Golden Library Effectiveness Plan

2018 – 2019

Summary

Significant Accomplishments/Outcomes/Results of AY2017-2018 activities:

The library operated from Bernalillo Hall, an unoccupied dormitory, on the extreme south of the campus for the two years of renovation. Many adjustments occurred in order to continue to provide quality library service to ENMU students. The library location was no longer in the middle of the campus, making it less accessible, but the dormitory was not built to handle the weight of books. The books were in closed stacks in various places on campus; runners were sent to pull the requested books and patrons could then pick up the book from the circulation desk, located in the temporary facility. Library staff and patrons adjusted quite well to this arrangement, but circulation of physical items dropped significantly during the second year. Electronic usage, however, soared. Slightly more than 164,000 full text articles were accessed from our consortium’s 10 databases. From all sources, we subscribe to 138 databases.

All library staff members participated in webinars on new software for accessing newly digitized special collections, such as oral histories, theses online, local and regional newspapers, and university archives. Regina Bouley Sweeten did a presentation on establishing the maintaining an archive collection at the annual New Mexico Library Association convention. The information literacy feedback surveys that were developed by three librarians to be used in measuring learner outcomes indicated a need for more hands-on student participation during instruction.

The inventory of resource software to improve findability of physical resources that Christopher Harbaugh adapted to create a Library of Congress shelflist of our holdings was very helpful. Despite a year of intense weeding, there was much more to do. There was again little focus on encouraging academic departments to purchase materials due to temporary space constraints. The journal collection, 2700 linear feet, was moved into Bernalillo Hall. After another year of weeding and conversion to online, there were still 1600 linear feet of print journals. Additionally, 13,999 items from general collection, 4013 items from Media Services, and many items from Government Documents were weeded during this past year. Newer security technology was built into the renovated building, and the physical items of the library now have appropriate sensors for ensuring security in the form of RFID.

Plans for improvement in Subsequent Years based on results of AY 2016-2017:

Immediate access to resources in the various collections should improve

The information gathered from library literacy feedback survey indicated a need for more hands-on student participation during classes. The renovated facility has not provided computer lab space for this activity, so a proposal to share the Surface Pro tablets housed at the Greyhound Hub when needed for instruction will be forthcoming. If that is not possible, a plan to purchase handheld devices will be developed.

Using the information gained from the new shelflist, we discovered that many of the items had not been transferred to the new catalog software, or that there were errors in the conversion. We actually have 100,976 more books than we thought when we moved out for the renovation, and we have 11,433 more journal issues than we thought. We will continue to analyze and adapt the collection to make sure that the collection is appropriate to the curriculum of the university.

Goals and Effectiveness Measures

Golden Library

Academic year 2018-2019
Overarching University objective: Place students and student learning at the center of every institutional action and activity. Golden Library employees place students and student learning at the center of every action by providing information resources, services and technology that support teaching, research, and lifelong learning at Eastern New Mexico University, within a traditional, personalized library environment.

Provide a short description of how your department engages your staff in the strategic planning process and in program assessment activities.

Each department completes an annual report* of all activities during the year, addressing the goals and objectives of the library as a whole, and how that department fits into the library’s mission of serving the information needs of the students.

*see appendix

Provide a short description of how your department “closes the loop” in the program assessment process (i.e. uses data results and analysis to take corrective actions or make improvements).

The Golden Library staff meets once each week to discuss any problems, innovations, or university updates. Each department gives a monthly update, outlining progress, alerting staff members of any issues that have arisen, unique upcoming class assignments, etc. so that whoever is staffing the reference desk will be as well prepared as possible. Any staff member who attends a workshop or webinar later reports to the entire staff, sharing information to improve research skills or improve customer service.

ENMU Goal 1: Support high quality academic programs that both enhance the marketability of graduates and encourage them to remain life-long learners. Develop new programs that reflect and respond to changing student and workforce needs.

