

East Carolina University
Annual Progress Report: Academic Units
2018-2019

Unit: Library Services

By June 30, Deans should forward Unit Annual Reports (max. 10 pages) to the Provost or Vice Chancellor for Health Sciences. Please copy Kristen Dreyfus at springerk@ecu.edu for SACS-COC documentation.

Part One: Accomplishments

In response to each item in Part One, provide a qualitative narrative and no more than five bulleted points and brief descriptions of accomplishments:

1. **Teaching & Student Learning:** Summarize unit highlights in teaching during the reporting period (i.e., awards, significant improvements/initiatives, and curricular and/or pedagogical innovation).
 - Joyner Library provided leadership on University initiatives including Faculty180 implementation, data stewardship, Heritage Hall, and improving student retention and success through high impact educational practices and affordable textbook programs.
 - Notable Special Collections acquisitions included School of Music Professor Otto Henry’s recordings and papers, Native American materials for the Rare Book Collection and University Archives, urban fiction for the Roberts Collection, and materials related to LGBTQ groups in Greenville for the Manuscripts Collection. Additional manuscript acquisitions related to military history including World War I, the Spanish American War, and the Civil War, as well as local family, business, church, and community histories.
 - Reconstituting records management services was an important accomplishment: a University General Records Management PRR was adopted, a new records manager was hired, a new website and forms were created, and online and face-to-face training were developed and implemented. A secure cage with tightly-controlled access was built for the most sensitive records. All records are being inventoried and non-scheduled records are being returned to owners. A new records management system has been adopted. The University indicated its confidence in the records management program by extending the manager’s responsibilities to include verifying compliance with the Xtender Electronic Records and Imaging Regulation and Procedures.
 - Joyner Library convened a task force to examine the current environment of the library’s student data collection and to make recommendations about formalizing both the collection and analysis of student data for the coming year. The goal is to assess and improve library services, as well as document and report on the positive relationship between library engagement (e.g. library instruction, research consultations, technology use) and student success indicators such as GPA, persistence, credit hour completion, and graduation.
 - Graduate student satisfaction with the ECU Libraries continues to be high, as indicated by the Graduate Student Exit Survey (draft released June 24, 2019). The highest average rating on the survey – 4.6 - was for “Effectiveness of online library resources for your learning experience.” On a list of 14 “Resources and Financial Support” items, “Library and electronic research resources” received the highest average rating – 4.3. The highest satisfaction means on the Graduating Senior Survey (draft released June 24, 2019) were for library services: 4.42 for “Access to library online resources”; 4.40 for “Library services overall”; and 4.38 for “Hours of operation.”

- Laupus Librarians taught 464 instructional sessions this year, up 2.9% from last year. The number of program hours for these class sessions was 516, an 8.6% increase over the previous year. Outreach instruction classes reached 116 participants, an increase of 51%. The number of tours and orientations is significantly higher this year, however formal classes are down. This change is likely due to two new liaisons who are in the process of creating new relationships with their assigned departments and schools.
- In association with the Brody School of Medicine and the director of the Brody RISE program, Laupus is participating in a pipeline program to help develop and sustain the interest of students, from middle school through early college, in health-related fields by providing library tours and interactive activities for students.
- Some Laupus resources and services continue to see high use. There were 3,432 equipment checkouts this year, for an increase of 26%. 1,457 conference presentation posters were printed for an increase of 4.8%. The number of people physically entering Laupus Library continues to increase, up this year to 165,418, a 1.4% increase. Service Desk transactions, which provide a variety of general help and specialized library skills help, increased 23% to 10,022 this year. Utilization of research support services including the Systematic Review Service is up to 17 active reviews, over 10 last year. All IRS librarians have already attended or have been scheduled to attend an intensive multi-day Systematic Review training. Using data from Student Advisory Group meetings, traffic counts, and other sources Laupus discovered specific times during which students most needed additional library operating hours. Effective January 2019, Laupus extended hours by 10 per week, increasing the total number of weekly operating hours from 95.5 to 105.5. Joyner Library continued to be open 142 hours per week during fall and spring semesters.

2. **Research/Creative Activity:** Summarize unit highlights in research/creative activity during the reporting period (i.e., awards, recognition, partnerships, and innovation). Attach (where appropriate) the unit's one-page graphical results from the Academic Analytics.

