

## **New Mexico State Library Technical Services Bureau**

### *2011-15 Performance Mapped to Martinez Administration Priorities*

#### Balancing the Budget

- **2011-2015:** We automated the library system for our Rural Services programs. Koha is a hosted system, eliminating the need for local servers and administration. As of September 30, 2015 the bookmobiles had 6,628 patron accounts and 37,744 item records. As of September 30, 2015 Books by Mail had 571 patron accounts and 19,603 item records. The system was installed in 2010 and we began creating records in 2011. Here is the [online access for the bookmobiles](#). Here is the [online access for Books-by-Mail](#).
- **2011-2015:** To manage the online publications of state government we operate the CONTENTdm digital management system. CONTENTdm publishes and preserves the electronic publications of state government; it gives online access to New Mexicans. We are also scanning older publications such as *El Palacio Magazine*. As of December 2015 CONTENTdm served citizens 7569 files. CONTENTdm is a hosted system, eliminating the need for local servers and administration. In 2015 we purchased more storage space (upgrade to Level 2: went from 10,000 files storage limit to 50,000) and we reactivated our backup storage (Digital Archive). Here is the [online access](#).
- **2011-2015:** We shared our other library system with libraries in state government (the SALSA consortium), enabling participants to save significant money for their library operations. In the SALSA database there were 630,974 bibliographic records at start of 2011; 682,539 at end of 2015. Here is the [online access](#).
- **2013:** For the SALSA consortium we upgraded to Polaris, a library system that was much more effective and much less costly. It is a hosted system, eliminating the need for local servers and administration. The Bureau Chief attends Polaris Users Group meetings and shares training and tips with the librarians in the SALSA consortium. The 2012 cost of our previous system (Horizon): \$23,000; in 2015 the Polaris cost was \$15,000.
- **2014:** We hired a contractor (Backstage Library Works) to clean-up our SALSA database and to prepare it for the new cataloging standard, RDA. In addition to processing all of our records for RDA the contractor eliminated almost 20,000 duplicate bibliographic records and cleaned up our authority records (after de-dup almost 300,000 updated authority records were returned; headings on our bibliographic records were matched to updated authorities).
- **2014-2015:** We scrutinized our budget and --when we could do the job effectively ourselves-- cancelled outsourcing services and contracts such as MARCIVE and Backstage Library Works. We carefully analyzed workflow and made great strides in efficiency. We now operate at our established levels with one less staff person in the Bureau.
- **2014-2015:** We prepared proposals for resource sharing among New Mexico's public libraries (potentially including academic libraries, as well). We made thorough investigations with possible vendors. A union catalog for resource sharing is [goal 3.I in our LSTA \(federal funding\) Five Year Plan](#). New Mexico libraries stand to save money if the funding is found to implement this project.

- **2014:** Careful stewards of our personnel costs, we recognized that it was time to fill a long-vacant position for cataloging our government documents (New Mexico and federal). From July 2014 to December 2015 our new documents cataloger added 1642 records to our online catalog, 730 of which were for older cataloging that was offline.
- **2014:** Strengthening our expertise we took time to learn the new cataloging standard [RDA \(Resource Description & Access\)](#). We acquired the necessary working tools (RDA Toolkit, Cataloger's Desktop, Classification Web, WebDewey). Now our cataloging goes more quickly and more accurately. We are better able to share our records and to readily use records created by other libraries. We are sharing our expertise with other libraries in New Mexico. Here are [some of our promotional articles](#).
- **2014:** We changed our subscriptions management vendor to WT Cox, giving us better service for a lower fee (fee dropped from 4.5% to 1%). See the [Statewide Price Agreement](#).
- **2015:** To help with a cataloging vacancy at our sister division, the National Hispanic Cultural Center, we pitched in to help! In four months we cataloged over 1000 items for NHCC.
- **2015:** A vacancy in the position dedicated to distributing state documents to New Mexico libraries (a statutory requirement) gave us the opportunity to reorganize and make major improvements in workflow and efficiency. From 2014 to 2015 the number of items distributed increased by 59% (from 553 to 881). Each item is distributed to as many as 24 libraries, including the Library of Congress.

#### Ensuring Transparency and Ethics in Government

- **2014-2015:** TSB was operating without a procedures manual. In close consultation with our constituents we took time and care to write guidelines. Now quickly we apply our procedures along with our cataloging partners in the SALSA consortium (libraries in state agencies), wasting little time in decision-making or negotiating. We share our operating procedures with other libraries in New Mexico, sharing what we hope are best practices. Our guidelines and priorities are available from [our web page](#).
- **2014-2015:** For the New Mexico Library Association the Bureau Chief reactivated the Technical Services Special Interest Group. Sharing our solutions with librarians statewide the Bureau has presented at every NMLA conference since then.
- **2015:** We updated our [Memorandum of Understanding between the State Library and the SALSA members](#).

#### Educating Our Children

- **2011-2015:** For our online catalog TSB cataloged many items of potential help to parents, teachers, children and the librarians who serve them. For example here are items available on the subject [reading readiness](#).

#### Keeping New Mexicans Safe

- **2011-2015:** For our online catalog TSB cataloged many items of potential help to citizens, enforcement officers, policy makers and the librarians who serve them. For example here are items available on the subject [drunk driving](#).