Golden Library Goal 1: Provide quality information resources and technology that support university programs as well as independent student, faculty and staff inquiry, leading to increased marketability of graduates, the ability to meet the demands of constantly changing technology, and to foster a mindset of lifelong learning.

Strategies:

1.1 The library will maintain appropriate, up-to-date resources and collections to support all academic units of Eastern New Mexico University as well as cross-disciplinary materials to support independent inquiry.
1.2 Library liaisons will provide timely collection evaluation, consulting with the representative from each academic program to complete a comprehensive evaluation of the resources needed for that discipline.

1.3 The library liaisons and the department representatives will develop a yearly purchasing plan for each academic unit.

**Measures:**

- 28 purchasing plans for academic programs will be submitted to the library director for funding distribution.
- Maintain the timeliness and integrity of the collection through annual collection evaluation.
- The resource budget is divided between those items that are shared and those that are unique to a discipline. 21 shared resources were added in FY2018: Access World News, Ad*Access, Bureau of Justice Statistics, C Span videos, Centers for Disease Control and Prevention, Gale Interactive Chemistry, Gale Interactive Anatomy, plus 15 more.
- Each program receives funding based on cost of materials and history of perceived needs with a minimum of $500 per discipline per year.
- The library supports academic units and student learning by providing accessible and timely assistance with media self-help, reference, information literacy, space for tutoring, graphic production, and research assistance for both on-campus and distance students.

1.4 The Library provides access to New Mexico State and Federal document collections for the constituency of the second U. S. Congressional district of New Mexico, receiving and processing 47% of GPO output and more than 95% of the state output.

**Measures:**

- The number of government documents used will meet or exceed the number used in the previous assessment period. Circulation of documents was curtailed due to the temporary facility location. The usage of physical documents for the year was 278.
The online document usage is included with the library digital circulation. The documents collection consists of 260,521 titles (349,486 volumes.) Further assessment of the usage of print documents indicates a change in the selection percentage of items from the Federal Document Library Program (FDLP) will be forthcoming.

- Approximately 40% of Federal print documents were withdrawn due to electronic access and in preparation for moving back to the renovated library. The documents librarian continues to withdraw physical copies that are available through electronic access. The new documents librarian is analyzing the collection for best fit for the District constituency.

1.5 Develop and preserve collections of specialized and often unique materials such as local, state, Southwest, and materials housed in the Jack Williamson Science Fiction Library, etc.

**Measures:** Monitor OCLC database to insure that any ENMU owned, very rare items are being preserved in Special Collections. Only one book was found this year as being rare and needing to be preserved. Change: Outgoing interlibrary loan has continued to increase in this area for the last five years. Preservation precautions were taken on archival materials by reboxing items to be secure, adding to the longevity of the print documents.

1.6 The Library provides information literacy to ensure that students become successful information users.

**Measures:** Freshman Seminar groups and Freshman English classes will utilize this service during their first year on campus.

- Student and faculty evaluate at end of each session. There were six questions rated “Strongly Agree” to “Strongly Disagree” Over all sessions, the percentage range on those questions were 58% Strongly Agree, 38 Agree for a total of 96% positive rating for most questions. An area for improvement is #6:” Librarian had effective communication and presentation skills” (ex. Pace, clarity). Positive rating for this question was 88%. Though lower than other metrics, this is still a
majority positive rating. 505 flash drives, annually updated, and preloaded with library help, were given to participants of Freshmen Seminar classes and other undergraduate classes; 89 graduate students participated in formalized research workshops. In all categories, 594 students participated in information literacy.

- Information literacy instruction is available to faculty in all disciplines for classes of all levels, ensuring successful researchers regardless of prior experience.
- Information literacy will be available through mediasite recordings posted on LibGuides.
- As a recruiting effort, surrounding high school students are encouraged to utilize the resources of Golden Library. As they feel comfortable in this area of higher education, they will turn to where they felt successful. One high school teacher brought all of his English classes.

