MARC records from Serials Solutions for UL electronic resources. CAS and CDS developed a plan to evaluate WorldCat Local as a public option to our Libros OPAC. We successfully implemented WorldCat Local "QuickStart." We plan to offer it as an alternative and continue to evaluate it as a viable primary OPAC. CAS began working to integrate the processing of government publications into our workflow. We have new spaces created within CAS, are developing new processes (including printing call number labels), and have created new supervisory responsibilities. There is still plenty of work to do in making this a normal part of CAS, but the change is well underway. During the current fiscal crisis, Steven Harris, Fran Wilkinson, and Linda Lewis developed a plan to meet the UNM rescission requirements and still provide for a collections budget. Selectors were asked to spend half of their budgets by the end of 2008 and then wait for more information from Administration. Orders continued to be placed for ILL POD and patron/faculty requests on gift funds rather than on the regular budget.

The formal Print-to-electronic project was concluded this year. The project involved staff from the E-Resource Team and Print Resource team working together to change and add Millennium records, to initiate and update the online ErS-Forms, to coordinate with selectors and to contact vendors and publishers about licensing agreements and order status changes. Changing subscriptions from print to online for small publishers is a continuing project and will happen as these titles come-up for renewal.

The funding from the two year Go Bound Account was spent by December 2008 by paying YBP approval invoices and by processing large invoices (over \$10,000) for databases. Fire replacement funding was spent by subscribing to online databases and electronic journal

packages which contained the needed journal titles and by ordering replacements of print journals in print and microfilm formats.

Staff members from CAS and the Health Sciences Library and Informatics Center participated on the committee to select a vendor for our periodical subscriptions. The committee was co-chaired by Steven Harris and Linda Lewis. The committee drafted a proposal in November. UNM Purchasing sent the proposal to vendors in February. After review of proposals and references, three vendors gave presentations on campus. A final recommendation was prepared for UNM Purchasing. On June 2, 2000, Harrassowitz was approved by the Regents as our major vendor for our periodical subscriptions and EBSCO was approved for HSLIC.

Shelf Ready and Prompt Cat procedures were extended to the children's books approval vendor, BWI. CAS ordering/paying group initiated regular meetings with Budget and Cost Management Department to improve communication and help with invoice and vendor problems. The separate check-in of serials in Parish Library was discontinued. CAS serials check-in staff took on this job. CAS staff held workshops for selectors on Gobi Selection and Millennium Funds. Two large gifts were received: the first half of the Bruce Boling gift (1800 items) and a large group of periodicals from the Professor Fred Sturm Gift.

Statistical Summary:

Serials Invoices Paid (Amount)	\$ 4,704,712.67
No. of Serials Invoices Paid	1,289
Monographs/Other Inv. PD (amt)	\$ 2,121,286.40
No. of Monographs/other Paid	3,500
Subtotal Invoice Pd (Amt)	\$ 6,825,999.07
Books Ordered(Firm)	3,538
Credit Cd Orders	741
Rush Orders *	1,249
ILL POD orders**	909
Books Ordered (Form)	5,270
Order Subtotals	9,549
ShelfReady forms Ordered	3,720
ShelfReady forms Received	5,045
ShelfReady approvals Received	7,791
Re-Orders	237
Books Received (Form)	328
Books Received (Firm)	2,697
Books Received (Shelfready)	12,836
Total received	15,861
Books Processed (All Approvals)	8,436
Books Processed MonoStos	299
Books Processed (LBO's)	4,628
Classed Seps/Analytics entered	559

Item Records Created	4,807
Cancellation of SUB's and STO's	811
Cessation of SUB's and STO's	58
Missing Issues Sent for Ordering	97
Monograph claims	265
Serial claims on Millennium	2,556
Manually (Letter, Phone, Fax, etc.)	202
GIFT/EXCHANGE	
Gift Donations Recd serials	9,559
Gift Donations Recd other	1,694
Gift Donations Recd monographs	11,794
Gift Donations subtotal	23,047
Surplus Given to Other Institutions	2,493
Gifts Added to collection serials	1,301
Gifts Added to collection books	1,524
Exchanges cancelled	14

Facilities and Access Services
Nancy Dennis, Associate Dean

The employees of the Facilities and Access Services Division (FAS) are responsible for managing and staffing an extensive array of library services in four locations on the main UNM campus. For 133 hours per week during the academic year, a library is open and serving the UNM community. FAS employees manage and maintain over 425,000 square feet of public, collection and employee work spaces at: Centennial Science and Engineering Library, Fine Arts and Design Library, Parish Memorial (Business and Economics) Library and Zimmerman Library. The evaluation of collection space for storage and access to print and non-print formats is a constant activity requiring cooperation and collaboration with other library employees that build collections, provide access through cataloging and discovery and instruction. This fiscal year proved to be an exciting one. A 24/5 service, an on-demand document delivery service, and a new approach to in-person customer service at Zimmerman Library were launched by FAS units. The number of library visitors increased from 1M to 1.4M during the year to access collections, use a computer, take advantage of quiet and group study spaces, receive reference and information assistance, attend an instruction session or just to meet a friend and have a cup of coffee (at Zimmerman). No higher praise could be realized than the comments made in the HLC accreditation review identifying the University Libraries as the most customer centered organization on campus. While all library employees embrace that service attitude, the primary mission of the FAS employee is to meet the service needs of library customers.

Significant Developments

Access Services

24/5 Service

In response to student-initiated surveys and with supplemental funding from President Schmidly, the UL launched the 24/5 library service at Parish Memorial Library in August of 2008. Parish library opens at noon on Sunday and remains open until Friday at 5pm during the academic year. This after-hours service is available to UNM Lobo card holders only after 10pm Sunday-Thursdays nights. It may have been the initial publicity blitz that brought students to the overnight service, but it was the safe, comfortable, clean environment with friendly staff that kept them coming back as indicated in surveys of the 24/5 service. In its pilot year, the 10,974 users of the service had access to desktop and laptop computers, quiet and group study areas, complimentary coffee and knowledgeable and professional library employees to assist with research questions.

