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UNM School of Law Library Annual Report 2012-2013

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Annual Report to the Provost, AY 2012-13
Law Library
July 1, 2012 - June 30, 2013
Submitted by Michelle Rigual

Significant Developments

The 2012-13 academic year was one of upheaval and challenge for the law library. Between June and December 2012, half of the law library faculty left, including the Associate Director for Public Services who accepted a position at another library, the Head of Technical Services who retired, and the Electronic Services Coordinator who separated after not being awarded tenure. In addition, the Director's ACE Fellowship necessitated her absence for most of the year.

This left three librarians to manage the day-to-day operations, hiring and training new librarians, and conducting a promotion and tenure review. One of these three was the Business Operations Librarian who managed the finances for the library, journals, IT, copy center and media services; the other two librarians provided the teaching, research support, and patron services. Through two successful searches and promotion of a staff member who was not replaced, the number of librarians had risen to six by the end of the academic year.

These trying circumstances necessitated a strict focus on providing core services so that the Library could continue to support the Law School in its mission of educating and training students to become excellent lawyers who will enrich the local community after graduation. However, as the only large academic law library in New Mexico, the library also continued to provide information services and resources to the state's legal practitioners, UNM faculty and students, faculty and students from other educational institutions, state government and court system employees, public libraries, and members of the general public.

Service to Law Students

The Librarians taught six sections of the 2-credit required Legal Research course to second year students, with three sections offered in the Fall semester, two in the Spring, and one in the Summer. In addition, one section of the 2-credit Specialized Legal Research-Indian Law was offered in Fall. This course is part of the curriculum of the Indian Law certificate program.

The librarians and library staff started the school year by participating in Orientation for first year students. Librarians next partnered with the Elements of Legal Argumentation (ELA) instructors to teach introductory level research skills to the 1Ls during "Library Week" in the fall semester. In the spring the librarians followed up by conducting "study halls" that provided hands-on assistance to students researching for their ELA briefs.

Guest lectures by librarians were held for the New Mexico Law Review, Tribal Law Journal, Externship, Law Clinic, Sexual Orientation and the Law, Corporate Governance, National

Security, Employment Law, and Asylum and Refugee Law. In total, the library provided 27 presentations and research lectures for at least 715 attendees.

Service to Law Faculty

Service to faculty, both at the reference desk and away from it, amounted to 1239 instances of support and well over 500 hours of service. The law library faculty was available to consult with law faculty on their research questions, planning research strategies, and to help locate relevant materials in primary and secondary sources. Other common research services included preparing bibliographies, compiling legislative histories and tracking proposed legislation. For larger-scale projects, the librarians worked with research assistants to provide training and guidance, devise research strategies and identify useful sources. In addition to research assistance, materials were processed and placed on reserve for 96 law classes and the librarians assisted faculty with posting scholarship to SSRN and helping with submissions to ExpressO and Scholastica. Law faculty research and document delivery were managed using the Faculty Research Requests Database which was built and maintained by a library staff member. The database provides a simple and reliable method to initiate requests for assistance from the library and to monitor their status 24/7. Requests are password-protected and may only be viewed by the librarians and the requestor.

A library orientation program for new law faculty was formalized during the summer of 2013 and first tested when Assistant Professor Jeanette Wolfley arrived early in the summer to begin her research. Before the close of the academic year, appointments had been made with incoming Professor Lu-in Wang and Dean David Herring.

Service to the Public and Operating Statistics

The Library was open to the public an average of 83 hours per week and 93,636 patrons entered through the front door during the library's operating hours. However, this number does not capture the law students who took advantage of the 24/7 library access for law students which has been available since March 2010. Last year 86 first year law students completed the 24/7 access training and received the access code while 156 returning students renewed their training.

The Library checked out or renewed 7,415 items and loaned 148 items to other libraries around the country. In total, the ILL team processed a total of 315 requests.

The Circulation Desk was staffed by a mix of permanent staff and part-time student employees but in May 2013, undergraduate students were hired to replace the graduating law student employees. This allowed the library access to a larger pool of students who both qualify for work study funds and have more flexible schedules than do law students. Also during the summer 2013, all law library staff received circulation desk cross-training in anticipation of working a shift at the desk each week in the upcoming school year.

The library provided service at the Reference Desk from 9:00 a.m. to 6:00 p.m. Mondays-Fridays, answering a total of 2,867 questions. The largest number of questions came from the public, who accounted for 1083 questions (37.77%), 807 (28.15%) were from bar members, 542 (18.90%) were from law students, 110 (3.84%) from Law Faculty, 41 (1.43%) from paralegal students, and 284 (9.90%) from other patrons.

