

Mission *New Mexico Highlands University is a public comprehensive university serving our local and global communities. Our mission is to provide opportunities for undergraduate and graduate students to attain an exceptional education by fostering creativity, critical thinking and research in the liberal arts, sciences, and professions within a diverse community.*

Vision *Our vision is to be a premier comprehensive university transforming lives and communities now and for generations to come.*

Department/Program: **Library**

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Strategic Goals for 2020 Planning for FY19-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
1. Highlands University will achieve academic excellence, academic integration and student success.	1. Acquire materials requested by departments and to meet student needs	1. A. Work with Faculty Library Committee to get recommendations from departments and individuals B. Librarians communicate with assigned departments to assist in determining needs	1. A. Document inflationary costs vs. increase/decrease in budget B. Librarians contact departments 1x per semester	1. A. Collections Librarian & Periodicals Librarian B. Collections Librarian	1. Annually	1. July 2017, 2018, 2019, 2020, 2021
	2. Adequately build collections for new programs and degrees	2. Departments of new programs and degrees must inform the Library	2. Collections Librarian signs the New Course Proposal and Majors/Minors & Certificate Program Proposal form	2. Collections Librarian	2. Annually	2. July 2017, 2018, 2019, 2020, 2021
	3. Increase number of students receiving library instruction	3. A. Explore options for increasing enrollments in library research course B. Provide instruction to more individual classes	3. A. Report on options B. # of students receiving instruction	3. Instruction Librarian	3. A. Annually B. Annually	3. A. July 2017, 2018, 2019, 2020, 2021 B. July 2018, 2019, 2020, 2021
	4. Improve reference and research services	4. Increase use of Tutorials Investigate alternative reference desk staffing	4. #of tutorial web page hits Reference statistics Report of alternatives	4. Public Services Librarian	4. Annually	4. July 2018, 2019, 2020, 2021
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration

				(Yes / No)
<p>1. Ongoing. The library added 5,018 volumes of print material, 71 ebooks, and 10 electronic database packages.</p> <p>2. N/A. There were no new programs added during this fiscal year.</p> <p>3. Ongoing. Librarians gave 45 individual instructional class sessions to 636 students. This was an increase over previous FY16-17 (44 sessions to 567 students).</p> <p>4. Ongoing. Library staff created and posted new tutorials to the webpage to help students with their research. The library tutorials webpage visits increased 70.4% from FY 2016-2017 to FY2017-2018.</p>	<p>1. Ongoing</p> <p>2. n/a</p> <p>3. Ongoing</p> <p>4. Ongoing</p>	<p>1. Continue to analyze use of collection.</p> <p>2. Stay on the alert for new programs.</p> <p>3. Continue reaching out to faculty to promote instruction.</p> <p>4. Continue to create guides and tutorials based on needs and feedback.</p>	<p>1. Flat budget coupled with inflation in materials cost.</p> <p>2. n/a</p> <p>3. Obtaining faculty participation.</p> <p>4. Limited staff due to vacancies.</p>	<p>1. Yes</p> <p>2. No</p> <p>3. No</p> <p>4. No</p>

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2. <i>Highlands University will achieve strategic enrollment management.</i>	1. n/a	1. n/a	1. n/a	1. n/a	1. n/a	1. n/a
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
1. n/a	1. n/a	1. n/a		1. n/a		1. n/a

