

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 27, 2022 State Library Report

ADMINISTRATION

Eli Guinee, State Librarian

Staffing:

- The Library has one vacant position at the Library for the Blind and print Disabled, which is being reclassified from a Library Tech position to a Reader Experience Coordinator position in response to changing technology opportunities.
- We also have an open position at each of our three bookmobiles, two of which are awaiting offer letters, and one which will be posted shortly.
- Our Librarian Supervisor position in Public Services is vacant due to retirement of Laura Calderone, is in the interview stage.
- Previously reported vacancies at the State Library including Accountant/Auditor, Grant Manager/LSTA Coordinator, Reference/ILL Librarian and Youth Services Consultant have all been filled by Dakotah Johnson, Liana Morales, Bentley Clark and Kelly McCabe respectively. Martin Sedillo has been promoted from Library Tech to Bookmobile West Supervisor, filling a vacancy from Liana Morales' promotion.

Library Initiatives:

- **Traveling Exhibits:** The Library continues to work closely with other Department of Cultural Affairs (DCA) agencies to provide collaborative, educational and useful resources to New Mexicans. In addition to collaborating on this year's DCA Coloring Book, "A is for Artist" the State Library will also work with libraries around the state to deliver our first traveling exhibit. Utilizing the coloring book, we will select 11 libraries to display collaborative community coloring exhibits. 11 works from the book were selected to enlarge on dry erase material and will be distributed to libraries across the state. The library also created an additional 100 large scale (but not quite as large and on paper instead of white board) coloring pages to distribute to each library around the state.
- **Large Print Circulating Collection:** The library has created a large print collection and will be adding to it during the next fiscal year. The goal for the collection is to circulate not only to individuals through bookmobiles, books by mail and Library for the Blind and Print Disabled but also as deposit collections that can be circulated as a loan to the public libraries to supplement local LP collections.
- **Courier Service:** Per our new LSTA five year plan, the State Library is planning to provide a courier service on a spoke and hub model to public libraries in the state. The objective of the program is to provide resources between libraries and from the State Library/DCA/other state agencies.
- **Palace Project:** The State Library was awarded a grant that provided access to the Palace Project platform and \$25,000 dollars in content. The project is free to anyone in the state. Additional Content was also added to the collection to provide a robust E-collection to all New Mexicans.
- **New York Times Online:** New York Times including access to NYT Games and Cooking was procured by the State Library as a pilot program to be provided to all New Mexicans via their public libraries. We would like to continue the service for libraries but will evaluate as the program progresses.

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- Strategic Plan: The Library's internal strategic plan will be evaluated and updated by June 2023. Currently we are in the planning phases including creating a committee. Committee will represent each department and include staff at all levels.
- Mini-Scribe Pilot: The Library for the Blind and Print Disabled is piloting a new concept making the most of the new Download on Demand technology. A small version of our Scribe machine will be distributed to several area libraries so LBDP patrons can immediately refresh the contents of their cartridge by visiting a local library rather than sending them back to our office. If successful this concept can be recreated in other parts of the state and nationwide.

Telework: Telework has officially been rescinded for almost all staff, and the state library is returning to in person work as of October 3, 2022.

DEVELOPMENT BUREAU

Dale Savage, Bureau Chief

- Continued holding monthly online meetings for public library staff
- Participated in meetings with Dine Education and Navajo Nation Library regarding the establishment of chapter house libraries in New Mexico Navajo Chapter Houses
- Worked with the State Librarian, DCA Legal, and State Records Center and Archives staff schedule hearings for a new NMAC 4.5.10 for the Rural Libraries Endowment
- Worked with State Librarian, DCA Legal, and SRCA staff to schedule hearings to implement emergency amendments to NMAC 4.5.9 to administer Special Library Grants and to later, make the amendments permanent.
- Hired a new Youth Services Coordinator
- Worked with State Librarian and State Data Coordinator to administer ARPA grants
- Purchased Niche Academy to provide online training tutorials for New Mexico Chapter House library staff members and all other New Mexico public library staff.
- Purchased Beanstack reading tracking software for 28 interested libraries to use with patrons for Summer Reading Programs and other reading challenges for various ages throughout the year