Library Express and Interlibrary Loan

Efficiently connecting needed information with faculty and student researchers has long been a primary goal of the UL interlibrary loan service. This unit filled 87% of the 28,426 requests from UNM researchers to borrow materials that were not owned by the UL and loaned over 21,078 items to partner libraries in the region and US. To simplify the searching and delivery process, Library Express, was launched in the fall of 2008. Now a UNM researcher can fill out a web-based form requesting books or article. If an article is owned by the UL, it will be scanned and deposited for electronic pick-up by the requestor - usually within 24 hours. Owned books are paged and set aside for easy pick-up. If the library does not own the material, an interlibrary loan request will automatically be submitted. In its inaugural year, Library Express filled 5,398 requests – as of October 2009, requests have doubled.

eReserves continue to fill an important need for UNM faculty and students. Document downloads continue at over 1M per year supporting over 600 classes and instructors. This is one of the most popular services offered by the UL. Reports from campus IT indicate that the term “Reserves” is the most frequently searched term from the UNM web page. FAS staff work closely with faculty to ensure quality scanning is accomplished to facilitate efficient delivery of the items to students. Software and server upgrades are diligently maintained to ensure this service is available year round 24 hours a day.

Combined Service Point In January 2009 the UL combined the Zimmerman Library circulation and reference desks on the first floor to provide a single point of service for circulation, information, reference assistance, and referral. An extensive training program for employees staffing all of the functional areas was organized and implemented. This cross-training and service model will ensure that inquiries are answered promptly and accurately by knowledgeable staff and student workers. During the spring of 2009, active surveys were conducted of Zimmerman Library visitors to determine their needs and suggestions for service enhancements. This consolidation of service points and customer input from the surveys will continue to inform the future development of a Learning Commons within the UL.

UNM West at Rio Rancho The UL will continue to contribute to the planning and implementation of the opening of the UNM West campus in Rio Rancho to prepare for the opening in January 2010. A new Learning Commons space is planned to serve UNM West

students, faculty and staff. Library employees will share with UNM West and IT personnel the staffing of a single service point and offer a full complement of in-person and virtual services.

Facilities Services

Maintaining the over 425K square feet of library space for use by the 1.4 visitors annually is a challenge that is met every year. It requires constant vigilance to insure the space is inviting, safe and secure and supports an effective learning environment. During the year, the first level of Centennial Library was remodeled which provided more comfortable seating and study areas in preparation for a new eScience/eResearch center. New and refurbished furniture was planned and acquired for Parish (home to the 24/5 service), Centennial and Zimmerman Libraries. Flat screen displays were installed in group study rooms in all locations. Facilities Services staff continue to coordinate the movement and disposition of collections, furniture and equipment throughout the UL public service areas and storage space at the Elks building.

LIBROS Online Catalog

The libraries of Central New Mexico Community College were added as a new member to the shared online catalog of the LIBROS consortium which is hosted and maintained by the University Libraries. This brings the total number of volumes described in LIBROS to 3.6M. A service to replace and upgrade the authority records in LIBROS was licensed with the work to begin in the fall of 2009. More electronic resources (ebooks and ejournals) are actively being loaded into LIBROS to improve access to those collections.

Western Governors University Library, a contract service, continues to grow. An additional librarian has been added to the team to answer reference and instruction requests for use by students and faculty in a totally online environment. A new eReserves system was launched and several digital learning objects/tutorials were produced and linked from the redesigned WGU library web pages.

Significant Plans and Recommendations 2009-2010

Several projects are under development and are expected to be launched in the coming year:

Planning for a new digital classroom for the Center for Southwest Research is underway with expected completion by the spring of 2010.

In cooperation with the UNM Office of Capital Projects and PPD, plans are proceeding for the installation of a fire suppression system in the historic west wing of Zimmerman Library. This work will be accomplished while preserving the structural and architectural features of this iconic space.

Development and implementation of the Learning Commons on the first floor of Zimmerman Library will proceed adding a new dynamic and student-centered space.

The computing infrastructure, upon which the LIBROS catalog is hosted, will be upgraded and data will be converted and migrated to a new operating system platform and then reindexed. All of these upgrades will improve the functionality, searching and access to the 7M+ records.

Library services via a Learning Commons concept will be extended to the students attending UNM West in Rio Rancho beginning in January 2010. Library employees will share with UNM West and IT personnel the staffing of a single service point and offer a full complement of in-person and virtual services.

Library Information Technology

Dale Hendrickson, Director, Library Information Technology

LIT Accomplishments in the academic year 2008-2009

- Implementation of a more robust and more accurate method of gathering and reporting web usage and analytics
- Assisting and hosting a print management system with UNM Information Technology that was deployed to the PODS and currently in use
- Acquisition of additional server and storage hardware to expand UL computing resource availability
- Implementation of five media conferencing facilities and the supporting web conferencing infrastructure
- Assisting with the deployment and hosting of LANDesk for UNM Information Technology to create a remote management tool suite for desktop computing
- Migration of the CONTENTdm digital asset management tool

LIT Plans for the academic year 2009-2010

- Acquisition and deployment of new print and copy equipment in the UL public areas
- Implementation of a printing credit to allow UNM students to print and copy for no charge in UL facilities
- Pilot Window Vista deployment in conjunction with UNM Information Technology and the Anderson Schools of Management
- A UL wide upgrade to Microsoft Office 2007
- Full implementation of additional server and storage hardware
- Upgrade of CONTENTdm and Dspace digital asset management systems

Research, Science and International Initiatives Division (RSII)

Johann van Reenen, Associate Dean for Research, Science and International Initiatives

Programs included: Outreach and research services in all branch libraries, the virtual service desk, Inter-American studies, instruction and collection development.