The librarians were able to keep the reference desk open while continuing to carry their usual teaching, research support, and administrative loads by recruiting and training 3L students. A handful of the 3Ls who were hired turned out to be particularly well-suited to the task and made a positive contribution to library services. However, even with the best students, Reference Desk service had taken on a worrisome level of inconsistency and so the 3L reference program was discontinued once additional librarians were hired.

In the spring, the Library and IT department worked closely together to replace the library's copiers and pay-to-print system. The previous copiers rarely functioned, even with constant attention from the vendor. In addition, the software that managed the pay-to-print system was outdated and experiencing the same level of maintenance issues. A library employee had to intervene nearly every time a patron wanted to make a copy or print a document and, more often than not, the interaction resulted in giving away free copies. A small scanner was installed as a stopgap to offer patrons a way around the problem but the whole process was expensive, wasted huge amounts of employee time, frustrated library patrons (many of whom are bar members), and was embarrassing. The new contract resulted in far better machines at a lower cost; however, copies are currently free of charge because UNM's main campus IT department has been unable to install the Lobocash pay-to-print equipment and software due to their constant personnel changes.

Collection

The Library houses the largest academic legal research collection in the State of New Mexico; its 433,929 volumes in print and microform format placed it in the "large" library category by ABA accreditation standards.

The Library offers nearly 100 separately licensed databases for library patrons. The overwhelming majority of these are accessible to public patrons on eight PC stations in the library. These stations also provide access to the internet and word processing. Many of the licensed databases are licensed for campus-wide use – and in a few cases, university-wide, including the branch campuses – and are listed in the University Libraries' database management system to ensure access to these resources.

Facilities

In fall 2012, the Journal Suite was significantly remodeled to transform it into a center for legal scholarship where journals students meet, work, and study. The unwieldy and mostly underutilized open space was cleaned and repainted then furniture was used to divide it into three equal spaces, one for each journal including the Tribal Law Journal which previously did not have office space. Each area now has storage, desks, and access to power. Instead of electrifying

the existing conference table, which would have been unwieldy and expensive, the old table was retained and a new conference table with power outlets was purchased and connected to the power source so that 10 students can be plugged in simultaneously. Now the room has two heavily-used conference tables. The rest of the space was rearranged to provide a number of single person desks and a lounge area. Finally, a small office was converted to an equipment/storage room that houses the supplies cabinet, fax, and two printers. As was hoped, this has encouraged more students to use the space for journals work and more, including as a meeting and study space.

In May and June 2013, the University's IT Department expanded a closet on the lower floor of the library to make room for panels supporting swipe card access for the law school. The expansion took space from the conference room next door but also resulted in replacement of an old accordion wall with a real wall.

In June 2013, UNM Physical Plant improved the soundproofing on the doors of the King Room so that library users would not be disturbed.

As the 2012-13 academic year ended, a number of facilities upgrades were underway.

- The library archives' access and climate controlled storage room in the law school is being converted into law faculty offices, necessitating a new home for the archives. Both UNM's and the state archives' Albuquerque facility are at capacity and not accepting new material so the materials will be stored at a commercial facility. These items are being packed and removal is scheduled for August 2013.
- An office structure on the second floor of the library is being removed. The structure was added in the 1970s but was recently determined by two independent engineering consultations to have structural deficiencies and building code violations. Instead of applying costly corrections, the walls will be cut to create pony walls and the doors and back of the structure removed. Until this summer, the structure provided two student study rooms, an office shared by a few student organizations, as well as storage. When the work is complete, the area will be a study area with soft seating and mountain views. The soft seating will be repurposed from the law staff lounge and has been in the law building for nearly 30 years. This project is scheduled to be complete in September 2013.
- To make up for the loss of the study rooms, two former study rooms that are serving as office space for a librarian and a visiting law faculty member will be returned to their original purpose. The visitor will be moved into other space in the law school and the librarian will be moved into repurposed space in the library that was serving as storage for Advancement Office brochures and Library archival supplies. The office space is scheduled to be ready for move in by the end of July 2013.
- The shortening of the walls will require removal of the law school historic class photos. These will be moved to the library foyer and the east wall of upper floor. UNM Physical Plant will build ledged shelving to allow framed pictures to slide in

securely. The ledges will be unobtrusively painted to match the wall color. This project is scheduled for late fall 2013.

- In August and September, UNM PPD will install energy-efficient lighting that runs in the same direction as the stacks so that dark spots can be eliminated.

Business Operations and Infrastructure

The library's finances were managed by the Business Operations Librarian. This position was created to provide librarian expertise to the acquisitions and invoice payment process. However, this year it mushroomed to include budget tracking and reconciliation, time entry, payroll problems, and anything relating to finances for not just the law library, but also for IT, media center, copy center, and student-edited journals. A great deal of time was dedicated to rationalizing and streamlining the business processes of these numerous departments. In early summer 2013 it was recognized that IT, media center, and copy center finances, time entry, and payroll would be more appropriately managed by the larger administrative staff of the law school rather than the library. The transfer of responsibility occurred on July 1, 2013.

