

New Mexico Highlands University Libraries
Thomas C. Donnelly – Main Campus
Rio Rancho Branch
External Sites Library Services



Annual Report
Fiscal Year 2008-09

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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 in the University. The business of the Library is communication -- 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 2008-09.



MISSION

The New Mexico Highlands University Libraries support the teaching, research, and community activities of New Mexico Highlands University. The Libraries acquire, organize, preserve, and make accessible pertinent information and scholarly materials that advance the curricular needs, intellectual pursuits, and personal enrichment of its clientele. The Libraries promote 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, the Libraries elicit 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 Faculty Library Committee, we conducted the fall 2008 and spring 2009 library services assessment. Analysis reports for each assessment are available for review.

Book Inventory:

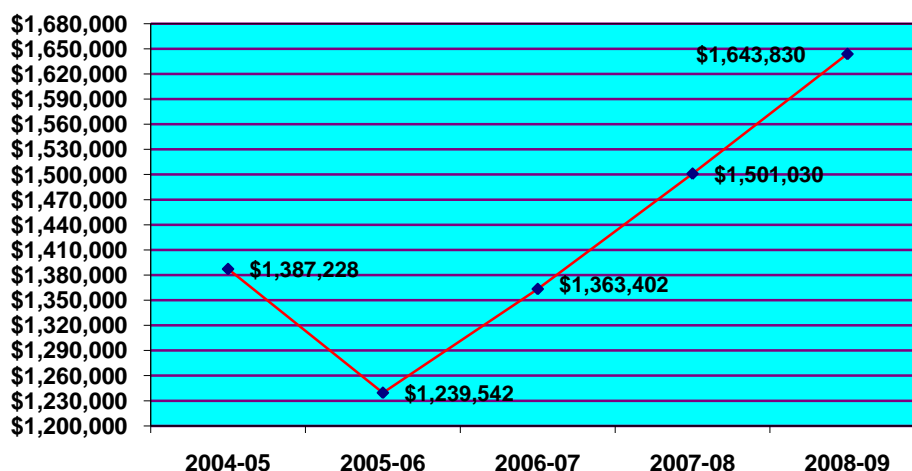
Findings from this fiscal year's book inventory report and other library section reports are summarized as follows: the library collection includes more than 401,109.9 monograph volumes, of which 169,613 are hard-bound, 165,509.9 are in microform format, approximately 40,191 are electronic full-text, and 1,270 are in either audio-visual or CD-ROM formats. Approximately 42,525 bound periodicals and indexes, and roughly 22,192 volumes of journals, indexes, and newspapers are in microform. 809 periodicals, domestic and foreign, are subscribed to in print or microform, as well as 32,422 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 224,432 documents.

Budget:

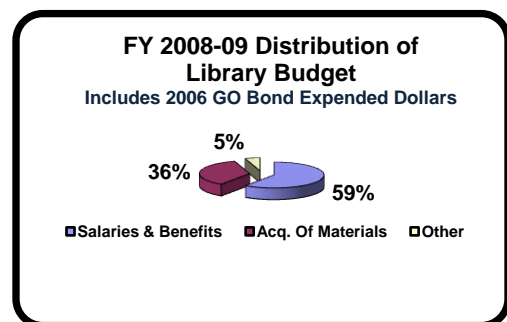
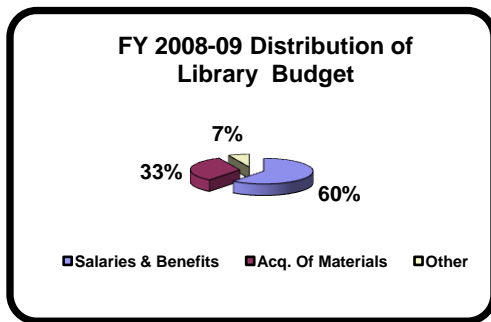
The library's annual authorized expenditures are not adequate to meet the ongoing needs of the library as indicated by national standards. With a flat budget this fiscal year, inflationary costs estimated at about 10% for books and 12% for periodicals were handled by reducing the number of books purchased, and dropped subscriptions. Based on the chart below, the majority of increases in the library budget were made in salaries and benefits.

Of the \$1,643,830.34 authorized to the library, we spent \$1,625,054.11 (99%) of our budget.

Adjusted Library Budget – Five-Year Comparison



The New Mexico Consortium of Academic Libraries endorses the Association of College and Research Libraries and the American Library Association 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 below, you will note that the chart on the left is either above or below the recommended distribution formula. However, with the infusion of the 2006 General Obligation (GO) bond funds (chart on the right), the Library is within the percentages in spending its financial resources in accordance with the Standards.



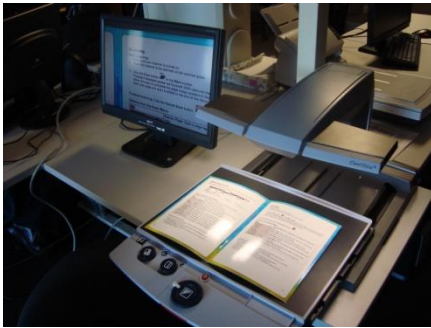
In October of this fiscal year, William Taylor, Vice-President for Finance and Administrative Services (VPFAS) approved \$12,500 to continue the subscription of the American Chemical Society journals. In addition, a request for an additional \$3,000 for work study salaries was also approved by the VPFAS.

The Director met with Dr. Gilbert Rivera, Vice-President for Academic Affairs, Dr. William Taylor, Vice-President for Finance and Administrative Services and Budget Director Eileen Bentley in regards to the Library's Budget Development Report for FY 2009-10. During this meeting, a couple of thoughts on how to deal with the Library's acquisition inflation costs were discussed. The possibility of leftover funding from the University's budget was discussed as a possible way to offset the acquisition inflation costs for the coming fiscal year. Soon after our meeting, the Library was granted an additional \$50,000

Building:

Shifting and weeding of the general stacks and periodicals is an on-going project. The process was particularly 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 2006 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.

New Mexico Highlands University's Adaptive Technology Center is located on the first floor of the Thomas C. Donnelly Library.



Adaptive Technology Equipment:
Optelec ClearView video magnifier



Adaptive Technology Equipment:
Sorenson VP-200 Videophone

The Adaptive Technology Center was developed to assist students with disabilities by providing the latest in adaptive technology to better meet their academic needs. While the Adaptive Technology center was designed for students registered with Accessibility Services, it is available for use by all currently registered NMHU students. Students who may have difficulties with comprehension/retention of academic courses, but were never diagnosed with a disability, now have the availability of an alternative manner of learning.

The Library welcomes the use of its meeting and/or conference rooms by students, faculty, staff and community events. This past fiscal year approximately 130 meetings, workshops, presentations and group study sessions were scheduled. Totals did not take into account the computer labs on the first floor or impromptu group study sessions.

The camera security system is earning its keep. On October 23rd, personal belongings were taken from an office in the Library. Staff was able to review the stored video and was able to identify the individual. Campus Security was then able to apprehend the culprit.

Consortia:

Thomas C. Donnelly Library participates in a statewide reciprocal-borrowing program, and consortium pricing via the **Llano Estacado Information Access Network (LEIAN** is a New Mexico and West Texas library consortium), 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.

Our library, a member of both the LEIAN and NMCAL Consortiums, 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 consortiums. Also, both consortiums provide library member institutions better spending power in regards to joint electronic resource subscriptions.

We are 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.

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:

Bimonthly 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.

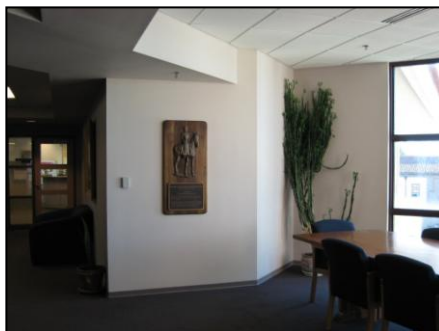
The Faculty Library Committee membership consists of one elected faculty member from each School or College Departmental Unit. The Director of Library Services serves as an "ex-officio" non-voting member of the committee. All assistant librarians and the library director participate in every meeting. The Committee meets on the third Friday of each month during the fall and spring semesters.

Donations:

On Friday, October 24, 2008 a ceremony was held in the Library in remembrance of Emitteria "Matie" Martinez Robinson Viles. This ceremony celebrated the fifty years that the Viles Foundation, Inc., has awarded scholarships in Matie's name. Matie Viles's belief was that the purpose of the corporation is to benefit the young people of New Mexico by making available educational opportunities which would not otherwise be forthcoming with an emphasis on orphan girls, fatherless or motherless girls, and on young people from San Miguel and Mora Counties in New Mexico. The following photos capture the plaque mounted in the Library's third floor in honor of Ms. Viles.



Matie Viles plaque



Third floor study alcove

In a public ceremony held November 19th, the Library was the recipient of an educational bilingual materials donation. We received a complete 17-volume hardbound set of the monthly publication *Amigos*, which is the only bilingual monthly education publication that focuses on preserving New Mexico Hispanic culture. Highlands University is the only university in the state to receive a complete set of *Amigos*. Additional bilingual materials in book, pamphlet and CD-Rom formats were also donated. See page 15 of this report for more information on this donation.

Misters Gary and Gene Beisman, contacted us regarding their father's collection of surveyor maps (plats) as a possible donation to our Library. They expressed to us that they would like the plats to remain in the Las Vegas area. The collection consists of between 7,500-8,500 documents, additional items such as storage cabinets and surveyor's equipment, plus other treasures. There are plats that go back to the late 1800s. Library staff continues to meet with the Beismans to demonstrate how we would accession the plats, the kind of care they would be given, and the kind of public access we can provide. See page 29 of this report for more information about this potential donation.

Library Legislation:

The 2008 General Obligation (GO) Bond for NM Libraries was passed during the November election. San Miguel County was the 7th highest percentage in the State to support the Bond.

New Mexico librarians are organizing a legislative effort to improve academic, public and school libraries. The initiative will be to request a state-wide 2010 GO Bond for library resources acquisitions.

At the end of this fiscal year, the 2006 GO Bond funds remaining from FY08 were expended. Total funds received from the GO Bond were \$97,521.

Personnel:

The following personnel changes occurred during this fiscal year:

- Griego, Ying – Library Associate – Reference Section was hired November 10, 2008. Ms. Ying assists the professional reference librarians in promoting library services, which include library tours and coordination of staff development training, designs and sets up library exhibits, i.e. National Library Week, National Hispanic Heritage Month, book displays, etc., performs searches in online catalogs and bibliographic databases, creates pamphlets, brochures, flyers, etc. to promote library services, and provides assistance at the Reference Desk.
- Sena-Gutierrez, Josephine – Library Associate – Government Documents Section was hired in the position of Assistant Librarian – Government Documents/Serials Section on January 05, 2009. The Assistant Librarian – Government Documents/Serials is responsible for maintaining the federal and state documents collection as well as the serials collection, which support the academic and research needs of the University community. Ms. Sena-Gutierrez received her Master of Library Science (MLS) this past summer from North Texas State University.
- Laycox, Kimberly – Library Clerk – Interlibrary Loan Section was hired February 09, 2009. Ms. Laycox assists in borrowing or obtaining copies of library materials not

- found in our library on behalf of the faculty, staff, and students, and to lend or provide copies of library materials requested by other libraries.
- Encinias, Lori Ann – Library Technician – Interlibrary Loan Section left on April 21, 2009.
 - Laycox, Kimberly – Library Technician – Interlibrary Loan Section was hired June 29, 2009. Ms. Laycox assists in borrowing or obtaining copies of library materials not found in our library on behalf of the faculty, staff, and students, and to lend or provide copies of library materials requested by other libraries.
 - The hiring of over thirty students through the work study program.
 - At this fiscal year's employee recognition breakfast held on April 28, 2009, two library employees were awarded longevity pins. They were Raymond Chavez for twenty years of service and Deborah Perlow for five years of service.

Statistics:

A sampling of library statistic usage comparisons of fiscal year 2007-08 and fiscal year 2008-09 indicate that we are up from 120,480 patrons to 130,207 patrons entering the Library, an increase of 9,727. In visits by patrons to our web-site we went up from 76,275 to 155,000. Additional statistical numbers and charts in regards to other library services are available upon request.

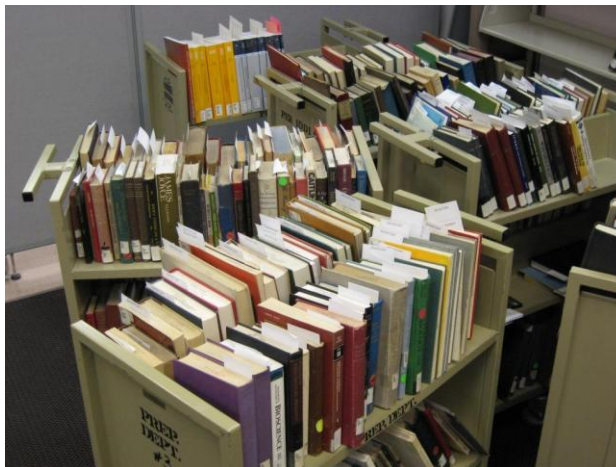
Cataloging/Systems

Cataloging:

The Cataloging Department provides access to library materials by properly describing and classifying each item in the Library's online public access catalog, LIBROS. A recent article in the online version of *The Chronicle of Higher Education* (Aug. 31, 2009. Nunberg, Geoffrey. Google's Book Search: A Disaster for Scholars) highlights the importance of the cataloging/metadata department of a library. Machines just aren't very good at describing a book: "But books aren't simply vehicles for communicating information, and managing a vast library collection requires different skills, approaches, and data than those that enabled Google to dominate Web searching." Discussions in the library world are also centering on the future of the catalog, and new cataloging rules, called "Resource Description and Access," are projected to be released in late 2009. Projects in other departments have impacted the work in cataloging, as items and their associated records were edited and/or deleted.

The following were worked on this fiscal year.

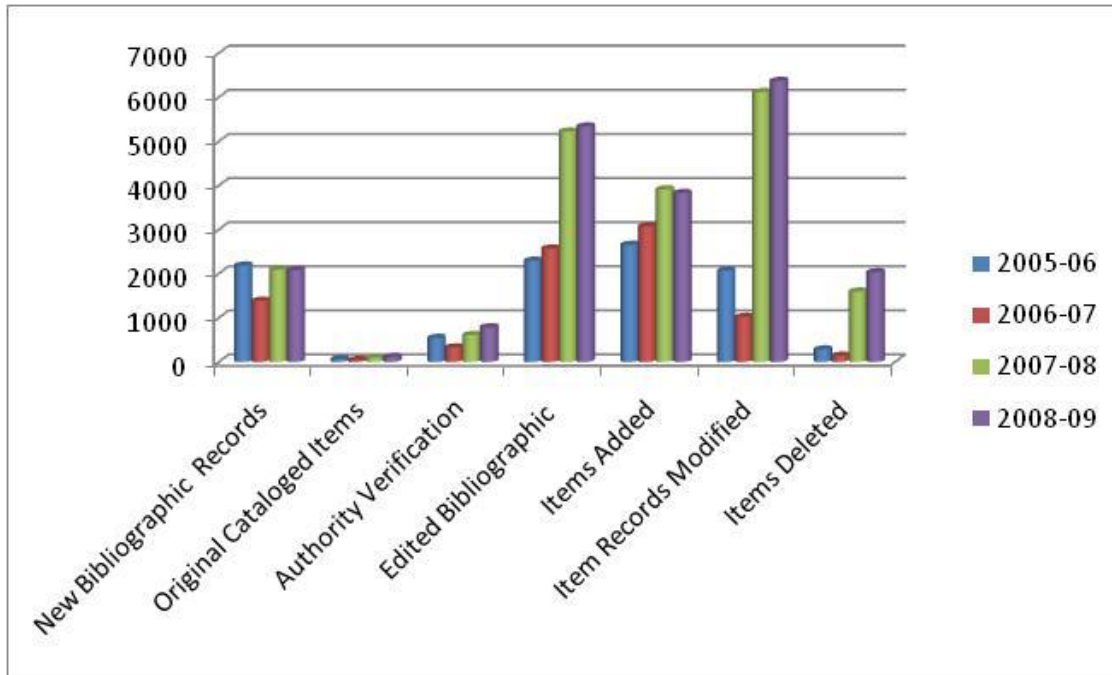
- The circulation department began an inventory project, which entailed work from all departments. The cataloging department received book trucks last to add records for items not on the inventory list, to withdraw items no longer needed, and to declare items missing that weren't on the shelf.
- The collection development department continued to weed the Social Work area, and mending books was also a priority this year. These projects provide a good opportunity to clean-up the LIBROS database. Item records are corrected with the correct call number or location codes. The department also evaluated the bibliographic records in an effort to make them more accurate.
- Another project was a "Reclamation Project" to align what we actually have in our collection with what is listed in OCLC. This assists the Interlibrary Loan department, as well as accurately reflects our holdings in the publicly accessible "WorldCat" database. Late this year, we received the reports from this project, but the work has not begun to correct records.
- We added a field in the bibliographic record so that journals can be searched by Journal Title.
- Cataloging staff began cataloging maps in special collections.
- Cataloging staff also assisted with reference duties, weeding, and library instruction.