OVERVIEW:

The outreach and research services at the various branches saw a number of positive changes such as incorporation of the Virtual Service Desk at all but FADL reference points and further development of the roles and training of ambassadors. The major focus this year was on a more comprehensive collection of *LibGuides*[™], the development of sample *ScholarGuides*[™] for a pilot study, instruction, and managing evolving new reference activities. A project, funded by the Center for Regional Studies, allowed the UL to pilot the use of graduate students in functional and/or subject fellowships to work with ambassadors to create closer relationships with selected groups/departments. This was so successful that the UL will continue the project with fellowships in five broad subject clusters in 2009-10. The UL hosted four practicum experiences from various Schools of Library and Information Science. Our investment in these future librarians is worthwhile and provides interesting observations and new ideas.

The Collection Development Priorities group made decisions in a climate of economic uncertainty by developing principles that will help to guide both short term and future decisions as conditions worsen. A usage study of databases was completed and some were canceled. This process is continuing into 2009-10, as well as a rigorous review of electronic journal packages and publishers.

Integration of the UL and its ambassadors into activities of the UNM Office of Research is essential in developing collections, services, and partnerships critical to the future research success of UNM. To this end the UL participated in two taskforces, one on “Informatics at UNM” and another one (ongoing) on enhancing multi-disciplinary research and grant writing. The co-development of the abovementioned *ScholarGuides*[™] faculty expertise system is one outcome of the latter. A number of grants were submitted or are in process in which the UL is playing a major role. The UL and the Latin American and Iberian Institute were awarded a four year, ca 180,000 dollar per year, TICFIA grant to collect, analyze, and translate documents regarding energy policy (traditional/alternative/renewable) in Latin America.

The Chicano, Hispano, and Latin American programs in the library were reorganized to include American Studies under an overarching program, Inter-American Studies.

The Summer Sunset Lecture Series once again brought the Albuquerque and surrounding communities to campus during summer for two very interesting presentations by nationally recognized authors.

Science and Engineering Outreach and Research Services

The Centennial Science and Engineering Library is embarking on a process to re-purpose the physical space into an e-Research Center (eRC) that can house services related to data intensive and cross-disciplinary research activities. The first phase was undertaken in the late spring and summer to review and reduce the reference collections (also moving as many as possible to electronic versions). The remaining collections were moved from prime public space on the main floor. This area was redeveloped with new carpeting and some new furniture. A closer partnership was formed with the *Center for Advanced Research Computing* (CAR-C) resulting in an office in CSEL for on-campus outreach and a joint grant submission. This major NSF

Stimulus grant was submitted to enable the next phase of the eRC; high performance connectivity to a research network connected to the Albuquerque National Lambda Rail Node. A Director for e-Science was hired for the UL who will play an important role in the development of services delivered via the eRC. The Science and Engineering Director of Research & Outreach took another position and the vacant position was incorporated in the portfolio of the Associate Dean

Fine Arts and Design Outreach and Research Services

The first full year of operation for the Fine Arts & Design Library in its new location in George Pearl Hall presented many opportunities and challenges. FADL staff and faculty hosted many orientations, tours and instruction sessions. The ambassador outreach program continued to develop and FADL contributed heavily, with 2368 outreach participants, 785.5 hours, and 18,369.25 contact hours. Having an onsite instruction room with all the presentation and viewing technology has benefitted skill development and outreach and instruction efforts. Group study rooms are a popular service, as were additional computers. One staff participated in the VSD initiative by taking his shift at another library.

Organizational reporting changes in July 2008 split FADL staff into three reporting areas. However, regular staff meetings continued with all staff participating regardless of reporting area. Staff continued to follow building problems such as leaks and lighting/switching concerns, and worked with physical plant and contractors to resolve remaining problems. Cataloging staff continued to catalog the large gift of CDs and received help from UL Cataloging.

In FY 09-10 we are looking forward to filling our manager of library operations position and to tackling several projects that have been on hold. We are looking ahead to making the environment more inviting and to providing self-serve study room reservations.

Social sciences, Business and Economics Outreach and Research Services

The Parish Memorial Business and Economics Library had a productive year with significant changes in management, staffing and hours. PML is now the 24/5 facility and two full time LIS III's and a 20-hour per week LIS III (and 20-hr for VSD) were hired in August 2008. The Director of Outreach and Research for the management and social sciences works out of PML which now have two separately administered functional areas. The Social Science and Management staff still supports the PML Access Services staff as needed. For the fall semester, the PML Access Services staff opened and closed ASM's Jackson Center for student use each night from 8p.m.-12a.m, but this service was discontinued due to lack of use. The many changes, including hours, painting, carpeting, reupholstering and new furniture, have made a huge difference in Parish gate count and usage of all aspects, PC's, study rooms, reserves, etc. of the services and facility are up.

The serials librarian's job was changed to an ambassador for Sociology. After successfully learning all the software and protocols for the VSD, she now has been learning about teaching and selection, working with faculty in many new ways. The PML Collection Manager spent many hours working on analyzing our print Reference collection in the light of more electronic resources in preparation for his retirement. Additionally in spring and summer, we judiciously downsized the print reference collection to provide more room for comfortable seating. The

Reference Statistics Database is providing more and more accurate reference statistical information to inform desk hours and staffing needs.

Parish Gift Funds added twelve laptops for checkout bringing the total to 22. This service remains very popular. Parish also received a new model of the microform viewer/printer/scanner that the UL purchased, which makes users more self-sufficient.

Inter-American Studies (formerly DILARES and CHIPOTLE)

Inter-American Studies at the University Libraries supports academic programs and university outreach initiatives related to Hispanic/Latino/Chicano studies, Latin American and Iberian studies, and American studies. Services encompass traditional and technical services, collection development operations as well as specialized research and outreach. These efforts extend beyond the University of New Mexico into international research through participation in organizations such as LARRP (Latin Americanist Research Resources Project) and LAMP (Latin American Microforms Project).

The University Libraries has extensive electronic, print, and special collections in Southwest studies, Chicano Literature, and Latin American studies. These collections support research in multiple disciplines, including but not limited to History, Anthropology and Archeology, English, Spanish and Portuguese, Sociology, Political Science, Communication and Journalism, Economic, Business Administration and Art and Art History. As one of the top national collections for Spanish and Portuguese Language collections, we also serve national and international researchers outside of UNM.