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<p>3. Highlands University will achieve a vibrant campus life.</p>	<p>1. Provide more varied public programs and exhibits</p> <p>2. Promote the library as a good study space</p>	<p>1.A. Continue current programming (1-2 book discussion groups, 8-10 exhibits in the Ray Drew Gallery) B. More innovative programming on topics of interest to students C. Coordinate programming with other units</p> <p>2.A. Use social media to promote the library and encourage use of study areas B. Create new group study areas</p>	<p>1. Number of programs & attendees; and list of partnering units & organizations</p> <p>2.A. Post on the University Facebook accounts at least 1x per month B.i. Frequency of study rooms booked each semester B.ii. Number of study areas</p>	<p>1. Public Services Librarian & Collections Librarian</p> <p>2.A. External Programs Librarian</p> <p>B. Public Services Librarian</p>	<p>1. Annually</p> <p>1. 2. Annually</p>	<p>1. July 2017, 2018, 2019, 2020, 2021</p> <p>2. July 2017, 2018, 2019, 2020, 2021</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)	Challenge(s)	Budget Consideration (Yes/No)		
<p>1. Achieved. Library staff and partners organized a series of events around the Ray Drew Gallery's hosting of the National Library of Medicine's traveling exhibit, Native Voices: Native Peoples' Concepts of Health and Wellness, Oct.-Nov. 2017. In spring 2018,</p>	<p>1. Fall 2017, Spring 2018</p>	<p>1. Continue to explore opportunities for collaborating with campus and external partners.</p>	<p>1. There were fewer exhibits and receptions because the art curator position was unfilled for over half the year. Limited budget restricts options.</p>	<p>1. Yes</p>		

<p>the library held its first social science themed scholar-led reading program. The library, ARMAS, and the History and Political Science department organized a Constitution Day Jeopardy-style game. Apri-May, in Ray Drew Gallery we exhibited two BFA student shows; June-July, an exhibit of Congo artifacts and 70 masks by area high school students.</p> <p>2. A. Ongoing. The external programs librarian regularly posted on social media during the fall 2017 semester. Due to this position's vacancy during spring and summer 2018, social media posts were reduced.</p> <p>B. Achieved. The library added one new study room for students.</p>	<p>2. A. Fall 2017</p> <p>2. B. Fall 2017</p>	<p>2. A. Fill the external program librarian and library associate vacancies.</p> <p>2. B. Explore new study spaces.</p>	<p>2. A. Hiring process</p> <p>2. B. Funds for renovation</p>	<p>2. A. Yes</p> <p>B. Yes</p>
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<p>4. Highlands University will be a community partner.</p>	<p>1.Partner with community groups and schools to broaden services/offerings and identify needs 2. Process community collections and actively solicit material for the university archives</p>	<p>1.A.Identify local groups whose missions complement the library B.Outreach to school librarians, teachers, and parents C.Continue to coordinate and promote the Northeastern New Mexico Librarians groups 1.Hire an archivist</p>	<p>1.A.Initiate and/or maintain contact with groups B.Send an invitation to each school annually C.Quarterly meetings 1.Archivist hired</p>	<p>1.A. Archivist B. Director C. External Programs Librarian Director</p>	<p>1. 1. Annually</p>	<p>1. July 2017, 2018, 2019, 2020, 2021</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)	Budget Consideration (Yes/No)	
<p>1. Achieved. For the Native Voices exhibit in November, the library partnered with the Native American Center Coordinator and the Peoples Center for Indigenous Knowledges director to work on exhibit programs and talks. In May-June the library hosted the Congo art exhibit, in which we invited the participation of local high school students. The exhibit combined authentic African ceremonial masks and artifacts with masks created by 65</p>	<p>1. Fall 2017 and Spring 2018</p>	<p>1. Continue to explore opportunities for collaborating with campus and external partners.</p>		<p>1. Limited staff due to vacancies.</p>	<p>1. Yes</p>	