- The cataloging department is now participating in the “Expert Community Experiment” to clean-up records in the OCLC database.

The chart below shows a comparison of the previous 4 years’ cataloging activities. Notice the increased number of Item Records Modified and Deleted due to the database clean-up projects done this year.

Cataloging Statistics



Systems:

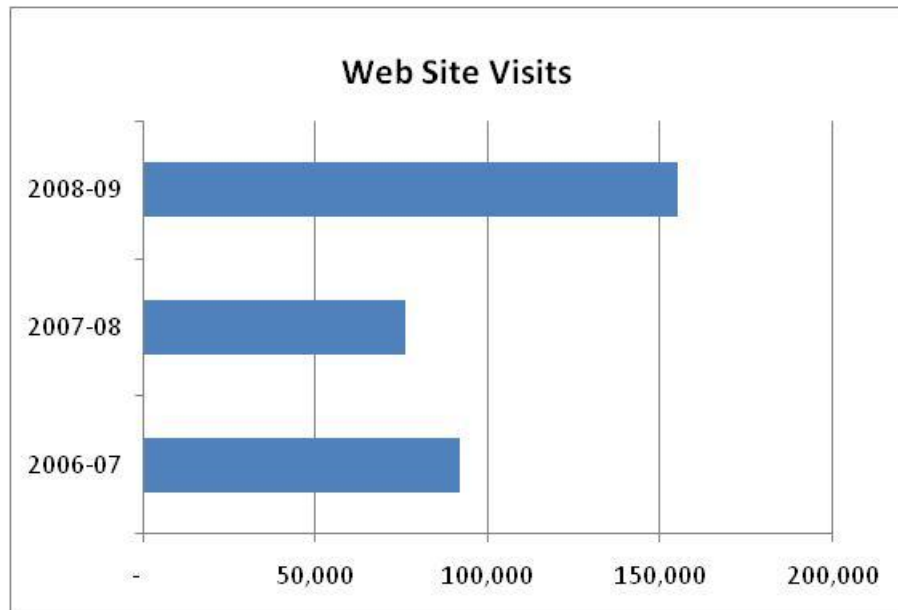
The Systems Department sets up and troubleshoots access issues to all of the subscribed databases and other electronic resources, as well as maintains the hardware, software, printers and scanners located in the library. The department’s goal is to resolve any hardware and software problems within two days. Larry Sims has been working with the ITS department in an effort to upgrade his skills. He has been assisting with the installation of new computer hardware and software upgrades, as well as learning how to better troubleshoot problems.

Other accomplishments in the systems department include:

- Replaced 10 staff computers.
- Updated the Millennium software on all staff computers.
- Loaded new student time-clock software.
- Installed new security camera in art print room.
- Discussed security issues with campus security who recommended more cameras in the public areas, and key card locks for several rooms such as the computer labs and special collections. Approval of these items is pending.

- Installed new printers in Lab 141 and Acquisitions.
- Purchased and installed additional barcode scanners.
- Used 720 reams of paper in copiers and printers.
- Revised the Library Web Site to conform to the campus design.

Our library resources are accessible to students and faculty via the Donnelly Library Web Site at <http://nmhu.edu/library>, with 155,000 visits last year. This year we added an “A-Z Index” page to assist visitors in locating specific information about the library and its services. We also added links to the library home page and LIBROS in most of our external databases.



Collections

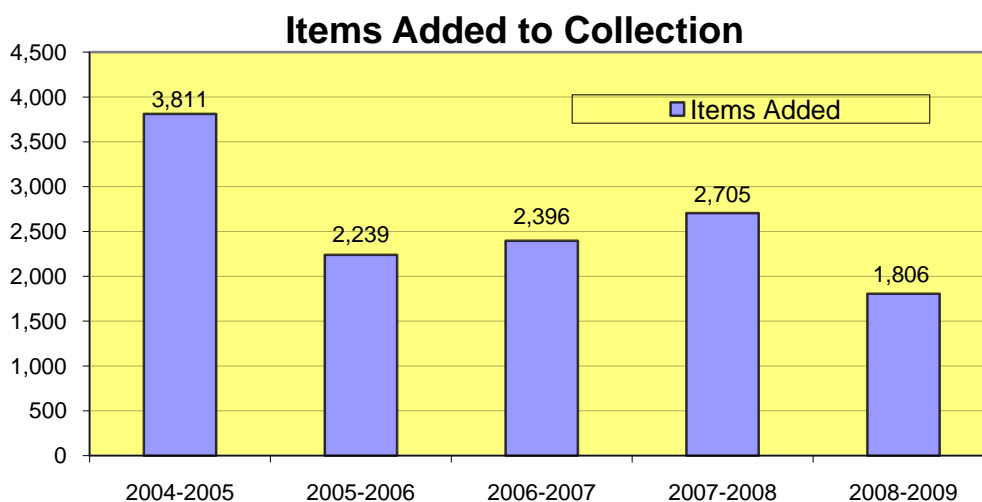


The popular juvenile section

Acquisitions:

Acquisitions covered all subject areas, using the Clapp/Jordan academic library collections formula as the model to maintain an appropriate rate of collection development in fields pertinent to the curriculum. To effectively utilize our R.R. Bowker's RCL Collection Analysis database, we designated librarians as subject specialists. Because the subject specialists were also involved in the inventory project, all subject areas have undergone weeding and replacement this year.

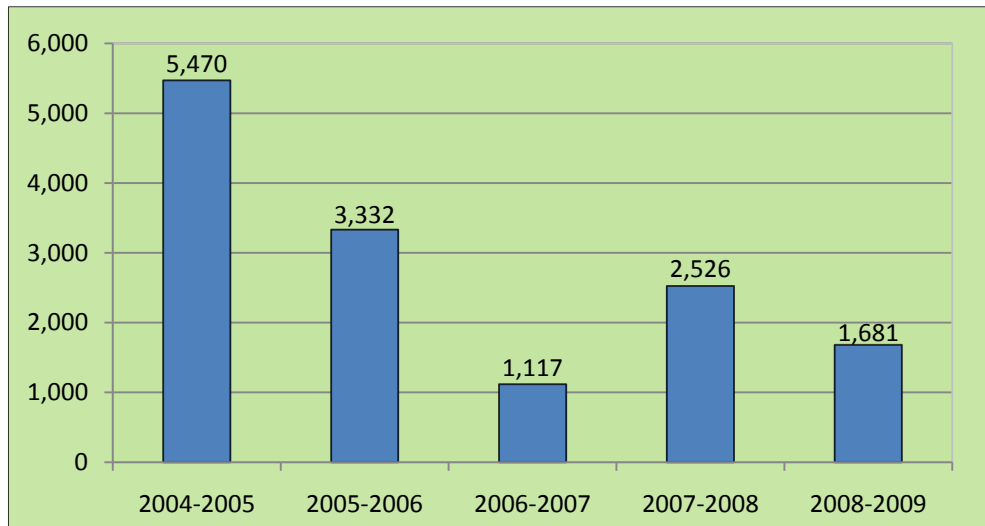
Using R.R. Bowker's RCLWeb, the online edition of *Resources for College Libraries*, we compare our collection to the list of core titles determined by the Association of College and Research Libraries (ACRL). The ACRL core list features 65,000 titles in 58 curriculum-specific subjects. The RCLWeb allows us to view our entire holdings by LC subject area, and to see the percentage of core titles owned and a title-by-title analysis. This has continued to be an invaluable tool for the selection of new books.



Acquisitions added 1,806 volumes of books and electronic media to the collection. The total includes purchased and donated items. Please refer to the chart above.

We withdrew 1,681 books from the collection, for reasons of damage or outdated material. Our successful effort to withdraw books in poor condition from the shelves and to make space for new material was the result of continued progress on our inventory project. Please refer to the chart below for the numbers of items withdrawn over the past 5 years.

Items Withdrawn from Collection

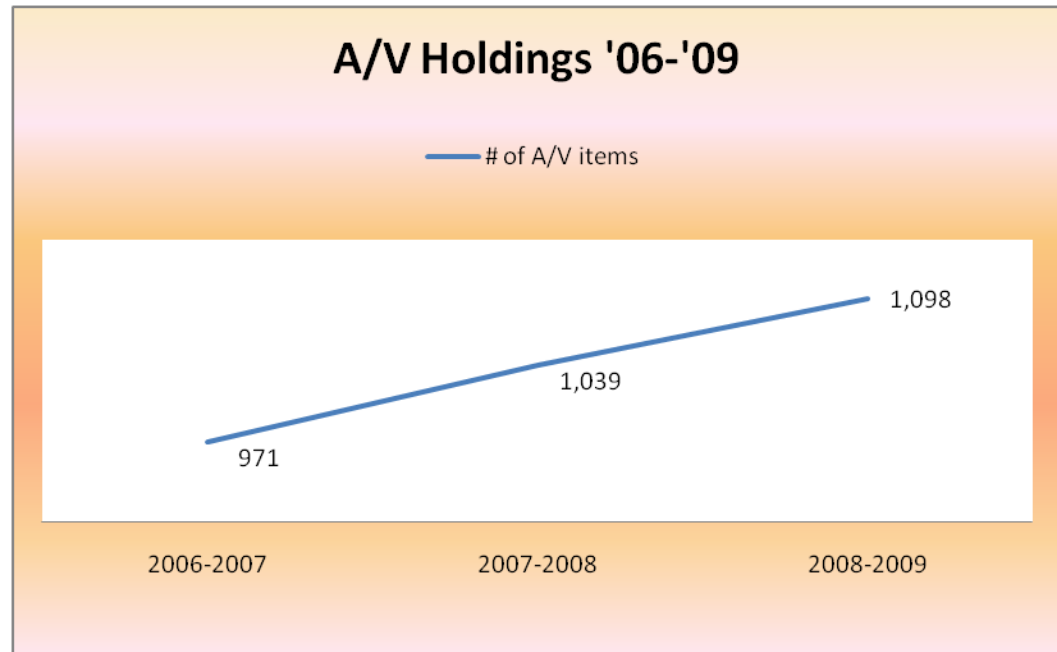
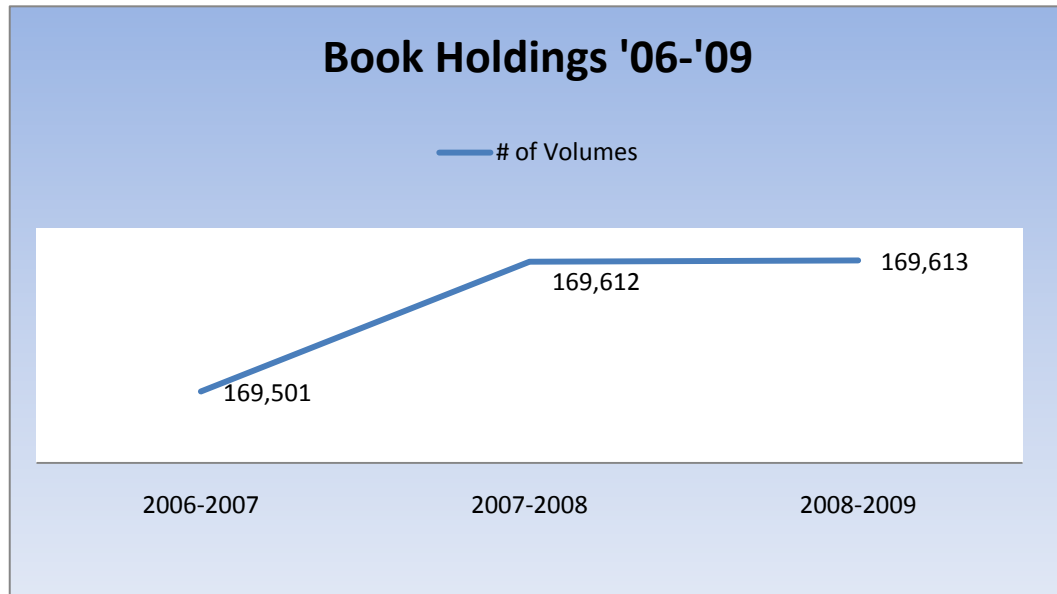


We continue to involve faculty in our weeding and selection of books, journals and databases. This year, we met with faculty from the departments of Anthropology, Business, Chemistry, Criminal Justice, Education, English, Math and Computer Science, Music, Nursing, Sociology, and Social Work. A total of 2,381 damaged and worn books in all subject areas were removed from the shelf for mending (700 books mended) and for withdrawal (1,681 books withdrawn), with the goal to create space for newer, current titles.



Book Mending in Technical Services

The two charts below indicate our holdings for the past three years. We attempt to balance the number of withdrawals and new book purchases in order to maintain a constant level of holdings. The second chart shows that we have increased our audio-visual holdings, a trend we plan to continue.



As illustrated above, our DVD and CD collection continues to grow. We increased the A/V portion of the regular budget this year to \$4,000; the A/V portion of the 2006 GO Bond budget was \$6,449.



Work-study Marcie at the DVD cabinet in Circulation

The Collection Development Librarian and the Head of Public Services Librarian coordinated on a project to reduce the number of standing orders in an effort to keep up with current needs in the Reference Area, to free up more funds for needed book purchases, and to ensure we have adequate shelving for desired standing orders.

Library expenditures for the collection are shown in the following chart. We spent \$109,957 on the acquisition of books and electronic media (audio-visual material). This amount was funded from the 2008-09 General Account (\$79,000) and the remaining funds from the 2006 GO Bond Account. We spent 100% of the library book budget and 100% of the audio/visual budget.

Library Dollars Spent on Books and Electronic Media

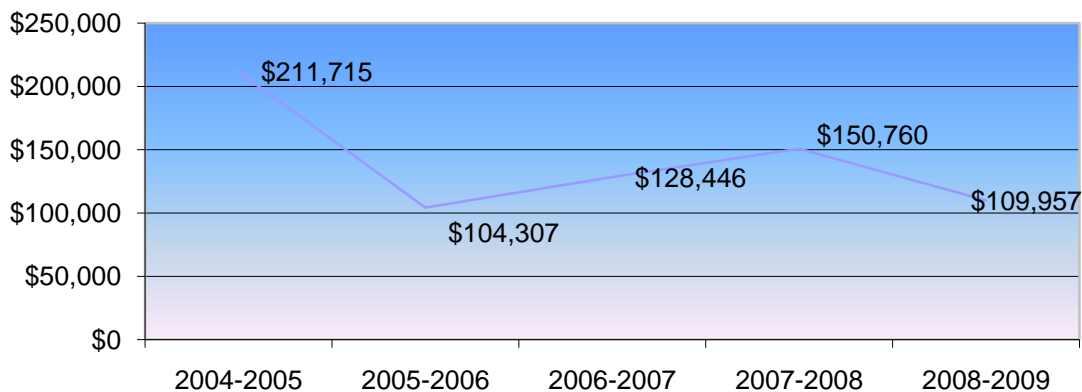


Chart diagrams the amount of money spent on items purchased from the Library General Account and the 2006 GO Bond.