1.7 The library will continue to share costs of state-wide common databases through the New Mexico Consortium of Academic Libraries and the New Mexico State Library grant.

**Measure:** Director will work with NMCAL Resource Sharing Committee to negotiate for best prices for ever-increasing database subscriptions. Change: Libraries of all institutions of New Mexico Higher Education chose to use annual budget funds to upgrade Academic Search Premier to Academic Search Complete so all state students have access to the most academic databases regardless of the school size.

ENMU Goal 2: A quality campus experience. Prepare students for academic success by providing a positive campus experience and quality student services for online and on-campus students, and promoting students’ leadership and civic responsibility.

**Golden Library Goal 2:** Offer a comfortable and supportive environment for students, faculty and other lifelong learners.
Measure: **Golden Library Student Satisfaction Survey Results.** The new survey is scheduled for November, 2018. The library administration will use the results to more closely align services to the needs and satisfaction of the students.

2.1 Provide an environment conducive to the various learning styles of ENMU students. The Golden Library staff assures that students connect with the resources they need; providing social and intellectual interactions between students, faculty and resources. Services offered include:

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Hours of Accessibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection accessibility</td>
<td>24/7 online</td>
</tr>
<tr>
<td>Circulation</td>
<td>100 hours per week- 7:30-Midnight</td>
</tr>
<tr>
<td>E-Print</td>
<td>100 hours per week</td>
</tr>
<tr>
<td>General Book Collection</td>
<td>849,667 Books – 100 hours per week</td>
</tr>
<tr>
<td>Research Assistance</td>
<td>100 hours per week- 7:30-Midnight</td>
</tr>
<tr>
<td>Distance Learning Assistance</td>
<td>24/7 Bb online, messages returned ASAP</td>
</tr>
<tr>
<td>Media Service (Hands on)</td>
<td>88 hours per week- 7:30-10:00 p.m.</td>
</tr>
<tr>
<td>Poster Production</td>
<td>45 hours per week-8:00-5:00</td>
</tr>
<tr>
<td>Thesis digitization</td>
<td>45 hours per week</td>
</tr>
<tr>
<td>Re-format services</td>
<td>45 hours per week</td>
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<tr>
<td>Archives – University</td>
<td>40 hours per week</td>
</tr>
<tr>
<td>Special Collections</td>
<td>40 hours per week</td>
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<tr>
<td>Interlibrary Loan</td>
<td>24/7 online</td>
</tr>
<tr>
<td>Information Literacy Info.</td>
<td>24/7 online &amp; by appointment</td>
</tr>
<tr>
<td>LibGuides</td>
<td>24/7 online</td>
</tr>
<tr>
<td>LibChat</td>
<td>100 hours per week</td>
</tr>
<tr>
<td>Social Media presence</td>
<td>Checked daily, posts several times per week</td>
</tr>
</tbody>
</table>

2.2 The Library provides study areas for individuals, 2-4, 6-10 and 10-25 students. Private alone space and private social spaces are available in both the quiet zone and collaborative interaction area.
Measures: While temporarily located in Bernalillo Hall, a former dormitory, the students used 26 rooms for small group study, two smart rooms for presentation practice, lobbies on lower level and first floors for computer stations and research. In the renovated facility, individuals choose study areas by the location and type of furniture. There are eight group study rooms (2-6 students capacity), and four large rooms that can be reserved. Media services and select student services such as tutoring, the writing center, and advising center services are also available in this facility. The library provides specialized areas such as proctoring, presentation practice, art exhibits, educational displays, etc.

ENMU Goal 3: Sustainable programs and efficient operations. Renovate and maintain facilities that support student learning; develop programs and services that increase efficiency and reduce the University’s impact on the environment; educate our students to become responsible stewards of resources for their communities and the planet.