- 17 Systematic Reviews were started during the year. Three reviews were published and the others remain in process.
- 22 Scholarly Contributions and Creative Activities were accomplished by Laupus faculty, up from 17 last year. These works include book reviews, posters, presentations at professional conferences, published journal articles, and systematic reviews.
- Laupus History Collections sponsored 11 exhibits and coordinated 9 lectures. Attendance at the lectures increased 9% to 226. All but one of the lectures were video recorded and archived on the library website. Travelling exhibits, often including artifacts from the Country Doctor Museum, were set up in various location across Eastern North Carolina including: Wake Tech, Joyner Library, Wiggins Library at Campbell U., ECU College of Nursing, Brody School of Medicine, and Cumberland County Public Library. [Joyner exhibits and lectures are reported in the Strategic Plan Update.]
- Joyner librarians produced 11 unique articles, 3 book chapters, 53 presentations, 2 proceedings, and 3 reviews.
- For Joyner Library, RAMSeS grants were either funded and in progress or completed during the reporting period, with 1 additional grant proposal submitted. Other grants: 3 internal, and 1 proposal in preparation.

3. **Service:** Summarize unit highlights in service during the reporting period (i.e., awards, recognition, partnerships, and innovation).

- Laupus employee Michelle Messer Bone served as chair-elect for Staff Senate and continues as Chair for the next academic year.
- Laupus librarians accomplished 154 Service-related activities in 2018-2019. These activities include 99 Institutional Committees up 43.5% from last year, and 38 Professional (state, regional, or international) Committees, up 73% from last year.

- In Fall 2018 the Laupus Diversity Committee sponsored a Reader’s Theatre event “A Face of Stone” in collaboration with the Vice Chairs for Diversity and Inclusion. 17 people attended the event and lunch was provided by Laupus Library. In Spring 2019, the Committee coordinated the 2nd Annual Spring Fling – Health Sciences Diversity and Information Fair which was attended by approximately 150 people. This event received \$1150 in co-sponsorship from other departments and schools in Division of Health Sciences. The event was supported by 12 vendor tables staffed by various student groups, departments, and other similar campus services.
- Katy Webb, Head of Research & Instructional Services at Joyner Library, received the Creed Award from the Office of the Dean of Students. She was also selected to be on the Fulbright Specialist Roster for a 3-year period.
- In June, Angela Dresselhaus, Head of Electronic Resources at Joyner Library, completed her term as President of NASIG, an international professional association of librarians and academic publishing professionals. Jan Lewis, ALS Director, completed her term as Chair of the UNC System University Libraries Advisory Council and began her term as President-Elect of the Association of Southeastern Research Libraries. Jeanne Hoover, Head of Research & Scholarly Communication, produced and shared marketing materials for textbook affordability programs via a Creative Commons license, as part of the SPARC Open Education Leadership Program. She also served on leadership teams for state and national open educational resources initiatives and conducted numerous training sessions across the state. ALS librarians chaired at least 16 committees for professional organizations and served on 9 editorial boards; nearly all served on multiple city, state, regional and/or national committees. Per the ALS Faculty180 report, approximately 60 ECU committee membership slots were filled by Joyner EHRA, including 7 chair positions.
- Ralph Scott continues to serve as editor of *North Carolina Libraries*, while Michael Reece is technical editor and Joseph Thomas is on the editorial board. This open access journal is the official publication of the North Carolina Library Association.

Part Two: Reflection

Provide **no more than five bulleted points** to briefly describe key opportunities, uncertainties, or challenges that may have impacted or will impact the implementation of the unit’s strategic plan, which was approved by the Chancellor.

1. Lack of new funding will continue to impact the ECU Libraries' recurring collections expenditures as publisher price increases continue. As communicated to Academic Council in April, the Libraries plan to exit one e-journal “Big Deal” when it ends on Dec. 31, 2021 due to a predicted shortfall of nearly \$1 million in the Virtual Library budget. More than a decade of budget cuts has impacted the ability of the ECU Libraries to purchase or license databases, streaming media, and other materials requested by faculty and students. In the current budget climate, no relief from this situation is expected.
2. The current hiring freeze and impending budget cut will affect staffing, services, and the ability to innovate and support university program growth. Laupus will need to hire more highly trained employees to provide support for researchers, specifically with Systematic Reviews, high-level research and data analytics. The new School of Rural Public Health is scheduled to be operational in 2021 and Laupus will need to hire librarians to support it. DHS continued commitment to Interprofessional Education presents an opportunity for librarians to partner with teaching faculty to increase student success. Laupus is planning for the creation of a Scientific Research Communications Department to provide help to researchers in writing, statistics, publishing, and similar tasks. As of June 25, 2019, Joyner Library has collected 12 vacant positions for the FY2021 budget cut. It will be a challenge to maintain the current high level of service and resources, meet growing demands for research support and digital scholarship assistance, engage in development activities, and provide the environment and technology students need to succeed with significantly fewer employees.
3. Achieving development goals continues to be a challenge at Laupus as the M&HS Foundation has fewer employees to support the library. Changes in the UNC/Vidant Health relationship could have a negative impact.

