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INTRODUCTION
The fundamental purpose of the New Mexico Highlands University Libraries (NMHU Libraries) is, as it always has been, to provide quality service to our clientele, and to support research and instruction at the University. The business of the Library is communication of information -- printed, visual, and electronic and it is the Library’s support of scholarly communication that provides the glue that binds and connects the various academic parts of the university community to the whole. The second business of the Library is stewardship. Stewardship involves two ideas: the conservation of existing resources, including collections, staff, and space, through planned change, and the acceleration of conscious change in the areas of technology, services, and intellectual access to maintain and increase the quality of support for learning.

This report’s main objective is to share the many NMHU Libraries highlights and staff accomplishments that occurred during fiscal year 2013-14.

MISSION
The New Mexico Highlands University Libraries supports teaching, research, and community activities of New Mexico Highlands University. It acquires, organizes, preserves, and makes accessible pertinent information and scholarly materials that advance the curricular needs, intellectual pursuits, and personal enrichment of its clientele. It promotes programs and services that emphasize the diversity of the university’s multicultural community and heritage. In accordance with New Mexico Highlands University’s overall educational commitment, it elicits an environment of respect and understanding for its diverse population in an intellectually stimulating atmosphere that is conducive to academic achievement.
MAJOR HIGHLIGHTS
Administration
Assessment:
In coordination with the Library Committee of the Faculty Senate, library staff conducted annual library assessments during the fall 2013 and spring 2014 semesters. Analysis reports for each assessment are available for review.

Book Inventory:
Findings from this fiscal year’s book inventory report and other library section reports are summarized as follows: the Library contains approximately 612,978.2 volumes. The collection includes more than 167,400 monograph volumes, of which 164,828 are hard-bound, 133 are in microform format, and 2,439 are in either audio-visual or CD-ROM formats. In addition, there are roughly 207,506 are electronic full-text books, approximately 37,508 bound periodicals and indexes, and roughly 170,002.2 volumes of journals, indexes, and newspapers are in microform. 742 periodicals, domestic and foreign, are subscribed to in print or microform, as well as 38,565 plus electronic full-text titles that are available for research needs. In addition, the Library is a selected federal government documents depository, and a full depository for New Mexico State documents. Both depository collections contain approximately 238,068 documents.

Budget:
The Library’s annual authorized expenditures are not adequate to meet the ongoing needs of the Library as indicated by national standards. With a flat budget this fiscal year, the inflationary costs estimated at about 10% for books and 12% for periodicals were handled by reducing the number of books purchased and dropping subscriptions. Based on the chart below, the majority of increases in the library budget were made in salaries and benefits. Of the $1,617,774 authorized to the Library, library staff spent $1,588,586.86 (.9819%) of our budget. Cost savings of $28,319.07 in salaries and benefits from the Librarian - Head of External Programs vacant position, attributed to the bulk of dollars not spent.
The New Mexico Consortium of Academic Libraries (NMCAL) endorses the Association of College and Research Libraries (ACRL) and the American Library Association (ALA) Standards. These standards identify that the library budget, exclusive of capital costs and the cost of physical maintenance, not fall below six percent of the college’s total educational and general expenditures if the Library is to sustain the range of programs required by the institution and appropriate institutional objectives. The distribution formula for library funds indicates that between 50% and 60% should be spent on personnel, 35% and 45% on the acquisition of materials, and the remaining percentage on other. Reviewing the pie charts above, you will note that the chart on the left is below the recommended distribution formula for the acquisitions of materials. Even with the infusion of the 2012 General Obligation (GO) bond funds (pie chart on the right), the Library is still lower in accordance with the Standards.

Library staff began spending the 2012 GO Bond funds of $92,117. A total of $44,226.67 was spent this fiscal year. The primary purpose of these funds is to purchase one-time library acquisition research materials.

**Building:**
Shifting and weeding of the general stacks and periodicals is an on-going project. The process continued to be very active this fiscal year because of the increase in the number of books purchased, as well as overcrowding in certain areas of the periodical collection. The biggest contributing factor was the expenditure of the 2010 GO Bond funds for the acquisition of library materials. All current, bound, and microform journal and newspaper collections are located on the 2nd floor, while the general book collection is housed on the 3rd floor. The shifting and weeding process enables our collections to be more current in nature, as well as making it easier to locate materials.

Weather and emergency conditions, caused the University to have the following delays and closers:
- July 18-19, 2013 – Electrical power outage during both days. Library closed to public in the evenings. Only limited library services was available.
- September 1, 2013 – Power outage at 3:00pm. Limited library services was available. Library closed at 6:30pm.
- November 22, 2013 – closed at 4:00pm (snow & ice).
- November 25, 2013 – 2 hr. delay, 8:00am-10:00am (snow & ice).
- December 5, 2013 – closed at 3:00pm (snow).
- December 6, 2013 – 2 hr. delay, 8:00am-10:00am (snow).
- June 26, 2014 – Emergency alarm went off at approximately 10:00am. Sewage backup in the elevator set off a sensor in the elevator shaft. Library was evacuated for roughly an hour.

Other building items to note:
- The Library Director continues to have great communication with the University’s Facilities Administration in regards to a number of issues with the Library. Items discussed were lighting, windows, air ducts (dust buildup), painting the interior walls, replacement of tile in bathrooms and carpet mending. Four major items to note were:
  1) August 2013 - A number of water leaks were evident during rain storms this summer. Worn out caulking was replaced, because the moisture was coming in through the window seals.
  2) September 2013 - A puddle of water was found in the compact shelving room of the ground floor.
  3) December 2013 - Radiant heat panels were installed in staff offices (rooms 207 and 211) on the second floor.
  4) June 2014 - Sewage backup in the elevator set off fire alarm.

Consortia:
Thomas C. Donnelly Library participates in a statewide reciprocal-borrowing program, and consortium pricing via the LIBRary Online System Consortium (LIBROS is an online library catalog licensed through Innovative Interfaces, Inc. which contains records for items that are available through the LIBROS Consortium Member Libraries), and the New Mexico Consortium of Academic Libraries (NMCAL consists of four and two-year academic institutions in New Mexico) to name just a few library resource sharing activities.

Donnelly Library is a member of NMCAL, which consists of 27 public colleges and universities. This fiscal year, NMCAL invested in a two year commitment to provide access to 10 online research databases and two eBook collections managed by EBSCO Publishing. The public colleges and universities combined their General Obligation (GO) Bond monies so that all schools could have access to the same resources. These higher education libraries throughout the state benefited, by being able to provide every student, faculty, staff member, and community patron access to these quality resources. A press release by NMCAL stated that negotiating the purchase of the databases as a single group saved New Mexico taxpayers over $230,000.

Another collaborative project of NMCAL was the joint agreement signed by a portion of the NMCAL libraries, including ours, to upgrade from the CINAHL Database to CINAHL Complete
with minimal additional cost. It is considered the world’s largest collection of full-text for
nursing and allied health journals, providing full text for more than 1,300 journals.

Our library, a member of the NMCAL Consortium, participates in reciprocal-borrowing
programs using the Library Passport Certificates Program. This program enables our students,
faculty, emeritus faculty, and staff to borrow materials directly from other participating colleges
and universities of the consortium. Also, the consortium provides library member institutions
better spending power in regards to joint electronic resource subscriptions.

Our library is a member of the LIBROS Consortium Member Libraries, which uses the Triple I
software licensed through Innovative Interfaces, Inc. Joining the Consortium is saving us
thousands of dollars, instead of us solely paying a maintenance fee for the database software
license. All software enhancements and upgrades are handled by the University of New Mexico
Libraries technical support staff. The Consortium Member Libraries moved forward in
requesting bids for considering a new integrated library system (ILS). During the month of
September 2013, general presentations were made at the University of New Mexico in
Albuquerque of the three finalists. After reviewing all input from the members, OCLC’s
WorldShare Management Services (WMS) was selected. Migration to the new system will begin

In addition, the Thomas C. Donnelly Library participates at both the national and international
levels in a service known as Interlibrary Loan. It is a service through which users may obtain
material that is needed for research, which is not available here at our library. This service is
offered to New Mexico Highlands University faculty, staff, students, and community members.
The borrowing library usually absorbs costs within reason.

**Cooperative Activities:**
In Las Vegas, quarterly city librarians meetings are held. The city’s institutions are New Mexico
Highlands University (NMHU), Luna Community College (LCC), New Mexico Behavioral
Health Institute (NMBHI), Las Vegas City Schools (LVCS), West Las Vegas City Schools
(WLVCS), United World College (UWC), Fort Union (FU), and the Carnegie Public Library
(CPL). The City Librarians Committee’s primary goal is to work together in providing quality
library services to our community. Such areas that are being worked on are: library services
training to staff, reciprocal borrowing (universal library card), library technology, and joint
cooperative efforts on library legislative issues. Luna Community College Library, Carnegie
Public Library and NMHU’s Thomas C. Donnelly Library have a city-wide reciprocal borrowing
cooperative program. A survey was conducted to consider the idea of expanding the Committee
to include libraries from the northeastern part of the State. It was agreed upon, and the
Committee was renamed as the Northeastern New Mexico Library Group. Our first meeting with
our expansion of members will be held in fiscal year 2014-15.

