

2013-2014 Student Fee Review Board
Funding Request Application

College of University Libraries and Learning Sciences

Name of Department

Mike Kelly

Dean/Director

Interim Dean

Title

MSC05 3020, Room 209 Zimmerman Library

Campus Address

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Campus Phone

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\$ 60.00

Amount requested per Full Time Enrollment (FTE)

(As a guideline, this year's FTE is 23.620. Amount above x FTE = Total estimated allocation.)

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.

Michael Kelly

Submitted By (Print Name)

Michael Kelly

Department Head Signature

12-16-13

Date

Please submit an electronic version of this form via email to sfrb@unm.edu and a hard copy original of this form plus 15 copies to the GPSA Office, SUB # 1021.

By Monday December 16, 2013, 5:00 PM.

***Late applications will not be accepted.**

SFRB Funding Request Questions

Introduction

1) Provide a description of the services provided by your department/program, and how they support the mission of the University.

College of University Libraries & Learning Sciences (UL&LS)

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

Organization, Information and Learning Sciences (OI&LS)

The Organization, Information and Learning Sciences program (formerly known as Organizational Learning and Instructional Technology or OLIT) focuses on adult learning; the design, development, delivery, and evaluation of training; organization development; knowledge management; information science and data management; distance education; e-learning; and instructional technology systems. Bachelor, master and doctoral level degrees are awarded in Organization, Information & Learning Sciences. Of note, two thirds of the students enrolled in OI&LS courses self-identify as minorities (compared to 50.7% across campus).

University Libraries (UL)

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 University Libraries system at UNM 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 the UNM Extended University and UNM branch campuses, and provides information services at the UNM West Campus in Rio Rancho. University Libraries is a member of the prestigious Association of Research Libraries (ARL), ranking 74 out of 115 members.

University Libraries serves every UNM undergraduate, graduate student, Continuing Education student, Evening and Weekend Degree student, faculty member and staff member.

The UL physical and online spaces are well used by the UNM community. 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, RMOA, Research Guides and more).
- Approximately 4.5 million database searches this past year.
- Approximately 2.5 million full text articles were retrieved this past year.

Collections

- Over 3 million cataloged volumes
- Over 67,300 electronic and print journal subscriptions
- 617,760 ebooks
- Over 713,000 government documents
- 14,569 linear feet of manuscripts and archives
- 236,690 maps
- 50,936 audio, film and video items
- Over 125,000 items in 810 digital collection
- And much more

Technology & Facilities

- 126 laptops (including 16 MacBooks)
- 38,904 total laptop checkouts
- 5 Mac Desktop computers
- 13 Scanners
- 425 desktop computers
- printers, copiers and microform readers
- 6 learning labs for library instruction
- 47 group study rooms
- wireless connectivity in all locations – used over 26 K times by UNM students
- Open 112 hours per week

Instruction and Reference

- 745 classes taught in (in 2012/2013)
- Approx. 14,063 students in the above (in 2012/2013)
- Over 25,000 reference questions answered
- 9 service points including Ask a Librarian
- Info Management courses offered online for credit and OLIT courses for credit in fulfillment of BS, MA, PhD degrees

2) Provide a brief description of the history and future plans of your department/program. Please briefly describe services offered that are unique to the University.

History

University Libraries is the largest academic library system in the state with the most print and electronic resources as well as the most space for students.

UNM funding of University Libraries collections currently ranks 74 out of 115 academic research libraries in the country where 1 is the highest ranking.¹

Future Plans

The UL has a well-developed strategic plan that guides our decisions. Among our goals for the future

¹ Info derived from Association of Research Libraries (ARL) Library Investment Index

in the areas of collection discoverability, learning spaces, and credit courses are:

- Create simpler ways to find, request, and receive library materials.
- Improve web pages and search tools.
- Acquire digital content and digitize more of our special collections for increased access.
- Implement new catalog, circulation, and Quicksearch system for easier access to library materials.
- Update Zimmerman Library carpeting and bathrooms in the West Wing.
- Create a Learning Commons on the southeast portion of the Zimmerman Library first floor. The new space will support learning by providing more space, (13,842 to nearly 19,000 square feet), computing (more laptops and shared monitors), seating (176 to approximately 275 seats), and access to electrical outlets, allowing students to move furniture to suit individual and group learning needs. We plan to break ground in Summer 2014. (See Appendix A)
- Remodel the Fine Art and Design Library (FADL) service desk to be more ADA compliant for patrons. The foyer carpet at FADL will also be replaced.
- Continue to develop credit courses to fill gaps in UNM offerings in the areas of information management and learning sciences.

