

# ***New Mexico Highlands University Libraries***

*Thomas C. Donnelly – Main Campus*

*Rio Rancho Branch*

*Albuquerque Branch*

*External Sites Library Services*



## **Annual Report Fiscal Year 2015-16**

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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 2015-16.



# MISSION

The New Mexico Highlands University Libraries support 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:

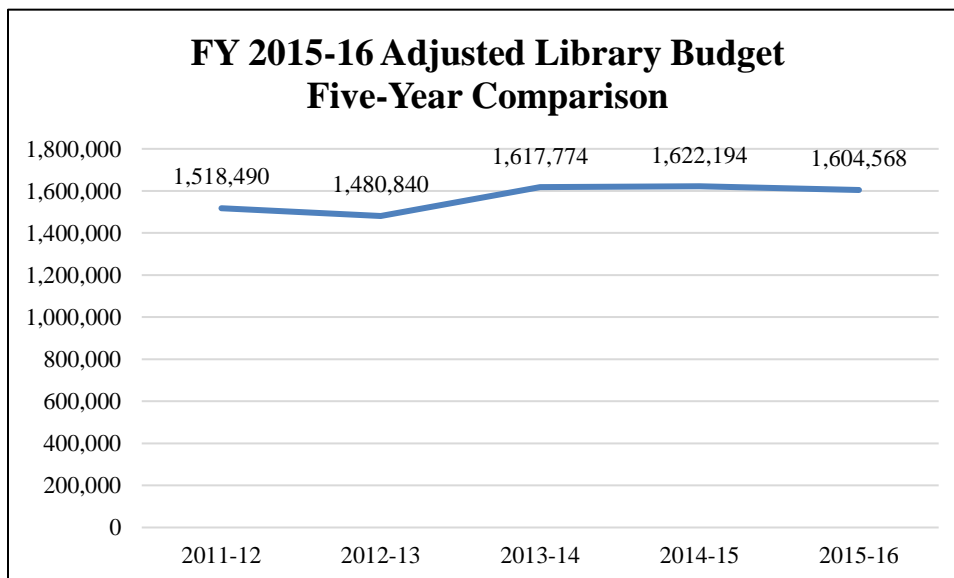
In coordination with the Library Committee of the Faculty Senate, library staff conducted annual library assessments during the fall 2015 and spring 2016 semesters. Analysis reports for each assessment are available for review.

### Book Inventory:

Findings from this fiscal year's book inventory report and other library section reports are summarized as follows: the Library contains approximately 619,930.2 volumes. The collection includes more than 169,004 monograph volumes, of which 166,045 are hard-bound, 133 are in microform format, and 2,826 are in either audio-visual or CD-ROM formats. In addition, there are roughly 246,281 electronic full-text books, approximately 38,212 bound periodicals and indexes, and roughly 170,370.2 volumes of journals, indexes, and newspapers in microform. Periodicals, domestic and foreign, are subscribed to in print or microform, as well as 47,534 plus electronic full-text titles that are available for research needs. In addition, the Library is a select federal government documents depository, and a full depository for New Mexico State documents. Both depository collections contain approximately 242,344 documents.

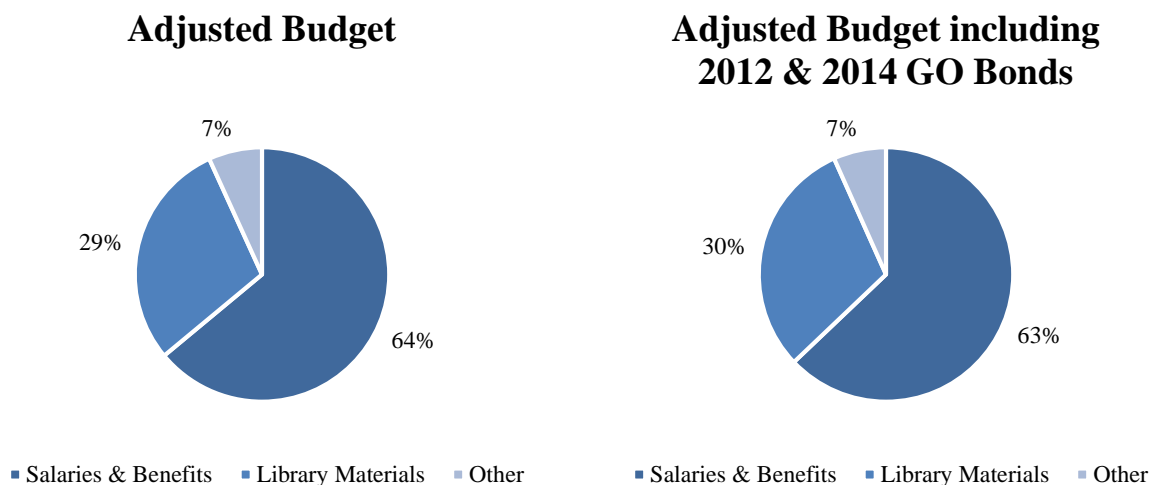
### Budget:

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 Library's adjusted budget had a decline from last fiscal year of \$17,626 (1%). Of the \$1,604,568.26 authorized to the Library, library staff spent \$1,666,695.66 of our budget.



The overage can be attributed to work study salaries, which is monitored by the University's Human Resources Department. No work study funds were provided in the library's banner account during this fiscal year. Excluding salaries and benefits, the Library Administration remained in the black with an amount of \$1,179.49 left at the end of the fiscal year.

### **FY 2015-16 Distribution of Library Budget**



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, between 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 General Obligation (GO) bond funds (pie chart on the right), the Library is still lower than the Standards.

Library staff spent the remainder of the 2012 GO Bond funds of \$24,066.04 (26%). Of the 2014 GO Bond amount of \$114,383, a total of \$67,933.12 (59%) was spent through the end of this fiscal year. The primary purpose of these funds is to purchase one-time library acquisition research materials.

On November 20, 2015 the librarians made a budget needs PowerPoint presentation to the University President and Faculty Library Committee. The Provost-Vice President for Academic Affairs was invited, but was unable to attend.

**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 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.

Building renovation and expansion projects since 1966 have provided a quieter, more open study environment, with group study rooms and specialized collection rooms, and space for the display of artwork in cabinets, on walls, and in the exhibit gallery. The major building addition of 1996 brought the library into the new technological era with computer work stations and computer labs on the first floor, providing both casual and serious research capabilities. The library has expanded in other ways as well. For example, the library now supports the university's external programs courses with the creation of branch libraries at the centers in Rio Rancho and Albuquerque. Additionally, library instruction is given in-person and remotely at the main campus and to off-campus sites.



This fiscal year, compared to those in the past, had minimum weather and emergency conditions, interruptions that would require the University to have delays and closers. The only documented delays were;

- August 11, 2015 – Power outage from 6:20am to 8:05am.
- October 24, 2015 – Power outage from 8:30am to 11:00am. Fortunately, most services were up and going when the Library opened for business at 1:00pm.

- November 08, 2015 – Network down from the time the Library opened at 1:00pm to 2:55pm.
- February 03, 2016 – 2 hr. delay, 8:00am–10:00am (snow).

Other building items to note:

- 1) 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. Items to note include:
- 2) The University has renewed its copier contract with Document Solutions Inc. Four new copiers were installed in the library in July 2015.
- 3) Library furniture was shampooed on August 5-6, 2015.
- 4) Meeting was held 10/28/15 with the University Administration and Facilities staff to discussion temperature and humidity control issues in the Archives and Beisman Collections. In addition, a follow up meeting (10/28/15), was held with Kevin Balciar, an architect with Soleil West to discuss this issues further. Facilities approved that Mr. Balciar draw up options for a centralized location for equipment to remedy the control issues.
- 5) Discussions were held in October 2015, on having a lactation room in the Library.
- 6) It was determined that it would be best to make one in the Student Union Building.
- 7) The remodeling of public restrooms on all three floors was completed in March 2016.
- 8) New Mexico State Fire Marshal inspected the Library on April 26, 2016.
- 9) Carpet on the third floors was shampooed on May 19, 2016.
- 10) Additional outlets were installed on the 2<sup>nd</sup> floor of the Library the week of June 13, 2016.
- 11) New paper towel and toilet paper dispensers were installed in all restrooms in June 2016.

### **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 39 four and two-year academic institutions in New Mexico).

On April 9, 2015, the New Mexico Consortium of Academic Libraries (NMCAL) membership voted to use 2014-2018 NM Academic Library GO Bond funds (approximately 30%), to continue getting the EBSCO database package including CINAHL Complete a comprehensive collection of nursing and allied health journals (1,300 full text).

Via the NMCAL Consortium, our library 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 WorldShare Management Services (WMS) software licensed through Online Computer Library Center. 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.

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:**

The Northeastern New Mexico Library Group (NENMLG) quarterly librarians meetings are held to include libraries from the northeastern part of the State. The group'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), the Carnegie Public Library (CPL), and other regional libraries. The NENMLG Committee's primary goal is to work together in providing quality library services to the northeastern part of the State. 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 the Northeastern New Mexico Library Group. The first meeting of the expanded Group was held on Thursday, Sept. 18, 2014.

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 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.

### **Equipment/Software:**

- ❖ The library purchased 2 new Microsoft Surface 3 laptops with keyboards.
- ❖ A new printer and fax machine were purchased for the Administrative Office.
- ❖ Five new cameras were purchased and installed in the library on June 16, 2016. The cameras were installed on the 3<sup>rd</sup> floor facing north stacks, the Periodicals Section, the Government Documents Section, the Government Documents study area and the Adaptive Technology Center.



**Fundraising:**

The library had its first Chocolate Tasting during homecoming, with a second one on Valentine's Day. In addition to the admission fee, there was an auction of some of the chocolates, with friend bidding against friend. We also had our annual used book sale during National Library Week in April. The proceeds from these events go to our foundation account and is used to provide coffee to students during mid-terms and finals, as well as for other events.

**Library Legislation:**

The New Mexico Consortium of Academic Libraries in cooperation with the New Mexico Library Association and the State Library pursued a 2016 GO Library Bond initiative. The State Legislature agreed on 10 million, with 3.25 million to fund academic libraries, 3 million for school libraries, 3 million for public libraries and \$750 thousand for tribal libraries statewide. The 2016 GO Bond B will be placed on the November 8, 2016 election ballot, seeking the approval from State voters.

Library Legislative Day was held January 20, 2016 at the State Capitol. Librarians state-wide from academic, public, school and tribal libraries were in attendance.

**Miscellaneous:**

During this fiscal year, the library staff was very involved with numerous meetings, presentations and workshops pertaining to the Higher Learning Commission (HLC), Strategic Planning, Strategic Enrollment Management and HU HIPS.

In March 2016, we were contacted by Marian Royal-Vigil, New Mexico Library Association's Mini Conference Planning Committee Chair, in regards to hosting the 2017 NMLA Mini Conference.

On July 10, 2015, fiscal year 2014-15 Library Book Inventory was completed.

Surveys completed:

- 1) FY2014-15 Academic Libraries Survey (ALS) – National Center for Educational Statistics.
- 2) FY2014-15 Association of College and Research Libraries (ACRL) Trends and Statistics.

**Personnel:**

Major items of interest:

- ❖ Ruben F. Aragón, Library Director, member of the Amigos Library Services Board of Directors, was appointed Chair of the Amigos Budget and Finance Committee on May 10, 2016. As treasurer, Mr. Aragón is automatically part of the Amigo Executive Board. 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. Helen Robertson and Ms. Patricia Lopez for the fall 2015 semester and Ms. Victoria Berry for the Spring 2016 semester.

- ❖ At this fiscal year's 17th Annual Employee Recognition Awards Ceremony held on April 13, 2016, longevity pins for continued University service were awarded to Ms. Irisha Corral for 30 years, Ms. Annabelle Mora for 20 years, Ms. Josephine Sena for 15 years and Mr. David Whorton for 10 years.
- ❖ This fiscal year an average of 20 work study students were hired during the fall 2015 and spring 2016 semesters. Approximately 345 hours per week were assigned to each of these semesters. Also, one full-time equivalent graduate assistant was hired at the Rio Rancho center library.
- ❖ The following personnel changes occurred during this fiscal year:
  - ✓ Mr. Kevin O'Sullivan – Counseling Guidance – School of Education (fall 2015 & spring 2016), was the Graduate Assistants for the Rio Rancho Library this fiscal year.
  - ✓ Mr. Rick Griego, library custodian, was transferred on September 8, 2015.
  - ✓ Ms. Samantha Sanchez, library custodian, started on October 19, 2015.
  - ✓ Ms. April Ortega was hired in the ILL temporary position. Her start date was Tuesday, February 23, 2016.
  - ✓ Mr. Joseph Odermatt, Library Associate, Interlibrary Loan section, passed away on April 10, 2016.

#### **Statistics -- 1966 to 2016:**

Access to library resources and services has changed dramatically in the past 50 years due to technology. Print resources continue to be vital (hence, an increase of 107% since 1966). With the addition of e-books to the library collection, students now have ready access to 366% more monographs than 50 years ago; and thanks to online databases, the number of journal titles available for research has grown by more than 7,000%!

# Cataloging

This year we focused on data clean up after the migration to the new library system, OCLC World Share Management Services (WMS). The department finished cataloging uncataloged special collections items.

The following projects were worked on this fiscal year.

- Continued to catalog/reclassify material from mending, inventory and special collections.
- Cataloging staff also assisted with reference duties, weeding, book selection, and library instruction.

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

*Cataloging Statistics – Five-Year Comparison*

	2011-12	2012-13	2013-14	2014-15 <sup>1</sup>	2015-16
<b>New Bibliographic Records</b>	<b>1699</b>	<b>2028</b>	<b>2404</b>	<b>-</b>	<b>-</b>
<b>Original Cataloged Items</b>	<b>67</b>	<b>75</b>	<b>93</b>	<b>20</b>	<b>115</b>
<b>Authority Verification</b>	<b>840</b>	<b>853</b>	<b>942</b>	<b>-</b>	<b>-</b>
<b>Edited Bibliographic Records</b>	<b>5965</b>	<b>8061</b>	<b>6018</b>	<b>-</b>	<b>-</b>
<b>Items Added</b>	<b>2746</b>	<b>3432</b>	<b>3750</b>	<b>2906</b>	<b>4731</b>
<b>Item Records Modified</b>	<b>7061</b>	<b>5869</b>	<b>7764</b>	<b>-</b>	<b>-</b>
<b>Items Deleted</b>	<b>6583</b>	<b>5284</b>	<b>3556</b>	<b>1294</b>	<b>2292</b>
<b>Local Holdings Added</b>	<b>–</b>	<b>267</b>	<b>227</b>	<b>-</b>	<b>-</b>
<b>Ebook Records Added</b>	<b>–</b>	<b>171</b>	<b>115</b>	<b>43</b>	<b>75</b>

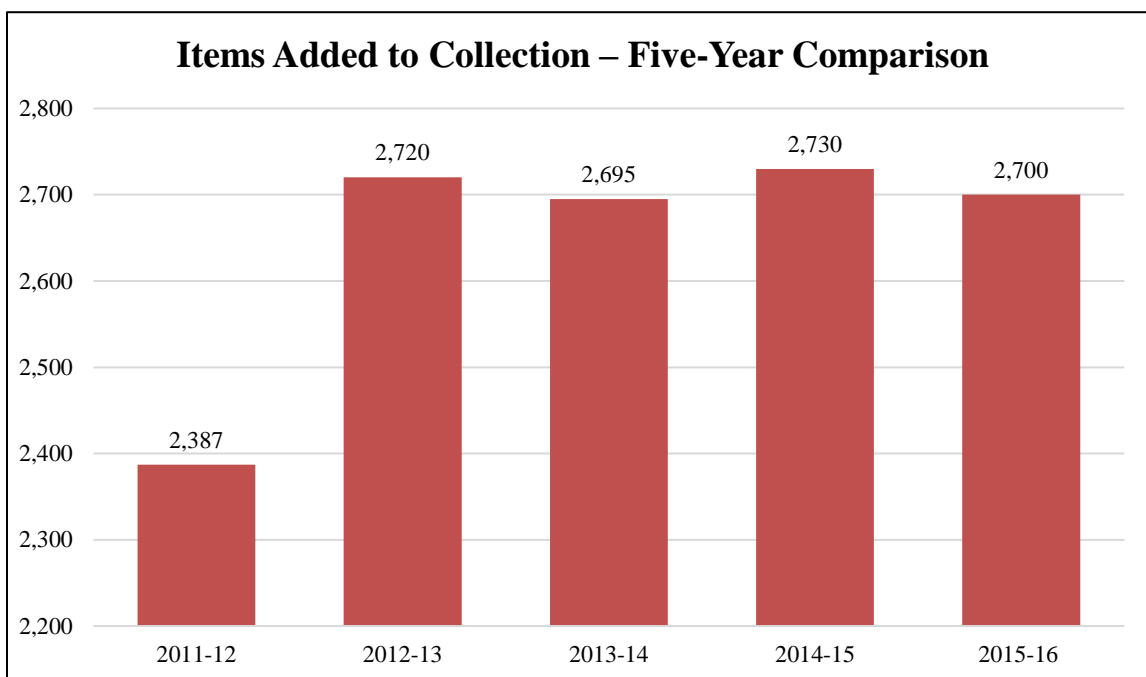
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<sup>1</sup> Difference between Millennium and WMS led to a revision of the statistics kept by the Cataloging Division.