The Library Committee of the Faculty Senate membership consists of one elected faculty
member from each School and five members from the College with at least one from the
disciplines of Arts and Humanities and one from the disciplines of Sciences and Mathematics.
Professional Librarians have one voting member on the committee. All other professional
librarians shall serve as non-voting members of the committee. The Director of Library Services
serves as an ex-officio non-voting member of the committee. All librarians and the library director participate in every meeting. The Committee met on the third Friday of each month during the fall and spring semesters.

Library Legislation:
The New Mexico Consortium of Academic Libraries in cooperation with the New Mexico Library Association and the State Library pursued a 2014 GO Library Bond initiative. The State Legislature agreed on $10.8 million, with $3.5 million to fund academic libraries, $3.5 million for school libraries, $3 million for public libraries, and $800,000 for tribal libraries statewide. The 2014 GO Bond B will be placed on the November 4, 2014 election ballot, seeking the approval from State voters.

Library Legislative Day was held January 30, 2014 at the State Capitol. Librarians state-wide from academic, public, school and tribal libraries were in attendance.

Miscellaneous:
- July 12, 2013 – Fiscal year 2012-13 Library Book Inventory completed.
- Surveys completed:

Personnel:
Major items of interest:
- New Mexico Highlands University’s Human Resources Department began the process of reviewing all job classifications. Partnering with the Hay Group, a consulting firm specializing in the education and public sectors, Human Resources worked to develop consistency both in our structure (internal at NMHU) and our market position (external competitiveness). The study required that each Library Staff member review and amend, as necessary, their current job description. All job descriptions were revised and submitted to the University’s Human Resources office November 2013.
- Ruben F. Aragón, Library Director, was appointed to the Amigos Library Services Board of Directors. The appointment is for a term of three years. The nonprofit organization is a cooperative of approximately 800 libraries in 22 states. Its mission is to help libraries obtain affordable information technology to facilitate collaboration and resource sharing among members.
- Library employee of the semester awards were given to Ms. April Kent for the fall 2013 semester, and Ms. Jeannie Linzie for the spring 2014 semester.
- At this fiscal year’s employee recognition breakfast held on April 17, 2014, a longevity pin for continued University service was awarded to Mr. Raymond Chavez for 25 years.
- This fiscal year an average of 20 work study students were hired during the fall 2013 and spring 2014 semesters. Approximately 301 hours per week were assigned to each
of these semesters. Also, two graduate assistants were hired at the Rio Rancho center library.

- Ruben F. Aragón, Library Director, was named New Mexico Academic Librarian of the Year. The New Mexico Consortium of Academic Libraries (NMCAL) selected Aragón, a Las Vegas native, for the honor. “Ruben’s past and continued accomplishments as a senior leader in library academia have assisted in strengthening and building stronger academic libraries in New Mexico,” said Melveta Walker, an executive board member for NMCAL. “Ruben is the glue that keeps the NMCAL group together.”

- Three search committees were formed for:
  1) Library Associate – Interlibrary Loan Section. The committee consisted of Ms. Barbara Bolser, Librarian – External Programs and Interlibrary Loan Division (Chair), Dr. Steven Williams, Professor of History, Ms. April Kent, Librarian – Head of the Public Services Division, and Victoria Berry, Library Associate – Reference Section.
  2) Librarian – External Programs and Interlibrary Loan Division. The committee consisted of Ms. Leslie Broughton, Librarian, Head of Collections and Instruction Division (Chair), Mr. Paul Tenorio, Library Associate – Reference Section, and Ms. Patricia Lopez, Library Administration Assistant.
  3) Librarian – Archives and Cataloging Division. The committee consisted of Ms. April Kent, Librarian – Head of the Public Services Division (Chair), Dr. Peter Linder, Associate Professor of History, Ms. Irisha Corral, Library Associate – Reference Section, and Ms. Jeannie Linzie, Library Associate – Cataloging Section.

- The following personnel changes occurred during this fiscal year:
  - Ms. Rebecca Szymanski, Counseling Guidance – School of Education and Ms. Kimberly Bradley, Counseling Guidance – School of Education were the Graduate Assistants for the Rio Rancho Library this fiscal year.
  - Ms. Ying Griego, Library Associate – Interlibrary Loan Section resigned July 5, 2013.
  - Mr. Joe Odermatt, Library Associate – Interlibrary Loan Section was hired on September 9, 2013.
  - Ms. Cheryl Zebrowski, Librarian External Programs and Interlibrary Loan Division was hired on March 3, 2014.

Statistics:
A sampling of library statistic usage comparisons of fiscal year 2013-14 and last fiscal year’s indicate that our electronic books and full-text and bibliographic database collections continue to grow. As a result of the library’s participation in a NMCAL collaborative project with EBSCO,
which included a subscription to two large e-book collections, our number of electronic books increased from 42,605 in FY 2012-13 to 207,506 in FY 2013-14. This is an increase of 387%. The Library had 928 participants in instruction sessions, tours, lectures, and public programs. In visits by patrons to our web-site, the Library had 162,475. 116,035 patrons entered the Donnelly Library building. Additional statistical numbers and charts in regards to other library services are available throughout the report and upon request.
Cataloging

The main project which began this year, was the migration to a new library system. UNM submitted a Request for Proposals in the fall, and selected the OCLC WorldShare Management System (WMS) as the Libros Consortium’s new system. The work then began to complete the translation table, so that our data will transfer from III Millennium (which the Library has had since 2005) into WMS. This migration will not be complete until late fall 2014. However, the cataloging department began using the new system in May, doing “double cataloging” until the Library goes live.

Another change, was that the department was changed to “Cataloging/Archives” in March. The hiring process began at that time, but no one has yet been selected. The systems department was moved to the External Programs/Interlibrary Loan division.

The following projects were worked on this fiscal year.

- Continued to catalog/reclassify material from mending, inventory and special collections.
- Made corrections to LIBROS records from the “Typo of the Day” blog.
- Completed cataloging the Westphall Collection, which had been in Special Collections.
- Cataloging staff also assisted with reference duties, weeding, book selection, and library instruction.

The table below shows a comparison of the previous 5 years cataloging activities.

<table>
<thead>
<tr>
<th></th>
<th>2009-10</th>
<th>2010-11</th>
<th>2011-12</th>
<th>2012-13</th>
<th>2013-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Bibliographic Records</td>
<td>4418</td>
<td>3533</td>
<td>1699</td>
<td>2028</td>
<td>2404</td>
</tr>
<tr>
<td>Original Cataloged Items</td>
<td>86</td>
<td>78</td>
<td>67</td>
<td>75</td>
<td>93</td>
</tr>
<tr>
<td>Authority Verification</td>
<td>736</td>
<td>765</td>
<td>840</td>
<td>853</td>
<td>942</td>
</tr>
<tr>
<td>Edited Bibliographic Records</td>
<td>5976</td>
<td>7662</td>
<td>5965</td>
<td>8061</td>
<td>6018</td>
</tr>
<tr>
<td>Items Added</td>
<td>4272</td>
<td>3248</td>
<td>2746</td>
<td>3432</td>
<td>3750</td>
</tr>
<tr>
<td>Item Records Modified</td>
<td>7248</td>
<td>6615</td>
<td>7061</td>
<td>5869</td>
<td>7764</td>
</tr>
<tr>
<td>Items Deleted</td>
<td>2356</td>
<td>5893</td>
<td>6583</td>
<td>5284</td>
<td>3556</td>
</tr>
<tr>
<td>Local Holdings Added</td>
<td></td>
<td></td>
<td></td>
<td>267</td>
<td>227</td>
</tr>
<tr>
<td>Ebook Records Added</td>
<td></td>
<td></td>
<td></td>
<td>171</td>
<td>115</td>
</tr>
</tbody>
</table>
Collections

Acquisitions:
The Acquisitions department added 2,695 volumes of books and electronic media (CD-ROM and audio-visual items) to the collection in 2013-14. The total includes purchased and donated material. See the following chart for acquisitions numbers for the past five years.

Items Added to Collection – 5-Years

<table>
<thead>
<tr>
<th>Year</th>
<th>Items Added</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009-10</td>
<td>2,840</td>
</tr>
<tr>
<td>2010-11</td>
<td>2,863</td>
</tr>
<tr>
<td>2011-12</td>
<td>2,387</td>
</tr>
<tr>
<td>2012-13</td>
<td>2,720</td>
</tr>
<tr>
<td>2013-14</td>
<td>2,695</td>
</tr>
</tbody>
</table>

The Clapp/Jordan academic library formula is used as a general model to maintain an appropriate rate of collection development in fields of the curriculum. Subject specialist librarians utilize the core title lists obtained from Bowker’s RCL Collection Analysis program subscribed to five years ago, at which time our holdings were compared to the core titles determined by the Association of College and Research Libraries (ACRL). Our primary selection tool continues to be Choice, a publication of the ACRL, a division of the American Library Association. The Choice reviews, including its annual list of outstanding academic books and non-print materials, are read by the librarians for selection of resources in their respective subject areas.

The Library involves faculty in the selection and weeding of books, journals, and databases. Library staff created shelf space for new books by withdrawing 2,270 damaged or outdated items. The following chart details the number of items withdrawn over the past 5 years.
**Items Withdrawn from Collection – 5 Years**

The following two charts describe the holdings totals over the last five years. The number of withdrawals and new book purchases are kept in balance in order to maintain a constant level of holdings.

