• (ALS 1) MAXIMIZE STUDENT SUCCESS:
  Support excellence, expand opportunity, and celebrate achievement.
  o Administrative Services
    ▶ In conjunction with other ALS departments, recognize student excellence through the
      administration and promotion of five award programs (Sparrow, Rhem/Schwarzmann, Bassman,
      Thompson, FOL Purchase Award).
      ▶ Measure: Documentation of Admin Services activities.
      Timeline: May 2018
      Outcome:
    ▶ Increase student awareness about support services that ALS employees can provide.
      ▶ Measure: Information about ALS employees who offer Safe Zone and/or Green Zone support
        is visible to students.
      Timeline: November 2017
      Outcome:
    o Application & Digital Services
      ▶ Move the website from Commonspot to WordPress, improving usability where possible.
        ▶ Measure: Migrate the existing commonspot pages to WordPress
        Timeline: June 2018
        Outcome:
      ▶ Measure: Work with Web Advisory Group to identify areas and ways to solicit feedback from
        faculty, staff and students and potentially perform usability work.
        Timeline: June 2018
        Outcome:
    o Circulation/ILL
      ▶ Analyze equipment circulation and potential student desires and make recommendations
        ▶ Measure: Equipment circulation statistics; number of resources consulted; customer
          satisfaction survey of students who have borrowed equipment; report of analyzed findings
          written and submitted.
          * Timeline Detail: Review equipment circulation statistics in July. Review library, higher
            education, and technology literature to identify trends, survey students who borrowed
            equipment, and write recommendations by August.
          Timeline: Ongoing
          Outcome:
    o Exhibit Committee
      ▶ Coordinate the 10th Annual Joyner Library Graduate Student Art Exhibition in the Janice Faulkner
        Gallery.
        ▶ Measure: Exhibition entries, selections, reception, and awards are documented and a
          plus/delta is conducted following the closing.
        Timeline: February 2018
        Outcome:
    o Library Diversity Committee
      ▶ Sponsor events that promote a culture that affirms, respects, and celebrates diversity and
        inclusion in personnel, services, collections, and resources.
        ▶ Measure: Host a minimum of two diversity events each semester.
        Timeline: June 2018
        Outcome:
      ▶ Measure: Collaborate with the Staff Development Committee and provide one diversity
        focused professional development activity to Joyner employees each semester.
        Timeline: June 2018
        Outcome:
    o Music Library
      ▶ Conduct patron activity re-study in order to see what effect, if any, the 2017 remodel has had on
        patron use of, and satisfaction with, the music library facility.
        ▶ Measure: Data gathered and entered into spreadsheets.
        Timeline: December 2017
        Outcome:
      ▶ Measure: Data analyzed and summary provided to Joyner Admin.
        Timeline: April 2018
        Outcome:
β Measure: Recommendations submitted to Joyner Admin.
   Timeline: June 2018
   Outcome:

β Conduct the first Conrad Sharpe Composition Contest to replace the failed writing contest as a form of outreach to our main patron body.
β Measure: Concept developed.
   Timeline: October 2017
   Outcome:

β Measure: Contest completed and premiere performance of winning piece(s) given.
   Timeline: April 2018
   Outcome:

- Project Development
  β Revise existing department marketing materials, rack cards, and plasma files for clarity and accuracy and produce new ones as needed.
  β Measure: Joyner Library department materials are updated by Sept. 30, 2017 and thereafter is reviewed and updated on a yearly basis.
   Timeline: October 2017
   Outcome:

β Produce two sets of 5 posters (series) for the Pirate CAVE wall. Collaborate with other areas when possible - Shared Goal
   Assigned Departments: Research & Instructional Services
β Measure: Posters developed and installed
   Timeline: March 2018
   Outcome:

- Research & Instructional Services
  β Create further alignments between RIS services and the AAC&U’s High Impact Practices for Student Success: https://www.aacu.org/leap/hips
  β Measure: Compile ways we are already serving students in High Impact Practices into a working document and provide to AD Sanders and Director Lewis.
   Timeline: May 2018
   Outcome:

β Measure: Reach out to Sharon Paynter to see how the library can get involved with EOSA Scholars and Engaged Scholarship on campus.
   Timeline: May 2018
   Outcome:

β Measure: Continue efforts to reach students participating in Living-Learning Communities and RCAW. (Reassign LLCs, make sure we have people covering new LLCs)
   Timeline: October 2017
   Outcome:

β Measure: Willis will create a new Study Abroad LibGuide, and meet with faculty director. Webb will serve on a new Global Affairs committee, look for ways to conduct outreach.
   Timeline: Ongoing
   Outcome:

β Review forthcoming revision to ACRL’s Characteristics of Programs of Information Literacy That Illustrate Best Practices and Roles and Strengths of Teaching Librarians to come up with particular areas of focus.
β Measure: Review the documents selected in a Core meeting. Come up with an action plan, join with Community of Practice goal.
   Timeline: June 2018
   Outcome:

β Expand outreach efforts to graduate, transfer students, and active military and veterans.
β Measure: Compile outreach activity and instructional services data on these student populations, where possible. Add veterans to post-consultation survey student characteristics question, flyer in veterans’ lounge/study area mentioned in Green Zone training.
   Timeline: Ongoing
   Outcome:

β Measure: New graduate student study lounge
   Timeline: December 2017
   Outcome:

β Integrate new learning outcomes into COAD 1000, ENGL 1100, and ENGL 2201 curricula. Increase percentage of ENGL 1100 and ENGL 2201 sections that involve library instruction elements. Collect outcomes used in upper-level and major-specific courses to complete library
instruction curriculum map. Each library instructor assesses one-third of sessions taught over the year.

β Measure: RIS instructors refresh individual lesson plans for COAD and ENGL sessions during working session in Core, launch in fall 2017 sessions. Librarians with subject areas individually outreach to corresponding discipline-specific sections of 2201.
Timeline: November 2017
Outcome:
β Measure: RIS instructors teaching major-specific and upper level courses include class-specific measurable outcomes in Qualtrics assessment reporting.
Timeline: Ongoing
Outcome:
β Based on pilot year of post-consultation surveys, implement new measures to decrease no-shows and scheduled (not completed) meetings. Increase response rate to satisfaction survey.
β Measure: RIS consultants follow up with individuals by email after session is completed to offer link to electronic survey and provide resources.
Add box to 1109 for turning in paper surveys.
Timeline: Ongoing
Outcome:
β Measure: Individual follow-up with RIS consultants to ensure clean data reporting for consults still listed as “scheduled” and reminders about survey.
Timeline: Ongoing
Outcome:
β Measure: If time allows, RIS consultants assigned to session will contact patrons before meetings to confirm appointment and which RIS person they will be working with.
Timeline: Ongoing
Outcome:
β Based on successful mapping last year which resulted in new contacts and instruction sessions, complete an additional 10 maps to broaden understanding of information literacy needs across academic units. With existing maps, implement new lesson plans, create learning objects, and work with departmental contacts as suggested in SWOT analyses.
β Measure: Create 10 curriculum maps. Collect next steps/action plan items listed in existing curriculum maps, monitor progress made, lesson plans adjusted, new outreach activity, etc. RIS instructors who haven’t completed their maps yet do so this year, upload to Google Drive.

