

NEW MEXICO STATE LIBRARY

1209 Camino Carlos Rey, Santa Fe, NM 87507 | nmstatelibrary.org | (505) 476-9700
A Division of the Department of Cultural Affairs

New Mexico State Library Commission October 26, 2023 State Library Report

ADMINISTRATION

Eli Guinnee, State Librarian

Kate Alderete, Deputy State Librarian

Personnel

The State Library is getting close to having no vacancies. Under Administration, our new Digital Equity Manager, Bo Ford, starts October 30. This position will continue to work with the Office of Broadband Access and Expansion to support public libraries, and will have expanded duties to identify statewide library needs and opportunities for meeting digital equity challenges.

This leaves a single vacancy in the Library for the Blind and Print Disabled (LBDP)—a previously part time Outreach Librarian A position which has been reclassified to be full time. With fulltime hours, this position will promote LBDP and other state library services to ensure ever New Mexican knows about all that the State Library offers.

Highlights Since Last Report

Our Statewide Delivery Service is up and running, under the management of Liana Morales, and with a fulltime driver, Guillermo Martinez, visiting every public library in the state. At current capacity, each library will get a delivery at least quarterly. We now have a circulation system specifically for STEM Kits, Travelling Exhibits, Bilingual Book Walks, and other educational outreach materials. The State Library coordinated the creation and publishing of the 2023 New Mexico Poetry Anthology, Exploring New Mexico Student Guide, and Imagine Nature coloring book. These will all be distributed using the new delivery service to libraries across the state in the coming months. Warehouse space for outreach items has been created by removing a large carousel in the LBDP area.

As Chair of the Connect New Mexico Council's Digital Equity, Inclusion, and Accessibility working group, the State Librarian co-hosted a digital equity summit at UNM Taos on October 6, with help from the State Library's Raquel Martinez, and in partnership with the Albuquerque Broadband Office and the NM Office of Broadband Access and Expansion. The Summit brought together libraries, nonprofits, telecoms, universities and colleges, and others to identify and discuss priority areas for tackling digital equity gaps in the state. Information gained from the event is informing New Mexico's Digital Equity Plan, which serves as the application for federal Digital Equity funding in 2024.

Deputy State Librarian Kate Alderete represents the State Library and New Mexico on the national level, serving on the ALA Policy Corps and Committee on Legislation. In December she

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will be attending ALA Leader Advocacy Training in Chicago, and ALA's Policy Corps United Against Book Bans Cadre in DC.

GO Bond

Overall, public libraries spent 99.86% of their \$4,000,000 2018 GO Bond allocation. Deadline for submitting 2020 GOB reimbursement requests is April 1, 2024 (\$3M to publics; \$500k to tribal). The 2022 GO Bond allocation is a record \$6,000,000 for public libraries and \$1,000,000 for tribal public libraries.

DEVELOPMENT BUREAU

Dale Savage, Bureau Chief

Rural Libraries Endowment

- Worked with State Librarian & DCA Legal to formulate Rural Libraries Program Grant Agreements and Guidelines.
- Developed grant agreement packets & sent them to 54 rural public and tribal libraries via Docusign.
- \$2,646.29 sent to each eligible library.

Tribal libraries Program – Crownpoint Office

- Recruited and hired new Navajo Nation Outreach & Program Support Specialist, Raeshelle Largo.

State Data Coordinator

Carmelita Aragon

FY22 Annual Report Data reviewed and finalized by the Institute of Museum and Library Services (IMLS). FY23 Annual Report administered with FY24 state aid eligibility review complete. 14 of the 97 public libraries received FY24 state aid denial letters. Preparing FY24 state aid grant agreement packets in DocuSign and the necessary documents required to create POs for payment requests once grant agreements are returned.

GO Bonds Coordinator

Patricia Moore

The **2018 GO Bonds** officially closed on June 30, 2023 (rather than June 30, 2022). It was found that the libraries hadn't had access for the three fiscal years as required by the Legislative Bill. To address this discrepancy, it was determined that libraries that had at least 5% of their original allocations remaining were eligible to continue to spend and submit reimbursement requests.