4. We expect the Open Athens identity and access management service to provide usage statistics that map content usage by individual users. Developing procedures for implementing Open Athens and analyzing statistics in a manner that protects user privacy is a challenge and an opportunity.
5. In the next year, technology changes currently underway have the potential to disrupt and improve ECU Library services in the areas of Special Collections (ArchivesSpace), Records Management and Archives (Archive-It), digital collections and the institutional repository (Fedora), and scholarly communication (OJS and Omeka). Other changes are anticipated within several years for the library management system and interlibrary loan and must be planned for now. As many of these systems can or do have open components, this is an opportunity to develop and share expertise within the national and international library communities and possibly realize cost savings.

Part Three: Unit Strategic Plan Update

Summarize the plan or progress toward achieving each unit objective in the strategic plan.

In the Actions Taken section,

- a. Describe Actions Taken by the unit in 2018-19. Include budgetary or other resource investment /reallocation, if applicable. **Units are not required to take substantial actions for all objectives.**
- b. Provide data for associated Metrics in each Unit Objective. If the data has been collected for the first time in 2018-19 provide a summary of the baseline data.

In the Actions Planned section, please describe the Actions to be implemented in the next reporting year.

Commitment One – Maximize Student Success

Unit Objectives and Metrics	Unit Objective Status (mark one)			
	Planning	Launching	Full Implementation	Completed
1. Provide library resources and services students need to maximize their academic success. <ol style="list-style-type: none"> a. Needs assessment and satisfaction surveys of students b. Documentation of library support of NSSE and Association of American Colleges & Universities high-impact educational practices and engagement indicators. 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Actions Taken and Metric Results

Joyner report:

Joyner needs assessment was done through Student Advisory Board meetings, Graduating Senior Survey, Graduate Student Exit Survey, student comments and emails, and other informal means. Feedback resulted in improvements in study space, new furnishings, additional equipment for loan, a microwave for student use, several treadmill and exercise desks, and co-sponsorship of student-led programs/events held at Joyner Library.

Joyner documentation of high-impact educational practices and engagement indicators:

Joyner librarians taught 18 research instruction sessions to Living Learning Communities (LLC) and assigned a personal librarian to each community for the academic year. There were 68 contacts with LLC students during three sets of evening “office hours” at the LLCs. Nine librarians served as advisors for UNIV 4990 practicum experiences. More than 150

library instruction sessions were taught to Writing Intensive/Capstone (WI) courses and 26 to COAD 1000 courses. Approximately 85 scheduled research consultations were conducted with students from LLC and WI courses. [These consultation and instruction numbers are a subset of total numbers and relate specifically to students in these high-impact courses/programs.] Five librarians served as judges during Research and Creative Activities Week and others delivered workshops and held practice sessions for presenters, in collaboration with the Speech and Communication Center. A guided reflection program about the relationship between work, academics, and career goals was started for library student employees and their supervisors. Eighty-four guided reflection conversations were held between student employees and supervisors. The mean rating on a scale of “1” (poor and awkward) to “5” (great engagement activity) was 4.2. The library conducted two Lunch and Learn events for student employees on stress management strategies and tips for improving communication and customer service.

Joyner opened approximately 15,000 square feet of former stacks space that was created by shifting lesser used journal runs to compact shelving. The new spaces will be furnished with comfortable single and group seating for 250 students.

Diversity/Global Learning – Joyner Library hosted the 6th annual Human Library event to pair 165 interested students with 22 minority voices (human books) to facilitate conversations and exchange. The unit maintains a diversity calendar that highlights diversity-themed events in the library and on campus and draws attention to holidays and awareness months and dates. Monthly book and DVD displays feature diversity themes. Joyner partnered with the ECU Office of Equity and Diversity to offer Talking Black in American film presentation, Diversity Book Club events, Disability Awareness and Support Training sessions, and Valuing Inclusion programs. The Diversity Committee coordinated campus-wide Diversity Book Clubs in partnership with ECU Office of Equity and Diversity. In addition, Joyner also offered the African American Read In (in partnership with ECU African and African American Studies). In support of our current NC Humanities Council Grant, we offered 4 community workshops open to students focusing on oral history, genealogy, and digital humanities.

Internships - Special Collections hosted two internships for students in the Departments of English and History. In addition to internships, Joyner Library offers multiple student employment opportunities that often match students’ career interests in areas including accounting, human resources, marketing, graphic design, journalism, public history, music, education, and librarianship. The James and Marie Thompson Student Employee Award, given twice a year, includes a reflective component tying what the student learned through library employment to their educational and career plans.