Exhibits in the Herzstein Latin American Reading Room:

1. "Rollin on a River: Traversing the inland waterways of the Americas"
2. "Celebrating African-American History Month: Recognizing Afro-Latinos and Mexico as part of the African Diaspora"
3. Revolution in Retrospect: 50 years of social change in Cuba
4. "Yuyanapaq: Para Recordar"

Presentations hosted by IAS:

1. Jimmy Santiago Baca, "The Power of Poetry on My Life" (Summer Sunset Lecture Series)
2. Suzanne Schadl, Not so Transitory: Ephemera in the Library, the Archive, and – Most Importantly – in Your Research". Presented to SOLAS (Student Organization of Latin American Studies), UNM 2/09
3. Lectures associated with The Cuban Revolution in Retrospect (noted above) and sponsored by the University Libraries' Division of Iberian & Latin American Resources & Services (DILARES), the Latin American & Iberian Institute and the Gorham Foundation.
 - April 2 - 6:00pm - Willard Room, Zimmerman Library
Ambassador Vicki Huddleston, visiting fellow at Brookings Institution (where she is a member of the Cuba Study Group) and a commentator for NBC Universal,

spoke on "Retrospect: U.S. and Cuban Relations".

- April 4 - 2 p.m. - Willard Room, Zimmerman Library
Nelson P. Valdes, University of New Mexico Sociology Department and has studied, on "Fidel and the Fiftieth"; Film and lecture on legacy of the Cuban Revolution while Saul Landau, internationally known scholar, author, commentator and filmmaker on foreign and domestic policy issues spoke of the legacy of the revolution.
 - April 7 - 6 p.m. - Willard Room, Zimmerman Library
Panel of students spoke on "Healthcare, Billboard Messaging and Energy Policies: Measures of a Revolution, Cuba 1959-2009." Speakers included Max Fitzpatrick, Joseph Garcia, Latin American Studies; and Lauren Koller, Law Program and MA candidate in Latin American Studies.
4. Inter-American Studies co-sponsored the spring 2009 Latina/o Faculty Brown Bags. These brown bags highlighted the research of UNM's Latina/o faculty, pairing faculty from different academic disciplines to present timely research about or affecting the Latina/o community.
- February 24, 2009, "Latinas/os and the Economy/Financial Crisis
 - Tuesday, March 24, "Latinas/os and Education," and "Context Diversity and Latinos in Higher Education" and "Making Science Come Alive in a Spanish-English Dual Language Middle School Classroom."
 - Wednesday, April 22 "Latinas/os and the arts.
5. Lectures associated with The Cuban Revolution in Retrospect (noted above) and sponsored by University Libraries' Division of Iberian & Latin American Resources & Services (DILARES), the Latin American & Iberian Institute, SOLAS and the Southwest Institute for Religion and Civil Society.
- May 18, 2009. Dr. Jo-Marie Burt. Peruvian Truth and Reconciliation Commission in respect to the ex-Peruvian President -- Alberto Fujimori's – trial.
 - May 19, 2009 Michelle Leiby, "State-perpetrated sexual violence in Latin American civil wars".
 - May 28, 2009 Dr Louis Bickford. Working with truth commissions and memory projects in Latin America.
 - April 15, Levi Romero read from his new book *A Poetry of Remembrance: New and Rejected Work*

Library visiting researcher program (Greenleaf Awards): The grants are meant to provide faculty and graduate students who specialize in Latin America the opportunity to work with one of the largest and most complete Latin American collections in the United States.

1. Alessia Frassani, Ph.D. candidate in Art History at the City University of New York, Graduate Center was in residence at UNM from July 8 to August 9, 2008.

2. Jose Genival Bezerra, Portuguese Language Professor, Recife Brazil was in Residence at UNM from August 8 to August 25.
3. Kelly Lee Jenks, a Ph.D. Candidate in the Department of Anthropology at the University of Arizona, Tucson was in residence at UNM from August 15 to December 15, 2008.

IAS Collection Priorities: Our Art and Art History and graphics collection remains among the strongest and it continues to be priority in circulating and special collections. In terms of regional strengths our Mexican and Brazilian acquisitions remain our strongest. We are currently prioritizing works of and on Indigenous Nations. Our library dean has asked us to aggressively move toward digital collections and we continue to do so. We are digitizing poster images for Spain and Bolivia within the Sam Slick Latin American and Iberian Poster Collection.

We acquired additional posters from Chile this year will begin a similarly named, different provenance; collection entitled Latin American Political Posters. We also acquired about 40 Mexican film posters (many Cantinflas posters) which will inaugurate another econtent collection entitled Latin American Film Posters.

In addition to the posters, our TICFIA grant for the Latin American Knowledge Harvester has resulted in an instructional repository that abstracts and indexes the following metadata (and translates into English) and in most cases provides links to the original full-text resources. Find the following now: 67,776 Brazilian dissertations and theses from more than 60 Brazil universities and higher education institutes (harvested from partner [Instituto Brasileiro de Informação em Ciência e Tecnologia](#)), Metadata for 13,049 Latin American Database Stories (harvested from partner [Latin American Data Base](#)), Metadata for 4,428 items from [Documentación en Ciencias de la Comunicación](#), Instituto Tecnológico y de Estudios Superiores de Occidente, ITESO, Metadata for 30,306 items from [Repositório Institucional da Intercom e da Portcom](#), Sociedade Brasileira de Estudos Interdisciplinares da Comunicação are now, Metadata for 21,861 items from [Biblioteca Digital Jurídica do Superior Tribunal de Justiça](#), Superior Tribunal de Justiça, Brasil, Metadata for 1,452 items from the [Latin American Social Medicine \(Historic/HSLIC\)](#) and the [LASM-CUCS](#) collections, Metadata for 7,862 items from the [Instituto de Investigaciones Históricas Bolivarium](#), and Metadata for 6,777 items from the [Universidade do Minho, Portugal](#). See attached flier or webpage. 96 reels of Cuban Radio transcripts and 200 items were added to cartographic materials collections.