Youth Services Coordinator update – (Position vacant from June 2021, Carmelita Aragon filling in):

- Communicated with youth services library staff via listserv with information from CSLP, and about Summer Reading Program 2022 (SRP) information
- Prepared vouchers for SRP22 to get codes for libraries from CSLP
 - Prepared RFP for SRP22 vouchers
- Ordered SRP22 manuals and catalogs from CSLP
 - Prepared RFP for manuals
- Mailed SRP22 manuals and catalogs to libraries
- Prepared giveaways and distributed giveaways of SRP22 promotional materials
- Prepared RFP for CSLP membership

- Updated and maintained youth services listserv
- Worked to orient and assist new Youth Services Coordinator hired June 13, 2022

Youth Services Coordinator update – Kelly McCabe

- New Youth Services Coordinator hired June 2022.
- Communicated with youth services staff via listserv and new Youth Services Newsletter regarding CSLP (Collaborative Summer Library Program), professional development opportunities, and library news.
- Visited nine public libraries state-wide during summer reading programs.
- Wrote articles for the NMSL Hitchhiker blog regarding SRP and other library updates; created and sent monthly Hitchhiker digest.
- Attended CSLP Annual Meeting as state SRP coordinator
- Monitored and addressed questions regarding the SRP22 surveys for libraries and parent/caregivers.
- In process of preparing summary SRP22 data for NMLA conference presentation
 - Preliminary data shows over 21,000 New Mexicans registered for summer reading programs.
- In process of planning state-wide Fall training workshops for SRP23
- Maintained state-wide CSLP membership, ordered SRP23 manuals and catalogs, and submitted SRP23 voucher requisition.
- Maintained and updated Youth Services listserv
- Participated in national Youth Services listserv and virtual meetings
- Attended relevant professional development opportunities for upcoming publications and youth services training.

State Data Coordinator update - Carmelita Aragon:

- Reviewed and finalized the FY21 Annual Report (aka Public Library Survey) data and submitted to the Institute of Museum and Library Services (IMLS).
- Attended Futures School (March 2022).
- Created/edited the FY22 Annual Report (aka Public Library Survey) and instructions.
- Held weekly webinar series (4) in June to go over each section of the FY22 Annual Report. Held a mid-survey check-in webinar (1) in July to answer questions, etc. Recordings posted on the Annual Report LibGuide on the NMSL website.
- Administered the FY22 Annual Report to the 98 public and tribal public libraries.
 - Annual report opened July 1, 2022, and closed August 15, 2022.
 - Communicated with library directors via listserv about FY22 annual report, etc. Made phone calls as necessary to answer questions and/or check-in, etc.
 - Made regular updates to the Annual Report LibGuide to ensure helpful information was available to the directors/persons completing the Annual Report.
 - 95 of the 98 public and tribal public libraries completed the FY22 Annual Report.
 - Began review of submitted FY22 annual reports to determine FY23 state aid eligibility.
- Monitored and reviewed FY22 State Grants-in-Aid Expenditures Tracking Sheets emailed to me from libraries that received a grant allocation.
 - FY22 state aid: \$990,000.

