Executive Summary

Introduction

This summary describes why I believe that I should be promoted to the rank of Associate Professor of the College faculty. As this is the first time I have applied for promotion, this document follows my activities and development as a librarian in the course of my entire career to date, with a greater focus on the past nine years.

This portfolio, and my decision to request promotion at this time, is based on the NMSU Library Promotion and Tenure Policy as approved April 12, 2011, with an effective date of August 30, 2011.¹ In it, the requirements for the rank of Associate Professor include:

Librarianship
- Demonstrate strong knowledge base appropriate to area of responsibility.
- Make strong contributions as a member of the faculty to departmental and library-wide planning and development.
- Develop and maintain professional and productive work relationships with colleagues and others.

Scholarship and Creative Activity
- Develop established, significant record.
- Demonstrate beneficial impact.
- Achieve recognition in area of contribution.

Service
- Demonstrate progressive development in service contributions.

Additionally, as a member of the College Faculty:

“Evaluation of College Faculty for promotion should focus on the specific responsibilities of the faculty member’s position and the way those have been carried out. Since College Faculty members’ duties generally emphasize librarianship much more than the other criteria, the allocation of effort statement on the college faculty member’s annual performance evaluation and the basic job description are critical in the evaluation of the portfolio.”²

I believe that using these criteria, I am fully qualified for the rank of Associate Professor, College Faculty.

¹ Supplemental Materials: Introduction: Folder 1
² Supplemental Materials: Introduction: Folder 2
The document that follows represents the achievements of a twenty-five year commitment to Libraries and Librarianship in several different ways. Throughout my career there have been three themes that I would like to highlight.

Themes

Throughout my career, certain themes have guided my personal goals and objectives. The first theme, and the most important one, is customer service. In every position I have held, I have striven to identify my customers. These customers have been external, such as patrons or vendors. They have also been internal, such as selectors and branch managers. My customers are my supervisors and those whom I supervise. They are my co-workers and the patrons of my institution. The other half of this is how I seek to improve services to my customers. I regularly seeking input from my customers, as well as always working to fill their needs better, faster, and more efficiently.

My strong belief in customer service leads directly to the second theme of my career, which is process improvement. In every position I have held, I have worked to improve the processes I was involved with. Whether that was selecting and ordering materials or providing direct patron support I would examine current practices and ask, “Why do we do it this way?” or, “Is there a way to do things better?” As the resources available to libraries change, so must the processes we use to achieve great customer service.

The third theme of my career is professional development. By this I mean both my own development as a professional and the contributions I have made to the development of Librarianship as a profession. Through my own formal and informal education, working with and educating my co-workers and patrons, educating future library workers, and through working with various organizations as I detail below I work to improve my professional development.

Librarianship

Since coming to New Mexico State University (NMSU) I have succeeded in improving the customer service aspects of the Acquisitions Unit and through that the Technical Services Department as a whole. I have achieved this through being more responsive to the needs of the faculty, students and my fellow librarians than some of my predecessors were. Through the TSIssues email logging program we are able to better address any issues quickly and appropriately. I have endeavored to provide the University community with as much detail as I can about the work of the Acquisitions Unit and the on-going issues the Library faces. I have provided much timely and accurate information for dissemination to the University community. This is critical to managing the ongoing cuts that the materials budget has suffered in the current economic environment.

I have made several changes to improve processes in the Acquisitions Unit. One of the most significant was the simplification of the fund structure of the materials budget. In consultation with Library Administration and the Library subject specialists, I developed
a structure that allows for more flexibility in the budgeting and expenditure of materials funds, as well as providing for a greater understanding of the materials budget. I consulted with Systems Staff in the design of and implemented the foundations of the online supply request system, which provides for better tracking of supplies and increased ability to manage stock levels. I also worked to improve the process through which orders are received and invoices are processed and paid, within the Library. This has required extensive work with the Library’s business office and with University Purchasing.

I have developed professionally at NMSU as I implemented new ways to show various Library and University stakeholders that librarians are trustworthy stewards of the public’s money. I do this through carefully supervising the expending of the materials budget and by working with the Library Administration and other Staff to justify the Library’s budget to the University and our other funding agencies. I have further developed my professional skills through my work on the project to design, build out and move Technical Services Department from the first floor to the second floor.