*Book Holdings – 5 Years*
Acquisitions spent a total of $118,301 on the purchase of books and electronic media (audio-visual material) this year. The chart below shows the total amount expended from the Library’s General Account and the GO Bond together.

*Library Dollars Spent on Books and Electronic Media (A/V) – 5 Years*

The Library spent 100% of the 2013-14 General Account--$74,074: $64,945 for books, $8,514 for audio-visual materials, and $615 for art work. For database expenditures, please see the Electronic
Resources section. The distribution of expenditures from the General Account, excluding online services, is shown below.

**FY 2013-14 Distribution of General Account Expenditures for Library Materials**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
<th>Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>88%</td>
<td>$64,945</td>
</tr>
<tr>
<td>A/V</td>
<td>11%</td>
<td>$8,514</td>
</tr>
<tr>
<td>Art Work</td>
<td>1%</td>
<td>$615</td>
</tr>
</tbody>
</table>

The 2012 GO Bond amount awarded to Donnelly Library was $92,117. In FY 2013-14, we expended 48% ($44,227) of the 2012 GO Bond: ($34,530 for books, $4,650 for audio-visual, $2,337 for on-line services, and $2,710 on other materials). The following pie chart shows the distribution of library expenditures from the GO Bond.

**FY 2013-14 Distribution of GO Bond Expenditures for Library Materials**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
<th>Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>78%</td>
<td>$34,530</td>
</tr>
<tr>
<td>A/V</td>
<td>11%</td>
<td>$4,650</td>
</tr>
<tr>
<td>Online Services</td>
<td>5%</td>
<td>$2,337</td>
</tr>
<tr>
<td>Other</td>
<td>6%</td>
<td>$2,710</td>
</tr>
</tbody>
</table>

With the transfer and exchange of withdrawn and donated materials between institutions, the Library is able to benefit our collections and those of other state library collections. These collaborations keep materials in circulation without added costs. Donnelly Library maintains
cooperative exchanges with UNM Maxwell Museum of Anthropology, UNM Fine Arts and Design Library, United World College, Ft. Union Monument Library, Luna Community College Resource Center, City of Las Vegas Carnegie Library, Villanueva Public Library, Anton Chico Public Library, the New Mexico State Prison in Santa Rosa, and the Springer Correctional Center.

Throughout the year, Acquisitions/Collection Development met with various book vendors including representatives from UNM Press, Midwest Library Service, Busca, Inc, Alibris, and Gale, and EBSCO.

**Donations (Library Resources):**
There were 20 individual donations to Donnelly Library during 2013-14, totaling 195 books, 8 audio-visual items, and 185 issues to 4 academic journal titles.

Donation Highlights:
From Dr. Glenn Yocum, 25 philosophy books and a complete run of the *Journal of the American Academy of Religion*, 1971-2013, comprising 170 issues, plus the donor’s commitment to donate all future current issues on an on-going basis.


**Electronic Resources:**
Electronic resources greatly increase the immediate availability of research materials. This year, Donnelly Library joined with the 27 NMCAL member libraries in a collaborative project to subscribe to 10 EBSCO databases and two e-book collections—an academic and a community college collection. Participation in this consortium subscription enabled us to increase the number of e-books from 42,441 currently owned by the library, to 207,506 available to library users. The Library’s online catalog LIBROS, 33 online databases, and 42,703 electronic books are available to our clientele both on-campus and remotely through the Library’s web page. The Library added the Alexander Street Press database VAST: Academic Video Online, a multi-disciplinary collection of videos to address curriculum needs, after having received positive feedback from the Educational Counseling and the Social Work Programs on the earlier trial. This year the Library purchased 93 full-text e-books, including the following major reference works: *The Grove Dictionary of American Music* (8 volumes, print + online), the *Encyclopedia of Social Work* (Oxford), and the *Grove Encyclopedia of Decorative Arts* (Oxford). E-book purchases from EBSCO and Oxford covered all subject areas.

A flat budget plus inflationary price increases for database subscriptions totaling more than $122,000 necessitated the transfer of $3,200 from Periodicals (7813) to Online Services (7816) in April 2014. The transfer of funds allowed for the renewal of all databases from the previous year. The Library was additionally helped by a NMCAL collaborative project for subscription at a discounted consortium price for two EBSCO databases, Academic Search Premier and CINAHL Complete (now upgraded from CINAHL Premier). This collaboration used 2012 GO Bond funds to pay for a three-year subscription to the two databases.
Database subscription costs increased an average of 4.92% this year. The table below shows the cost increases over the past five years.

**Database Subscription Cost Increases – Five-Year Comparison**

<table>
<thead>
<tr>
<th>Database</th>
<th>Cost FY 08-09</th>
<th>Cost FY 09-10</th>
<th>% Increase</th>
<th>Cost FY 10-11</th>
<th>% Increase</th>
<th>Cost FY 11-12</th>
<th>% Increase</th>
<th>Cost FY 12-13</th>
<th>% Increase</th>
<th>Cost FY 13-14</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Chemical Society*</td>
<td>$31,613</td>
<td>$22,640</td>
<td>-28.38%</td>
<td>$24,635</td>
<td>8.81%</td>
<td>$26,093</td>
<td>5.92%</td>
<td>$30,500</td>
<td>16.89%</td>
<td>$30,500</td>
<td>0.00%</td>
</tr>
<tr>
<td>BusSource Prem &amp; SocIndex (EBSCO)</td>
<td>$10,700</td>
<td>$11,234</td>
<td>4.99%</td>
<td>$11,796</td>
<td>5.00%</td>
<td>$12,386</td>
<td>5.00%</td>
<td>$13,006</td>
<td>5.01%</td>
<td>$13,786</td>
<td>6.00%</td>
</tr>
<tr>
<td>Cochrane Library (Wiley)</td>
<td>$2,055</td>
<td>$2,178</td>
<td>5.99%</td>
<td>$2,309</td>
<td>6.01%</td>
<td>$2,517</td>
<td>9.01%</td>
<td>$2,743</td>
<td>8.98%</td>
<td>$2,990</td>
<td>9.00%</td>
</tr>
<tr>
<td>Lexis-Nexis Academic</td>
<td>$4,959</td>
<td>$4,959</td>
<td>0.00%</td>
<td>$4,959</td>
<td>0.00%</td>
<td>$5,206</td>
<td>4.98%</td>
<td>$5,495</td>
<td>5.55%</td>
<td>$5,859</td>
<td>6.62%</td>
</tr>
<tr>
<td>MLA Biblio.</td>
<td>$3,649</td>
<td>$4,285</td>
<td>17.43%</td>
<td>$4,585</td>
<td>7.00%</td>
<td>$4,906</td>
<td>7.00%</td>
<td>$5,250</td>
<td>7.01%</td>
<td>$5,513</td>
<td>5.01%</td>
</tr>
<tr>
<td>OmniFile (Wilson)</td>
<td>$2,574</td>
<td>$2,574</td>
<td>0.00%</td>
<td>$2,574</td>
<td>0.00%</td>
<td>$2,703</td>
<td>0.00%</td>
<td>$2,703</td>
<td>5.01%</td>
<td>$2,838</td>
<td>4.99%</td>
</tr>
<tr>
<td>ProQuest Research Library</td>
<td>$5,995</td>
<td>$6,295</td>
<td>5.00%</td>
<td>$6,485</td>
<td>3.02%</td>
<td>$6,485</td>
<td>0.00%</td>
<td>$6,750</td>
<td>4.09%</td>
<td>$7,020</td>
<td>4.00%</td>
</tr>
<tr>
<td>PsycArt (EBSCO)</td>
<td>$4,548</td>
<td>$4,775</td>
<td>4.99%</td>
<td>$5,014</td>
<td>5.01%</td>
<td>$6,975</td>
<td>39.11%</td>
<td>$8,760</td>
<td>25.59%</td>
<td>$9,198</td>
<td>5.00%</td>
</tr>
<tr>
<td>PsycInfo (EBSCO)</td>
<td>$6,153</td>
<td>$6,460</td>
<td>4.99%</td>
<td>$6,783</td>
<td>5.00%</td>
<td>$7,122</td>
<td>5.00%</td>
<td>$7,590</td>
<td>6.57%</td>
<td>$7,970</td>
<td>5.01%</td>
</tr>
<tr>
<td>ValueLine</td>
<td>$3,330</td>
<td>$3,600</td>
<td>8.11%</td>
<td>$3,850</td>
<td>6.94%</td>
<td>$4,050</td>
<td>5.19%</td>
<td>$4,200</td>
<td>3.70%</td>
<td>$4,350</td>
<td>3.57%</td>
</tr>
<tr>
<td><strong>Average increase</strong></td>
<td><strong>2.31%</strong></td>
<td><strong>4.68%</strong></td>
<td><strong>8.12%</strong></td>
<td><strong>8.84%</strong></td>
<td><strong>4.92%</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

*ACS price does not include Journal Archives*
Usage statistics aid in determining which databases to retain and which to cancel, especially in times of budget restraints. The following graph of usage statistics of three general subject databases indicates that the total number of searches increased this year over the previous two years.