# Collections

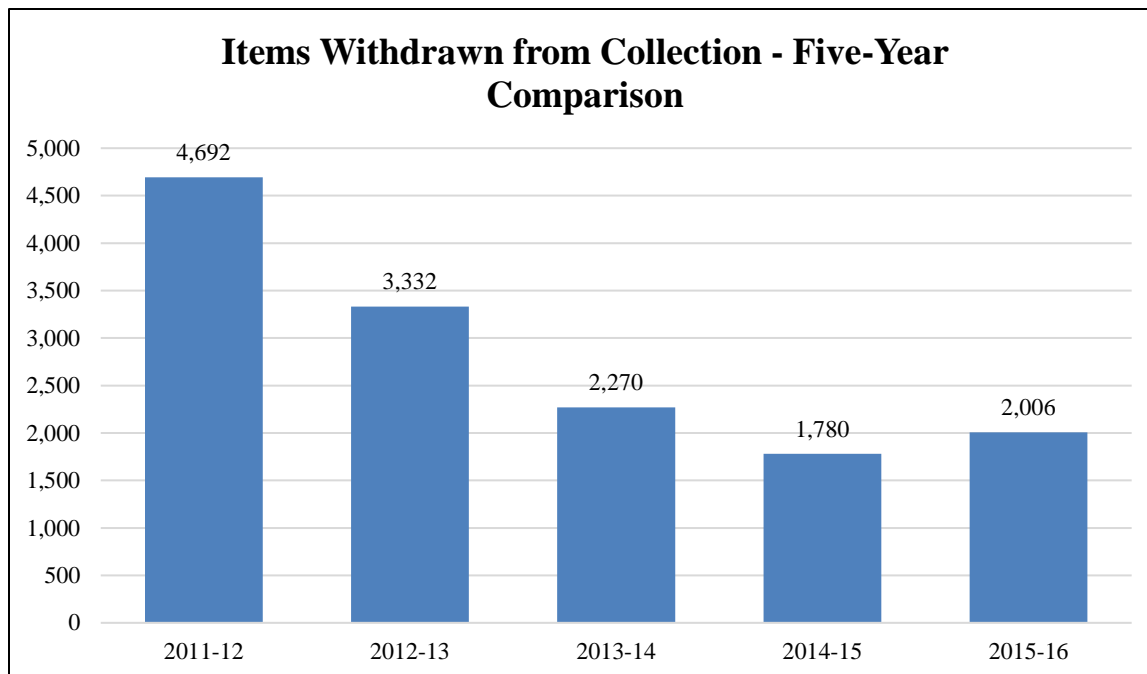
## Acquisitions:

2,700 volumes (2,501 books and 199 audio-visual items) were added to the collection in FY 2015-16. These include purchased as well as donated material, theses, and bond money expenditures. These additions bring the total holdings to 166,045 books and 2,535 A/V. See the following chart showing collection numbers for the past five years.

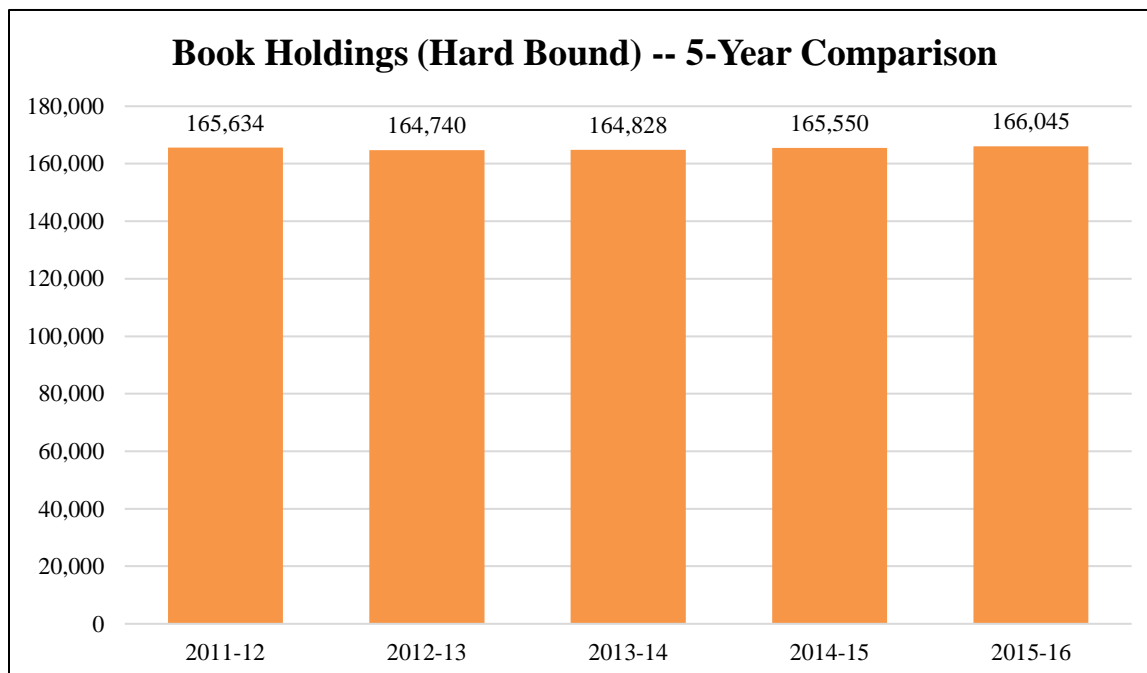


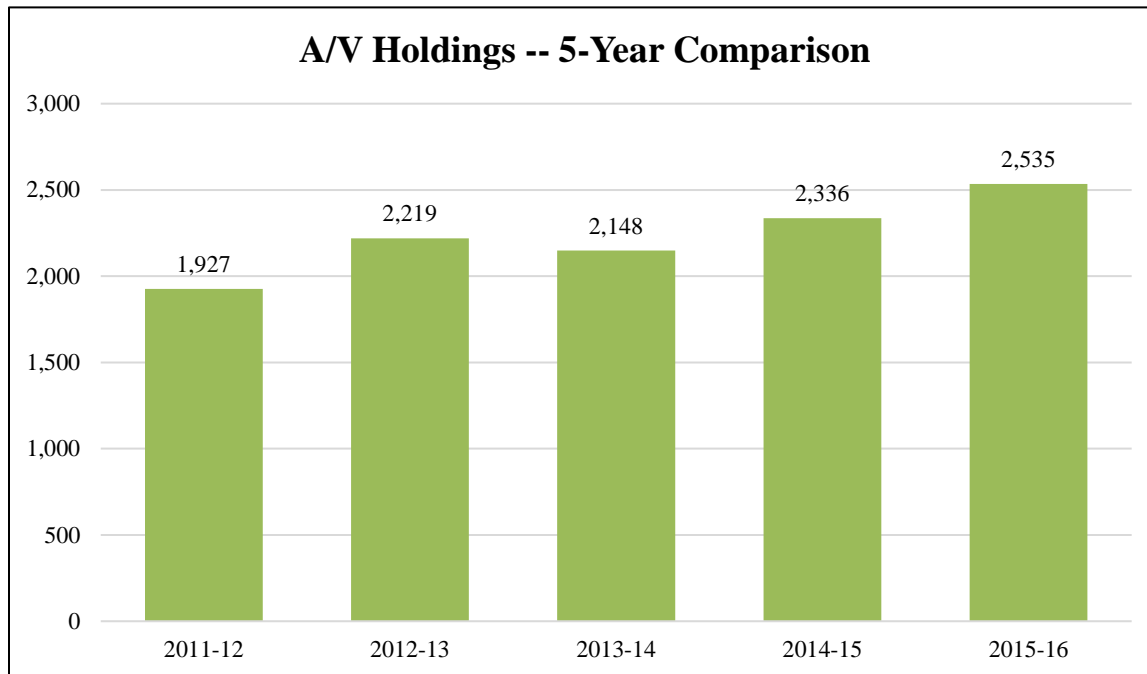
To maintain an appropriate rate of collection development in fields of the curriculum we use the Clapp/Jordan academic library principles as a general guide. Our primary selection tool continues to be *Choice: Current Reviews for Academic Libraries*, a publication of the Association of College and Research Libraries (ACRL). The monthly issues, including the journal's annual list of outstanding titles, aid the librarians in the selection of resources. Librarians also involve faculty in the selection and weeding of books, journals, and databases.

We withdrew 2,006 damaged or outdated items this year. The following chart details the number of items withdrawn over the past five years.

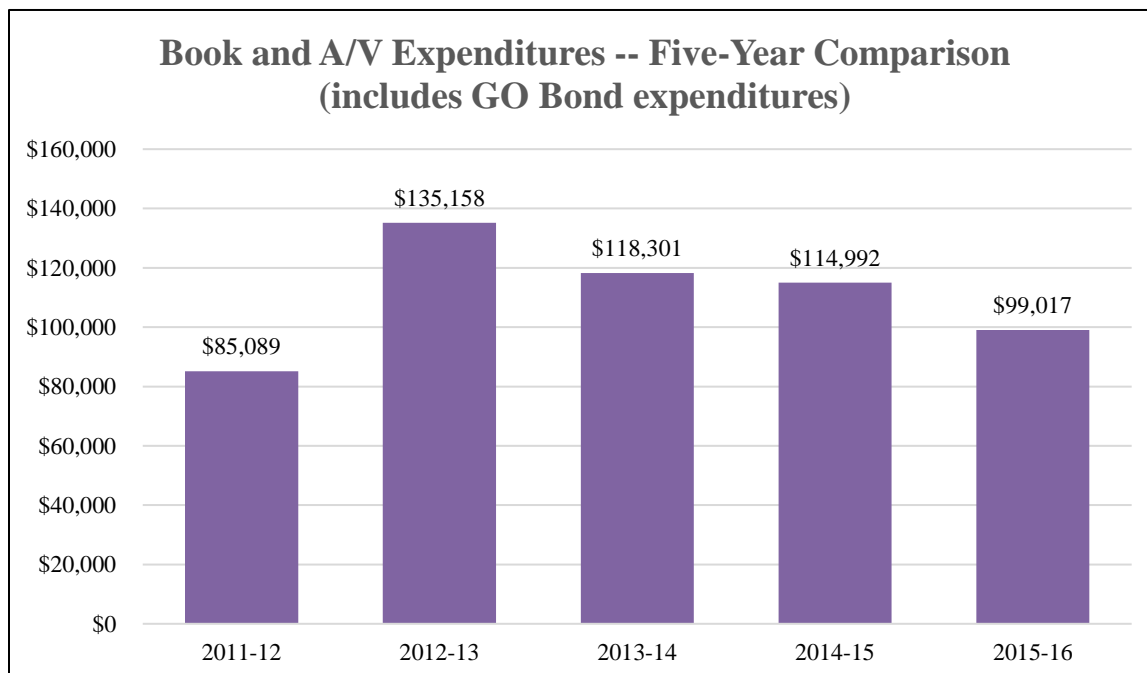


The following two charts describe the holdings totals over the last five years. The number of withdrawals and new book purchases are kept in balance in order to maintain a constant level of holdings.

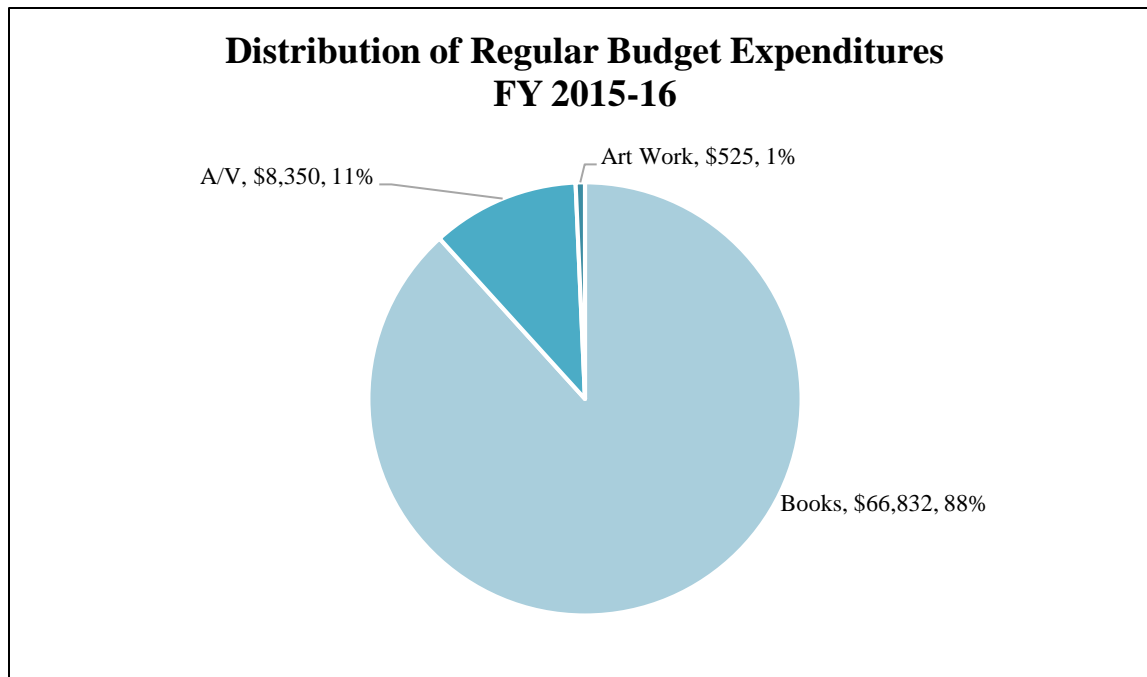




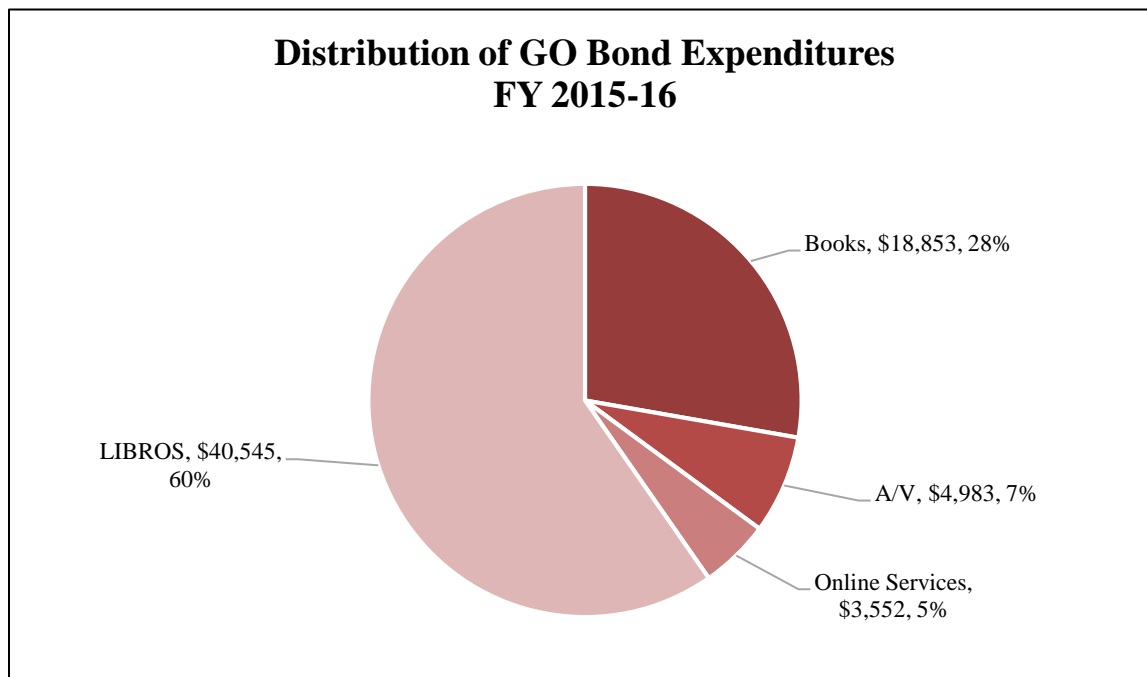
Acquisitions spent a total of \$99,017.49 on the purchase of books and audio-visual material this year, including GO Bond expenditures. The chart below shows the total amount expended from the Library's General Account and the GO Bond.



The Library spent 100% of the FY 2015-16 Regular Materials Budget: \$66,832 on books (print, electronic), \$8,350 on audio-visual materials, and \$525 on art work. (For database subscription expenditures, please see the Electronic Resources section).



The Library spent 61% of the \$114,383 total 2014 GO Bond. Expenditures by material type: \$18,853 on books, \$4,983 on audio-visual, \$3,552 on electronic databases, and \$40,545 for LIBROS membership dues. See the chart below.