Golden Library Goal 3: The library provides access to high-quality electronic research tools and full-text materials necessary to support on-campus and online research interests consistent with and related to University instructional programs and related fields. Ensure that all students can successfully obtain/access information by various means of choice using the following methods:

- Multi-media advertising/marketing of services and resources
- Formal class settings for undergraduate and graduate students
- Mediasite presentations for online undergraduates/graduates
- Dissemination of information to online students via webpage, social media and flash drives

Measures:

- 30 Univ. 101 freshman seminar classes
- Eight specialized sessions
- 1700 online students receiving one-on-one research assistance.
- Added 107 current class textbooks for in-library use
3.1 Provide a specialized electronic index to Golden Library collections and to nationwide libraries accessible 24 hours per day, seven days per week.

**Measures:** Usage statistics are gathered and evaluated for adjustments using the library management software, OCLC’s Worldcat Management System. Approximately 400,000 volumes were withdrawn from the library collections and from the electronic catalog during FY16-17. An ongoing review of materials will continue to identify for removal from the collection, items that no longer support the Library’s mission. This improves findability of resources and creates space for acquisitions of current materials of interest to the University community.

3.2 Provide electronic access to full-text articles necessary to supplement in-house resources in meeting the curricular needs of the entire university community, including ebooks, streaming films, online language development programs, career testing and development, etc.

**Measures:** Usage statistics will be gathered and evaluated for adjustments. Changes: Four databases have been dropped for the next two-year cycle; the contents were either inappropriate for the curriculum or were duplicated in other databases. Journals continue to be withdrawn from the collection when they are available as full-text online journals.

3.3 Monitor usage to ascertain quality purchases within disciplines. Provide information to departments as well as the state consortium package to assure maximum purchasing power.

**Measures:** Usage statistics are gathered and evaluated for adjustments. Changes: ENMU students and faculty, many of them distance learners, accessed 281,171 full-text articles during FY2017-18. They used 14,905 ebooks during FY2017-18.

3.4 Provide an Interlibrary Loan system for requesting materials not available on-site or online. Continue to be a lender for materials not available at other libraries.

**Measures:** Usage statistics will be gathered and evaluated for adjustments. Change: 2017-2018 Lending requests filled: 1352. Borrowing requests sent: 1082. Heaviest users were Anthropology (109), Comm. Disorders (190), Nursing (164).

**ENMU Goal 4:** Create a 21st century university. Create excellent and innovative processes and infrastructure to anticipate and meet the needs of our students, faculty and staff.
Golden Library Goal 4: Continue to develop the program for select student services

- Library Resources – print and online
- Student Services - intermittent for matriculation, advising, writing center; permanent student services-e.g., Distance Learning, tours, tutoring, etc.
- Student Services for academic success- reference, information literacy training, writing assistance, presentation and collaborative study areas, computers and other technology
- Services for patron’s comfort and relaxation, etc. – comfortable seating, gallery, veterans lounge, etc.
- Services for lounging, relaxation, food, drink, etc.

Measure:
2016 Golden Library Student Satisfaction Survey Results

Resource Request:
There are no additional requests for equipment or furniture at this time, as most of those items are new in the renovation process. At this time, the current budget is adequate for replacement of most existing resources.

Recruiting Plan:
Invite High School librarians in local area to bring their student library workers to the ENMU campus for a tour of the Golden Student Success Center and then to join the student employees of the Golden Library for a library community event (gaming or escape room). GSSC students will talk to visitors about the advantages ENMU provides its students. Library students in high school generally have above average grades.

Retention:
ENMU Golden Library student employees seldom leave before graduation. There have been no dropouts in the last nine years, and only five internal transfers.
Appendix: Departmental Annual Reports 2017-18

CIRCULATION DEPARTMENT
ANNUAL REPORT

Circulation of Library Materials: GOLDEN LIBRARY

Circulation statistics, using the call numbers from the materials and registration qualifier of borrowers, allows the library to keep track of which materials are used each month and at the end-of-the-year, as well as the number used. Data shows that a total of 10,903 items were processed through the circulation desk.

a. There were 3,055 items checked out for 2017/2018.
b. There were 3,120 items checked in for 2017/2018.
c. There were 4,639 items renewed for 2017/2018.