Please refer to the following graph for the number of searches recorded in the subject-specific databases. Cochrane Library is a Nursing database; JSTOR includes Arts and Sciences Collections I, II, III, and Business I databases.
The following graph shows usage statistics for the subject-specific EBSCO databases.

Another tool for determining the value of databases is the cost per search and the cost per full-text article (cost equals the subscription fee divided by the number of searches performed).
The cost per article is only one factor in considering whether to renew a database subscription, of course. Expensive databases may need to be retained because they are essential to the curriculum and accreditation requirements.

Cost per Search by Database - 2013-14

Trials of new databases are a valuable selection tool. With month-long free trials, databases are periodically made available for review by students, faculty, and staff. The Library attempts to cover a wide range of subjects throughout the year with the trials. Trials may be requested by faculty, students, staff, or suggested by vendors. To determine interest in a new database, Collection Development staff invite comments from patrons, and review usage statistics at the end of the trial period. The Library had 17 database trials this year:

- ACS Symposium Series e-Books Archive
- A-Z Databases (business)
- BioOne
- Biosis (Web of Science)
- Credo Reference
- EasyBib
- Encyclopedia of Social Work (Oxford) - purchased
- HAPI (EBSCO)
- IBIS World (business)
- Mergent Online (business)
- Nursing in Education Videos (Alexander Street Press)
- PrivCo (business)
- Reference Universe
- Social Explorer (census data - Oxford)
- Social Work Reference Center (EBSCO)
- Springshare LibGuides
- VAST (Alexander Street Press) - purchased
**Fine Arts:**
The Ray Drew Gallery exhibited nine shows for the 2013-2014 season. On either the opening or closing day of a show, the Library hosts an artist reception with refreshments. The receptions are well-publicized, and they are an opportunity for students, local artists, and the general public to meet and talk with the exhibiting artists. Receptions are well attended, with 20 to 30 people generally in attendance. This year, the 6 artist receptions had a total of 185 participants.

**Ray Drew Gallery Exhibition Calendar**

<table>
<thead>
<tr>
<th>Summer/Fall 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 3 – August 12</td>
</tr>
<tr>
<td>NMHU Fine Art Collection</td>
</tr>
<tr>
<td>August 19 – September 27</td>
</tr>
<tr>
<td>Don Shaw</td>
</tr>
<tr>
<td>“Look Up” -- Paintings</td>
</tr>
<tr>
<td>October 13 – 19</td>
</tr>
<tr>
<td>Paul Volckening Pottery</td>
</tr>
<tr>
<td>Silent Auction to Benefit Humanity</td>
</tr>
<tr>
<td>October 27 – December 1</td>
</tr>
<tr>
<td>Michelle Arterburn and Elaine Querry</td>
</tr>
<tr>
<td>“Agua” -- Watercolors, Photography, Pottery, and Mixed-Media</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spring/Summer 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 13 – February 19</td>
</tr>
<tr>
<td>Dia Atman</td>
</tr>
<tr>
<td>“Knot Art” – Woodwork art</td>
</tr>
<tr>
<td>March 1 – April 1</td>
</tr>
<tr>
<td>Northern New Mexico Devotional Art Exhibition</td>
</tr>
<tr>
<td>April 6 – 24</td>
</tr>
<tr>
<td>José Posada</td>
</tr>
<tr>
<td>Mexican Prints</td>
</tr>
<tr>
<td>April 27 – May 10</td>
</tr>
<tr>
<td>B.F.A. Exhibition—Mark James Martinez</td>
</tr>
<tr>
<td>“Infamous”</td>
</tr>
<tr>
<td>June 2 – August 10</td>
</tr>
<tr>
<td>Ray Drew</td>
</tr>
<tr>
<td>Watercolors from the Highlands Art Collection</td>
</tr>
</tbody>
</table>
The Dr. Robert Bell fine art print collection was transferred from the Library to Kennedy Hall in the fall semester of 2013. The Fine Arts Library Associate assisted with the transition in the month of August. Consequently, the art print lecture series by Dr. Bell was transferred from the Library’s Art Viewing Room to Kennedy Hall. Examples from the Dr. Bell print collection continue to be exhibited during the year in the Ray Drew Gallery and in exhibit cases throughout the Library.

Art Donations/Acquisitions:
The Library purchased two art pieces for its collection. A paper/print collage, 5’ x 5’, by Tressa Jones--former Highlands post-Baccalaureate graduate student pictured below,
and a wood sculpture, 12” x 18” x 6”, by local artist Dia Atman, photo below.

“Hito y Perro” by Dia Atman

**Government Documents:**
The Government Documents Section makes every effort to identify and implement changes to simplify the process of accessing government documents and other library materials. The Government Documents staff has made themselves available to help patrons within the federal and state document areas, as well as the current, bound, and microform collections.

The Government Documents Section is a selective depository of federal documents and a full depository of state documents. During FY 2013-2014, 2,858 federal documents and 81 state documents were added for a total of 2,939 documents.
In the figure above, items received is the sum of federal documents received within each fiscal year. Items withdrawn are all federal documents which have either been superseded or no longer have appropriate data. The numbers in both categories were taken from the totals of the monthly reports for each fiscal year.

![Government Document Federal Five-Year Comparison](image)

![Government Documents State Five-Year Comparison](image)
In the figure above, items received is the sum of all state documents received within each fiscal year. Items withdrawn are all state documents which have been either superseded or outdated and no longer have appropriate data. The numbers in both categories were taken from the totals off the monthly reports for each fiscal year.

Government Documents staff received and processed 8 out of 10 boxes of New Mexico mail. This includes transferring the OCLC record into the Millennium system and other cataloging requirements. Of this material 98 to 100% of New Mexico documents have been cataloged.

Government Documents staff worked on federal mail and microfiche by checking them in, stamping them with proper dates and proper markings, as well as shelving. Staff also cataloged Federal documents received. This includes transferring the OCLC record into the Millennium system, plus other cataloging requirements. 40 to 55% of newly received Federal documents have been cataloged.

Government Documents student workers were trained on how to check in mail, microfiche, maps, and how to shelf-read, weed, and shelve documents.

**Government Documents Reference Questions**

**Five-Year Comparison**

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Gov. Docs Questions</th>
<th>General Questions</th>
<th>Periodical Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 09-10</td>
<td>405</td>
<td>430</td>
<td>487</td>
</tr>
<tr>
<td>FY 10-11</td>
<td>334</td>
<td>301</td>
<td>301</td>
</tr>
<tr>
<td>FY 11-12</td>
<td>547</td>
<td>234</td>
<td>375</td>
</tr>
<tr>
<td>FY 12-13</td>
<td>471</td>
<td>197</td>
<td>341</td>
</tr>
<tr>
<td>FY 13-14</td>
<td>658</td>
<td>182</td>
<td></td>
</tr>
</tbody>
</table>

The total number of reference questions received at the Government Documents Information Desk for FY 2013-2014 was approximately 1,181. Of these questions, 182 concerned periodical questions; periodicals are housed on the same floor as government documents and government documents staff often help patrons with them. 658 of the questions were general questions, and 341 of the questions directly concerned government documents.
Periodicals:
The goal of the Periodicals Library Associate and the Government Documents and Periodicals Librarian is to maintain a quality collection of current and retrospective serial materials in all formats. During FY 2013-2014, the Library subscribed to 469 titles in print and 273 titles in microform. Periodicals staff attempted to offset rising inflation costs in periodical titles (on average, more than 12%, and sometimes as much as 18% of an increase) by canceling print and microform format when electronic format is available. On a regular basis, the Government Documents and Periodicals Librarian reviews the current periodical list from WT Cox, the main periodical subscription service, to evaluate what journals need to be canceled, kept, and added. The Librarian also reviews the current microform subscription list from NA Publishing to evaluate what journals in this format need to be canceled, kept, and added.

Priority is given to digital format over print because of its accessibility to off-campus students. Standard journals are held in either print format, online format, or in some cases both formats. All periodical requests are forwarded to our Government Documents and Periodicals Librarian to determine if the requested items are on a discipline’s core or basic collection list. Faculty requests receive priority consideration, weighing cost and need. Usage statistics from the reshelving logs assist us in determining which journals to discontinue.

The chart below represents periodical expenditures in print and microform formats for the past five years. Figures were extracted from the NMHU Organizational Status Report.

Throughout the year, periodicals department staff evaluates the Periodicals area for ease of use by patrons and staff alike, sometimes necessitating lengthy and ongoing improvements.
It is the staff’s goal that back-shifting of periodicals should be done on a daily basis, as well as relocation of the older issues of newspapers from the current shelving area to the storage room. Another responsibility of the Periodicals Section is to regularly maintain the microfilm readers and printers and to shift microfilm to accommodate new rolls.

Incoming issues of journals and newspapers are checked into the Millennium system daily and shelved in Current Periodicals on the 2nd floor.

The Periodicals Section is in charge of processing Highlands Masters’ theses each year. Throughout the year, staff receives the originals from the students, reviews them for accuracy of format, style, and the necessary accompanying paperwork from the academic department and the business office, mails the theses out to be bound, mails copies out to the students after receiving them from the bindery, and finally, prepares the library copies for cataloging. This year, the Periodicals Section reviewed, processed, and bound 71 copies of theses. The Library maintains two copies of every thesis: one in Archives and one in the general stacks for circulation.

