GPSA ASUNM
Graduate and Professional Student Association
ASSOCIATED STUDENTS

Student Fee Review Board
Funding Application for Fiscal Year 2015-2016

University Libraries
Name of Unit

Richard Clement, Dean

Dean/Director   Title
MSC05 3020, 209 Zimmerman Library

Campus Address
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Campus Phone   E-mail Address

$_____1,150,000_____
Total Amount Requested

CERTIFICATION

I certify that the statements herein are true and complete to the best of my knowledge and accept the obligation to comply with the terms and conditions of the Student Fee Review Board. I understand that the SFRB is a **recommendation** body and that its funding allocations are subject to revision by the Budget Leadership Team before final approval.

Richard Clement
Submitted By (Print Name)

Ri~ Cle~   9/2/14
Department Head Signature   Date

Please submit an electronic version of this application via email to SFRB@unm.edu and a 15 hard copies of this application plus to the ASUNM Office, Student Union Building suite 1016.

DEADLINE September 5, 2014, 5:00 PM.

*Late applications will not be accepted

Executive Summary
University Libraries SFRB Application 2015-2016

University Libraries commitment to student success is at the heart of every decision we make from how long we stay open, to what is purchased for our collections, to what goes on the web pages. Academic institutions that spend more on library services show statistically significant higher graduation rates. Students who use the library are more likely to stay in school. A robust, relevant library with updated technology, extensive collections, and comfortable inviting facilities is essential to maintaining University-wide, college-level, and programmatic accreditations.

We request $900,000 in regular funding this year, an increase of $118,214 over last year's funding. $700,000 will be allocated for continuing purchases of electronic resources for students as outlined in question 2 and $200,000 will be used to continue extended hours at Zimmerman Library plus 24-hours during mid-terms and finals. The additional amount is necessary to offset increases in subscription costs for collections and the increases in security costs and staff/student wages for extended hours.

In addition we request one time funding of $250,000 for technology and space enhancements that directly benefit students. Nearly all our study spaces for individual and group study would benefit from refurbishment – both technological and physical. With this money we could address the concerns and suggestions we have received from students in feedback from the LibQUAL survey and whiteboard posted in Zimmerman Library in the Spring 2014 semester, to do the following. Details on estimated cost are included on page 5.

- Lockers for graduate students in Zimmerman and Centennial Libraries
- Additional flat panel monitors in group study rooms at all libraries
- Additional glass dry erase boards in group study rooms at all libraries
  - Technology upgrades for the Herzstein Latin American Conference Room, located on the second floor of Zimmerman Library
    The HLARR is one of the largest study spaces for students and is heavily used. New glass dry erase boards, a computer attached to a large flat panel and new mobile tables and chairs would improve its usability.
- Creation of research computer stations located at all libraries
  - Research computer stations are intended to be "loaded" PC and Mac desktops with faster processors and graphics cards, multiple monitors, additional software and peripherals for specialized work.
- Additional overhead scanners

The student fee allocation is essential to our ability to achieve the goals and requirements outlined in the paragraphs above. Cuts to this funding could force reductions in services and collections. Reductions might include cutting popular electronic collections, reducing extended hours at Zimmerman Library or canceling the $10 per student per semester printing subsidy provided by University Libraries.

Application Questions

1. Describe the history and mission of your unit, and how its services support the mission of the University. Please address each of the following bullet points in your answer.
> **a. What services does your unit specialize in that are not offered in a similar form elsewhere within the University?**
> **b. How does your unit serve the University's commitment to diversity?**

College of University Libraries & Learning Sciences (UL&LS)
The College of University Libraries & Learning Sciences is comprised of the University Libraries (UL) system of four libraries located on the main campus and the Organization, Information and Learning Sciences program (OI&LS). The UL is a partner with every college and program to support student learning and faculty teaching and research. OI&LS offers degree programs in the areas of organization, information science, data management, and learning sciences.

University Libraries (UL)
University Libraries serves every UNM undergraduate, graduate student, Continuing Education student, Evening and Weekend Degree student, faculty member and staff member. The University Libraries system is comprised of Zimmerman Library, Centennial Science and Engineering Library, Fine Arts and Design Library, Parish Memorial Library for Business and Economics, and the Center for Southwest Research and Special Collections.

The UL has the largest library collection in the state with over three million volumes. In addition to offering a large number of learning/study spaces and print-based collections, there are extensive electronic and digital services that make it possible for students and faculty to use the library 24/7 from any location. The UL also licenses electronic resources for students of the UNM Extended University and UNM West Campus in Rio Rancho and when possible UNM branch campuses. University Libraries is a member of the prestigious Association of Research Libraries (ARL), ranking 71 out of 115 members.

