**Spring 2017 Update**

In April 2011, the University Library participated in an external review conducted by a three member team of library deans from other universities. The purpose of the site visit was to assist the University Library in addressing present challenges and provide guidance on future strategic directions.  The 2011 Library External Report and review updates written in November 201l, September 2012, June 2012 and March 2012 are posted on the university's website. Go to http://plan.nmsu.edu/distance-review/library-review/ for the full-text of the report and review updates.

*The Spring 2017 Update provides some highlights of initiatives undertaken by the University Library since 2012*.  These initiatives were influenced not only by guidance given as a result of the external review but also as a result of needing to respond to sustained fiscal challenges and substantive restructuring initiatives within the entire university system. The collective contributions made by all library faculty, all library staff, our library donors, NMSU administrators and others within the university community were key to what was accomplished within the library.

Collaborative Archiving Memberships – Over the last five years, NMSU Library has joined several collaborative archiving organizations which include the following:

- o WEST: Western Regional Storage Trust – A distributed retrospective print journal repository program serving research libraries, college and university libraries, and library consortia in the Western Region of the United States.
- o Portico – A digital preservation; service provided by ITHAKA.
- o U.S. Federal Shared Regional Depository for New Mexico – New Mexico State University, the University of New Mexico and the NM State Library partner as a U.S. Federal Shared Regional Depository Library for New Mexico.
- o HathiTrust (Membership application in progress) – A partnership of academic and research institutions offering a collection of millions of titles digitized from libraries around the world. This is an example of a cultural shift occurring in academic research libraries from ownership to access.

- Assessment and Data Gathering
  - o NMSU Library creates assessment reports for all academic colleges on campus undergoing reaffirmation of accreditation, academic program review, and new program review to determine our ability to support their program area information/research support needs.
  - o NMSU Library does ongoing assessment of all services and programs it supports on a regular basis. We do cost-benefit analysis, cost per use analysis, etc. as integral components of our decision-making process.
  - o We added Qualtrics, Tableau Public, and Piktochart to our assessment toolbox.

- o Organizationally, we added an Assessment and Data Management Librarian position to the administrative team.
- o Specifically, when doing collection cancellations we are doing cost-per use analysis for each journal title, database packages, etc. We now generate this data annually.

- Budget Trends
  - o A substantial omission in the 2011 External Review Report was the lack of any review of budget trends/issues for the library and how this impacted the library's organizational structure.
  - o Since 2011, there has been a steady decline in both the level of funds available in the I & G budget and the amount of funds available in all of our alternative revenue funding streams.
  - o Since FY15, we added a new alternative revenue stream. The library now requests funding every year from the Student Fee Review Board. For FY18, the library will be allocated $250,000. This is a 13.5% decrease from the previous fiscal year.
  - o There is no offset for inflation in the purchase of library materials which ranges each year from 6-8%. In addition, there has been no inflation offset for adjusting for the "cost of doing business" which adds another 3-4 % reduction in purchasing power.
  - o The library has permanently lost positions at all levels within the organization which triggers on an ongoing basis doing organizational realignments, elimination of services, etc. Our staffing levels for faculty positions has gone critical as of FY17. We are in the bottom quartile in terms of professional positions within our peer group.
  - o In 2012 the Library Budget Committee membership was expanded to include elected representatives for the exempt staff and the non-exempt staff.

- Services
  - o Based on student feedback, we extended the evening hours. Zuhl Library is open on Sunday-Thursday to 2:00 a.m. for the fall and spring semester. Between our two libraries we are open 111 hours per week.
  - o Introduced a new service – Suggest a Purchase
  - o The library is in the process of redesigning its entire website to be more user friendly.
  - o We doubled the number of drink vending machines in both libraries.
  - o We stream over 26,000 films to our library users with KANOPY.

- Technology Advances/New Applications
  - o New Integrated Library System- Ex Libris Alma/Primo.
    Over the last two years all library staff have been engaged in various levels of an RFP process to select a vendor for a new integrated library system. Our current system was installed in 2000 and this purchase allows us to catch up with current technological trends. On July 1st we start implementation and will "go live" in late December 2017.

- o RapidILL was just being installed in 2012. Five years later we have made outstanding strides in improving the time required to obtain and deliver full text journal articles to a user's workstation. Delivery can be as quick as three hours, with same day service being the norm.
  - o Increased efficiencies by using electronic forms for doing incident reports, having student employees check in to work from their workstations, booking meeting rooms, group study rooms, etc. in the library online, having employees order library supplies online with inventory control of supply use/purchases, etc. Currently working on putting employee travel request forms online.
  - o We have just started working on having Promotion and Tenure Documents and Annual Review forms electronically available.

- Organizational Restructuring
  - o For at least three years the library has had discussions throughout the organization on the topic of ways to improve how the library is organizationally structured e.g. a faculty lead Library Restructuring Task Force, library-wide meetings, seeking input from all staff in the organization, the dean meeting with departments and their staffs, focus groups, departments making departmental recommendations, etc. Ultimately, all these efforts did not result in any major restructuring of the organization.
  - o In FY17, Daniel Howard, Executive VP and Provost, established Team 6- Academic Restructuring and all the colleges including the library are providing information on how they are structured, etc. to Team 6.
  - o In FY17, all college development related activities have been centralized under the Office of Advancement. This includes NMSU Library.
  - o In FY 17, most of the colleges' marketing and communications activities have been centralized under MarComm. This includes NMSU Library.
  - o Due to hiring rules changes in FY17, we typically can only hire assistant professor, entry level positions. Currently we have 21% (9) of our faculty who have one to three years of experience. It creates a growing cultural shift and a growing imbalance in the years of experience our faculty represent.
  - o Since 2012, we have in any given year, established several task forces or working groups with specified charges to make recommendations on specific organizational or program related questions. When a group is formed they are charged with encouraging broad participation within the library and presenting their recommendations/findings to all library staff. In FY17, the following groups are active:
    - Collections/Organizational Management/Effectiveness and Efficiencies Workgroup
    - Ex Libri Alama/Primo Implementation Workgroup
    - Honor with Books Workgroup
    - Library Faculty Mentoring Workgroup
    - Library marketing/Communications Workgroup

- Space/Facilities
  - In May 2017, the Zuhl Fuel Library Café began serving coffee, drinks, sandwiches, etc. with a "soft opening". Sodexo runs the café operationally and it is a Starbucks coffee shop. Opening a café in the library was first proposed in 2004 and it was realized in 2017.
  - Room 137 Zuhl Library is now a new study space for students right next to the Zuhl Fuel Café. Students were using this area the minute it was opened for public use.
  - Zuhl Library is part of the Hardman/Jacob Green Project. It resulted in new benches, tables, bicycle racks, a pedestrian walkway, new night lighting, and new trash receptacles being put in place around the outside of Zuhl Library.
  - Over the last five years the libraries have both had new lighting installed and we have gained significant energy savings.