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- 89 of the 98 public and tribal public libraries received a FY22 state aid allocation. 1 library declined the grant after allocations were determined and grant agreements sent.
- Each eligible library received \$9,712.87 and each eligible branch received \$4,072.33.
- Responded to questions from libraries regarding allowable State Aid expenditures.
- Provided regular communication with library directors via email or on occasion, by phone.
- Posted monthly, free online professional development opportunities and other library related articles, including job opportunities on the Hitchhiker.
- Compiled articles from the Hitchhiker into a digest each month and distributed to subscribers via Constant Contact.
- Processed librarian and librarianship certification applications and prepared and mailed certificates to eligible applicants.
- Organized signed ARPA grant agreements for state librarian signature and processed payment request forms to send to finance for payments.
 - Emailed each library director a complete copy of their ARPA grant agreement.
 - Total ARPA Grant: \$2,388,937.65.
 - 95 of the 98 public and tribal public libraries were eligible to receive an allocation.
 - 5 of the 95 eligible public and tribal public libraries declined the grant allocation.
 - Each eligible library received \$17,827.89 and each eligible branch received \$8,913.95.
 - \$463,525.40 was allocated for 50 developing Navajo Nation Chapter Houses.
 - Responded to questions from libraries regarding ARPA expenditures.
 - Monitored and reviewed ARPA Grant Expenditures Tracking Sheets emailed to me from libraries that received a grant allocation.
 - Deadline for expenditure of *all* ARPA funds September 30, 2022. Any unspent funds must be returned to the NMSL.
- Worked with newly hired Youth Services Coordinator to show/train her on various part of her job that I was doing while the position was vacant (June 2021 – June 13, 2022).
- Attended Pathways to Colleges and Career Day (September 14) at the NM State Fair to promote NMSL resources etc.

General Obligation Bonds Coordinator update (as of 8-29-22) - Patricia Moore:

General Obligation Bond administration requires the compliance of 98 public libraries including 19 tribal public libraries, communication with library directors and their local financial officers, and coordination with DCA administration and finance. Each GO Bond reimbursement request is examined for accuracy, allowable costs, and completeness, requiring multiple communications and copious amounts of documentation.

2018 GO Bonds

- The Public Libraries spent 99.7% of their available \$4,000,000, and Tribal Public Libraries spent 89.4% of their available \$750,000.

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- The 2018 GO Bonds were closed to any further reimbursement requests on April 1, 2022. Final reimbursement paperwork was submitted to DCA on June 29, 2022, to close out the Bonds completely and revert unspent funds to the State.

2020 GO Bonds

- Information on the 2020 GO Bond allocations can be found on the State Library's website at <http://nmstatelibrary.org/services-for-nm-libraries/funding-libraries/go-bonds/2020-gobs>.
- All libraries have received their fully executed 2020 GO Bond Grant Agreements.
- The 2020 GO Bond POs, required for reimbursements, are not yet available to the libraries.
- 2020 GO Bonds will be available to the libraries until April 1, 2025.

2022 GO Bonds

- The 2022 GO Bond allocations are a proposed \$6 million for the Public Libraries and \$1 million for the Tribal Public Libraries.
- Projected allocations for the 2022 GO Bonds are being prepared now and will be posted on the State Library's website, <https://nmstatelibrary.org/component/content/article/38-services-libraries/funding-for-libraries/2389-2022-go-bonds-funding>. The 2020 U.S. Census numbers will be used for calculations.
- These dollar amounts will be sent out to the library directors for their use in encouraging their communities' participation in the November 2022 voting.

Tribal Libraries Program – Cassandra Osterloh (January -August 2022)

- Visited 9 tribal libraries (Acoma, Jemez, Laguna, Nambé, Navajo Nation, Sandia, Santa Ana, Santo Domingo, Zia)
- Worked with tribal administration at the Pueblos of Picuris, Nambé, and Taos to help begin the necessary steps for establishing libraries at their respective Pueblos.
- Continued to work closely with the Library Manager of the Navajo Nation to assist with start-up of Chapter Community Libraries in NM, eventually 49 libraries.
- Participated in 3 Navajo Nation training sessions for Chapter library staff.
- Conducted bimonthly meetings with tribal library staff which included discussions, updates, guest speakers, and trainings (collection development, oral histories, seed libraries, and UNM native health database)
- Helped the tribal libraries work through the ins and outs of various funding coming from the state, including State Grants in Aid, GO Bonds, TLP Grants, ARPA funding, and SB377 (2021) funding for linguistic and cultural programming for afterschool and community programs.
- Assisted in the preparation of Scopes of Work and answered questions relating to the tribal construction funding allocated from the 2021 special legislative session and the 2022 regular legislative session. Attended a statewide workshop in relation to this funding opportunity.
- Worked with each tribal library to determine new Legal Service Areas (LSA).
- Continued outreach to all tribal librarians via phone, email, and online meetings.
- Virtually presented an ALA Poster Session at the 2022 Annual ALA Conference on the Tribal Libraries Program.
- Presented at the MPLA/PNLA/MLA Tri-Conference in Missoula, Montana, on the importance of and how to collaborate and connect with tribal libraries.