The UL physical and online spaces are well used by the UNM community. No other campus entity offers the combination of research collections and student study space with subject librarian expertise for research and academics in a single location. Key usage statistics include:

- Nearly 1.6 million visitors to the 4 UL buildings per year.
- Nearly 3 million visits to the main library website per year, not including visits to the many other sites we maintain (LoboVault, Rocky Mountain Online Archive, NM Digital Collections, Research Guides and more).
- Approximately 5.9 million database searches this past year.
- Approximately 3.4 million full text articles were retrieved this past year.

Commitment to Diversity
University Libraries serves every student, faculty or staff member equally. In addition, we have well-established programs serving students at risk. Outreach efforts in the Indigenous Nations Library Program (INLP) serve Native American/Indigenous communities with customized introductions to our resources, collections and services. INLP librarians teach skills that will help students to use and

critically evaluate information resources effectively. INLP also supports UNM's Native American/Indigenous curriculum by purchasing books and other materials to supplement course materials, including business, legal, and historical resources.

Inter-American Studies (IAS) supports academic programs and outreach initiatives related to Hispano/Latino/Chicano studies, Latin American and Iberian studies, and American studies. Collection development and specialized research and outreach efforts support these academic areas. IAS efforts extend beyond the University of New Mexico into international research through participation in organizations such as the Latin American Research Resources Project and Latin American Microforms Project.

Library Overview

Collections	Technology & Facilities	Instruction and Reference
3.4 million cataloged volumes	Free printing, scanning, and copying	13,485 students in 726 classes
67,300 electronic and print journal subscriptions	38,904 total laptop checkouts	25,000 questions answered either in person at a service desk or by phone, chat or text
603,500 ebooks	Zimmerman Open until 2 am and 24-hours during mid-terms & finals	10 service points including virtual services via Ask a Librarian
713,000 government documents	Enhanced wireless connectivity in all locations funded by the UL	
14,569 linear feet of manuscripts and archives		
236,690 maps	160 laptops (including 50 MacBooks)	
50,936 audio, film and video	6 Mac Desktop computers	
125,000 items in 810 digital collections	13 Scanners	
	425 desktop computers	
	microform readers	
	6 learning labs for library instruction	
	32 reservable group study rooms plus drop-in rooms at CSEL	

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2. Briefly describe each program/project in your unit that is funded specifically by student fees. What are the outcomes, so far, of each program/project?

For 2014-2015 we received $781,786 for support of library collections.

$180,000 of these funds was allocated to the cost of continuing extended hours for UNM-only students at Zimmerman Library. Extended hours are from 10:00pm until 2am Sunday-Thursday during the semester and 24-hours during mid-terms and finals. We added 24-hours during mid-terms beginning this academic year. $601,786 of these funds was used to purchase popular electronic collections that are heavily used by students. A list of items purchased includes:

- *Films on Demand* - Hundreds of educational videos.
- *ARTstor* - Over one million images in the areas of art, architecture, the humanities, and social sciences.
- *JSTOR* - Complete back files of more than 1,000 core scholarly journals in a variety of humanities, business, science, and social science disciplines.
- *Web of Science* - Citations to millions of academic journal articles.
- *Lexis Nexis Academic Universe* - Millions of newspaper and magazine articles.
- *Factiva* - Millions of newspaper and trade publication articles and investment analyst reports, market research reports, country and regional profiles, company profiles, and historical market data.
- *Business Source Complete* - Millions of business journal and trade publication articles and company, industry and region reports.
- *ProQuest Historical Newspapers* - Millions of historical newspaper articles.
- *ProQuest Congressional* - Congressional publications, regulations, laws, legislative histories, and information on members of Congress.
- Journal and e-Book Packages:
    Project Muse, *Sage Premier Journal Package*, *Ebrary*, *Books 24/7* IT collection

SFRB allocated $100,000 toward furnishing our new Learning Commons. Due to the timing of the budget cycle, purchases with this money are just being processed. Almost half the money is being used to purchase large, mobile glass dry erase boards. The remainder is being used for one dozen booths for group study and an assortment of colorful and comfortable chairs, sofas and tables. We expect these items to arrive before the end of fall semester.

SFRB allocated $50,000 toward the purchase of Apple laptops. 33 MacBook Pro laptops have been purchased and are already in use in two of our libraries. Last year there were almost 40,000 checkouts of laptops (PC and Apple) indicating their popularity with students.

3. Describe any increase in SFRB funding you are requesting, and provide justification detailing how raising student fees will improve your unit's impact on the student population.
          Please complete Budget Form B for funding increases and one-time requests.