Share findings, action plans at Core in the spring.
Timeline: August 2018
Outcome:

Research and Scholarly Communication
β Encourage the development and implementation of the alternative textbook program and open education on campus. - Shared Goal
Assigned Departments: Collection Development
β Measure: Complete the alternative textbook program assessment and submit a report to library administration.
Timeline: June 2018
Outcome:
β Measure: A spring forum featuring alternative textbook program recipients is held; number of recipients who participate; number of attendees.
Timeline: March 2018
Outcome:
β Measure: Hold at least one presentation on open education to an appropriate audience on campus; number of attendees.
Timeline: June 2018
Outcome:
β Measure: Develop and expand guides and tutorials related to open education; number of tutorials created.
Timeline: June 2018
Outcome:

Social Media Committee
β • Measure: Post Content that introduces students to resources and services available at Joyner Library.
   a. #techtuesday (every week SMG will promote a different technology available to encourage student success).
b. #thisisjoyner (every week SMS will celebrate different aspects of Joyner Library).
ii. Celebrate Achievement: Graduate Art Show, Thesis Collection, Instagram Gallery.
c. #funfactfriday (every week SMG will promote a resource available at Joyner Library).
   • Measure: Participate in events such as Pet Therapy.
   Measure: Post Content that celebrates student achievement such as the Graduate Student Art Show, the Keats Sparrow Award, and the Rhem Schwarzmann Award

o Special Collections
   1. Goal: Assist with the coordination, recording, addition, and dissemination of oral history interviews conducted with minority students that attended East Carolina University during the decade following the desegregation of the student body.
   Measure: Oral history interviews are recorded and archived with proper documentation.
       Timeline: December 2017
       Outcome:
   Measure: Oral histories are available via Digital Collections portal with transcriptions.
       Timeline: May 2018
       Outcome:

o Teaching Resources Center
   1. Develop and implement a plan, including marketing strategies, to enhance the Schwarzmann Production Center.
   Measure: The 2015/2016 data report will be revisited to identify strengths, weaknesses, and opportunities. Results will be used to create action steps for Measure 2.
       Timeline: September 2017
       Outcome:
   Measure: Suggestions from faculty, students, and area educators will be gathered through interviews, surveys, and focus groups.
       Timeline: October 2017
       Outcome:
   Measure: Data received will be analyzed and a report will be written. The report will be shared with all TRC employees and the Assistant Director for Public Services.
       Timeline: November 2017
       Outcome:
   Measure: Enhancement plan is written and shared with all TRC employees and the Assistant Director for Public Services.
       Timeline: December 2017
       Outcome:
   Measure: Enhancements will be made and reported.
       Timeline: June 2018
       Outcome:

2. Develop and implement a plan to enhance the Betty Debnam Hunt Instructional Technology Classroom.
   Measure: Suggestions from faculty, students, and area educators will be gathered through interviews, surveys, and focus groups.
       Timeline: October 2017
       Outcome:
   Measure: Data received will be analyzed and a report will be written. The report will be shared with all TRC employees and the Assistant Director for Public Services.
       Timeline: November 2017
       Outcome:
   Measure: Enhancement plan is written and shared with all TRC employees and the Assistant Director for Public Services.
       Timeline: December 2017
       Outcome:
   Measure: Enhancements will be made and reported.
       Timeline: June 2018
       Outcome:

3. Continue building relationships with schools, academic libraries, and other agencies involved in the K-12 Open Educational Resources (OERs) by researching and discussing initiatives. Links to OERs will be obtainable through the TRC’s webpage, and marketed to College of Education faculty and students, area educators, and beginning teachers.
β Measure: Contacts with individuals and agencies will be documented and reported.
Timeline: June 2018
Outcome:
β Measure: Links are active and marketing strategies are documented.
Timeline: June 2018
Outcome:
β Create a minimum of two tutorials to promote chosen TRC resources available to students.
β Measure: Suggestions from faculty, students, and area educators will be gathered through interviews, surveys, and focus groups.
Timeline: December 2017
Outcome:
β Measure: Topics of greatest need will be selected and tutorials will be created and made available.
Timeline: June 2018
Outcome:
β Measure: Use of resources chosen for tutorials will be analyzed and reported.
Timeline: July 2018
Outcome:
β Enhance Guided Reading Collection.
β Measure: The number of guided readers purchased and cataloged will be reported, and the use of the collection will be gathered, analyzed, and shared with library administration.
Timeline: June 2018
Outcome:
β Develop educational programs and personal librarian initiatives for ECU’s Education Living – Learning Community.
β Measure: A plan of action is created.
Timeline: August 2017
Outcome:
β Measure: Plan is documented, programs and initiatives are performed, and accomplishments are reported.
Timeline: June 2018
Outcome:
β Continue conducting a curriculum mapping project to identify potential information literacy, education specific, and children’s literature instruction gaps in the TRC’s instruction program.
Complete curriculum mapping for two (2) departments in the College of Education.
β Measure: Review the mission and goals of the instruction programs and their intended learning outcomes.
Timeline: September 2017
Outcome:
β Measure: Collect and insert data into the established curriculum mapping framework for departments. Conduct SWOT analysis to evaluate the relationships between the TRC's current practices, the academic curriculum and the instruction programs' intended learning outcomes. Contact instructors and offer instruction.
Timeline: April 2018
Outcome:
β Measure: Analyze, document, and share results with all TRC employees, Assistant Director for Public Services, and College of Education department chairs. Revise instruction program based on assessment results. Document and implement changes.
Timeline: June 2018
Outcome:
β Identify core courses in education degree programs that may be candidates for Joyner Library’s course adopted and alternative textbook programs. - Shared Goal
Assigned Departments: Collection Development
β Measure: Review degree programs that have already been curriculum mapped, identify courses, and share candidates with collection development librarians.
Timeline: July 2017
Outcome:
β Measure: Identify and recruit faculty to apply for the Alternative Textbook Mini Grant.
Timeline: March 2018
Outcome:
β Establish a collection of STEAM kits to create portable learning experiences around science,
technology, engineering, arts & design, and math through hands-on experiments and manipulatives.

β Measure: Kits will be researched, identified, and purchased.
Timeline: September 2017
Outcome:

β Measure: The number of STEAM kits purchased, cataloged, and circulated will be reported.
Timeline: June 2018
Outcome:

β Form an advisory committee comprised of faculty, students, and area educators to recommend technology, facility, and resource opportunities that impact the Teaching Resources Center.

β Measure: Faculty, students, and area educators representing a broad spectrum of educational disciplines will be identified and the committee will be formed.
Timeline: September 2017
Outcome:

β Measure: The committee will meet as needed and make recommendations to the Teaching Resources Center.
Timeline: Ongoing
Outcome:

β Measure: Recommendations incorporated in areas impacting the Teaching Resources Center will be documented and reported.
Timeline: Ongoing
Outcome:

• (ALS 2) IMPACT RESEARCH:
Invest in the people, tools, and facilities needed to conduct mission-driven research.

- Administrative Services
  β In order to better support teaching and research at ECU, conduct a survey of ECU faculty aimed at assessing current satisfaction with library services and resources and identifying areas for improvement and growth.
  β Measure: Survey developed, administered, analyzed and results shared. Survey administered in spring 2018; analysis completed by Aug. 15, 2018 and shared with faculty by Oct. 30, 2018.
  Timeline: October 2018
  Outcome:

- Application & Digital Services
  β Continue to collaborate with University Archives and the University Historian on the Heritage Hall website. - Shared Goal
  Assigned Departments: Special Collections
  β Measure: Set up regular meetings with University Archivist to ensure communication and work stays on track. If University Archivist identifies collections that need digitization, prioritize those in the queue.
  Timeline: June 2018
  Outcome:

β Investigate the ability to inform the LibGuides A-Z list with data from the Coral ERM through APIs. - Shared Goal
  Assigned Departments: Electronic Resources
  Assigned Departments: Research & Instructional Services
  β Measure: Work with Head of Electronic Resources, Head of RIS and Laupus to test API functionality and ensure all needs would be met. Implement if successful.
  Timeline: January 2018
  Outcome:

- Circulation/ILL
  β Conduct inventories of selected collections, search missing, claims returned, lost, and new book item lists more frequently, and submit all items needing cataloging corrections, withdrawal, reordering, or other corrective action on a faster schedule to Cataloging or Collection Development so that the catalog, One Search, and WorldCat will more accurately reflect the physical holdings so that patrons will be able to more reliably access and use the physical collections for their research. - Shared Goal
  Assigned Departments: ILS Services
  β Measure: Number of items inventoried, searched, and reported for corrective action. Time taken for inventories, searches, and corrective action reporting.
  Timeline: Inventory project of compact journals being planned in coordination with Collection
Development; timeline yet to be set. Search list backlogs searched by September and new monthly searches begun.

Timeline: Ongoing
Outcome:

β Increase Circulation & ILL’s presence on Joyner Library’s social media accounts so that patrons will be more aware of the services and collections provided by the department that could help their research.