Laupus report:

1. Laupus successfully collected student demographic data such as major, College/School, rank, GPA, gender, etc., for students taking advantage of Extended Exam hours during that two-week period of time in Fall 2018 and Spring 2019.
2. Laupus Student Advisory Board – met April 18 and 25; a total of 10 students from CON, BSOM, SoDM, and CAHS attended. Laupus created feedback walls using dry erase wall covering that captured student feedback on a variety of subjects. Examples of requests from the SAB and the feedback walls that were fulfilled:
 - Extended weekend hours (especially opening at 8am on Sunday morning)
 - Standing desks
 - Book stands
 - Sound machines that can be checked out (in response to noise coming from study rooms, etc.)
 - Virtual tour of the library (one piece of addressing the need to know what is located on each floor)
 - More mobile white boards
 - Specific anatomical models (44 new models purchased spring 2019)

Actions Planned for 2019-20

Joyner:

1. Student employee and supervisor assessments of the guided reflection program will be analyzed for improvement.
2. New furnishings will be installed and assessed for student satisfaction. Relevant findings will be incorporated into a second phase of converting stacks space, subject to the availability of funds.
3. Student technology fees have been requested for a One Button Studio and virtual/augmented reality equipment to loan to students. If funding is received, the One Button Studio will be installed and publicized, and the new equipment will be made available to students.
4. Formalizing the collection and analysis of student data to determine the relationship between library engagement and student success indicators

Laupus:

1. In light of staffing changes, the libraries have decided to continue assessing patron needs and satisfaction through means other than a shared survey. Laupus will codify a plan for regular assessment by the end of fall semester 2020.
2. Use Graduating Senior Survey results and/or triennial LibQUAL+ Lite results to assess student satisfaction. Compare results longitudinally and, when possible, with results at peer institutions and other UNC institutions.
3. Create Virtual Reality Lab, One-Button Studio (OBS), and a Data Visualization & Analytics space to meet documented faculty and student needs. Track usage of these spaces and analyze data for improving user experience and increasing student success.
4. Prepare a proposal for a redesign of the 2nd floor user services and computer lab spaces in Laupus. Based on data from recent space use study, this redesign will increase flexible study space and reduce areas that are only used for one task (ie. computer workstations)

Unit Objectives and Metrics	Unit Objective Status (mark one)			
	Planning	Launching	Full Implementation	Completed
<p>2. Lead textbook/educational resources affordability initiatives that support student success while reducing students' expense for course materials.</p> <p>a. Potential student savings on course-adopted materials</p> <p>b. The number of courses/sections that benefit from library affordability initiatives</p> <p>c. The number of course-adopted materials available to students online via the ECU Libraries as part of library affordability initiatives</p> <p>d. The number and amount of faculty stipends awarded as part of library affordability initiatives</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Actions Taken and Metric Results

Joyner Library: For the Summer 2018 to Spring 2019 period, we provided 215 online textbooks that had the potential to reach 8,603 non-duplicated students in 353 course sections. Maximum potential savings during this period was \$453,860. The class with the most savings potential was READ 3201, with nine sections and 226 students during the Spring 2019 semester. Most sections used two ebooks provided by Joyner Library, while two sections used three. Maximum potential savings for READ 3201 was \$17,684.

During the spring of 2019, seven faculty members received \$1,000 alternative textbook awards from Joyner Library and were assigned personal librarians who provided assistance including locating possible resources, facilitating access, and

advising on copyright matters. The faculty members who received awards represented seven departments in two colleges. An additional faculty member received an Open Education NC grant and was assigned a personal librarian from Joyner. Jeanne Hoover, Joyner’s Head of Research & Scholarly Communication, is a member of the Open Education NC steering committee and a trainer for this program. Since Joyner’s alternative textbook program began in 2016, 52 faculty have received awards and implemented free or low-cost textbooks. Overall student savings continue to grow as faculty assign these materials in subsequent semesters.

Laupus Library:

1. Liaisons from the Information and Research Services Department have worked with faculty from DHS to promote OER’s and the Alternative Textbook Program:
 - o Nursing: Worked closely with Dr. Michael Stollefson to replace his textbook for HLTH 3000 (Theory and Practice in Community Health Education) with open education resources which were free or free-for-ECU-students through library subscriptions (worked together from Spring 2018 through Summer 2018; course successfully piloted Fall 2018). Attended and presented on Open Education Resources with Dr. Janice Neil at the Undergraduate Curriculum Committee meeting (March 2018); presented at the Faculty Organization meeting (January 2019) on the Alternative Textbook Program and reminded faculty to submit their applications.
 - o CAHS: Helped Dr. Cox research and select alternative materials for her course. Provided Dr. Cox with numerous resources, 10 of which she selected for use in her class.
 - o Identified potential for collaboration with Joyner for upcoming Fall 2019 semester. The three titles below had a potential savings of \$19,237 for graduate Nursing students:
 - Varney’s Midwifery - \$12,367
 - Knowledge Development in Nursing: Theory and Process - \$2,049
 - Guidelines for Nurse Practitioners in Ambulatory Obstetric Settings - \$4,821
2. Solicited and maintained current textbook lists for Fall and Spring semesters. Tracked library eBooks that faculty are using in courses. Checked textbook list against current holdings and availability in Matthews and R2 Digital Library. Potential purchases within appropriate book vendors were identified.