Patron Gate Count:

Since the move to the temporary building, gate counts have not been done due to the fact that the gate does not take accurate count any longer. When we moved back to the newly remodeled Golden Student Success Center, gate counts have again been recorded.

Circulation Deposits:

A deposit of Circulation cash transactions and bookkeeping records are maintained every day of the business week with the deposit slips being given to the various departments involved. The Print Policy for the students was still in effect on campus to help offset the cost of paper supplies. This implemented a Print Coupon Account for deposits. The students purchase Print Coupons from us when additional prints are necessary. Also, the library charges for printing from the Public Access Catalog Computers located in the reference area of the library. This increased our Library Copier Account amount. For 2017/2018, the following amounts were collected and deposited for the Circulation Department:

$ 711.67 for the Library Copier Account
$ 80.00 for Library Privileges
$ 352.50 for Scan Tron Sales
$ 3.00 for the Library Fine Account
$ 420.00 for the Library Lost & Paid Account
$ 380.00 for the Print Coupons Account
$ 1,341.92 for Return/Refund (Refund for a Database)

Reserve Materials Statistics:

The Circulation Department prepares and enters into the reserve system instructional and testing materials of the professors/instructors. When the semester is over, these items are expunged from the Reserve Room. If they belong to the library, they are placed back on the shelf. If they are instructors’ materials, they are either picked up by the instructor or sent back to them via campus mail. In 2017/2018 approximately 308 items were cataloged, placed on reserve and then taken off, compared to 200 items last year.

Student Workers Employed:

The Circulation Department hired 14 student workers, with all of them being returning students. We lost a few students to graduation, and will hire replacements once the Fall Semester begins in the next fiscal year.

Other reports are provided as needed.

Other activities at the Circulation Department this past year included:

1. Created a Textbook Reserves section of the Reserves Materials.
2. Krystina went to Lubbock for supervisor training.
3. Updating and revising the Circulation Manual is an ongoing project.
4. Other Circulation Department reporting forms were updated and revised.
5. Move back to the GSSC started and nearly completed.
6. Shelf reading continues from last year and students keep logs of what they did.
7. Periodic projects such as shifting books are ongoing in the CUB/GSSC.
8. Inventory started for the General Collection was completed except for the M section.
10. Books that did not fit the closed stack shelves were temporarily moved to the oversized section.

Collection Development

Acquisitions
From July 1, 2017 to June 30, 2018, Golden Library purchased books, eBooks and DVDs, in all subject areas. A small number of donated books were accepted into the collection.

Weeding of print and microfilm journals continues. Print subscriptions that are available online and titles with older holdings that are not being used are being removed from the collection. Print books that are duplicates or superseded are also being removed from shelves and the catalog.

The acquisitions funds were expended as budgeted on database and print serial subscriptions, materials acquisitions to support faculty research and course instruction, and e-book packages. New databases added to the collection include LGBTQ Archives, the American Antiquarian Society Historical Periodicals Archive, and The American Slavery Collection. NM State Library funds paid for 10 databases. $1,000 in acquisitions funds was distributed to each of 11 departments where the initial allocation was less than $3000. $26,132 in bond money was added to the total available. Some departments did not make use of any of their allotment to purchase books and materials within the year.

Collection Evaluations
Collection evaluations for 25 academic departments were prepared and provided to departmental representatives to the library to share with their colleagues. The collection evaluations are designed to assist faculty members with purchasing decisions.