**3) Specifically state which line items will be covered and to what extent by SFRB funds.
What is the anticipated impact on the student population?**

SFRB Request

The University Libraries requests a student fee of \$60 per student for a total of \$1,417,200 for FY2015. The fee will be split into 4 areas: collection (79%), extended hours in Zimmerman (11%), one-time money for furnishings in the new Learning Commons (6%), and one-time money for purchasing MacBook laptops.

\$1,181,270 / 79% / \$47.40 per student (line items 16, 17, 18) will be used to purchase ebook subscriptions, the continuation of electronic serials and other collection materials. This would represent 24% of our total collection expenditures.

\$150,000 / 11% / \$6.60 per student (line item 22) will be used to continue extended library services at Zimmerman Library (providing safe, exclusive access to resources for those with a valid UNM ID UNM-only access 10pm – 2:00am Sunday through Thursday, and 24 hours during midterms and finals).

\$100,000 / 6% / \$3.60 per student (line item 21) will be used to purchase furnishings for the new Learning Commons. In 2013 the UL requested one-time money from SFRB to trial flexible and functional seating and work areas for the new Learning Commons (see Appendix A). When the SFRB declined to fund this trial we outfitted the new Graduate Student Commons with some test furniture and technology (nearly \$40,000) to see what is popular. The Graduate Student Commons recently opened. We believe we will learn from this pilot and will have solid plans for furnishings for the new Learning Commons space.

\$50,000 / 4% / \$2.40 per student (line item 20) will be used to purchase Apple MacBook laptops for checkout (line item 23). In 2013 the UL requested one-time money from SFRB to trial MacBook checkouts. While we did not receive SFRB funds for this initiative we purchased 16 MacBooks (nearly \$25,000) to pilot the idea. Since Sept 2013, students have shown a clear preference for MacBooks with 277 checkouts per device vs. 222 checkouts per device for PC laptops. We would like to purchase an additional 34 MacBooks to distribute among all four libraries.

4) What outside sources of funding (i.e. not SFRB funding) has your department or program sought out in the last fiscal year? Please distinguish individual departments within UNM in which funds were requested.

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

5) What budgetary increases or decreases from other funding sources (i.e. not SFRB funding) do you anticipate compared to your budget from last year? Please explain.

In FY14 the library received \$466,193 in non-recurring money from UNM administration. The full amount went to fund library collections. It is expected that in FY15 Extended Learning will begin to phase out the \$200,000 in funding they have provided the UL in past years.

The I&G and ER&R budget for the library has not increased since FY09. The General Obligation (G.O) Bond for libraries passed on the 2012 ballot and provides 2 years of funding (approximately \$585,000). All Bond money will be spent on the new catalog and circulation system, a priority for University Libraries that will improve access and discoverability, and allow us to keep pace with technological improvements and better serve our patrons.

6) Describe in specific detail any increase in SFRB funding being requested and how that increase in your department/program will directly impact the UNM student population.

The request for funding from the SFRB process will go entirely to collections, services, furnishings, and computer equipment available to all UNM students.

The University Libraries currently spends almost 3 million dollars on journals each year. The average yearly inflation increase for journals is 6%. Additional funds will help the UL continue to subscribe to important journals. Without an increase in funding we will be forced to reduce collection titles across journals, books, and other areas. Moreover, the funds requested from the SFRB will be used to grow the electronic book collection, which is used heavily by online students.

If we receive SFRB funding of \$150,000 we will continue extended library services at Zimmerman Library (providing safe, exclusive access to resources for those with a valid UNM ID UNM-only

access 10pm – 2:00am Sunday through Thursday, and 24 hours during midterms and finals).