By the end of December 2008, the remaining 16% of the 2006 GO Bond (\$97,470) was expended. The 2006 Library GO Bond money allowed us to purchase an additional 1,244

book titles from the recommended lists, 49 audio-visual items, and several rare items for Special Collections.

With the transfer and exchange of withdrawn and donated materials between institutions, we are able to improve our collections without added cost. We collaborate regularly with UNM's Maxwell Museum of Anthropology, Ft. Union, Luna Community College, Carnegie Library, the New Mexico State Prison in Santa Rosa, and the Springer Correctional Center. In-person meetings with vendors included Ambassador and UNM Press.

Donations (Library Resources):

There were 20 individual donations to Donnelly Library in 2008-2009, totaling approximately 244 books plus some audio material, ephemera, and journals.

The donation highlight of the year was the gift of bilingual educational materials by Georgia Roybal and Roberto Mondragón of Semos Unlimited/Aspectos Culturales publishing company. The donation included a hardbound set of *Amigos*, New Mexico's bilingual education magazine, 1990-2007, *Amigos* 2008 on CD, *Amigos* teachers guide, seven bilingual book titles, and seven audio titles. On November 19th, Donnelly Library hosted a ceremony and reception on the 3rd floor of the Library to officially accept the donation and to thank the people involved.



President Fries with Roberto Mondragón



Amigos Donation Ceremony

Electronic Resources:

Electronic resources greatly increase the immediate availability of research materials. Our online catalog and subscription databases are available to our clientele both on-campus and remotely through the library's web page. This year, the total number of databases subscribed to was 45. Improving our document delivery services in the sciences, we added Elsevier's Article Choice, which includes access to the online index, ScienceDirect College Edition Complete.

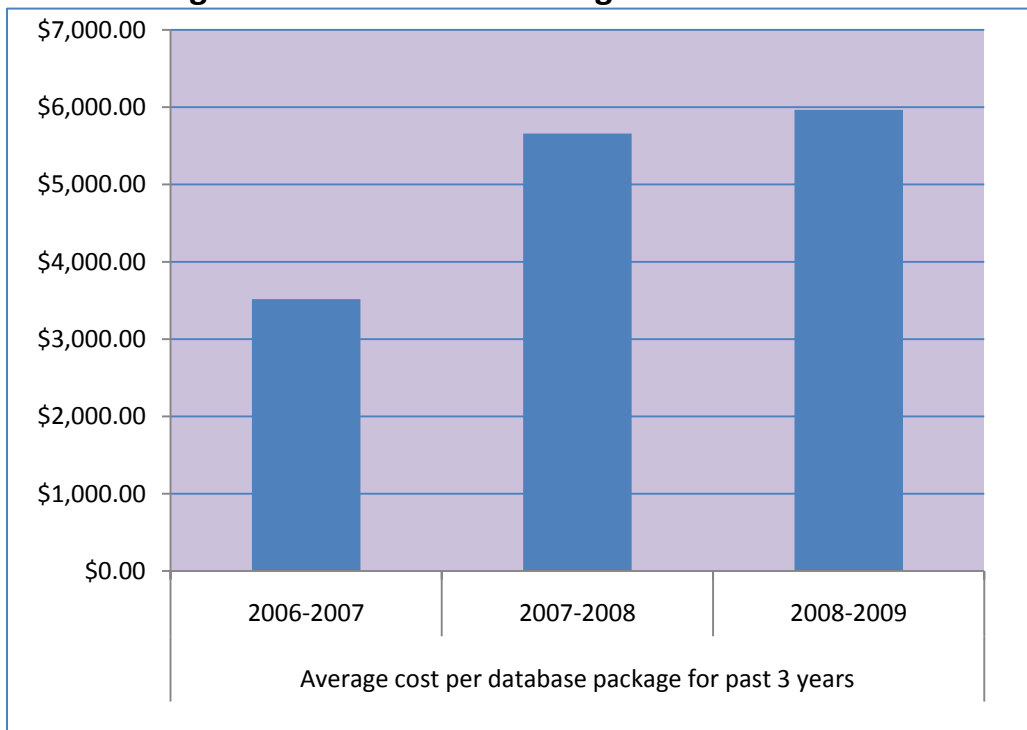
With database costs rising more than 6% this year over the previous year (see chart below), and with a flat budget, we had to make decisions about cancelling and adding. We cancelled three little-used databases in order to add another that had been highly requested: by dropping ProQuest's Ancestry Library, the Oxford University Press Reference Collection,

and Oxford's American National Biography we were able to add ProQuest's Sanborn Maps, valued by anthropology, history, and community researchers.

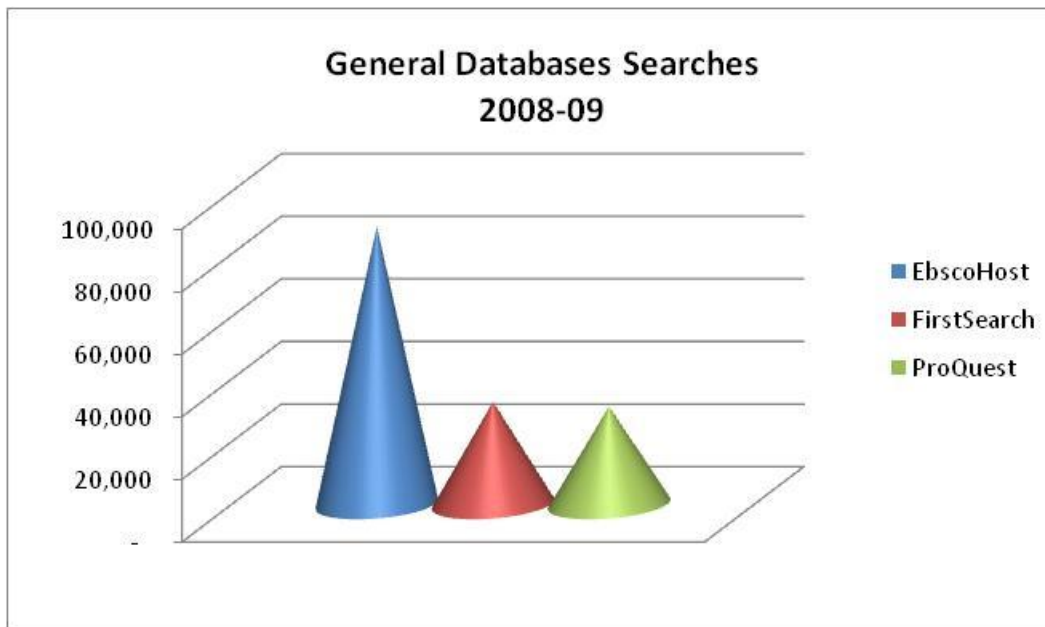
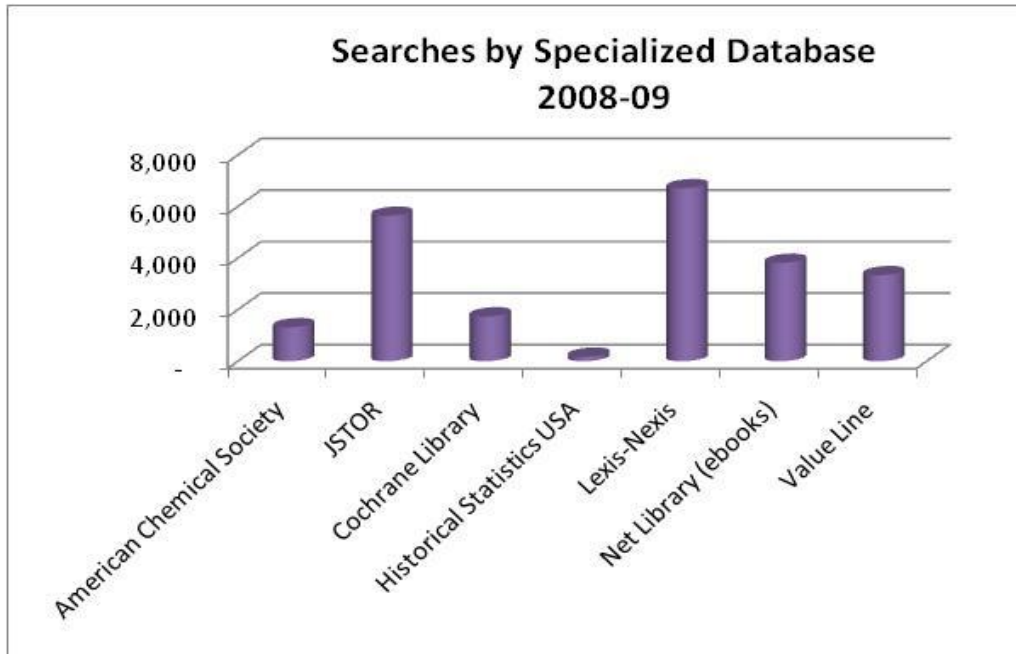
Database Subscription Costs for Past Three Years

Database	2006-2007	2007-2008	Increase in '08	2008-2009	Increase in '09
Acad Search Prem & CINAHL (EBSCO)	n/a	\$5,500	n/a	\$5,775	5.00%
Alt-Health (EBSCO)	\$2,235	\$2,391	6.98%	\$2,558	6.98%
American Chemical Society	n/a	\$20,421	n/a	\$21,577	5.66%
Biblio of Native N. Amer (EBSCO)	n/a	\$1,260	n/a	\$1,348	6.98%
Books in Print (Bowker)	n/a	\$2,240	n/a	\$2,352	5.00%
BusSource Prem & SocIndex (EBSCO)	n/a	\$10,000	n/a	\$10,700	7.00%
Cochrane Library (Wiley)	n/a	\$1,920	n/a	\$2,055	7.03%
FirstSearch package (AMIGOS)	n/a	\$9,697	n/a	\$9,256	-4.55%
JSTOR	n/a	\$6,160	n/a	\$6,880	11.69%
Lexis-Nexis Academic	\$4,210	\$4,801	14.04%	\$4,959	3.29%
ProQuest Research Library	\$5,440	\$5,710	4.96%	\$5,995	4.99%
PsycArticles (EBSCO)	\$3,893	\$4,250	9.17%	\$4,548	7.01%
PsycInfo (EBSCO)	n/a	\$5,750	n/a	\$6,153	7.01%
RILM Music Index (EBSCO)	n/a	\$1,643	n/a	\$1,795	9.25%
ValueLine	\$1,800	\$3,000	66.67%	\$3,330	11.00%
Average % increase			20.36%		6.31%
Average cost	\$3,516	\$5,660		\$5,965	

Average Cost of Database Packages from 2006-2009



Database usage statistics indicate increased utilization of our on-line resources. Usage statistics aid us in determining which databases to retain and which to cancel. The previous year's usage statistics of the electronic book collection, NetLibrary, for example, indicated the value in continuing to purchase new collections when they become available; to date, we have NetLibrary Collections 1-8 and plan to purchase Collection 9 in the next fiscal year.



Another way we analyze the value of an individual database is to look at the cost per search and cost per full-text article. The average cost of a document from document delivery or interlibrary loan is \$30. Therefore, even though the cost of a database may be expensive, the benefit derived is very cost-effective. The charts below give the costs in dollar amounts.

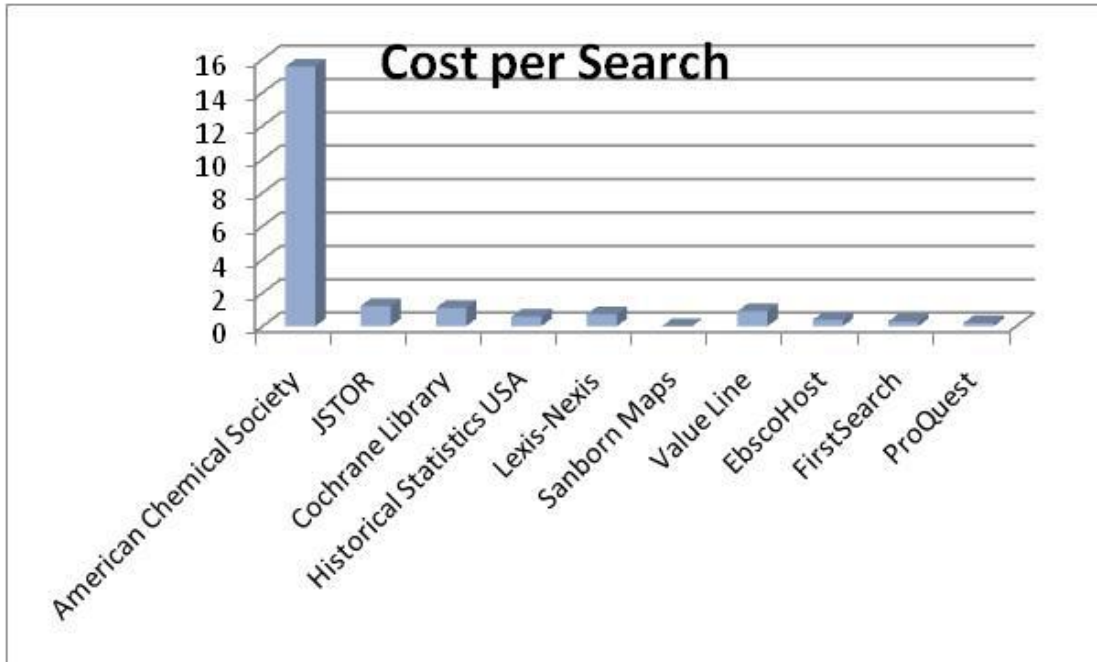


Figure 1 Cost in dollars

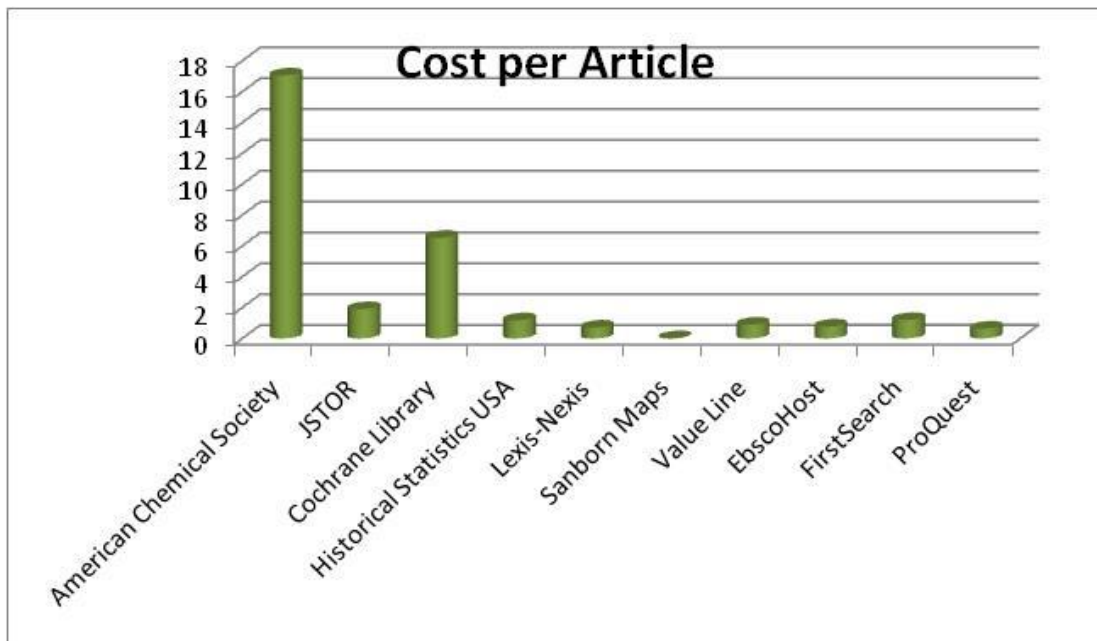


Figure 2 Cost in dollars

Database trials continue to be a valuable selection tool. Through month-long free trials, databases are periodically made available for review by students, faculty, and staff. The trial of Elsevier's ScienceDirect College Edition Complete demonstrated that the database was popular with faculty and students; because of high usage statistics from the trial, we purchased ScienceDirect's document delivery service ArticleChoice. This year, the number of database trials totaled 1 in Humanities, 5 General, 8 Behavioral Sciences, 1 Life & Health Sciences, 1 Physical Sciences. In addition to testing databases through trials, we regularly communicate with vendors. This year we met with representatives from EBSCOHost, ProQuest and Amigos to learn about new online developments.