This year, approximately 25-50% of the back issues of the journals were professionally bound. By professionally binding journals, they are preserved for future use.
EXTERNAL PROGRAMS

The Librarian, Head of the External Library Programs Division, oversees a small, physical library at the Rio Rancho Center and one at the Albuquerque Center. In addition the person in this position facilitates library services for off-campus students, faculty, and staff at all external sites. The primary function of the Librarian is to promote library services, particularly the use of online subscription full-text databases and e-books, through library instruction sessions. Instruction takes place in person, via ITV, and by email and telephone.

The Librarian is also responsible for Interlibrary Loan (ILL), and Document Delivery Services (DDS). These services help to equalize access to scholarly material.

The position of Head of the External Library Programs Division was vacant January 1st, 2014 through March 2, 2014. At that time, the librarians reviewed the current positions, and decided to re-organize some of the duties. The systems duties were added to this division, as it was felt that electronic resources are part of providing services to distance education. Cheryl Zebrowski transferred from the Cataloging Division to this division as of March 3rd, 2014.

In the spring of 2014, an optional survey was posted on the Highlands University Banner System to assess awareness of and use of Rio Rancho, Albuquerque, and Off-Campus Library Services. Library Assessment Reports are available on the university’s Online Documents Webpage. The surveys are used to improve library services and collections.

Center Libraries Usage
The Rio Rancho and Albuquerque libraries have small, focused collections of books and videos that are selected by the Library Associates and the Librarian. They use professional tools and faculty recommendations to update these collections.

<table>
<thead>
<tr>
<th>Center Libraries - Materials Circulated Comparison over Five Fiscal Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 09-10</td>
</tr>
<tr>
<td>-----------</td>
</tr>
<tr>
<td>300</td>
</tr>
</tbody>
</table>

(note: Albuquerque Circulation figures are included beginning FY 13-14)
“People Counters” were installed at both of the center libraries last year. For FY 13-14, 13,762 people used those libraries, with almost equal numbers using each library.

Class Instruction:
The Library Associates at the center libraries provide instruction for external sites classes and individuals in-person, via ITV, and live chat. The External Programs Librarian also provides instruction when needed.

Instruction focuses on the access and use of electronic resources; especially subject-specific databases and full-text, electronic journals. The availability of library services such as Electronic Reserves, Library Passports, and Interlibrary Loan are also promoted.

Number of Library Instruction Sessions at Center Libraries
Rio Rancho 9
Albuquerque 2

Electronic Reserves:
The Electronic Reserves, since their introduction in 2006, have become the standard method of accessing Course Reserves material. Access is available 24/7 via the Library’s website. This allows distance education students to have access to required course material.

Library Passports:
Students and faculty in the Albuquerque area have the advantage of accessing physical materials at the UNM Libraries using a Library Passport, a reciprocal borrowing agreement by the New Mexico Consortium of Academic Libraries. Off-campus students, faculty, and staff are encouraged to use a Library Passport for access to physical materials at nearby academic libraries. Virtually all university, college, and community college libraries in New Mexico participate in the Library Passport program. Local public libraries’ Interlibrary Loan departments are an additional option for the procurement of physical material such as books. This past spring, the division implemented a new policy, whereby books from main campus will be mailed directly to distance education patrons.

Reference/Research:
Reference assistance is provided by the Library Associates at the center libraries. When the centers are closed, patrons may also contact the main campus library for assistance.

Rio Rancho:
Reference Assistance……………………………………………………………………………1,152
Directional Questions……………………………………………………………………………..571

Albuquerque:
Reference Assistance……………………………………………………………………………262
General Questions…………………………………………………………………………………251
**Instruction**

**Instruction and Tours:**
Donnelly librarians provide instruction and library tours to individual classes upon the request of professors. The instructional sessions introduce students to valuable search strategies, assist them in locating pertinent resources for class research projects and papers, or the sessions can simply provide a basic introduction to library services and resources. Library instructions and tours are also conducted upon request for classes from the United World College and Luna Community College.

This year, Donnelly librarians gave 56 instructional sessions to 669 students. Of those sessions, 9 were taught remotely, either as hybrid or ITV, to 98 students. Librarians gave 15 library tours to 160 participants.

**Tours and Instructions 2013-14**
Library Research Course:
The one-credit, five-week Library Research course familiarizes students with library resources and provides hands-on searching strategies to enable them to conduct research at any university library. Students learn how to conduct research, become familiar with library services such as Interlibrary Loan, receive tips on avoiding plagiarism, learn how to evaluate print and electronic resources, receive guidance and practice with bibliographic citation, and, finally, create a properly formatted bibliography. In fall 2013, librarians taught two sections of the basic Library Research course, INDP 135, with 33 students enrolled. The 3rd section offered did not meet minimal enrollment and was cancelled. The Library had one Advanced Library Research class, INDP 435/535, with 8 students enrolled. This was an in-person class. For the upper-level division, which is for graduate credit, students are expected to fulfill higher-level objectives, annotate a portion of their bibliography for the final project, and must purchase an APA, MLA, or Chicago style manual as the class textbook.

Spring 2014 was the first semester that the basic and advanced library courses were listed as permanent classes rather than as selected topics in the Schedule of Classes. In October 2013, library staff compiled the enrollment statistics from 2010 to the current year as well as other data on the Library Research Course. With this data, library staff presented to Academic Affairs new course proposals for both the basic and the advanced courses. At the same time library staff requested that the course designation be changed from Interdepartmental (INDP) to Library (LIB). The proposals were approved unanimously by Academic Affairs--in time for them to be included in the spring class schedule and the new undergraduate and graduate catalog listings.

In spring 2014, librarians taught two sections of the basic Library Research course, LIB 100, with 19 students in all. The advanced section was cancelled due to low enrollment.
Interlibrary Loan

The purpose of the Interlibrary Loan Section is to obtain materials not available at Donnelly Library, from other institutions and to provide quality service to our patrons in order to aide and support them in the area of research. With the full implementation of ILLiad, our ILL service has risen steadily. Joe Odermatt was hired in September 2013 as the library associate in Interlibrary Loan.

The External Programs Division librarian surveyed other institutions in our region to ascertain how they handle physical items for their distance education patrons. Several of them indicated that they will request material and mail directly to distance education students, faculty and staff. A policy was drafted over the summer and will be put in place for fall 2014 allowing Interlibrary Loan of physical items for distance education.

In an attempt to have books returned in a timely manner, the department began telephoning patrons when they receive a second overdue notice. Interlibrary Loan staff are also exploring the possibility of charging an overdue processing fee.

In resource sharing with other libraries and other institutions the following activities have taken place from July 2013 through June 2014.

**Borrowing:**

- Requests initiated: 3,139
- Requests filled: 2,339
- Requests unfilled from outside lenders: 800
- Percentage of filled from outside lenders: 74.5%
- Percentage of total requests available from Library: 8.1%

<table>
<thead>
<tr>
<th>Year</th>
<th>Items Requested</th>
<th>Items Filled</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 09-10</td>
<td>2,398</td>
<td>1,934</td>
</tr>
<tr>
<td>FY 10-11</td>
<td>3,001</td>
<td>1,769</td>
</tr>
<tr>
<td>FY 11-12</td>
<td>3,174</td>
<td>2,343</td>
</tr>
<tr>
<td>FY 12-13</td>
<td>3,139</td>
<td>2,339</td>
</tr>
</tbody>
</table>

*Interlibrary Loan Borrowing – Five-Year Comparison*
Reasons for unfilled requests include:

- Available from NMHU 254 requests
- Cancelled by the patron 84 requests
- Unverifiable citations 54 requests
- Duplicate requests 28 requests
- Items too new to be borrowed 16 requests
- Available from web 79 requests
- Exhausted all possible sources 60 requests

Lending:

Requests received ................................................................. 2,704
Requests filled ........................................................................ 1,157
Requests unfilled ................................................................. 1,547
Percentage of filled .............................................................. 42.8%

The reference and circulation staff continues to be very helpful in assisting the Interlibrary Loan office by canceling requests for articles that are available in Donnelly Library’s collection, by assisting patrons with setting up ILLiad accounts, and with supervising the circulation of physical ILL items such as books and videos.

For broader subject coverage and a better rate of fulfillment for faculty article requests, the Library has three document delivery providers: Science Direct, Infotrieve, and CCC Get It Now which was set-up this year. Get It Now integrates directly with ILLiad, and fees are charged to the IFM account. Ingenta was cancelled in January as there has not been any activity for several years, and an annual fee is charged.
Public Services

Archives & Special Collections:
Archives & Special Collections are kept apart from Donnelly Library’s general collection, and material from these collections is viewed in special viewing rooms for the convenience of researchers and the safety of rare or specialized materials.

The University Archives Room contains approximately 308.65 linear feet of records. Some of the records date back to 1893, the founding year of Highlands University. The records are comprised of various formats which include: bound and unbound records, maps, blueprints, images, newspapers, publications, sound recordings, and computer media. Record groups are derived from the organizational structure of the university. Some record groups are currently empty. The University Archives Room also houses copies of theses completed by NMHU graduate students.
The archives viewing room is used for researchers using the archives. At times, use of this room is off limits to researchers as various entities such as the NCA visiting team, state auditors, as well as university committees (such as the Library Committee of the Faculty Senate) have requested to use this room. When the room is in use by these entities, arrangements are made to accommodate researchers.