Temporary Library
The library’s journal, reference, IRC, and juvenile book collections continued to be located in Bernalillo Hall through July 2018. General collection and special collection books were shelved in the basement of the CUB, and moved to the new GSSC through July and August 2018. Government documents are located in a warehouse on campus. In all cases, library staff retrieved material requested by students and faculty to place on hold at the circulation desk to be picked up by requesters. Requesters could complete an online book retrieval form, call in their book request, or visit the library and complete a paper form. Now that books are on shelves in the GSSC, student employees are currently shelf-reading to ensure that books are in the correct spots. Users are free to browse the General Collection on the main level, and the Serials collection, as well as the Government Documents that have been shelved on the second level. Patrons may also access the materials in the Special Collections in its new location.

Distance Education Library Services
Distance Education Library Services supports the library needs of all ENMU distance education students, off-campus faculty, and Portales students and faculty by providing reference, research, library instruction, technical assistance, electronic reserves, on-demand films, and library/interlibrary loan services.

Highlights
- Responded to requests for assistance from students, faculty and others by phone, chat, email, and one-on-one in my office.
- Maintain and update the library web portal. Changed library web pages to Library Guides for Distance Learning and Interlibrary Loan services. Updated online resources page in the portal to include diverse and multicultural resources.
- Provided electronic reserves for 17 classes, across summer term and into Fall 2018 semester, with one course added in the summer of 2018, Nurs319. No copyright costs were recorded for 2017-2018 school year.
- Secured licenses for on-demand streaming films through July 31, 2018; and in the year a total of 37 titles were licensed and streamed through two providers: Swank and Kanopy.

Interlibrary Loan (ILL) Department
Golden Library’s ILL Department provides books, articles, films, documents, and music to entire ENMU community, including distance education students, off-campus faculty, on-campus students and faculty, and members of the local community. We loan our materials to hundreds of libraries throughout the US.

Following are analytics from July 1, 2017, to June 30, 2018 for Interlibrary Loan services. (Information provided by Illiad Reports.)

Borrowing
- Total Number of Requests Submitted: 1082
  - Article Requests: 682
  - Loan Requests: 400
• Total Number of Requests Filled: 978
  Article Requests: 630
  Loan Requests: 348
• Average Total Fill Rate:
  Article Requests: 92%
  Loan Requests: 87%
• Total Number of Requests Cancelled: 104
• Top reason for cancellations:
  o Unavailable – we have exhausted all possible sources
• Average Borrowing Turnaround Time* 5.79 days
  Articles: 2.59 days
  Loans: 8.73 days

Most requested journals:
  Nursing Science Quarterly
  Journal of World Business: JWB
  The Journal of Aesthetic Education
  Journal of Advanced Nursing
  Journal of Autism and Developmental Disorders

Library most borrowed from: Madonna University Library-ILL

*Borrowing Turnaround Time = from the time request is submitted to ILLiad, until item arrives.

Lending
• Total Number of Requests Submitted: 2605
  Article Requests: 479
  Loan Requests: 2126
• Total Number of Requests Filled: 1352
  Article Requests: 71
  Loan Requests: 1281
• Average Total Fill Rate
  Article Requests: 15%
  Loan Requests: 60%
• Average Lending Turnaround Time
  Articles 1.43 days
  Loans 1.11 days
• Library most loaned to: NMH
• Most loaned monograph: Casca: the eternal mercenary

ILLiad Users
Anthropology (109), Comm Disorders (190), Nursing (164)

ILL Borrowing Fees: $2,009.00 (From OCLC’s User Statistics – not broken down by user group.)
Government Documents

Professional Activities
- Evaluation of Federal and New Mexico State Documents collections.
- Review of Legal Requirements of the Federal Depository Library Program.
- Participates in Federal and State level events, such as the Depository Library Council Meeting.
- Deselecting item numbers for unnecessary physical items.
- Working as liaison with the, Modern Languages, Physics/Aviation, Chemistry and Geology/Environmental Science departments for ordering monographs and journals in their respective subjects.
- Participates with other librarians in reference desk duties on a rotating schedule.