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- Identified, met individually with, and gathered library consultants who work with tribal libraries from 10 different states. We are now a group that meets quarterly, working together, sharing ideas and information, and supporting each other.
- Virtually attended the Alaska Library Association Conference.
- Virtually attended Libraries Today conference.
- Attended The Futures School, a learning and development program driven by Natural Foresight.
- Participated in monthly NALSIG meetings.
- Participated in monthly DCA-wide Community Information Gathering (CIG) Committee meetings with tribal librarians as well as weekly DCA-CIG Committee meetings.

Navajo Nation Outreach – Jeannie Whitehorse

- Due to Covid-19 restrictions on the Navajo Nation, unable to hold educational and outreach events
- Participated in training sessions for Navajo Nation Chapter House libraries staff
- During the shutdown, have revised or created more than 50 financial literacy and digital literacy programs to be used when restrictions are lifted on the Navajo Nation

PUBLIC SERVICES BUREAU

Lori Thornton, Bureau Chief

Public Services staff returned to work three days per week on July 6, 2022. The library re-opened to the public on August 2, 2022. We filled the interlibrary loan/reference librarian position in June, which had been vacant since January 2021. The Reference Services Manager assumed all resource sharing functions until we were able to fill the vacancy.

Statistics FY 22

	July	August	September	October	November	December	
Reference	353	461	464	409	391	412	
Circulation	67	147	109	141	178	96	
Interlibrary Loan	357	323	353	312	263	238	
Computers	0	16	81	55	57	75	
Gate (half)	0	390	186	270	325	234	
TOTAL	777	1337	1193	1187	1214	1055	

	January	February	March	April	May	June
Reference	364	392	490	455	505	482
Circulation	149	129	201	106	166	151
Interlibrary Loan	355	311	343	315	350	330
Computers	49	40	113	96	77	106
Gate (half)	519	360	427	624	552	665
TOTAL	1436	1232	1574	1596	1650	1734

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New Mexico Center for the Book

The 2022 New Mexico Letters About Literature competition entry deadline was January 7, 2022. Judging was completed in March. The winners were announced in April. Please see <https://lettersaboutliterature.nmculture.org/> for the full details about the 2022 contest.

The 2021 National Book Festival took place virtually in mid-September. The theme was “Open a Book, Open a World” and included a national PBS special celebration featuring Levar Burton. The author and book representing New Mexico last year was Alexandra Diaz, the author of the award winning The Open Road and the sequel The Crossroads, which was the “Great Reads from Great Places” selection. Please see <https://bookfestival.nmculture.org/> for more information about the book, an author video presentation, and activities for youngsters. We have now begun work on the 2022 festival.

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. There are currently thirteen active students enrolled in the program, six of whom are close to finishing. Albuquerque has had five graduates; Belen one; and the Bookmobile NE has had one graduate. A third call for additional library participants took place in the autumn of 2022. A lunch and learn presentation for libraries took place on September 2, 2022 and there was a program at the NMLA conference. Please see the New Mexico site for more information - <https://nm.careeronlinehs.org/>.

TECHNICAL SERVICES BUREAU

Bradley Carrington, Bureau Chief

Migration to SirsiDynix project

August: Finally, after over two years of RFP work and over two months of contract negotiations, we have a contract with Sirsi Corp. for SirsiDynix Symphony! Brad obtains data extracts from Polaris and Equinox; Brain Graney (MOIFA) obtains extract from ByWater. All extracted data, plus WMS data from the College of Santa Fe, delivered to Wendy Hart, our SirsiDynix migration consultant.