Actions Planned for 2019-20

Joyner Library: Electronic textbook purchases will continue. We will also purchase selected print textbooks – focusing on General Education classes with the highest enrollment – and place them on reserve. The purchase of selected print textbooks is made possible by a gift from a donor to Joyner Library. We are exploring additional methods for providing links to course-adopted textbooks, including internal tools and, potentially, Canvas. We will likely continue the faculty awards and will also encourage faculty to apply for Open Education NC grants. Joyner librarians will continue to be involved with textbook affordability initiatives at the state and national level.

Laupus Library:

1. Laupus Liaisons and Research Librarian will work closely with DHS teaching and research faculty and promote Joyner’s faculty stipend awards for adoption of OER.
2. Laupus Liaisons will promote adoption of OER texts by attending their respective liaison faculty meetings and by working with individual DHS teaching and research faculty in their respective liaison schools and departments, pointing them to OER options for their specific courses.
3. Continue participation in patron-driven acquisitions collection development model and complete purchases if funds permit.
4. Review textbook lists against current holdings and identify items for potential purchase if funds permit.

Commitment Two – Serve the Public

Unit Objectives and Metrics	Unit Objective Status (mark one)
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3. Develop and promote diverse cultural experiences, resources, and programming for lifelong learners in the university community and in the region.	Planning	Launching	Full Implementation	Completed
a. Number of attendees and web views for lectures, activities, community events, exhibits, and programs sponsored by the libraries or co-sponsored by the libraries with internal and external partners b. Number of items made discoverable	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Actions Taken and Metric Results

3a. Joyner Library hosted 77 programs and events with over 2,654 individuals attending. Web views for related content exceeded 70,000, with 47,907 views of the Daily Reflector online content and 19,921 for Heritage Hall specifically.

Lectures included: The FaculTea Lecture Series in partnership with the Thomas Harriot College of Arts & Sciences and featuring the Whichard Chair, Eileen Angelini, Foreign Languages and Literature, and Michael Gross, Professor of History. Other THCAS partnerships included programs with the English department: poetry readings by Professor Amber Flora Thomas and finalists for the James Applewhite Poetry Prize, a reading by novelist Elaine Neil Orr, a reading by Randon Noble from her book of essays, and Shakespeare’s Birthday Celebration & Sonnet Competition. Other THCAS programs included Visegrad Guest Lecture by Michael Koran: Central Europe, EU and USA: Lost in Translation and Rhetoric & Reality of the Trump Administration & the Transatlantic Relationship, hosted by Professor Armin Krishnan of the History Department. In addition, historian Baylus Brooks lectured about Blackbeard and Roger Kammerer presented a talk about Otway Burns. In conjunction with the More than One Story exhibit, Joyner presented a panel presentation of former migrant workers and individuals who work with migrant workers. These were part of a partnership with the Student Farmworker Alliance and the College of Health and Human Performance.

Conferences and symposiums included: The SHRA Assembly planned and hosted the 15th Annual Paraprofessional Conference with 150 attendees. The Teaching Resources Center planned and executed the 14th Annual Librarian to Librarian Conference with 144 attendees. Both drew attendees from around the state and beyond. Joyner participated in the Blackbeard 300 Symposium. Campus partnerships included THCAS, the QAR Lab, Laupus Library, Uptown Greenville, and Greenville Convention & Visitors Bureau. In partnership with the THCAS and the department of Sociology, Joyner hosted the Symposium “What’s Happening in Princeville.” Joyner also hosted ECU “THATCAMP, Community Building in the Digital Humanities.” The NC ArcGIS Users Group & American Society of Photogrammetry & Remote Sensing Geography, Planning & Environment Symposium was held in partnership with the department of Geography.

Community events included: the Friends of Joyner Library Spring Banquet with Margaret Maron, the African American Read In (in partnership with ECU African and African American Studies), and the Joyner Library Read Out for Banned Books Week (in partnership with the ECU English Department) with over 50 attendees from ECU including students, staff, and faculty. The Teaching Resource Center hosted the 2018 Pitt County Schools Art exhibition in partnership with Pitt County Schools. The Library Diversity Committee sponsored 12 webinars and workshops that promoted a culture that affirms, respects, and celebrates diversity and inclusion in personnel, services, collections, and resources. It sponsored the Human Library event aimed at ECU students. There were 165 people attending with 22 human books represented.

