# **11.2 (Library and learning/information staff)**

***The institution ensures an adequate number of professional and other staff with appropriate education or experiences in library and/or other learning/information resources to accomplish the mission of the institution.***

UTRGV ensures an adequate number of professional and other staff with appropriate education or experiences in library and/or other learning/information resources to accomplish the mission of the institution. UTRGV students, faculty, and staff including those at off-campus instructional sites and via distance education, have access to qualified library staff at all UTRGV locations, including Brownsville, Edinburg, and Harlingen.  Library staff often rotate between campuses and go to off-site locations to provide their expertise to all the communities of the Rio Grande Valley.

**Adequate and Qualified Staff**

The University of Texas at Rio Grande Valley requires that all librarians working in its institutional library possess a master’s degree in library science accredited by the American Library Association. All other support personnel must meet the minimum qualifications and standards for classified staff established by The University of Texas System.   
   
A sufficient number of qualified staff is provided by the University Library with the appropriate education and experiences in library and/or learning resources to support the learning, research and service functions within missions of UTRGV. Library staff includes the following:

* 21 Librarians with MLS degrees accredited from the American Library Association
* 42 full-time support staff

Librarians are responsible for a wide range of duties including:

* Research assistance (in-person, text, email, phone, chat, and video conference)
* Bibliographic instruction
* Acquisitions and Collection Development
* Cataloging
* Digital Services (including electronic resource management & digitization)
* Circulation & Reserves Management
* Interlibrary Loan & Serials Management (including electronic journals)
* Assessment
* Special Collections and Archival Services
* Scholarly Communications

Both full-time and part-time support staff are responsible for many of the day-to-day operations of the library. These include:

* Processing of books
* Staffing the public services desk
* Assisting with Inter-library Loan
* Shelving material
* Assisting with library events and exhibits
* Staffing the library during extended hours for finals

All librarians employed at the University Library have several years of experience working in their field. Many of the librarians and full-time staff are Spanish-speaking, which is a great asset to many of the students given the location of UTRGV near the Texas-Mexico border.

In order to determine the sufficiency of its staff, the library gathers client feedback through informal measures, such as library instruction sessions and student and faculty committee meetings.

Internally, public and technical services departments report statistics that summarize usage patterns, materials processing and staff workload on a monthly basis. The University Librarian, Associate University Librarians, and Department Managers use these reports to analyze the quality of library services and make any required adjustments in library staffing. Several positions have been created and filled to support the mission of the University Library and provide new services for the university community, including Scholarly Communications, Assessment Librarian, Student Services Manager, and Digital Archivist. These positions mirror the trends in academic libraries and match the staffing practices of our peers.

In addition to their standard duties, librarians are active members on [UTRGV Academic Committees and Councils](https://www.utrgv.edu/academicaffairs/academic-committees-and-councils/index.htm) and governing bodies, such as:

* UTRGV Academic Senate
* General Education Committee
* Faculty Development Council
* External Awards Committee
* Undergraduate Curriculum Committee
* Graduate Committee
* Academic Affairs Executive Council

The participation of librarians in these organizations not only provides the library with a voice in institutional governance but also helps library staff understand the needs of and build strong relationships with faculty members.

**Roster of University Library Staff**

The table below provides a roster of staff employed by the University Library as of January 1, 2019 with a notation of their full-time or part-time status, along with credentials for key personnel. Years of experience can be found in their vitae which are linked to staff names.