Virtual Service Desk

After seven months of preparation, the University Libraries Virtual Services Desk went “live” to the UNM community on August 4, 2008, successfully completing the Project. This service provides reference service to all virtual users who access the UL by phone, chat, or email. The VSD also takes all technical questions for eResources, LIBROS, LIT, eReserves, and Inter-library loan. Incidents that need expert assistance are forwarded from the VSD to appropriate subject librarians. Over twenty-five UL employees staff the VSD by working several hours or up to 20 hours a week on the VSD. During the week there is a dedicated librarian who is the primary VSD agent with back up at Parish and CSEL reference desks. From July 1, 2008 to June 30, 2009 the VSD answered 6,903 phone calls, and 1,187 chats/emails, totaling 8,090. (ACD and RightNow automated statistics)

Future 2009-2010

The UL began implementing VSD Phase II in April of 2009. This phase included the transfer from Peregrine Service Center to *RightNow*[™] for all Technical Incidents. It also includes the implementation of having the VSD available during the semesters from noon on Sunday to 5 pm on Fridays 24/5 and 10-4 on Saturdays. Training for circulation personnel will be conducted so they can monitor 277-9100, emails and chats from 8 pm to 8 am.

The UL is also partnering with *New Media & Extended Learning* to assist students with *WebCT*[™] problems after NMEL is closed. Since the VSD is 24/5 we will be the contact for students and faculty who are in need of assistance with *WebCT*[™].

Collection Development Coordination

Zimmerman fire recovery:

The final stages of the recovery from the Zimmerman fire of 2006 were completed in 2009. During the process, we spent approximately \$3.4 million, adding over 500 individual journals in print and microform as well as online databases. At the conclusion we increased our journal collection by approximately 20,000 electronic journals that were new to UNM. The University continues to wait for the final insurance settlement, and we continue to pursue replacements of a few titles, but the project is basically complete. Among the databases acquired were new segments of JStor, Periodicals Archive Online, and American Periodicals Series. New databases include: Latin American Newspapers; African American Newspapers; Historical Newspapers; Hispanic American Newspapers; Political Science Archive; Black Studies Center; Foreign Broadcast Information Services; Arte Publico Historical Archive; Civil War Newspapers; and African Writers. As new microforms were received, we reviewed new and existing collections to identify areas that needed improved cataloging access. As a result, guides to some extensive microform collections were added to our UNM Institutional Repository, dSpace.

Collection development activities:

Collection development projects included: review of the status of the depository agreement for the European Union documents; review of the U. S. G.P.O. depository status and processing; investigation of purchasing textbooks; contributions to the reports of UNM departments undergoing reviews for accreditation by their associations or the University; providing data for the Library contributions to the University's re-accreditation process; adaption of the SERU understanding for electronic resources; providing data for the ARL statistics; and working with NMCAL on cooperative resources sharing projects.

There were a number of other projects that involved Collection Development. These will be described in more detail in the reports of other areas within the Library, but should be mentioned here because of the involvement of Collection Development personnel or the impact upon Collection Development. These major projects included: the move from GoldRush to Serials Solutions; the move from LOCKSS to Portico; and the RFP for a serials vendor for the UL and HSLIC.

Information Literacy & Instruction Services

Instruction overview:

In 2008/2009, 39 library staff and faculty from throughout University Libraries taught 754 classes to 12,027 students. This reflects a decrease in the number of library staff and faculty teaching (from 43 to 39 = 9.3% decrease), but a substantial increase in the number of classes taught (from 703 to 754 = 7.3% increase) and a small increase in the number of students reached (3.6% increase for an average of 16 students per class). ILIS staff taught 241 of 754, or 32%, of all classes taught.

ILIS staff were involved with numerous University Library initiatives, including the Ambassador program, the development of LibGuides and ScholarGuides, and the Virtual Service Desk. ILIS staff served at the new Zimmerman Combined Service Point and on the Centennial Science & Engineering Library and Fine Arts & Design Library reference desks. ILIS staff received training in the above initiatives as well as in Opinion and Project Management. ILIS staff offered the *Learning to Teach* workshop at CNM to both UL and CNM library staff.

Significant developments

New Programs: ILIS expanded instruction to the College Success Seminars and to University 101 and 102, the Freshman Interest Group and Living & Learning Communities.

Learning Objects: ILIS developed goals, procedures, and infrastructure for learning objects.

Working with a Learning Objects Fellow, we 1) conducted a literature review, 2) found and analyzed and evaluated learning objects freely available on the Internet from repositories such as Merlot and ANTS using a rubric we had developed, 3) selected *Captivate*[™] software and learned how to use it, 4) chose *ContentDM*[™] to host after investigating several options for hosting sites, 5) developed an initial template that incorporated a variety of learning styles, 6) created early samples of learning objects, 7) set up a process to incorporate metadata, and 8) wrote a proposal that incorporated workflow. After the Dean's Cabinet approved the learning objects project agreement as a proof of concept in January 2009, we 1) marketed and explained learning objects, 2) created a system for gathering content, and 3) developed prototypes that tested features of recording, editing, publishing, screen capture, PowerPoint capture, audio, mapping, branching, interactivity, and quizzing on web pages, blogs, *LibGuides*[™], and *WebCT Vista*[™].

Instructor assessment: Instruction leaders developed and piloted an instructor survey that could potentially be used in every class to be implemented Fall 2009.

Computer Classrooms: The new 40 seat computer classroom in the Zimmerman basement and the upgrade of both of the CSEL classrooms were completed during the summer of 2008. Late Spring 2009, we purchased 40 clickers with the intent of testing them during Fall 2009. Late Spring 2009, we began testing Adobe Connect Pro for use as distance education software.

Training:

The ILIS Coordinator took over training for the library and wrote, presented, and received approval for a training proposal. The Training Team conducted a needs assessment; aggregated individual goals and incorporated them into a training plan; set goals based on personal, unit, and library needs; and implemented training in high need areas. In addition, University Libraries offered a Leadership Academy to library managers.