In spring 2013, IT informed the library that its server was both critically full and past its life expectancy. To remedy this, both a new server and an external drive were purchased. Files containing New Mexico Supreme Court records and briefs were moved to the external drive. This was followed by creation of a more streamlined file sharing infrastructure for the library's files and finally the files were migrated to the new server.

In spring 2013, the library participated in a law school-wide project to rationalize student employee pay. Following that student positions and pay were adjusted. Additionally, responsibility for hiring library student employees was moved from the law school to the library.

Significant Plans and Recommendations

The 2013-14 academic year should be one of rebuilding with the goals of fully training and defining the responsibilities of the newly hired and promoted librarians; evaluating services; and strengthening relationships with other departments.

Working with the Legal writing Director and faculty, the library faculty will continue to improve the legal research skills training 1Ls receive.

Learning outcomes for the Legal Research course will continue to be discussed and crafted by the library faculty, with consideration given to the totality of the legal research training students receive while at UNM.

New legal research training sessions are planned, including:

- Sourcing and Bluebook as part of the Law Journals Workshop in August.
- Partnering with MALSA in February and March 2014 to provide three sessions on legal research in books, including secondary sources, statutes, and digests.
- *Legal Research Jump Start for 1Ls* to be presented March 2014 just before the spring on campus interviews.

Working with the Associate Dean for Faculty Development, the library will train and administer a small group of student research assistants to assist professors with projects that don't require their help for an entire semester. This service will debut in Spring 2014.

A faculty library committee will be reinstated and a library student advisory group will be created. The purpose of both will be to provide the library with regular input on its services and collection.

In addition to rebuilding new faculty library orientation, in Fall 2013 the library plans to hold a presentation on its services for all law faculty as part of the law school's Colloquium Series.

A multi-year plan for the collection will be initiated:

- Clean the library basement to provide a staging area for collection work;
- Weed the reference collection and interfile remaining items with treatises;
- Streamline the New Mexico collection locations and policies (current, light archive in compact shelving, dark archive in storage);
- Discard regional reporters and digests;
- Discard state materials except New Mexico and the other nine states with current statutes;
- Weed the lower floor.

In concert with the plan for the collection, a multi-year plan for the space will also be initiated:

- Create a collaborative and soft seating area on the upper floor;
- Move the Indian law collection to the upper floor so that it can be united with the other highly used and valued parts of the collection (New Mexico, other current state materials, and treatises);
- Install additional compact shelving on the lower floor;
- Relocate federal material and decennials from the upper floor to compact shelving;
- Create a reading room for students in the space that held federal material and decennials;
- Cut the remaining upper floor shelving to half height to take advantage of light and views;
- Turn over the excess space on lower floor to the law school.

Additionally, many behind the scenes changes will take place in the library.

- The default method of purchasing faculty requests for material will be through Amazon rather than a book jobber so that the delivery time can be reduced from weeks to days;
- The university is evaluating new integrated library systems and the law library will need to migrate to whichever is chosen, learn the new system, and implement new procedures in response;
- The library's profile with our monograph vendor will be updated to match our desired level of monographic spending;

- The library will investigate whether it would be cost-effective to switch to receiving pre-cataloged and processed books from our monograph vendor.

Faculty/Staff

Appointments

Elaine McArdle assumed the position of Academic Journals Consultant on August 8, 2012 and Journals Planning Officer on February 8, 2013. Elaine holds a Juris Doctor from Vanderbilt University and joined UNM from Harvard Law School, where she first served as Director of Communications for the Office of Clinical & Pro Bono Programs then as Director of Student Journals, overseeing 13 student-edited academic journals.

Alexandra Siek joined the law library faculty as a Visiting Law Librarian and Lecturer III effective November 15, 2012. Siek received her Juris Doctor from UNM School of Law, holds a Master of Library and Information Science degree from San Jose State University and a Certificate in Crime and Intelligence Analysis from California State University Fullerton and the California Department of Justice. She previously performed Crime and Intelligence Analysis for the Los Angeles Police Department and worked in Faculty and Public Services for the University of New Mexico School of Law Library as Manager of the Research Pool. She currently serves as Library Public Services Coordinator

Jennifer Laws joined the law library faculty as a Law Librarian and Lecturer III effective December 3, 2012. Laws holds a Masters in Library and Information Services from the University of Texas. She served as a law librarian with the Fifth Circuit Court of Appeals, serving all federal judges across 90,000 square miles of Southern and Western Texas and began her legal information career as the law librarian for the San Antonio, Texas office of Jenkens & Gilchrist, P.C. She currently serves as Electronic Resources Coordinator.