We collaborate with other state-funded public libraries in the transfer of donated and withdrawn materials, which keeps materials in circulation without added costs. Cooperative exchanges are maintained 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/Collections met with various book vendors including representatives from UNM Press, Midwest Library Service, Alibris, Gale, and EBSCO.

### **Archives, Beisman Collection, Special Collections, & Preservation Activities:**

#### *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 341.36 linear feet of materials (109.03 linear feet of theses and monographs and 232.33 linear feet of University records). The records are comprised of various formats which include: bound and unbound records, maps, blueprints, images, newspapers, publications, sound recordings, and computer media. Some of the records date back to 1893, the founding year of Highlands University. 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 HLC 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 early 1900s through the 1980s. The collection also contains older maps, some dating to the 1880s. The 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. There were sixteen patron visits to the collection this year.

Work continued on data input for the Beisman Map Collection index. Most of the index is entered. Library staff are reviewing entries for accuracy and entering the cards students were unable to enter. The map inventory continues, and over 2,200 plats have been entered.

The Library archivist worked on the New Mexico Historical Records Advisory Board Regrant program award last year. The grant allowed us to organize and digitize the plat descriptions and organize the Storrie Irrigation Project records, correspondence, and business records.

*Preservation Activities:*

Library staff continued monitoring insect activity throughout the library and temperature/humidity in Special Collections, Archives, and the Beisman Collection.

**Donations (Library Resources):**

We accepted 36 individual donations totaling 1,004 books, 2 audio-visual items, 2 periodical titles (several issues), and 2 manuscript collections (12 boxes).

**Donation Highlights:**

- 150+ books on plant science donated by the Dr. Eugene Van Arsdel estate.
- 30 years of *The Journal of Wildlife Management* donated by Dr. Jesus Rivas.
- 200+ books on anthropology and archaeology donated by the UNM Maxwell Museum.
- Archival collection and books donated by Dr. Maurilio Vigil, Professor Emeritus.
- Archival collection and books donated by Mr. Leveo V. Sanchez, Chairman, Board of Regents.

**Electronic Resources:**

Electronic resources are essential because of the immediate off-site access to information they provide. As a NMCAL member library, Donnelly Library participates in the consortium subscription to 10 EBSCO databases, 2 large EBSCO e-book collections, as well as LIBROS, the online catalog. 34 online databases and 246,281 e-books are available to our clientele from the Library's webpage. This year we purchased 85 electronic books for \$3,225.

In March 2016, the subscription to Web-of-Science by Thomson-Reuters was cancelled due to low usage.

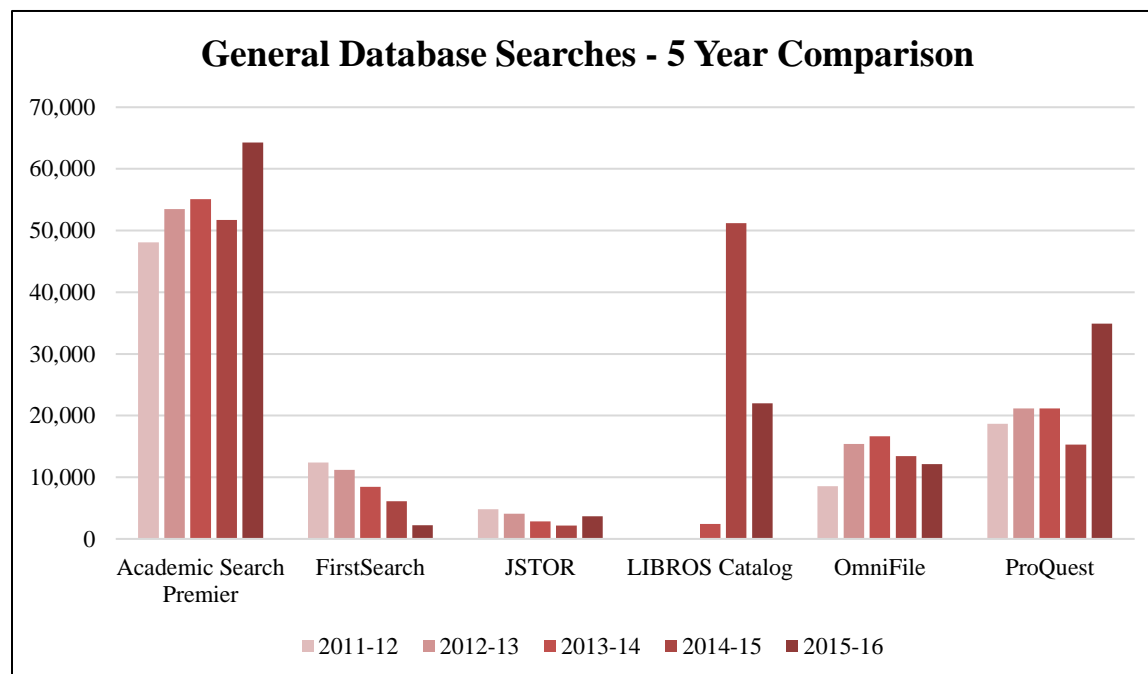
Online database subscription costs increase every year due to inflation. This year we paid an average of 5.58% more than last year. The table below shows the cost increases over the past five years.

### Database Cost Increases – Five-Year Comparison

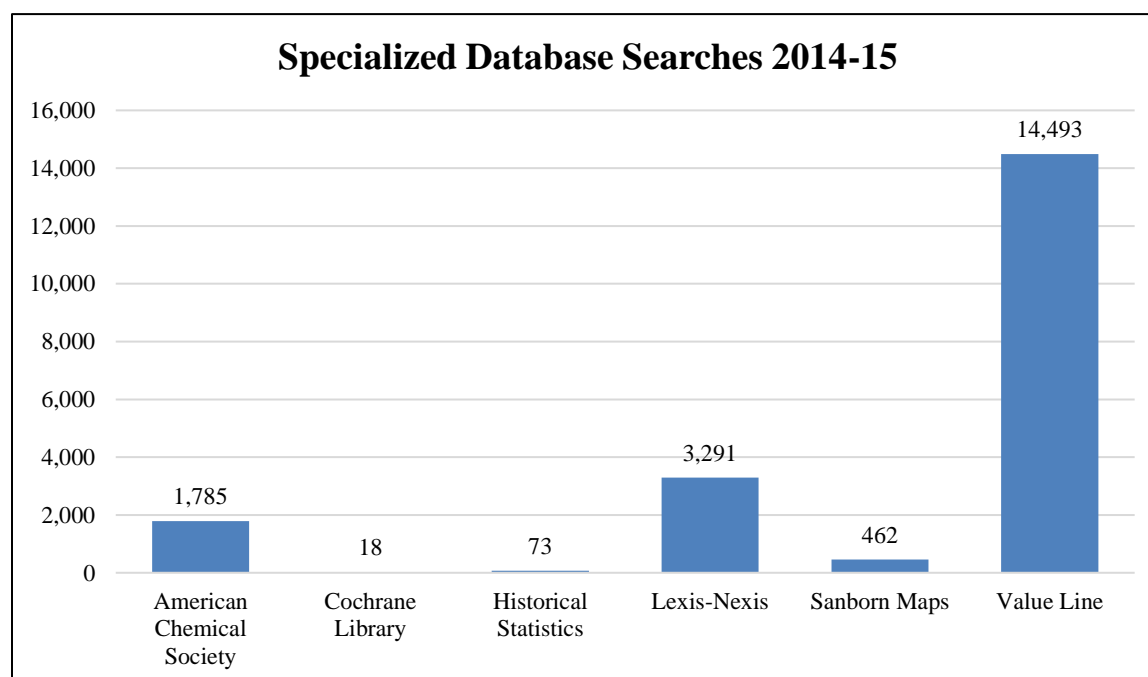
Database	FY 10-11	FY 11-12	% Increase	FY 12-13	% Increase	FY 13-14	% Increase	FY 14-15	% Increase	FY 15-16	% Increase
American Chemical Society*	\$24,635	\$26,093	5.92%	\$30,500	16.89%	\$30,500	0.00%	\$35,310	15.77%	\$36,787	4.18%
BusSource SocIndex (EBSCO)	\$11,796	\$12,386	5.00%	\$13,006	5.01%	\$13,786	6.00%	\$14,475	5.00%	\$15,488	7.00%
Cochrane Library (Wiley)	\$2,309	\$2,517	9.01%	\$2,743	8.98%	\$2,990	9.00%	\$3,259	9.00%	\$3,552	8.99%
Lexis-Nexis Academic	\$4,959	\$5,206	4.98%	\$5,495	5.55%	\$5,859	6.62%	\$5,859	0.00%	\$5,859	0.00%
MLA Biblio.	\$4,585	\$4,906	7.00%	\$5,250	7.01%	\$5,513	5.01%	\$5,789	5.01%	\$6,194	7.00%
OmniFile	\$2,574	\$2,574	0.00%	\$2,703	5.01%	\$2,838	4.99%	\$2,980	5.00%	\$3,189	7.01%
ProQuest Research	\$6,485	\$6,485	0.00%	\$6,750	4.09%	\$7,020	4.00%	\$7,380	5.13%	\$7,775	5.35%
PsycArt. (EBSCO)	\$5,014	\$6,975	39.11%	\$8,760	25.59%	\$9,198	5.00%	\$9,658	5.00%	\$10,334	7.00%
PsycInfo (EBSCO)	\$6,783	\$7,122	5.00%	\$7,590	6.57%	\$7,970	5.01%	\$8,369	5.01%	\$8,955	7.00%
ValueLine	\$3,850	\$4,050	5.19%	\$4,200	3.70%	\$4,350	3.57%	\$4,450	2.30%	\$4,550	2.25%
<b>Year Average</b>			<b>8.12%</b>		<b>8.84%</b>		<b>4.92%</b>		<b>5.72%</b>		<b>5.58%</b>

\*Includes ACS Journal Archives

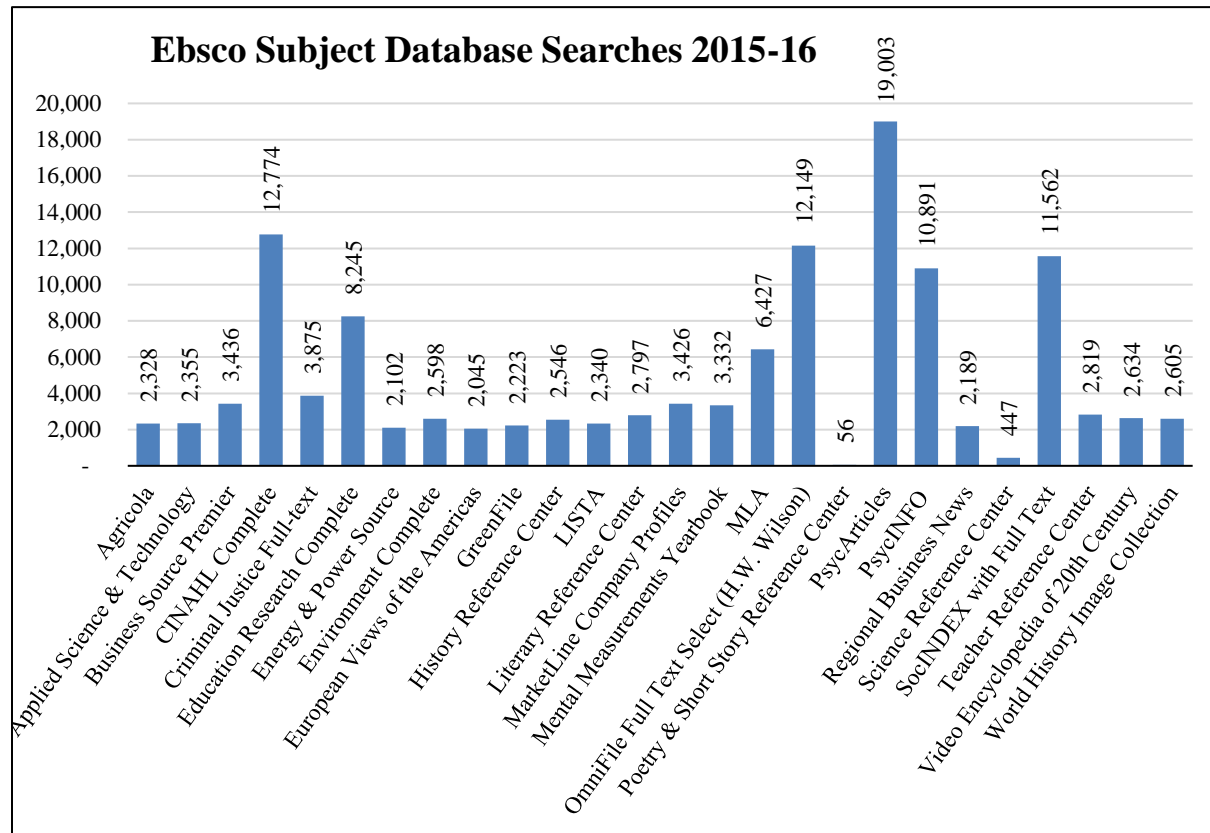
Usage statistics aid in determining which databases to retain and which to cancel, especially in times of budget constraints. The following graph of usage statistics of general subject databases indicates that the total number of searches decreased this year over the previous two years. LIBROS is the library Catalog and the new version came online as a beta test in late 2013.



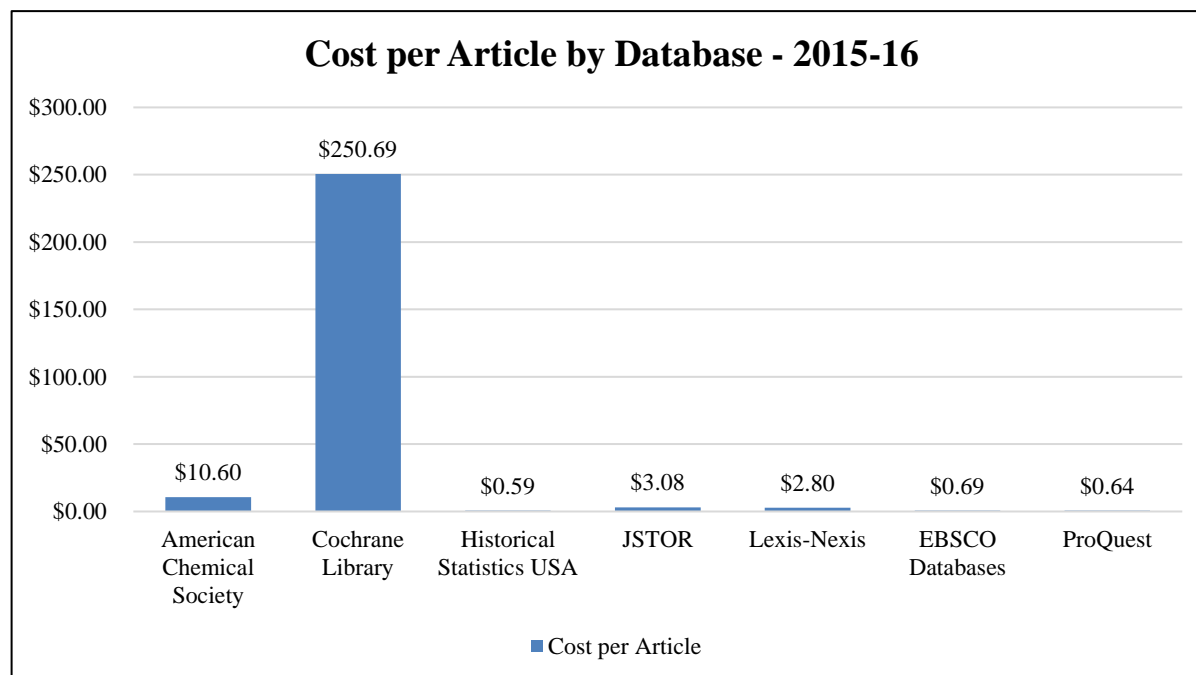
Please refer to the following graph for the number of searches recorded in the subject-specific databases. Cochrane Library is a Nursing database; Lexis-Nexis is a News/Legal database; Value Line is a Business database.