September: SirsiDynix Symphony project begins; Brad meets weekly with Brian Hutchings, our project manager (most every week until July 18, 2022!)

October: At least three working hours each week for SALSA/NMSL, until April (one month post go-live). profiling for implementing Polaris; working with data consultants (December: profiling for implementing Koha (3 databases) and College of Santa Fe (3 CSF collections))

December: Joseph attending Museum of Spanish Colonial Art planning session; investigating possibilities for joining our Symphony database (SCA agreed and became the newest SALSA member)

January: training sessions (core curriculum plus SysAdmin); configuration work sessions (WorkFlows and Enterprise); data test load review, then 6-week testing period (Jan 13-Feb 21)

February: training for serials control, Portfolio asset management

March: made backup spreadsheets of data from our legacy ILSs; transitioned permissions to view only; Polaris ends in March; Koha ends in June; we went live on March 11th!

April: SirsiDynix BLUEcloud Analytics training; finished quality control check for Symphony data load

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May: first profiling meeting with SCA (Spanish Colonial Arts museum library); profiling for merging duplicate Symphony bib records (merger and project finished on July 15th)

We migrated 2,353,509 records and over 7000 circ transactions.

Record type	SALSA	BBM	RBM	MOIFA	CSF	
Authorities	283839					
Bibs	777658	22780	39979	25067	12785	
Items	966951	28765	47667	26584	13977	
Issues	78853					
bibs no items	11623	8717	704	183	1	
patrons	1870	567	4905	34		
	2120794	60829	93255	51868	26763	2353509
Transaction type						
bills/fines	147	0	17	0		
holds	0	131	153	0		
charges	1292	539	4794	309		7382

TSB professional development, July 2021-June 2022

- Margaret & Joseph in the RDA Lab series
- PCC Wikidata project meetings -- the project ended this month! Thanks to Joseph for managing our participaton.

TSB consulting, July 2021-June 2022

- weekly Cataloging Café and Dear Cataloger e-mails
- Joseph is chair of the core committee for the redesign of the NMSL website
- Brad helps Abby Smith, new librarian at Museum of Art
- For the State Records Center Brad is the Records Liaison Officer for the State Library

Personnel: Margaret Van Dyk retired in December; we advertised the vacancy in May and interviewed candidates in June.

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Statistics:

	FY21	FY22
new bibliographic records	18428	17908
new item records	21729	25380
new serial issues	4303	4570
new records contributed to WorldCat	475	489
WorldCat master records replaced	1753	1398
our symbol NMS added to records (copy cataloging)	16245	14592
NACO	177	217
BIBCO	405	622
CONSER	100	81
SACO/EPC	8	2
OCLC duplicate record sets merged	714	864
CIP records	69	103
State documents distribution	157	238

UPDATE: FY23, Q1

- New cataloger, Sarah Edwards Obenauf, started on September 19th
- Symphony ILS: merged 11,782 duplicate bib records into 10,838 master records
- new Symphony library: Spanish Colonial Art Society: loaded their LibraryThing records: 3318 bibs, of which 2427 unique
- SALSA meeting (consortium of libraries in state agencies)

Statistics:

- new bibliographic records: 8395
- new item records: 5895
- new serial issues: 1005
- new records contributed to WorldCat: 53
- WorldCat master records replaced: 93
- our symbol NMS added to records (copy cataloging): 4707
- NACO: 31
- BIBCO: 36
- CONSER: 8
- SACO/EPC 1
- OCLC duplicate record sets merged: 55
- CIP records: 31
- State documents distribution: 24

RURAL SERVICES & LSTA

Liana Morales, Grants Program Manager

Rural Services

Liana Morales

Bookmobiles

Digital services have steadily increased since 2021, with the bookmobiles promoting online access to Hoopla, NM Reads, New York Times Online and the Palace Project. From July 2021 through June 2022, 1,829 unique patrons on Hoopla have checked out a total of 3,230 digital materials including eBooks, audiobooks, movies, music, comics, and television shows. The number of patrons who signed up for Hoopla Digital increased by 48% over that same time period.