If SFRB approves the total funds requested then UNM student fees would increase the UL budget by 9%.

7) If last year’s SFRB budget items were spent on other expenses please provide a brief explanation.

We spent the amount, as originally proposed, on collections and extended hours services.

Relationship to and Cooperation with the UNM Community

8) UNM is a Hispanic/Minority serving institution, how has your department or program contributed to or engaged in this mission?

The Inter-American Studies (IAS) program and the Indigenous Nations Library Program (INLP) in the University Libraries are committed to serving UNM’s Hispanic and Native American students with personalized reference services, community outreach, Spanish- and native-language resources, graduate student advisement and library space.

UNM is not only Hispanic serving; it is also one of only two Carnegie certified research universities with the highest levels of Hispanic student enrollment. That means that our programs also serve researchers whose focus is on our state’s Hispanic communities.

IAS and INLP offer personalized reference assistance not only in the library but also at the Satellite Outreach Service (SOS) in the lobby between El Centro de La Raza, Native American Student Services, and African American student services. IAS and INLP faculty meet with classes across disciplines to facilitate undergraduate and graduate student work, serve as a mentors, dissertation committee member and Principal Investigator for Hispanic-graduate-student research projects.

IAS also provides study, collections, presentation, and gallery spaces on Zimmerman Library’s second floor for students to share their work with one another via exhibits and presentations focused on New Mexico’s Hispanic history and communities.

University Libraries has world-renowned special collections of Latin American materials including pictorial collections. Many special collections are digitized and available in our online collections at econtent.unm.edu. In addition to extensive book collections we purchase databases and electronic

references focused on the Hispanic or Latino experience. See for example:

- Arte Público Hispanic Historical Collection: Series 1. Arte Público is a digital collection pertaining to U.S. Hispanic literature and culture that includes key aspects of the "Recovering the U.S. Hispanic Literary Heritage Project."
- Chicano Database is a comprehensive bibliographic index representing all types of material for information about Mexican-American topics and the only specialized database for and about Chicanos.
- Hispanic American Newspapers, 1808-1980 is a compilation of Spanish-language newspapers printed in the U.S. during the 19th and 20th centuries.
- Hispanic Newsstand, US is a full text database of major Hispanic newspapers published in the United States and representing diverse regions of the country.
- Latino American Experience is a full-text database focusing on the history and culture of Latinos living in the United States.
- Hispanic American Periodicals Index (HAPI) contains bibliographic citations to articles, book reviews, documents, original literary works, and other materials appearing in more than 400 key social science and humanities journals.

9) How does your department/program collaborate with other departments/programs?

- In cooperation with College of Arts & Science and Dept. of Mathematics, University Libraries opened the Math Learning Lab (MaLL) in Centennial Science and Engineering Library (CSEL). We continue to maintain these computers for the College of Arts and Sciences.
- The UL, Health Sciences, and Law Libraries cooperatively purchase 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.

10) Describe improvements your department/program has implemented in the last year to improve services and accessibility of the service you provide.

This past year we continued to offer and improve upon our services and accessibility of services in the following ways:

- Newly remodeled bathrooms on the north side of Zimmerman Library.
- A new Graduate Student Commons opened on the 2nd floor of Zimmerman Library (south wall behind Room 254). The space is for all graduate students and contains a collaborative workstation with flat panel screen, new computers with specialized software, comfortable

furniture, 20 white boards, and dedicated wireless accessibility.

- Continued limitation of special events and lectures in the highly desired Willard room to increase student access to quiet study space.
- Ongoing digitization of NM newspapers.
- Implementation of newly designed library website and mobile site for improved accessibility.
- First \$10 of printing free for every student each semester.
- Completed transition to LoboCash card dispensers to better accommodate students and their access to printers.
- Faster, more efficient printers and scanners in all library public areas resulting shorter wait times. In just a single week 16,363 images were scanned in a total of 704 sessions.
- Purchased MacBook laptops for student checkout.
- Increased open student/study space on ZIM ground floor.
- Established popular reading collection, bringing popular non-fiction and fiction titles to campus.
- Launched Phase 1 of the eHillerman portal (<http://ehillerman.unm.edu/>) to highlight the life's work of New Mexico author Tony Hillerman.