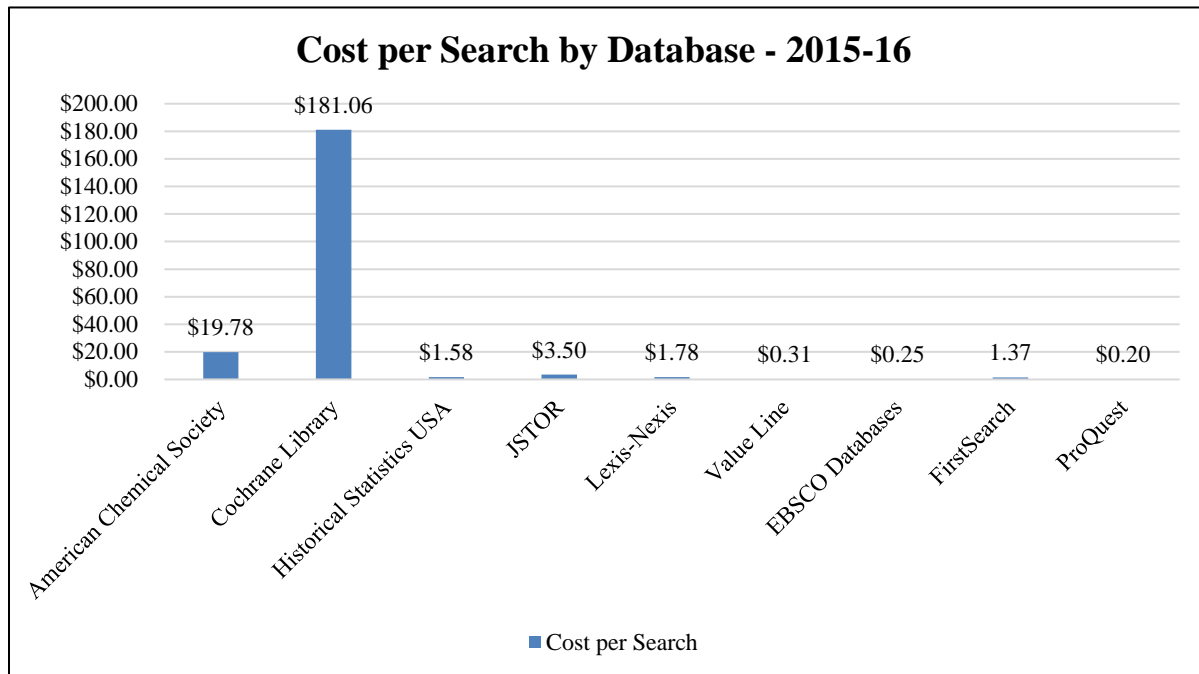
The following graph shows usage statistics for the subject-specific EBSCO databases.



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 or 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.



Trials of new databases are a valuable selection tool. With month-long free trials, databases are made available for review by students, faculty, and staff. We cover a wide range of subjects throughout the year. Trials may be requested by faculty, students, staff, or suggested by vendors. To determine interest in a new database, we invite comments from users and review usage statistics at the end of the trial period. The Library had 11 database trials this year, and some were repeated:

- ArtStor
- Art Museum Image Gallery (EBSCO)
- Art Source (EBSCO)
- Black Studies in Video (Alexander Street Press)
- Films on Demand (streaming video - Infobase Learning)
- National Criminal Justice Reference Service Abstracts
- PAIS International
- PILOTS: Published International Literature on Traumatic Stress (ProQuest)
- ProQuest Criminal Justice
- Rosetta Stone
- Statista (industry reports, business statistics)

### **Fine Arts:**

The Ray Drew Gallery exhibited nine shows for the 2015-16 season. The Library hosts an artist reception with refreshments on either the opening or closing day of the exhibit. 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 more than 40

people generally in attendance. The 8 artist receptions totaled a record number of participants—640.

### **Ray Drew Gallery Exhibition Calendar**

#### Summer/Fall 2015

June 1 – July 19

Artwork from the Highlands Art Collection

July 31– September 15

“Picturing the Past – Early Cowboy Reunions”

For the Las Vegas Cowboy Reunion Centennial Celebration

September 26 – November 1

Fred Olivas

Paintings

November 13 – December 15

Joshua Kydd

“Alice in the Land of Enchantment”

#### Spring/Summer 2016

January 12- February 13

Modern European Prints

Gallery Talk by Dr. Robert Bell

February 26 –March 30

Northern New Mexico Devotional Art Exhibition

A group show

April 9 – April 18

Harley Godinez

B.F.A. Exhibition

April 21 – April 30

Alexis Hustito

B.F.A. Exhibition

May 3 – May13

Patricia Ortega

B.F.A. Exhibition

Examples from the Dr. Bell print collection are exhibited during the year in the Ray Drew Gallery and in exhibit cases throughout the Library.



*Art Donations/Acquisitions:*

Mrs. Pamela Daves continued to fund the preservation and framing of WPA silk-screen prints of Navajo rugs by New Mexican artist Louie Ewing.

In the fall semester, the Library purchased the oil painting, “Black Vase,” by Fred Olivas. In the spring semester, we purchased six drawings by Nancy Culmone, wildflower portraits: “Bush Morning Glory,” “Penstemon Neomexicanus,” “Southwestern Paintbrush,” and letter portraits: “E,” “G,” and “J.” These new art acquisitions are currently hung near the main reference desk.



“Black Vase” by Fred Olivas



Wildflower Portraits by Nancy Culmone

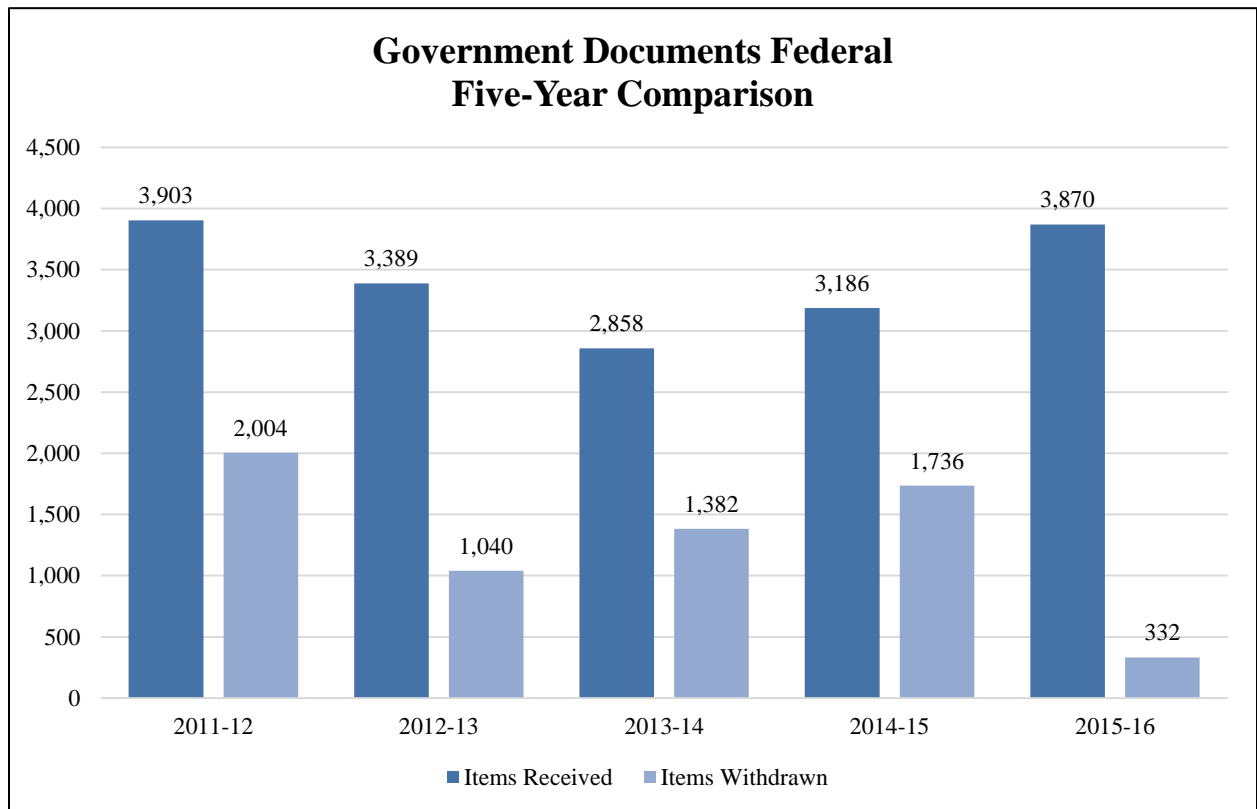


Letter Portraits by Nancy Culmone

### Government Documents:

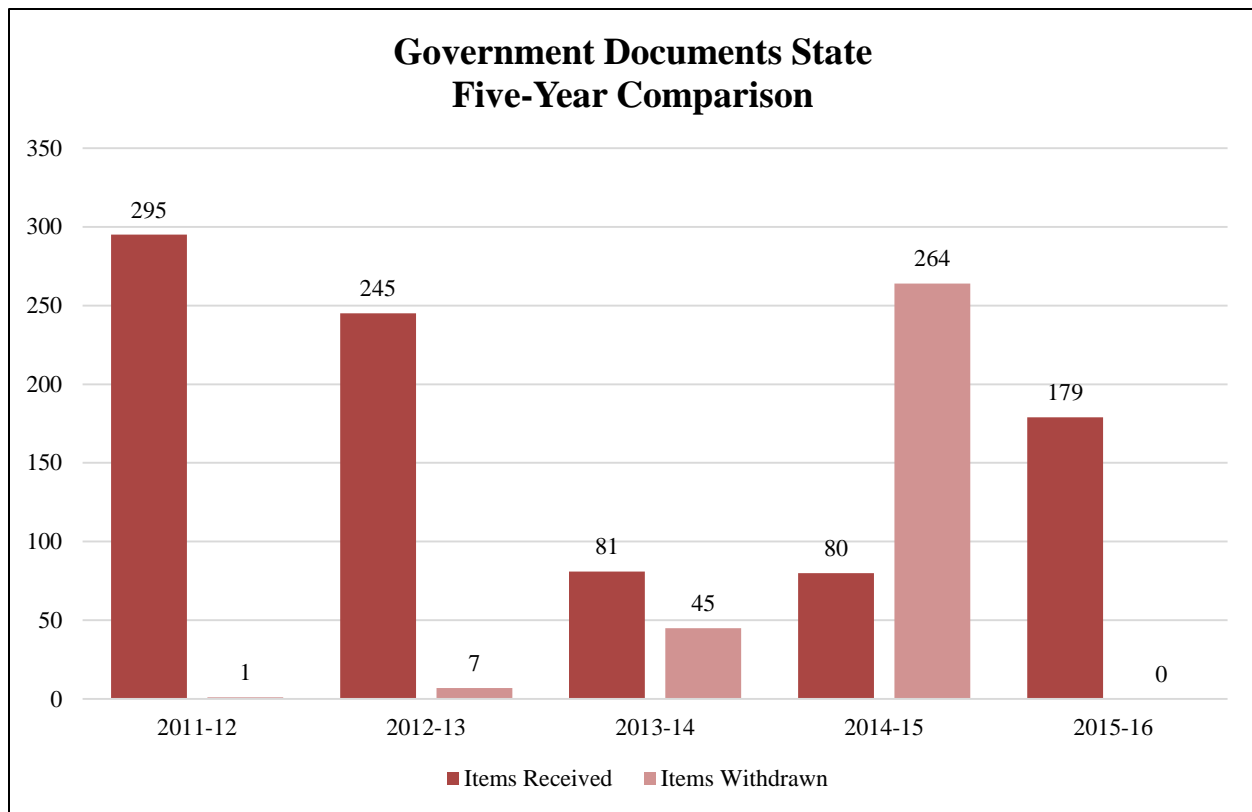
The Government Documents Section makes every effort to identify and implement changes to simplify the process of accessing government documents and other library materials. The Government Documents staff has made themselves available to help patrons within the federal and state document areas, as well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

The Government Documents Section is a selective depository of federal documents and a full depository of state documents. During FY 2015-2016, 3,870 federal documents and 179 state documents were added for a total of 4,049 new 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.

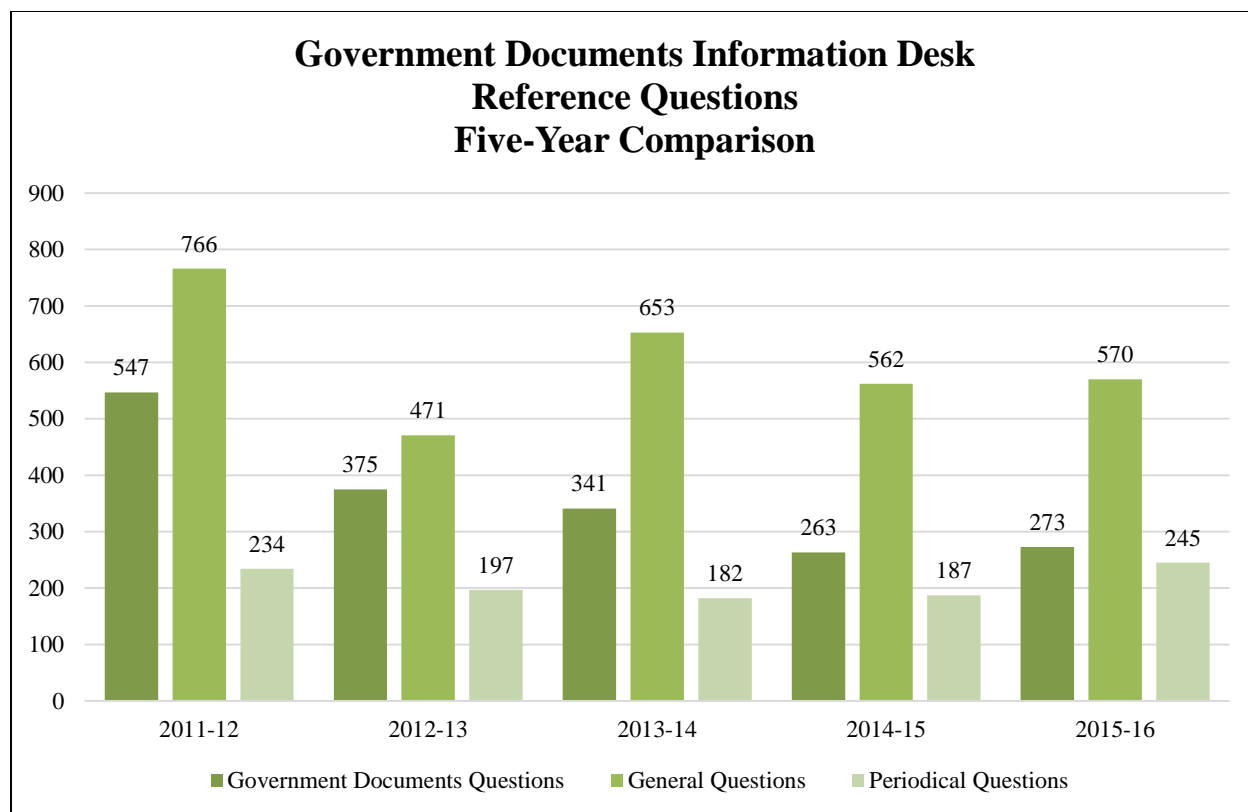
Government Documents staff worked on federal mail and microfiche by checking them in, stamping them with proper dates and proper markings, as well as shelving. 100% of federal mail was completed. Staff also cataloged Federal documents received. This includes transferring the OCLC record into the WorldShare Management Services (WMS), plus other cataloging requirements. 65% to 75% of newly received Federal documents have been cataloged.



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 9 out of 12 boxes of New Mexico mail. This includes transferring the OCLC record into the WorldShare Management Services (WMS) and other cataloging requirements. Of this material 98 to 100% of New Mexico 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.



The total number of reference questions received at the Government Documents Information Desk for FY 2015-2016 was approximately 1,088. Of these questions, 245 concerned periodical questions; periodicals are housed on the same floor as government documents and government documents staff often help patrons with them. 570 of the questions were general questions, and 273 of the questions directly concerned government documents.