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Eight libraries qualified with approximately \$92,000 remaining to be spent before June 30, 2023.

- Five public libraries had \$11,238 still available and three libraries subsequently received reimbursement for \$7148 (64%).
- The two tribal public libraries had \$38,259 remaining and subsequently received reimbursement for \$34,649 (91%).
- \$39,091 had been allocated to Torreon Community Library which was not in operation during the time funds were available. That amount reverted to the state.

Overall, public libraries spent 99.86% of their \$4,000,000 allocation. Tribal public libraries spent 94.02% of their \$750,000 allocation.

The current **2020 GO Bonds** are a total allocation of \$3,500,000 to public (\$3,000,000) and tribal public libraries (\$500,000). As of 10/20/23, public libraries have requested reimbursements for \$848,869, leaving 71.6% still available. Tribal public libraries have requested \$78,749 with 82.2% still available. Deadline for submitting 2020 GOB reimbursement requests is April 1, 2024.

The 2022 GO Bond allocation is a record \$6,000,000 for public libraries and \$1,000,000 for tribal public libraries.

The upcoming 2022 Go Bonds timeline:

- In November 2022, over 61% of the voters approved the 2022 GOBs.
- Sometime between March and August 2023, the Bonds were sold.
- September 2023, the money was encumbered in the state's financial database.
- October/November 2023 - Grant Agreements will go out to library directors. It generally takes 3-4 months for all the signatures to be recorded and grants back at the State Library.
- January/March 2024 - POs are created and sent to library directors.
- The money is available to the libraries for parts of three fiscal years (as required by the Legislative Bill):
 - during part of FY24 (6 months; eligibles purchases can begin January 2024)
 - FY25 (12 months)
 - part of FY26 (9 months, up until March 31, 2026)
- April 1, 2026 – deadline for the 2022 GO Bonds.

Tribal Libraries Program Coordinator

Cassandra Osterloh

- Continued working with the Nambé, Picuris, and Taos Pueblos in developing their tribal libraries.

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- Visited 18 of the 21 tribal libraries; several were visited numerous times. I also visited several Navajo Chapters (Crystal – 2 times, Naschitti, Ramah – 2 times, Sheep Springs – 3 times, Torreon – 3 times) to discuss the development of their respective libraries, as well as to conduct community computer training.
- ARPA Grant funds not accepted by the Navajo Nation Library were repurposed for tribal library support: approximately 12,500 books (\$210,000) were purchased for 11 Navajo Chapters and the three developing Pueblo libraries from Perma-Bound. Also, 150 iPads were purchased and are being used for portable classrooms for TLP and TLP Outreach (Crownpoint) and distributed to all tribal libraries and Navajo Chapters.
- Convened monthly TLP meetings & monthly TLP Book Club meetings.
- TLP organized two field trips for tribal librarians: Pueblo of Isleta Library, where we had a tour, a TLP meeting, and a presentation and training on eSports. UNM – Health Sciences Library and Informatics Center, where we had a tour and all-day workshop and sessions presented by various Health Sciences professionals.
- Attended the Storytelling and Literary Arts Conference (Navajo Technical University) in April, UNM-IAIE Education Summit in June, and the Tribal Education Community Summit (TEA, APGC) in September.
- Tribal libraries are working through funding for tribal library construction. This funding is being funneled through PED-IED. I have been helping where I can. At this point, Acoma, Mescalero, and Santa Ana are shovel ready for new libraries and Santa Clara has plans in place for a large renovation and expansion. Others are in various stages of design and planning.
- 3 retirements in the TLP community: Cynthia Aguilar (Santo Domingo, 30+ years), Joyce Medina (Zia, 34 years), Jean Whitehorse (NMSL, 26 years)
- Working with Clyde Henderson of Diné College (Shiprock) to explore the possibilities of both the Shiprock and Crownpoint campuses having public library components to their already existing college libraries. Neither town currently has a public library. A library in either place would constitute a tribal public library within a Navajo Chapter. Shiprock used to have a library. It was a branch of the Farmington Public Library, but the building burned down, and nothing was done to build or continue that library.
- The Navajo Nation Library did not expend their \$300,000 from the Tribal Libraries Afterschool and Summer Programming Special Grant (SB377). Of the remaining \$4.2 million dollars disbursed to the other 21 libraries, 72% was spent, with the remainder returned to the State.