Special Collections contains rare books, books on regional history and culture, historic photographs, maps, and land grant documents. Highlights of Special Collections include Arrott’s Fort Union Collection, Land Grant Records, and the Citizens Committee for Historical Preservation photograph collection.

**Beisman Collection:**
The Beisman Collection consists of artifacts and paper material from Henry E. Beisman’s land surveying business, dating from the 1930s through the 1980s. The collection also contains older maps, some dating to the 1880s. The donated material includes over 7,500 survey maps and plats, business records, field notebooks, day planners, photographs, and books. Mr. Beisman worked in northern New Mexico, primarily in the town of Las Vegas and in San Miguel, Mora, Guadalupe and Colfax counties. Seven people used the collection this year.

Work continued on data input for the Beisman Map Collection index. Library staff are currently in the I’s.

An agreement was worked out with the Geospatial Analysis in Natural Resources Lab (GAINS) to have any maps or large documents scanned and copied on their equipment.

**Preservation Activities:**
The Disaster Plan was completed, and training for staff was held in January 2014. The Preservation Committee was put on hold this year, until an archivist could be hired. Approval for this position came in April 2014.

Library staff completed spending the NEH grant money, by purchasing oversized shelves for Special Collections and archival boxes.

**Circulation:**
The Circulation Section is responsible for facilitating the flow and control of materials checked in and out of the Library. The Circulation Section also monitors the flow of people into Thomas C. Donnelly Library.

The gate count measures the number of people who enter the physical library; it is important to note that the gate count does not include the amount of people who access library materials and services through the Library’s website. The recorded gate count counts people who enter and exit through the main library entrance, the coffee shop entrance, and the student union building entrance.
The Circulation Section monitors the materials checked in and out of Donnelly Library. Circulation decreased 10.08% from FY 2012-2013 to FY 2013-2014. The number of items circulated in FY 2013-2014 is greater than the number of items circulated in FY 2011-2012 or FY 2010-2011.

Donnelly Library serves the Las Vegas community by issuing courtesy cards to area residents, NMHU alumni, NMHU faculty emeriti, NMHU retired staff, United World College students, and Luna Community College students. The number of courtesy cards issued has increased 2.5% from FY 2012-2013 to FY 2013-2014.

Since the spring of 2010, Donnelly Library has participated in a City Wide Borrowing Card agreement with Luna Community College’s library and Carnegie Public Library. The agreement streamlines the application process for obtaining library privileges from the libraries in Las Vegas.
The Circulation Section is also responsible for reserve material for classes. Material may be placed on physical or electronic reserve by course instructors. Electronic reserves were first offered in the fall of 2006; print books, print articles and DVDs are also placed on physical reserve in Thomas C. Donnelly Library where they can be signed out during library hours. Material on e-reserve has the advantage of being available to students 24 hours a day, seven days a week through the Library’s password protected website. The chart below shows the total number of times reserve material, both electronic and physical, was accessed. The 22.41% increase in accessing reserve material from FY 2012-2013 to FY 2013-2014 shows a steady and growing interest in library reserves.
While the use of both print and electronic reserve material has remained steady, the use of print reserve material alone has increased by 79.67% from FY 2012-2013 to FY 2013-2014.

### Exhibits and Events:
Public Services staff coordinates activities that bring public awareness to the Library and its services. During FY 2013-2014, Donnelly Library hosted several exhibits and events to encourage library use by students, faculty, staff, and community members.

At the beginning of the spring and fall semesters, the Library welcomes back students with decorations, signs, and promotional items. The Library also decorates for special events such as Homecoming and Las Vegas Heritage week. The Library strives to be a welcoming place for both new and returning students, faculty, and staff.

Public Services staff represents the Library at orientations, college nights, and literacy festivals during the year in order to promote the Library to new and prospective students and community members.

Public Services staff maintains several ongoing displays to promote the use of library materials. These ongoing displays include a new books display which draws attention to the new acquisitions of the Library. Public Services staff also organizes themed displays of collection material. During FY 2013-2014, themed displays of general collection books included the following: Study Guides, Banned Books Week, Hispanic Literature, Faculty Publications, and Student Publications. Themed displays of material from the children’s collection include the following: Bilingual Children’s Books, Holiday books, Non-Fiction books, and Get Caught Reading. Themed displays of audio visual material include the following: Documentaries (DVDs), Book to Film Adaptations (DVDs), and Pass the Time . . . (DVDs).
In addition to these displays, Public Services staff also organizes special exhibits in the front entrance exhibit cases. The exhibit cases in the library lobby provide a prominent place to show selections from the Library’s holdings and from outside organizations. Front entrance exhibit displays from FY 2013-2014 include Homecoming Through the Ages and National Archives Week (October 2013), International Students Exhibit designed and installed by the student group, International Club (November 2013); Human Rights (December 2013-January 2014); Black History Month (January-February 2014); Women’s History Display, designed and installed by Dr. Kristie Ross’s Women’s Studies class, (March 2014); and Celebrate National Library Week (April 2014).

In the spring semester, from April 13-19, the Library observed National Library Week. All week, promotional items were distributed at Donnelly Library. Donnelly Library staff organized a trivia contest with prize drawings to encourage students to explore the current exhibit in the front display cases on libraries and library history.

In January 2013, Donnelly Library was awarded the Muslim Journeys Bookshelf grant, a project of the National Endowment for the Humanities Bridging Cultures initiative. The bookshelf
includes twenty-five books, four films, and additional materials, including bookmarks, bookplates, and posters. The library hosted two public events in FY 2012-2013 to promote the bookshelf material. During FY 2013-2014, the library organized two additional public events during the fall semester to draw attention to bookshelf material. The first fall 2013 event, Word as Art: A Film Screening, Lecture, and Discussion, was held on October 24, 2013. This program was led by Ester O’Fearghail, Assistant Professor of Art History, at New Mexico Highlands University. Ms. O’Fearghail introduced the calligraphy section of the film, Islamic Art: Mirror of the Invisible World, gave a lecture on calligraphy, and facilitated a discussion. The second fall 2013 event, Koran by Heart: a Film Screening and Discussion, was held on November 14, 2013. This program was co-sponsored by the NMHU International Club. Dr. Amal Alhosban, Assistant Professor of Computer Science, at New Mexico Highlands University and Dr. Eric Winkel, a former Senior Fulbright Scholar and expert on Islam, each gave a brief introduction to the film, Koran by Heart. After the screening, discussion was facilitated by Dr. Alhosban, Dr. Winkel, and NMHU International Club members.

The Library’s reading and discussion series continued during FY 2013-2014. During FY 2012-2013, the Library applied for and was awarded a Let’s Talk About It: Muslim Journey grant from the American Library Association and the National Endowment for the Humanities. The theme of the program was Literary Reflections.

The reading program made possible by the grant ran during the fall 2013 semester. The reading group met five times in Donnelly Library’s University Archives viewing room. Group participants read and discussed The Arabian Nights translated by Husain Haddawy, The Conference of the Birds by Farid Ud-Din Attar, Snow by Orhan Pamuk, Dreams of Trespass by Fatima Mernissi, and Minaret by Leila Aboulela. Following the American Library Association’s Let’s Talk About It Program model, each discussion was led by a humanities scholar. Dr. Brandon Kempner, associate professor of English at Highlands University, began each meeting with a brief introductory lecture and facilitated group discussions of the book.
During the spring 2014 semester, the Library conducted a second reading program with the first three books of the Points of View theme from the Let’s Talk About It: Muslim Journey program. During the spring, group participants read and discussed *In the Country of Men: a Novel* by Hisham Matar, *Persepolis* by Marjane Satrapi, and *House of Stone: a Memoir of Home, Family, and a Lost Middle East* by Anthony Shadid. The library was able to borrow copies of these books from other libraries who had received the Let’s Talk About It: Muslim Journeys grant.

As the reading and discussion series continues to generate interest from both the campus community and the Las Vegas community, additional reading programs are planned for FY 2014-2015.

**Reference:**
The Reference Section provides information services to support the academic and research needs of the university community and the surrounding community. The reference desk is staffed by either professional librarians with MLIS degrees or by library associates with bachelor degrees. Reference service is available for almost 100% of the hours that the Library is open.

Reference questions are answered in person at the reference desk, by phone, by email, and by chat via the Online Reference Desk. Email reference questions are sent to the general reference email address, libinfo@nmhu.edu, and to individual library staff members. Individual reference section staff also assist patrons by phone and in person independent of the reference desk.

The total number of questions received at the reference desk for FY 2013-2014 was 10,216 a decrease of 4.93% from the previous fiscal year.

![Reference Desk Statistics – Five-Year Comparison](image)

The figure below provides a breakdown of questions asked at the reference desk by month. During the fall semester, September was the most active month for reference questions. During the spring semester, January was the most active month for reference questions.
August continues to be the most active month for directional questions with the influx of new students at the beginning of the new academic year.