The Rural Bookmobile program and Books by Mail adopted a new cataloging system, SirsiDynix Symphony in March 2022. The staff and management are working together with the Technical Services Bureau to learn and adapt to the features in the new system.

While the East and Northeast Bookmobiles were able to travel without disruption for most of the year, the West Bookmobile repairs to the engine and generator were affected by supply chain shortages for the 1st and 2nd quarters of FY22. To help retain bookmobile usage, the staff provided library service using the state vehicle for the months of July and August 2021 and set up books by mail from the collection at Los Lunas headquarters to patrons affected by the cancelation through December 2021. Since its return to the road in January 2022, patron visits and circulation at the West Bookmobile have regained normal usage numbers.

Books by Mail

Teresa Martinez has continued providing Books by Mail services and is updating the manual of procedures to account for the new catalog and other procedures that have since changed from 2016.

IMLS - LSTA

On August 12, 2022, Liana Morales, Grant Programs Manager received notice from Dennis Nangle, Senior Program Officer from IMLS that all the reports for the 2022 federal fiscal year had been accepted. This year, IMLS held the annual Grants to States conference in Baltimore, MD. LSTA Coordinators and Grant Managers met in-person for the first time since the pandemic first began. The discussion this year focused on citizenship, equity, and diversity in library services and staffing.

IMLS - ARPA

IMLS also notified NMSL of additional funding under the American Rescue Plan Act (ARPA) awarded for federal fiscal year 2022. New Mexico State Library received \$1,626,921 from IMLS to help communities bounce back from the effects of the pandemic, as well as to related economic and community needs through

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equitable approaches in digital inclusion and library services. They 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 and 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.

Rural Services Statistics

	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Patrons	457	270	515	690	551	548
Reference	264	212	171	224	156	188
Circulation	1258	791	1133	1706	1423	1480
eBooks	240	245	244	263	293	244
Interlibrary Loan	3	1	15	10	2	1

	Jan 2021	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Patrons	574	520	583	485	321	560
Reference	274	323	379	242	141	258
Circulation	2302	2288	1817	1313	1535	1471
eBooks	225	282	288	347	277	282
Interlibrary Loan	13	8	0	0	1	0

Totals for July 2021 – June 2022:

- Patrons – 6,074
- Reference - 2382
- Circulation – 18,517
- eBooks – 3,230
- Interlibrary Loan – 54

LIBRARY FOR THE BLIND AND PRINT DISABLED (LBPD)

John Mugford, Regional Librarian

CHANGES AND DEVELOPMENTS

LBPD in fiscal year 2022 (July 2021-June 2022) saw the continuance of mostly uninterrupted services with on-site staffing participation averaging around 50% related to modified teleworking arrangements and the retirement of a staff person in late June.

The National Library Service (NLS) added over 8,700 new audio book titles during these 12 months—an average of over 700 new titles per month. Of this amount, about 1,750 titles were added by regional library programs with another nearly 1,300 titles added from foreign language and other English sources obtained through the Marrakesh Treaty and Accessible Books Consortium. This latter grouping now totals nearly 1,600 titles in the general collection. In total, the NLS digital book collection now includes nearly 114,000 digital book titles along with 22,500 braille digital titles. Additionally, over 20,500 digital magazine issues are available for download.

Circulation totaled 147,871 during the fiscal year—an average of about 12,300 per month. This total is about 11% lower than FY21. Much of this adjustment is attributable to two factors: (1.) a stabilizing 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 DoD selection has contributed to relatively balanced month-to-month circulation. Half of the months in this annual reporting cycle saw circulation in a range of 12,000-13,000.