Activities in relation to the goals for the department

Goal 1: Reduce the physical collection.
- Walked the collection to determine places that can be weeded to be able to make space.
  - The Census section can be heavily weeded due to us having materials that cover states, cities, and other locations that are vastly outside of the region.
- Deselecting microfiche item numbers where we also have the same items selected to receive via the internet.
  - Eventually, this process will be followed with other formats.
- Deselecting items that are unnecessary to continue to receive.
  - Example: The federal Register is unnecessary to continue to receive because we do not also receive the bound Congressional Record and therefore would have to maintain the lesser quality, Federal Register for the required time before being able to discard.

Goal 2: 625.
- Cleaned the work area of the previous Documents Librarian.
- Began bringing some materials to the GSCC that can be quickly processed, cataloged, and shelved in the correct location.
- Determine what needs to be brought over to the GSCC sooner rather than later.
  - These items tend to have a more reference nature, such as the Code of Federal Regulations, the United States Code, and the United States Reports.
  - Available space in the GSCC’s Government Documents collection area will determine when these documents are able to be moved.
Goal 3: Substitution of tangible documents with online items.

- Tangible items being provided by the GPO must be deselected with some care to insure we continue receiving the same materials.
- Deselecting the tangible item numbers that we are currently receiving in both tangible and electronic formats will decrease the total selection percentage.

Goal 4: Documents Collection Promotion

- Began ordering free promotional material from the GPO.
- Began putting folders together containing government information and the business card of the current Government Documents Librarian.

Goal 5: Correcting Issues

- Cataloging
  - Multiple catalog records for a single title with items attached to each record.
- Government Documents Reference Collection
  - There is no longer a feasible reason to keep the Government Documents Reference Collection.
  - Currently the Documents reference collection is in the middle of the collection and needs to be taken out and shelved in the correct call number order.
- New Mexico State Documents
  - Out of order

Numbers

*These numbers reflect the numbers from when the new Documents Librarian began*

5 paper Federal documents cataloged.
0 electronic classes cataloged.
0 microfiche cataloged.
0 State documents cataloged
0 deleted.
13 state and federal documents circulated.

46.81% of the selected total items offered.

Media Services

Media Services supports the administration, faculty and students of Eastern New Mexico University by providing media, AV equipment and instructional technology assistance to enhance learning. We also provide support to the community at large by providing access to in-house media equipment and production services.
The following is an account of the accomplished objectives and service provided during the fiscal year 2017-2018.

**Director of Media services**

1. Administered the budget for Media Services and purchased supplies and equipment for Media Services.
2. Twenty four theses were digitized.
3. Maintained the Media Services equipment, including repairing equipment and troubleshooting problems.
4. Worked with the production area students to refine and improve the work area and workflow of the production area.
5. Removed old and broken equipment from the inventory.
6. Gave library instruction to three communication classes.
7. Member of the Computer Committee, Web Presence Team, and the GSSC realignment Committee.
8. Chaired the hiring committee for the Distance Ed/ILL librarian for the library.
9. Worked with Biblioboard to get the remaining 474 oral histories loaded into their system.
10. Guest lectured at University of Indiana East on Extreme Metal and European Culture festivals for Dr. Daron Olson's Viking Age class.

**Media Services Assistant**

1. Responsible for the cross-training and supervising of 10 Student Assistants in the procedures used in Media Services and the computer lab.
2. Maintained correspondence and time sheets for 10 student workers.
3. Media Services continued to provide assistance to students using the computer lab. In addition to providing instruction in the use of various programs, we kept the printer supplied with paper and ink and called for maintenance when necessary.
4. Media Services continues to make every effort to serve our patrons as is shown by the statistics listed here.
   - 10,459 items were handled by Media Services: This is a 4% decrease from last year. The reasons for the decrease are a reduction Faxes sent by 66% and items Color Prints 41%, Buttons by 39%, and laminated and trimmed 7%. There was an increase in several areas, included posters printed for student projects, Athletics department, ASAB posters printed, and Laptop checkouts.
   - 1868 of those items were produced by our graphic artists (10 buttons = 1 printed item)
   - 1920 of those items were buttons assembled in the production area by Media Services staff.
   - 1785 of those items were Scantrons sold to students.
   - 4150 items were trimmed by students from items brought in to be laminated. Including Dawg Days name cards, HS Rodeo numbers, Theater Camp name cards, and items from the Portales Print Shop.
   - 533 items consisted of comb binding, pouch lamination, & banner paper. 533
   - 39 of those items were duplication, digitization or archival projects for patrons.
   - 97 pieces of equipment checked out.
• 106 Faxes were sent. Fax service ended due to no infrastructure for this service in the GSSC.