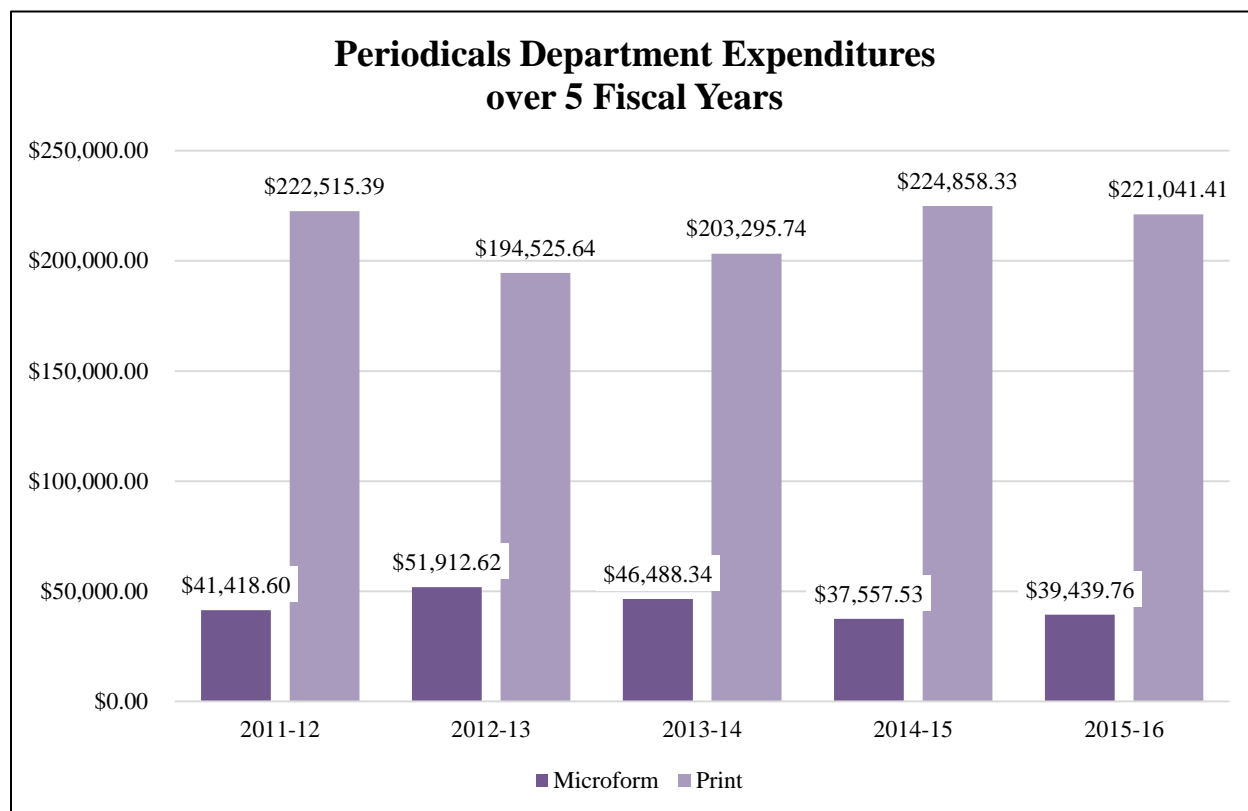
### **Periodicals:**

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 2015-2016, the New Mexico Highlands University Libraries subscribed to 367 titles in print, this figure includes 340 titles for the Las Vegas Library, 21 titles for the Rio Rancho Library, and 6 titles for the Albuquerque Library. The Library also subscribed to 273 titles in microform shelved in the Las Vegas Library. 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 staff 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 WorldShare Management Services daily and shelved in Current Periodicals on the 2<sup>nd</sup> floor.

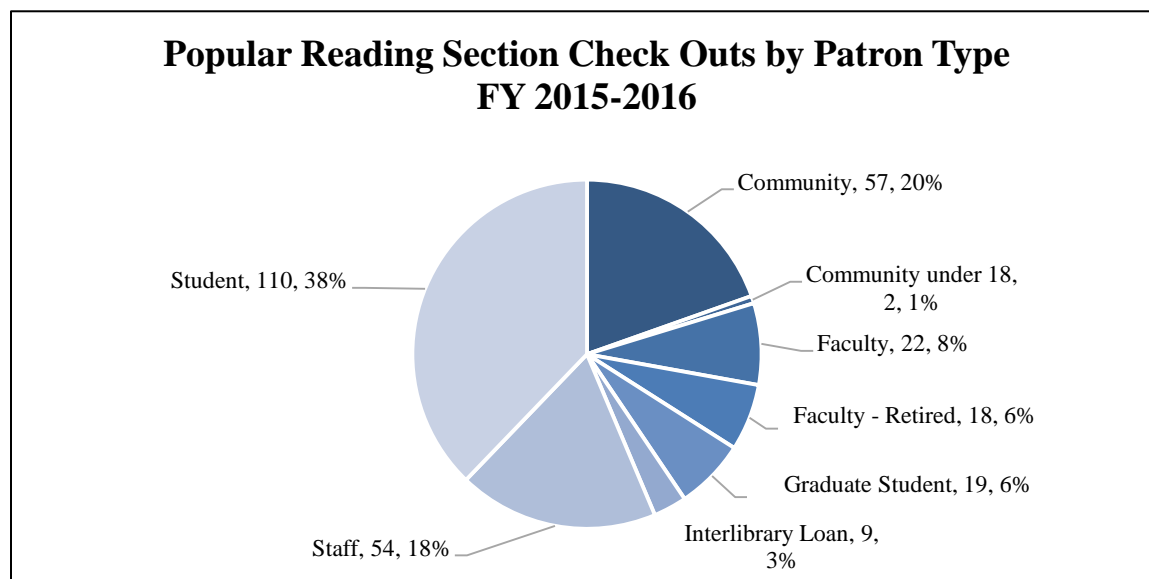
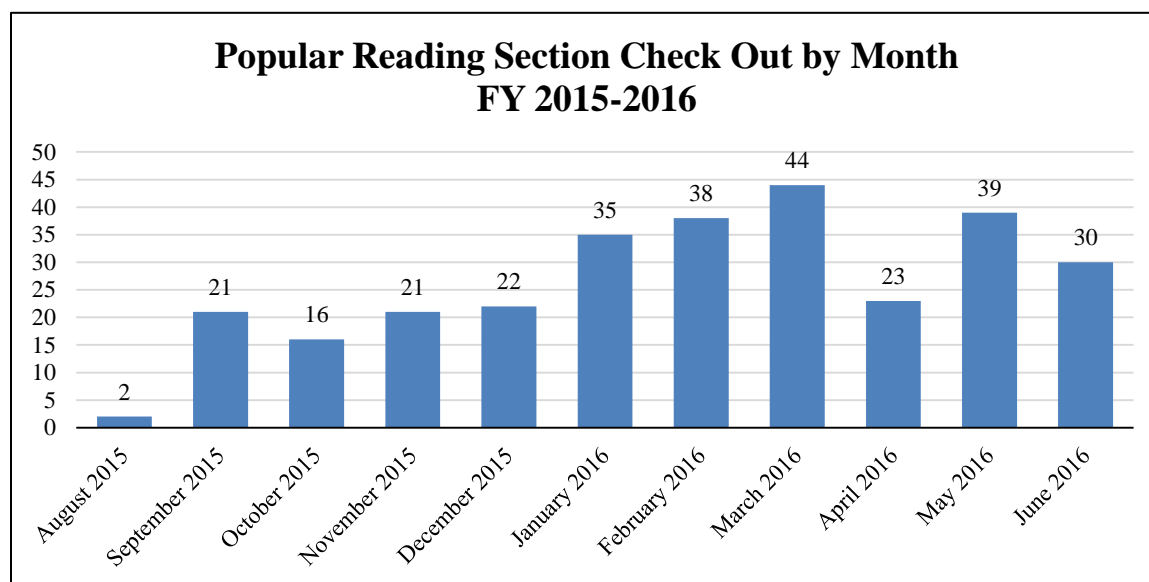
The Periodicals Section is in charge of processing Highlands Masters' theses each year. Throughout the year, staff receives the originals from the students, reviews them for accuracy of format, style, and the necessary accompanying paperwork from the academic department and the business office, mails 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 30 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 70-80% of the back issues of the journals were professionally bound. By professionally binding journals, they are preserved for future use.

### Popular Reading Section

In August 2015, library staff from Cataloging, Collection Development, and Public Services developed a plan for a popular fiction reading section in order to meet patron need for easy to locate recreational reading material. The popular reading section, located on the first floor of Donnelly Library, began as popular fiction, but in response to patron interest, it was quickly expanded to include popular non-fiction. As can be seen in the charts below interest in the popular reading section grew from fall to spring. The largest category of patrons using the collection is students, but it also draws attention for community members, faculty, and staff.



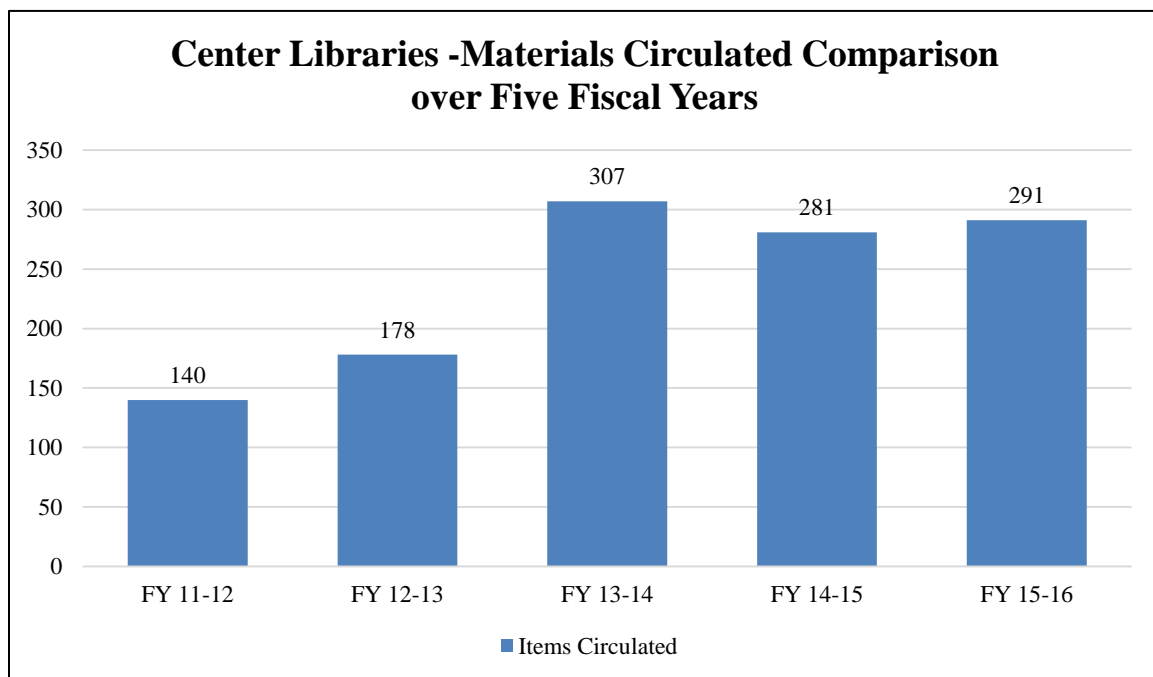
# EXTERNAL PROGRAMS

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 and online classes. 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, ZOOM, or Blackboard Elluminate, 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. Articles are delivered electronically. While we do mail books (both from main campus and from Interlibrary Loan), this takes time, and so we encourage students at our centers to use a Passport Certificate (see **Library Passports** section below), or the interlibrary loan services at their local public library.

## 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. The Albuquerque library serves the Social Work program, while Rio Rancho focuses on education, business and social work. They use professional tools and faculty recommendations to update these collections.



(note: Albuquerque Circulation figures are included beginning FY 13-14)

## 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. All external staff gave presentations for student and staff orientations.



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*

Albuquerque	21 to 333 students
Rio Rancho	4 to 45 students

**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.

**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.

Albuquerque:

Reference Assistance.....	831
General Questions.....	40

Rio Rancho:

Reference Assistance.....	1,144
Directional Questions.....	707

**Other Center Activities:**

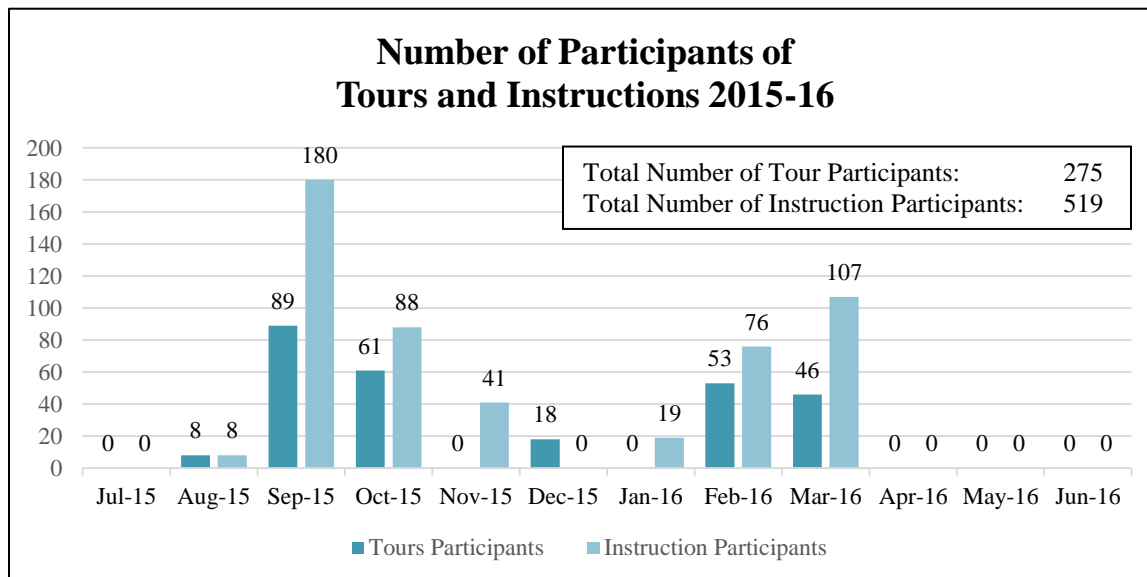
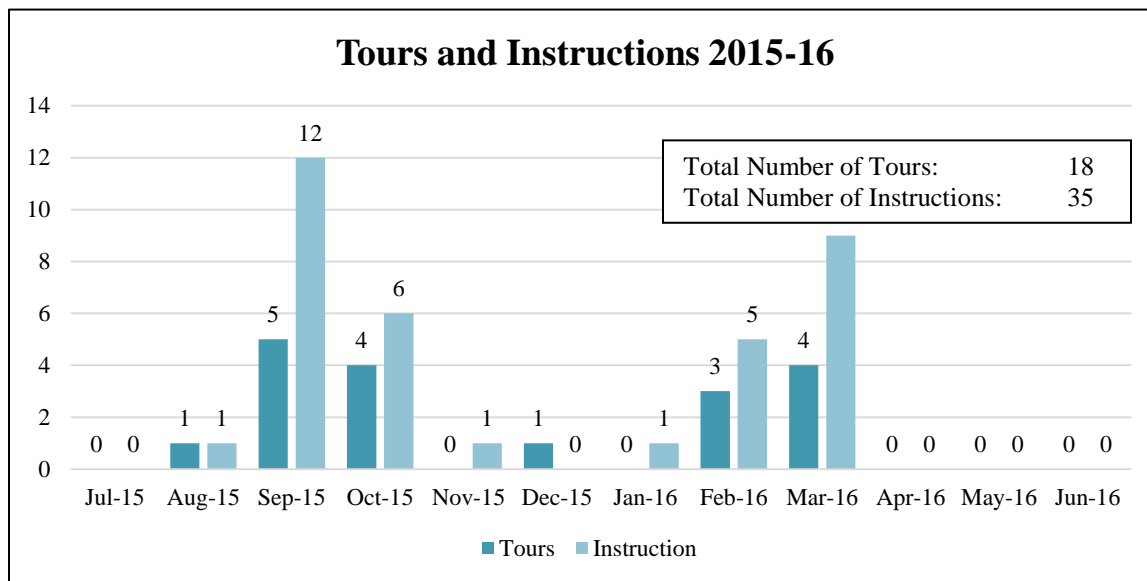
- Helen Robertson in Albuquerque created a series of Information Literacy workshops for the fall. Topics included "Basic Research Techniques" with 13 participants, "APA Citations" with 26 participants, and "Writing Workshop" with 8 participants.
- All External Programs library staff provided short presentation at center new student orientations about library services.
- Computers were replaced at the Rio Rancho library.
- The printer at Rio Rancho purchased last year died, but was still under warranty, so the company sent a new one.

# Instruction

## Instruction and Tours:

Librarians provide one-time instructions and tours to classes upon the request of professors. The instructional sessions introduce students to valuable search strategies and assist them in locating pertinent resources for class research projects and papers. Library instructions and tours are also conducted for classes from the United World College and Luna Community College.

This year, librarians gave 35 instructional sessions to 519 students. Of those sessions, 3 were taught remotely as hybrid or ITV to 51 students. There were 18 library tours given to 275 participants.



## 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 are introduced to library services such as Interlibrary Loan and e-reserves, learn how to avoid plagiarism through bibliographic citation, are taught how to evaluate print and electronic resources, and create a bibliography. In the Advanced Library Research Course, students complete an annotated bibliography based on their research done in class.

In fall 2015, librarians taught three sections of LIB 100 to 32 students; one section, online. The online LIB 400/500 had 9 students enrolled.

In spring 2016, we taught two sections of LIB 100 with 24 students enrolled. The online LIB400/500 had 6 students enrolled.