Faculty and Staff Publications and Professional Activities

Awe, Susan

Essay Reviews:

Forrest, Charles and Halbert, Martin. A Field Guide to the Information Commons. *Booklist*, June 1, 2009, 105(19/20), p. 119.

Woodward, Jeannette. Creating the Customer-Driven Academic Library. *Booklist*, May 15, 2009, 105(18), p. 79.

The World Bank E-library. *Choice*, May, 2009.

Guiley, Rosemary Ellen. Encyclopedia of Witches, Witchcraft & Wicca. *Booklist*, March 1, 2009, 105(13), p. 74.

Lauer, Chris. The Management Gurus: Lessons from the Best Management Books of All Time. *Choice*, February, 2009.

Riley, Dorothy Winbush. My Soul Is a Witness, 'Less I Forget: A Collection of Quotations by People of Color. *Booklist*, November 14, 2008, 104(6), p. 69.

Riggs, Thomas. Everyday Finance: Economics, Personal Money Management, and Entrepreneurship. *Booklist*, August 1, 2008 104(22), p. 77.

The Way We Work: An Encyclopedia of Business Culture. *Booklist*, August 1, 2008, 104(22) p. 95.

Encyclopedia of American Industries (2 volumes). *Booklist*, July 1, 2008, 104(21) p. 82-3

Professional Activities:

ALA Mid Winter in Denver, January 2009

ALA Publications Committee

RUSA Editorial Board meeting

Barkely, Daniel C.

Outside Professional Activities:

Meetings Attended:

American Library Association

Annual Meeting, Chicago IL (June)

U.S. Public Printer's Depository Library Council

Fall, 2008 (Washington, DC)

Committees:

ALA
Government Information Subcommittee
GODORT
Awards
Depository Library Council
Chair, REGIL (Regional Depository Library group)

Botts, Carroll

Professional Activity

“Public Speaking Skills,” presented at Learning to Teach Workshop for Central New Mexico Community College Library, January 17, 2009.

Volunteer, LOEX of the West Conference, Albuquerque, New Mexico, 2009.

Professional Activity: Teaching

Art History 101, "Introduction to Art." UNM Kirtland Air Force Base, Albuquerque, NM, Fall semester, 2008.

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

Bruesch, Mary

Outside professional activities

Albuquerque Baroque Players – 9 performances

Publications:

2 sets of program notes for Albuquerque Baroque Players concerts

Desai, Christina M.

Professional Activity:

Library Orientation Exchange (LOEX)

LOEX Annual Conference Planning Committee, 2008.

LOEX Annual Conference Local Arrangements Committee, 2008.

Attended Conference April 30-May 2, Albuquerque.

American Library Association, 2000-present

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

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

ACRL Literatures in English Section. Member, 2006-present.

Attended ALA Annual Conference January 22-26, 2009, Denver CO.

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

Attended USBBY Conference Oct 2-4, 2009 Charleston IL.

Beta Phi Mu, Library and Information Science Honor Society, 2000-present

Jackson, Amy

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 (forthcoming).

Zavalina, Oksana, Carole L. Palmer, Amy S. Jackson, Myung-Ja Han. "Evaluating Descriptive Richness in Collection-Level Metadata" in *Journal of Library Metadata* 8, no. 4 (2008).

Zavalina, Oksana, Carole L. Palmer, Amy S. Jackson, Myung-Ja Han. "The Descriptive Substance in Free-Text Collection-Level Metadata" in DC-2008: Proceedings of the International DCMI Metadata Conference and Workshop (2008).

Annotated bibliography

Jackson, Amy S. "Library and Information Science" in *Magazines for Libraries*, 17th ed., edited by Cheryl LaGuardia, New Providence, NJ: Bowker, 2009.

Book review

Jackson, Amy S. Review of *Subject Access to a Multilingual Museum Database: A Step-by-Step Approach to the Digitization Process*, by Allison Siffre Guedalia Kupietzky, Westport, CT: Libraries Unlimited, 2007. *Technical Services Quarterly* 26, no.2 (2008).

Presentations

Amy S. Jackson. "Metadata Standards Introduction: VRA Core 4.0." UIUC Library Metadata Standards Workshop, Champaign, IL, June 12, 2009.

Amy S. Jackson. "IMLS Digital Collections and Content Registry" (hosted discussion table). IMLS WebWise, Washington D.C., February 26-27, 2009.

Conferences

Visual Resources Association Annual Conference (Toronto, ON, Canada, March 2009)

IMLS WebWise (Washington, DC, February 2009)

Other Professional Activities

Chair, Membership Committee, Visual Resources Association (2007-2009)

Private Consulting for ProQuest (July-August 2008)

Kelly, Michael T.

Professional Publications:

Essay entitled "Special Collections at the Crossroads" for *Academic Librarianship*, Neal-Schuman Publishers, Inc. 2010.

Outside Professional Activities

Presentations:

"Lucia Batten: Countess on the Rio Grande" Las Campanas, Santa Fe, NM.

"The Center for Southwest Research, UNM's Special Collections" Washington D.C. UNM Alumni Chapter.

Outside Sponsored Research:

National historical Publications and Records Commission. *LaDonna Harris and the Americans for Indian Opportunity Processing Project*. Principal investigator, Awarded \$50,175.

Lewis, Linda

PUBLICATIONS

Writing RFPs for Acquisitions: A Guide to the Request for Proposal. Co-authored with Frances C. Wilkinson. Chicago: American Library Association. 2008.

"Developing a Safety Training Program." *Library & Archival Security*, vol. 21, no. 2. 2008. Pp. 77-85. Co-authored with Frances C. Wilkinson.

SABBATICAL LEAVE and WORK IN PROGRESS

I was on sabbatical leave from January through June, 2009, working on a book about emergency planning, response and recovery. My co-authors are Nancy Dennis and Frances Wilkinson; the book will be submitted in December, 2009 to American Library Association Association of College & Research Librarians.