Michelle Rigual was recruited back to UNM from her position as Director of the Texas Wesleyan School of Law Library. She received both her Juris Doctor and Masters of Library Science from University of Illinois and has worked as an information professional for the Army Corps of Engineers, and three law school libraries in addition to UNM. Effective February 15, 2013, she assumed the position of Law Library Deputy Director and Associate Professor of Law Librarianship.

Separations

Eileen Cohen, Head of Technical Services and Professor of Law Librarianship, retired September 1, 2012 and was given Emeritus status by the Law Library Faculty.

Theresa Strike, Electronic Resources Coordinator and Lecturer III, separated from UNM effective December 21, 2012.

Change of Status

Vickie Burt, Library Information Specialist III, successfully completed an in-range career ladder on May 1, 2013.

Ernesto Longa received tenure and was promoted to Professor of Law Librarianship.

JoAnn Lucero ended her part-time on-call library role.

Moses Moya was named Staff Member of the Year in June, recognizing his exceptional contribution to the law school community.

Carol Parker, Associate Dean of Finance and Administration and Professor of Law, continued to hold the title of Law Library Director. Parker spent 2012-2013 as a Fellow of the American Council on Education with an extended placement at Arizona State University.

Publications

Marquita Harnett, *Did You Say Library Anxiety (Pt.2)?*, 6 KNIZNICA 14 (July 2012).

Michelle Rigual, *Top Ten Experiences at the 2013 SWALL Annual Meeting*, SWALL BULLETIN 37(1), Summer 2013.

Law School Service

Marquita Harnett served on the law library's Electronic Resources Coordinator search committee, served on the law library search committee for Deputy Director, and served on Ernesto Longa's Promotion and Tenure Committee. Ernesto Longa chaired the law library's Electronic Resources Coordinator search committee, chaired the law library search committee for Deputy Director, served on the law school's Assessment & Teaching Committee and the law school Curriculum Committee. Michelle Rigual chaired both the ABA Self Study Library and Information Resources Subcommittee and the ABA Self Study Facilities and Technology Subcommittee and served as a judge in the 1L Oral Arguments in Spring 2013. Alexandra Siek was a member of the law library's search committee for Deputy Director. Sherri Thomas chaired both Ernesto Longa's Promotion and Tenure Committee and the search committee for Journals Planning Officer, she served on the law library's Electronic Resources Coordinator search committee and the law library search committee for Deputy Director, and she served on the law school's Pipeline Committee and the Indian Law Faculty and Certificate Committee.

University Service

Marquita Harnett was on an ad hoc committee regarding the creation of new university account codes to provide greater granularity for print and electronic databases. Jennifer Laws served on the Faculty Senate Information Technology Use Committee, Michelle Rigual served on the UNM Innovative Scholarly Initiatives Committee, Sherri Thomas served as Chair of the Faculty Senate Library Committee and on the Board of UNM's Institute for American Indian Research (IfAIR).

Outside Professional Activities

Marquita Harnett attended the National Association of Colleges and University Business Officers Annual Conference in Washington, DC; the Special Library Association Annual Conference in Chicago, IL – 2012; and the Women’s Leadership Development Program, a ten-week certificate program, at UNM’s Anderson School of Management in Fall 2013.

Jennifer Laws served as Treasurer of the Southwest Association of Law Libraries (SWALL).

Michelle Rigual attended the American Association of Law Libraries (AALL) annual meeting in Boston, Massachusetts in July 2012. In November 2012 she presented *Meeting the Legal Research Needs of the Solo Practitioner* to the Dallas Association of Law Librarians. In April 2013 she presented *Legal Reference and Literature Searching* at the Texas Library Association Annual Conference in Fort Worth Texas. In April 2013 she was awarded the SWALL annual Meeting Grant to attend the meeting in Phoenix, Arizona where she co-presented *Mission Critical: Collection Development* with Sherri Thomas. She also served as SWALL’s Nominations Committee chair.

Sherri Thomas served as Chair and webmaster of AALL’s Native Peoples Law Caucus and attended the AALL annual meeting in Boston, Massachusetts in July 2012. In September 2012 she presented *Fundamental Skills for Tribal Court Clerks and Administrators - An Overview of Jurisdiction and the Indian Civil Rights Act (ICRA) and Due Process* at the Bureau of Indian Affairs Training Center in Albuquerque. Later in September she presented initial work on *The Tribal Law and Order Act’s Impact on Access to Tribal Law* (article-working title) at the UNMSOL Faculty Colloquium Half-Baked Ideas session. In April, she attended the SWALL annual meeting in Phoenix, Arizona where she co-presented *Mission Critical: Collection Development* with Michelle Rigual.