<p>local high school art students. The student's creations were inspired by the historic masks and by their further research. This exhibit and its opening reception brought young students and families from the community into the library. The library continued to be an active member of the Northeastern New Mexico Librarian group to share information and promote library services.</p> <p>2. Ongoing. With the archivist position vacant throughout the year, solicitation of material was not as robust as planned. Despite this deficiency, the library acquired the archive of the <i>Las Vegas Optic</i>, encompassing hundreds of bound volumes and thousands of original photograph negatives. In addition, the Library Associate in Public Services continued to acquire accruals to the University Archives. The archivist position has been filled with the start date of July 9, 2018, which should result in</p>	<p>2. Various dates</p>	<p>2. When hired, the Archivist should evaluate organization of current community collections to development processing plan. The Archivist should begin forging relationships with University departments and various archival stakeholders.</p>	<p>2. Archivist position vacant. Limited appropriate space for housing and processing collections and constrained archival budget.</p>	<p>2. Yes</p>
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further processing and solicitation of materials.				
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<p>5. Highlands University will achieve technological advancement and innovation.</p>	<p>1. Provide up-to-date computer labs and collaboration spaces to promote student success</p> <p>2. Create online access to archival and photograph collections</p>	<p>1.A. Work with ITS and VPFA to replace the library's staff and student computers</p> <p>B. Work with ITS, VPFA, and facilities to create technology collaboration spaces</p> <p>C. Work with ITS to create a library specific technology replacement schedule</p> <p>2.A. Develop an online repository</p>	<p>1.A. On a rotational schedule, all computers will be replaced</p> <p>B. Two technology collaboration spaces will be created by 2018</p> <p>C. A Library Technology Plan by 2017</p> <p>2.A.i. Detailed plan for a repository</p> <p>1. A.ii. Repository up and running</p>	<p>1. External Programs Librarian</p> <p>1.2. Archivist</p>	<p>1.A. Annually</p> <p>B. Annually</p> <p>C. 2017</p> <p>2.A.i. 2017</p> <p>1. A.ii. 2020</p>	<p>1.A. July 2017, 2018, 2019, 2020, 2021</p> <p>B. July 2017, 2018, 2019</p> <p>C. July 2017, 2018</p> <p>2.A.i. July 2017</p> <p>A.ii. Jan. 2021</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
<p>1. Ongoing. The library director and library computer technician met regularly with the ITS director to work on library technology needs. The library computer technician has been cross-training with ITS staff and initiating a strategy to rebuild existing library computers.</p> <p>2. Ongoing. The collection development librarian</p>	<p>1. Ongoing</p> <p>2. Ongoing</p>	<p>1. The library director and library computer technician should continue to meet regularly with the ITS director to work on library technology needs. The library computer technician should continue to cross-train with ITS staff and initiating a strategy to rebuild existing library computers.</p>		<p>1. Limited budget for equipment.</p> <p>2. Archivist position vacant. Lack of current equipment for in-house</p>		<p>1. Yes</p> <p>2. Yes</p>

<p>collaborated with a Media Arts class that created slideshows and videos using material from the library's Special Collections with the goal of making these collections more accessible to the public. Library staff supplied historical photographs and archival materials from University Archives for use in the H:125 social media campaign.</p>		<p>2. When hired, the archivist should explore methods of online dissemination for archival and photographic materials, including the continued use of the materials by students and faculty.</p>	<p>digitization efforts. Insufficient funding and manpower for advanced digital projects.</p>	
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<p>6. Highlands University will achieve enhanced communication and efficiency.</p>	<p>1. Develop a communication plan for how to most effectively communicate with all NMHU students, faculty, and staff including those at the main campus, at the centers, and online</p>	<p>1. 1. Explore and identify various methods for communication with the various communities identified in the unit goal</p>	<p>1.A. Detailed plan based on information gathered B. Implementation of plan</p>	<p>1. Public Services Librarian & External Programs Librarian</p>	<p>1. 1. Annually</p>	<p>1. July 2017, 2018, 2019, 2020, 2021</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
<p>1. Ongoing. Plan is revised on a regular basis.</p>	<p>1. Revised at the beginning of the fall and spring semester.</p>	<p>1. This plan should continue to be reviewed and revised on a regular basis to meet changing needs.</p>		<p>1. The vacancy of the external programs library position during spring 2018 and summer 2018 means center communication needs are not being fully met.</p>		<p>1. No</p>