CONFERENCES ATTENDED

American Library Association: MidWinter 2009: Denver Colorado

Association of College and Research Librarians: 2009: Seattle, Washington

New Mexico Library Association: 2009 Albuquerque, NM

UNM COMMITTEES

Faculty Senate Curriculum Committee

Faculty Senate Admissions & Registration Committee

Lubas, Rebecca R.

- Confronting eShock: Electronic Resource Management and Organizational Change, presentation, at Electronic Resources & Libraries, Steven R. Harris, Rebecca Lubas, Laura Calderone, delivered 2/13
- Practical Audio-Visual Cataloging: A Crash Course in Non-Book Formats, a one day preconference workshop, New Mexico Library Association, held on 4/22
- Appointed to Program for Cooperative Cataloging Committee on Library Automation, 3 year term (over fall 2011)

Lukes, Barbara

Conferences Attended

Music Library Association Mountain-Plains Chapter, Missoula, Montana. May 7-9, 2009

McLean, Clark

Conferences

International Federation for Choral Music 8th World Symposium on Choral Music, Copenhagen, Denmark, July 2009

American Choral Directors National Conference, Oklahoma City, Oklahoma, March 2009

Michener, William

Journal publications:

Michener, W., K. Bildstein, A. McKee, R. Parmenter, W. Hargrove, D. McClearn, and M. Stromberg. 2009. Biological field stations: research legacies and sites for serendipity. *BioScience* 59:300-310.

Brunt, J.W. and W.K. Michener. 2009. The Resource Discovery Initiative for Field Stations: Enhancing Data Management at North American Biological Field Stations. *BioScience* 59:482-487.

Book chapter:

Michener, W.K. and R.B. Waide. 2009. The evolution of collaboration in ecology: lessons from the United States Long Term Ecological Research Program. Pages 297-310 in Olson, G.M., A. Zimmerman, and N. Bos (Eds.), *Scientific Collaboration on the Internet*, MIT Press, Boston.

Grant funding:

2009 – 2014 Long Term Ecological Research Network Office. (co-PI with R. Waide, J. Brunt, and J.R. Vande Castle) NSF. \$15,662,179.

2008 – 2012 New Mexico EPSCoR RII3: climate change impacts on New Mexico's mountain sources of water. NSF. \$15,000,000.

Poster presentations:

- Michener, W.K. and DataONE Team. "DataONE: A Virtual Data Center for Biology, Ecology, and the Environmental Sciences." Poster presented at e-Biosphere'09 (International Conference on Biodiversity Informatics), London, UK, 4-5 June 2009. 503 attendees from around the world. <http://www.e-biosphere09.org/>

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Verbal presentations:

- Campus Cyberinfrastructure Day, University of Utah, Salt Lake City, UT, March 2009 (Michener). Presentation on "Data Intensive Environmental Research: Re-envisioning Science, Cyberinfrastructure, and Institutions" to 105 attendees and broadcast live to an international audience via internet2 streaming web. www.it.utah.edu/leadership/research/notes/michener.pdf
- Duke University, Durham, NC, 22 May 2009. "DataONE: A Virtual Data Center for Enabling Data-Intensive Biological and Environmental Research." Attended by 85 students and faculty members.
- USGS Discipline Wide Briefing, Reston, VA, May 2009 (Michener and Frame). Presentation on "DataONE: Envisioning a New Distributed Organization and Cyberinfrastructure to Enable Science" to 25 attendees. www.nbii.gov/images/uploaded/8496_1243423678034_DataONE_USGS-briefings_May2009.pdf
- University of Tennessee research forum, Knoxville, TN, June 2009 (Michener). Presentation on DataONE to 25 university administrators, librarians, and scientists. Also streamed live on the web. <http://mediabeast.ites.utk.edu/mediasite4/Viewer/?peid=38558e47202247bd847456b047cedfdb>
- University of Idaho, Moscow, ID, 2 April 2009. "DataONE: A Virtual Data Center for Enabling Data-Intensive Biological and Environmental Research." Attended by 45 students and faculty members.
- Greater Western Library Association, Houston, TX, 30 May 2009. "DataONE: A Virtual Data Center for Enabling Data-Intensive Biological and Environmental Research." Attended by 60 GWLA members.

Silbergleit, Beth

Professional Activities:

- Reappointed to New Mexico Historical Records Advisory Board.
- Member of Local Arrangements Committee for Society of Southwest Archivists Annual Meeting, Santa Fe, 2010

Publications:

- "Five Manuscript Collections Now Open for Research" *Southwestern Archivist*, February 2009
- "Center for Southwest Research Acquires John Nichols' Papers" *Southwestern Archivist*, August 2009

Schadl, Suzanne

PRESENTATIONS:

"Practicing Masculinity: Obstetrics in the tropics of Brazil's imperial city" presented on invitation at Let's Talk About Sex and Gender Colloquium, UNM 3/09

“Not so Transitory: Ephemera in the Library, the Archive, and – Most Importantly – in Your Research”. Presented to SOLAS (Student Organization of Latin American Studies), UNM 2/09

“Documenting & Preserving Everyday Voices in the Digital Age,” presented with Ann Massman at New Mexico Libraries Reading & Researching, NMLA Mini-Conference, Socorro, NM October, 2008

SERVICE

National

Representative (UNM collections) LAMP (Latin American Microforms Project – Center for Research Libraries)

Representative (UNM collections) LARRP (Latin American Resource Research Project – Centro for Research Libraries)

UNM

Representative, LAII Operations Committee, UNM, current

University Libraries

Brown Bag Committee

Web Committee

Collection Development Priorities Committee

Stephenson, Nina

Scholarship and creative work:

Refereed exhibition:

Through Feminist Eyes (Jurors: Judy Chicago and Meinrad Craighead), University of New Mexico Masley Art Gallery, Sept. – Oct. 2008.

Service (national):

Art Libraries Society of North America:

Member (appointed June 2009), Summer Educational Institute for Visual Resources and Image Management (SEI) 2010 Implementation Team

Service (regional):

Art Libraries Society of North America/Mountain West Chapter:

Chair, Winberta Yao Travel Award Committee, 2007-2010.