We request $900,000 this year, an increase of $118,214 over last years funding. $700,000 will be allocated for continuing purchases of electronic resources for students as outlined above and $200,000 will be used to continue extended hours at Zimmerman Library.

Students at both the undergraduate and graduate levels rely on electronic collections for completing class assignments. High-quality collections are a necessity for continuing accreditations of academic programs across UNM.

Although the use statistics do not support keeping Zimmerman Library open 24-hours, late night hours (open until 2am) and 24-hours for finals have proven popular with students. We are committed to continuing this service as long as it is funded by the SFRB. Recent increases in security costs as well as adding 24-hours during mid-terms beginning in the fall of 2014 have increased the funding required to remain open for these hours.

One Time Funding
University Libraries requests $250,000 in one-time funding for technology and space enhancements that directly benefit students. We receive many suggestions from students for improving our spaces. Among the suggestions we have received and will explore the costs of implementing are:

- Lockers for graduate students at Zimmerman and Centennial
    - Estimated cost $48,000
- Additional flat panel monitors in group study rooms at all libraries
    - Estimated cost $42,000 for 12 @ $3,500 each
- Additional dry erase boards in group study rooms at all libraries
    - Estimated cost $40,000 for 20 @ $2,000 each
- Technology upgrades for the Herzstein Latin American Conference Room, second floor in Zimmerman Library
  The HLARR is one of the largest group study spaces for students and is heavily used. New dry erase boards, a large flat panel and computer and mobile tables and chairs would improve its usability.
    - Estimated cost $20,000
- Creation of research computer stations located at all libraries
  Research computer stations are intended to be PC and Mac desktops with multiple monitors, additional software and peripherals for specialized work. Mac and PC software packages such as Final Cut, Logic Pro, Aperture, Adobe Creative Cloud, Camtasia and other packages would be installed.
    - Estimated cost $45,000 for 10 at $4,500 each
    - Estimated cost $15,000 for 2 MacPro stations @ $7,500 each
- Additional KIC Bookeye Color Scanner/Copiers
    - $40,000 for 2@ $20,000 each

4. Describe student participation in your unit, and any plans to improve it, addressing each of the following bullet points.
        a. How are students involved in the governance/decision-making of your unit?

- The Dean meets with student leaders regarding library services for the UNM student population.
- A feedback link has been provided on the new Zimmerman Library Learning Commons web page
- The Faculty Senate Library Committee has four student member seats, two appointed by ASUNM and two by the GPSA.
- Results from LibQUAL+, a library customer satisfaction survey administered by the Association of Research Libraries, are used to focus efforts on areas that need improvement. The most recent survey was conducted spring 2014.
- Student comments or suggestions made through the Ask a Librarian service, in-person, in library instruction sessions or online are taken seriously and are brought to senior administration.
- UL conducts its own surveys, such as website usability studies, regarding established services as well as development of new services.
- Students are encouraged to request new purchases through the website, Interlibrary Loan or via the Subject Librarians.
- Library student employees frequently offer suggestions for improvements to services.
- The OI&LS program, with offices located in Zimmerman Library, has over 200 students enrolled. These students are a valuable and direct source of input into our collections and services.

Improving Student Input

Our 2015-2016 Faculty Hiring Plan calls for hiring a User Experience Librarian. The position would be responsible for systematic study of how our virtual and physical spaces meet the needs of our users. In the interim we have created a new Web sub-committee whose responsibility will be to conduct usability studies for our various web sites in order to continue to improve access to our virtual collections and services.

b. How many students do you employ (including graduate assistants, interns, etc.)?

The UL employs, on average, 140 students: approximately125 are work-study or student employees and an average of 15 are graduate student research assistants or fellows and four graduate teaching assistants in OILS program.

The UL is proud to be one of the largest student employers on campus. We offer excellent customer service and specialized skill training to undergraduate and graduate students. Our students have the opportunity to work closely with library faculty and staff on a wide range of projects.

5. Describe specific improvements your unit has made in the last fiscal year to the visibility/accessibility of its services, and any plans to further improve visibility/accessibility.

8,000 library brochures are provided to freshman orientation for inclusion in every student and parent packet. This year we provided the GPSA with 1,200 brochures for distribution to new graduate students. We also contacted every college and department office to offer library materials for their new student orientation sessions and offered to have a subject librarian attend their sessions.

Our new Zimmerman Library Learning Commons opened on the first day of the semester. A new service model of Information Desk (quick questions), Service Desk (research assistance and technology loans) and centralized print and scan is intended to simplify interactions for our primary customers – UNM students.