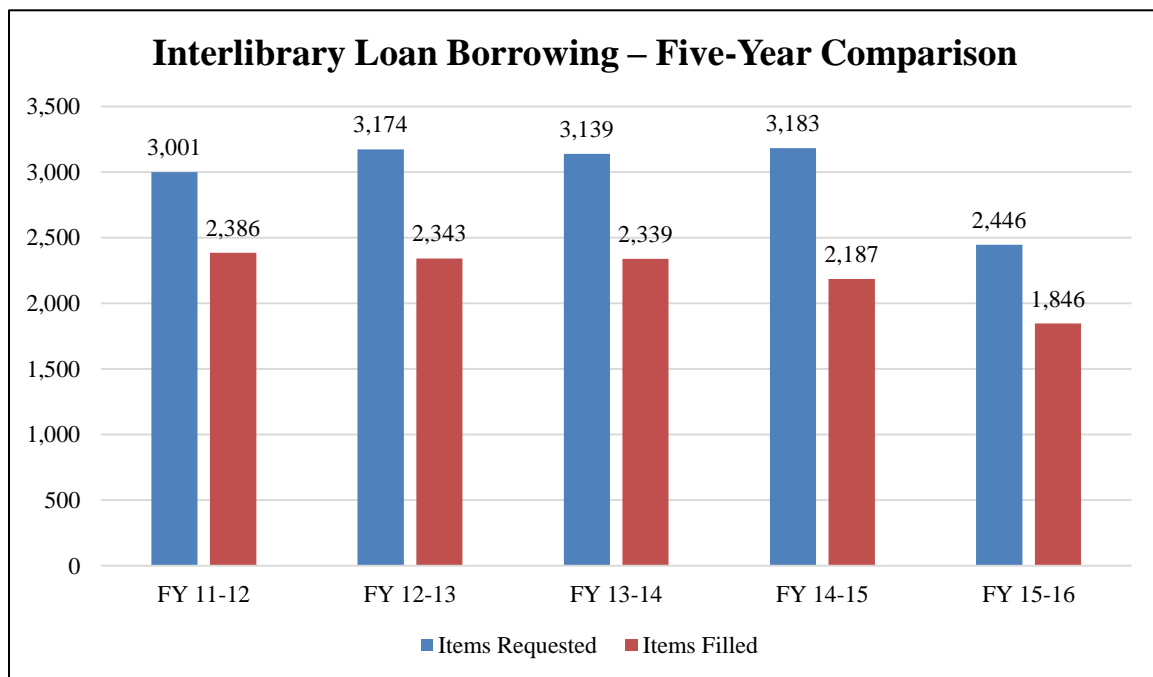
## Interlibrary Loan

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 their areas of research.

This year, we had two students who never paid for lost books, so a procedure was implemented with the business office to add the amount to their student account.

ILLiad was upgraded to version 8.6, at which time we were able to incorporate text notifications. Since many students do not check their e-mail often, this has helped get material returned on time.

It was with much sadness that we report Joe Odermatt, the library associate in the department passed away in the spring. April Ortega, a previous work study in circulation was hired as a temporary replacement during the spring semester.



We were able to fill 245 requests for our Distance Ed patrons, 29 loans, and 216 articles.

In resource sharing with other libraries and other institutions the following activities have taken place from July 2015 through June 2016.

### **Borrowing:**

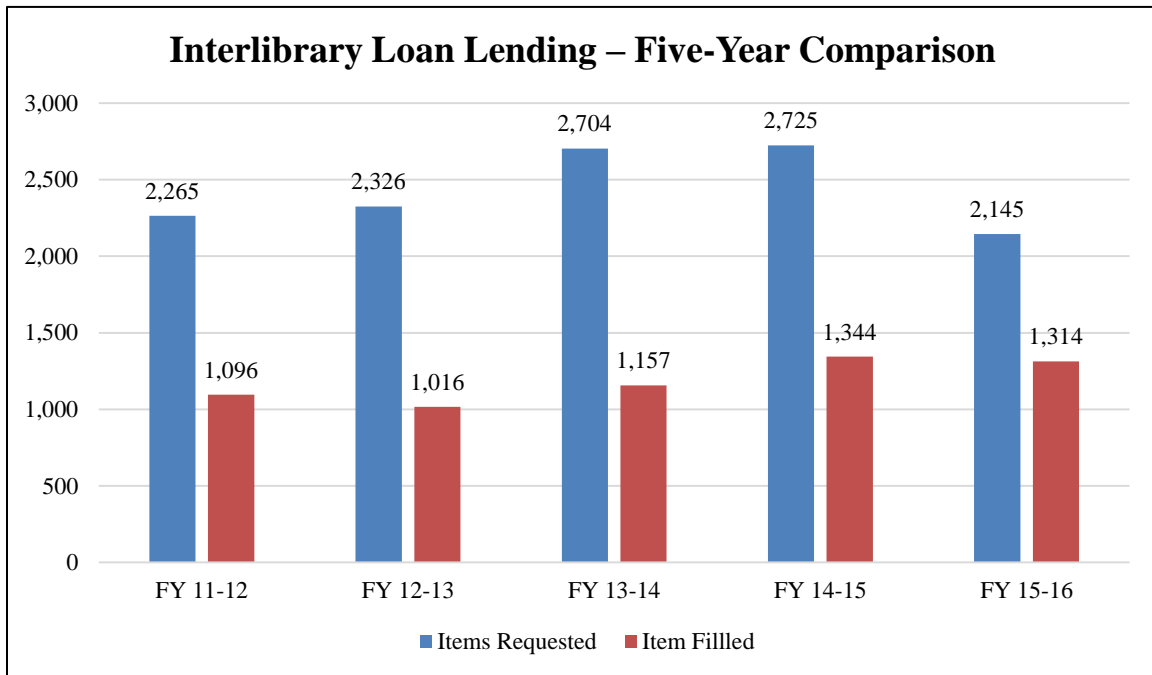
Requests initiated	2,446
Requests filled	1,846
Requests unfilled from outside lenders	71
Percentage of filled from outside lenders	74.5%
Percentage of total requests available from Library	19%

**Reasons for unfilled requests include:**

- Available from NMHU 226 requests
- Cancelled by the patron 42 requests
- Unverifiable citations 51 requests
- Textbook requests 39 requests
- Duplicate requests 9 requests
- Items too new to be borrowed 20 requests
- Available from web 17 requests
- Exhausted all possible sources 71 requests

**Lending:**

Requests received.....	2,148
Requests filled.....	1,314
Requests unfilled.....	825
Percentage of filled.....	62.5%



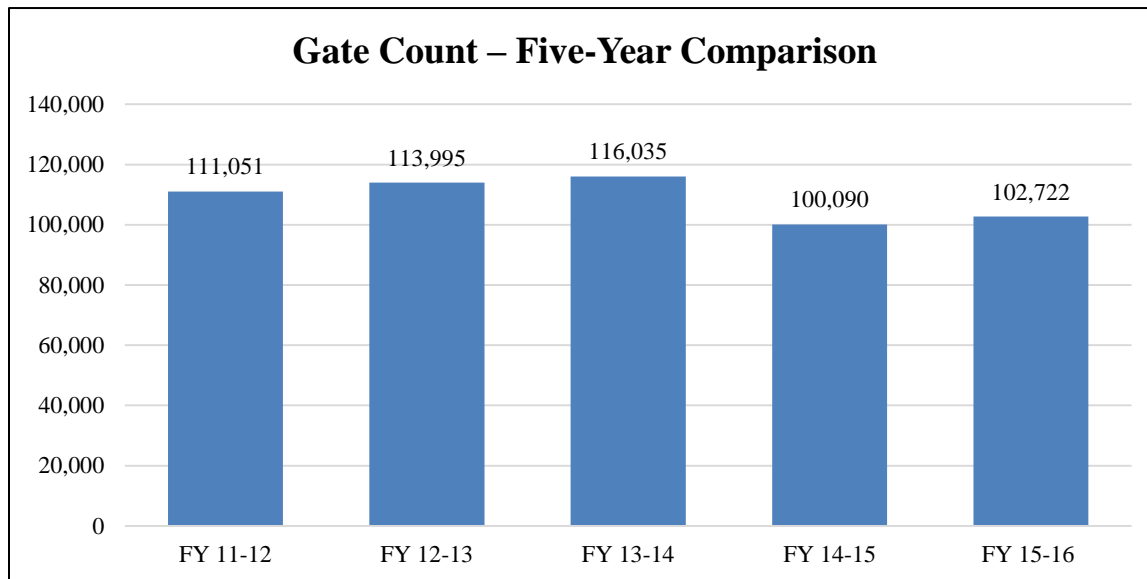
The reference and circulation staff continues to be very helpful in assisting the Interlibrary Loan office by canceling requests for articles that are available in Donnelly Library's collection, assisting patrons with setting up ILLiad accounts, scanning articles for lending and supervising the circulation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

# Public Services

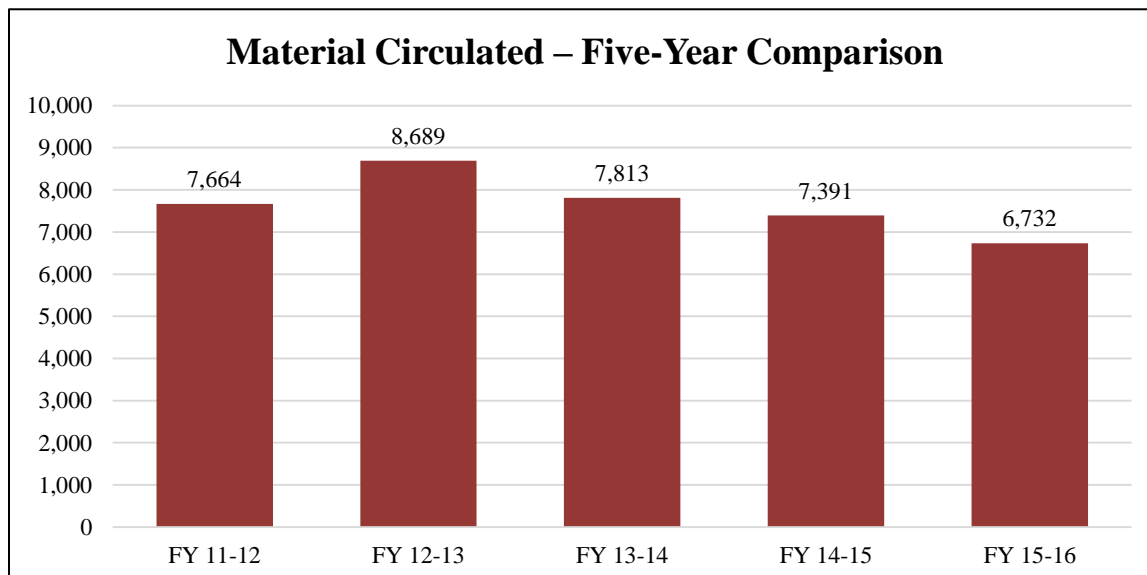
## Circulation:

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.

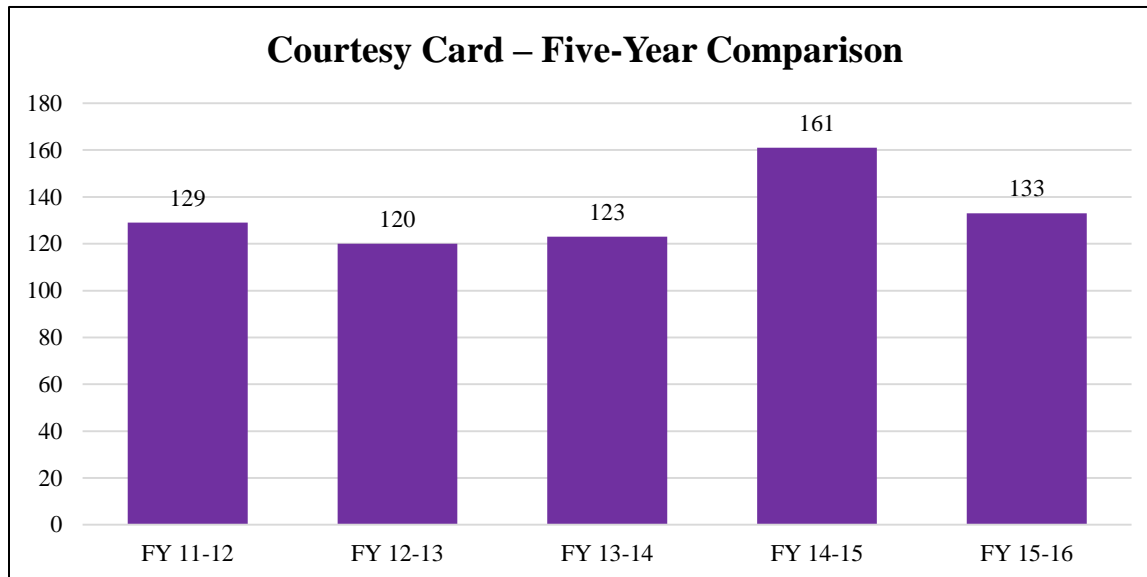
The gate count measures the number of people who enter the physical library; it is important to note that the gate count does not include the amount of people who access library materials and services through the Library's website. The recorded gate count counts people who enter and exit through the main library entrance, the coffee shop entrance, and the student union building entrance. There was a 2.63% increase in gate count from FY 2014-15 to FY 2015-16.



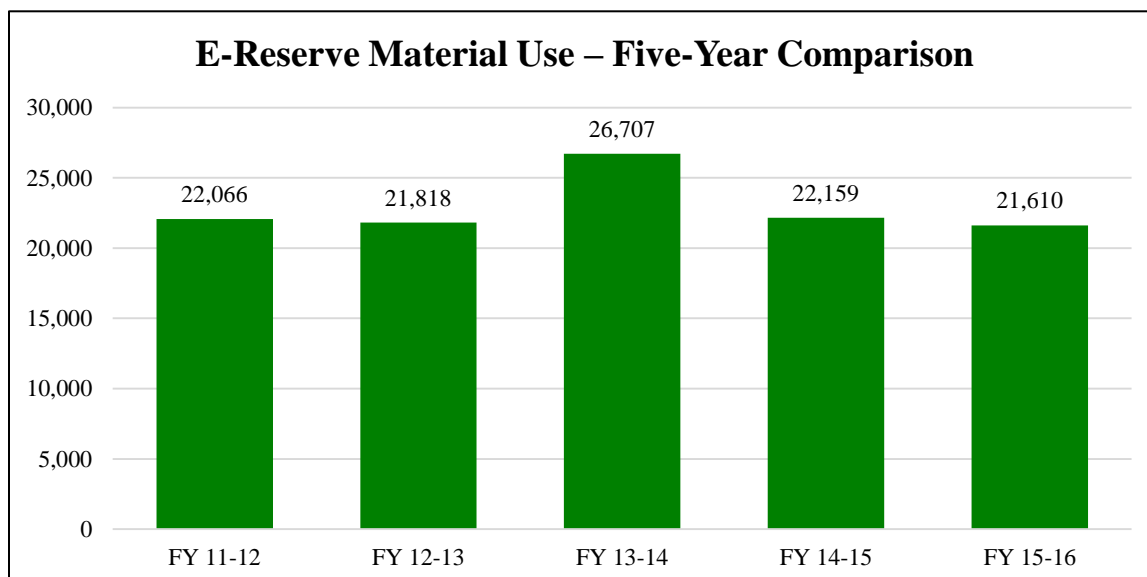
The Circulation Section monitors the materials checked in and out of Donnelly Library. Circulation decreased 8.92% from FY 2014-2015 to FY 2015-2016.



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. 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.



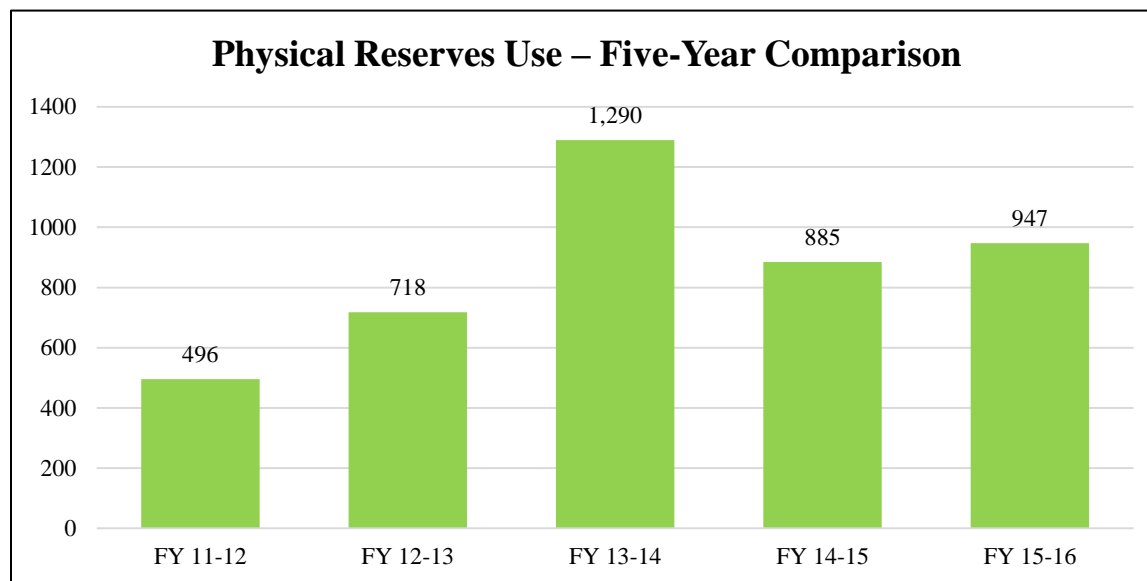
The Circulation Section is also responsible for reserve material for classes. Material may be placed on physical or electronic reserve by course instructors. Electronic reserves were first offered in the fall of 2006; print books, print articles and DVDs are also placed on physical reserve in Thomas 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 e-reserve material was accessed. While there was a small 2.48% decrease in accessing e-reserve





material from FY 2014-2015 to FY 2015-2016, the five year comparison chart shows that use of reserves remains steady.