**Table 1:**

**University Library – Roster of University Library Staff**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ADMINISTRATION** | | | | |
| [Paul Sharpe](CV%20Paul%20Sharpe%202019.pdf) | | [University Librarian](00103%20University%20Librarian.pdf) | Full-time | MLIS, University of Denver  BS, Culver-Stockton College |
| [Peter Cortez](Resume%20Peter%20Cortez%202019.pdf) | | [Associate University Librarian for Resource Management](00114%20Assoc%20University%20Librarian%20for%20Resource%20Management.pdf) | Full-time | MSLS, University of North Texas  MBA, University of Texas-Pan American  BA, University of Texas-Pan American |
| [Kathleen Carter](Resume%20Kathleen%20Carter%202019.pdf) | | Associate University Librarian for School of Medicine | Full-time | MLIS, University of Texas-Austin  BA, University of Texas-Austin |
| Alisha Puentes | | [Administrative Coordinator](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=9007) | Full-time |  |
| Yazmin Ruiz | | [Administrative Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=9019) | Full-time |  |
| Maria Quintero | | [Office Assistant III](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=9082) | Full-time |  |
| **ACCESS SERVICES** | | | | |
| [Liliana Sanchez](Resume%20Liliana%20Sanchez%202019.pdf) | | [Access Services Librarian](file:///C:\Users\lni679\Desktop\00117%20Access%20Services%20Librarian.pdf)  (Brownsville) | Full-time | MSLS, University of North Texas  BA, University of Texas at Brownsville and Texas Southmost College |
| [Shannon Pensa](Resume%20Shannon%20Pensa%202019.pdf) | | [Access Services Librarian](file:///C:\Users\lni679\Desktop\00117%20Access%20Services%20Librarian.pdf)  (Edinburg) | Full-time | MLS, Indiana University  BA, University of Texas at Austin |
| *Circulation & Reserves* | | | | |
| Edna Luna | [Library Assistant IV](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8068) | | Full-time |  |
| Rosanna Flores | [Library Assistant III](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8069) | | Full-time |  |
| Tara Tamez | [Stacks Manager](Stacks%20Manager.pdf) | | Full-time |  |
| Linda Hernandez | [Student Services Manager](Student%20Service%20Manager.pdf) | | Full-time |  |
| Carmelita Pecina | [Library Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8070) | | Full-time |  |
| Martin Espinosa | [Library Assistant I](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8072) | | Full-time |  |
| Abraham Mata | [Library Associate](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8067) | | Full-time |  |
| Daniel Mejia | [Library Associate](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8067) | | Full-time |  |
| Jaime Hernandez | [Library Associate](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8067) | | Full-time |  |
| Juan Nino | [Library Associate](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8067) | | Full-time |  |
| *Media Services* | | | | |
| Dina Asbell | | [Library Assistant IV](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8068) | Full-time |  |
| Juliessa Garza | | [Library Associate](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8067) | Full-time |  |
| Rodolfo Huerta | | [Library Associate](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8067) | Full-time |  |
| *Interlibrary Loan* | | | | |
| [Joe Reyna](Resume%20Joel%20Reyna%202019.pdf) | | [Document Delivery Coordinator](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8079) | Full-time | MSLS, University of North Texas and Texas Women University  B.S., University of Texas-Pan American |
| Norma Romero | | [Library Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8070) | Full-time |  |
| Gloria Quintanilla | | [Library Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8070) | Full-time |  |
| **ACQUISITION & COLLECTION DEVELOPMENT** | | | | |
| [Raquel Estrada](Resume%20Raquel%20Estrada%202019.pdf) | | [Acquisition and Collection Development Librarian](00110%20Acquisitions%20&%20Collection%20Development%20Librarian.pdf) | Full-time | MSLS, University of North Texas  BA, University of Texas at Brownsville and Texas Southmost College |
| *Acquisitions* | | | | |
| Abigail Rodriguez | | [Library Assistant IV](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8068) | Full-time |  |
| Belinda Pena | | [Library Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8070) | Full-time |  |
| Beatriz Morales | | [Library Assistant I](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8072) | Full-time |  |
| *Collection Development* | | | | |
| Diana Tijerina | | [Library Assistant I](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8072) | Full-time |  |
| Frances Caballero | | [Library Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8070) | Full-time |  |
| **ASSESSMENT** | | | | |
| [Susan Bushnell](CV%20Susan%20Bushnell%202019.pdf) | | [Assessment Librarian](00107%20Assessment%20Librarian.pdf) | Part-time | MLIS, University of Missouri at Columbia  BA, Southern Illinois University |
| **CATALOGING** | | | | |
| [Dolores Villareal](Resume%20Dolores%20Villareal%202019.pdf) | | [Cataloging Librarian](00108%20Cataloging%20Librarian.pdf) | Part-time | MLS, Texas Women’s University  MBA, Texas A&M University-Kingsville  BBA, Texas A&M University-Kingsville |
| Rogelio Monreal | | [Library Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8070) | Full-time |  |
| Aracely Vela | | [Library Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8070) | Full-time |  |
| **RESEARCH AND INSTRUCTION** | | | | |
| [Joel Chirinos](Resume%20Joel%20Chirinos%202019.pdf) | | [Head of Research and Instruction Services](00113%20Head%20of%20Research%20and%20Instruction%20Services.pdf) | Full-time | MSLS, University of North Texas  BA, University of Texas at Brownsville and Texas Southmost College |