Public Relations and Social Media
Duties completed June 2018- September 2018

Started social media accounts and posted to Facebook, Twitter, Snapchat, and Instagram (see attached analytics through mid- September).
Posted content to all digital directories.
Added content to the cube and updated as needed.
Assisted with Grand Opening duties as needed.
Created LibGuide pages for Mediasite videos and colleges/individual classes.
Advertised library services on social media and cube, including special day/special library day displays.
Began planning future events and special displays.

Serials Annual Report

During the month of July 2017 the weeding project was completed, the big EBSCO renewal list was reviewed, and renewals were approved for the 2017/18 order. Lilah Gainey completed these tasks prior to her retirement.

In August 2017, a thorough review of the remaining collection began and it was completed in May 2018. Records for titles we no longer hold were removed from WMS. Corrected holdings were added for the remaining titles. Currently received periodicals had serials management pages completed to better track the arrival of the items and to allow items to be claimed.

Book repair began during the second half of the year. An evaluation of the materials awaiting repair was done in May and many of the books were deleted from the system. Currently there is an average of 35 books waiting for repair.

During the next year, I will continue to look at the remaining print and microfilm periodicals in an effort find electronic sources for these titles. This will provide additional space for currently received titles not found online or that have an embargo that prevent access to the most current information. My plan is to review and update any procedures that may need changes in the coming month so that they can be taught to the new serials employee during training.
When time permits, I will fix the books currently waiting for repair and any additional items found. My goal is to get the backlog repaired and on the shelf and to do future repairs as quickly as possible.

Statistics:
• Periodicals used in-house: 951
• Periodical records added: 105
• Periodical records corrected: 342
• Periodical records removed from the system: 852
• Books repaired: 60
Special Collections
Annual Report

During the 2018 Academic year, Special Collections staff and students spent the majority of our energy working on an inventory of the holdings in Special Collections preparatory to moving back to the remodeled building. When the physical inventory was completed, the librarian made required corrections to the oversized collection, the New Mexico history collection, and began working on the Williamson collection. Most of the summer was spent moving our collections into the remodeled building and in anticipation of the Grand Opening.

During the inventory we discovered that when the digital catalog was converted to WMS, many records were lost. Most of those have been added to the catalog, again. A number of the records for foreign language books were not transferred over. Those still need to be added.

December 29, 2017, the Campus Union Building experienced a water leak. Special Collections was affected by the water damage that occurred.

For the months of April, May and June we were totally involved with moving into the remodeled building. No statistics were kept as we were between locations. Also, the number of corrections made to existing records was not kept. There were many hundreds as we corrected the post-WMS move. We show a 29.5 per cent decrease in the number of patrons helped during this year. We did show a 46.5 per cent increase in the number of items cataloged. Some of those were books found before we began the inventory process. We were, at that time, still going through our duplicate books and adding books we did not have. During the 2018 year we performed original cataloging for 39 books.

Since the Grand Opening, we have been devoting our time to RFIDing Special Collections.

In August, 2017, the staff of Special Collections attended Bubonicon in Albuquerque. In return, a number of the Bubonicon people came to Portales for the Williamson Lectureship in the spring of 2018. Also, in the spring of 2018, the Special Collections librarian attended the New Mexico History Conference in Alamogordo, and he attended the SCOLAS conference in San Antonio in March.