Graphic & Cultural Arts:

This was the first year that we “renewed” art work checked-out to staff for display in offices on NMHU's main campus, after last year's inventory and cataloging of “checked-out” art work. The renewal process was successfully done via the Millennium circulation system, with automated notices sent to the staff members. Borrowers were required to call the library to renew the art for another year.



Bob Read, Fine Arts Library Associate

Beginning in January 2009 the Ray Drew Gallery extended its hours to include weekends 1:00-5:00. Responding to requests from patrons for the gallery to be open on Saturdays and Sundays, the added hours benefits out-of-town visitors and community members. The Gallery exhibited nine shows for the 2008-2009 schedule, some of which included a gallery talk by Dr. Robert Bell. On the opening day of each show, we host an artist reception.

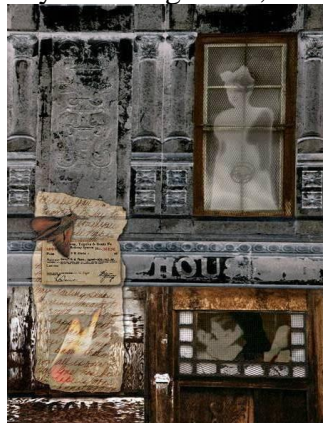
Ray Drew Gallery 2008-2009 Exhibition Calendar

Highlands Celebrates Las Vegas Heritage Week

Ghost Signs – Ghost Stories

Marisol Macias

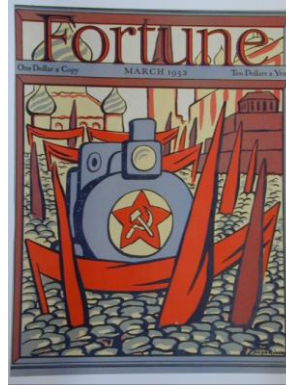
July 12 – August 10, 2008



Ghost Stories--The Harvey Girl” by Marisol Macia
Mexican Political Woodcuts From 1900- 1950
August 18 – September 24, 2008
Gallery talk by Dr. Robert Bell



“Cuauhtémoc” by Leopoldo Méndez



Fortune Magazine cover by Diego Rivera

El Arte Moderno
Paintings & Drawings by Meredith Britt
September 27 – October 28, 2008



“Chavez Street” by Meredith Britt

Point Counterpoint
Paintings, Drawings & Books
Paul Maurer & Nancy Culmone
November 9 – December 16, 2008



“Bush Morning Glory Flower” by Nancy Culmone

Women of My Heart
Photographs from India and Africa
Edith Darmon
January 12 - February 6, 2009

Highlands Fine Art Collection
Sculptures, Prints and Paintings
February 9 – February 27, 2009

*Northern New Mexico Devotional
Art Exhibition*
March 6 – April 3, 2009

Bachelors of Fine Arts Exhibitions
Elise Renault: April 20 -28, 2009
McKaila Dorman: May 1- 10, 2009

Pottery & Sculpture
Paul Volckening and Harry Leippe
June 1 – July 17, 2009



Ceramics by Paul Volckening



Bronze sculpture by Harry Leippe

The Library offers free art print lectures to students, staff, faculty, and the public. The lectures, presented by Dr. Robert Bell, Adjunct Professor of Art History at Highlands, are held in the Art Viewing Room on the second floor of the Library, from 4:00-5:00 p.m. on alternating Wednesdays. This year our Fine Arts Lecture Series comprised thirteen lectures, which included the viewing and discussion of original works of art. Lectures were well-attended, with on average twenty to twenty-five people in attendance.

Dr. Robert Bell Fine Art Print Lecture Series—Fall 2008

- September 17 ~ Mexican Revolutionary Prints
- September 24 ~ A Survey of Wood cuts and Wood engravings
- October 1 ~ German Expressionist
- October 22 ~ A Survey of Lithography
- November 5 ~ Native American Silkscreen Prints
- November 19 ~ Prints of John Taylor Arms
- December 3 ~ Student Print selections for the permanent collection (Burriss Hall)



Mexican Revolutionary Art Print Lecture by Dr. Robert Bell in Ray Drew Gallery

Dr. Robert Bell Fine Art Print Lecture Series—Spring 2009

- February 4 ~ Japanese Wood Cuts
- February 18 ~ The Old Masters: Rembrandt, Durer, and Van Dyke
- March 4 ~ Recent Donations to the Collection: Jean Arp, Aristide Maillol, and Sir William Nicholson
- March 11 ~ James Abbott Whistler: Lithographs and Etchings
- April 1 ~ Kathe Kollwitz: Woodcuts
- April 15 ~ Thomas Moran, Peter Moran, and Mary Moran

Art Donations/Acquisitions:

In October 2008, Dr. Robert Bell donated a hand-crafted cabinet built by Ray Finke for the safe storage of our growing fine art print collection. The print cabinet has been installed in the art-viewing room across from the cabinet donated last year by Dr. Bell.



We received donations of some 300 original fine art prints from Dr. Robert Bell and Dr. Stirling Puck in December 2008 and January 2009. The appraised value of Dr. Bell's 2008 donations was \$94,750 and included prints by Aristede Maillol, John Nash, and Paul Landacre. The value of Dr. Bell's 2009 donation was \$68,700 and included the works by Toulouse Lautrec, Jean Hans Arp, and Childe Hassam. Our extensive fine art print collection comprises over 1,500 prints, representing the entire history of Western Printmaking and all schools and techniques from the old masters. With the donations this year, the Donnelly Library fine art print collection now consists of more than 2,000 prints in all.

We were pleased to add to our collection of regional Northern New Mexico folk art this year with the purchase of two traditional retablos by accomplished local artists, Peter Lopez and Marguerito Mondragón, exhibitors in the Ray Drew Gallery's devotional art show in March 2009. Of his retablo image, Peter Lopez writes that San José, as the foster father of the Christ Child, is universally esteemed as the patron saint of the family, fathers, workers in general, and of carpenters, in particular.



"San José Holding the Christ Child" by Peter Lopez



"St. Francis of Assisi" by Marguerito Mondragón

We encourage all patrons, and especially our art students, to take advantage of the Library's collection of original print resources. Appointments to view the prints in the Art Viewing Room can be made with the gallery's Fine Arts Library Associate.

Periodicals:

The goal of the Periodicals library technician and the collection development librarian is to maintain a quality collection of current and retrospective serial materials in all formats. This year we subscribed to 483 titles in print and 330 titles in microform. We attempt to offset

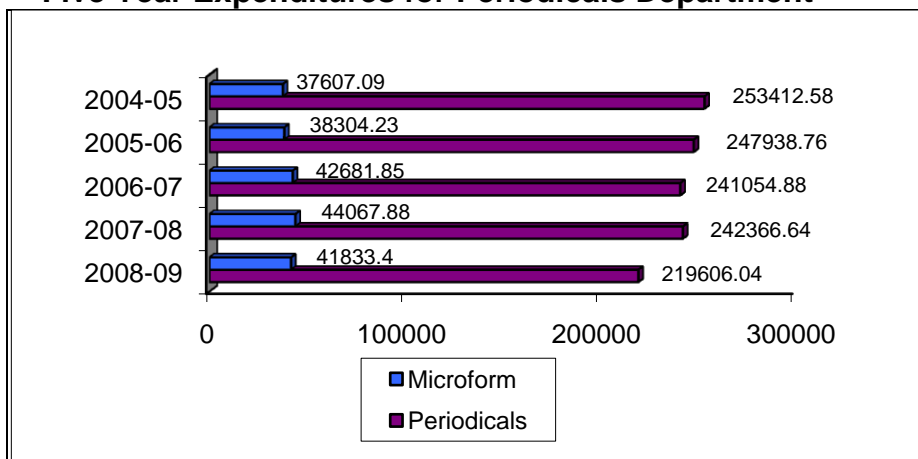
rising inflation costs in periodical titles (on average, more than 12%, and sometimes as much as 18% of an increase) by canceling print and microform format when electronic format is available. In order to keep periodical expenses under control, the collection development librarian consulted with EBSCO (the main periodical subscription service) and publishers regarding options for subscriptions.

Priority is given to digital format over print because of its accessibility to off-campus students. Standard journals are held in both formats. All periodical requests are forwarded to our collection development 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. Below are the holdings statistics for the Periodicals Section for this year.

Material	Description	Physical Holdings as of 6/30/2009
Periodicals	Individual volumes of bound journals and indexes	42,525
Microfiche	Individual microform/ microfiche sheets of journals and indexes	162,940
Microfilm	Individual reels of microfilm of newspapers, journals, & Special Collections material	22,192

The graph below represents periodical expenditures in print and microform formats for the past five years. To help alleviate the 12% + inflation rate for periodicals, cuts have been made to maintain a balanced budget overall. Figures were extracted from the NMHU Organizational Status Report.

Five Year Expenditures for Periodicals Department



Throughout the year, we evaluate the Periodicals area for ease of use by patrons and staff alike, sometimes necessitating lengthy and ongoing improvements. We spent \$2,311 this year to replace missing back issues of journals.

It is our 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.



Microfilm area, 2nd floor

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 semester, we receive the originals from the students, review them for accuracy of format, style, and the necessary accompanying paperwork from the academic department and the business office, mail the theses out to be copied and bound, arrange for them to be microfilmed, mail copies out to the student after receiving from the bindery, and finally, prepare our copy for cataloging. This year, the Periodicals Section reviewed, processed, and bound 33 theses. We maintain two copies of every thesis—one in Archives and one in the stacks for circulation.

Instruction



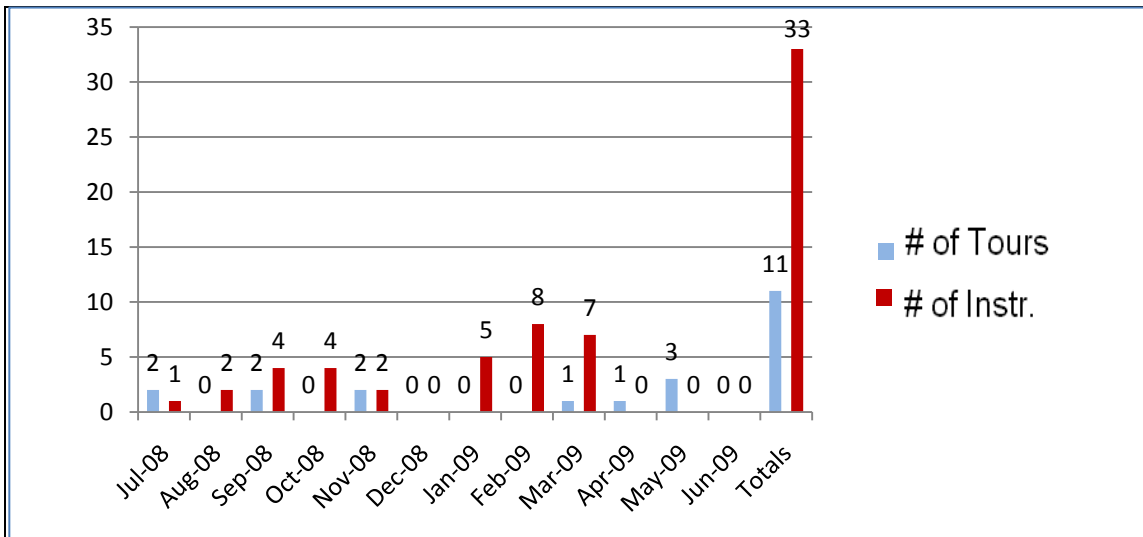
The library staff routinely conducts library enrichment classes. We provide group and individual library instruction, as well as informational sessions for faculty, staff, graduate and undergraduate students. For the First Year Experience course, librarians taught 18 three-week library skills classes in the fall and 2 classes in the spring. We familiarize students with the services and resources at Donnelly and develop library skills enabling them to conduct research at any university library. The classes involve interactive learning, graded assignments,

and a pre- and post-test to assess progress. In 2008-2009 we taught approximately 600 incoming freshmen.

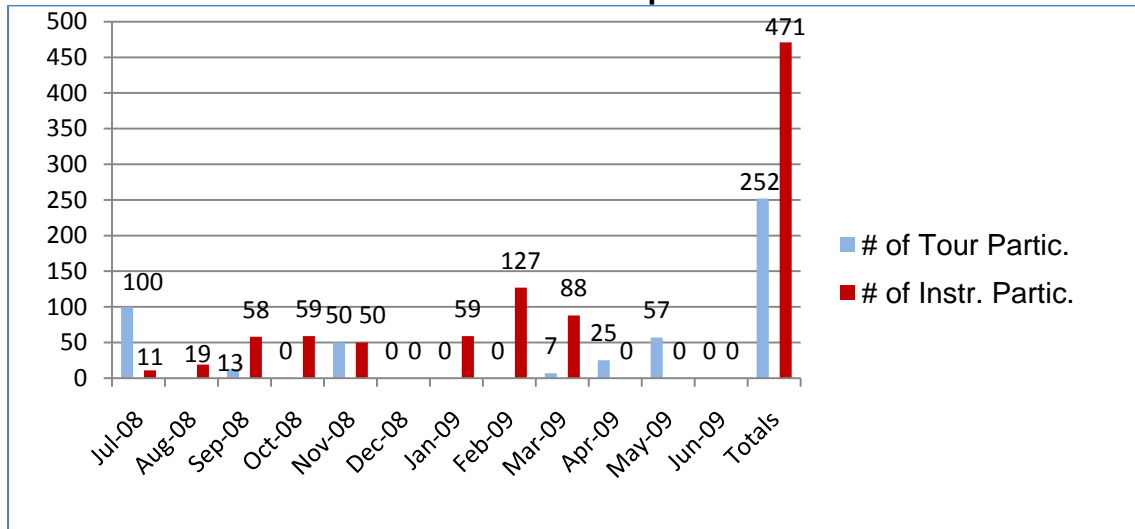
In addition, librarians provide instruction and library tours to individual classes upon the request of faculty. These classes can assist with research projects and papers. This year we presented special instruction on a wide range of subject areas: 16 Freshman Composition, 2 Biology, 1 Criminal Justice, 4 Technical Writing, 2 Nursing, 2 Educational Research, Social Work, 2 Media Arts, 2 Political Science, 1 Business, and 2 Natural Resource Management classes. This year, as previously, we gave a library presentation via ITV to the Education students from Taos along with on-site Highlands students.