11) What role does your department/program play in student recruitment, retention, and graduation?

Studies show that a strong library system plays an important role in student retention and graduation.

- Students who check out books, use the library, take library classes and work in the library are more likely to stay in school.
- Libraries that spend more, have more staff, engage and build community have a statistically significant positive relationship with both retention and graduation.
- Institutions that spend more on the library show statistically significant higher graduation rates.

We offer services to help students successfully complete course requirements leading to graduation. We also provided over approximately 745 non-credit instruction sessions serving over 14,000 students last year.

- Librarians teach research strategies to students and present workshops on using library resources to many groups including the Freshman Learning Communities program, English 101 and 102, College Success Seminars, and Living & Learning Communities.
- Any student can request one-on-one assistance on how to conduct research using the library resources.
- We are an important resource for at-risk students by providing one-on-one research assistance for users unfamiliar with academic resources and by providing free access to computers.

Student Involvement

12) How are students involved in the decision making process of your department/program?

- The Faculty Senate Library Committee has four student member seats, two appointed by ASUNM and two by the GPSA.
- The Dean meets with student leaders regarding library services for the UNM student population.
- Results from LibQUAL+, a library customer satisfaction survey administered by the Association of Research Libraries (ARL), are used to focus efforts on areas that need improvement. The next survey is scheduled for spring 2014.
- Customer comments or suggestions made through the Ask a Librarian service, in-person, 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 (approximately 146 system-wide) provide valuable insights and convey the wishes of students they work with on the public service desks.

13) How do you plan to increase student participation in your department/program and improve service and accessibility to the students of UNM?

In addition to the channels outlined in question 13 we plan to:

- Hire a User Experience Librarian who will work closely with students to continuously improve the entire student user experience online and onsite.
- Continue to gather student input through a variety of surveys (e.g., LibQUAL+) and focus groups.
- Work with the UNM Accessibility Resources Center to ensure appropriate access to information and library study areas for students with disabilities.
- Improve web pages to allow for easier navigability and access to Subject Librarians.
- Continue organization and digitization of material and collections unique to the library for increased online access.

14) Describe your program's level of participation.

a. How many students are actively involved in your department/program? Please provide a brief example.

- Students account for 85% of the 1.6 million visits to our library buildings (based on exit surveys).
- Undergraduates check out approximately 51% of all materials. Graduate students check out 11% and faculty check out 27%.
- Graduate students request 69% of all Interlibrary Loans. Faculty account for 16% and undergraduates account for 12%.
- From July 1 2012 – June 30, 2013 we had 510,161 computer user sessions with 313,323 total hours of use.

- We currently we have approximately 900 Facebook friends.

b. How many students are impacted by your department/program? Please provide a brief example.

All students have free access to the library programs and services which include: computers, study rooms, electronic and paper resources, research assistance, Interlibrary Loan, etc.

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

The UL employs, on average, 146 students: 130 are work-study or student employees and 16 are graduate student research assistants or fellows. Of the 30 students who work extended evening hours (10pm-2am) 12 are funded with SFRB monies dedicated to this service. The OI&LS program has one graduate assistant position.

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. For example, a UL faculty member in the Center for Southwest Research is developing the Tony Hillerman Portal (<http://ehillerman.unm.edu>), an interactive website on the life and work of New Mexico author Tony Hillerman. The project requires careful scanning and annotation of each Hillerman manuscript in our collection. The graduate student employed by this project will have a unique set of skills, experiences, and publication opportunities when she leaves that will be an asset in her future employment.

Self-Evaluation

16) Describe in detail the systems in place for tracking the UNM student population and non-UNM student populations served by your department/program. This includes how you track the students you serve on a repeat basis and the students that are served just once. Comment on the system's effectiveness, changes made this year, and plans needed for improvement. (Note: We realize that tracking systems will vary across departments/programs.)