Research request statistics are kept separately from the reference desk statistics. These research questions require more in-depth research by reference section staff. These research questions include historical and genealogical inquiries and extended reference assistance with student research projects. For FY 2013-2014, there were 81 total research requests. Reference questions sent by email or phone directly to individual staff members or the libinfo@nmhu.edu email account are also kept separately from the reference desk statistics. Unlike research requests, these reference questions received by email or phone typically take reference section staff 15 or fewer minutes to answer. For FY 2013-2014, there were 92 total questions received by phone or email.

The research requests, reference questions received by email or phone, and the reference desk transactions are added together to come up with the reference transactions total reported in the Library Statistics section found at the end of this report. The total for all reference transactions in FY 2013-2014 is 10,389.

Assessment of library services and collections was conducted during FY 2013-2014. The Main Campus Library Assessment Survey was conducted during the fall 2013 semester, and the External Programs Library Assessment Survey was conducted during the spring 2014 semester. In previous years, both surveys were conducted in both fall and spring semesters. The surveys are now offered once a year to prevent survey fatigue. The surveys were available electronically through self-service banner. Library Assessment Reports are available on the university’s Online Documents Webpage.

In addition to the assessment surveys, the Public Services staff responds to suggestions submitted via the suggestion boxes on all three floors of Donnelly Library and the online suggestion form on the Library’s website. Public Services staff also continues to listen carefully to patrons’ questions and verbal suggestions in order to improve library services.
**Systems**
The Systems Department sets up and troubleshoots access issues to all of the subscribed databases and other electronic resources, as well as maintains the hardware and special software for all electronic equipment located in the library. The department’s goal is to resolve any hardware and software problems within two days. Systems staff have developed a good working relationship with the university Information Technology Services department.

The visitor computers are old, and have started running very slowly. Library staff began tracking problems with all of the public computers, so that the Systems division will have documentation to make a case for replacing these computers.

Other Activities:
- Set-up access to ten new databases which were purchased by NMCAL.
- Upgraded ILLiad to version 8.4
- Kim Scott took over updating the library’s website

The library resources are accessible to students and faculty via the Donnelly Library Web Site at http://nmhu.edu/library, with 162,475 visits this year. This number has been dropping over the past two years. Systems staff speculate that this may be due to students using more mobile technology which does not display our website well. A user survey of the library’s website was conducted over the spring semester, and Systems staff began revising the main page.
Thomas C. Donnelly Library

Library Statistics – FY 2013-14

Book Holdings .........................................................................................................................164,828
Audiovisual ...............................................................................................................................2,148
Circulated Items (volumes) .................................................................................................7,813
Electronic Books ...................................................................................................................207,506
Electronic Journals (full-text) .............................................................................................38,565
Government Documents .......................................................................................................238,068
Instruction Sessions .............................................................................................................56
Instruction Sessions Participants .........................................................................................669
Print Journal Subscriptions (469 print, 273 microform) .........................................................742
Lectures/Public Programs Sessions ......................................................................................16
Lectures/Public Programs Participants ..................................................................................284
Library Web-Site Visits .........................................................................................................162,475
Total Number of Volumes (all formats) ...............................................................................612,978.2
Manuscripts and Archives (linear feet) ................................................................................308.65
Microforms ............................................................................................................................170,135.2
Patrons ....................................................................................................................................116,035
Reference Transactions .........................................................................................................10,389
Resources Borrowed from Other Libraries ..........................................................................2,339
Resources Lent to Other Libraries .........................................................................................1,157
Semester Hours Open (per week) .......................................................................................80.5
<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff FTE – (6 professional, 9.25 library associates, 2 library technician, 1 secretarial/clerical)</td>
<td>18.25</td>
</tr>
<tr>
<td>Tours</td>
<td>15</td>
</tr>
<tr>
<td>Tour Participants</td>
<td>160</td>
</tr>
<tr>
<td>Work Study Students FTE</td>
<td>6.87</td>
</tr>
</tbody>
</table>
# Rio Rancho, Albuquerque, & External Programs

## Library Statistics – FY 2013-2014

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book Holdings – Albuquerque (videos)</td>
<td>702</td>
</tr>
<tr>
<td>Book Holdings – Rio Rancho (videos)</td>
<td>1,805</td>
</tr>
<tr>
<td>Circulated Items (volumes)</td>
<td>307</td>
</tr>
<tr>
<td>Electronic Books</td>
<td>207,506</td>
</tr>
<tr>
<td>Government Documents</td>
<td>Available through the Main Library</td>
</tr>
<tr>
<td>Instruction Sessions Participants</td>
<td>148</td>
</tr>
<tr>
<td>Instruction Sessions</td>
<td>11</td>
</tr>
<tr>
<td>Journal Subscriptions (electronic)</td>
<td>38,565</td>
</tr>
<tr>
<td>Journal Subscriptions (print) – Albuquerque</td>
<td>6</td>
</tr>
<tr>
<td>Journal Subscriptions (print) – Rio Rancho</td>
<td>29</td>
</tr>
<tr>
<td>Manuscripts and Archives (linear feet)</td>
<td>N/A</td>
</tr>
<tr>
<td>Microforms</td>
<td>Available through the Main Library</td>
</tr>
<tr>
<td>Total Number of Volumes (all formats)</td>
<td>Part of Main Library’s Holdings</td>
</tr>
<tr>
<td>Patrons</td>
<td>13,762</td>
</tr>
<tr>
<td>Reference Transactions</td>
<td>2,236</td>
</tr>
<tr>
<td>Distance Education Library Services Web-Site Visits</td>
<td>1,813</td>
</tr>
<tr>
<td>Staff FTE – 2 library associates, 2 graduate assistants</td>
<td>3</td>
</tr>
</tbody>
</table>
New Mexico Highlands University Libraries
Thomas C. Donnelly – Main Campus
Albuquerque Branch – Rio Rancho Branch
External Sites Library Services

STAFF ACCOMPLISHMENTS

Conferences Attended:
- Southwest Art History Conference – held October 17-18, 2013 in Taos, New Mexico – B. Read
- New Mexico Library Association Mini Conference held October 18, 2013 in Los Alamos, New Mexico – H. Robertson
- New Mexico Data User Management Conference – held November 14, 2013 in Albuquerque, New Mexico – J. Sena-Gutierrez
- Southwest Popular/American Culture Association 35th Annual Conference – held February 19-22, 2014 in Albuquerque, New Mexico – A. Kent
- Special Libraries Association Conference held June 10-12, 2014 in Vancouver, Canada – C. Zebrowski

Meetings Attended:
- NMHU Deans and Directors. – R. Aragon
- New Mexico Consortium of Academic Libraries Directors Retreat, July 31-August 2, 2013 in Farmington, New Mexico. – R. Aragon
- EOS Site Coordinators, August 16, 2013 – B. Bolser
- SLA Tour of the New Mexico History Museum & Photo Archives, August 23, 2013 – C. Zebrowski
- AMIGOS Board of Directors, September 18-20, 2013, November 21-22/2013, March 4-6, 2014 all in Dallas, Texas. The May 13, 2014 was via conference call. – R. Aragon
- NMCAL Executive Board, October 17, 2013 (Santa Fe, NM), and April 28, 2014 (Albuquerque, NM) – R. Aragon
- SLA Rio Grande Chapter Annual, November 22, 2013 – C. Zebrowski
- Academic Library Strategic, December 18, 2013, Albuquerque, NM – R. Aragon
- New Mexico Consortium of Academic Libraries Directors meeting, January 29, 2014 in Santa Fe, NM – R. Aragon
- Deans and Directors Retreat, May 16, 2014, Pendaries, NM – R. Aragon
- LIBROS Annual Advisory Board Annual (UNM), May 19, 2014 – A. Kent, J. Sena-Gutiérrez
Workshops and Trainings Attended:

- Dynamic One Shot Library Instruction (4 week online class), July-August 2013 – *Robertson, H.*, *Scott, K.*
- Web-Time Entry for Student Employees, August 7, 2013 – *P. Lopez*
- Banner Training, August 7, 2013 – *R. Chavez, B. Bolser*
- Faculty Development Week: Keynote Address by Jose Garcia, August 12, 2013 – *A. Kent*
- Faculty Development Week: Suicide Awareness, August 12, 2013 – *A. Kent*
- Faculty Development Week: Working with Difficult Students, August 13, 2013 – *A. Kent*
- Faculty Development Week: Academic Affairs Issues, August 13, 2013 – *A. Kent*
- Faculty Development Week: Course Development, August 14, 2013 – *A. Kent*
- Lecture Capture Practice, August 16, 2013 – *B. Bolser*
- Reference Training, August 29, 2013 – *Library Staff*
- SLA “Sustaining Digital Content” symposium, October 4, 2013 – *C. Zebrowski*
- TurnItIn Training, October 15, 2013 – *A. Kent*
- Safety Issue with Chief Sena, December, 17, 2013 – *Librarians*
- Idaho Commission Library Course, December 17, 2013 – *P. Tenorio*
- TurnItIn Training, December 16, 2013 – *C. Zebrowski*
- Security Incident & Incident Reporting Training, January 7, 2014 – *all staff*
- Teaching Information Literacy to College Students ALA eCourse, January 6-26 2014 – *A. Kent*
- Fire Extinguisher/Disaster Plan Training, January 9, 2014 – *all staff*
- Copyright and Fair Use Workshop, March 11, 2014 – *V. Berry, L. Broughton, A. Kent, J. Sena-Gutierrez, C. Zebrowski*
- Excel Basics training in Santa Fe, NM, May 19, 2014 – *P. Lopez*
- WMS Cataloging training in Santa Fe, June 17, 2014 – *J. Linzie, J. Sena-Gutierrez, C. Zebrowski*
- Banner Training, June 18, 2014 – *R. Chavez*