Exhibits included the “12th Annual Graduate Student Art Exhibition” (in partnership with the School of Art & Design), the “Study Abroad Photo Contest” (in partnership with ECU Office of Global Affairs), the “Research & Creative Achievement Week poster exhibit” (in partnership with ECU RCAW), “More than One Story” (a traveling exhibit from the Student Farmworker Alliance at Duke University), and the NC Department of Natural Resources and Culture traveling exhibit Blackbeard 300. Faculty exhibits included School of Art & Design faculty members, Sue Luddeke and Maria Modlin, “Spellbound dreams, magic & unnatural order” and “Cyclical” featuring the artwork of ECU art professors Jim Tisnado and Beth Blake. The African Art exhibit display case featured two exhibits this year. The Teaching Resources

Center created more than 50 book displays celebrating diversity and culture. The Circulation & Interlibrary Loan Department created numerous book displays on topics including study/life skills, banned books, and Black History Month. The Music Library curated displays covering a range of classical, jazz, theatre, and popular music topics. Highlights included displays celebrating the musicians and songs of the American civil rights movement, showcasing autographed recordings and photos from the TomtheJazzman collection, and spotlighting the Brazilian composer Heitor Villa-Lobos (1887-1959), assembled with the assistance of a foreign exchange music student from Brazil. Special Collections exhibits featured Robert Morgan, Otway Burns, Blackbeard and local piracy, female abolitionists, Audubon prints, "Artistic Renderings of East Carolina University", and "Recognizing Past and Present: North Carolina American Indians."

In addition, Joyner Library sponsored the Academic Affairs Faculty Book Authors reception and. ECU New Faculty Orientation events including "Lunch with Your Librarian." The ALS Staff Development Committee offered 9 diverse learning opportunities for staff including organizing Staff Development Day 2019.

3b. More than 5,000 items were made discoverable this year, running the gamut from theses and dissertations to historical photographs and manuscripts. Formats include images, audio, text, and video. This work was accomplished through interdepartmental collaborations involving Special Collections, Special Collections Cataloging, General Collections Cataloging, Application & Digital Services, Electronic Resources, ILS Services, Music Library, Research & Scholarly Communication, and other departments.

Laupus Library:

1. The Nursing Liaison designed 11 posters to display for Black History Month within the College of Nursing, "A Look Back at Trailblazers in African-American Nursing" on display from February 7, 2019 – March 11, 2019.
2. History of Medicine Lectures - 226 attendees up from 207 last year; 1,208 online views of recorded lectures (YouTube & Facebook Live) up from 408 last year, a 196% increase.
3. Digitized History of Medicine & Country Doctor Museum artifacts – 17,343 online views up slightly from 17,196 last year
4. The library took custody of the beginning of the ECU School of Nursing Collection. The collection consists of 6 records boxes and 5 binders of photographs, reports, memos, and other documents pertaining the ECU College of Nursing
5. Dr. Andrew Best gifted a number of items to the library prior to his death. A few years ago, his executor gifted artifacts, photos, and other archival materials to Joyner Library. The Joyner collection has since been transferred to Laupus Library and is being processed with our existing collection. The new additions include photographs, military service records, slides, the aforementioned trunks, journals, and more.
6. Significant progress was made on the Oral History Digitization Project with much of the library's oral history collection being added to the ECU Digital Collections. One item, often requested in physical format from our archives was the oral history with area herbalist Emma Dupree, *Little Medicine Thing*. It was digitized and has been accessed 620 times since it was posted online on November 1, 2018. The current extent of our Oral History Collection is 17 oral histories (38 total digitized items).

Actions Planned for 2019-20

Laupus:

1. 8 Medical History Interest Group lectures
2. Coordinate the DHS Spring Fling Diversity Fair, 2020.
3. Continued progress on the Oral History Digitization Project, including the hosting of transcripts in ECU Digital Collections associated with each interview.
4. Complete processing of the existing collection mixed with the new additions in this year and to develop a new traveling poster on Dr. Best.
5. Develop exhibits on the library's 50th anniversary for the 4th floor, smaller exhibits on the second and third floors, and pop-up exhibits associated with each Medical History Interest Group lecture

6. Launch the Picture of Health art series in Spring 2020

Joyner will host the National Endowment for the Humanities *On The Road* exhibition, "For all the World to See: Visual Culture and the Struggle for Civil Rights," and will partner with campus and community organizations to offer complementary programming. In partnership with the College of Fine Arts & Communication and engaging Pitt County Schools, we will present "Dar He" a theatre performance depicting the story of Emmett Till. Other partnerships and collaborative programming will continue with Thomas Harriot College of Arts & Sciences, Office of Equity and Diversity, College of Fine Arts & Communication, Office of Student Transitions, Division of Academic Affairs, Research, Economic Development, and Engagement, City of Greenville, Eppes Heritage Society, Eppes Alumni Group, Uptown Greenville, North Carolina Department of Cultural & Natural Resources, and more. In support of a North Carolina Humanities Council Large Grant awarded in 2018, we will host a symposium, "Urban Renewal & the North Carolina Landscape," in the fall of 2019 gathering researchers across the state. Famed architect Zena Howard will keynote the event, in partnership with the City of Greenville and ECU Office of Equity & Diversity. Community documentation of underserved communities will continue with the project and result in additional exhibitions. In partnership with the Greenville Museum of Art and the Pitt County Historical Society, we will offer a community history day in August. Also in partnership with the Museum, materials from Joyner's Special Collections will be used in the "Greenville, Then and Now" exhibit from June 21-October 5.