The number of specially requested tours and instructions equaled last year's high levels. We had an 18% increase in the number of students taught (471) and a 16% increase in the number of tour participants (252). Please refer to the following two charts for a picture of the monthly instruction numbers:

Tour and Instruction Count 2008-2009



Tour and Instruction Participant Count 2008-2009



Library classes and tours are also given to New Mexico high school students, for example, those in the college preparatory Gear-Up Program. We tailor our classes to the specific needs of the group. The tours offer young people a quick introduction to the academic library. Students from high schools in Taos, Espanola, Santa Fe, and Pojoaque had a chance to see what Highlands and Donnelly Library have to offer.



Northern New Mexico High School Students, Gear-Up Program

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.



University Archives Viewing Room



Special Collections Reading Room

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, 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 these completed by NMHU graduate students.



In the University Archives: NMHU Graduate Theses



In Special Collections: Arrott's Fort Union collection

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 (Academic Affairs and Library Faculty) 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, and land grant documents. Highlights of Special Collection include Arrott's Fort Union Collection, Land Grant Records, and the Citizens Committee for Historical Preservation photograph collection.

During FY 2008-2009, Donnelly Library staff entered into negotiations with Gary Beisman and Gene Beisman for the donation of artifacts and paper material from the Beisman Land Surveying business. The paper material includes over 8,000 survey maps of Las Vegas, Mora, Taos, Santa Rosa, and Pecos. This collection would be an invaluable addition to the historical material already housed in Thomas C. Donnelly Library. The survey maps would be of great use to the anthropology, history, and business departments as well as the greater Las Vegas community.



Map drawer from the Beisman Land Surveying business

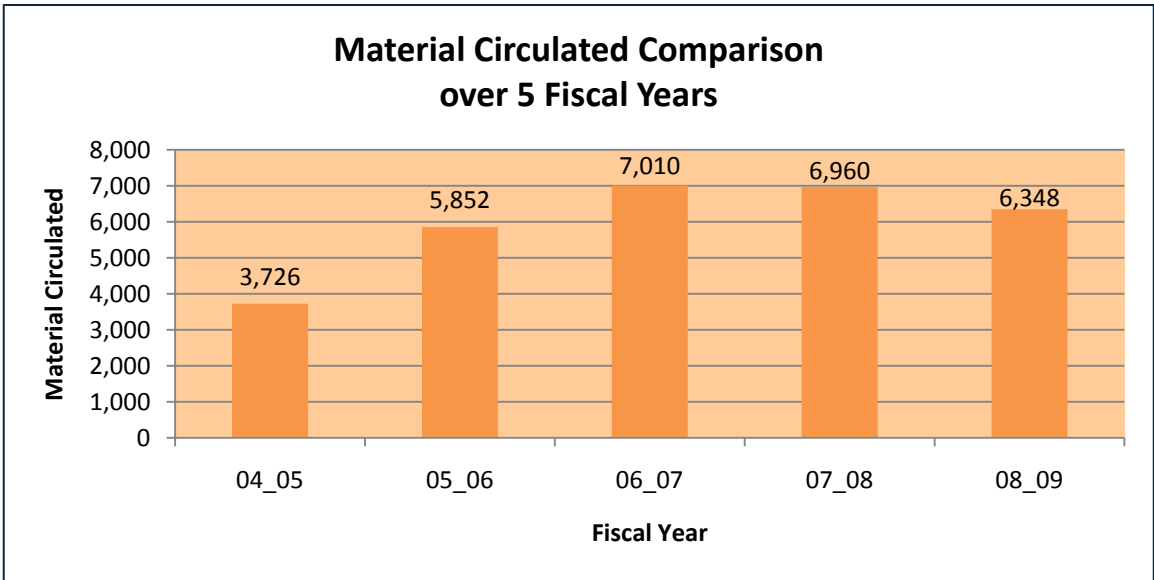
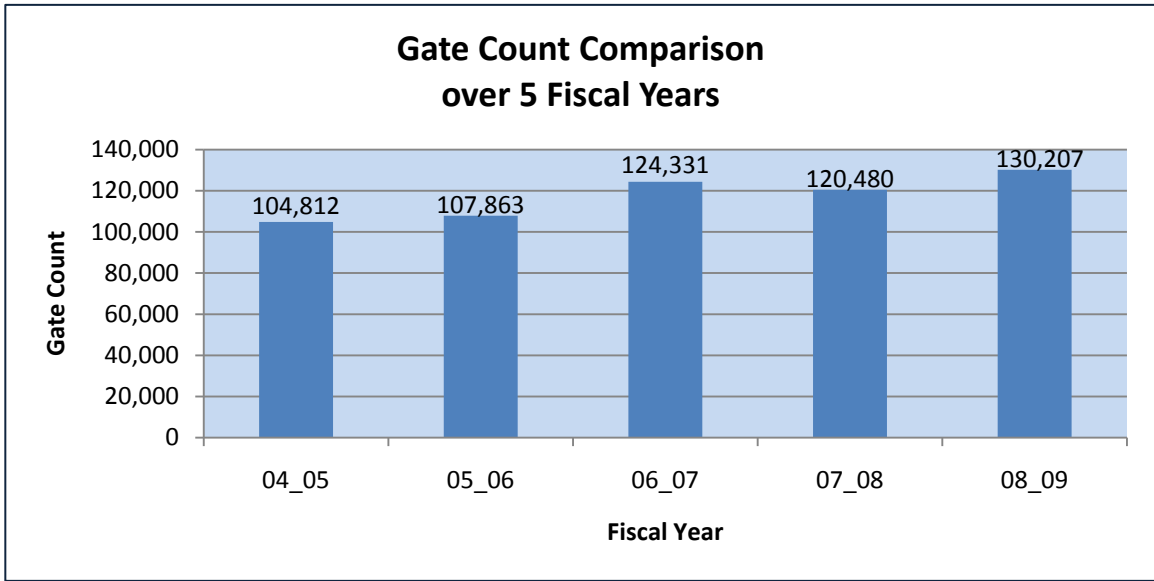


Sample survey map from the Beisman Land Surveying business

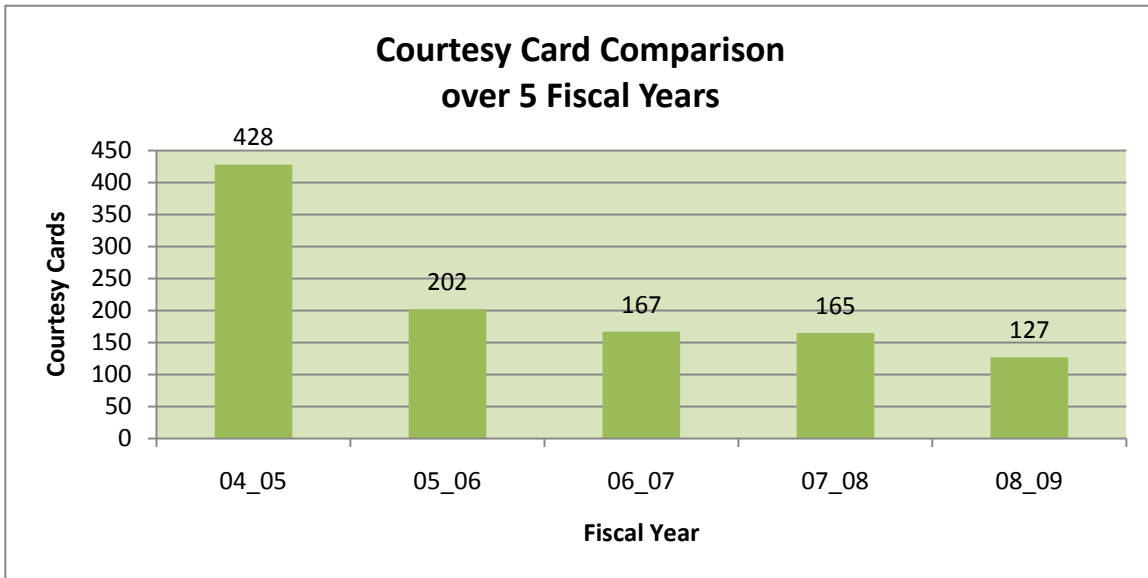
Circulation:

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.

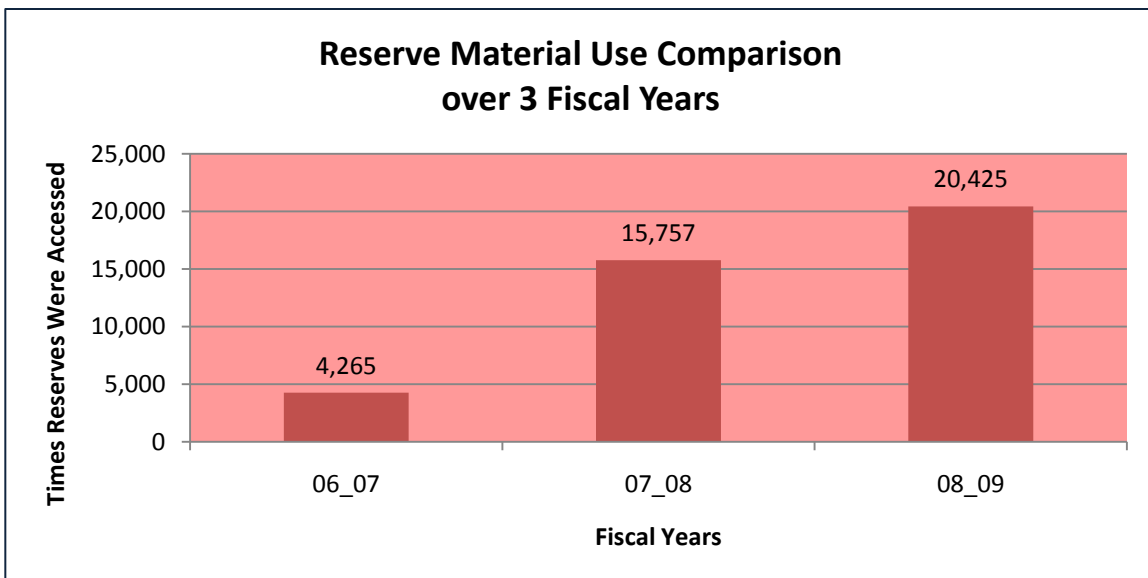
The gate count measures the number of people who enter the physical library; it is important to note that the gate count does not include the amount of people who access library materials and services through the Library’s website. Donnelly Library has seen an 8.1 % increase in the gate count and an 8.8% decrease in the number of materials circulated from FY2007-2008 to the FY 2008-2009.



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 decreased 23% from FY 2007-2008 to FY 2008-2009.



Electronic reserves were first offered in the fall of 2006; print books and articles are also placed on physical reserve in Thomas C. Donnelly 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 29.6% increase in accessing reserve material from FY 2007-2008 to FY 2008-2009 shows an increasing interest in library reserves, especially electronic reserves.



Exhibits and Events:

Donnelly Library attempts to best serve Highlands' students, faculty, and staff. Public Services staff coordinates activities that bring public awareness to the Library and its services. During FY 2008-2009, Donnelly Library hosted several exhibits and events to encourage library use.

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. Book displays are also used to celebrate events such as Banned Books Week shown in the photograph below.



Banned Books Week Display



Marching Band 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. Exhibits from this fiscal year include *ALPFA*, a display by NMHU's student chapter of the Association of Latino Professionals in Finance and Accounting; *Black & Pride*, an exhibit celebrating the history of the Organized Concerned Black Student at NMHU; *Marching Band*, an exhibit for NMHU's Marching Band; and several exhibits on environmental themes including Earth Day, the Synergy Festival, and Xeriscaping.

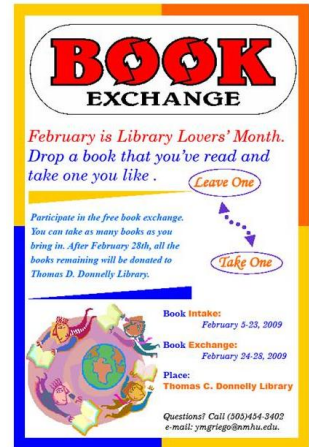


Library Table at College Night 2009

Library staff represents the library at new student orientations during the summer and at college nights and literacy festivals during the year in order to promote the Library to new and prospective students.

At the beginning of the spring and fall semesters, the Library welcomes back students with decorations, signs, and promotional items. The Library strives to be a welcoming place for both new and returning students, faculty and staff.

The Library hosted several events this fiscal year. In February, Donnelly Library celebrated Library Lovers' Month by running a book exchange. Library patrons were invited to donate a book they had read and take a new book from the exchange. Remaining books were donated to the Library. From April 12-18, the Library observed National Library Week. All week, promotional items were distributed at Donnelly Library. Highlands's Mariachi Vaqueros de la Sierra performed on Wednesday of the week. The Mariachis have traditionally helped Donnelly Library celebrate this week. Donnelly Library staff hosted a prize drawing to encouraged students to explore the current exhibit in the front display cases.



One of the big events for FY 2008-2009 was a reading and discussion series called “Let’s Talk About It!: Jewish Literature.” This program was made possible by a \$2,500 grant from the American Library Association and Nextbook. During the fall of 2008, the reading group met six times in the Despertarse Café in Donnelly Library. The discussion group’s theme, A Mind of Her Own, focused on works of Jewish literature that dealt with father-daughter relationships. Dr. Brandon Kempner, a NMHU assistant professor of English, began each meeting with a brief introductory lecture and facilitated group discussions of the book. Individual meeting attendance ranged between four to 24 participants.

This program was a solid first step towards more multicultural programming at Donnelly Library. The reading and discussion series generated interest from community members as well as NMHU students, faculty, and staff. The program’s success led to a new reading group series in the spring semester and plans to continue scholar led reading groups as a regular part of library programming.