Conference(s) attended:

Art Libraries Society of North America Annual Conference, Indianapolis, April 2009.

Stohr, Sarah

Stohr, S., Krichten, M., Warlick, S. (2009). Practicum and Internship Experiences in LIS Education: a Perspective from ALA Emerging Leaders. In L. Roy: *The Service Connection: Library and Information Science Education and Service to Communities* (pp. 185-190). Chicago: ALA Editions.

Johann van Reenen, Professor

Publications:

- 2009. Snider, Jessica R., Diana E. Northup, Johann van Reenen, et al. *IDEC: An imagery data extraction collaborative and education tool for cave and karst*. International Congress of Speleology Proceedings. In press.
- 2008. van Reenen, Johann; Northup, Diana E.; Baker, et al. *Imagery Data Mining: The IDEC Experiment*. eScience '08 proceedings. IEEE Fourth International Conference on eScience. 2008 :368 – 369; Digital Object Identifier 10.1109/eScience.2008.133

Chapters in Books:

- 2009: Enabling innovation from day one; the IR at the University of New Mexico. Chapter in: Nabe, Jonathan, editor, Starting, Strengthening, and Managing Institutional Repositories: A How-To-Do-It-Manual, Neal-Schuman Publishers, Inc, see: <http://www.neal-schuman.com/bdetail.php?isbn=9781555706890>
- **Recent book reviews:**
- - Review of: Érdi, Péter. Complexity explained. Springer, 2008. IN: *Choice Magazine*, July 2008

Peer reviewed poster session:

- 12/10/2008. Imagery Data Mining: The IDEC Experiment. Peer reviewed poster presentation. J.van Reenen, presenter. Co-authors: Northup, D; Marks Collins, L; Martinez, M.; Powell, J; Crowley, C; Baker, A; and Freels-Stendel, B. 4th IEEE e-Science Conference, Indianapolis, IN, December, 2008

Presentations:

- 9/3/2008. Supporting the march of science; Information alliances between academia and national research laboratories. *Addressing National Challenges; Increasing STI impacts*, CENDI Annual Meeting, Hampton, VA
- 9/3/2008. Reactor to: Clifford Lynch, CNI. The game changers and challenges to STI. *Addressing National Challenges; Increasing STI impacts*, CENDI Annual Meeting,

Grants prepared and submitted:

- 10/14/2008: Boston, Penny. PI, NM Tech University. Proposal No: 0902602. Title: *Speleozone Observatory for the Chthonosphere*. Date Submitted: Oct 14, 2008. (van Reenen is co-investigator for Information Science portion).

Continuing and recently funded grants:

- October 2009 – October 2013. LA-ENERGAIA: Energy Policy, Regulation, and Dialogue in Latin America. US Department of Education, Technological Innovation for Foreign Information Access program (TICFIA) over four years, starting in October 2009 – 2013.(PDS #33790) \$187,041 per year.
- October 2005 – October 2009. *Latin American Knowledge Harvester* (LAKH) grant. US Department of Education: TICFIA program: Co-PIs: Tiano and van Reenen. (\$200,000 per year)

Graduate students:

July 2005 +. **Senior Advisor on PhD Dissertation committee**, Electrical & Computer Engineering department, UNM. Student: Zhiwu Xie; Title: *Context Sensitive Web Services for Digital Repositories*.

Wilkinson, Frances C.

PUBLICATIONS:

Monographs:

- *Writing RFPs for Acquisitions: A Guide to the Request for Proposal (ALCTS Acquisitions Guides)*. Chicago, IL: American Library Association (ALCTS), 2008. (Co-author: Linda Lewis.)

Refereed Articles:

- “Developing a Safety Training Program.” *Library & Archival Security*, vol. 21, no. 2 (September, 2008), pp.77-85. (Co-author: Linda K. Lewis.)

CONFERENCES ATTENDED:

- American Library Association (ALA) Midwinter Conference in Denver, CO.
- Association of College and Research Libraries Conference in Seattle, WA.
- New Mexico Library Association Conference in Albuquerque, NM.

COMMITTEES:

National Service:

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

State Service:

- New Mexico Library Association: New Mexico Preservation Alliance, member.

University Service:

- Faculty Senate Budget Committee, vice chair.
- Faculty and Staff Benefits Committee, member.
- Faculty Dispute Resolution, mediator.

Employment Statistics July 1, 2008 to June 30, 2009

NAME	JOB TITLE	FACULTY/ STAFF	DEPT.	ACTION	DATE
Donald Burge	Mgr Lib Ops	Staff	CSWR	Retire	6/30/09
Laura Calderone	Info Res Mgr	Staff	CAS	Hire	8/04/08
Rose Diaz	Prog. Mgr	Staff	CSWR	Retire	7/21/09
Bing-Shan Fazio	Data Mgr	Staff	CAS	Promotion	11/1/08
Patricia Fairchild	Mgr Lib Ops	Staff	CAS	Retire	12/1/08
Chris Hannemann	LIS 3	Staff	PARISH	Hire	8/18/08
Steven Harris	Assoc. Prof.	Faculty	CAS	Hire	9/15/08
Beth Kaimowitz	LIS 3	Staff	PARISH	Resign	8/29/08
Rebecca Lubas	Assoc. Prof.	Faculty	CDS	Hire	9/1/08
Teresa Marquez	Assoc. Prof.	Faculty	CHIPOLTE	Retire	12/31/08
Susan McGee	Info Res Mgr	Staff	CSEL	Retire	1/31/09
William Michener	Professor	Faculty	CSEL	Hire	3/1/09
Bruce Neville	Assoc. Prof	Faculty	CSEL	Resign	2/20/09
Amy Quinn	LIS 3	Staff	ACCESS	Hire	8/18/08
Michael Rivera	Mgr Lib Ops	Staff	FADL	Resign	6/30/09
Suzanne Schadl	Visit Prof.	Faculty	IAS	Hire	9/1/08
Jim Stuber	LIS 3	Staff	CSWR	Retire	9/30/08