The use of print reserve material has increased by 7.01% from FY 2014-2015 to FY 2015-2016 showing a constant student need for access to print reserves as well as electronic.



### **Exhibits and Events:**

Public Services staff coordinates activities that bring public awareness to the Library and its services. During FY 2015-2016, Donnelly Library hosted several exhibits and events to encourage library use by students, faculty, staff, and community members.

At the beginning of the fall and spring 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. To draw more attention to library collections and services, three librarians hosted a half hour library radio show on the campus radio station during the spring 2016 semester.

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 2015-2016, themed displays of general collection books included the following: Murder in New Mexico, Study Guides, Faculty Publications and Award Winning Theses, Banned Books Week, Fall Chills & Thrills, I Don't Remember the Title . . . But the Cover Was Blue, Black History Month, Women's History Month, Shakespeare's Anniversary, Get Caught Reading, Latino Books Month, Tear Jerkers, Summer Reads, and HU READS books. Themed displays of material from the children's collection included the following: Diversity in Children's Lit, New

Arrivals of Children's & YA Books, Black History Month, and Feast Your Eyes on Beautifully Illustrated Books.



*I Don't Remember the Title . . .  
But the Cover Was Blue Display*



*Banned Books Week  
Display*

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 2015-2016 included the following: *Cowboy Reunion Centennial Celebration/Welcome*, designed and installed by Ms. Elaine Querry and Ms. Victoria Berry, (August 26-September 16, 2015), *Hispanic Heritage Month* (September 16-October 2015); *Wintering in New Mexico*, (November 2015-March 2016); *Preservation Exhibit* (April-May 2016); and *Olympic/Paralympics* (June-August 2016).



*Hispanic Heritage Month Display*



*2015 Homecoming Decorations*

In fall 2015, the Office of the President and New Mexico Highlands University Libraries jointly made a call for volunteers for the launch of the HU READS poster campaign. The HU READS posters were patterned after the American Library Association (ALA)'s celebrity READ posters and created using ALA software. The posters feature Highlands faculty, staff, administrators, and students posed with their favorite books to encourage adult reading and lifelong learning. The posters were displayed around campus, and there was an HU READS program reception on

April 11, 2016 at the beginning of National Library Week. At the reception, all of the posters were on display and members of the campus community came to discuss the importance of reading and their favorite books.



*A Selection of the HU READS Posters from FY 2015-16*

During the spring and summer of 2015, Donnelly Library applied for and was awarded the Latino Americans: 500 Years of History programming grant produced by the National Endowment for the Humanities (NEH) and the American Library Association (ALA). On June 28, 2015, the Public Services Librarian and Dr. Eric Romero, assistant professor of Languages & Culture at Highlands University, attended a series of Latino Americans orientation sessions held at the ALA Annual Conference in San Francisco. The grant programming was held during the fall 2015 semester. The first program was a screening and discussion of the first episode of the PBS documentary series, *Latino Americans*. Dr. Romero introduced the episode and led a discussion after the screening. The second program was a lecture by Dr. Romero on the New Mexico Lands Grants. This lecture was held two weeks after the first program and served to expand on the themes of the first episode. The third program was a screening and discussion of the third episode of the documentary series led by Dr. Romero. The fourth program was a lecture on Hispanic Voting and Civil Rights in the WWII Era by Dr. Elaine Rodriguez, Associate Professor of Political Science. Her lecture complemented the themes of the third episode screened two weeks before.



*Latino Americans Flyer, All Programs*



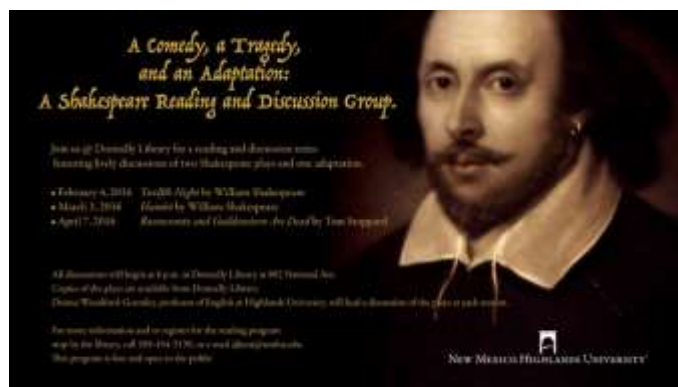
*Latino Americans Poster for First Film Screening and Discussion Program*

The Library's reading and discussion series continued during FY 2015-2016. The fall 2015 semester series was titled New Mexico Literature: A Reading and Discussion Program. This reading series was part of the Latino Americans grant program, and followed the American Libraries Association's Let's Talk About It program model. In this programming model a local project scholar gives an introductory lecture at each meeting and facilitates discussion. The local project scholar for this reading series was Dr. Juan Gallegos, assistant professor of English at Highlands University. Dr. Gallegos selected the books for this reading series with input from library staff and led the meetings. Reading group participants read and discussed the following books: *Randy Lopez Goes Home* by Rudolfo Anaya, *The King and Queen of Comezón* by Denise Chávez, and *Everything Begins and Ends at the Kentucky Club* by Benjamin Alire Sáenz.



Fall 2015 Reading Group Poster

During the spring 2016 semester, the Library conducted another reading series following the Let's Talk About It program model. The spring reading group was titled A Comedy, A Tragedy and an Adaptation: A Shakespeare Reading and Discussion Group. This reading series was held in honor of the 400-year anniversary of the English playwright's death. The reading group was led by Dr. Donna Woodford-Gormley, professor of English at Highlands University. She began each meeting with an introductory lecture, answered questions about Shakespeare and his work, and facilitated discussion. Over three meetings, group participants read and discussed two of Shakespeare's plays, *Twelfth Night* and *Hamlet*, and one adaptation of Shakespeare's work, Tom Stoppard's *Rosencrantz & Guildenstern Are Dead*. A film screening of *Twelfth Night* was held at Ilfeld Auditorium the week of the first meeting.



Spring 2016 Reading Group Poster



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 2016-2017. In January 2016, library staff were approached by Ms. Michelle Quisenberry from the New Mexico Humanities Council (NMHC) about becoming one of six libraries statewide to host a reading series of Pulitzer Prize for Fiction award winners and finalists during the 2016 calendar year. The NMHC had received a grant from the Pulitzer Campfires Initiative to celebrate the award's centennial. The local project scholar Dr. Brandon Kempner, Associate Professor of English and librarian, Ms. April Kent attended a NMHC training session for this program in Albuquerque in March 2016. The reading program will run during the fall 2016 semester.

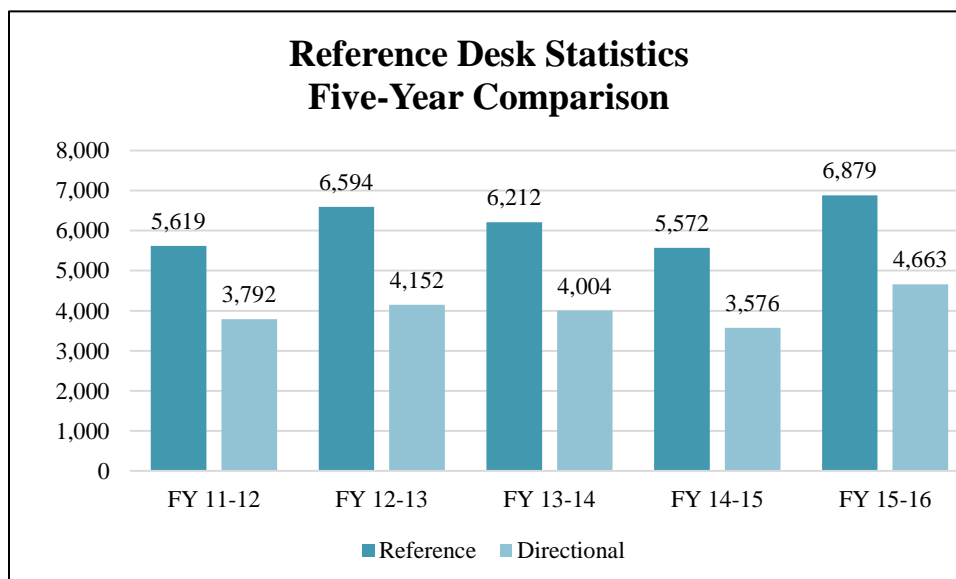
During the fall of 2015, librarians Ms. Leslie Broughton and Ms. April Kent wrote a grant proposal to bring the National Library of Medicine's traveling exhibit, *Native Voices: Native Peoples' Concepts of Health and Wellness* to Donnelly Library's Ray Drew Gallery. The library was awarded the grant, and the exhibit will be on display at Highlands during October and November 2017. The librarians attended a Native Voices Orientation webinar in January 2016. The planning of supporting programs will continue during the 2016-2017 academic year.

During FY 2015-2016 the library was able to have many successful programs and begin to plan the public programing for FY 2016-2017.

### Reference:

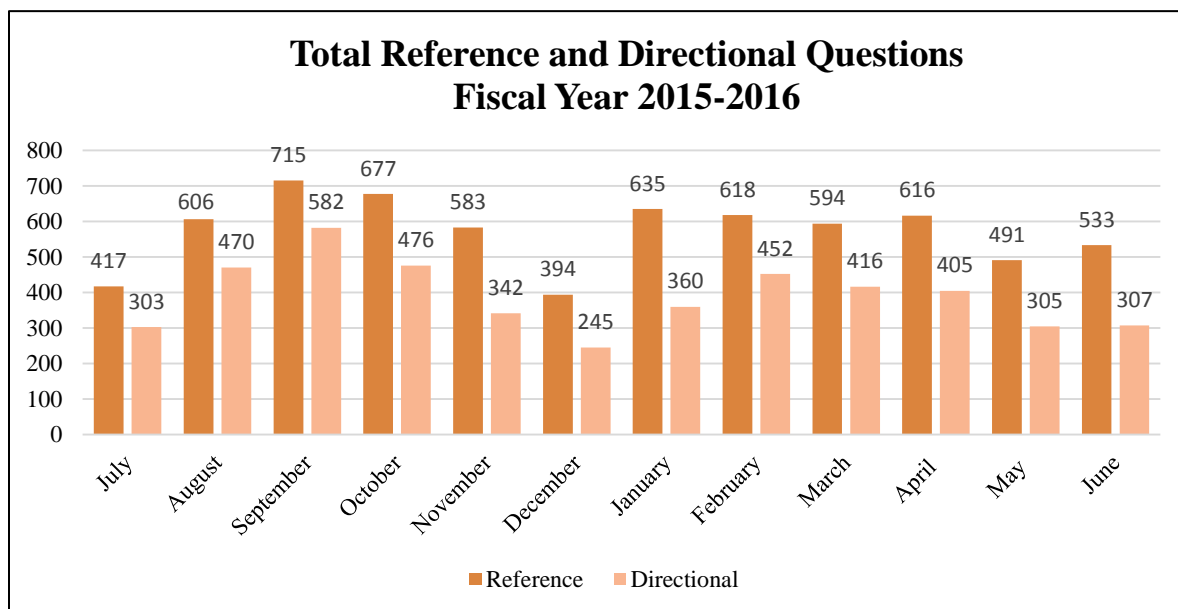
The Reference Section provides information services to support the academic and research needs of the university community and the surrounding community. The reference desk is staffed by either professional librarians with MLIS degrees or by library associates with bachelor degrees. Reference service 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](mailto: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 Donnelly Library reference desk at Donnelly Library, the Government Documents desk at Donnelly Library, the Albuquerque Library, the Rio Rancho Library, for FY 2015-2016 was 11,542 an increase of 26.17% from the previous fiscal year. The percentage increase is due in part of including reference statistics from all information desks at New Mexico Highland University libraries. As Donnelly Library in Las Vegas is open the most amount of hours of any of the Highlands libraries, the Donnelly reference desk staff assist distance education students and centers students by telephone and by the online helpdesk. For FY 2015-2016, the Donnelly Library reference desk staff answered 7,558 reference and directional questions. The Donnelly Library government documents desk staff answered 1,088 reference and directional questions. The Rio Rancho Center and the Albuquerque Center have library staff onsite to answer questions in person and by phone. Rio Rancho library staff answered 1,941 reference and directional questions and Albuquerque library staff answered 955 reference and directional questions.

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.



This fiscal year September was the most active month for directional questions with the influx of new students at the beginning of the new academic year. This is a slight change from previous years when August was the most active month for directional questions. Classes began on late in August on Monday, August 24, 2015 which could explain when September was more active.

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 2015-2016, there were 79 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 2015-2016, there were 83 total questions received by phone or email.

The research requests, reference questions received by email or phone, the Donnelly Library reference desk transactions, Donnelly Library government documents desk transactions, the Rio Rancho library transactions, and the Albuquerque library 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 2015-2016 is 11,542.

Assessment of library services and collections was conducted during FY 2015-2016. The Main Campus Library Assessment Survey was conducted during the fall 2015 semester, and the External Programs Library Assessment Survey was conducted during the spring 2016 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. One example of a new service based on patrons' suggestions is the new popular reading section at Donnelly Library. This new part of the collection is described in the Collections section of the report.

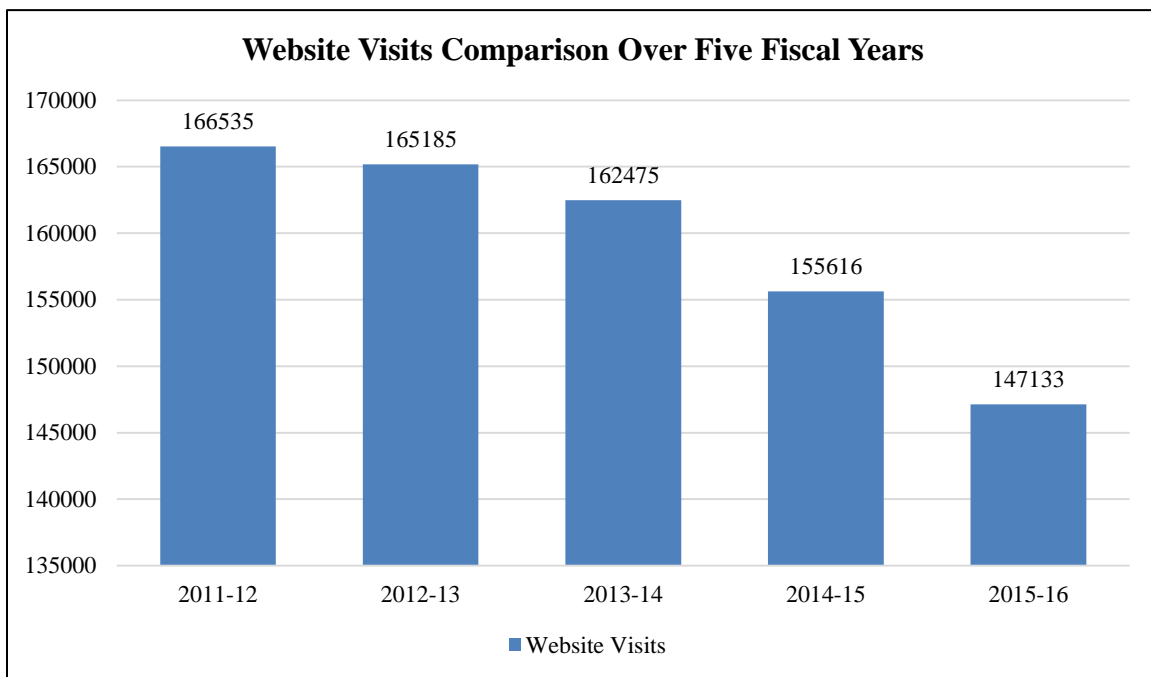
# Systems

The Systems Section 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.

## Other Activities:

- New photocopiers were installed over the summer. There is now a color copier available for the public. The system technician, Leon Trujillo was able to set up all copiers so that they scan and e-mail documents for free.
- Upgraded ILLiad to version 8.6.
- Purchased 2 new portable laptops/tablets.
- Purchased 6 new security cameras.

The library resources are accessible to students and faculty via the Donnelly Library Web Site at <http://nmhu.edu/library>, with 147,133 visits this year. We are concerned that the number has been dropping over the past several years. Library staff is exploring more ways to educate our students about accessing resources through the library web page.