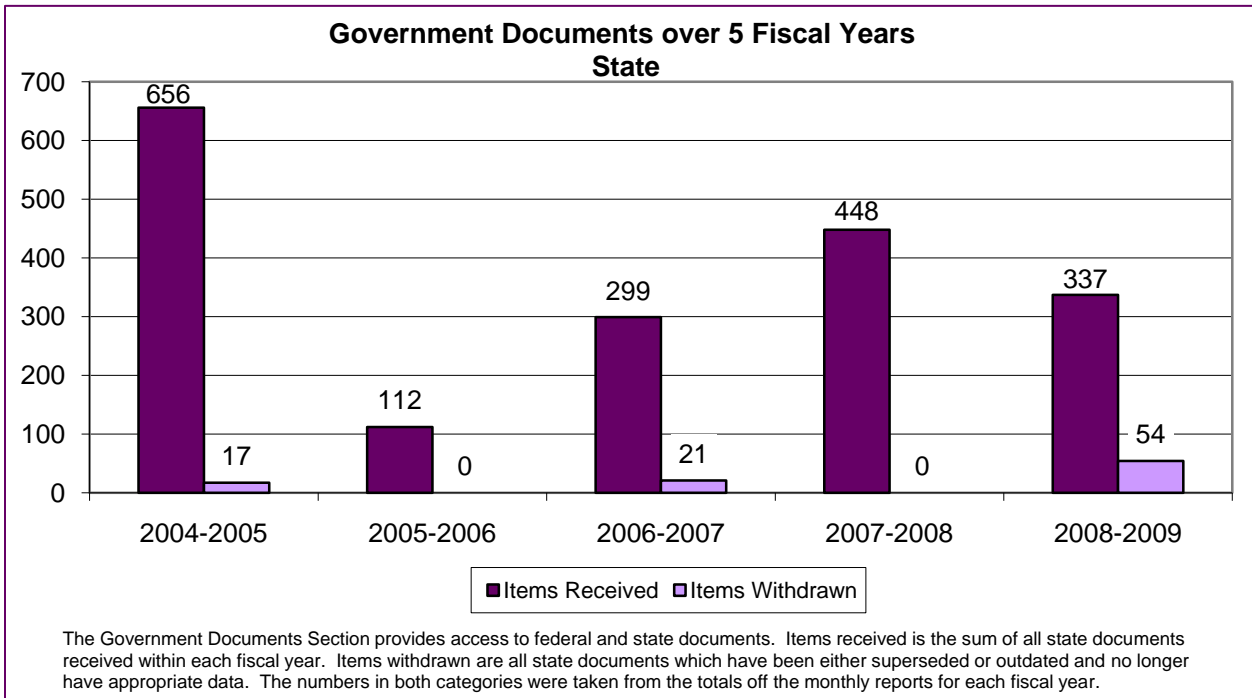
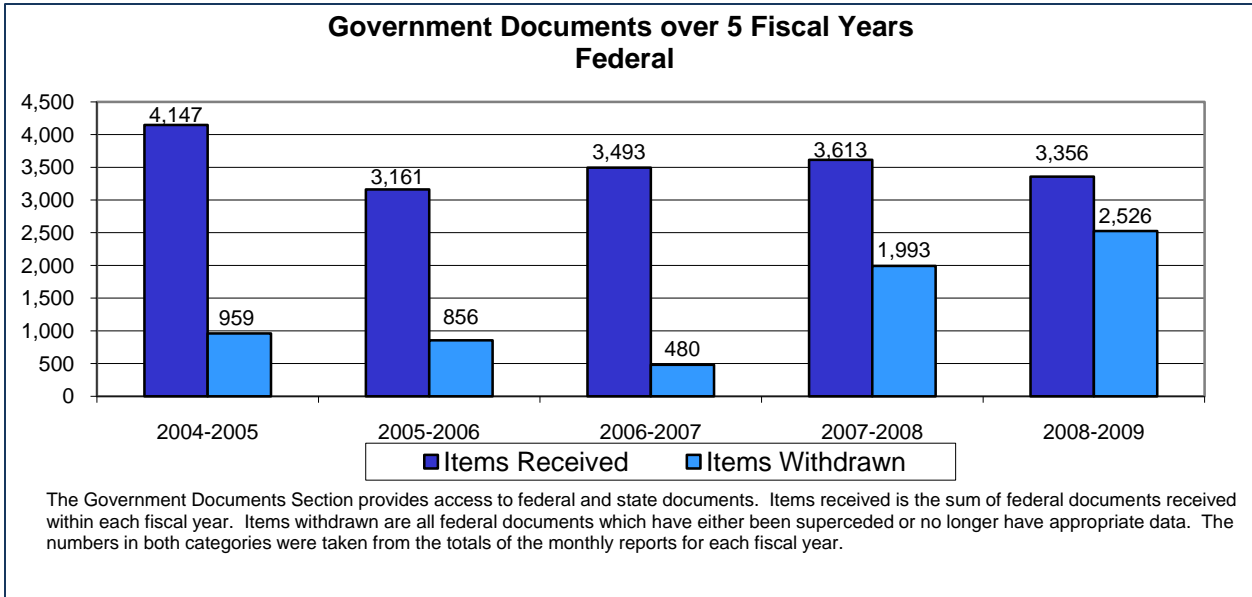


Dr. Brandon Kempner talks with reading group participants

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 2008-2009, 3,356 federal documents and 337 state documents were added for a total of 3,693 documents.

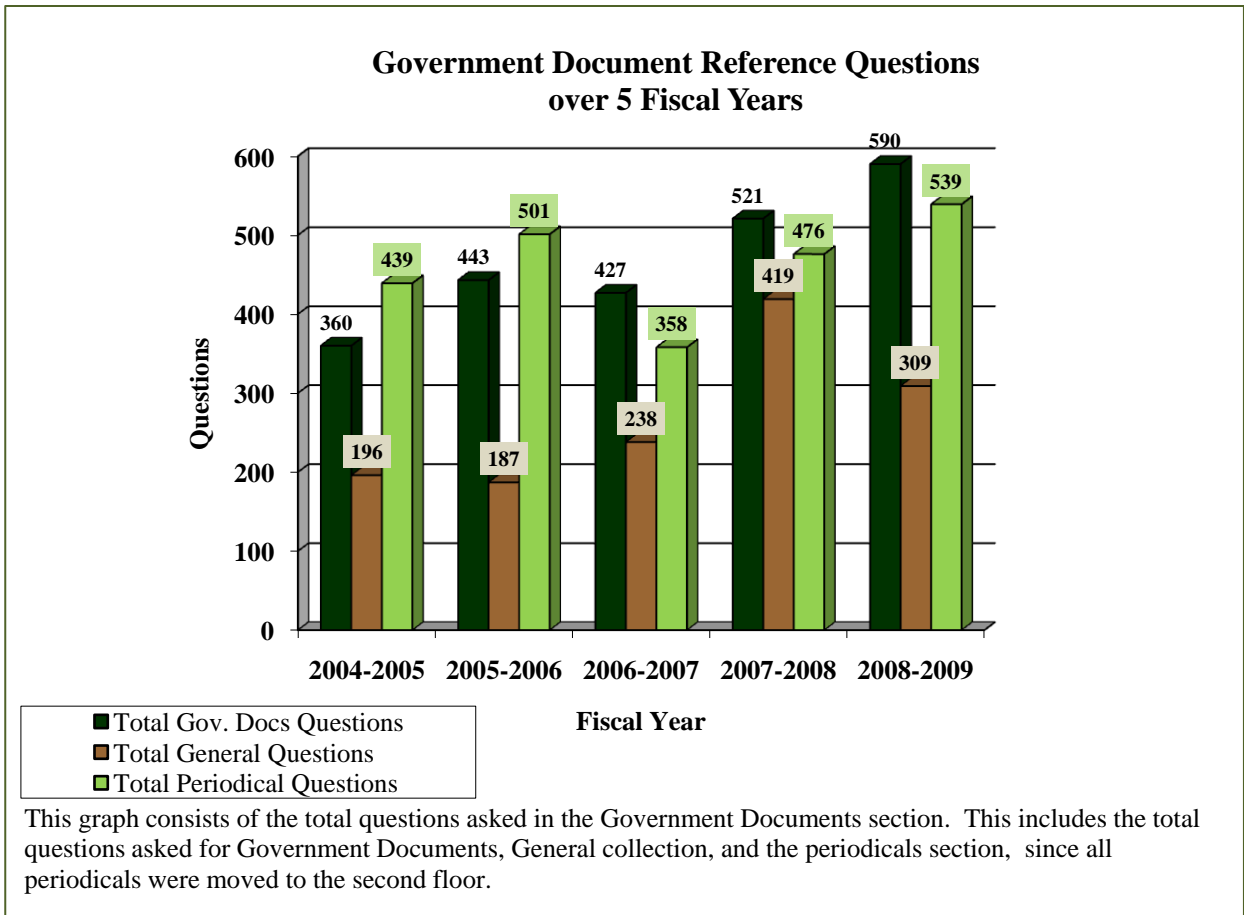


Government Documents staff received and processed 9 out of 9 boxes of New Mexico mail. This includes transferring the OCLC record into the Millennium system and other cataloging requirements. Of this material 96% to 99% of New Mexico documents have been cataloged.

Within the Government Documents collection, staff extensively shelf read, clean, and weed the government documents and maps. Government Documents staff finished back shifting, organizing and superseding the Federal depository section with approval from Dan Barkley the Regional Government Information Librarian. Government Documents staff finished checking in, shelving, and superseding all new maps received.

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. 2 to 5% of newly received Federal documents have been cataloged.

The total number of reference questions received at the Government Documents Information Desk for FY 2008-2009 was approximately 1,438. This is a 1.55% increase from FY 2007-2008. Of these questions approximately 539 concerned periodical questions; periodicals are housed on the same floor as government documents and government documents staff often help patrons with them. Approximately 590 of the questions directly concerned government documents.

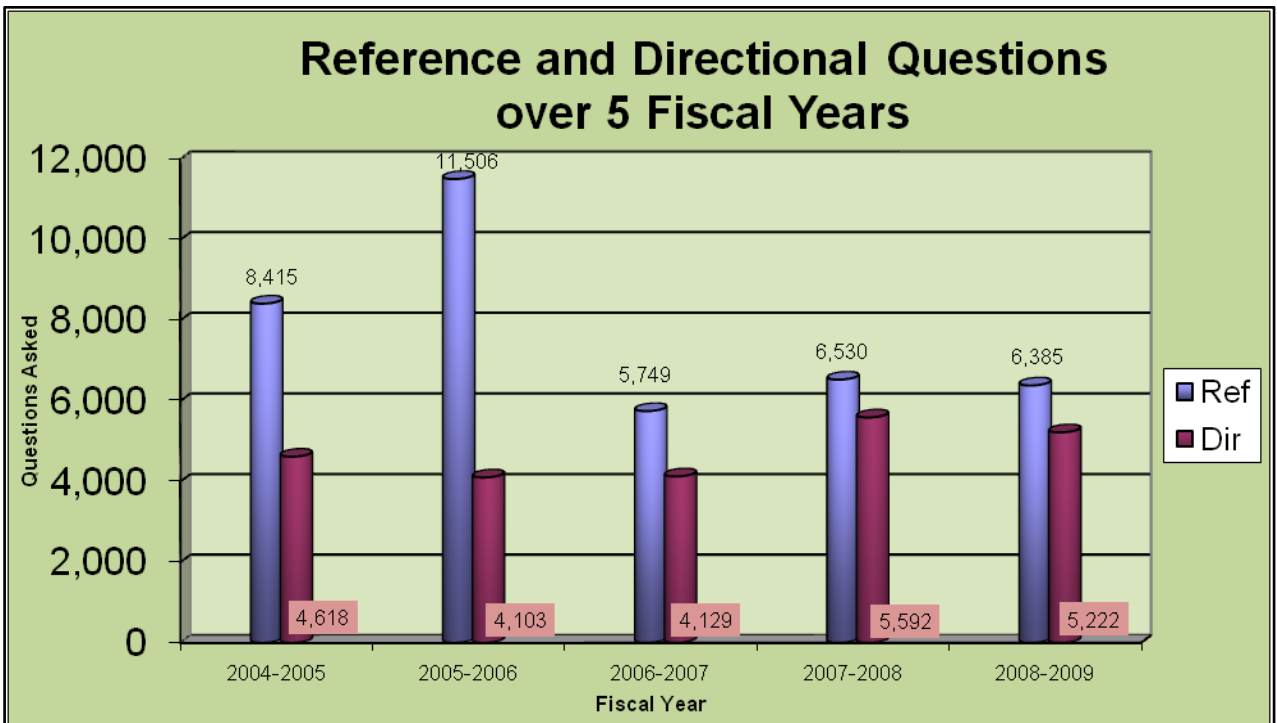


Reference:

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 over 95% of the hours that the Library is open.

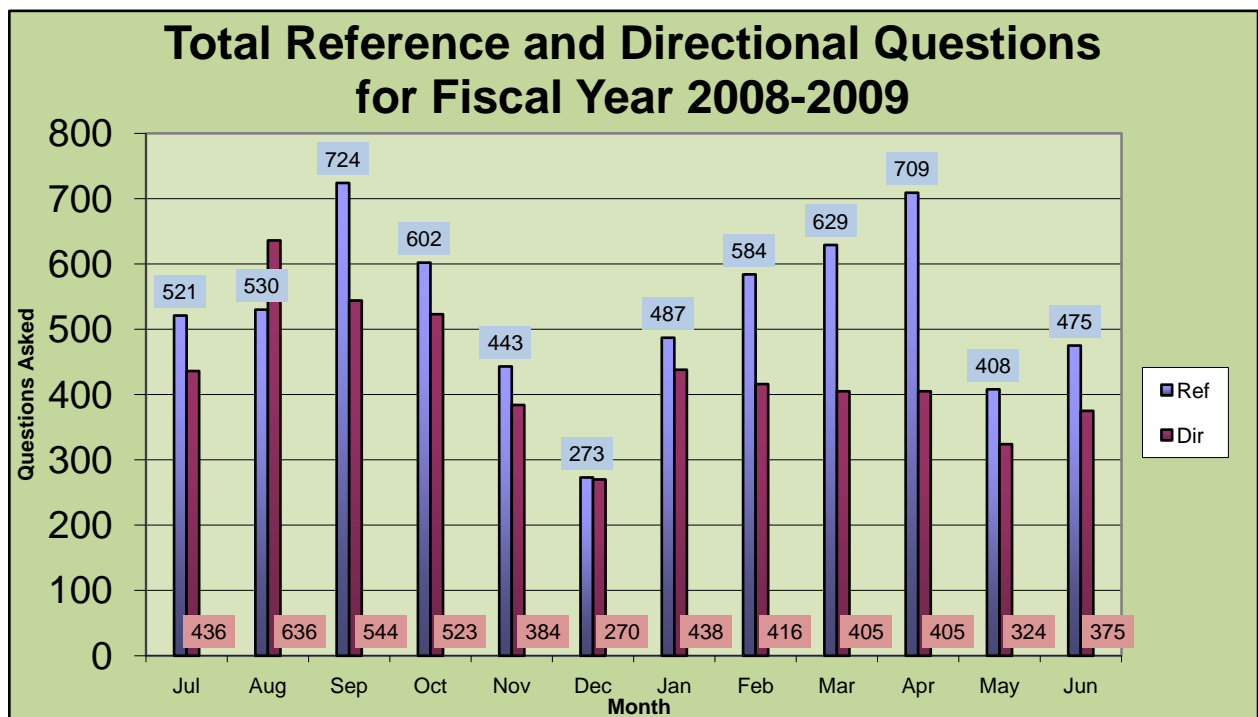


Reference questions are answered in person at the reference desk, by phone, and by email. Email reference questions are sent to the general reference email address, libinfo@nmhu.edu, and to individual library staff members.



The total number of questions received at the reference desk for FY 2008-2009 was 11, 607, a small decrease of 4.25% from the previous fiscal year. The earlier decrease in questions from FY 2005-2006 to FY 2006-2007 reflected a difference in the way reference staff tallied questions, not a real, significant decrease in the number of questions asked at the reference desk. Regular meetings of reference staff have ensured that questions are tallied in a standardized way.

The figure below provides a breakdown of questions asked by month. During the fall semester, September was the most active month for reference questions. During the spring semester, April was the most active month for reference questions. The pattern of reference questions was similar to last fiscal year.



August is the most active month for directional questions (where materials are located, where the restrooms are, etc.) with the influx of new students at the beginning of the new academic year. More directional questions are asked during the fall semester than during the spring semester as new students become familiar with the Library and the campus as a whole.

The biannual assessment of library services was conducted during the fall 2008 semester and the spring 2009 semester. The surveys were made available both in print and electronically through self-service banner. A separate survey for the Rio Rancho library and external sites was also made available via self-service banner during spring 2009. 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 floor 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.

Rio Rancho & Off-Campus Library Services

The Assistant Librarian, Head of the External Library Programs Division, oversees a small, physical library at the Rio Rancho Center, and facilitates library services for off-campus students, faculty and staff. The primary function of the Assistant Librarian is to promote library services, particularly the use of online subscription databases, through course-related library instruction sessions. Instruction takes place on location and virtually through email and telephone.

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



Entering the NMHU Rio Rancho Library

Throughout 2008-2009, the Assistant Librarian emphasized Reference and Information Services for students in need of assistance with research; and encouraged the use of NMHU's toll-free number to reach a librarian, including a librarian at the main campus library during late evenings and weekends. When redesigning the Rio Rancho and Off-Campus Library Services web page to comply with the new university-wide format, this and other services tailored to distant users were highlighted.