β Measure: Number of posts submitted to the Social Media Committee for consideration

Timeline: At least two posts are submitted each month
Timeline: Ongoing
Outcome:

β Implement an automatic office delivery service of held items, rush cataloging items, and newly acquired items to faculty and staff patrons who routinely request the office delivery service so that library materials are more easily accessible by faculty and staff

β Measure: Documentation of the implementation of the service. Number of instructions, websites, FAQs, and publicity items written. Number of items delivered. Number of each type of item.

Timeline: The service is implemented by August. A survey of faculty and staff who used the service is performed by February and reported on by April.
Timeline: April 2018
Outcome:

β Publicize the availability of reservable study carrels to honors students, graduate students, and faculty.

β Measure: The number of outreach methods employed: possibly social media posts, plasma screen slide, newsletter blurb, campus email, etc. Number of additional carrels reserved each semester.

Timeline: Multiple methods will be attempted, particularly in late August and mid-January.
Timeline: Ongoing
Outcome:

o Collection Development

β Provide and assess the impact of Scholarly Communication Boot Camp sessions - Shared Goal

Assigned Departments: Research and Scholarly Communication

β Measure: Three sessions will be completed, with the first being in August 2017 and on copyright.

Timeline: June 2018
Outcome:

β Measure: At least one of the SCBC sessions will have a pre- and a post-test.

Timeline: June 2018
Outcome:

β Collection Development will support Open Access by setting aside $5,000 from materials budget for ALS Director to use for Open Access initiatives such as Knowledge Unlatched or Open Library for the Humanities. - Shared Goal

Assigned Departments: Administrative Services

β Measure: List resources supported.

Timeline: December 2017
Outcome:

o Electronic Resources

β Improve user access to electronic resources through resource and license review, Shibboleth implementation, and documentation of specific provisions in CORAL Expressions.

β Measure: All resources are reviewed for Shibboleth compatibility and Shibboleth is implemented where possible

Timeline: June 2018
Outcome:

β Measure: Documentation in CORAL Expressions of licenses that include Data Mining Rights, Accessibility Language, Social media language, and Commercial Use language

Timeline: June 2018
Outcome:

o Electronic Resources Review Committee
β Make electronic resources easy to find. Measure: Continue to discuss the A-Z List entries so that the A-Z List strikes a balance between being functional and complete. Timeline: June, 2018

ο IT Operations

β Assess the individual technology related needs of all faculty and staff of Joyner Library to facilitate a more efficient and productive workplace. - Shared Goal

Assigned Departments: Administrative Services

β Measure: Meet with each library department and assess technology needs.

Timeline: October 2017
Outcome:

β Measure: Compile and prioritize technology requests/needs.

Timeline: December 2017
Outcome:

β Measure: Collaborate with Admin services to develop budget for FY 2018 and succeeding years to procure technologies and equipment needs.

Timeline: July 2018
Outcome:

β Measure: Develop a plan to assess improved employee efficiency, productivity, and related job satisfaction.

Timeline: June 2018
Outcome:

β Upgrade room 1415 to current Smart Classroom standards.

β Measure: Complete all required ITCS actions including process of room classification changes and setup meetings with Classroom Technology.

Timeline: August 2017
Outcome:

β Measure: Complete upgrades to classroom. Scheduling is out of our control, so a completion date of June 2018 is expected.

Timeline: June 2018
Outcome:

ο Music Library

β • Address library shelving needs.

β Measure: Make necessary arrangements to clear the bottom shelves of all materials (manpower, carts, system to get materials back on the shelves in the proper order, post-move shelf-reading project) for the upgrade of the compact shelving computer system.

Timeline: August 2017
Outcome:

β Measure: Create a media shelving area within the special collection shelving area for the signed TomtheJazzman Collection CDs (includes identifying/calculating appropriate space, developing call number convention for the collection, shifting current materials and replacing book shelving with media shelving, cataloging at least 2 dozen of the signed CDs).

Timeline: June 2018
Outcome:

β Develop collection in the area of theory, composition, and musicology (TCM).

β Measure: At least one thousand dollars of collection development funds expended in the area of TCM.

Timeline: February 2018
Outcome:

ο Project Development

β Provide the space and atmosphere to encourage collaboration through lectures, presentations, and other events that allow for scholarly exchange while interacting with faculty from other disciplines.

β Measure: Documentation of programming. Feedback from attendees and presenters.

Timeline: June 2018
Outcome:

β Support faculty excellence and the recognition of achievement through events and exhibits such as the Faculty Author Book Awards and Faculty Fine Art Exhibitions

β Measure: Completion of the events and exhibitions. Feedback from attendees and awardees.

Timeline: December 2017
Outcome:

ο Research & Instructional Services

β Build on community of practice initiatives to offer at least one growth/development option per month during Core meetings. Discuss RIS response to the ACRL Framework and rescinded
Standards. Compile learning activities used by individuals into collective space for sharing and use by others. Develop collective definition of information literacy and integrate into instructional program and “toolkit.”

Measure: Continue sign-ups for Core content during semester, each RIS member responsible for at least one learning session (database demo, webinar, reading, discussion, roundtable, etc.) Goal of one learning session per month.
Timeline: Ongoing
Outcome:

Measure: Update Google Drive with learning activities “roundup,” conduct demos of how to use this tool effectively in Core, at least twice per year.
Timeline: Ongoing
Outcome:

Based on Toolkit goal (3.1) from 2016-17 and LibQUAL Lite results, redesign Instructional Services (http://www.ecu.edu/cs-lib/reference/instruction.cfm) and Tutorials (http://www.ecu.edu/cs-lib/research/Tutorials.cfm) websites to build off of Toolkit goal from last year (3.1)--branding, emails to faculty, etc.

Measure: Add “toolkit” infographic to website, including new outcomes and full suite of instructional support tools.
Update Blackboard module request form.
Work with ADS to update presentation of Tutorials page for improved user experience, track usage statistics to see if improves findability/use.
Timeline: July 2018
Outcome:

Research and Scholarly Communication

Increase awareness of the impact of the Open Access Publishing Support Fund.

Measure: Number of awards made; number of articles deposited in the IR.
Timeline: June 2018
Outcome:

Measure: Information about the impact of articles supported by the fund is collected and disseminated to the university.
Timeline: June 2018
Outcome:

Increase sharing, harvesting, and locating additional content for the Institutional Repository.

Measure: Number of items added to the IR.
Timeline: June 2018
Outcome:

Increase awareness of research tools which can aid in sharing campus research and complying with grant requirements.

Measure: Complete the IRA grant in collaboration with Laupus Library and Physical Therapy; draft of best practices for OSF on campus is developed.
Timeline: June 2018
Outcome:

Measure: Develop workflows for VIVO and systematically clean-up the database; Number of records edited.
Timeline: June 2018
Outcome:

Support grant activity at ECU by administering SPIN database in conjunction with partners in the Office of Sponsored Programs and publicize grant databases to the university community.

Measure: Number of user accounts appointed; number of searches conducted; number of sessions taught; completion of administrative tasks.
Timeline: Ongoing
Outcome:

Measure: Develop a more comprehensive grant resources page for the scholarly communication webpage.
Timeline: December 2017
Outcome:

Assess training sessions offered by the department.