We have invested a significant amount of money and staff time to migrate our aging cataloging system to a new integrated library system. The catalog, circulation, purchasing and other facets of our collection management have been updated in the new system and subject librarians are prepared to help users make the transition. This system increases the ability of users to discover materials in our collections in a single search and gives them access to world-wide collections which can be requested via inter-library loan.

For fall semester 2014 the library will add several days of 24-hour service in October in the week leading up to mid-terms.

6. How does your unit collaborate with other campus units and/or off-campus entities?

- The UL, Health Sciences, and Law Libraries share numerous collections and databases to maximize the buying power of UNM and to ensure no unnecessary redundancies occur in collections.
- The UL provides access to a significant number of our electronic collections for students attending UNM Branch campuses in Gallup, Taos, Valencia and Los Alamos.
- The UL has on-campus partnerships with the Office of the VP for Research, IT, New Media and Extended Learning and the Center for Advanced Research Computing regarding various aspects of technology and research support.
- UL Subject Librarians work closely with students and faculty in all departments achieving a true interdisciplinary relationship within the university.
- In cooperation with College of Arts & Science and Dept. of Mathematics, University Libraries opened the Math Learning Lab in Centennial Science and Engineering Library. We continue to maintain these computers for the College of Arts and Sciences.
- The Center for Academic Program Support (CAPS) is located in Zimmerman Library providing a central and popular location for its peer tutoring services.

7. What methods have been used in evaluating your unit's impact on the student population (e.g. surveys, focus groups, interviews), and how effective have those methods been?

We participate in continuous service evaluation with surveys, focus groups, informal conversation, and online feedback. We believe the following methods are effective in understanding the needs of students, and use the results of all these methods to improve our collections, services, and spaces.

- The Dean meets with student leaders regarding library services for the UNM student population.
- A feedback link has been provided on the new Zimmerman Library Learning Commons web page
- Results from LibQUAL+, a library customer satisfaction survey administered by the Association of Research Libraries, are used to focus efforts on areas that need improvement. The most recent survey was conducted spring 2014.
- Student comments or suggestions made through the Ask a Librarian service, in-person, in library instruction sessions or online are taken seriously and are brought to senior administration.
- UL conducts its own surveys, such as website usability studies, regarding established services as well as development of new services.
- Students are encouraged to request new purchases through the website, Interlibrary Loan or via their Subject Librarians.
- Library student employees frequently offer suggestions for improvements to services.
- The OI&LS program, with offices located in Zimmerman Library, has over 200 students enrolled. These students are a valuable and direct source of input into our collections and services.
- Annual participation in the SFRB funding request process has a tremendous evaluative influence.

8. What are your unit's current non-SFRB sources of funding (e.g. Instructional & General, state or federal grants, self-generated revenue), and if applicable, what additional funding sources are you seeking this fiscal year?
        a. What increases or decreases from non-SFRB funding sources do you anticipate compared to your budget last year?
        b. Please complete Budget Form C for non-SFRB income.

University Libraries regularly seeks partners for exhibits, collections and other activities through gifts, grants and other support; however we do not ask other departments for direct funding.

9. What are your unit's current plans to address the recommendations of last year's SFRB? We understand that these plans are subject to change in response to any unexpected developments later in the fiscal year.

Last years recommendations were:
- Future Library acquisitions should pursue Instruction & General funding
- The $676,000 in student fees previously allocated for acquisitions should be funded through I&G

University Libraries' Administrators have consistently requested increased I&G funding for collections from the Office of the Provost. A few small gains have been overtaken by inflation. Removing all student fees would adversely impact our collections and services without another source to replace the deficit. In order to continue to provide quality collections, other services such as extended hours or free printing might need to be reduced to offset any deficit.

10. Provide any other information or a narrative that will assist the SFRB in making its decision to fund your unit.

University Libraries commitment to student success is at the heart of every decision we make from how long we stay open, to what is purchased for our collections, to what goes on the web pages.
- Students who use the library are more likely to stay in school and academic institutions that spend more on library services show statistically significant higher graduation rates.
- The entire University community benefits from using the library, not only as a place to gather and study, but as a provider of physical and virtual books, journals, and unique collections.
- Library staff and faculty provide excellent service and teach all users how to efficiently and effectively find and use the information available in any subject area.
- A robust, relevant library service including technology, collections, and facilities is required to maintain University-wide, college-level, and programmatic accreditations.

The student fee allocation is essential to our ability to achieve the items listed above. Any cuts to the funding might force reductions in services and collections such as cutting popular electronic collections, reducing extended hours at Zimmerman Library or canceling the $10 per student per semester printing subsidy provided by University Libraries.