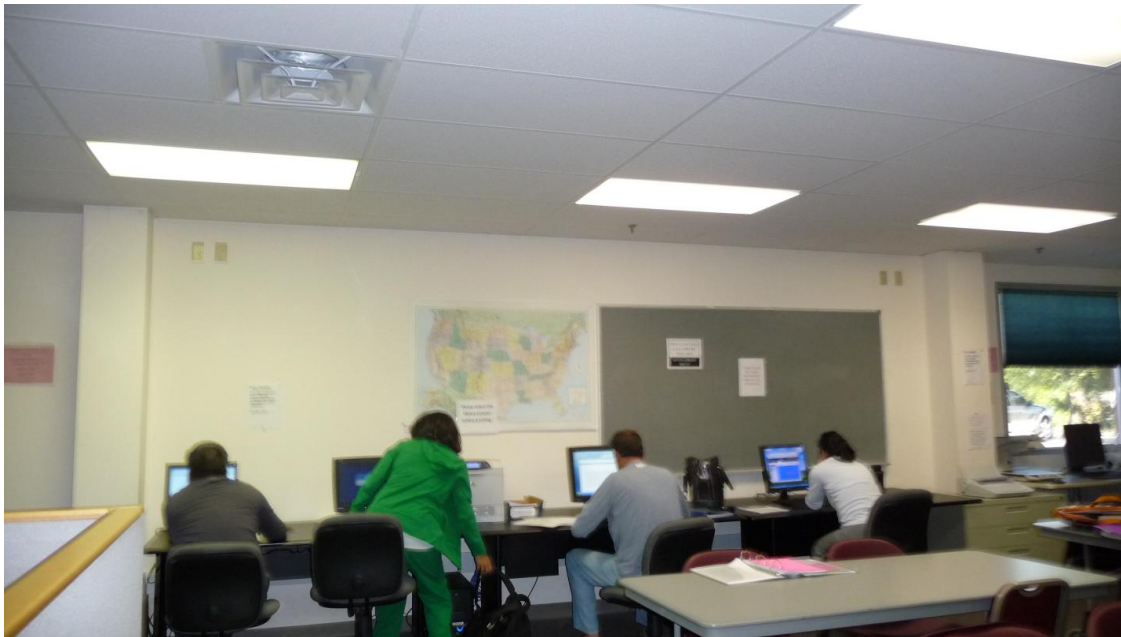
In the spring of 2009, for the first time, an optional survey was posted on the NMHU Banner System to assess awareness of and use of Rio Rancho and Off-Campus Library Services. The

171 survey responses revealed that off-campus students (students were the majority of the respondents) are aware of and use the NMHU Rio Rancho Library, the electronic resources, the services of the librarian, interlibrary loan, electronic reserves, instruction, and library passports. However, there is a need to increase awareness of the NMHU toll-free number and the availability of the main campus library during late evening and weekends.

Circulation & Collections:

Relevant titles, the majority requested by faculty, were purchased and added to the NMHU Rio Rancho Library. In addition, the Assistant Librarian, using professional tools, selected purchases for the Rio Rancho Library collection. The increase in circulation from 165 items in 2007-2008 to 260 items in 2008-2009 attests to the value and awareness of the growing collection.

Apart from the Rio Rancho collection, the Assistant Librarian, as the designated subject-specialist, selects purchases to augment the main library's collections in the areas of Education, Sociology, Psychology, and Criminal Justice.



Students at the NMHU Rio Rancho Library

Electronic Reserves:

The Electronic Reserves, since their introduction in 2006 at Main Campus and 2007 at Rio Rancho, have become the standard method of accessing Course Reserves material. Access is available 24/7. The Docutek software, which was chosen because of its functionality, ease of use, and its ability to track and comply with copyright issues, was recently upgraded to version 5.6.1

The newer version streamlines some of the processing and gives administrators more flexibility in manipulating functions. Donnelly Library Circulation staff, Raymond Chavez, in particular, continue to work with the Assistant Librarian to ensure the best performance of this service. For 2008-2009, 28 course reserve pages, 16 faculty accounts, and 245 documents were added to the system.

Interlibrary Loan Services

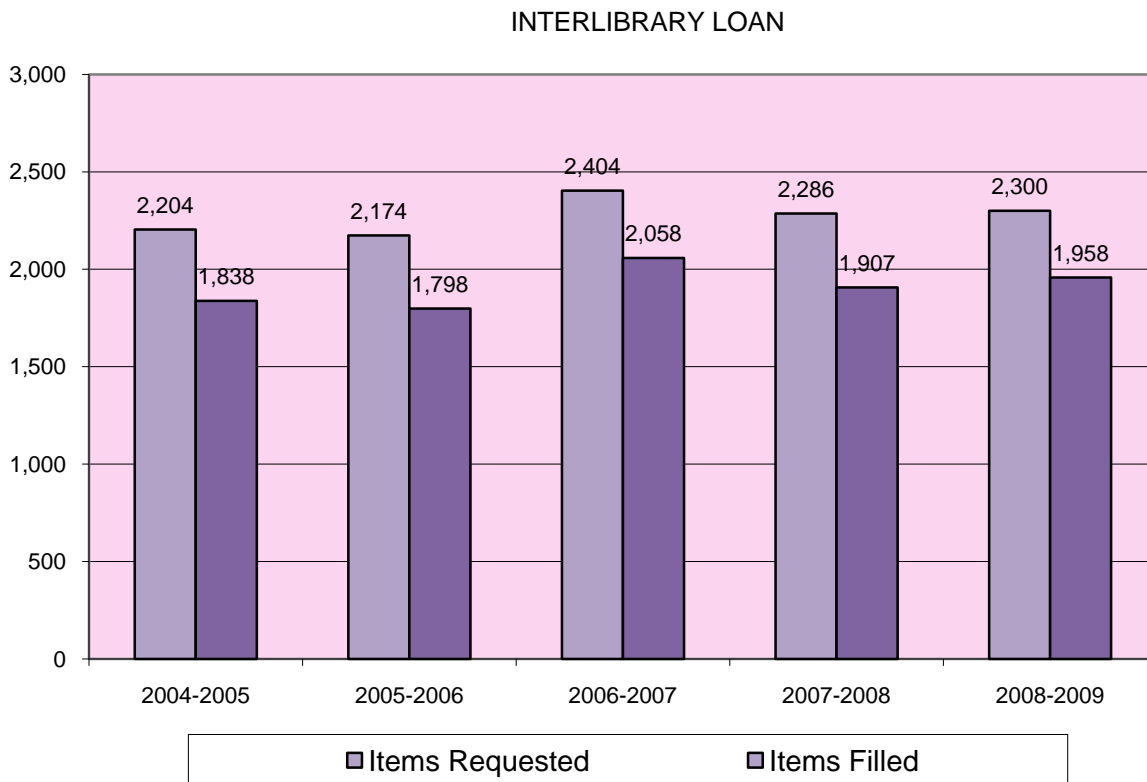
Main Campus:

The fundamental purpose of Interlibrary Loan is to obtain materials, not available at Donnelly Library, from other institutions and to provide quality service to our cliental in order to aide and support them in the areas of research. The ILL Lending Section is to provide materials to those libraries whose resources have been exhausted.

In resource sharing with other libraries and other institutions the following activities have taken place from July, 2008 through June, 2009.

Borrowing:

Requests initiated.....	2,300
Requests filled.....	1,958
Requests unfilled.....	393
Percentage of filled.....	85%

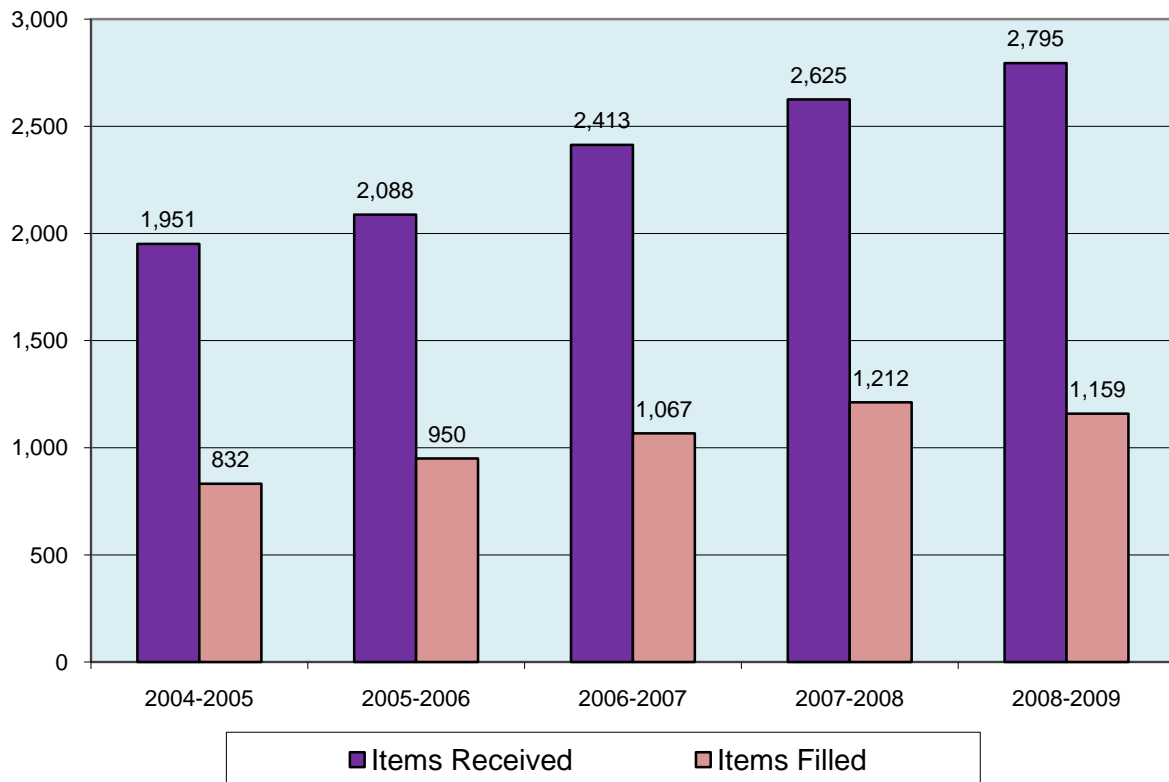


The ILL Borrowing Section's purpose is to obtain materials not available at Donnelly Library. The percentage of filled has increased from about 83% in 2004-05 to about 94% in 2008-09. There are several reasons for the increase in ILL requests: (1) Faculty are ordering a larger quantity of materials in English and other languages (2) more Internationals Students are ordering text books and other materials for classes (3) more A-V materials are being ordered. The community and students are more aware of the services provided through ILL and are utilizing them more frequently.

Lending:

Requests received.....	2,795
Requests filled.....	1,159
Requests unfilled.....	1,646
Percentage of filled.....	41%

INTERLIBRARY LOAN ACTIVITY/LENDING



The ILL Lending Section's purpose is to provide materials to those libraries whose resources have been exhausted. The percentage of filled has decreased from about 43% in 2004-05 to about 41% in 2008-09. The number of requests has increased tremendously; because, more electronic databases are available that display our large number of periodical titles. We are receiving a lot more requests for online articles and about 75% of the time requests cannot be filled. The electronic databases do not specify when an article is in abstract or citation form. It is discouraging when an article needed cannot be found in its entirety.

One of the Library's resources available to faculty, students, staff, and university community via Donnelly Library web site is the online request forms for books and article. The ILL online requests versus the ILL paper-form (walk-in requests) have increased from 1,263 in 2007-08 to 1,710 in 2008-09. The ILL online requests versus the ILL paper-form (walk-in requests) have increased from 1,263 in 2007-08 to 1,710 in 2008-09. The online requests continue to be used more frequently. The cost for paper request forms has been minimized considerably.

Several reasons for the increase in borrowing requests are attributed to the following;

- Professors are requesting a larger quantity of materials in different languages. More of the professors are using audiovisual materials to teach or enhance their classes. A lot more A-V materials are being requested for entertainment purposes.
- A large percentage of International Students are ordering textbooks and other materials for classes.
- Faculty, students, and community members have become more aware of the services ILL is providing and are utilizing them more frequently.

The reference and circulation staff continues to be very helpful in assisting the patrons when processing request forms and when they are picking up materials at the reference desk. Paul and Ying continue to be instrumental in verifying all requests as well as locating the OCLC record for the material requested to speed up the ordering process. They are very helpful in locating books and articles for our patrons when held in the library. The main source of patron notification is through e-mail. Paul, Ying, and Raymond have enhanced the email process by scanning an article, when found in our collection, and sending it directly to our patrons, Deb, and other external program cliental. The reference and circulation staff ensures that all materials are returned to the ILL office as soon as they are turned in at the reference desk.

The main source of technology in the department is OCLC first search (staff view) that enables ILL staff to do all borrowing and lending transactions which in turn transfers all requests to Clio for updates and completion. The software for Clio has developed a new version and will be upgraded from (version 5.5.3) to (version 6.0.2) The new applications will consist of better record management with more up to date features which will enable us to communicate more effectively with our patrons by automatically sending them notification on the status of their requests via email.

Ariel software has come a long way from the year 2000 when it was first installed as (version 2.2) Today it has been upgraded to (version 4.1.1) speeding up the process for sending and receiving articles. It continues to be a tremendous asset in implementing quick communication between the lending and borrowing libraries by allowing photocopied materials to be sent on the same day that the request is received. Ariel has been adopted by several libraries making it possible for us to receive an article almost instantaneously after a request is sent. It continues to provide a tremendous service in meeting our patrons' needs as well as those of other libraries. The Ariel scanner is also used as a copier for materials to be mailed to libraries that do not have access to Ariel.

Interlibrary Loan & Document Delivery Services

Rio Rancho:

Interlibrary Loan and Document Delivery requests are received and processed from the Rio Rancho Library, and delivered directly to Rio Rancho patrons and off-campus patrons. The Interlibrary Loan staff and the Reference staff at the Donnelly Library are quick to respond to requests and send material that is owned by the main library.

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. The local public library's Interlibrary Loan department would also be an option for the procurement of physical material such as books.

The number of Interlibrary Loan requests processed from Rio Rancho in 2008-2009 was 310, similar to the 319 processed in 2007-2008, but more books were requested than in previous years. During 2008-2009, 117 book requests were processed, whereas during 2007-2008, only 83 book requests were processed. In the NMHU Banner system survey mentioned earlier, several students commented on the need for more books at the Rio Rancho Library.

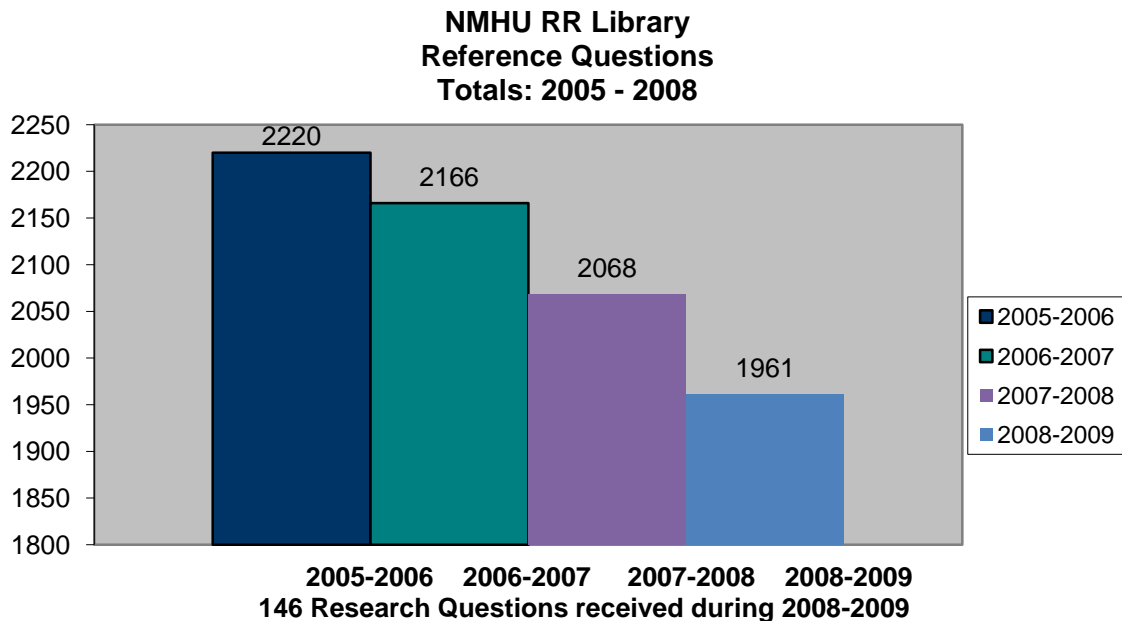
In 2008-2009, the number of Interlibrary Loan requests for journal articles decreased. The number of requests for journal articles from our document delivery providers remained about the same. The decrease in journal article requests could be attributed to more proficient searching of the library's databases and/or the ability of the current databases to satisfy research requests. All journal article requests are delivered to patrons by email as PDF documents.