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- Other professional work:
 - Chair of the Tribal Library Consultants group. We were able to become a Community of Practice with COSLA earlier this year.
 - Diverse Book Finder – Reparative Metadata Project
 - Member of ATALM’s Inaugural Tribal Library Council.
 - One of the leads in updating the TRAILS Tribal Library Procedures Manual.
 - Served on the ATALM (International Conference of Indigenous Archives, Libraries, and Museums) – Programming Committee, 2023 Annual Conference (OKC, October 24-26)
 - Represented NM at the Annual National Book Festival in Washington, D.C. in August.
 - Secretary for NMLA’s NALSIG (Native American Libraries Special Interest Group).
 - Website committee for AILA (American Indian Library Association).
 - Finishing my 2-year term as NMLA Member at Large.
 - Just elected as the ALA-APA Councilor for NMLA.
- Upcoming projects and highlights:
 - On November 16, at the Santo Domingo Pueblo Library, training will be conducted in person by Jennifer Himmelreich (IMLS) on the IMLS Native American Library Services Basic Grant and the IMLS Native American Library Services Enhancement Grant. The training will be hybrid – in person and via Zoom (for those who cannot attend in person)
 - Other training being developed for 2024: archives training series (in collaboration with the NM State Archivist), collection development training series, oral histories training series, early childhood tips for tribal librarians, and iPad training.
 - San Juan College – return to conversations about creating a tribal library certification program (community college-based certification).
 - Working to assist with a possible collaboration/consortium among Zuni Public Library, A:shiwí College and Career Center, Navajo Technical University (A:shiwí College is now a part of NTU), UNM-Gallup, and Octavia Fellin Public Library (Gallup).

Youth Services Coordinator

Kelly McCabe

- Continued to publish a monthly Youth Services Newsletter and maintain a statewide Youth Services Listserv to communicate with youth services staff. In addition, I host a monthly YS Meeting, and a quarterly YS Book Club.

- Early Literacy Calendar (in English and Spanish) made available for all public libraries to distribute to patrons based on the Every Child Ready to Read framework for literacy skills. These calendars give caregivers daily skill-building activities, plus rhymes, songs, and booklists to help their child get ready to read. We have had overwhelmingly positive response to the calendar which has been accessed online by libraries over 1100 times since January 2023.
- New Mexico joined the national Transforming Teen Services initiative sponsored by YALSA and COSLA. Kelly McCabe and Brynn Cole (Rio Rancho Public Library) attended a training in February 2023 to learn about the project and bringing the trainings to New Mexico. In addition, we applied for and received a \$5000 YALSA grant to fund materials and equipment to be used in a 2024 statewide learning cohort.
- Youth Services hosted a Solar Science Workshop in partnership with StarNet in April 2023 to help libraries prepare for the October 2023 eclipse. Four kits were given to the NMSL to circulate throughout the state.
- Youth Services continues to use Niche Academy for training opportunities. I created a CSLP Course to provide youth services librarians with on-demand access to CSLP materials and trainings.
- Statewide representative for the Collaborative Summer Reading Program (CSLP) and coordinate access to the programming manual, graphics, and professional development opportunities. I attend CSLP monthly board meetings and attended the two-day Annual Meeting in September 2023.
- Supervised two graduate summer interns from May – August 2023 to create a new online reservation system for Circulating Kits and exhibits.
- Conducted 15 site visits to public libraries during their Summer Reading Programming from May – July 2023.
- Coordinated the re-subscription of Beanstack, an online reading tracking software program that is provided to 25 New Mexico public libraries. I communicated with libraries about training and use, and am monitoring participating libraries. I created the Beanstack site for the NMSL Bookmobiles.
- Implemented the Summer Reading Survey for Libraries and the Parent/Caregiver Survey to gather feedback on summer reading programming and impact.