| [John Ferris](Resume%20John%20Ferris%202019.pdf) | | [Research and Instruction Librarian](00111%20Research%20and%20Instruction%20Librarian.pdf) | Full-time | MLS, Texas Woman's University  MBA, Oklahoma City University  BA, Texas A&M University |
| [Jesus Resendez](Resume%20Jesus%20Resendez%202019.pdf) | | [Research and Instruction Librarian](file:///C:\Users\lni679\Desktop\00111%20Research%20and%20Instruction%20Librarian.pdf) | Full-time | MSLS, University of North Texas  BA, University of Texas-Pan American |
| [Andrew Portner](Resume%20Andrew%20Portner%202019.pdf) | | [Research and Instruction Librarian](file:///C:\Users\lni679\Desktop\00111%20Research%20and%20Instruction%20Librarian.pdf) | Full-time | MLIS, Florida State University  BA, New College of Florida |
| [Carlton Nelson](Resume%20Carlton%20Nelson%202019.pdf) | | [Research and Instruction Librarian](file:///C:\Users\lni679\Desktop\00111%20Research%20and%20Instruction%20Librarian.pdf) | Full-time | MLS, Texas Woman’s University  MA in Social Behavioral Sciences, University of Texas-Pan American  BA, University of Texas-Pan American |
| [Charles Roush](CV%20Charles%20Roush%202019.pdf) | | [Research and Instruction Librarian](file:///C:\Users\lni679\Desktop\00111%20Research%20and%20Instruction%20Librarian.pdf) | Full-time | MLS, Indiana University Bloomington  MIS, Indiana University Bloomington  MA in Music in Clarinet Performance, Missouri State University  BM, Indiana University South Bend |
| Esteban Gonzalez | | [Library Associate](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8067) | Full-time |  |
| **SCHOLARLY COMMUNICATIONS** | | | | |
| [Justin White](CV%20Justin%20White%202019.pdf) | | [Scholarly Communications Librarian](00119%20Scholarly%20Communications%20Librarian.pdf) | Full-time | MLIS, University of South Florida  MA in History, University of Nebraska at Kearney  BA, Saint Leo University |
| **SCHOOL OF MEDICINE** | | | | |
| [Stephanie Atkins Sharpe](Resume%20Stephanie%20Atkins%20Sharpe%202019.pdf) | | [Access Services Librarian](file:///C:\Users\lni679\Desktop\00117%20Access%20Services%20Librarian.pdf) | Full-time | MLIS, University of Illinois at Urbana-Champaign  BA, Southwestern University |
| Monica Tovar | | [Administrative Coordinator](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=9007) | Full-time |  |
| Yolanda Serna | | [Library Assistant IV](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8068) | Full-time |  |
| Heriberto Manriquez | | [Library Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8070) | Full-time |  |
| Emma Silva | | [Library Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8070) | Full-time |  |
| Phillip Serna | | Part-Time Non-Student | Part-time |  |
| John Salazar | | [Technology Support Specialist II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=9381) | Full-time |  |
| **SERIALS & ELECTRONIC RESOURCES** | | | | |
| [John Asbell](Resume%20John%20Asbell%202019.pdf) | | [Serials & Electronic Resources Librarian](00105%20Serials%20and%20Electronic%20Resources%20Librarian.pdf) | Full-time | MLIS, University of Texas at Austin  BA, Trinity University |
| Monica Granado | | [Library Assistant III](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8069) | Full-time |  |
| Rebecca Rodriguez | | [Library Assistant II](file:///C:\Users\lni679\Downloads\Library%20Assistant%20II) | Full-time |  |
| **SPECIAL COLLECTIONS & ARCHIVES** | | | | |
| [Sean Visintainer](CV%20Sean%20Visintainer%202019.pdf) | | [Head of Special Collections & University Archives](00112%20Head%20of%20Special%20Collections%20&%20University%20Archives.pdf) | Full-time | MLIS, University of Missouri at Columbia  BA, Southern Illinois University |
| [Kristen Weischedel](CV%20Kritsen%20Weischedel%202019.pdf) | | [Digital Archivist](00146%20Digital%20Archivist.pdf) | Full-time | MLIS, Simmons College  MA in History, Simmons College  BA, College of Wooster |
| Milagro Resendez | | [Special Collections Manager](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8068) | Full-time |  |
| Deandra Portner | | [Library Assistant II](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8070) | Full-time |  |
| Maria “Lisa” Huerta | | [Library Assistant I](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8072) | Full-time |  |
| William Flores | | [Library Assistant I](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8072) | Full-time |  |
| Adela Cadena | | [Library Assistant I](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8072) | Full-time |  |
| Manuel Rodriguez | | [Library Associate](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8067) | Full-time |  |
| *Border Studies Archive* | | | | |
| Shantal Brissette | | [Library Assistant I](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=8072) | Full-time |  |
| Rocio Diaz | | Part-Time Non-Student | Part-time |  |
| **SYSTEMS** | | | | |
| [Ezequiel Melgoza](Resume%20Ezequiel%20Melgoza%202019.pdf) | | [Systems Librarian](00109%20Systems%20Librarian.pdf)  (Brownsville) | Full-time | MSLS, University of North Texas  BBA, University of Texas at Brownsville and Texas Southmost College |
| [Daniel McGinnis](Resume%20Daniel%20McGinniss%202019.pdf) | | [Systems Librarian](file:///C:\Users\lni679\Desktop\00109%20Systems%20Librarian.pdf)  (Edinburg) | Full-time | MLS, University of Pittsburgh  BA, Delaware State University |
| Daniel Cruz | | [Web Developer I](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=9330) | Full-time |  |
| [David Luna](Resume%20David%20Luna%202019.pdf) | | [Technology Support Specialist III](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=9380) | Full-time | BA, University of Texas-Pan American |
| Fred Ramos | | [Technology Support Specialist I](https://webapps.utrgv.edu/ba/jobcodes/index.cfm?event=jobcode.view.public&job_code=9382) | Full-time |  |