Measure: Number of assessments created; number of assessments completed.
Timeline: June 2018
Outcome:

Hire and train the Data Services Librarian.
β Measure: Completion of hiring and training process for the new librarian; data services goals developed.
  Timeline: June 2018
  Outcome:

  o Scholarly Communications Committee

β Develop programming and/or marketing opportunities to increase campus awareness of open access, open data, and/or open educational resources
β Measure: Create an activity or program promoting open access around Open Access Week.
  Timeline: November 2017
  Outcome:

β Measure: Develop advertisements and/or programming related to open education and/or open data
  Timeline: June 2018
  Outcome:

β Review the institutional repository interface and update it, as needed.
- Shared Goal
  Assigned Departments: Application & Digital Services
β Measure: Conduct a small usability study on the new interface and update the interface, as needed
  Timeline: June 2018
  Outcome:

β Increase continuing education opportunities related to scholarly communication to appropriate campus audiences
β Measure: Host at least 2 continuing education opportunities for ECU Libraries employees
  Timeline: June 2018
  Outcome:

β Measure: Review at least 2 software programs that can be used in scholarly communication initiatives and demonstrate them at a Scholarly Communication Committee meeting
  Timeline: July 2018
  Outcome:

  o Social Media Committee

β • Measure: Post content that promotes resources, services, and facilities that aid in mission-driven research.
  a.
  (several times each semester, SMG will actively promote resources and technologies that can aid patrons in conducting mission-driven research)
  i. #techtuesday
    1. Laptop checkouts, kindles/nooks, kic Scanner, Self-checkout, 3D Printer, Ask A Librarian, Online Catalog, Computers available for student use, Microfilm OR Microform, Mobile site.
  ii. #thisisjoyner
  iii. #funfactfriday
    Government Docs, North Carolina Collection, University Archives, TRC, RIS, Manuscripts and Rare Books, Maps, Popular Reading Section, Digital Collections, Preservation and Conservation

  o Special Collections

β Continue to serve and assist the Heritage Hall content committee's efforts.
β Measure: Continue to expand and refine the Heritage Hall website.
  Timeline: Ongoing
  Outcome:

β Measure: Assist with the initial planning for the physical Heritage Hall space.
  Timeline: Ongoing
  Outcome:

β Continue to expand coverage of the North Carolina Periodicals Index.
β Measure: Entries are added for articles from at least 400 current and retrospective issues.
  Timeline: June 2018
  Outcome:

β Continue to expand the research potential of Special Collections.
β Measure: Collection development allocations for the NC Collection, Rare Book & Manuscripts are expended in a timely manner.
  Timeline: April 2018
Outcome:
β Ensure that Manuscript and University Archives collection guides are fully DACS compliant in preparation for migration to ArchiveSpace or other selected archival data management system.
β Measure: All 198 University Archives collection guides are updated in Archivist Toolkit and migrated successfully to test server.
Timeline: December 2017
Outcome:
β Measure: Fifty per cent of all guides for Manuscripts Collections are updated in Archivist Toolkit and migrated successfully to test server.
Timeline: June 2018
Outcome:
β Measure: A plan assessing needs and establishing procedures for migration process for Manuscript Collections guides is developed and implemented.
Timeline: October 2018
Outcome:
• (ALS 3) SERVE THE PUBLIC:
   Enhance the quality of life of eastern North Carolinians.
   o Application & Digital Services
     β Continue to collaborate with the Music Library and Special Collections Cataloging/Metadata on the born-digital School of Music Recordings. - Shared Goal
       Assigned Departments: Music Library
       Assigned Departments: Special Collections Cataloging
     β Measure: Test and implement workflows; process and make available online as many born-digital files as possible, with the understanding that this work will be ongoing.
       Timeline: June 2018
       Outcome:
     β Measure: Train the Music Library staff to assist with process; modify and develop workflows and best practices for files originally in other formats.
       Timeline: June 2018
       Outcome:
   o Exhibit Committee
     β Coordinate an exhibition reflecting Eastern North Carolina's diverse population, history, and culture.
       β Measure: Feedback from the community is documented and a plus/delta conducted at conclusion of exhibit.
       Timeline: June 2018
       Outcome:
   o Green Committee
     β Develop film series on Green education to the university and eastern North Carolina communities with ECU Sustainability Committee.

      Provide popular reading materials for loan to the community.

      Promote library during Earth Week featuring green initiatives in Joyner Library.
   o Library Diversity Committee
     β Encourage library employees to participate in campus and community events that promote a culture that affirms, respects, and celebrates diversity and inclusion in personnel, services, collections, and resources.
     β Measure: Forward emails announcing diversity events to Joyner faculty and staff.
       Timeline: Ongoing
       Outcome:
   o Project Development
     β Coordinate the planning and collaboration with other areas for the North Carolina Department of Cultural resources WWI Exhibition. - Shared Goal
       Assigned Departments: Exhibit Committee
       Assigned Departments: Special Collections
     β Measure: Installation of the exhibition and feedback from guests. A plus/delta completed following the event and exhibit.
       Timeline: March 2018
       Outcome:
     β Coordinate the planning and collaboration with other areas for the 2019 NEH On the Road Exhibition, “For all the World to See.” - Shared Goal
Assigned Departments: Special Collections
Assigned Departments: Exhibit Committee
β Measure: Complete and submit program plan to the NEH
  Timeline: October 2017
  Outcome:
β Coordinate the planning and collaboration with other areas for the participation in the 2018
  Blackbeard 300 Exhibition at ECU - Shared Goal
Assigned Departments: Exhibit Committee
Assigned Departments: Special Collections
β Measure: Complete and submit a facility report to the NC Department of Cultural Resources
  Timeline: January 2018
  Outcome:
β Plan and coordinate the traveling schedule, installation, and marketing of "Beyond Bricks &
  Mortar: Revisiting the Sycamore Hill Community" exhibition as it is showcased at regional
  venues. - Shared Goal
Assigned Departments: Exhibit Committee
β Measure: Installation of the exhibition at three locations (Eppes Recreation, Pitt County Arts
  Council and South Greenville Recreation) and feedback from guests.
  Timeline: June 2018
  Outcome:
β Develop and nurture community and campus engagement partnerships and program initiatives
  creating a foundation for collaboration.
  β Measure: Participation in programs and events demonstrating continued partnerships with the
  City of Greenville, Sycamore Hill Missionary Baptist Church, Eppes Alumni, Eppes Heritage
  Center, the ECU Office of Student Transitions, ECU Military Programs, ECU Fine Arts &
  Communication, ECU Foreign Languages, etc.
  Timeline: June 2018
  Outcome:
  o Social Media Committee
    β • Measure: Participate in events that serve our community.
    a. Bake Sale, Pet Therapy,
    • Measure: Create and promote a contest or activity through Joyner Library’s Social Media
      accounts at least once each academic year.
    a. Study Room Contest
  o Special Collections
    β Prepare exhibits in Joyner Library that document the history, people and traditions of eastern
      North Carolina and East Carolina University.
    β Measure: Four to six exhibits are installed by Special Collections in available display areas
      during this review period.
      Timeline: March 2017
      Outcome:
    β Measure: A new 8 panel poster exhibit is developed and installed for wall near STEPP
      Timeline: August 2017
      Outcome:
β Host events promoting collections, exhibits and research relating to Special Collections.
  β Measure: At least three events highlighting exhibits, student or faculty research, gifts or topics
  relating to collections are hosted during the review period.
  Timeline: March 2018
  Outcome:
β Complete processing of major donations with appropriate elements of the collection identified for
  potential digitization and conservation.
  β Measure: The Dr. Andrew A. Best papers held in the University Archives are fully processed
  with necessary preservation measures and identification of materials for digitization.
  Timeline: September 2017
  Outcome:
β Measure: The Robert Morgan Papers held in the East Carolina Manuscript Collection are fully
  processed with necessary preservation measures and identification of materials for digitization.
  Timeline: June 2018
  Outcome:
β Measure: The Robert Humber Papers held in the East Carolina Manuscript Collection are fully
processed with necessary preservation measures and identification of materials for digitization.
Timeline: June 2018
Outcome:
β Measure: The Roberts Collection on Civil Rights is fully processed with appropriate preservation measures taken.
Timeline: June 2018
Outcome:
β Continue to serve and assist the Heritage Hall content committee’s efforts.
β Measure: Continue to expand and refine the Heritage Hall website.
Timeline: Ongoing
Outcome:
β Measure: Assist with the initial planning for the physical Heritage Hall space.
Timeline: Ongoing
Outcome:
o Teaching Resources Center
β Host and assess the 13th Annual Librarian to Librarian Networking Summit.
β Measure: Results of the 2017 evaluations and enhancements discussed in Summit Committee Meetings will be analyzed. Adjustments will be documented and implemented to improve future events.
Timeline: April 2018
Outcome:
β Continue collaborative efforts with the Lab School.
β Measure: Though visits, talks, and engagement with ECU faculty, Lab School teachers, and the Media Coordinator at South Greenville Elementary school, the school’s needs will be identified, documented, and reported.
Timeline: Ongoing
Outcome:
• (ALS 4) STEWARDSHIP:
Keep our commitments while being good stewards of resources entrusted to us.
  o Administrative Services
β Provide timely and accurate orientation information to new employees at Joyner Library.
β Measure: Joyner Library New Employee Information LibGuide is updated by Dec. 31 2017 and thereafter is reviewed and updated on a quarterly basis.
Timeline: Ongoing
Outcome:
β Save staff time and conserve resources through effective management of shared electronic files.
β Measure: Admin, General, and Sharing folders on Pirate Drive are reviewed, unneeded files are deleted, and folders are restructured.
Timeline: December 2017
Outcome:
β Provide budget and other administrative support to comply with all grant, effort reporting, and project tracking requirements for the LSTA Literacy and Lifelong Learning grant, the REDE IRA award, the NIH grant with HHP, and any additional grants ALS receives during the reporting period.
β Measure: Grant funds are accurately tracked and reporting requirements are satisfied.
Timeline: June 2018
Outcome:
β Communicate ALS’s accomplishments by publishing the 2017 ALS annual report and distributing to internal and external stakeholders.
β Measure: Number of copies printed; feedback from stakeholders.
Timeline: November 2017
Outcome:
  o Application & Digital Services
β Assist and advise Special Collections with online finding aids - Shared Goal
Assigned Departments: Special Collections
β Measure: Monitor the progression with ArchivesSpace test installation, and when Special Collections is trained and ready, and workflows have been decided, advise and support migration efforts.
Timeline: Ongoing
Outcome:
β Event Assessment Application - Shared Goal
Assigned Departments: Project Development