2023 Summer Reading Program Statistics

75 New Mexico public libraries offered over 2,200 summer reading events – with over 32,000 registered participants and over 65,000 program attendees of all ages. In program surveys, parents and caregivers overwhelmingly report that library summer reading programs increase children’s enjoyment of reading, skill and amount of reading, and use of their local public library.

Sample responses that demonstrating the impact to families:

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- *“We live in the country and the kids get so excited to participate and interact with other kids in a fun, safe, cool environment.”*
- *“The summer reading program helps keep my son engaged in learning and socializing while out of school. We live in a very rural area and it is difficult to find engaging activities when school is not in session.”*
- *“It gave our whole family a way to bond and stay engaged.”*
- *“They have more desire to read and go to the library to get more books.”*
- *“It really has helped encourage my kids to read and go to the library!”*
- *“We are grateful for this program and how much it promotes reading in our own community.”*
- *“My child loves attending. This summer reading program has impacted my child to have less screen time and expand his vocabulary and understanding of letter sounds, spelling, and word recognition.”*

NMSL provides statewide workshops to library staff, as well as robust online resources, to assist in planning and implementing their summer reading programs.

PUBLIC SERVICES BUREAU

Lori Thornton, Bureau Chief

Public Services hired a Government Information Librarian in May 2023 and an Interlibrary Loan/Reference Librarian in October 2023. The bureau is now fully staffed.

Statistics FY 23

	January	February	March	April	May	June
Reference	581	404	426	312	305	260
Circulation	154	124	186	124	136	121
Interlibrary Loan	552	664	586	178	98	52
Computers	65	46	92	75	52	56
Gate (half)	489	462	717	480	685	546
TOTAL	1841	1700	2007	1169	1276	1035

Statistics FY 24

	July	August	September
Reference	362	409	363
Circulation	131	184	144
Interlibrary Loan	156	303	320
Computers	63	73	65
Gate (half)	584	722	479
TOTAL	1296	1691	1371

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New Mexico Center for the Book

The 2023 New Mexico Letters About Literature competition entry deadline was December 30, 2022. Judging was completed in March. The winners were announced in April. Please see <https://lettersaboutliterature.nmculture.org/> for the full details about the 2023 contest.

The 2023 National Book Festival took place in August. The theme was “Everyone Has a Story”. The books representing New Mexico were *Tumble*, written by Cecilia C. Perez, which was the “Great Reads from Great Places” selection; and *Shutter* by Ramona Emerson. Please see <https://bookfestival.nmculture.org/> for more information about the books, author video presentations, and activities for youngsters.

Career Online High School

The three rural book mobiles and three public libraries (Albuquerque/Bernalillo County Library System, Belen Public Library, Santa Fe Public Library) which are participating in the program all have students enrolled in Career Online High School or recent graduates. There are currently three active students enrolled in the program, with several more soon to be enrolled. Albuquerque has had seven graduates; Belen three; Santa Fe one; and each of the bookmobiles has had one graduate. Please see the New Mexico site for more information - <https://nm.careeronlinehs.org/>.

Internet Archive

Currently the State Library collects and distributes state government print publications, including born-digital publications as per New Mexico Statute and Administrative Code. Through a new partnership with *Archive-It*, the State Library will begin capturing state agency websites as well in order to provide New Mexico's citizens with permanent comprehensive online access, via the [Way Back Machine](#), to state government information, social media and other digital content published exclusively on state agency websites. Because very few agencies release public information in print, if their websites are not captured and preserved, the record of New Mexico state government is lost.