Commitment Three – Lead Regional Transformation

Unit Objectives and Metrics	Unit Objective Status (mark one)			
<p>4. Provide collections, tools, training, and programming that enable users to create, discover, collaborate internally and externally, share, and preserve the University's research and creative activity.</p> <ul style="list-style-type: none"> a. List of major collections that support research and creative activity and, where available, usage data b. List of tools provided and, where available, usage data and/or number of ECU researchers making use of each tool c. Number of librarian systematic review services produced for faculty and researchers related to research; number of training sessions and programs d. 4. Global audience for ECU research as measured by use of the institutional repository and digital collections 	Planning	Launching	Full Implementation	Completed
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Actions Taken and Metric Results

4A. **Joyner report:** See table below. This fiscal year no new one-time purchases were made by the ECU Libraries. Library subscriptions normally have annual price increases ranging from 3 – 6% per year, which adds up quickly for large packages. The total inflationary increase for the five largest journal packages and a major index is more than \$130,000 for the 2018-2019 fiscal year.

Title	Approx. Cost	Use (PDF or searches)	Cost per Use (CPU)	Increase from Prior Year	Increase percent
Sage Journals	\$170,000	81,250 article views	\$2.07 / article view	\$4,204	3%
Scopus	\$75,000	14,736 searches	\$5.29 / search	\$3,177	4%

ScienceDirect	\$1,300,000	360,863 article views	\$3.61 / article view	\$64,724	5%
Springer- Nature Journals	\$380,000	111,064 article views	\$3.44 / article view	\$10,974	3%
Taylor & Francis Journals	\$200,000	79,805 article views	\$2.52 / article view	\$30,847	18%
Wiley- Blackwell Journals	\$515,000	129,665 article views	\$3.96 / article view	\$18,224	4%

4B. Research tools maintained and/or curated by the ECU Libraries include the SPIN grants database, DMPTool for drafting and sharing data management plans, the Dataverse research data repository, Open Science Framework, the Vireo Electronic Thesis and Dissertation Management system, and VIVO expertise profiles. ECU librarians taught one workshop on the Open Science Framework (OSF) and conducted eight consultations on adoption and use of the OSF, DMPTool, and DataVerse. Six datasets have been published in DataVerse since October 2018. For DMPTool, 13 plans have been created and 15 new users joined since June 2018. One new project was created in OSF. Two grant applications were submitted that plan to make use of OSF. Joyner Librarians serve as the Public Access Compliance Monitor for ECU, tracking the progress of and helping resolve issues with providing public access to NIH-funded articles. This year, 49 articles were processed. There were 59 new SPIN accounts created this year for a total of 597 accounts; there were 3,528 searches in the SPIN funding opportunities this year. Library employees worked with REDE personnel to use the SPIN API for saved searches on topics related to specific research clusters so those opportunities could be more easily seen by interested faculty members. In addition, two library faculty members conducted nine workshops on using SPIN, and one faculty member serves on the eTRACS implementation working group.

During the year, Joyner Library implemented Open Journal Systems in support of publication of the new journal *Theory and Practice in Rural Education* (a “revamping” of the College of Education’s successful *Journal of Curriculum and Instruction*). Also, during this year, Joyner Library began implementation of Omeka, a web publishing platform for digital scholarship that had previously been administered by ITCS. Joyner staff have agreed to provide standardized subject headings for research interests to enhance Scholars@ECU, public profile pages built on data from Faculty180 using the VIVO software.

4C. See Laupus report below.

4D. The ScholarShip, ECU’s institutional repository, had 464 items added for 2018-2019, and saw good use: 119,325 overall unique page views, 93,916 item unique page views, and 1,221,761 unique downloads. Digital Collections has 58,453 digital objects made up of 301,340 image, audio, text, and video files. Digital Collections had 307,544 unique page views, up slightly from last year. Digital Collections was visited by 187 countries. Heritage Hall had 13,629 unique page views.

Laupus:

Subscribed to the Systematic Review Management tool, Covidence.

Increased the number of Systematic Reviews undertaken by librarians in 2018-19 vs. 2017-18 from 10 to 17.