Library support services are augmented with nonprofessional staff. Nonprofessional staff include administrative assistants, administrative coordinators, office assistants, library assistants, library associates, and non-student part-time staff. Nonprofessional staff typically assist library patrons and library professional staff; duties include, but not limited to, the following:

* Assists patrons with library electronic databases and search tools including online catalog.
* Assists patrons with library books and equipment check-in and check-out.
* Reports night and weekend security or maintenance issues to campus PD and or Maintenance.
* Assists patrons with fines and fees and transcript holds.
* Assists patrons with use of compact shelving, Knowledge Imaging Center scanners, microform readers and other equipment.
* Collects and reconciles library fines and fees.
* Maintains library shelves in proper order and assist patrons in locating materials
* Evaluates and resolves patron inquiries and complaints about library policies and procedures.
* Monitors and maintains computer lab printers supplied of paper and toner for library.
* Creates and updates library patron records, mail out overdue notices, and contact patrons about missing books.
* Assists patrons with campus account login issues. Assists patrons with campus information and directional assistance.

**Professional Opportunities for Library Staff**

On an ongoing basis, librarians and support personnel have opportunities to engage in professional development through trainings, conferences and workshops. Throughout the year, full-time staff members attend both Web-based and on-site training sessions offered by vendors such as Amigos Library Services.  The University Library provides funding for all professional staff to professional development opportunities in the form of $1,500-$2,000 a year.

All staff are encouraged to participate in professional development opportunities, both in-house and those provided by the University and professional organizations. From September 2017-August 2018, professional staff attended 34 conferences, full time staff (professional and paraprofessional) attended 336 trainings, and part-time staff attended 160 trainings. A breakdown of trainings by service area is below:

|  |  |  |
| --- | --- | --- |
| **Service Area** | **Number of Conferences** | **Number of Other Trainings** |
| **Access Services** | 3 | 99 |
| **Administration** | 4 | 31\* |
| **Copyright Services** | 1 | 0 |
| **Digital Initiatives** | 2 | 1 |
| **Electronic Resources** | 1 | 0 |
| **Research & Instruction** | 10 | 76 |
| **Publishing** | 1 | 0 |
| **Resource Management** | 5 | 90\*\* |
| **Special Collections** | 4 | 10 |
| **School of Medicine** | 3 | 0 |

\*The university implemented a new Human Resource Management System

\*The library implemented a new Integrated Library System and provided mandatory training for all staff

Several paraprofessional staff are working towards the completion of a Master’s in Library and Information Science.  Many librarians are members of professional organizations such as, the American Library Association, the Texas Library Association, and the Association for College and Research Libraries.

**Sources & Files included in Shared Drive**

Access Services Librarian

Acquisitions & Collection Development Librarian

Administrative Assistant II

Administrative Coordinator

Andrew Portner

Assessment Librarian

Associate University Librarian for Resource Management

Associate University Librarian for School of Medicine

Carlton Nelson

Cataloging Librarian

Charles Roush

Daniel McGinniss

Digital Archivist

Document Delivery Coordinator

Dolores Villareal

Ezequiel Melgoza

Head of Research and Instruction Services

Head of Special Collections & University Archives

Jesus Resendez

Joel Chirinos

Joe Reyna

John Asbell

John Ferris

Justin White

Kathleen Carter

Kristen Weischedel

Liliana Sanchez

Office Assistant III

Paul Sharpe

Peter Cortez

Raquel Estrada

Research and Instruction Librarian

Scholarly Communications Librarian

Sean Visintainer

Serials and Electronic Resources Librarian

Shannon Pensa

Stacks Manager

Stephanie Atkins Sharpe

Student Service Manager

Susan Bushnell

Systems Librarian

Technology Support Specialist I

Technology Support Specialist II

Technology Support Specialist III

UTRGV Library Assistant I Job Description

UTRGV Library Assistant II Job Description

UTRGV Library Assistant III Job Description

UTRGV Library Assistant IV Job Description

UTRGV Library Associate Job Description

University Librarian

Web Developer I