Confidentiality laws do not permit the tracking of individual user activities. However, the UL does maintain extensive statistics on how customers (students, faculty, staff, and community members) use our collections and services.

The statistics we collect include: gate counts, website hits, reference inquiries, books and journals borrowed or used online, e-reserves usage, paper reserves checked out, contact hours, event attendance, interlibrary loans, and unique user log-ins.

Where possible we determine whether the visit or service use is one time or ongoing. We know that students are our primary customers therefore we focus on incorporating student feedback and evaluating user statistics with students in mind when we consider new or improved services, technology, and spaces.

17) What methods have been used in evaluating your department/program (for example, surveys, focus groups, interviews), and have these methods proved to be effective?

As noted, we participate in continuous service evaluation with surveys, focus groups, informal conversation, and online feedback. We use the results of all these methods to improve our collections, services, and spaces.

Annual participation in the SFRB funding request process has a tremendous evaluative influence since all recommendations made are integrated into our strategic planning for the subsequent years.

Use and Effects of Funds and Action on Prior Recommendations

18) State your objectives for the funding you received through the previous SFRB process. Describe how you met those objectives, and if you did not, please explain why.

a) Provide a short outline of each program/project SFRB funds are used for. How long has each program/project been in operation? What are the outcomes of each program/project?

As promised, the UL used the SFRB money on library collections and to offset a portion of the cost of our extended hours service.

19) Specifically address and comment on each recommendation made to your departments/program by last year's SFRB.

In FY2012 the SFRB awarded UL \$1.5 million in funding (\$60 per student FTE). Since then the amount has been decreased to \$785,000 (\$33.31 per student FTE)

In FY2013 and FY2014 the Strategic Budget Leadership Team (SBLT) shored up the difference (\$464,000 per year) with other funds so library collections and services were not adversely impacted by the SFRB per student reduction.

In the March 1, 2013 memo to the SBLT and the UNM Regents the SFRB suggested that requests that are academic in nature (i.e., the Library) are worthy of funding but the funds should be directed to the requestor through tuition dollars not student fees. We recognize the SFRB concerns. However, no funds have been allocated as a replacement for student fees at this time. Removing all student fees

would adversely impact our collections and services without another source to replace the deficit. We again request consideration of our application as stewards of library holdings and services that benefit all students and allow us to implement ongoing improvements to accessibility and services.

Summary

20) **Provide any other information or a narrative that will assist the SFRB in making a decision to grant your department/program funding.**

- 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.
- As stated in Question 11, 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 University Libraries has a high demand for its collections and services from all sections of the University community, not only as a place to gather and study, but as a repository of books, journals, and unique collections available both physically and virtually.
- 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.
- A \$60 per year student fee provides:
 - \$47.40 per student for collections
 - \$6.60 per student for 24/5 access to Zimmerman Library
 - \$3.60 per student for furnishings for the new Zimmerman Learning Commons
 - \$2.40 per student for MacBook laptops

Zimmerman Library Learning Commons Project

A Learning Commons is an active, comfortable, student-centered space that inspires students to discover, create, and collaborate with peers and faculty. A Learning Commons typically includes multiple seating options, supports multiple learning styles and includes a range of technology. Commons spaces provide areas for students to work individually and in groups with mobile white boards, shared monitors, software of all types and staff assistance with all of the above.

The importance of Zimmerman Library as a destination, study space, and regional cultural identity to alumni, current students, faculty and staff, the Southwest, and New Mexicans cannot be underestimated. Zimmerman Library:

- is consistently voted the best place to study
- has computers, scanners, printers, group study rooms and quiet study spaces
- has knowledgeable technical and research professionals ready to help students
- is open until 2am – the only late-night study space on campus – and open 24 hours during finals

The UL has completed a Master Plan and is actively working with the Office of Capital Projects and the Planning and Campus Development group on the design of the Learning Commons.

Zimmerman Library is considered by most UNM students to be THE LIBRARY on campus and is used by over 1 million visitors annually.

The demo and remodeling of the Zimmerman Learning Commons will begin in the summer of 2014.



Images from Learning Commons at universities across the country.