TECHNICAL SERVICES BUREAU

Bradley Carrington, Bureau Chief

Bureau highlights

- New cataloger: extensive training for Sarah Obenauf; she passed probation and became a career employee on September 19th!
- Martha Liebert Public Library, Town of Bernalillo migrated to our Symphony ILS:

Migrated from MLPL Apollo into our Symphony	
bibs	18069
items	17619
patrons	8392
charges	480
holds	18
bills	86

- analyzed data load of test extract
- assisted with profiling and configuration
- delivered training, including GoLive support
- [NMLA presentation](#)
- Spanish Colonial Arts Society: assigning Library of Congress classification for its library resources
- National Hispanic Cultural Center: training new cataloger (including on Symphony WorkFlows, Enterprise, OCLC CatExpress); helping with backlog
- New Mexico Museum of Art: suppressed display of records for Beaumont-Newhall collection (City of Santa Fe is recalling its loan); added location for new Vladem museum; assisted with inventory work related to flood-damaged items
- [SALSA meeting!](#)
- Other libraries whom we served: Carlsbad, Chama, CNM
- Bookmobiles & Books-by-Mail: supplying many bib records; advising on options for cataloging the new large print collection; Symphony configuration for East and West libraries to enable floating collections and resource sharing
- Intern Spencer Naar, University of Washington library school: helped with planning for his guide on free sources of RDA instructions; here's [his guide!](#)
- Symphony/Enterprise:
 - Joseph Angelo promoted to Library Database Administrator!
 - added eResource Central and Cross Reference Integration to Enterprise
 - annual deduplication of our bib database: starting with 923,544 bib records: 4550 dups merged into 4462 master records
 - upgraded to Symphony 4.0
- Mailing lists: moved NMSL Zianet lists to UNM Listserv service (thanks to David Hurley!)
- NMLA: Sarah served on the Board
- Professional development:

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- OCLC Cataloging Community meetings: [February](#) and [June](#)
- ALA [New & Official RDA Toolkit](#) webinar series
- NARDAC [Spring update](#) forum
- PCC [Operations Committee](#) meeting; ALA meetings: [midwinter](#), [annual](#)
- CC:DA (Committee on Cataloging: Description and Access): ALA annual meetings [part 1](#) and [part 2](#)

Technical Services Bureau statistics	FY21	FY22	FY23	FY24 Q1
new bibliographic records	18428	17908	21862	4224
new item records	21729	25380	20541	4914
new serial issues	4303	4570	3941	906
new records contributed to WorldCat	475	489	235	62
WorldCat master records replaced	1753	1398	932	772
our symbol NMS added to records (copy cataloging)	16245	14592	14070	2630
NACO	177	217	161	54
BIBCO	405	622	322	368
CONSER	100	81	114	17
SACO	8	2	3	2
OCLC duplicate record sets merged	714	864	582	665
CIP records	69	103	104	31
State documents distribution	157	238	109	9

RURAL SERVICES & LSTA

Kate Alderete, Deputy State Librarian

Bookmobiles

Bookmobile services continue to run statewide with remote offices in the East, Northeast and Western regions of the state. We are now in the process of purchasing a new bookmobile for our West office. Due to labor and supplies shortages still affecting production of new vehicles, we are about a year and a half out from receiving our new vehicle. To ensure that bookmobile patrons receive library materials even without a working bookmobile, Bookmobile West has gone out on day runs with our State vehicle to deliver items placed on hold by patrons as well as running books by mail out of their office. We have also started sharing a bookmobile between East and West as a medium term solution to being down one bookmobile. Bookmobile Northeast continues to run a strong program including an on-site summer reading program.

Statistics for Bookmobile for July 2023 – September 2023:

Patrons – 5291
Circulation – 1590

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IMLS - LSTA and ARPA

The New Mexico State Library will continue to support the goals of their Five-Year Plan for FY 2023-2027. In New Mexico, specific goals address the following:

1. Expanding services for learning and access to information and educational resources, in all types of libraries for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills;
2. Establishing or enhancing interlibrary resource sharing electronically via ILLiad, document delivery services, and courier service to improve coordination among and between libraries in New Mexico for the purpose of improving the quality of and access to library information services;
3. Providing library services to visually impaired, rural, homebound, and underserved New Mexico residents.

