

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**

Main Contact: Ruben Aragon

Email: rubenaragon@nmhu.edu

Phone: x3332

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)
1. Ongoing. The library added 1,172 volumes of print material, 2 ebooks, and 60 electronic media.	1. Ongoing	1. Continue to analyze use of collection.	1. Flat budget coupled with inflation in materials cost.	1. Yes
2. N/A. There were no new programs added during this fiscal year.	2. n/a	2. Stay on the alert for new programs.	2. n/a	2. No
3. Ongoing. Librarians gave 39 individual instructional class sessions to 539 students July 2018-March 2019. This was a 48.48% increase of students taught from FY17-18 (45 sessions to 363 students).	3. Ongoing	3. Continue reaching out to faculty to promote instruction.	3. Obtaining faculty participation.	3. No
4. Ongoing. Library staff worked on new tutorials for the webpage to help students with their research. The library tutorials webpage visits for July 2018-March 2019 total 949, which means that the library is on track to exceed last year's total visits of 961.	4. Ongoing	4. Continue to create guides and tutorials based on needs and feedback.	4. Limited staff due to vacancies.	4. No

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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 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>
<p>Action Status w/Description (Achieved, Ongoing, Stop)</p>	<p>Completion Date(s)</p>	<p>Recommendation(s)</p>	<p>Challenge(s)</p>	<p>Budget Consideration (Yes/No)</p>		
<p>1. Achieved. Highlights given below. Ray Drew Gallery art shows on cowboy art, Native American art, regional devotional art, and BFA shows. The library partnered with the New Mexico Humanities Council on a Spanish language press</p>	<p>1. Fall 2018, Spring 2019</p>	<p>1. Continue to explore opportunities for collaborating with campus and external partners.</p>	<p>1. Staff time.</p>	<p>1. Yes</p>		

<p>program. Scholar-led reading programs included the first children’s fantasy themed group and the first forestry themed group.</p> <p>2. A. Ongoing. The archivist/ cataloger librarian regularly posted on social media during the fall 2018 and spring 2019 semester.</p> <p>B. Achieved. This was achieved in the previous FY.</p>	<p>2. A. Fall 2018, Spring 2019</p> <p>B. Fall 2017</p>	<p>2. A. Continue to post on social media. Explore additional avenues of promotions.</p> <p>B. Continue to explore new study spaces and current library trends for study spaces including university faculty and staff and librarians at peer institutions.</p>	<p>2. A. Staff time</p> <p>B. Funds for renovation and furnishings.</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. The gallery assistant organized a Surrealist show featuring art from Robertson High School and West Las Vegas High School Students. The assistant also revived the annual Devotional Art show which features art from regional artists. The assistant brought in regional artists for the annual Native American Art show and organized the first cowboy poetry event. The library continued to be an active member of the Northeastern New</p>	<p>1. Fall 2018 and Spring 2019</p>	<p>1. Continue to explore opportunities for collaborating with campus and external partners.</p>		<p>1. Staff time.</p>	<p>1. No</p>	

<p>Mexico Librarian group to share information and promote library services. The university librarians worked with West Las Vegas school administrators on an analysis of the school libraries and plans for improvements. The library also organized a program for Los Niños Elementary School students.</p> <p>2. Ongoing. With the archivist, position filled on July 9, 2018, regular solicitation and processing of material has resumed. In addition, the library associate in Public Services continues to acquire accruals to the University Archives.</p>	<p>2. Various dates</p>	<p>2. The archivist has begun evaluating the organization of current community collections and developing a processing plan. The archivist has started to develop relationships with University departments and various archival stakeholders. This should continue.</p>	<p>2. Limited appropriate space for housing and processing collections and constrained archival budget.</p>	<p>2. Yes</p>
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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, the external programs librarian, 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>1. Ongoing</p>	<p>1. The library director, the external programs librarian 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. The librarian computer technician position became vacant on March 29, 2019. This position is being advertised, but the vacancy is currently a challenge.</p>	<p>1. Yes</p>		

<p>2. Ongoing. The archivist cataloger librarian regularly posts historical photographs on social media with Flashback Friday posts.</p>	<p>2. Ongoing</p>	<p>2. The archivist should continue to explore methods of online dissemination for archival and photographic materials, including the continued use of the materials by students and faculty.</p>	<p>2. Lack of current equipment for in-house digitization efforts. Insufficient funding and labor for advanced digital projects.</p>	<p>2. Yes</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. 2. The newly hired external programs librarian should focus on updating plans for communication with centers and online students and faculty.</p>		<p>1. The vacancy of the external programs library position until it was filled in November 2018 meant that center communication needs were not being fully met for most of the year.</p>		<p>1. No</p>