Webinars Attended:

- ILLiad Training Webinars throughout the year – *J. Odermatt, K. Scott, C. Zebrowski*
- OCLC WorldShare Management system webinars throughout the year – *all staff*
- Copyright in Academe, July 9, 2013 – *B. Bolser, A. Kent*
- Five Clicks or Fewer Webinar – July 10, 2013 – *V. Berry*
- ACRL-CHOICE Webinar - Key Trends in Business Research, August, 22, 2013 – *A. Kent*
- EBSCO Social Work Reference Center, August 29, 2013 – *H. Robertson*
- Reference Webinars, October 2 & 4, 2013 – *J. Odermatt*
- Oxford Islamic Studies Online Overview, October 15, 2013 – *A. Kent*
- Muslim Journeys and Your Community Confirmation, October 24, 2013 – *A. Kent*
- LexisNexis Academic NEW Interface, December 3, 2013 – *A. Kent*
• Common Core Webinar – December 9, 2013 – V. Berry
• Copyright in Academe, January 30, 2014 – C. Zebrowski
• AtoZ Databases webinar, February 5, 2014 – L. Broughton,
• Reference Universe webinar, February 18, 2014 – L. Broughton, A. Kent
• From Superheroes to Vampires: The Hottest Graphic Novels of 2014, March 19, 2014 – A. Kent
• Weeding Tips: Tackling Fiction, March 25, 2014 – A. Kent
• Credo Online Reference webinar, April 10, 2014 – L. Broughton, A. Kent, J. Sena-Gutierrez,
• EBSCO’s American Antiquities Society Historical Collection webinar, May 8, 2014 - L. Broughton
• Reaching All Readers: New Multicultural Books for Children and Teens, May 13, 2014 – V. Berry
• The Completion Agenda: 25 Best Practices - June 12, 2014 – R. Aragon

Members of Committees:
Regional:
• AMIGOS Library Services Board of Directors – R. Aragon

State:
• LIBROS Advisory Board – C. Zebrowski
• LIBROS Consortium – Library Staff
• Rio Grande Chapter Special Libraries Association – C. Zebrowski (President)
• New Mexico Consortium of Academic Libraries (NMCAL) – Member – R. Aragon
• New Mexico Consortium of Academic Libraries (NMCAL) Executive Board – Member – R. Aragon
• New Mexico Library Association Legislative Delegation – Member – R. Aragon
• New Mexico Library Bond Task Force –Member – R. Aragon
• NM Bonds for Libraries Task Force Steering Com. – Co-Chair – R. Aragon
• NMCAL – Legislative Sub-Committee – Chair – R. Aragon
• New Mexico Library Association (NMLA) – Legislative Sub-Committee: Member – R. Aragon
• Regional Advisory Committee (RAC) – University of New Mexico Health Sciences: Member – R. Aragon

City:
• Las Vegas City Librarians Committee – R. Aragon, B. Bolser, L. Broughton, A. Kent, J. Sena-Gutierrez, C. Zebrowski

University:
• NMHU Hearing Committee – R. Aragon (Chair).
• Faculty Senate – A. Kent (Secretary)
• Faculty Senate Executive Committee – A. Kent (Secretary)
• Faculty Research Committee – L. Broughton
• International Education Committee – J. Sena-Gutierrez
• Faculty Library Committee – R. Aragon, B. Bolser, L. Broughton, A. Kent, J. Sena-Gutierrez, C. Zebrowski
• Academic Affairs Committee – C. Zebrowski (Secretary)
• Academic Affairs Undergraduate Appeals Subcommittee – C. Zebrowski
• General Faculty – B. Bolser, L. Broughton, A. Kent, J. Sena-Gutierrez, C. Zebrowski
• University Catalog Committee – C. Zebrowski
• Alumni Association Committee – J. Sena-Gutiérrez
• Homecoming Committee – J. Sena-Gutiérrez
• Student Behavior Intervention & Support Team (SBIST) – A. Kent
• Faculty Activities Ad Hoc Committee – A. Kent

Internal:
• Library Administration Staff & Librarians – R. Aragon, B. Bolser, L. Broughton, A. Kent, P. Lopez, J. Sena-Gutierrez, C. Zebrowski
• Emergency Exit Committee – I. Corral, J. Odermatt, L. Sims, C. Zebrowski
• Fundraising Committee – A. Kent, J. Sena-Gutierrez, C. Zebrowski
• Disaster Team – L. Broughton, C. Zebrowski
• Land Grant Committee – R. Aragon, I. Corral
• Library Budget – R. Aragon, B. Bolser, L. Broughton, A. Kent, P. Lopez, J. Sena-Gutierrez, C. Zebrowski, C.
• Library Work-Study Committee – R. Chavez, P. Lopez, J. Sena-Gutierrez, B. Ulibarri
• Special Occasion Committee – I. Corral, A. Kent, J. Odermatt, L. Sims
• Library Web Committee – R. Aragon, B. Bolser, L. Broughton, A. Kent, J. Sena-Gutierrez, C. Zebrowski
• Online Services Committee – R. Aragon, B. Bolser, L. Broughton, A. Kent, J. Sena-Gutierrez, C. Zebrowski
• Preservation Committee – L. Broughton, T. Christiansen, (Associate Professor, Visual and Performing Arts), I. Corral, K. Hsueh (Director, Las Vegas City Museum), L. LaGrange, (Associate Vice President for Academic Affairs), P. Linder, (Professor, History), J. Mandarino, (Coordinator of Alumni Affairs), M. McCaffrey, (Board Member, Citizens Committee for Historic Preservation), C. Zebrowski
• Furniture Committee – A. Kent, P. Lopez, J. Sena-Gutierrez
• Building Needs Committee – R. Aragon, A. Kent
• Strategic Planning Committee – Librarians, A. Kent (Unit Record Keeper)
• Search Committee for Library Associate – Interlibrary Loan Section – V. Berry, B. Bolser, Chair, A. Kent, S. Williams
• Search Committee for Librarian – External Programs and Interlibrary Loan Division – L. Broughton, Chair, P. Lopez, P. Tenorio
• Search Committee for Librarian – External Programs and Interlibrary Loan Division – I. Corral, A. Kent, Chair, P. Linder, P. Tenorio, J. Linzie

Presentations, Demonstrations, Conference Papers, Etc. Presented by Library Staff
• Library Presentation at Santa Fe/Espanola student orientation, August 8, 2013 – B. Bolser
Faculty Development Week: — Library Services & Resources for Faculty, August 14, 2013 – Librarians

Capital Outlay Hearing presentation, held October 17, 2013, in Santa Fe, NM. – R. Aragon

Library Research Course proposals—basic and advanced—presented to Academic Affairs Committee, November 6, 2013 – R. Aragon, L. Broughton

NMCAL Legislative Committee presentation to the Council of University Presidents (CUP), January 21, 2014, Santa Fe, NM. – R. Aragon

NMCAL Legislative Committee presentation to the New Mexico Independent Community Colleges (NMICC) Presidents, January 27, 2014, Santa Fe, NM. – R. Aragon

NMCAL Legislative Committee presentation to the New Mexico Association of Community Colleges (NMACC) Presidents, January 27, 2014, Santa Fe, NM – R. Aragon

“Doing Historical Research: An Insider’s View” Dr. Steve Williams class interview – February 11, 2014 – J. Odermatt


NMCAL Legislative Committee presentation to the Higher Education Department (HED) staff, June 6, 2014, Santa Fe, NM – R. Aragon

Special Projects:
- Westphall Collection evaluation, weeding, and cataloging – L. Broughton, J. Linzie
- Began migration from III Millennium to OCLC WMS library system – all staff
- Disaster Recovery Service Agreement–BMS-Cat and Purchasing Dept. – R. Aragon, L. Broughton
- Nursing program accreditation Librarian’s Report for Commission on Collegiate Nursing Education (CCNE) Site Visit, March 18, 2014 – L. Broughton
- Special Collections oversize section evaluation, weeding, and reclassification – L. Broughton, I. Corral, J. Linzie.
- A/V weeding and acquisition project – L. Broughton, A. Kent
- Library Disaster Plan, ongoing 2013-2014 – Preservation Committee

Staff Awards:
- 25 Year Award – R. Chavez.

University Courses Taught:
- INDP 135: Library Research, CRN 2267 (Fall 2013) – A. Kent
- INDP 135: Library Research, CRN 2269 (Fall 2013) – C. Zebrowski
- INDP 435/535: Advanced Library Research, CRN 2975/2976 (Fall 2013) – L. Broughton
- INDP 135N: ST: Freshman Forum, CRN 2275 (Fall 2013) – A. Kent
• LIB 100: Library Research, CRN 4661 (Spring 2014) – L. Broughton
• LIB 100: Library Research, CRN 4662 (Spring 2014) – A. Kent

**Major Library Meetings:**
• Library Staff
• Library Priorities
• Library Budget