Delivery Service / Books by Mail

Liana Morales

In April 2023, Liana Morales moved to the position of Courier and Delivery Supervisor with the responsibility of organizing and developing the new delivery program which involved collaborating with multiple bureaus, creating new data, outreach, and workflow systems, and hiring and providing onboarding for Guillermo Martinez. Formerly from the New Mexico History Museum, Guillermo was hired as the new Library Tech/Delivery Driver in May 2023. In the past year, he and Liana have made on-site visits to public libraries around the state for outreach and delivery of DCA Activity Kits, A is for Artist Coloring Boards, 2-sided bulletin/dry erase boards, book selections about art, poetry, and culture, and promotional materials of NMSL services. During the summer, LibCal, an online reservation system, was set up by two library graduate school interns, Jennifer Chen and Marley Jameson-Cisneros. Items such as circulating activity kits, portable exhibits, and other materials were added to the catalog. Since its launch in August 2023, 37 items have been delivered.

Liana is heading the development of a pilot program for the delivery of circulating Large Print and Book Club sets in collaboration with the NMSL Technical Services Bureau, Development Bureau, and Books by Mail Program.

Statistics for July 2023-September 2023

Number of libraries served: 88

Number items delivered: 37 Circulating Items, 102 Non-Circulating Items

Books by Mail

In December 2022, Teresa Martinez, the longtime Books by Mail Librarian retired after more than 20 years at the State Library. In March 2023, Berdina Nieto was promoted from her position as Reader Advisor in the Library for the Blind and Print Disabled to the new Books by Mail Librarian. Since she began in this position, she has contributed several new advancements

including a digitized workflow for statistics and outreach, and a long-range development plan for the future of the program. Adeline Ney was hired as an undergraduate intern this past summer to assist in Berdina's project goals including weeding, inventorying, and organizing materials. Berdina has published and distributed 2 seasonal catalogs, the summer issue which served as her introduction to Books by Mail patrons, and the fall issue which features holiday book bundles for children and a spotlight on Banned Books Week in October.

Statistics for July 2023-September 2023:

Patrons - 365

Circulation – 709

LIBRARY FOR THE BLIND AND PRINT DISABLED (LBPD)

John Mugford, Regional Librarian

Changes and Developments

The first nine months of 2023 featured several personnel changes, highlighted by the creation of a reclassified position, and the filling of four positions. One position in the process of reclassification is expected to be posted for applicants in late October or early November.

With staffing effectively reduced to three persons from mid-April through early August, Jeremy Zeilik and John Mugford along with recently hired Yavar Moradi handled all incoming queries, application processing, and various other duties such as cataloging, volunteer support, and outreach. Despite these many challenges, the library was able to maintain a relatively stable workflow with minimal impact to application and circulation processing.

Nicoletta Aguccioni and Jennifer McGill began work as Reader Advisor and Readers Experience Coordinator respectively in early August. A native of Italy, Nicoletta brought customer service and multilingual abilities to her position, while Jennifer has deep experience as a school librarian. Each have brought strong customer service and technical skills to their positions. In late September, Jon Caro accepted an offer for the other Reader Advisor position, beginning in mid-October.

Lower staffing levels reduced opportunities for new initiatives; however, the library provided ongoing support for Scribe Mini duplication units distributed to seven locations statewide. Units were placed at public libraries in Alamogordo, Las Cruces, Los Alamos, Rio Rancho, Santa Fe, and Silver City as well as at the Santa Fe Community College. While activity has so far proven relatively low, the Los Alamos and Rio Rancho sites have had regular monthly activity since their placements in late 2022.

The National Library Service (NLS) and affiliates added over 9,000 new audio book titles during these nine months. Of this amount, nearly 1,700 titles were added by regional library programs with more than 1,000 titles added from foreign language and other English sources obtained through the Marrakesh Treaty and Accessible Books Consortium. This latter grouping now represents over 5,000 titles in the general collection. In total, the NLS digital book collection now includes over 120,000 audio book titles along with nearly 25,000 braille titles. Also, nearly 22,000 digital magazine issues are available for download.

Circulation totaled 94,004 during these nine months—an average of 10,445 per month. This total was about 12% lower the same nine-month period in 2022. Much of this decline has been related to two factors: (1) a levelling in the growth of Digital-on-Demand (DoD) requests; and (2) a decline in patron growth due to fewer referrals from agencies such as the New Mexico Commission for the Blind (CFB) and Veterans’ Administration (VA). Additionally, refinement of patron profiles in coordination with DoD selection has created relatively balanced month-to-month circulation. Both August and September had higher circulation amounts than during the same months in 2022 indicating a potential upward trend.