APPLICATIONS

Applications continue to be tracked extensively for source and length of processing time. The CFB continues to account for about a third of all application referrals with the Veterans' Administration next at about 20%. Processing time continues to take somewhat longer than previous averages presumably related to the dynamics of teleworking and phone system changes. The completion rate on application referrals remains about 90%. Processing time varies and early in the fiscal year was increasing to an average of about two weeks; however, recent focus on this area has served to return processing averages to about one week.

In late May, the NLS initiated "VA Rapid Intake". In this process, a small initial group of staff from the Department of Veterans Affairs Blind Rehabilitation Services will be able to submit certified applications for eligible veterans, who will then be able to download books immediately from BARD (Braille and Audio Reading Download) to a personal device. These newly registered patron accounts will then be transferred to a regional library based on the veteran's home address. The initial VA referral source has been the Southwestern Blind Rehabilitation Center in Tucson. New Mexico was an early referral recipient; however, results have proven modest so far. The NLS continues to promote BARD use for new patrons using their own personal electronic devices. Nonetheless, BARD adoption remains somewhat static at about a 20% level of all active patrons.

PRODUCTIVITY DURING ONGOING BUT DECREASING CORONAVIRUS LIMITATIONS

Phone access has continued to operate with relative efficiency, while a hybrid model of Reader Services' staff performing either onsite or teleworking. The needed phone system transition from Google Voice to Avaya Workplace because of technical reasons has resulted in the loss of automatic call forwarding thereby increasing the number of calls going to voicemail. The Avaya system is the planned standard for State of New Mexico use, and LBPD is the first to

transition within the State Library. Additional research is being pursued to determine if further refinements can be added to the Avaya system to better enable customer contact.

Audio book copy removal and recycling from carousel storage was essentially completed in June 2022 with a small collection retained for possible longer-term borrowing by schools and other institutional patrons. In early December, the manufacturer of the nearly 25-year-old carousel system was contracted to provide routine maintenance and assessment for future use. The system was determined to be in relatively good condition for its age; however, current planning is to remove the system during the fall of 2022 in order to better utilize storage space. The original vendor—Modula Inc. (formerly Diamond Phoenix)—has been chosen to perform the removal process. Removal planning is being coordinated with the General Services Department.

OUTREACH AND VOLUNTEERISM

Coronavirus circumstances continued to limit direct outreach visits. In early May, Tim Donahue presented on behalf of LBPD at the 20/20 Macular Degeneration group in Albuquerque. In late March, he and other staff collaborated to prepare a Public Service Announcement, which subsequently aired on local community radio station KSFR. In early October, an initiative was begun by Berdina Nieto (with funding from the Friends' group) to promote the program via Facebook ads to more distant areas of the state. This initiative continued through April. Although that outreach was yielding encouraging results, it was discontinued, when the Department of Cultural Affairs consolidated Social Media programs.

Recording studio volunteer activity gradually renewed activity in July with some new volunteers joining, while others did not return or discontinued. Newer volunteer commitment has been more varied than in the past. Both new and legacy (i.e., previous productions converted to digital) projects were uploaded to BARD at a rate of more than one per month. In March, the Friends of the New Mexico Library for the Blind and Physically Handicapped met to discuss general planning and the updating of articles of incorporation and bylaws in line with rephrasing their name to the briefer Friends of the New Mexico Library for the Blind. As with volunteering in general during the height of the pandemic, The Friends had two members leave due to relocation but added a new member in the spring.

BROADBAND

Richard Govea, Broadband Program Manager

Libraries that had previously experienced delays with their projects due to supply chain issues are now moving forward and are seeing network and internet improvements implemented at their libraries. We project that the remaining projects will be completed in the early Fall and Winter months.

As we move into the next E-rate cycle, in addition to continuing to support the previous year's libraries, we will be targeting the ~20% of libraries that may lack sufficient broadband, network connectivity, and assist them with applying for federal funding that will help them gain access to affordable connectivity.