- **Measure:** Work with Assistant Director for Assessment & Engagement to plan and build an open-source application that will manage event requests, streamline processes and initiate follow-up assessments for event requestors.
  
  **Timeline:** November 2017
  
  **Outcome:**

- **Update older applications due for maintenance so that they continue to operate optimally.**
  
  - **Measure:** Work towards Single Sign-on by updating aging applications; this will move all applications to current standards and lay the foundation for updating the intranet.
  
  **Timeline:** June 2018
  
  **Outcome:**

- **Measure:** Investigate adoption of Fedora as a potential replacement for homegrown Digital Collections platform.
  
  **Timeline:** June 2018
  
  **Outcome:**

- **Building Operations**

  - **Create standard operating procedure (SOP) documentation by for the most important department-wide Building Operations’ tasks and responsibilities so that information about administrative departmental processes is on record and available to others, as well as to ensure that the library is able to continue with the least disruption in the event of personnel change.**

  **Timeline:** March 2018
  
  **Outcome:**

  - **Complete the training required for the Lead Security Officer and Building Operations Associate to fully perform their job responsibilities autonomously so that human resources are efficiently and effectively distributed among the ALS organization.**

    **Measure:** Lead Security Officer is able to fully perform job responsibilities autonomously
    
    **Timeline:** August 2017
    
    **Outcome:**

    - **Measure:** Building Operations Assistant is able to fully perform job responsibilities autonomously
      
      **Timeline:** November 2017
      
      **Outcome:**

  - **Coordinate and collaborate with ALS departments, ECU Facilities, and others as needed and required to complete projects scheduled for the upcoming evaluation period. These include Pirate Techs installation, basement compact shelving expansion, sound masking installation, graduate student lounge relocation, and room renumbering among others that will invariably arise. Accountability for this goals extends only to the project aspects within your individual control to prioritize and act upon by established deadlines.**

    **Measure:** Documentation of collaboration and completion of projects
    
    **Timeline:** Ongoing
    
    **Outcome:**

- **Building Operations Manager, Assistants, and Mail Room Supervisor are forklift certified.**

  - **Measure:** Documentation of certification
    
    **Timeline:** June 2018
    
    **Outcome:**

  - **Strengthen Security efforts to create a more effective and efficient operation so there is better allocation of human resources.**

    **Measure:** Third guard is hired and trained. Online incident application is implemented into workflow. Schedules are reviewed and temporary guard coverage reduced to reasonable level. Safe Rooms list is updated. SOP is created for Security.
    
    **Timeline:** Ongoing
    
    **Outcome:**

- **Circulation/ILL**

  - **Improve documentation of instructions and procedures so that: 1) staff and student employees can efficiently be trained and effectively provide high quality customer service during all shifts, 2) the retention of proven workflows and institutional knowledge can be maintained through staff turnover, and 3) compliance with financial and other university requirements are ensured.**

    **Measure:** Number of instructions and procedures reviewed, updated, or written
    
    **Timeline:** Ongoing
    
    **Outcome:**
β Merge stacks maintenance and service desk student employee roles, cross-train students for both roles, and implement new training and productivity tracking measures to ensure highly motivated, trained, and performing student employees.

β Measure: Number of student employees cross-trained and performing both roles.
  Timeline: Ongoing
  Outcome:

β Measure: Number of instruction and tracking measures implemented.
  Timeline: Ongoing
  Outcome:

β Measure: Rate of student employee turn-over.
  Timeline: Ongoing
  Outcome:

β Measure: Amount of time scheduled to time worked.
  Timeline: Ongoing
  Outcome:

β Resolve outstanding interlibrary loan debt in compliance with newly revised ILL Collections SOP.

β Measure: The suggested revisions to the ILL Collections SOP are submitted to ECU Compliance Management. -- Timeline: Awaiting Compliance Management reply, then action within one month
  Timeline: Ongoing
  Outcome:

β Measure: The revised dunning letters are sent to delinquent borrowers within a month of their receipt from Compliance Management. -- Timeline: Awaiting Compliance Management reply, then action within one month
  Timeline: Ongoing
  Outcome:

β Measure: Debt is submitted to the NC AG’s portal, collection agencies, or other entities, or written off, as advised by Compliance Management following the revised workflow cycle. -- Timeline: Awaiting Compliance Management reply, then action within one month
  Timeline: Ongoing
  Outcome:

β Analyze overdue interlibrary loan borrowing loan records for 2016-2017 and submit a report with recommendations of how the rate of overdue material might be reduced so that we meet our obligations to our partner resource sharing libraries to reduce the amount of time spent on overdue materials and handling invoices for assumed lost materials.

β Measure: Report showing statistics of overdue ILL material, including patron data, length of overdue, review of literature, and peer institution practices, is compiled and submitted with recommendations for addressing overdues.
  Timeline: April 2018
  Outcome:

β Participate in the Public Services Division’s review of statistics collected by each department and work toward standardizing and consolidating the statistics collected and reported. - Shared Goal Assigned Departments: ILS Services

β Measure: Number of statistics reviewed and changes implemented.
  Timeline: Ongoing
  Outcome:

β Implement improvements to the ILLiad website display on mobile devices for Joyner and Laupus, implement the option for patrons to have text messaging notifications, and continue improving ILLiad add-ons automations and reducing ILL Lending turn-around-time.

β Measure: Mobile display is implemented. Number of settings and webpages, FAQs, or other documents edited to reflect and publicize the changes.
  Timeline: August 2017
  Outcome:

β Measure: Text messaging option is offered. Number of settings and webpages, FAQs, or other documents edited to reflect and publicize the changes.
  Timeline: January 2018
  Outcome:

β Measure: The OCLC lending turn-around-time setting is changed. The two-day turn-around-time average is maintained throughout the year.
  Timeline: October 2017
  Outcome:

β Measure: Number of add-ons revised or created; estimated time-savings.
Timeline: Ongoing
Outcome:

- **Collection Development**
  - **Reduce the number of fund codes to streamline acquisitions and collection development processes, using science funds as a pilot. - Shared Goal**
    Assigned Departments: Monographic Acquisitions & Preservation & Conservation
    - **Measure:** Assess benefits & drawbacks.
      Timeline: June 2018
      Outcome:
  - **Have liaisons commit to purchasing most user licenses as possible when buying eBooks. - Shared Goal**
    Assigned Departments: Monographic Acquisitions & Preservation & Conservation
    - **Measure:** More multi-user licenses are purchased than 1-user licenses.
      Timeline: June 2018
      Outcome:
    - **Withdraw print volumes for which we have purchased archival access.**
      - **Measure:** All applicable print and microfilm volumes are withdrawn.
        Timeline: December 2017
        Outcome:
  - **Shift titles from upstairs to downstairs. - Shared Goal**
    Assigned Departments: Circulation/ILL
    - **Measure:** Identify titles that can be moved because we are no longer subscribing to them.
      Timeline: December 2017
      Outcome:
    - **Measure:** Physically move volumes that have been identified to downstairs.
      Timeline: December 2017
      Outcome:

- **Electronic Resources**
  - **With Colleagues at Laupus Health Sciences Library, improve department and external workflows by fully implementing CORAL. - Shared Goal**
    Assigned Departments: Electronic Resources Review Committee
    Assigned Departments: General Collections Cataloging
    - **Measure:** Implementing the Terms tool or other methods to display licensing terms to the Inter Library Loan department or other interested parties.
      Timeline: June 2018
      Outcome:
    - **Measure:** Workflows for Trials set up in CORAL
      Timeline: June 2018
      Outcome:
    - **Measure:** Assist Laupus with the implementation of SUSHI
      Timeline: June 2018
      Outcome:
    - **Measure:** Implement Cataloging tracking features for bulk loads
      Timeline: June 2018
      Outcome:
  - **Review Department Workflows, improve department documentation and Workflows**
    - **Measure:** Eliminate physical storage of licenses and ensure that licenses are in CORAL
      Timeline: June 2018
      Outcome:
    - **Measure:** Work with Laupus to Implement the plan for sharing statics gathering, sharing, and reporting
      Timeline: June 2018
      Outcome:
    - **Measure:** Increase cross training by training Debbie on Streaming Media workflows
      Timeline: June 2018
      Outcome:
    - **Measure:** New Electronic Resources Librarian is trained on CORAL, Summon, Error Reporting, and has developed skills outlined in the NASIG Core Competencies for Electronic Resources Librarians
      Timeline: June 2018
      Outcome:

- **Electronic Resources Review Committee**
Be ready for end of the year spending.
Measure: Vet a wishlist of 1.5 million dollars. Timeline: June, 2018

Exhibit Committee

Provide consistent labels for all public art in the building.
Measure: Installation of standardized new labels for 100% of public artwork.
Timeline: May 2018
Outcome:

Locate space(s) for and install art from the permanent collection in the library.
Measure: Space is assigned and permanent collection pieces are installed.
Timeline: December 2017
Outcome:

Facilitate collaboration with other ECU departments by offering exhibition space and simplified installation options.
Measure: Create standardized framing options for RIS Exhibition Area and the documentation of collaborative exhibitions.
Timeline: May 2018
Outcome:

General Collections Cataloging

Catalog new ebooks in a timely manner.
Measure: 100% of new purchases (up to 1000 items) will be cataloged.
Timeline: June 2018
Outcome:

Catalog new ECU ETDs in a timely manner.
Measure: 200 items (up to 100%) will be cataloged.
Timeline: June 2018
Outcome:

Catalog new print items for the general stacks and RIS in a timely manner.
Measure: 100% of new purchases (up to 1000 items) will be cataloged.
Timeline: June 2018
Outcome:

Catalog DVDs and other audiovisual materials in a timely manner.
Measure: 200 items (up to 100%) will be cataloged.
Timeline: June 2018
Outcome:

Catalog new federal government documents in a timely manner.
Measure: 100 items (up to 100%) will be cataloged.
Timeline: June 2018
Outcome:

Catalog lists of remaining individual and collections of uncataloged microfilm in the basement
Measure: 200 Items (up to 100%) will be cataloged.
Timeline: June 2018
Outcome:

Complete retrospective cataloging of federal government documents as previously directed by the Federal Documents Librarian.
Measure: 50% of SuDoc subject area Pr-PrEx other selected materials (up to 1,000 items) will be cataloged.
Timeline: June 2018
Outcome:

Resolve cataloging and physical processing problems with materials submitted by other departments in the library.
Measure: 1500 items (up to 100%) will be processed.
Timeline: June 2018
Outcome:

Perform database maintenance projects in Symphony, as needed, to facilitate better discovery results for patrons.
Measure: Complete projects in a timely manner to improve accessibility
Timeline: June 2018
Outcome:

Assist as appropriate in orientation of new Assistant Music Librarian.
Measure: Communication and assistance offered and documented in monthly reports.
Timeline: June 2018
Outcome:
Green Committee

- Develop urban garden in the courtyard to demonstrate good stewardship of this area.
- Have winter coat drive to help those in need.

ILS Services

- Stay abreast of new and current products in the library system and discovery tool markets; research and compare longer-term viability by participating in various SirsiDynix BLUEcloud Strategic Partner Program initiatives, maintaining current awareness through webinars, articles, or meetings and supporting the activities of the Discovery Advisory Board.

  - Measure: Documentation of participation in SirsiDynix' Strategic Partner Program initiatives to provide input regarding future development of their applications
    - Timeline: June 2018
    - Outcome:
  
  - Measure: Documentation of the number of opportunities such as webinars, articles, or meetings attended or promoted to library faculty and staff to learn about new features and development in the library system and discovery tool marketplace
    - Timeline: June 2018
    - Outcome:
  
  - Measure: Documentation of the activities supported for the Discovery Advisory Board
    - Timeline: Ongoing
    - Outcome:
  
- Implement BLUEcloud products as they are released and determined to be relevant and/or viable for the libraries.

  - Measure: Document implementation of BLUEcloud products such as MobileCirc and BLUEcloud Cataloging.
    - Timeline: Ongoing
    - Outcome:

- Support and contribute to projects such as the Compact Shelving/Basement Relocation project, the ArchivesSpace migration and the Blacklight Library Catalog project

  - Measure: Documentation of participation by ILS Services in each project
    - Timeline: Ongoing
    - Outcome:

- Support the joint library system implementation for Academic Library Services, Laupus Health Sciences Library, and ECSU's G.R. Little Library through visits, correspondence, and verbal communication with Laupus and Little Libraries to identify areas that need assistance and provide training, to implement features, to resolve problems, and to provide training

  - Measure: Documentation of visits to Laupus Health Sciences Library and G.R. Little Library to identify areas that need assistance and provide training; document visits; documentation of outcomes
    - Timeline: June 2018
    - Outcome:

  - Measure: Documentation of efficiencies achieved through coordination of efforts between the libraries where overlaps exist and number of agreements negotiated
    - Timeline: June 2018
    - Outcome:

  - Measure: Document participation and support of initiatives and projects for individual departments in the libraries; examples include e-mail receipts for circulation departments, replacement of electronic resource MARC records for cataloging departments, inventory projects, and reports/statistics
    - Timeline: June 2018
    - Outcome:

- Continue to document procedures, workflows and customizations

  - Measure: Create documentation as new procedures and workflows are required and as new customizations are implemented
    - Timeline: Ongoing
    - Outcome:

- Continue to organize staffing so specialties and efficiencies can be developed

  - Measure: Documentation of changed workflows, staff development and training provided
    - Timeline: Ongoing
    - Outcome:
Increase use of the BLUEcloud Analytics product and look for ways to deploy it throughout the libraries.
- Measure: Documentation of usage/deployed functionality  
  Timeline: June 2018  
  Outcome:

IT Operations
- Develop an official Digital Preservation plan which includes strategies for Digital Collections, Digital Archives, and Scholarly Communication - Shared Goal  
  Assigned Departments: Application & Digital Services  
  Assigned Departments: Digital Collections  
  Assigned Departments: Research and Scholarly Communication  
  Assigned Departments: Special Collections  
- Measure: Research and develop plan for static materials currently managed by Scholarly Communication, University Archives, and Digital Collections.  
  Timeline: May 2018  
  Outcome:  
  Timeline: May 2018  
  Outcome:  
- Measure: Investigate best practices for the intake of digital material. (Plan to be developed in the 2018/2019 academic year)  
  Timeline: Ongoing  
  Outcome:  
- Measure: Develop and implement technical procedures for the storage of all digitally preserved content.  
  Timeline: Ongoing  
  Outcome:

Monographic Acquisitions & Preservation & Conservation
- Fully implement EDI invoicing for YBP orders - Shared Goal  
  Assigned Departments: ILS Services  
- Measure: All non-DDA electronic and print book shipment invoices from YBP are processed in Symphony via the EDI tool  
  Timeline: November 2017  
  Outcome:  
- Revise, update, and gather into central location the documentation related to supply orders for pres/con  
  - Measure: Documentation is updated and centralized  
  Timeline: March 2018  
  Outcome:  
- Maintain awareness of current best practices for conservation treatments through use of scheduled sharing sessions  
  - Measure: Members of pres/con will decide on best format i.e. brown bag, round table, rotating individual led, etc. and then hold the sessions on an agreed schedule (monthly, bi-monthly, etc.) so that at least 6 sharing sessions occur.  
  Timeline: June 2018  
  Outcome:  
- Review the NDCC’s Integrated Pest Management strategies and have them be our default policy when finding bugs, etc. in the library - Shared Goal  
  - Measure: Review the strategies with Special Collections, Building Ops, and housekeeping, address any questions or concerns and then implement  
  Timeline: October 2017  
  Outcome:  
- Develop a matrix or other set of criteria to prioritize materials sent from Special Collections to Pres/Con for treatment - Shared Goal  
  Assigned Departments: Special Collections  
  - Measure: Guidelines for setting priorities are developed and material begins to flow into pres/con based upon the priorities  
  Timeline: September 2017  
  Outcome:  
- Cooperatively work with Special Collections to develop criteria for selection and allocation of space for the freezer - Shared Goal
Assigned Departments: Special Collections

- **Measure:** Agreement on both permanent storage and temporary intake treatment space, as well as guidelines on handling, record keeping and labeling occurs
  - **Timeline:** December 2017
  - **Outcome:**

- **Support the work of those creating exhibits in Special Collections**
  - **Measure:** Consolidate exhibit materials and mark which are appropriate for use inside cases
  - **Timeline:** September 2017
  - **Outcome:**

- **Measure:** Train others on proper use of cradles, existing mounts, proper spacing within exhibit cases
  - **Timeline:** March 2018
  - **Outcome:**

- **Measure:** Create custom or specialty mounts as needed
  - **Timeline:** Ongoing
  - **Outcome:**

- **Develop guidelines and have clarification about performing treatments on items for which the library may not have clear title of ownership. Also clarification on responsibilities for these in case of disaster situation - Shared Goal**
  - **Assigned Departments:** Special Collections

- **Measure:** Development of guidelines to address these types of situations is created, approved, and circulated to all stakeholders
  - **Timeline:** March 2018
  - **Outcome:**

- **Review usage of VHS titles. Replace with DVD or streaming where possible and as budget/funding allows. Withdraw titles with no/low usage. - Shared Goal**
  - **Assigned Departments:** Collection Development

- **Process the TomtheJazzman (TtJ) CD donation.**
  - **Measure:** Inspect all TtJ CDs (both on the shelf and as they are being cataloged) and clean any found to be growing mold.
    - **Timeline:** February 2018
    - **Outcome:**

- **Measure:** Train new GA to catalog Cds.
  - **Timeline:** December 2017
  - **Outcome:**

- **Measure:** Train new special collections cataloging assistant to catalog CDs.
  - **Timeline:** April 2018
  - **Outcome:**

- **Measure:** Process and catalog at least 2,000 additional TtJ CDs.
  - **Timeline:** June 2018
  - **Outcome:**

- **Score and book collection inspection/repair and bib record upgrade (involves student inspection of each volume, repair decision-making, filling out pres/con paperwork, purchasing replacements as needed, bib record inspection and downloading of better records as needed).**

- **Measure:** One hundred percent of repairs and bib record upgrades completed.
  - **Timeline:** June 2018
  - **Outcome:**

- **Inventory the open stack collections (scores and books) (involves student scanning of each item; re-shelving out-of-place volumes; resolving errors (e.g., call numbers) that are discovered during scanning; resolving issues indicated on clean-up reports).**

- **Measure:** Open stacks inventoried.
  - **Timeline:** October 2017
  - **Outcome:**

- **Streamline/revise departmental statistics spreadsheet.**

- **Measure:** Spreadsheet improvements 100% complete.
  - **Timeline:** December 2017
  - **Outcome:**
β Assist Joyner Circulation with improving documentation of instructions and procedures so: 1) staff and student employees can efficiently be trained and effectively provide high quality customer service during all shifts, 2) the retention of proven workflows and institutional knowledge can be maintained through staff turnover, and 3) compliance with financial and other university requirements are ensured.
β Measure: Entire online manual completed.
   Timeline: June 2018
   Outcome:
β Train new assistant music librarian.
β Measure: Training completed.
   Timeline: December 2017
   Outcome:
   o Operating Procedures Review Committee
β Complete a review of the Joyner Library Procedure Manual and request departments to review procedures that might need revision
β Measure: Number of procedures identified as possibly needing revision
   Timeline: September 2017
   Outcome:
β Measure: Number of responsible departments contacted for the review of the identified procedures
   Timeline: October 2017
   Outcome:
β Evaluate any revisions or additions to the Joyner Library Procedure Manual presented to the committee, communicate proposed changes to the library, shepherd revisions or additions through EHRA Assembly discussions and votes, and update the Joyner Library Procedure Manual webpage
β Measure: 100% of procedures presented to OPRC are reviewed and, unless an administrative procedure, submitted to EHRA Assembly for discussion and a vote
   Timeline: Ongoing
   Outcome:
   o Project Development
β Increase aesthetics and usability of the Joyner Library Assessment section and the News & Announcements of the ALS website. - Shared Goal
   Assigned Departments: Application & Digital Services
   Assigned Departments: Application & Digital Services
β Measure: Documentation of improvements; feedback from users
   Timeline: June 2018
   Outcome:
β Reorganize and streamline the Joyner Library Marketing Drive and transfer Joyner Library photographs to Zenfolio. - Shared Goal
   Assigned Departments: Application & Digital Services
   Assigned Departments: Social Media Committee
β Measure: Marketing drive is reorganized and cleaned. All relevant marketing photographers are moved to zenfolio.
   Timeline: January 2018
   Outcome:
β Promote a culture of assessment, continuous improvement, and data-informed decision-making.
β Measure: Facilitate two ALS workshops/forums related to assessment activity.
   Timeline: May 2018
   Outcome:
   o Social Media Committee
β • Measure: Actively Promote the Resources, Services, and Physical Space of the library.
   a. Every week, SMG will provide a piece of ECU history provided by the University Archives (#mycampusmonday), promote technology available through the library (#techttuesday), and disseminate information regarding resources and services available at Joyner Library (#techtuesday, #thisisjoyner, and #funfactfriday).
   • Measure: Be Good Stewards of the Resources Entrusted to us.
   a. Coordinate with the Joyner Library Copyright Officer to ensure that the committee is posting responsibly. (achieved 8/10/17)
   o Special Collections
β Develop a digital preservation plan for digital born material added to University Archives repository.
β Measure: Will coordinate measures with IT Operations, MRB, and Scholarly Communications.
  Timeline: June 2018
  Outcome:
β Develop space plan for collections that utilizes space available in the basement closed stacks and addresses both short-term and long-term needs.
  Measure: Plan developed for the use of existing compact shelving in the basement closed stacks.
  Timeline: September 2017
  Outcome:
β Measure: The Joyner Rare Book Collection is shifted in order to accommodate the Roberts Collection of Civil Rights and other acquisitions.
  Timeline: December 2017
  Outcome:
β Measure: Recommendations made for the use of empty space in closed stacks, including specifications for any customized shelving.
  Timeline: December 2017
  Outcome:
- Special Collections Cataloging
  β Catalog items for the Stuart Wright Collection for Manuscripts and Rare Books. - Shared Goal
    Assigned Departments: Special Collections
    β Measure: 400 items (up to 100% of available items) cataloged.
    Timeline: June 2018
    Outcome:
β Catalog Gene Roberts Civil Rights Collection for Manuscripts and Rare Books. - Shared Goal
  Assigned Departments: Special Collections
  β Measure: Approximately 1200 items (100%) cataloged.
  Timeline: June 2018
  Outcome:
β Catalog manuscript collections for Manuscripts and Rare Books. - Shared Goal
  Assigned Departments: Special Collections
  β Measure: 50 collections cataloged
  Timeline: July 2017
  Outcome:
β Catalog maps for NC Collection. - Shared Goal
  Assigned Departments: Special Collections
  β Measure: 30 items (up to 100%) cataloged.
  Timeline: June 2018
  Outcome:
β Catalog other items for NC Collection. - Shared Goal
  Assigned Departments: Special Collections
  β Measure: 800 Items (up to 100%) cataloged.
  Timeline: June 2018
  Outcome:
β Catalog items for TRC. - Shared Goal
  Assigned Departments: Teaching Resources Center
  β Measure: 1000 items (up to 100%) cataloged.
  Timeline: June 2018
  Outcome:
β Catalog items for Digital Collections. - Shared Goal
  Assigned Departments: Digital Collections
  β Measure: 1000 items (up to 100%) cataloged.
  Timeline: June 2018
  Outcome:
β Contribute NACO RDA records to national authority file, including records for the NACO military funnel project.
  β Measure: 25 NACO records contributed.
  Timeline: June 2018
  Outcome:
β Assist as appropriate with improvements to the discovery environment for manuscript collections (transition to ArchivesSpace). - Shared Goal
  Assigned Departments: Special Collections
  β Measure: Assistance given and documented in monthly reports.
Timeline: June 2018
Outcome:
- Assist as appropriate in orientation of new Assistant Music Librarian and training in digital collections database. - Shared Goal
  Assigned Departments: Digital Collections
  Assigned Departments: Music Library
- Measure: Communication and assistance offered and documented in monthly reports.
  Timeline: June 2018
  Outcome:
  o Staff Development Committee
    - The Staff Development Committee will offer monthly learning opportunities to all members of ALS, as well as plan and implement the annual Staff Development Day.
    Measure: A minimum of 12 learning opportunities presented to ALS and the annual Staff Development Day.
    Timeline: completed by June 2017.
  - (ALS/Laupus Libraries Joint Objective 1) Deliver course-related library managed learning resources that support student success while reducing students’ expense for course materials.
    o Circulation/ILL
      - Improve the workflow and publicity of course reserve.
        - Measure: Number of instructions, forms, websites, FAQs, procedures, and other documents reviewed and revised by August and maintained throughout the year.
          Timeline: August 2017
          Outcome:
        - Measure: The training of at least one new staff member as a backup course reserve processor.
          Timeline: August 2017
          Outcome:
        - Measure: At least 75% of materials are added to reserves within five days of the instructor providing the materials.
          Timeline: Ongoing
          Outcome:
        - Measure: At least 75% of library materials for courses not being taught the following semester are removed within eight weeks of the end of the current semester.
          Timeline: Ongoing
          Outcome:
      - Continue the pilot provision of textbooks through interlibrary loan
        - Measure: Number of textbooks borrowed.
          Timeline: Ongoing
          Outcome:
        - Measure: Number of students served.
          Timeline: Ongoing
          Outcome:
        - Measure: Total retail cost of textbooks borrowed through interlibrary loan.
          Timeline: Ongoing
          Outcome:
    o Collection Development
      - Make it easier for students to find out if their course has a free alt-text.
        - Shared Goal
          Assigned Departments: Application & Digital Services
        - Measure: Develop new database of course-related materials for both CATs and and OER that our faculty produce as a result of the Mini-Grant program.
          Timeline: Ongoing
          Outcome:
      - Reduce textbook costs for students through the course-adopted e-book project.
        - Measure: Documentation of student maximum potential savings at the end of both semesters.
          Timeline: June 2018
          Outcome:
      - Liaisons will support efforts of textbook affordability program by providing support to each mini-grant recipient and publicizing the program to faculty in their subject areas.
        - Measure: Liaison work related to textbook affordability program and publicity efforts documented.
          Timeline: June 2018
          Outcome:
Electronic Resources