Applications

Applications continue to be tracked extensively for source and length of processing time. The CFB continues to account for a relatively high number of application referrals followed by the Veterans’ Administration. As application numbers begin to return to pre-Pandemic levels and newer staff become fully trained, full application processing time, including direct patron contacts, has been averaging about two weeks. This processing time is expected to lower to one week or less by the end of 2023. All new applications are being saved in digital format, and digitization of older, active applications has progressed alphabetically through about 25% of existing files.

In late August, the NLS effectively discontinued promotion of its online referral system, generated from social media advertising, known as “Leads”. Introduced in October 2022, “Leads” generated nearly 70 referrals from January through September for New Mexico with a successful new patron fulfillment rate of about 10%. It is currently unclear as to whether the NLS plans to pursue a similar social media outreach soon. The NLS continues to promote BARD use for new patrons using their personal electronic devices. In New Mexico, BARD activity remains relatively stable at about a 20% level for all active patrons. While the NLS continues to encourage and promote BARD use growth through initiatives such as VA Rapid Sign-up, overall BARD use remains relatively static.

Transitions

Book circulation and patron registration generally stabilized and gradually increased, as staff fully returned from teleworking; however, an unusually increased level of staffing turnover and longer-term vacancies largely limited performance function to core reader services until a return to fuller staffing by late summer. Nonetheless, patron satisfaction and appreciation remained relatively positive.

The process of removing the warehouse-sized carousel storage system was completed in April after some initial delays due to improper sizing of removal equipment. This system had been in place since the State Library building's opening in the summer of 1998. Initially, it allowed for storage of about 300,000 audio book cassette containers; however, as the NLS gradually modified its distribution model to digital cartridges and duplication-on-demand, such storage needs became obsolete. This high-ceilinged, approximately 2,000 square foot space has quickly become filled with current storage needs. Future plans include modifying sections of this space to provide vehicle and shelving storage.

Phone use access has continued to operate efficiently and reliably. LBPD was a leader among State Library sections in the implementation of use of the Avaya system in March 2022. This system became standard in the building in April 2023.

Outreach and Volunteerism

Staff limitations mostly reduced outreach activities to initiatives already in progress such as distribution of Scribe Minis to select locations. In early February, Berdina Nieto and Tim Donahue collaborated in a Podcast interview, promoting program services, titled *Healthy Escapism: The State Library for the Blind and Print Disabled*. The interview was conducted by Charlotte Jusinski for the Department of Cultural Affairs Encounter Culture series. It is available via the following link: <https://podcast.nmculture.org/2023/03/07/healthy-escapism-the-state-library-for-the-blind-and-print-disabled-with-tim-donahue-and-berdina-nieto/>. Additionally, local community/public radio station KSFR continues to broadcast occasionally a 30-second announcement describing program services.

In late August, Jennifer McGill provided an outreach initiative to a group of Santa Fe public schools special needs students and performed a similar educators' oriented initiative at a Vledem Museum evening event in September. Also, in September, Jennifer and John Mugford represented the library at the New Mexico Federation for the Blind Convention in Albuquerque.

Recording studio volunteer narrator and review activity remained steady with a core of veteran volunteers performing most of the production activities. 19 new projects were initiated or completed between January and September. Notably, New Mexico Poet Laureate Lauren Camp

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completed a narration of her book *Took House*, which was upload to the BARD online database in April for general distribution. Other completed productions of note were *The Discoveries of Esteban the Black* by Elizabeth Shepherd and *Breakdown: Lessons for a Congress in Crisis* by former Senator Jeff Bingaman.

The Friends of the New Mexico Library for the Blind continued to meet quarterly to discuss general planning and budgeting for 2023. A generous donation increased the Friends' total assets to about \$60,000. Renewal of an annual volunteer event is being considered for 2024. Also, the three-year renewal of the Hindenburg Recording Software licensing will be due in the spring of 2024.