# Thomas C. Donnelly Library

## Library Statistics – FY 2015-16

Book Holdings .....	166,045
Audiovisual.....	2,535
Circulated Items (volumes).....	6,732
Courtesy Card Holders.....	133
Electronic Books.....	246,281
Electronic Journals (full-text) .....	47,534
Government Documents .....	242,344
Instruction Sessions .....	35
Instruction Sessions Participants.....	519
Print Journal Subscriptions (340 print, 273 microform) .....	613
Lectures/Public Programs Sessions .....	25
Lectures/Public Programs Participants .....	919
Library Web-Site Visits .....	147,133
Total Number of Volumes (all formats) .....	619,930.2
Manuscripts and Archives (linear feet) .....	341.36
Microforms .....	170,503.2
Patrons .....	102,722
Reference Transactions.....	11,542
Reserves (21,610 electronic, 947 physical) .....	22,557
Resources Borrowed from Other Libraries .....	1,846
Resources Lent to Other Libraries .....	1,314

Semester Hours Open (per week) .....	80.5
Staff FTE – (6 professional, 9.25 library associates, 2 library technician, 1 secretarial/clerical) .....	18.25
Tours .....	18
Tour Participants .....	275
Work Study Students FTE .....	8.38

# Rio Rancho, Albuquerque, & External Programs

## Library Statistics – FY 2015-2016

Book Holdings – Albuquerque (104 videos) .....	934
Book Holdings – Rio Rancho (76 videos) .....	1,569
Circulated Items (volumes) .....	281
Electronic Books .....	246,281
Government Documents .....	<i>Available through the Main Library</i>
Instruction Sessions Participants .....	378
Instruction Sessions .....	25
Journal Subscriptions (electronic full-text) .....	47,534
Journal Subscriptions (print) – Albuquerque .....	6
Journal Subscriptions (print) – Rio Rancho .....	21
Manuscripts and Archives (linear feet) .....	N/A
Microforms .....	<i>Available through the Main Library</i>
Total Number of Volumes (all formats) .....	<i>Part of Main Library's Holdings</i>
Patrons .....	19,470
Reference Transactions .....	2,722
Distance Education Library Services Web-Site Visits .....	1,493
Staff FTE – 2 library associates, 2 graduate assistants .....	3

# ***New Mexico Highlands University Libraries***

*Thomas C. Donnelly – Main Campus*

*Albuquerque Branch – Rio Rancho Branch*

*External Sites Library Services*

## **STAFF ACCOMPLISHMENTS**

### ***Conferences Attended:***

- New Mexico Library Association Conference held October 22-23, 2015 in Albuquerque, New Mexico – ***R. Aragon, L. Gates, A. Kent, K. Scott, H. Robertson, J. Sena, C. Zebrowski***
- Southwest Popular/American Culture Association 37<sup>th</sup> Annual Conference – held February 10-13, 2016 in Albuquerque, New Mexico – ***A. Kent***
- Annual On-Line AMIGOS Member Conference – held May 11-12, 2016. Broadcasted from Dallas, Texas – ***R. Aragon, A. Kent, J. Sena***

### ***Meetings Attended:***

- State and Federal Depository Annual Meeting, July 17, 2015 in Santa Fe, NM – ***J. Sena***
- AMIGOS Board of Directors, August 4-5, 2015, November 11-12, 2015, March 2, 2016 and May 9-10, 2016 in Dallas, Texas. – ***R. Aragon***
- New Mexico Consortium of Academic Libraries Directors Retreat, August 6-7, 2015 in Albuquerque, NM – ***R. Aragon***
- Southwest OCLC WMS User's Group Meeting, November 2, 2015 – ***K. Scott***
- New Mexico Consortium of Academic Libraries Legislative Committee, November 13, 2015, January 15, 2016 and May 20, 2016 in Albuquerque, NM – ***R. Aragon***
- New Mexico Legislative Finance Committee Hearing, November 19, 2015 in Santa Fe, NM – ***R. Aragon***
- NM General Education Summit, January 13, 2016 (UNM, Albuquerque, NM) – ***A. Kent***
- New Mexico Consortium of Academic Libraries Directors Business Meeting, January 27, 2016 (Santa Fe, NM). – ***R. Aragon***
- NMHU Deans and Directors, February 4, 2016 and May 2, 2016 – ***R. Aragon***
- Deans & Online Ext. Ed. Mtg February 17, 2016, March 16, 2016, April 20, 2016 and May 18, 2016 – ***R. Aragon***
- AMIGOS Budget & Finance Committee, March 1, 2016 in Dallas, Texas, February 16, 2016 was via conference call. – ***R. Aragon***
- New Mexico Libraries Assessment Task Force, July 24, 2015 (Santa Fe, NM) – ***R. Aragon***

### ***Workshops, Presentations, and Trainings Attended:***

- New Copier Training, July 16, 2015 – ***Library Staff***
- Disaster Training, July 30, 2015 – ***Library Staff***
- WorldCat Discovery Training, August 6, 2015 – ***Library Staff***
- ScanPro microfilm reader/printer training, August 7, 2015 – ***Library Staff***

- Faculty Development Week: Keynote Address: "Cultivating Students as Producers and Holders of Knowledge" Dr. Christine Sleeter, August 17, 2015 – **A. Kent, C. Zebrowski**
- Faculty Development Week: Boosting Student Engagement, August 17, 2015 – **A. Kent**
- Faculty Development Week: "White Bread: Weaving Cultural Past into Present" Dr. Christine Sleeter, August 17, 2015 – **A. Kent**
- Faculty Development Week: "Shared Governance", August 17, 2015 – **C. Zebrowski**
- Faculty Development Week: Zoom, Zoom, Zoom, August 17, 2015 -- **L. Broughton**
- Faculty Development Week: Roundtable session: Active learning, online teaching, D2L, August 18, 2015 – **A. Kent**
- Faculty Development Week: What's My Obligation to report? Title IX & the Clery Act, August 19, 2015 – **A. Kent, C. Zebrowski**
- Faculty Development Week: Classroom Disruptions, August 19, 2015 – **L. Broughton**
- Faculty Development Week: Cultural Awareness, August 19, 2015 – **A. Kent**
- Faculty Development Week: Understanding the Student-Athlete: A Conversation with ADs and Coaches, August 19, 2015 – **A. Kent**
- Faculty Development Week: Plagiarism & Grading Policy, August 19, 2015 – **A. Kent**
- Faculty Development Week: Zoom, Zoom, Zoom, August 19, 2015 – **C. Zebrowski**
- CTE EVENT: Blogs & wikis-what the difference? When & How to use them in class & online, October 9, 2015 – **A. Kent**
- CTE EVENT: Discussion Boards & Twitter: more ways to build community & interaction, October 16, 2015 – **A. Kent**
- Faculty Research Day: "Recovering Joy: The Changing Fortunes of an Anglo-Saxon Rune," Dr. Peter Buchanan, October 9, 2015 – **L. Broughton**
- Copyright 101 for Interlibrary Loan, 4 week online class – **C. Zebrowski**
- Writing Center training with Dr. Juan Gallegos, November 20, 2015 – **K. Scott**
- Rio Grande Chapter of SLA: Polish Your Writing: Top Tips from Editing Pros, March 11, 2016 – **H. Robertson**
- New Mexico Humanities Council Pulitzer Reading Program Training, March 26, 2016 (Albuquerque, NM) – **A. Kent**
- A round table discussion about the Chronicles Report "The Value Equation, April 18, 2016 – **A. Kent**
- Big Ideas Reading Group - College (Un)Bound, April 28, 2016 – **A. Kent**
- Introduction to Digital Format and Storage, May 5 & 6, 2016 – **L. Gates, L. Trujillo**
- Digital Storytelling Workshop, May 18, 2016 -- **Librarians**
- Disaster Preparedness Training, May 19, 2016 – **Library Staff**
- Library Workshop on Library Instruction Assessment with Instructional Design Specialist, June 1 & June 8, 2016 – **Librarians**
- New Mexico Independent Community College Presidents: Presentation on NMCAL Legislative Library Activities, June 2, 2016 – **R. Aragon**

#### **Webinars Attended:**

- Collection Management, July 13, 2015 – **J. Odermatt**
- Merchandising, July 14, 2015 – **J. Odermatt**
- Introduction to Technical Services & Catalog Records – **J. Odermatt**
- Latino Americans: 500 Years of History Orientation, July 27, 2015 – **A. Kent**

- Teaching Information Literacy Threshold Concepts: Lesson Plans for Librarians, July 29, 2015 – **H. Robertson**
- Expanding the Classroom with Open Educational Resources, July 30, 2015 – **J. Sena**
- ArtStor, August 25, 2015 – **L. Broughton**
- Introduction to Subject Headings, September 2015 – **J. Odermatt**
- Borrowing 101, September 2015 – **J. Odermatt**
- OCLC WMS Reports, October 1, 2015 – **L. Broughton**
- OCLC Worldshare Analytics, October 1, 2015 – **H. Robertson**
- Promoting Your Programs [Latino Americans grant], October 13, 2015 – **A. Kent**
- OCLC Worldshare Holds, October 27, 2015 – **H. Roberston**
- LA500 [Latino Americans grant] Final Report, November 20, 2015 – **A. Kent**
- Native Voices Orientation, January 7, 2016 -- **L. Broughton, A. Kent**
- ProQuest Research Companion, February 8, 2016 – **L. Broughton**
- Title V Conectado Copyright, February 18, 2016 – **C. Zebrowski**
- Applying Copyright in Online Learning, March 9, 2016 – **H. Robertson, C. Zebrowski**
- Journal of Visualized Experiments (JoVE) database, April 12, 2016 – **L. Broughton**
- Open Access, April 13, 2016 – **C. Zebrowski**
- How Writers Read: Connecting Great Read to Great Writing, April 18, 2016 – **H. Robertson**
- Teaching the Writing Brain, April 19, 2016 – **H. Robertson**
- Beyond Integrity: Why We Cite, April 19, 2016 – **H. Robertson**
- Mimicry & Plagiarism: A Place for Copying in Learning, April 20, 2016 – **H. Robertson**
- Beyond the Thumb Typing: Supporting the Writing Process with Mobile Devices, April 21, 2016 – **H. Robertson**
- There's an API for That, April 21, 2016 – **C. Zebrowski**
- Book Repair Workshop--Preservation Week, April 12, 2016 – **L. Broughton**
- Rio Grande Chapter of SLA: How to Run an Effective Meeting, May 11, 2016 – **C. Zebrowski**
- English as a Library Language, May 26, 2016 – **H. Robertson**
- How to Cite Government Information, June 8, 2016 – **J. Sena**

#### ***Members of Committees:***

##### ***Regional:***

- AMIGOS Library Services Board of Directors – **R. Aragon**
- AMIGOS Budget and Finance Committee – **R. Aragon**
- AMIGOS Executive Board – **R. Aragon**

##### ***State:***

- LIBROS Advisory Board – **L. Gates**
- LIBROS Consortium – **Library Staff**
- Rio Grande Chapter Special Libraries Association – **C. Zebrowski (Past-President and Treasurer)**
- New Mexico Consortium of Academic Libraries (NMCAL) – Member – **R. Aragon**
- NMCAL Information Literacy Taskforce – **L. Broughton**

- Northeastern New Mexico Library Group – **R. Aragon, L. Broughton, L. Gates, A. Kent, J. Sena, C. Zebrowski**
- 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**

#### ***University:***

- Facilities Use Committee – **C. Zebrowski**
- Faculty Senate – **C. Zebrowski (Secretary)**
- Faculty Senate Executive Committee – **C. Zebrowski (Secretary)**
- Search Committee for Dean of School of Business – **C. Zebrowski**
- Faculty Research Committee –**J. Sena**
- International Education Committee – **J. Sena**
- Academic Affairs Committee – **A. Kent (Secretary)**
- Academic Affairs Undergraduate Appeals Subcommittee – **A. Kent**
- General Faculty –**L. Broughton, L. Gates, A. Kent, J. Sena, C. Zebrowski**
- NMHU Hearing Committee – **R. Aragon (Chair)**
- Faculty Library Committee – **R. Aragon, L. Broughton, L. Gates, A. Kent, J., C. Zebrowski**
- Deans and Directors (formerly Academic Council) – **R. Aragon**
- Longest Serving Employees Committee – **R. Aragon, I. Corral**
- Deans Monthly Meeting – **R. Aragon**
- NMHU Yearbook Committee – **R. Aragon, L. Gates**
- Alumni Association Committee – **J. Sena**
- Homecoming Committee – **J. Sena**
- Instructional Technology Committee – **L. Broughton**
- Faculty Activities Ad Hoc Committee – **A. Kent**
- Copier Contract Renewal Committee – **P. Lopez, C. Zebrowski**
- HLC Assurance Argument Committee – **A. Kent**
- Student Activities Board – **A. Kent**

#### ***Internal:***

- Library Administration Council – **R. Aragon, L. Broughton, L. Gates A. Kent, P. Lopez, J. Sena, C. Zebrowski**
- Fundraising Committee – **L. Gates, A. Kent, J. Sena, C. Zebrowski**
- Disaster Team – **L. Broughton, C. Zebrowski**
- Land Grant Committee – **R. Aragon, I. Corral**
- Library Budget – **R. Aragon, L. Broughton, L. Gates, A. Kent, P. Lopez, J. Sena, C. Zebrowski, C.**

- Library Work-Study Committee – **R. Chavez, P. Lopez, J. Sena, B. Ulibarri**
- Special Occasion Committee – **I. Corral, A. Kent, J. Odermatt**
- Library Web Committee – **R. Aragon, L. Broughton, L. Gates, A. Kent, J. Sena, C. Zebrowski**
- Online Services Committee – **R. Aragon, L. Broughton, L. Gates, A. Kent, J. Sena, C. Zebrowski**
- Preservation Committee – **L. Broughton, T. Christensen, (Associate Professor, Visual and Performing Arts), I. Corral, L. Gates, K. Hsueh ( Director, Las Vegas City Museum), L. LaGrange, (Associate Vice President for Academic Affairs), P. Linder, (Professor, History), E. Romero (Assistant Professor, Languages and Culture)**
- Furniture Committee – **A. Kent, P. Lopez, J. Sena**
- Building Needs Committee – **R. Aragon, A. Kent**
- Strategic Planning Committee – **Librarians, C. Zebrowski (Unit Record Keeper)**

***Presentations, Demonstrations, Conference Papers, Etc. Presented by Library Staff***

- Library Presentation at Santa Fe/Espanola student orientation, August 13, 2015 – **C. Zebrowski**
- Faculty Development Week: Library Resources Presentation, August 17, 2015 – **Librarians**
- Faculty Development Week: New Faculty and Staff Orientation, Library Services, August 17, 2015 – **Librarians**
- Basic Research Techniques, September 1 & 3, 2015 – **H. Robertson**
- APA Citations, September 15 & 17, 2015 – **H. Robertson**
- Presentation at NMLA Annual Conference “Transform Students into Engaged Learners with Active Teaching Strategies,” October 22, 2015 – **A. Kent, C. Zebrowski**
- Presentation at NMLA Annual Conference: NMCAL Information Literacy Taskforce Panel, October 22, 2015 – **L. Broughton**
- “Land of Enchantment, Violence, Conspiracies, and Hidden Histories: Graphic Novels and New Mexico” at the Southwest Popular/American Culture Association, Albuquerque, February 13, 2016 – **A. Kent**
- Writing Workshops, March 30 & 31, 2016 – **H. Robertson**

***Special Projects:***

- Las Vegas Centennial Cowboy’s Reunion Exhibition, Ray Drew Gallery – **L. Broughton, B. Read**
- Donnelly @ 50 Brochure - **Librarians**
- Special Collections oversize section evaluation, weeding, and reclassification – **L. Broughton, I. Corral, L. Gates.**
- Leveo Sanchez personal papers donation received and processed for Archives– **L. Broughton, I. Corral, L. Gates**
- Popular Reading Section Project – **V. Berry, L. Broughton, L. Gates, L. Jones, A. Kent**
- Wrote up a General Library Policies document to distribute to patrons. – **Librarians**
- Digital Storytelling Workshop Planning Committee – **L. Broughton, L. Gates, A. Kent, J. Sena, C. Zebrowski**



- HU READS Poster Campaign – **V. Berry, A. Kent**

***Staff Awards:***

- ❖ 17th Annual Employee Recognition Awards Ceremony held on April 13, 2016:
  - Longevity pins for continued University service awarded to;
    - ✓ 30 years I. Corral
    - ✓ 20 years A. Mora
    - ✓ 15 years J. Sena
    - ✓ 10 years D. Whorton

***University Courses Taught:***

- LIB 100: Library Research, CRN 2847 (Fall 2015) – **A. Kent**
- LIB 100: Library Research, CRN 2863 (Fall 2015) – **L. Gates**
- LIB 100: Library Research, CRN 2865 (Fall 2015) – **L. Broughton**
- LIB 400/500: Advanced Library Research, CRN 2848/2849 (Fall 2015) – **C. Zebrowski**
- UNST 101: LC: Freshman Forum, CRN 2861 (Fall 2015) – **A. Kent**
- LIB 100: Library Research, CRN 3001 (Spring 2016) – **L. Gates**
- LIB 100: Library Research, CRN 3002 (Spring 2016) – **L. Broughton**
- LIB 100: Library Research, CRN 3003 (Spring 2016) – **J. Sena**
- LIB 400/500: Advanced Library Research, CRN 3004/3005 (Spring 2016) – **A. Kent**