Prior to coming to NMSU my librarianship has focused on these same areas. I have been active in a variety of projects. These have ranged from assisting with the certification of courses at Dona Ana Community College Library Science Program by the Library Support Staff Certification Program, automating the ordering system and designing a new building at El Paso Public Library, helping with the development of new products at Baker & Taylor, installing the first limited area network (LAN) at Houston Public Library, to chairing the Library Liaison Committee at Saginaw Valley State University. I have worked constantly and continuously to improve customer service, improve processes, and develop both our profession and myself in our profession.

I have a strong knowledge base appropriate to Acquisitions. I am already making strong contributions to the Library Faculty, both in my Department and in the Library at large. I have continue to develop and maintain professional and productive work relationships with my colleagues both within and without the Library.

Scholarship and Creative Activity

While scholarship and creative activity have never been considered part of my job, I have always endeavored to keep contribute to the knowledge base of my profession. I have published book reviews and articles in Library Journal, one of the leading journals in public librarianship. I have also contributed an essay to Radical Cataloging: Writings from the Front, and was either editor of or contributor to several other publications.

Since starting at NMSU in January 2011, I have signed a contract with ALA to write a book in their “Fundamentals of Library Science” series. I’ve accepted a commission to write a collection development article for Library Journal. I’ve also presented at several conferences in the areas of collection development, acquisitions, diversity, and strategic planning.

The same themes resonate in my scholarship and creative activity. I write as a service to other librarians and to help them provide better customer service to their
patrons. My presentations are about improving library processes of all types. All of my scholarship and creative activity provides a means for me to develop as a professional and to help develop the profession.

Service

I have been active in service to my profession for many years and at many levels. My service follows the same themes as my career. I work to provide the best customer service to the other members of the organizations I serve by taking leadership positions when called on. Part of any service I do is to look at, and be a part of, process reviews and evaluations. These can be as minor as taking care of “housekeeping” changes to bylaws, to being part of a complete reevaluation of the purpose, values, and serve the mission of the organization. I believe that by working in and with the organizations I do, I am developing my profession while I develop abilities to assist my employer, my profession, and myself.

Since my arrival at NMSU I have already become active in service to the Library through my work on several committees. These include search committees for the new Business Librarian and the new Associate Dean, the Library Budget Committee, the Strategic Plan Retreat Task Force, and the Dean’s Faculty Research Award Committee. On the larger campus, I was a part of the Sick Leave Bank Committee as well as the committee coordinating programs for Banned Book Week.

Regionally, I am the Past President of the El Paso chapter of REFORMA: The National Association to Promote Library & Information Services to Latinos and the Spanish Speaking (REFORMA) as well as being a member of the fledging REFORMA – New Mexico chapter. I am very active in the Border Regional Library Association (BRLA) serving in the past as chair of several board committees and currently serving as Vice-President/President Elect, as well as chair of the Publicity/Advocacy committee and liaison to the American Library Association. I am also currently the Co-chair of the Site Selection Committee of the New Mexico Library Association (NMLA). In the local community, I have the pleasure of serving as the music researcher and cataloger for SingingOut Las Cruces, a new community chorus.

Nationally and internationally, I work extensively with the American Library Association (ALA) and REFORMA. I have been at the highest levels of service with ALA for most of the past ten years, serving on several advisory boards and committees. This past year I was elected to my second term, and first term as an at-large member, of ALA Council, the primary policy and decision making body of the Association and by extension the library profession in the United States. I have also served at the national level of REFORMA both on the organizing committee of the third national conference in 2008 and as a member of the national board during my tenure as president of REFORMA – El Paso. Through these organizations I am active in international programs at the Festival Internacional de Libros (FIL) in Guadalajara, Jalisco, Mexico and the LIBER Book Fair in Spain.
Conclusion

Looking back at my career, I know that my achievements are sufficient for the rank of Associate Professor. My accomplishments in librarianship, while not always in the academic arena, are varied and of the highest caliber. My broad-based experience gives me a deep understanding of the interrelatedness of all parts of the Library. My abilities are recognized by the organizations I work for and with and I am consistently rated at the top in my evaluations. I am active in scholarship and creative activities, even though they are not a requirement of my current or previous positions. I make contributions to librarianship through my reviews, presentations, and workshops. My service is also varied, ranging from working for local organizations to sitting on the policy making body of the most important organizations in the library profession. I am also very pro-active in taking advantage of service opportunities here at NMSU, both in the Library and in the University community at large, serving on committees and taking part in various programs.

Throughout my career I have worked within my three themes: customer service, process improvement, and professional development. I am very successful in these areas and I look forward to continuing to expand my knowledge and capabilities in concert with the plans and needs of the NMSU Library.