Partnered with Hui Bian to improve data support at Laupus Library. Dr. Bian from OFE spent est. 16 hours/month beginning in April providing consultation services for DHS faculty.

Continue to save on CINAHL subscription cost by utilizing deals through the Carolina Consortium

Through negotiations with the company, we saved \$7,525.86 in journal billing service charges with EBSCOnet.

Saved \$20,000 off Covidence MSRP and \$15,000 Visible Body Lifetime license through negotiations with the vendors.

Actions Planned for 2019-20

Joyner:

4A. ECU Librarians will analyze usage and subject coverage for ScienceDirect titles to maximize alignment with ECU’s curriculum and research interests. Library administration will also begin talks with key stakeholders about options for ScienceDirect content.

4B. Joyner Library publication support will increase during 2019-2020 as we migrate content from the old OJS server maintained by ITCS to Joyner resources and consider use of the library’s OJS for additional current journals. We will also review content from the ITCS-installed Omeka to consider whether it might be migrated to Joyner’s Omeka instance, preserved in some other way, or be taken down. Library support for new Omeka projects will take the form of outreach to relevant faculty and workshops conducted in conjunction with the Office of Faculty Excellence. Joyner staff will begin entering standardized subject headings for research interests to enhance Scholars@ECU, public profile pages built on data from Faculty180 using the VIVO software, as these profile pages go live.

4D. For the next reporting period, Joyner librarians will find ways to increase awareness of The ScholarShip, ECU’s institutional repository, and explore additional ways to import and recruit content.

Laupus:

1. Establish Data Visualization and Analytics space at Laupus and begin providing consultative services for researchers.
2. Continue to host Dr. Bian for at least 8 hours/month for statistical consultations and expand the service by hosting faculty or graduate students from the Department of Math
3. Collaborate with ECU Writing Center and English Department to provide editing assistance for DHS faculty, and track usage.
4. Plan multiple workshops at Laupus during “Love Data Week” in February 2020 that will focus on statistical support for research, data management, and best practices for representing data in research presentations.
5. Teach 2 sessions on the Open Science Framework for the Health Sciences Campus.
6. Offer 2 training sessions on Systematic Reviews through the OFE.
7. Teach a Research Data Management session for the Health Sciences campus.
8. Teach a session on writing a Data Management Plan for NSF grants on the Health Sciences campus.
9. Sponsor and promote training sessions for researchers on SAS, R programming and similar high-level research tools; taught by experts available here at ECU.

Our Responsibilities

Unit Objectives and Metrics	Unit Objective Status (mark one)			
5. Joyner Library will raise \$5 million in outright gifts and \$3 million in planned gifts by the end of the campaign in 2022. Laupus Library will raise \$500,000 in outright gifts and \$500,000 in planned gifts by the end of the campaign in 2022. a. Fundraising totals (by Joyner Library and Laupus Library)	Planning	Launching	Full Implementation	Completed
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Actions Taken and Metric Results

Laupus:

1. Laupus director met with ECU Development officer and Ms. Ann Laliotes and the results were a \$50,000 planned gift. This met the goals set for the year by the Foundation office.
2. Electronic solicitation sent to 12,000 DHS alumni email addresses
3. Print solicitation letter sent to nearly 200 Friends and Foundation Board members which has yielded est. \$2,000 as of mid-June
4. Room naming ceremony for Dr. and Mrs. Paul on February 14th – publicized this event on social media
5. Continued to develop relationships with existing Friends including hosting two Friends Board meetings.

Joyner:

A BIC report for July 1, 2018-June 22, 2019 showed \$292,415 in total gifts for Joyner Library. In addition, with Greg Abeyounis, we finalized planned gifts from Terry Kingery (\$100,000 plus gift-in-kind valued at approximately \$500,000) and Ann Laliotes (\$37,500). Because Ms. Laliotes also made an immediate gift of \$37,500, we will be able to name a space on first floor in her honor in the fall of 2019. We engaged in numerous donor cultivation and stewardship meetings, made presentations to civic groups, and worked with the Joyner Library Advancement Council and Friends of Joyner Library. Two members were added to the Council. Joyner Library hosted an event in February to thank Dr. West and Sheri Paul for naming a group study room.

Actions Planned for 2019-20**Laupus:**

1. Send another print Friends of Laupus Library solicitation letter in spring 2020
2. Health Sciences Author Recognition event – will host on November 14th and assess value of this development event for future years
3. Host several Laupus 50th Anniversary activities events—namely an Open House planned for October 25

Joyner:

We will work collaboratively with ECU Planned Giving and with University Advancement colleagues on development opportunities; participate in a crowdfunding solicitation in 2019-20; provide fundraising materials to University Advancement for use by major gift officers; and participate in at least 15 donor cultivation/stewardship activities in addition to Advancement Council and Friends of Joyner Library activities.