The number of Rio Rancho items loaned to other libraries increased to 35 during 2008-2009 compared to 18 in 2007-2008 and 11 in 2006-2007. Given the small size of the collection, the increase in requests attests to the strength of the collection.

For broader subject coverage and a better rate of fulfillment for faculty requests, the library added a 4th document delivery provider, Infotrieve. Infotrieve was added as a document supplier as of May 2009, and will be evaluated for its usefulness at the end of 2009-1010. The current providers include: the Chemical Abstract Service, Science Direct, Infotrieve, and Ingenta.

Reference/Research:

The total number of reference questions decreased during 2008-2009. There was a significant increase in the number of research questions as opposed to quick reference questions this past



year. 146 research questions were received during 2008-2009. During 2007-2008, 79 research questions were received; 51 were received in 2006-2007. This increase shows a growing awareness of the availability of the librarian, and a willingness to seek assistance.

Class Instruction:

Throughout the year, the Assistant Librarian at Rio Rancho provides instruction for classes and individuals at the Rio Rancho location. 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 is also promoted.

During 2008-2009, the Assistant Librarian at Rio Rancho provided class instruction to Rio Rancho and Albuquerque classes. Both on site and ITV classes took place.

The Assistant Librarian attended the Raton Center open house providing online library orientations of electronic resources. On site instructional sessions were provided to NMHU Roswell and Farmington.



Roswell Class Instruction

Thomas C. Donnelly Library

Library Statistics – FY 2008-09

Book Holdings	169,613
Audiovisual/CD ROM (1,039 audiovisual, 172 cd rom)	1,270
Circulated Items (volumes).....	6,348
Electronic Books	40,191
Journal Subscriptions (electronic full-text)	39,503
Government Documents	224,432
Instruction/Tour Sessions (33 instructions, 11 tours).....	44
Instruction/Tour Sessions Participants: (485 instructions, 252 tours).....	737
Journal Subscriptions (483 print, 330 microform)	813
Library Web-Site Visits	155,000
Manuscripts and Archives (linear feet)	308.65
Microforms	187,701.9
Patrons	130,207
Reference Transactions (6,385 reference, 5,222 directional)	11,607
Resources Borrowed from Other Libraries	1,958
Resources Lent to Other Libraries	1,159
Semester Hours Open (per week)	80.5
Staff FTE – (6 professional, 6.25 library associates, 4 library technicians, 2 secretarial/clerical)	18.25
Work Study Students FTE	7.73
Volumes (all formats)	625,541.9
Web-Site Availability	24/7

Rio Rancho & External Programs

Library Statistics – FY 2008-09

Book Holdings: (57 videos).....	1,430
Circulated Items (volumes):	260
Electronic Books	40,191
Journal Subscriptions (electronic full-text)	39,503
Government Documents:	<i>Available through the Main Library</i>
Instruction Sessions:	18
Instruction Sessions Participants: (includes reference/research sessions)	<i>Approximately</i> 400
Journal Subscriptions (print)	28
Rio Rancho Library Web-Site Visits:	14,026
Manuscripts and Archives (linear feet):	N/A
Microforms:	<i>Available through the Main Library</i>
Patrons	N/A
Reference Transactions	1961
Resources Borrowed from Other Libraries	275
Resources Lent to Other Libraries	35
Semester Hours Open (per Week): (librarian available 40 hours per week)	74
Staff FTE – 1 professional	01
Volumes (all formats):	<i>Part of Main Library's Holdings</i>
Web-Site Availability:	24/7

New Mexico Highlands University Libraries

*Thomas C. Donnelly – Main Campus
Rio Rancho Branch
External Sites Library Services*

Affiliations

AGREEMENTS - EXTERNAL ACADEMIC PROGRAMS

New Mexico Junior College, Pannell Library, Hobbs
San Juan College, Library, Farmington
Santa Fe Community College, Library, Santa Fe
Northern New Mexico Community College, Library, Espanola

ASSOCIATIONS

American Library Association (ALA)
New Mexico Library Association (NMLA)
AMIGOS Library Services
New Mexico Book Association

CONSORTIUMS

Llano Estacado Information Access Network (LEIAN)
New Mexico Consortium of Academic Libraries (NMCAL)
New Mexico Consortium of Bio-Medical and Hospital Libraries
LIBROS Consortium of New Mexico Libraries

USER GROUPS

Innovative Interfaces, Inc. (III) – Associate Member

NOTE: Individual folders with specifics for the above mentioned, are available for review in the Library's Administrative office files.

New Mexico Highlands University Libraries

Thomas C. Donnelly – Main Campus

Rio Rancho Branch

External Sites Library Services

STAFF ACCOMPLISHMENTS

Conferences Attended:

- New Mexico Library Association Mini-Conference – held October 15-17, 2008 in Socorro, New Mexico. – **Aragon, R., Perlow, D.**
- Southwest Texas Popular Culture and American Culture Association – held February 25 – 28, 2009 in Albuquerque, New Mexico.– **Kent, A.**
- ACRL 14th National Conference, *Pushing the Edge*, Seattle, March 12-15, 2009 – **Perlow, D.**
- New Mexico Library Association Annual Conference – held April 22-24, 2009 in Albuquerque, New Mexico. – **Aragon, R., Broughton, L., Kent, A., Perlow, D.**
- Annual AMIGOS Library Services Conference - held May 6-8, 2009 in Dallas, Texas. **Aragon, R.**

Meetings Attended:

- New Mexico Consortium of Academic Libraries Directors – July 30-August 1, 2008 in Roswell, New Mexico. – **Aragon, R.**
- FYE Faculty/Instructors Meetings—September 4, 2008, November 25, 2008 – **Broughton, L.**
- New Mexico State Documents Annual Meeting, Santa Fe, New Mexico – November 7, 2008 – **Sena-Gutierrez, J.**
- Federal Depository Meeting, Santa Fe, New Mexico – November 7, 2008 – **Sena-Gutierrez, J.**
- NMCAL/Library Legislative Day – January 30, 2009, State Capitol Building, Santa Fe, NM. **Aragon, R., Broughton, L., Kent, A., Perlow, D., Quezada, B., Sena-Gutierrez, J., Zebrowski, C.**
- Regional Advisory Committee – University Health Sciences – February 18, 2009. **Aragon, R.**
- NMHU Staff Advisory Senate –Professional/Administrative Staff. NMHU Campus. March 19, 2009. – **Aragon, R.**
- Nursing Accreditation. NMHU Library. March 31, 2009. **Aragon, R., Broughton, L.**
- LIBROS Annual Meeting, UNM Zimmerman Library – held June 1, 2009 in Albuquerque, New Mexico – **Sena-Gutierrez, J., Zebrowski, C.**

Workshops Attended:

- Defensive Driving – Week of July 13, 2008 **Kent, A., Sims, L., Tenorio, P., Zebrowski, C.**
- Technology in the Classroom – August 13, 2008 – **Zebrowski, C.**

- Ten Behaviors of Managers Who Excel – NMHU Campus on September 10, 2008. *Aragon, R., Broughton, B., Kent, A., Perlow, D., Zebrowski, C.*
- Customer Service Training – Kennedy Hall on December 12, 2008. – *Corral, I., Kent, A.*
- Women’s Workshop: How to Deal with Difficult People – Albuquerque, New Mexico – June 25, 2009 – *Corral, I., Quezada, B.*
- NMHU Centers Retreat – *Perlow, D.*

Members of Committees:

State:

- New Mexico Consortium of Academic Libraries (NMCAL) – Chair: *Aragon, R.*
- New Mexico Consortium of Academic Libraries Executive Board – Chair: *Aragon, R.*
- Cost of Libraries Sub-Committee – Committee Member: *Aragon, R.*
- New Mexico Library Bond Task Force – Committee Member: *Aragon, R.*
- NM Bonds for Libraries Task Force Steering Com. – Co-Chair: *Aragon, R.*
- NMCAL – Legislative Sub-Committee – Chair: *Aragon, R.*
- New Mexico Library Association (NMLA) – Legislative Sub-Committee: Committee Member: *Aragon, R.*
- Regional Advisory Committee (RAC) – University of New Mexico Health Sciences: Committee Member: *Aragon, R.*
- New Mexico Arts Division – *Read, B.*
- LIBROS Consortium – *Library Staff*
- LIBROS Advisory Board – *Aragon, R., Zebrowski, C.*
- LV Land Grant Committee – *Aragon, R., Corral, I.*
- Equal Employment Opportunity Committee (EEOC) – *Aragon, R. (chair).*

City:

- Las Vegas City Librarians Committee – *Aragon, R., Broughton, L., Kent, A., Perlow, D., Sena-Gutierrez, J., Zebrowski, C.*

University:

- Faculty Senate – *Kent, A.*
- Faculty Senate Executive Committee – *Kent, A. (at large member)*
- Faculty Research – *Zebrowski, C.*
- Faculty Library – *Aragon, R., Broughton, L., Kent, A., Perlow, D., Sena-Gutierrez, J., Zebrowski, C.*
- Faculty Academic Affairs Committee – *Broughton, L., Sena-Gutierrez, J.*
- Faculty Academic Affairs Undergraduate Subcommittee – *Broughton, L., Sena-Gutierrez, J.*
- General Faculty – *Broughton, L., Kent, A., Perlow, D., Sena-Gutierrez, J., Zebrowski, C.*
- Accreditation Self-Study Workshop-Criterion 1– *Broughton, L.*
- Technical Communications Committee – *Perlow, D.*
- NMHU Rio Rancho Graduation Committee – *Perlow, D.*

- Search Committee for Rio Rancho Center Registrar – *Perlow, D.*
- Staff Advisory Senate – *Quezada B.*

Internal:

- Library Administration Staff & Librarians – *Aragon, R., Broughton, L., Kent, A., Perlow, D., Quezada, B., Sena-Gutierrez, J., Zebrowski, C.*
- Land Grant Committee – *Aragon, R., Corral, I.*
- Library Budget – *Aragon, R., Broughton, L., Kent, A., Perlow, D., Quezada, B., Sena-Gutierrez, J., Zebrowski, C.*
- Library Work-Study Committee – *Quezada, B., Ulibarri, B.,*
- Special Occasion Committee – *Quezada, B.*
- Library Web Committee – *Aragon, R., Broughton, L., Kent, A., Perlow, D., Sena-Gutierrez, J., Zebrowski, C.*
- Search Committee for Interlibrary Loan Library Clerk – *Encinias, L., Perlow, D., Quezada, B., Tenorio, P., Vredenburg, C.*
- Search Committee for Library Associate- Reference Section – *Corral, I., Kent, A., Tenorio, P., Ulibarri, B.*

Internal-Site Training:

- In-House Training on Let's Talk About It! Jewish Literature program — August 12, 2008 – *Library Staff*
- Blackboard Training – August 20, 2008 – *Broughton, L.*
- Project Management for Digitization (online class) August 26-29, 2008 – *Zebrowski, C.*
- OCLC Batch Processing – September 22, 2009 – *Zebrowski, C.*
- Stress Seminar “Balance in Living” with Camea Gagliardi-Blea – October 17, 2008 – *Broughton, L., Kent, A.*
- Move Your Cataloging to the Next Level (online class) – October 2008 – *Linzie, J.*
- Credo Reference Webinar – November 18, 2008 – *Broughton, L., Perlow, D.*
- Ideal NM Presentation – December 3, 2008 – *Kent, A., Perlow, D.*
- AMIGOS Bilingual Material with Georgia Roybal—December 4, 2008 – *Aragon, R., Broughton, L., Kent, A., Sena-Gutierrez, J., Zebrowski, C.*
- Cochrane Library Webinar – December 16, 2008 – *Broughton, L., Perlow, D., Zebrowski, C.*
- FRBR & RDA (Webinar) – December 17 & 19, 2008 – *Linzie, J., Zebrowski, C.*
- Database of Websites Training with Gene King—January 13, 2009 – *Broughton, L., Kent, A., Sena-Gutierrez, J., Zebrowski, C.*
- Smartboard Training— Week of February 16, 2009 – *Broughton, L., Chavez, R., Corral, I., Griego, Y., Kent, A., Laycox, K., Sena-Gutierrez, J., Tenorio, P., Vredenburg, C.*
- OCLC Expert Community Experiment (Webinar) – February 19, 2009 – *Linzie, J., Zebrowski, C.*
- ProQuest presentation on Digital Microfilming – June 10, 2009 – *Sena-Gutierrez, J.,*
- Potomac Software for LCD (Webinar) – *Sims, L., Zebrowski, C.*
- AquaBrowser – *Perlow, D.*
- WorldCat Local Quick Start – *Perlow, D.*

Presentations, Demonstrations, Workshops, Etc. Held in the Library

- State Library Training, “Government Information in the 21st Century.” — July 11, 2008 – ***Broughton, L., Corral, I., Kent, A., Linzie, J., Sena-Gutierrez, J., Sims, L., Zebrowski, C.***
- Ceremony/Presentation of AMIGOS bilingual material. November 14, 2008. – ***Library Staff***
- Georgia Roybal on the use of bilingual material donated. December 4, 2008. – ***Librarians.***
- Ebsco New Products & Services – ***Zebrowski, C.***
- Dr. Robert M. Bell Print Lecture Series – ***Bell, R.***

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

- Faculty Development Week Library Presentation—August 14, 2008– ***Librarians***
- “Collection Development for Comics and Graphic Novels in Smaller Academic Libraries.” Southwest Texas Popular Culture and American Culture Association, February 25 – 28, 2009– ***Kent, A.***
- EOS Library Presentation—March 11, 2009 – ***Librarians***
- ITV Workshop Library Presentation—April 2, 2009 – ***Broughton, L.***
- NMLA Conference Roundtable on Library Cost-Saving Measures, Albuquerque—April 23, 2009 – ***Aragon, R., Broughton, L., Kent, A., Perlow, D.***

Special Projects:

- Beisman Surveying Plats Donation Committee. – ***Librarians.***
- Book weeding and selection project – ***Broughton, L., Kent, A., Zebrowski, C.***
- Review of standing orders project – ***Broughton, L., Kent, A.***
- Librarian’s Report for the Accreditation Team of the Commission on Collegiate Nursing Education (CCNE) – ***Broughton, L.***
- NMHU Rio Rancho Library Web Page – ***Perlow, D.***
- ILL Policies and Procedures Manual revised – ***Perlow, D.***
- Library Hold Policy with Registrar’s office project– ***Chavez, R., Kent, A., Zebrowski, C.***

Staff Awards:

- 5-Year Award – ***Perlow, D.***
- 20-Year Award – ***Chavez, R.***

University Courses Taught:

- Interdepartmental 1st Year Experience – Library Component – ***Aragon, R., Broughton, L., Corral, I., Kent, A., Linzie, J., Sena-Gutierrez, J., Zebrowski, C.***

Major Library Meetings:

- Library Staff
- Library Priorities
- Library Budget
- Reference
- Web Committee