- Improve user access to electronic resources through the library website and discovery platform - Shared Goal
  - Assigned Departments: Discovery Advisory Board
  - Measure: Implement updates to Summon 2.0
    - Timeline: June 2018
    - Outcome:
  - Measure: Implement updated A-Z journal pages
    - Timeline: June 2018
    - Outcome:
  - Measure: Reconcile vendor/publish entitlements with Summon Knowledgebase for Elsevier journal backfiles and front files, JSTOR Books, and American Mathematical Society ebooks
    - Timeline: June 2018
    - Outcome:
  - Measure: Determine how BrowZine should be implemented with Summon
    - Timeline: June 2018
    - Outcome:
  - Measure: Implement a Portal for the Millennium campus, if needed
    - Timeline: June 2018
    - Outcome:

- Electronic Resources Review Committee
  - Thoughtfully contribute to the effort to deliver alt-texts to reduce student costs. Measure: Find and recommend effective resources that faculty can use for teaching. Timeline: June, 2018

- (ALS/Laupus Libraries Joint Objective 2) The ECU Libraries will develop and promote diverse cultural experiences, resources, and programming for lifelong learners in the university community and in the region.

- Circulation/ILL
  - Create monthly book and DVD displays on diversity themes identified by the university or other topics of interest.
    - Measure: Number of displays, items on display, and circulations
      - Timeline: Ongoing
      - Outcome:

- Library Diversity Committee
  - Collaborate with Laupus Library on events that promote a culture that affirms, respects, and celebrates diversity and inclusion in personnel, services, collections, and resources.
    - Measure: Invite Laupus Library’s faculty and staff to participate in events and professional development opportunities taking place in Joyner Library.
      - Timeline: Ongoing
      - Outcome:

- Project Development
  - Coordinate the planning and collaboration with other areas for the North Carolina Department of Cultural resources WWI Exhibition.
    - Measure: Installation of the exhibition and feedback from guests. A plus/delta completed following the event and exhibit.
      - Timeline: March 2018
      - Outcome:
  - Coordinate the planning and collaboration with other areas for the 2019 NEH On the Road Exhibition, "For all the World to See."
    - Measure: Complete and submit program plan to the NEH
      - Timeline: October 2017
      - Outcome:
  - Coordinate the planning and collaboration with other areas for the 2018 Blackbeard 300 Exhibition at ECU
    - Measure: Complete and submit a facility report to the NC Department of Cultural Resources
      - Timeline: January 2018
      - Outcome:
  - Plan and coordinate the traveling schedule, installation, and marketing of “Beyond Bricks & Mortar: Revisiting the Sycamore Hill Community” exhibition as it is showcased at regional venues.
    - Measure: Installation of the exhibition at three locations (Eppes Recreation, Pitt County Arts Council and South Greenville Recreation) and feedback from guests.
      - Timeline: June 2018
Outcome:

- **Research & Instructional Services**
  - Meet and collaborate with Laupus representative on new instruction scheduling tool to investigate its use for RIS consultation, group presentation data gathering. Continue to collaborate with the grad research series, thesis/dissertation bootcamp, and other initiatives.
  - Measuring: Investigate how Laupus is using scheduling tool for other data gathering, potential ease of use for RIS. Work with Laupus on events and for the RefWorks transition.
  - Timeline: Ongoing

- **ALS/Laupus Libraries Joint Objective 3** We will collaborate with the Division of Research and Graduate Studies and others to develop and provide robust tools to create, discover, share and preserve the University’s research and creative activity.

- **General Collections Cataloging**
  - With cataloging colleagues at Laupus Library and the Electronic Resources Librarian, expand use of OCLC’s WorldShare Collection Manager to procure OCLC MARC records for some electronic resource sets and manage their OCLC holdings. - Shared Goal
  - Assigned Departments: Electronic Resources
  - Assigned Departments: ILS Services
  - Measuring: Electronic resource sets are selected, procedures are documented and processes are in place to ensure effective management of these e-resource MARC records.
  - Timeline: June 2018

- **Research and Scholarly Communication**
  - Increase awareness of open science tools which can aid in sharing campus research and complying with grant requirements.
  - Measuring: Complete the IRA grant in collaboration with Laupus Library and Physical Therapy; draft of best practices for OSF on campus developed.
  - Timeline: June 2018

- **Support grant activity at ECU by administering SPIN database in conjunction with partners in the Office of Sponsored Programs and publicize grant databases to the university community.**
  - Measuring: Number of user accounts appointed; number of searches conducted; number of sessions taught; completion of administrative tasks.
  - Timeline: Ongoing

- **Develop a more comprehensive grant resources page for the scholarly communication webpage.**
  - Timeline: December 2017

Outcome: