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Annual Report Summary of Academic Library Services (ALS)

Introduction

Academic Library Services (ALS) includes Joyner Library and the Music Library branch. Thirty faculty librarians, five EPA administrative professionals, and 65 SPA assistants comprise the staff. Joyner Library is open 108.5 hours weekly including Sunday through Thursday from early morning until 2 a.m. the next morning. The budget exceeds \$7 million and the endowment fund is about \$10 million.

Mission and Strategic Plan

A strategic planning committee was formed of faculty and staff at the beginning of the year. From their efforts, a new mission statement was adopted and a strategic plan for 2003-2004 established. These plans, the budget, the organization chart, and many other documents and reports can be found at the ALS web site www.lib.ecu.edu under "departments/administration". The committee was made a standing one.

Cooperation with Laupus Library

Commended by the SACS accreditation team as a first-rate example of library cooperation, ALS and the Laupus Health Sciences Library maintain a virtual library program of data base services. This example of virtual collaboration was greatly enhanced with the purchase of the SFX database linking software currently being installed. The official announcement reads:

"SFX is a unique linking tool allowing students and researchers to link seamlessly from a database to an online resource, provided that the library holds a current subscription to that resource. At the click of a button, SFX takes researchers from an article citation in one database to a full-text electronic copy of that article in another. Just as easily, SFX links to print copies listed in library catalogs and to other library services. To try this new resource, look for the SFX "Find it!" button or link while searching ECU electronic databases. SFX will be fully operational for the university community in the fall 2003."

ASERL Benchmarks

ECU joined the Association of South Eastern Research Libraries (ASERL) in 1999. The 36 ASERL libraries included five in North Carolina: Duke, UNC Chapel Hill, NCSU, Wake Forest, and ECU. Two more - UNC Charlotte and UNC Greensboro - joined in 2002. ASERL statistics at www.aserl.org are peer benchmarks for ECU to use. Notably, the materials budget combines expenditures by both ALS and Laupus Library. ECU was thirtieth among Southeastern research libraries in the 2001-2002 report.

ASERL Statistics- Materials Expenditures

\$5.3 million Wake Forest

Fourth Quartile

28 \$4.3 million Mississippi State
29 \$4.2 Georgia Tech
30 \$4.0 East Carolina
31 \$3.8 U of Alabama Birmingham
32 \$3.5 U of Memphis
33 \$3.3 Clemson
34 \$3.1 William & Mary
35 \$2.8 UNC Charlotte
36 \$2.6 UNC Greensboro

LIBQUAL Service Quality Measures

Academic libraries nationwide are participating in the LIBQUAL survey of service quality. ALS began in January training to administer the survey and completed it in May. Results from the survey will be assessed over the summer and discussed with the ALS faculty and the Senate Libraries Committee in the fall. A full report of the findings will be made to the Provost and to the Senate Library Advisory Committee.

Fundraising

The library development officer and the Friends of Joyner Library (FOJL) work with the Director to raise the library's profile in the community and to raise funds for the endowment. Notably during the year, ALS and the College of Education received a commitment for a gift of \$250,000 from one donor. ALS will use its share to endow a Childhood Literacy Center in the Teaching Resource Center as part of the University's commitment to strengthening teaching in Eastern North Carolina.

Community Engagement

In addition to the many contacts by the ALS faculty as outlined in their annual reports, the FOJL Executive Board carried out a full program to enhance awareness of Joyner Library, "Eastern North Carolina's Research Library". The FOJL operated on a \$17,000 budget for programs, scholarships, and support for the library and the staff. A full report on development activities will be on the web site by fall.

Horizon Working Groups

The online catalog for ECU is based on the Dynix Corporation's software system "Horizon". The Horizon Working Groups were formed to encourage the investigation, development and implementation of improvements to the libraries' integrated online system. This joint endeavor between Academic Library Services and the Laupus Health Sciences Library has a total of six working groups with more than forty participants. Since their inception, the working groups have identified five issues for improvement of the system or enhancements to patron services. The respective Systems Departments have implemented the enhancement features.

Digital Exhibits

The newest unit within the library was begun to create digital exhibits from ECU archives, the Langford NC Collection, and special collections. An active digital conversion program of important and unique papers to digital format for online access is ongoing. The program now has five major collections online at www.lib.ecu.edu/digital.

Major Grants

A North Carolina ECHO Text Encoding Initiative grant of \$49,954 was received to convert NC history and fiction texts to digital format for online access. North Carolina ECHO, Exploring Cultural Heritage Online, is the World Wide Web's doorway to the special collections of North Carolina's libraries, archives, and museums. The web site is at [/NCCollPCC/tei/index.html](http://NCCollPCC/tei/index.html).

Two previous ECHO grants for \$26,860 and \$50,000 to Special Collections to encode our finding aids were completed during the year.

Student Affairs Committee and Joyner's Coffee House

A committee formed initially to consider a coffee house for Joyner Library was expanded to include a representative from Dr. Garrie Moore's staff and to consider all improvements that benefit students. A coffee house is now planned for construction during fall, 2003, opposite the courtyard entrance. The first floor journal area will be redesigned as well to include comfortable furniture and magazines in display racks with over 100 computers close at hand. Centered

around the courtyard and its umbrella tables with seating for thirty outside, the first floor's Digital Library Center will have a comfortable "Barnes and Noble" feel with seating for over fifty more students.

Staff Service Projects

With excellent leadership from its President, Harry Frank, the SPA association at Joyner coordinated numerous service projects. Especially noteworthy, the Food for Fines program delivered over 2,000 pounds of food to the area food bank. In addition, staff and faculty participated in the Relay for Life, Adopt a Highway, and a major stacks shifting project for Joyner Library.

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Building Operations

Building security continued to be maintained at a high level due to the efforts of Joyner's security officer Roger Davis and our security guards in conjunction with a close working relationship with campus police. Reports of theft and vandalism in the building have continued to be minimal since the introduction of our security program in the summer of 1996. Unfortunately, Roger Davis left the department during the spring and eventually took another job position outside the university. We plan to begin a search in July to fill the vacant Security Officer position.

Shipping/Receiving continued to serve the building well due to the efforts of Linda Morton. In August of 2002, Mary Gardner was hired to assist Linda in Shipping/Receiving. With Mary's able assistance, she and Linda successfully continued the processing of all incoming and outgoing mail and materials while simultaneously dealing with Facilities personnel, vendors and all other activities that flow through the loading dock, Shipping/Receiving area. They also maintained and monitored security in the loading dock area through the use of security cameras and monitors as well as questioning any non-university personnel who might enter that area.

Trudy McGlohon and Gordon Barbour completed several projects including:

1. The completion in June 2003 of the shift of the general circulating collection which began in July 2002.
2. Trudy designed and scheduled the work necessary in the reconfiguration of the Cataloging and Collection Development spaces.
3. Designed and coordinated moves and construction of the new System's area in 1st floor "drum" area.
4. Assisted with design layouts and coordinated the move of the Preservation/Conservation area.
5. Relocated and reconfigured the DLC public service desk in addition to removing 8 cubicles in the same area.
6. The space in room 1413 was reconfigured to accept the move of the Digitization Center from 2nd floor to 1st floor.
7. Arranged and coordinated furniture moves establishing the new Popular Book and Magazine reading areas on 1st floor West Wing.
8. Completed addition of shelving ranges to the 3rd floor general circulating stacks.
9. Coordinated with Facilities Services the re-routing of electrical lighting in the North Carolina Collection.

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Cataloging

Highlights

Annual monographic cataloging increased from 28,283 to 37,590. This is a total of 9,307 more books than last year for a productivity increase of 33%.

Claudia Arendell kept serials holdings current during Lorré Bullock's leave of absence, a particularly trying task when undertaken with minimal instruction.

Jan Mayo, Marilyn Lewis, Claudia Arendell, Ann Manning, Rossa Davis, Mary Lancaster, Lorré Bullock and Sheri Black all worked on various aspects of the transfer of all Social Work/Criminal Justice materials from the Health Sciences Library to Joyner Library. During summer and fall semesters, 2602 monographs, 2515 serials and 210 videocassettes were cataloged and integrated into our collection.

In January, Lorré Bullock and Ann Manning returned to their retrospective cataloging of Government Documents project, cataloging 2894 monographs and 237 serials for this fiscal year.

Patricia Dragon, Special Collections Cataloger, who was with us for a little over half of this fiscal year, has made great strides in the cataloging of rare books for Special Collections, cataloging 123 new titles. She also cataloged the backlog of North Carolina rare books as well as resurrecting the cataloging of North Carolina maps.

Stacy Baggett, Electronic Resources Cataloger, was the driving force behind a joint effort of the Cataloging and Collection Development faculty to draft a reorganization plan to improve productivity and morale. Dr. Varner approved the plan in June, with a reorganization of the physical space to commence in July 2003.

Personnel

Lorré Bullock, LTA1, returned from her leave of absence on September 30.

Marilyn Lewis, Serials Cataloger, left Joyner Library on October 1, 2002, to take a position at Saint Leo University in Florida.

Lisa Pitman Boyd transferred from Administration to Cataloging, effective October 16.

Patricia Dragon was hired to fill a new position, that of Special Collections Cataloger. Her start date was November 1, 2002.

After having been on and off of work with a difficult pregnancy, Lisa Boyd resigned effective December 13.

Alpha Levesque, Library Assistant from Interlibrary Loan, was hired on May 16 to fill Lisa Boyd's vacant position.

Organizational Changes

In order to more effectively address both supervision and original cataloging needs, Jan took over all supervision in the department on July 1, 2002. Marilyn became responsible for principal cataloger duties and is to devote more of her time to cataloging.

Elizabeth Smith was assigned to catalog North Carolina collection materials for about a third of her time starting on July 1, 2002.

Glenna Lemasters was transferred back to Cataloging on a full-time basis effective July 15, 2002, to oversee Horizon authority control work and database maintenance and to perform copy cataloging of scores for the Music Library.

Sheri Black went from 75% time back to full-time, effective August 1.

Academic Library Services contracted with an outsource music cataloger based in Georgia, Lynne Jaffe, to keep our original music scores and assorted other original music materials moving for this fiscal year.

With the departure of Marilyn Lewis, print serials cataloging duties will gradually become part of Stacy Baggett's position. Due to faculty and staff shortages, microforms cataloging, Marilyn's other major duty, was discontinued for the rest of this fiscal year.

Staff Training and Professional Development Activities

A number of staff attended workshops and events in Joyner and out on campus.

Claudia Arendell took courses from ECU towards a BFA in fabric design.

Glenna Lemasters took courses towards completing her MLS degree.

Stacy Baggett served as a member on the following committees: ALS SFX Implementation Team, ALS Horizon OPAC and Serials Working Groups, ALS Collection Development Task Force, ALS Encoded Archival Description (EAD) Team, ALS Search Committee for Distance Education Coordinator, ALS Web Committee, ALS Digitization Committee, ALS Electronic Resources Review Committee, ECU Continuing and Career Education Committee, ECU Continuing Education Committee, ULAC Distance Education Task Force. She also attended TEI (Text Encoding Initiative) Class, Joyner Library, January 6-10, and SFX Training and Implementation, Joyner Library, April 7-8.

Patricia Dragon served as a member on the following committees: ALS Assistant Music Librarian Search Committee and ALS Faculty Affairs Committee. She was also chair of the ALS Horizon Cataloging Working Group. She attended ACRL in Charlotte, NC, on April 10-13.

Jan Mayo served as a member on the following committees: ALS SFX Implementation Team, ALS Horizon Working Groups Steering Committee, Special Collections Cataloger Search Committee, the ALS Digital Editorial Board, ALS Operations Review Policy Committee, ALS Personnel Committee, ECU Electronic Thesis and Dissertations Committee and ECU Digital Resource Collection Committee. She is also the elected treasurer for Online Audiovisual Catalogers and an elected planning director for the North Carolina Library Association, Resources and Technical Services Section, as well as the Conference Reports Editor of the OLAC Newsletter.

All department faculty were involved in the Technical Services reorganization effort and attended at least one ALA conference.

Goals and directions for the future

Goals for 2002-2003:

The following goals and objectives were developed as part of the current ALS strategic planning initiative and before much of the upheaval in the department took place. Considering the current levels of staffing and expertise and the state budget situation, they may no longer constitute realistic expectations for the coming year.

Communication

Goal #1: Redesign and publicize the Cataloging web page to improve communication between the Cataloging Department and the rest of ALS

(ALS/AA Goal #2 & 6, Joyner Mission #2, 4 & 5)

Strategy (How will you accomplish?)

1. Add the Cataloging Policies and Procedures manual to the web page
2. Add useful cataloging-related links to the web page
3. Publicize the web page

Criteria for success (How do you know you were successful?)

1. Systems reports that the Cataloging web page has increased hits
2. Public Services reports a better understanding of Cataloging's policies and procedures

Services

Goal #1: Explore alternative methods to increase materials cataloged

(ALS/AA Goal #1, 2 & 6, Joyner Mission #1, 3 & 5)

Strategy (How will you accomplish?)

1. Explore implementing CORC
2. Expand use of the PromptCat service

Criteria for success (How do you know you were successful?)

1. Recommendation to use or not use CORC is made
2. Additional collections or types of materials are added to the PromptCat profile

Goal #2: Establish guidelines to evaluate and prioritize requests for cataloging projects

(ALS/AA Goal #2 & 6, Joyner Mission #1, 3 & 5)

Strategy (How will you accomplish?)

1. The original catalogers draft the guidelines
2. The guidelines are discussed in a faculty forum or other venue and refined

Criteria for success (How do you know you were successful?)

1. Guidelines are adopted and in place
2. Guidelines distributed to all departments in ALS

Staffing/Staff Development

Goal #1: Improve training of faculty/staff

(ALS/AA Goal #3 & 6, Joyner Mission #1)

Strategy (How will you accomplish?)

1. Bring in a SOLINET trainer to improve OCLC searching skills of all faculty/staff
2. Train new faculty cataloger(s)

Criteria for success (How do you know you were successful?)

1. Ninety-five percent of faculty/staff report that training was beneficial and searching costs on the SOLINET bill have dropped by 10%.
2. Head of Cataloging is confident enough in the quality of new faculty cataloger(s)' work that she allows them to catalog with minimal checking of their work

Collections

Goal #1: Increase electronic resources cataloging

(ALS/AA Goal #1, 2 & 6, Joyner Mission #1 & 3)

Strategy (How will you accomplish?)

1. Complete Electronic Resources Cataloger's training
2. Develop specific guidelines for electronic resources cataloging

Criteria for success (How do you know you were successful?)

1. Electronic Resources Cataloger has completed online tutorial and/or attended SOLINET workshop on cataloging internet resources
2. Five hundred URLs are added to Horizon using the new guidelines

Progress made on the Goals for 2002-2003

Unfortunately, as reported at the end of last year's annual report, the departure of so many faculty and staff members effectively prevented Cataloging from adequately addressing most of the goals enumerated above.

We have asked to have the 2002-2003 goals apply to 2003-2004, with a few exceptions and changes:

- Services, Goal #1: CORC no longer exists as a separate entity but is now part of WorldCat. We would like to instead explore the use of Connexion, the web-based access to OCLC cataloging;
- Collections, Goal #1: the Electronic Resources Cataloger was able to attend some SOLINET training courses.
- Collections, Goal #2: the Electronic Resources Review Committee came up with some guidelines and some URLs have been added to Horizon. However, with the advent of changes prompted by CONSER that will affect OCLC records, those guidelines will have to be revisited.

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Circulation/Reserves

This has been another year of change for the Circulation Department; Nanette Hardison joined the department in August 2002 but moved to Special Collections in July 2003. Mahila Farhadi moved to TRC. Johnnie Swindell was promoted to systems liaison and David Wilbourne was hired to fill the stacks maintenance position. David Hisle's status changed from temporary to permanent. Steve Golanka, Head of Circulation, accepted at position in Tennessee and left in June of 2003. Beth Winstead has been serving as Interim Department head with Johnnie Swindell and Pam Evans overseeing the day-to-day operations. One position remains unfilled.

E-reserves were implemented in the summer of 2002 and Cassandra Robinson has worked diligently to clean up the reserves and remove old and outdated materials.

For the first time since occupying the current building, the faculty carrels have been reviewed to allow newer faculty access.

Approximately 25 carrels were made available and 71 library items were removed that were not checked out.

A Food for Fines drive was held at the end of the Fall and Spring semesters and was hugely successful this resulted in 3260 pounds for donation to the Food Bank of North Carolina and positive publicity for the library in local media.

An agreement was reached with the librarian at North Carolina Wesleyan College, to allow them to purchase in mass quantity area resident cards to distribute to their students.

Circulation statistics are up from the previous academic year. The total of items checked out from Academic Library Services this year was 136,826. Last year's total was 116,492. The total number of people entering the library is also up. This year's total is 557,748. Last year's total was 530,770.

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Collection Development

Highlights

In the summer of 2002, the Laupus Library transferred their Social Work and Criminal Justice materials to the Joyner Library to facilitate support for these programs. The serials staff added over 100 current journals to the library's current periodicals area and collaborated with cataloging staff to add these titles and their holdings to Horizon.

Due to the nature of the chemicals used in Preservation and Conservation, and in continued compliance with ECU's Office of Environmental Health and Safety, the unit installed an eyewash station meeting the requirements of ANSI Z358.1-1998 and developed safety procedures following the recommendation of the OEHS.

Gloria Bradshaw, from the Preservation and Conservation Unit, assisted Professor Malmrose, School of Communication Arts, with his research in printing. Professor Malmrose requested Ms. Bradshaw's assistance with bookbinding techniques given her experience and training in that area.

From February to July 2003, members of Collection Development were heavily involved with the planning and implementation of SFX content. Stefanie DuBose co-chaired the Content Committee with Jeff Coghill from the Laupus Library. By June 2003, the committee had met the goal of activating approximately 90% of East Carolina's open-URL compliant resources.

The Collection Development and Cataloging faculty collaborated to develop a re-engineering plan for Technical Services processes. The 2-year plan was presented to and accepted by Dr. Varner June 2003. The first stage of the plan was to physically reorganize the Technical Services workspace in order to encourage improve productivity, staff collaboration and departmental morale; moving was scheduled to begin in July 2003.

A large proportion of Collection Development faculty and staff were heavily involved in the Horizon Working Groups from January 2003 to June 2003. Stefanie DuBose and Lisa Barricella chaired the Serials and Monographs Working Groups, respectively, which met on a biweekly schedule through the spring semester.

Personnel

In July 2002, serial staff Debbie Cobb and Ramona Okechukwu joined the Collection Development Department and began reporting to Stefanie DuBose.

Gloria Bradshaw worked ½ to ¾ days assisting in the mailroom during the summer of 2002.

Gloria Bradshaw and Linda Daniels began reporting to Deana Astle in Fall 2003.

Lisa Barricella, Acquisitions Librarian, joined Collection Development in December 2002.

Jill Gooch took family leave from March 2003 through April 2003.

Organizational Changes

In July 2002, serials processing, formerly with the Microforms Department, joined the Collection Development Department. This move further consolidated the various acquisition functions (ordering, payment, receiving & processing) previously handled in two separate departments.

In the fall of 2002, the Preservation and Conservation Department joined the Collection Development Department under the supervision of the Associate Director for Collections, Deana Astle.

Physical Changes

Prior to the July 2002 administrative change incorporating the serials staff into the Collection Development Department, existing space was reorganized to accommodate the processing and workflow needs of the serials staff.

In order to meet the needs of the University, the Preservation and Conservation Unit processes were condensed and streamlined by 1/3 to provide work and office space for part of the Systems Department.

Outstanding titles acquiredMonograph collections/gifts:

- 158 books published in South Africa
- Reference title donations from Associate Director for User and Administrative Services, John Lawrence

Electronic Resources:· **New**

- Annual Reviews Online
- American Periodical Abstracts
- Classification Web
- FIS Online
- Gerritsen Collection Online
- JSTOR Language and Literature Collection
- NetLibrary second shared collection
- Ulrichs online

· **Transfers**

- Criminal Justice Abstracts
- Psychology and Behavioral Sciences Collection
- SciFinder Scholar (joined ULAC consortia)
- Social Work Abstracts
- Sociological Collection

· **Format Changes**

- Biosis
- Environmental Universe
- Zoological Record

Microforms:

- Major Studies and Briefs of the Congressional Research Service, 1978-2002
- U. S. Executive Branch Documents, 1910-1932
- Index to U. S. Executive Branch Documents
- FBI Confidential Files:
 - Martin Luther King, Jr. FBI File
 - The "Do Not" File
 - Wiretaps, Bugs & Break-Ins: The National Security Electronic Surveillance Card File and the Surreptitious Entries File
 - The J. Edgar Hoover Official and Confidential File
 - McCarthy Era Blacklisting of Schoolteachers, College Professors and Other Public Employees: The FBI Responsibilities Program File and the Dissemination of Information Policy File
 - U. S. Supreme Court and Federal Justices Subject Files
 - The Louis Nichols Official and Confidential File and the Clyde Tolson Personal File
 - Communist Activity in the Entertainment Industry: FBI Surveillance Files on Hollywood, 1942-1958
- Terrorism: Special Studies: Basic Collection, 1st - 4th Supplements (1975-2001)
- Nuclear Weapons, Arms Control & the Threat of Thermonuclear War: Special Study, 1969-2001
- News & Record (Greensboro) 1951-1968

Major Equipment

Stefanie DuBose received a new Dell Latitude c640 laptop.

Services

The Preservation and Conservation Unit provides conservation consultations to the public, conservation work members of the Friends of Joyner Library and Joyner Library donors and thesis/dissertation binding for students.

Monographic Acquisitions has an email account that is checked regularly for correspondence from other library staff and patrons as well as an online request form. A detailed electronic resource trial request form is also available to both patrons and library staff from the Collection Development home page.

The Serials Unit began using Horizon to reflect "at bindery" status for materials being sent out for binding.

Staff Training/Professional Activities

Gloria Bradshaw, Preservation and Conservation, attended the following workshops: "Spread the Word: Exhibits and Outreach," Lenoir Community College; "Basic Book Repair" taught by Matthew Johnson of Etherington Conservation Center, Fayetteville, NC.

The Serials staff attended a claiming overview session from Kathy Brannon, Regional Sales Manager, SwetsBlackwell. Wes Daughtry continued to take classes toward his MLS and participated in an OCLC Mindleaders Access course. Both Wes and Debbie Cobb served on the Horizon Serials Working Group. Ramona Okechukwu attended the Advanced Computer Fundamentals Training Class sponsored by ITCS.

Monograph staff received training on online ordering using GOBI II from Suzanne Kapusta of Yankee Book Peddler. Jill Gooch served on the Acquisitions Librarian search committee during the fall of 2002. She and Inge McMillan both served on the Horizon Acquisitions Working Group. Pat Crandall served on the Joyner Library Social Committee.

Lisa Barricella chaired the Horizon Acquisitions Working Group and the Information Technology Librarian search committee. She attended the ALA Midwinter and Annual conferences, and also attended a Performance Evaluation System review session held at Joyner Library.

Stefanie DuBose chaired the Operations Policy Review Committee, Horizon Serials Working Group, Electronic Resources Review Committee and co-chaired the SFX Content Committee. She served as a member of the ad hoc Code Committee, ALS Web Committee, Head of the Teaching Resources Center search committee and the ALS Collection Development Task Force. She attended the Charleston Conference in November 2002 to co-present "Taking A Bite Out Of Subscriptions: How Three UNC Libraries Reviewed, Realigned and Reduced." Stefanie also assisted in the development of a presentation for the UNC-TLT Conference: "How Do We Get There From Here: Campus Collaboration to Achieve Information Literacy." Stefanie also attended a review session held at Joyner Library.

Goals and Directions for the Future

1. Expend all state funds for materials by April 1, 2003.
2. Implement electronic claiming for serials.
3. Reduce the gift backlog to zero.
4. Review standing orders for continued relevance.
5. Hire and train Acquisitions Librarian for monographic acquisitions.
6. Receive in-depth training on Horizon Acquisitions and Serials modules to take greater advantage of their capabilities.

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Government Documents

Overview

The Joyner Library Government Documents & Microforms Department handles physical processing, maintenance, and basic public service for the federal documents, maps, and general microfiche collections. David Durant serves as Documents Librarian and Department Head. Janice Rice coordinates the Microforms collection, Anna Dougherty handles documents processing, and Michele Ritchie works with maps and supervises student employees.

Joyner Library has been a member of the Federal Depository Library System (FDLP) since 1951. Through its participation in the FDLP, Joyner has been able to amass a collection of federal government publications that by June 2003 numbered 522,794 print documents, 565,263 units of microfiche, 103,360 maps and posters, and 4,769 CD-ROMs and DVD-ROMs. In addition, Joyner Library also enjoys access to more than 225,000 online government publications via GPO Access and other government Web sites. The General Microforms collection now contains 426,916 discrete titles, with 1,801,818 units of microform materials.

Public Service

After the merger of Government Documents with Microforms at the end of May 2002, the desk in the basement began to function as a service point for documents and microforms materials. Basic user assistance is provided in the basement, while in-depth reference assistance is offered at the main reference desk on the 1st floor. From June 2002-June 2003, the Documents/Microforms service desk handled a total of 4,245 user transactions, broken down as follows:

Documents Reference	1300
General Reference	788
Periodicals	659

Directional	1498
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At the same time, the department has worked very closely with Reference to ensure that patrons with documents or microforms questions get the assistance they need. In terms of both cooperation and quality of service, Reference has been excellent. The Documents Librarian also conducted four government documents workshops and instructional sessions during 2002-03, involving 65 participants.

Circulation and Access

The Government Documents and Microforms Department continued to fulfill its role of providing library users with access to its collections during the 2002-2003 academic year. During this period, 698 documents items were checked out to patrons via the Circulation Desk, as well as 58 maps checked out from the Documents/Microforms Desk. Both figures represent an increase from the 566 documents and 43 maps circulated in 2001-02.

In terms of shelving, the numbers for June 2002-June 2003 are as follows:

Docs Stacks	2,060
Docs CD-ROMs	163
Docs Microforms	477
Maps	162
General Microforms	3,294

Since many of the items shelved were new materials, we will have to wait until next year's numbers are available for comparison before drawing any conclusions in regards to usage patterns.

Part of the increase in circulation of documents materials may be a result of the active efforts to enhance access to the Documents and Microforms collections during the course of the year. The Documents CD-ROM collection was fully arranged and inventoried, with all catalog records brought up to date. Retrospective barcoding of nautical and sectional aeronautical charts was undertaken. Work has begun on fixing the catalog records for items that have seen their SuDoc number changed by GPO. All Docs Stacks items that circulate or need to be reshelved are now routed through Cataloging to ensure that they have full and accurate records in Horizon. The General Microforms collection has been shifted to allow for future growth, and the many new microforms sets received from CIS/UPA have been fully processed and integrated into either the General or Documents Microforms collections. Finally, approval of a policy governing access to electronic government information resources was secured from the Library Assembly.

With the cooperation of Systems and Cataloging, brief item records for government documents in all formats continue to be entered into the online catalog. Unfortunately, it has proven necessary to temporarily suspend loading of full Marcive records, due to a problem with getting the full records to overlay the brief ones. However, a meeting in July 2003 with representatives of Systems and Cataloging saw our departments agree upon a course of action that should be able to solve this problem by the end of 2003.

The department also advanced its efforts to use the Web as a tool for outreach and for promoting use of documents and microform materials. The Documents Librarian continues to create and/or maintain a number of Web pages that provide basic information about the department, its collections, and its services. One indication of the success of these efforts is that, according to Government Printing Office (GPO) figures, Joyner Library ranked 36th out of nearly 1,300 depository libraries for FY 2002 (10/01-09/02) in terms of referrals to GPO Access (<http://www.gpoaccess.gov/>) from our Web site, after finishing 32nd in FY 2001.

The department's most successful Web initiatives, however, continue to be the guides it created in response to the terrorist attacks of September 11 and subsequent War on Terrorism. The Documents Librarian has created and maintains a number of Web pages containing links to government and other information resources, that provide background and analysis and allow users to keep up with the latest developments. One of these pages, The War on Terrorism: Osama bin Laden and al-Qa'ida (</govdoc/waronterror.html>), has received over 75,000 hits from July 2002-June 2003, and is linked to by hundreds of other sites. A companion page covering Iraq (</govdoc/iraq.html>) has proven even more successful during 2002-03, drawing an estimated 125,000 hits since its creation in September 2002, including a record 38,522 in April of this year.

Collection Development and Item Selection

In accord with the department's strategic planning goals for 2002-03, the Documents Librarian conducted a zero-based review of

Joyner Library's FDLP selection profile in July 2002. This review resulted in a slight modification of that profile. 35 item numbers were added to our profile, while 58 were dropped. Since then, an additional 29 item numbers have been added. As of July 2003, Joyner Library is selecting 79.26% of all available items. This represents a slight increase from the 77.31% selection rate of a year ago. In a reversal of recent trends, the number of items available for selection actually increased from 5,928 to 6,390, while the number of individual paper publications selected by Joyner has grown from 2,668 to 3,314.

In spite of this upward trend in our selections, the number of paper documents received from GPO actually declined slightly from 5,032 items to 5,012, while the number of shipments containing paper documents dropped precipitously from 710 to 359. These numbers clearly reflect the Federal Depository Library Program's (FDLP) growing shift towards electronic distribution of government publications. The Public Printer of the United States, Bruce James, estimated in April 2003 that within 5 years 95% of all depository materials will be distributed via the Web. Shipments of other tangible items via the FDLP also reflect this trend. The number of microfiche pieces received dropped sharply from 9,456 to 2,811 (130,816 pieces of fiche were received from CIS, however). Likewise, the number of maps received fell from 2,096 to 1,687, CD and DVD ROMs from 261 to 197, and bound volumes from 437 to 95.

Future needs and Priorities

Essentially, the future needs and priorities for the department remain unchanged from a year ago. As stated in last year's report: "The coming year should see a continuation of the gradual shift in the duties of Government Documents faculty and staff. While the growing FDLP shift to electronic publication and distribution will lessen, though not eliminate, the need for physical processing of documents, it also carries with it a new set of responsibilities. Web pages and subject guides must be regularly maintained. Documents item records in Horizon must be checked and corrected, with links to URLs fixed, collection codes and I-Types modified as necessary, and duplicate records deleted. Finally, the processing and service needs of general microforms materials must also be fully met." At the same time, there are certain traditional tasks that the department must continue to perform. High quality public service from both the Reference and Documents/Microforms desks must continue to be provided, with staff suitably trained for the task. The physical collection must be properly maintained, and in some cases inventoried, as with the Docs CD-ROMs collection. Even now, the bulk of the Docs Stacks collection has yet to be cataloged. Finally, efforts must be continued to promote and market the collection, regardless of the format of materials. While some efforts have been undertaken in that regard, such as Web pages and workshops, more needs to be done."

Attached to this report is the Government Documents & Microforms strategic plan for 2002-03. The issues discussed above were heavily emphasized in the planning document, and while much remains to be done, substantial progress was made towards each of our four major objectives. The Department Head is enormously grateful for the tremendous efforts of departmental staff and students, and for the excellent cooperation received from other departments in the library.

Strategic Planning Goals, 2002-03

1. Enhance access to Documents and Microforms materials

Strategy:

- A. Create and maintain Web pages, finding aids, etc.
- B. Increase access to documents materials in Horizon
- C. Continue to organize and maintain collection
- D. Continue to provide assistance to users at the Documents/Microforms Desk

Criteria for Success:

- A. Web pages and other guides are updated, while new ones are created
 - B. Department continues to work with Systems and Cataloging to ensure loading of Marcive records
 - C. Horizon records maintained and updated as needed
 - D. Shelf reading and other maintenance activities conducted on regular basis.
- Proper labels and signs are created and set up
- E. The Documents/ Microforms Desk offers assistance to patrons during most library hours, as staffing allows.

2. Enhance access to electronic documents sources

Strategy:

- A. Maintain and update Web pages linking to electronic documents resources
- B. Continue to cooperate with Cataloging and Systems on including electronic documents in Horizon
- C. Correct errant Horizon records as needed
- D. Implement policy on electronic access to government information

Criteria for Success:

- A. Documents Web pages are maintained and updated regularly
- B. Records for electronic documents continue to be loaded in Horizon
- C. Horizon records for electronic documents are corrected as needed
- D. Policy on electronic access to government information is approved and implemented

3. Evaluate selection percentage of depository materials

Strategy:

- A. Analyze list of Joyner Library depository item selections
- B. Compare overall selection rate to that of other NC depositories and ECU peer institutions
- C. Analyze overall Docs. Stacks collection, relative to the needs of ECU's user community
- D. Analyze overall GPO publishing and distribution trends
- E. After taking account of these various trends, modify Joyner Library's Federal Depository Library Program (FDLP) item selection profile as necessary.

Criteria for Success:

- A. Joyner Library's list of depository selections is analyzed
- B. Overall selection rate is compared to that of other NC depository libraries and ECU's peer institutions
- C. The Docs. Stacks collection is analyzed and compared to the needs of ECU's user community
- D. Overall GPO publishing trends are analyzed.
- E. Joyner's FDLP item selection profile is modified as needed.

4. Assess usage of the department and its collections*Strategy:*

- A. Collect detailed reshelving statistics so as track usage of items
- B. Collect statistics on number and types of questions asked at service desk
- C. Collect statistics on usage of departmental Web pages
- D. Analyze numbers so as to assess overall usage patterns
- E. Use data to assess Documents & Microforms resources and services.

Criteria for Success:

- A. Detailed reshelving statistics are collected
- B. Statistics on number and types of desk questions are collected
- C. Usage statistics for departmental Web pages are collected
- D. Statistics are analyzed and conclusions drawn on usage patterns
- E. Departmental resources and services are assessed, based on the data gathered.

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Interlibrary Services

Highlights

- Desktop delivery was implemented. Articles that are received electronically from lending libraries are saved on a web server then an email containing a link to that item is sent to the user. The user can access their article from the link or by logging into their ILLIAD account.
- A new ARIEL scanner station was installed so now a separate station exists for sending and receiving.
- Two major ILLIAD upgrades have occurred and the server is in the process of being rebuilt to maximize its capabilities.
- The department has experienced dramatic increases in requests of more than 30% in both lending and borrowing during summer months.
- Working with KUDZU libraries as a partner.

Personnel

- Kath Thomas left the department in October 2002 to pursue other interests.
- Lynda Werdal joined the department in January 2003 as a LTA I in the borrowing section.
- Alpha Levesque left the department in May 2003 to work in Cataloging.

Goals and Objectives

- Work with systems to ensure SFX set up so users can submit requests directly to ILS
- Deliver articles to libraries not using ARIEL via scanning and email rather than fax
- Use information from ILLIAD to recommend purchases for frequently requested materials.
- All ILS staff is cross trained in departmental tasks
- Market ILS services to all students, targeting distance education students 2003-2004
- Install and use higher level of statistics features in ILLIAD
- Maintain a consistent staff

Major problems

The department has been shorthanded the majority of the year. Kath Thomas's position was open for 3 months after she left and Alpha Levesque's position was open 3 months after she left. The lack of consistent staffing, combined with increasing requests during traditional slow periods have resulted in stress on staff anytime one person has been out of the office.

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Music Library

Highlights**A. Inventory and Weeding Project**

A project to inventory and weed the entire music collection began in April of this year. The reference collection inventory portion of the project was completed by the end of the fiscal year.

B. Music Library Open House

On March 3, 2003 the music library staff, in coordination with Joyner's development staff, hosted two open house events in order to show off the newly renovated facility. The late afternoon event was for the university community and the evening event was for invited Friends of Joyner Library. Approximately twenty-five people attended the evening event, which featured exhibits of important items from the collection and new jazz acquisitions, as well as a short program highlighting two music library projects-the Alice Person Digital Exhibit and the Gregory Kosteck Archive.

C. New Display Case

In March, 2003 a new display case was installed in the hall just outside the Music Library.

Personnel**A. Changes**

1. Assistant Music Librarian. This combination music cataloger/public services librarian position remains unfilled. In the fall of 2002, the university provost made funds available for the hiring of diversity employees. Diversity funds were assigned to Joyner for the purpose of filling this position. Candidates were to be identified by word-of-mouth rather than by advertising. A candidate was identified and brought to campus in January, 2003 for an interview. The candidate did not accept the position, at which time the funds were reverted to Faculty Affairs.

2. Access Services Supervisor, Angela Davis, Evening/Weekend Access Services Supervisor, Harry Frank, Head Music Librarian, David Hursh and Technical Services Supervisor, Jeffrey Tuthill, continued in their present capacities.

3. Dorthea Taylor, James Herzog, and Liz Germano served as half-time graduate assistants for the entire academic year. Heather McCall worked the first summer session as a Cataloging GA with a specialty in music cataloging, and will continue in this capacity through the next fiscal year.

B. Professional Service

1. Angela Davis

a. ALS

- Systems Liaison
- Horizon Users Group
- Staff Executive Committee Vice President
- Circulation Horizon Working Group

2. Harry Frank

a. ALS

- Social Committee
- Staff Executive Committee, President
- Secondary Systems Liaison
- SPA Scholarship Committee
- Strategic Planning Committee
- Director's Council

3. David Hursh

a. ALS

- Library Assembly Executive Committee, President
- Library Assembly Faculty Affairs Committee

- Assistant Music Librarian Search Committee, Chair
- Director's Council
- OPAC Horizon Working Group
- b. University
 - School of Music Library Committee
- c. MLA
 - Administration Committee, Statistics Sub-Committee, Co-Chair

4. Jeffrey Tuthill

- a. ALS
 - Disaster Committee
 - Special Needs Committee
 - Secondary Systems Liaison

5. Music Library staff members participated as soloists and ensemble members in a variety of regional music performances.

C. Professional Development

1. Angela Davis

- Coursework toward MLS degree (all are 3 credit hour courses)
 - o U.S. Government Resources (NCCU)
 - o American Sign Language (ECU)
- ECU Supervision Institute, spring semester, 2003.
- LAUNC-CH Conference: New Expectations for 21st Century Libraries, UNC-CH, 3/17, 2003.

2. Harry Frank

- Virginia Library Association Paraprofessional Forum, Richmond, VA, 5/18-20, 2003.

3. David Hursh

- Enhancing Intermediate Statistical Skills for Research and Instruction, ECU, 6/2-5, 2003.
- MLA Annual Meeting, Austin, TX, 2/12-15, 2003.
- SEMLA Annual Meeting, Louisiana State University, Baton Rouge, LA, 10/10-12, 2002.

Organizational and Physical Considerations

A. Space Shortage

An attempt was made to secure some space for the Music Library in the upcoming addition to the music building, but this does not appear to be possible. There is, however, the possibility that the new space will allow the relocation of the School of Music offices that currently abut the Music Library, thus providing space for the expansion of the Music Library.

Acquisition Highlights

- CD collections
 - The complete marches of John Philip Sousa - a five CD set of the marches of the legendary composer/bandmaster recorded by The Detroit Concert Band.
 - Bach 2000 the complete Bach edition - a 98 CD set produced by Teldec. This set completes the 60 CD Complete Cantatas set produced by Teldec during the 1970s and 80s that the library already owns.
- Video Collections
 - Making music with William Pleeth: eight cello lessons at the Britten-Pears School - an eight video set of cello music performed by various students with commentary and suggestions for performance by master teacher, William Pleeth. Produced by a former ECU School of Music faculty member.

Equipment/Technology

A. New Computer Equipment

- All computers in the Music Library's Technology Lab were replaced with Dell GX260s.
- A new scanner for public use was installed in the Technology Lab.

Services

A. Exhibits

Recent Acquisitions: North Carolina Jazz
 Discovering a World of Music at the ECU Music Library

B. Home Page

No development due to a shortage of music library faculty members.

C. Bibliographic Instruction

BI activity continued at a low level due to the continued absence of an Assistant Music Librarian. Only two music classes were

instructed this year. The other three classes were English 1200 classes in which the students were to analyze a song and write an essay about it.

Completed Goals

A. Music Cataloging

Implemented the following measures to deal with the music cataloging backlog:

- Contracted with At Your Service, a music cataloging outsourcing service, for the original cataloging of all music material formats.
- Continued with the "quick and dirty" cataloging of media materials by hiring and training two graduate assistants for this activity
- Hired and trained a graduate assistant to copy catalog scores as a member of Joyner Cataloging.

B. Space Needs

Raised the awareness of our space needs to the School of Music Long Range Planning Committee to the extent that space for the expansion of the Music Library is now included in their long range plans.

C. Technology-Based Services

Effected a complete refurbishing of computer equipment in the Technology Lab. Because these new machines are a substantial upgrade, they have allowed us to offer DVD viewing and CD burning at every station, and have resulted in considerably less down time of individual workstations.

D. Electronic Reserves

Implemented print electronic reserves.

New and Continuing Goals and Directions

- Hire an Assistant Music Librarian
- Devise ways to deal with the growing cataloging backlog (e.g. - outsourcing)
- Continue to both develop and take advantage of staff/student/patron training programs
- Continue to publicize the need for more space
- Continue to work with ALS Systems staff to improve technology-based services
- Continue to replace LPs with digital formats
- Continue to expand and enhance the departmental web page
- Implement both print and audio electronic reserves
- Carry out a materials recall and inventory of the collections
- Implement a 3-session freshman music major Music Library orientation program
- Establish a reference desk that is staffed a few hours each day

Challenges

- Funding and filling the Assistant Music Librarian position
- Maintaining even a modicum of activity with regard to the responsibilities of the Assistant Music Librarian
- Music cataloging backlog
- Lack of space
- Lack of an on-site library instruction computer lab
- Keeping pace with the rising requirements and expectations of the School of Music due to the increase in specialization and caliber of programs, students, and incoming professors

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Reference

Highlights

The Reference Department provided quality service to patrons through personal contacts at the reference desk, email reference transactions, individual research consultations, group library instruction sessions, and the selection and presentation of information on the library's web pages. The following statistics provide an overview of the department's activities:

- 20,223 reference questions
- 3,480 directional questions
- 662 email reference transactions
- 230 scheduled individual research consultations
- 243 library instruction sessions

The Reference Department expanded and improved several of the most popular library resources: the E-Journal Locator, Pirate Source, and the Virtual Reference Desks. It was heavily involved in the redesign of the library website, particularly in the creation of

library floor plans and the "How Do I ..." pages.

Instruction initiatives included the promotion and coordination of the ENGLISH 1200 W. Keats Sparrow Award. As a first step in measuring learning outcomes, we began identifying the ACRL information literacy competency standards addressed in each library instruction session. Research consultations were popular with students. A survey conducted in December 2002 found that approximately 90% of the respondents said that the consultation helped with their research assignment and that they learned skills they would use again.

A substantial portion of the Reference collection was shifted. Top rows were left empty in most areas, in an effort to increase physical access to materials. Deselection of a number of titles from the Reference collection was done as part of regular collection maintenance. With new acquisitions and gifts, the collection increased by 758 volumes during the year.

The Reference Department set ten goals for the 2002-2003 year. Substantial progress was made toward each of these goals during the year.

Communication

Goal #1: Improve user understanding of library resources and services.

- Laszlo Szabo and Nick Crimi created an updated floor plan of Joyner Library for the library web page. The floor plan was approved by library departments and linked from the library web page.
- Members of the department wrote 34 guides for the "How Do I" section of the library website. Web tracker statistics show that the most heavily-used guides include How Do I ... Find Literary Criticism, Find Videos and DVDs, Research Current Events, Find ECU Theses and Dissertations, Find Book Reviews, and Use the Library Catalog. Print copies of these and several other "How Do I's" are available on the literature rack in the Reference Department.
- Cover pages were created for approximately 40 databases; promotional pages were written for several of these databases, as they were featured in the new "Spotlight" area on the library website. Revisions were made as needed to other database cover pages; changes were made to the Electronic Resources lists to make them easier to use.

Goal #2: Market Reference & Instructional Services to a wider university audience:

- "Spotlight" featured the ENGL 1200 W. Keats Sparrow Award winners, Ask a Librarian, and Pirate Source.
- Advertisements for the research consultation service appeared in The East Carolinian during peak periods in the fall and spring semesters. The service was also advertised on the Announce list.
- Outreach to the coordinator of Jones Dorm resulted in the scheduling of a session for August 2003 at Jones Dorm for Honors students.
- Students in the ECU Degree in Three program attended a library workshop.
- Newsletters sent by subject librarians to various academic departments/schools included articles about the research consultation service, Pirate Source, new reference books and databases, and instructional services.

Services

Goal #1: Investigate and evaluate real-time digital reference and chat services in preparation for implementing services appropriate for our users.

- David Durant and Jan Lewis monitored the ASERL v-REF initiative and recommended that Joyner Library participate in the ASERL consortial license agreement for QuestionPoint, but that we not participate in the consortial v-ref service at this time.
- Members of the department subscribed to the DigRef, LiveReference, and QuestionPoint listserves, in an effort to become familiar with issues faced by library staffs that provide chat reference services.
- A web page was developed to provide background material on chat reference, available at: /Reference/Instruction/chatref.html
- Joyner Library licensed QuestionPoint and preparations began for staff training and service implementation. The service will be evaluated before renewal of the license.

Goal #2: Assess the needs of the distance learning community and determine how to meet these needs.

- Conducted informal assessment, including personal discussions with DE students and faculty and members of the Division of Continuing Studies and analysis of web survey responses from persons who self-identified as being involved in a DE class.
- Revised the Distance Learning portion of the library website to reflect the input received.
- Hired a Distance Education Coordinator.
- Provided library instruction sessions for students in the School of Social Work DE program in Rocky Mount and Kenansville in person and via ITV.

Goal #3: Maintain and improve existing dynamic databases (E-Journal Locator and Pirate Source).

- Updated E-Journal Locator in a regular, timely manner. Errors in the information supplied by vendors were corrected as they were reported.
- Made the search interface "smarter" so that it could catch and correct common user input errors.
- Implemented linking at the journal level for numerous databases, including those available from InfoTrac, EBSCOhost, and Proquest.

- Updated Pirate Source topics regularly.
- Gender Studies, International Studies, Criminal Justice, Library Science and Images & Clip Art categories were added to Pirate Source by members of the department. History was divided into several categories. Angela Davis (Music Library) contributed the Music sections.
- Added Email functionality to Pirate Source.
- Corrected an observed usability problem by suggesting and helping implement a programming change so that "All Sources" is the default selection for "Source Types."
- Wrote guidelines for adding, changing and deleting entries in Pirate Source; compiled a general list of suggested sources to use to identify new content for Pirate Source. Requested Systems Department's assistance in obtaining statistics for Pirate Source.

Staffing/Staff Development

Goal #1:

Enhance training for new reference staff.

- Developed a training manual.
- New staff members provided input as to the helpfulness of the manual and suggested revisions. Revisions were made.
- Mentors were assigned to new staff.
- New staff completed a training worksheet and reviewed answers with a member of the department.

Goal #2:

Integrate Government Documents reference sources into departmental functions.

- David Durant provided training sessions for the reference staff covering major print and electronic resources used in documents research and provided training questions for staff to answer to reinforce the material covered.
- David Durant regularly shared information about new government resources.
- Reference staff regularly use and refer patrons to government sources at the reference desk and in email transactions. Most topics in Pirate Source include government sources.

Collections

Goal #1:

Revise Reference Collection Development policy to incorporate addition of government documents materials.

- Policy was revised.

Goal #2:

Evaluate Ready Reference collection.

- Monitored use of materials in Ready Reference for one year.
- Reviewed usage statistics.
- Reduced the size of the Ready Reference collection by approximately one-third.
- Investigated web availability of several items in the Ready Reference collection, including Leadership Directories and D&B's Key Business Ratios.

Goal #3:

Inventory the Reference collection.

- Inventory was begun, but had to be discontinued due to equipment problems. Are awaiting further action by the Systems Department required before inventory can be resumed.

Staff Training and Professional Development Activities

Jessica Fischer, Joseph Thomas and Jan Lewis attended the ALA Midwinter Meeting in Philadelphia. Fischer co-presented "How Do We Get There from Here: Campus Collaboration to Achieve Information Literacy" at the UNC TLT conference. Clark Nall and Carolyn Willis attended the LOEX conference. David Durant, Gary Greenstein, Nall, Willis, Thomas, and Lewis attended the ACRL Conference in Charlotte, where Nall and Lewis presented a poster session on Pirate Source. Willis and Lewis presented a poster session on the W. Keats Sparrow ENGLISH 1200 Award at this conference. Thomas attended the ACRL preconference on "Information Literacy Across the Curriculum." Fischer and Lewis attended the ALA Annual Conference in Toronto.

Greenstein attended mediator training sessions, Blackboard training, a customer service workshop, seminars associated with National Social Workers Week, and the Mid-Atlantic Conference of the Medical Library Association. Greenstein presented two poster sessions on "Health Literacy and the Aged" at the Brody School of Medicine and Joyner Library. Jean Hiebert completed a graduate history course and continued work on her thesis.

Nall and Willis reviewed books for Reference Books Bulletin; Durant reviewed books for Choice and published a web site review. He published The War on Terrorism: Saddam Hussein and Iraq on the web and maintained the War on Terrorism Resource Guides, comprised of five web sites. Durant participated in a panel session at the Spring Workshop of the NCLA Documents Section.

Angela Whitehurst attended three Dreamweaver training sessions. Laszlo Szabo participated in training for Adobe Photoshop 6.0 and OmniPage Pro 10. Nick Crimi attended PHP training sessions. Lewis attended LibQUAL training, an ADA seminar and a training session for PES. All members of the department participated in a teleconference on new models for delivery of reference services, as

well as in departmental training sessions on Research Insight, ICPSR, and using government documents.

Nall and Lewis's article "Integrating Print and Electronic Resources: Joyner Library's Pirate Source" was accepted for publication by Acquisitions Librarian. Thomas and Willis's article "Bringing Instructional Activities under an Information Literacy Umbrella" was accepted for publication by Academic Exchange Quarterly, to be published in the Winter issue. Ali Abdulla and Lewis's article "Eight Steps for Developing a First-Year English Composition Award" was published in College & Research Libraries News.

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Special Collections

Staff Accomplishments

During the past year, the Special Collections Department received a \$50,000 NC ECHO (Exploring Cultural Heritage Online) grant, funded by the Library Services & Technology Act and administered by the State Library, to demonstrate the feasibility of encoding manuscripts finding aids so that they could be available online. This was a follow-on grant to complete the work begun in the 2001/02 period. Jonathan Dembo was again Project Director. Martha Elmore served as Assistant Project Director and was responsible for coordinating the work of Special Collections Dept. staff and temporary staff on the project.

Working in close cooperation with the Systems, Reference, and Cataloging departments, the department far exceeded its initial expectations and finished more than \$10,000 under budget. Again, Diana Williams, of the Systems Department, deserves special notice for her vital contribution to the success of the project. By the end of the grant period, on June 30th, the project had encoded and made available 1,400 finding aids to manuscripts, maps, church records, and oral histories collections. As a result of this project hits to the Special Collections Dept. web page increased from 106,000 to 366,000 between 2001/01 and 2002/03. Anyone interested in the project and seeing how the new system can improve research efficiency may access the encoded finding aids through the Joyner Library web page at: </SpclColl/ead/vault.html>.

During 2002/03, the Department continued to have an active exhibit program. During September 2002, the Department recognized the anniversary of the 9/11 terrorist attacks with an exhibit entitled "Day of Infamy 2001: ECU Students React to 9/11." This was followed from October to December 2002, with an exhibit of the works of North Carolina artist Douglas Gorsline. The exhibit was entitled "Douglas Gorsline Homecoming Exhibit." From January to June 2003, the Department featured an exhibit of 55 recently acquired collections, which was entitled "New Acquisitions Exhibit." The exhibit included manuscripts, rare books, maps, photographs and architectural drawings representative of the Department's holdings. Upcoming in the fall of 2003 will be an exhibit celebrating the centennial of the Wright Brothers First Flight at Kitty Hawk, NC.

In July 2003 Manuscript Curator Mary Boccaccio retired after 18 years at ECU. Among her last duties was to prepare an inventory to the voluminous papers of ECU History Professor Bodo Nischan. The collection contained 99 boxes of his correspondence, research files, and other professional records. We will miss her. Luckily, a search for a successor has been approved and has been underway since last spring.

University Archivist Suellyn Lathrop has continued to be very active in making the collections and records schedules available online. Her web page contains much useful and interesting information about the University as well as a large number of images documenting ECU's history. During the year she has begun a project with History Professor Henry Ferrell to produce two books for ECU's centennial. One volume will be an official academic history; the second will be a coffee-table-type book with less text and more illustrations.

During the past year, we also lost Susan Midgette, our Administrative Assistant, who retired on Sept. 26, 2002. In addition to her administrative duties, Susan also devoted much of her time to the oral history collection. She had been instrumental in producing the transcripts and finding aids so necessary to research. She also supervised the students, both graduate and undergraduate, and handled the payroll. Susan also played a major role in labeling and installing exhibits. She maintained accession records, for editing finding aids, for the student payroll and for ordering the bulk of the supplies needed for processing collections.

During the past year, Archivist Martha Elmore spent much of her time and energy on the EAD grant application. As Project Assistant, she played an instrumental role in writing the grant application; she supervised students working on the project; she prepared finding aids for encoding; and she helped solve encoding problems that developed during the grant project. It really was an all-consuming job on top of her regular duties. In addition to her time-consuming work on the EAD grant, Martha continued to supervise the processing of collections, prepare finding aids, train and supervise student assistants, and provide public service in the Search Room. She also assumed many of Susan's and Mary's responsibilities for maintaining accession records, student payroll, processing collections and reference services when Mary retired.

Conservator Lynette Lundin continued to be very active training and supervising graduate and undergraduate students during the despite significant difficulties. For most of the year she has been unable to use the de-acidification chamber in the conservation lab due to problems with the fume hood.

Anna Hardee spent the bulk of her time in the Search Room assisting the reference staff help researchers. She also assists with processing of collections and security for the collections. Coleen Allen continues to provide administrative assistance, she orders office supplies, and helps with the processing and description of collections.

The Department also welcomed three new staff members during the 2002/03 year:

Prof. Ralph Scott began work as Associate Curator of Special Collections on Nov. 1, 2002. He was initially responsible for the Rare Books, Maps, and Hoover collections. He has begun energetically to inventory the collections and to acquire new collections. He has agreed to serve as a member of the University Manuscript Committee. Since July 2003 he also been serving as Interim Curator of Manuscripts and has been responsible for most of Mary Boccaccio's responsibilities for reference services.

Starting on Nov. 18, 2002, Brian Johnson assumed the new position of Processing Assistant V, with responsibility for Records Management in the University Archives. Brian is responsible for filling departmental requests for access to records, pulling records for destruction and recycling twice annually, processing collections, writing collection descriptions and web pages, providing reference assistance to patrons, and supervising student assistants among his many duties.

Nanette Hardison began work as Library Technical Assistant on July 1, 2003. In this position she performs many of the responsibilities expected of an administrative assistant such as student supervision and payroll, purchasing of supplies, and maintaining administrative records and files. However, she also serves as the Department's liaison to the Systems Dept., maintains the Department's web page, and performs a variety of additional tasks.

Research Use of the Collections

Research use of the Special Collections continued at a high level during 2002/03. The Department essentially maintained the high level of in-person visits to the Search Room. Total visits to the Search Room rose from declined only slightly from 1,330 to 1236 over the previous year. With the number of finding aids online at an all time high (1,400), the number of web page visits to the Special Collections Department's web page during the year has more than tripled from 105,943 to 366,537. The number of bibliographic instruction classes, taken primarily by Mary Boccaccio, declined from 82 to 49 during the year but the number of persons served in the sessions declined only very slightly from 1,097 to 1,030.

Collection Holdings and Descriptions

During 2002/03, the Special Collections department acquired 99 new manuscript and other collections for a total of 1,195 collections overall. These amounted to 111 cubic feet of new manuscript material. The department made available 23 new collection descriptions during the year for a total of 897. The department added 4 new oral histories and now has 267 interviews on file.

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Systems

Personnel

Tom McQuaid left the library to go to the School of Communications; Tracy Blake left the library to go to Distributed Education; Ralph Scott moved to the Special Collections Department as the Associate Curator for Manuscripts; David Baggett was hired as a Computer Systems Administrator III; and Dawn Beckwith resigned as a Computer Systems Administrator I to go to NCSU. A national search was successfully conducted for an Information Technology Librarian; Emily Gore from Pitt Community College accepted this position.

Organizational changes

The Systems Department did an internal reorganization of staff in the spring. The integrated library system (Horizon), web development and digital initiatives were combined under Ann Stocks as team leader; networking, workstation support, technical training, and network security were combined under David Baggett as team leader.

Physical changes

In May, Pam Burton, Rita Khazanie, Ann Carol Stocks, and Diana Williams were physically relocated to the back of the Technical Services work area to free up office space for the Department of Broadcasting faculty in the main hallway. Emily Gore has her office space in this area also. As part of this project, the studio, control room and two editing rooms were transferred from Systems' management to the Broadcasting Department's management.

New initiatives

Department members were heavily involved in the new Horizon Working Groups that were formed in January and the SFX Implementation Team that was formed in February. As a result, new features of Horizon have been implemented as recommended by the working groups, and Phase I of SFX is expected to be completed with full SFX live implementation targeted for August 25 to the ECU community.

Systems staff provided technical conversion services to bring the Day of Infamy 1941-2001 physical exhibit to the web as the first Joyner Library Special Collections digital exhibit; the exhibit was selected as a Site of the Day by Family Tree Magazine. Staff also provided technical services and guidance to complete the conversion of all paper finding aids in special collections to EAD encoded web pages, and received commendation for the project's technical documentation from the Digital Library Federation. They provided proposal writing support and technical services to convert proof of concept volumes to TEI encoded web pages for the North Carolina History and Fiction Digital Library; the proposal is now funded for \$49,954 by NC ECHO for July 2003-June 2004. In addition, staff assisted in preparing a proposal for the international Apex Content Star Search.

Systems took over operation of the ITCS opscan equipment and subsequent grading of tests for faculty on the east campus when ITCS moved to the Cotanche building from the Austin building in April 2003. From April to June, 10,400 tests were graded and returned to faculty from the DLC desk.

Continuing services

Data closets were updated with new switches and uninterruptible power supply units (UPS) in the fall. The DLC had 80 new workstations installed for students and Reference received 30 new public workstations. Staff and public workstations were updated from the Windows 2000 to Windows XP operating system; workstations were also updated to Office XP. The ILLiad software was upgraded to version 6.2 for updated online interlibrary loan features. Horizon was upgraded twice during the year: from version 7.03 to 7.2 in the fall, then to 7.21 in winter. The iPac software was upgraded from version 1.02 to 2.01 in the summer. During the winter, two new iPac servers were installed with version 2.03. Web services were maintained and updated as needed.

The main Systems office desk answered approximately 497 technical, directional, and public relations questions during the year; the DLC served approximately 84,781 patrons during the year and answered approximately 5,980 technical questions and 3,436 assorted queries; 395 help desk requests were completed via the online Sysman software used by Systems Liaisons; over 10,000 tests were graded through opscan; 407 teleconference events were hosted.

Network security was updated and individual server Disaster Recovery Plans (DRPs) were finalized and filed according to campus policy.

Staff training and professional development

Vikram Ahmed, Brian Hall, Michael Reece, Diana Williams, Kendall Wooden attended a three-day in-house training on TEXTML in May.

Dawn Beckwith and Ann Carol Stocks attended the National Horizon User's Group in Orlando, FL in November and a Horizon Systems Administration training course in Greenville, NC in March.

Pam Burton presented a paper at EDUCAUSE in Atlanta, GA in October and attended ALA in Philadelphia in January.

Vikram Ahmed, Brian Hall, Michael Reece, Ann Carol Stocks, and Diana Williams attended a week-long TEI training class in the spring.

Brian Hall taught eight one-hour PHP programming classes to ALS staff during the spring.

Rita Khazanie completed coursework this year in Advanced Fireworks, Dreamweaver, Web Graphics and Accessible Web Developments.

Bob Smith attended the Argon National Labs Access Grid Retreat in Chicago, IL in March.

Digital Initiatives team members Diana Williams and Vikram Ahmed attended workshops in conjunction with projects in process during the year:

1. A two-day EAD Workshop (NC ECHO) in Greenville, NC in September;
2. A two-day Advanced EAD training at Wake Forest University in October;
3. A one-day EAD/Digital Initiatives Field at NCSU in October.

Diana Williams completed two NCSU graduate courses: LIBS 6018 on Collection Development, Fall 2002 and LIBS 6026 on Organization of Information in Libraries (Intro to Cataloging), Spring 2003. Diana also participated in A Guide to Foundation Grant Funding seminar through the Office of Sponsored Programs held at the Brody School of Medicine in November.

Melissa Williams attended and participated in multiple network and workstation security training sessions at ITCS.

Goals and objectives for department 2002-2003

Systems departmental goals:

- 1) To integrate new technologies into the unit for improved service delivery
 - i) Assess and plan for changes in teleconferencing infrastructure from H-320 to H-323
 - ii) Implement new operating systems after proper evaluation and testing
 - iii) Support Encoded Archival Description (EAD) initiatives
- 2) To provide better and more extensive training and structured classes
 - i) Offer tailored packages for training sessions and distribute
 - ii) Set up standard times for help sessions and classes
 - iii) Better publicize training classes and sessions
- 3) To improve support for Public Services and patrons
 - i) Improve diagnostics tools and services
 - ii) Take proactive measures to maintain current systems and apply new technology
 - iii) Recruit more qualified student workers
 - iv) Improve outreach efforts to Public Services

The Systems Department was able to effectively complete portions of each goal and objective set for the year. The one challenging goal that was not fully successful and will need additional work this coming year is the second - "To provide better and more extensive training and structured classes." Some progress was made on this goal, but financial constrictions and changes in organizational structure within the department contributed to a less than successful level of success.

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Teaching Resources

Departmental Achievements

Despite many challenges in the past year, the Teaching Resources Center has accomplished several achievements in order to provide quality resources and services to the patrons.

Shortly after the move to second floor, the DVD collection was converted from closed stacks to open access. Several security issues were resolved to make the conversion successful and allow patrons full access to the collection.

Another highlight included incorporating better signage for the department. Each collection within the department has been identified with large, bold signs to better assist patrons in locating the materials and resources.

In terms of equipment, all of the computer stations in the TRC were replaced and updated. The TRC currently has eight stations for patron usage. A code-free DVD player was purchased for the department to be used in the small group viewing room. Also, a Video/DVD cabinet was purchased to assist with the housing of the Video/DVD Reserve collection.

Two long-term projects were begun this year, which will improve the quality of services and resources in the TRC. First, the shelving in the TRC for the picture books and nonfiction books is being converted to slotted shelving. This will enable users to locate and pull materials easier. Second, an inventory has been completed on the reference collection of the TRC, and an inventory has been started on the nonfiction collection. The inventory will allow the department to deselect and update materials in order to provide a more valuable and usable collection.

Finally, criteria have been established for the Ronnie Barnes African American Resource Center. The Ronnie Barnes collection will consist of juvenile award winning titles by and about African Americans. Juvenile biographies of famous African Americans will also be highlighted in the collection. Scholarly books by and about African Americans will be added to the collection on a rotating basis.

Personnel

There have been many changes during the past year in regards to staffing in the TRC. In July of 2002, Dan Shouse became the department head interim. He served in that position until February 2003 when Linda Teel was hired as the department head. Maliha Farhardi transferred from the circulation department to the TRC as Library Technical Assistant. Sue Hisle left in November of 2002, and recently Amy Smith has been hired in that position. Susan Dorsey joined the department as a part-time employee in January 2003. In March, Nell Lewis joined the department as the Outreach Coordinator, and on August 1, 2003, Jessica Fischer joined the department as the Distance Education Coordinator. The TRC is happy to report that the department is fully staffed at this time.

Bibliographic Instruction

During the school year 2002-2003, the TRC staff taught 11 Bibliographic Instruction sessions, which reached a total of 240 students.

Through partnerships and collaboration, the department looks forward to an increase in bibliographic instruction in the coming year.

Circulation

Book circulation of TRC materials declined slightly. Media circulation more than doubled for the year. The department had a total of circulation of 25, 094 items. This includes 13,541 books and 11,553 video recordings and other media.

Goals and Strategies

Goal 1. Enhance access and use of library resources and services for students and faculty.

Strategies:

- Form a partnership with the School of Education to introduce, promote and encourage the integration of the Teaching Resources Center materials, resources and services into curricula courses and/or assignments.
- Design and equip a room to be used by education majors and area educators for creating, developing and producing lesson plans, learning center materials and activity materials.

Goal 2. Improve accuracy, functionality and comprehensiveness of library catalog.

Strategy:

- Check catalog records of the Teaching Resources Center reference, supplementary textbook and nonfiction collections for accuracy regarding call numbers, collection codes, itypes and barcode entries.

Goal 3. Improve the quality and quantity of resources available to students and faculty.

Strategies:

- Update and revise the Teaching Resources Center collection development plan.
- Deselect, repair and update materials in the Teaching Resources Center reference, supplementary textbook, and nonfiction collections based upon the criteria established in the Teaching Resources Center collection development plan.
- Establish criteria for Ronnie Barnes African American Resource Center.

Goal 4. Market Joyner's services and resources to our user community, including faculty, staff, students and residents of eastern North Carolina.

Strategies:

- Improve and promote awareness of the Teaching Resources Center's materials, resources, hours and services.
- Form a partnership with Pitt County Schools to promote, encourage use of and provide checkout of Teaching Resources Center materials, resources and services to their educators for classroom use and lesson plan integration.

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Verona Joyner Langford North Carolina Collection

Highlights

During the 2002-2003 year staff members vigorously pursued the goals they had established for the cycle and accomplished most of them. Efforts to promote use of the North Carolina Collection resulted in increased patronage. Staff members taught more classes than the year before. The collection experienced a concomitant increase in reference transactions and circulation of materials. Enhancements to the department's Web pages and planning for a major digitization project consumed considerable time. Highlights are listed below (information about important acquisitions is included in Section 5).

Collection Management

Cataloging

Considerable progress was made toward cataloging books in the Roberts Collection; very few titles remain to be cataloged.

Summary catalog records were created for the county records on microfilm for thirteen counties in eastern North Carolina. These records, now available through the public catalog, provide better access to the film. Each record provides a link to the microfilm guide available on the North Carolina Collection's Web site.

Digitization

A proposal for the North Carolina History and Fiction Library, a project to digitize and encode historical and literary works pertaining to counties in eastern North Carolina, was submitted to NC ECHO and approved. This \$50,000 project is funded in part with federal LSTA funds made possible through a grant from the Institute of Museum and Library Services, administered by the State Library of North Carolina, a division of the Department of Cultural Resources.

The project will be carried out during the 2003-04 fiscal year in collaboration with the Digital Initiatives unit within the Systems Department.

Preservation and Conservation

A plan was developed to conserve the dust jackets of books in the Roberts Collection. Toward this end, a grant for supplies was submitted to the National Endowment for the Humanities.

With help from the Preservation and Conservation unit within the Collection Development Department, considerable work was undertaken to provide access to a significant collection of early twentieth-century soil surveys of North Carolina counties. Large polychrome maps in the pamphlets were removed, flattened, deacidified, and stored in map cases. The pamphlets were deacidified, placed in acid-free binders, and cataloged for the NC Rare collection.

Other Efforts

Staff members completed the inventory of the print collection (NC Stacks, NC Reference, and NC Rare). Work on cleanup of problems identified during the inventory continues.

A collection of the newspaper columns of Jerry Raynor, who worked for the Daily Reflector (Greenville) during the 1970s and 1980s, was microfilmed. A guide to the articles is included at the beginning of the reel.

Public Services/Outreach**Instruction**

Faculty members in the department carried out a successful instruction program. Letters were sent to selected faculty members inviting them to arrange instruction sessions for their classes. Three faculty members taught a total of 63 instruction sessions. More than 750 English 1200 students attended classes and subsequently used the collection for a writing assignment. An online survey form was developed and sent to faculty members to assess student learning outcomes. The survey responses revealed a high level of satisfaction with the instruction sessions.

Reference Services

Staff members fielded more reference questions than the year before. In addition to patrons from the ECU community, collection staff members served researchers from Jamaica, Florida, and Massachusetts.

The department continued to answer questions received by e-mail. This service generated a number of positive comments from happy patrons, including the following:

"Thanks for such a quick and outstanding turn around. . . . You and the Joyner Library have just earned a place in my [book] credits."--Tom Crew, author

"Thank you very much for your message and the requested article. I am so happy you were able to help me so promptly, if only research was this easy!"
--Mark Speltz, the Pleasant Company

"Thank you very much for everything. . . . Thanks so much for the information, it helped me tremendously in my project! Thanks again, you don't know how much this means to me!" -- Bridget Warren, elementary school student

Publicity

The first issue of a new electronic newsletter, Notes from the North Carolina Collection, was distributed in May, 2003. The newsletter drew positive comments from many of the recipients.

Staff members continued the department's monthly column in the Daily Reflector.

Lists of new books received by the collection were posted on the departmental Web site every two to four weeks during the year. Professors on campus were notified by e-mail each time the list was updated.

Web Page Development

Staff members organized a successful workshop held on June 27, 2003, in which nine teachers from eastern North Carolina learned more about the Eastern North Carolina Digital History Exhibits and began writing lessons plans that will comprise an educational component for the exhibits. The workshop was funded by a grant from the ECU College of Education's Rural Education Institute.

With help from the Systems Department, entries in the North Carolina Periodicals Index were converted into a true database and a new, much improved search interface was made available on the department's Web pages.

A Web page listing the collection's microfilm holdings of county records for thirteen counties in eastern North Carolina was mounted.

Also mounted on the department's Web site was a listing of subject headings in the Vertical File.

Data-entry was completed for two additional components (Chicod Township, District 2; Town of Grimesland) of the 1900 census database, the centerpiece of the Pitt County Digital Tobacco History Exhibit.

Exhibits

Staff mounted three exhibits in the department's exhibit cases. These pertained to notable eastern North Carolina women, significant recent acquisitions, and "Two Centuries of Travel, Tourism, and Resorts."

2. Personnel

No changes in staffing occurred during the year.

3. Organizational Changes in the Department

None

4. Physical Additions to the Unit's Space

None

5. Outstanding Additions to the Unit's Collection

Using funds provided by B. W. C. and Snow L. Roberts, a significant number of works of fiction set in North Carolina were acquired to augment the Roberts Collection. Some of them, including Basil the Page (New York: Dodge Publishing Co., n.d.), are quite scarce. The Robertses added additional volumes to the collection.

Using funds provided through the Minnie Marguerite Wiggins Endowment Fund, the collection acquired a number of important works, including the following:

Clarke, Mary Bayard, comp. Wood-Notes; or, Carolina Carols: A Collection of North Carolina Poetry. 2 vols. Raleigh: Pomeroy, 1856.

Edwards, Weldon N. Memoir of Nathaniel Macon. Raleigh, N.C.: Raleigh Register Steam Power Press, 1862.

Emmons, Ebenezer. Geological Report of the Midland Counties of North Carolina.

New York: Putnam, 1856.

Martin, Francois-Xavier. The History of North Carolina: from the Earliest Period. 2 vols. New Orleans: Printed by A. T. Penniman & Co., 1829.

In response to repeated requests from patrons, a microfilm backfile of the Greensboro Daily News for the period 1951-1968 was acquired. This film includes significant material pertaining to the Civil Rights Movement in the state. Permission was obtained to make positive copies of the microfilm holdings of the Washington Daily News. This will be pursued during the 2003-04 fiscal year.

6. Significant Equipment or Technology That Has Been Acquired

The collection acquired a new Minolta MS7000 digital microfilm Reader/printer.

7. New or Changed Services Provided to Patrons or Other Units

Staff members began to utilize the new microfilm reader/printer to answer patrons' requests for news articles they identified, particularly those reflected in the Daily Reflector Index (1882-1906). Articles were scanned and sent by e-mail, to avoid the need to mail paper copies. This process saved time and money.

8. Staff Training and/or Professional Development Activities

All staff members participated in occasional staff development sessions held during core time meetings. A planned trip to the Outer Banks History Center was cancelled because of a freeze on travel. All staff members attended the L. L. Bean Customer Service Workshop held on campus on January 15, 2003. Susan Butler attended a presentation by Marjorie Hudson, "Searching for Virginia Dare: History and Myth and the Origin of English America," sponsored by the N.C. Studies Program at ECU (2/12/03). She wrote two articles for the Daily Reflector: "Books Reveal Gardens in all Their Majestic Glory" (7/14/02) and "Book Examines Harriot Legacy" (4/20/03). Bryna Coonin attended the 5th annual Higher Ground Conference (Assistive Technology and Accessible Media in Higher Education), Boulder (11/02), presenting a paper, "Now I See It, Now I Don't: a Report on the Virtual Reference Environment"; the American Library Association Mid-Winter Meeting, Philadelphia (1/03); and the biennial meeting of the Association of College and Research Libraries, Charlotte (4/03). At the latter meeting she served as moderator of a panel discussion, "Open Source Culture" and presented a paper, "Making the Online Library Environment Accessible to All: Strategies for Change." She also organized the Spring Workshop of the North Carolina Library Association Documents Section, Raleigh (5/03). Coonin published the following article in a peer-reviewed journal: "Establishing E-Journal Accessibility for E-Journals: A Suggested Approach," Library Hi-Tech 20 (Summer 2002): 202-220 and the following articles in the Daily Reflector: "Collection Should Score with Baseball Fans" (9/15/02) and "N.C. Collection Supports Study of African-American Heritage" (3/2/03). Her book review of Snow L. and B. W. C. Roberts' book, Bull Durham: Business Bonanza, 1866-1940 appeared in North Carolina Libraries 61 (Spring 2003): 37. Fred Harrison attended a workshop on exhibits and outreach at Lenoir Community College (9/27/02) and published an article in the Daily Reflector: "Historical Books Help Patrons Picture North Carolina" (1/19/03). Barry Munson compiled eight books containing abstracts of North Carolina newspapers: Citizens of Craven County, North Carolina and Vicinity, Vol. 1, 1809-1813
Obituaries: North Carolina Civil War Soldiers and Veterans, Vol. 4

Obituaries: North Carolina Civil War Soldiers and Veterans, Vol. 5

Marriage and Death Notices from the Hillsborough Recorder, Hillsborough, Orange County, North Carolina, Vol. 2, 1837-1845

Citizens of Orange County, North Carolina and Vicinity, Vol. 1, 1820-1822

Obituaries from the Elizabeth City Independent, Elizabeth City, Pasquotank County, North Carolina, Vol. 1, 1919-1922

Citizens of Halifax County, North Carolina and Vicinity, 1824-1825

Afro-American Death Notices from Eastern North Carolina Newspapers, 1859-1935

Nancy Shires attended a presentation by Marjorie Hudson, "Searching for Virginia Dare: History and Myth and the Origin of English America," sponsored by the N.C. Studies Program at ECU (2/12/03). She published two peer-reviewed journal articles: "The Case for Digitizing Fiction with History," North Carolina Libraries 60 (Fall 2002): 46-52; and "The Snow L. and B. W. C. Roberts Collection of North Carolina Fiction," North Carolina Literary Review 11 (2002): 183-188. She also published two articles in the Daily Reflector: "New N.C. Collection Book Huts for the CSS Albemarle" (12/15/02), "Firsts Abound in Collection of North Carolina Fiction" (9/1/02). In addition, professor Shires published four book reviews in Library Journal and an article that garnered publicity for the Pitt County Digital Tobacco History Exhibit: "Tobacco History Online," Carolina Country 34 (August 2002), pp. 22-23. She was co-author (with Maury York) of a grant proposal, "Creating an Educational Component for the Eastern North Carolina Digital History Exhibits," funded by the ECU College of Education Rural Education Institute. Elizabeth Smith attended a week-long workshop, "Learning XML Fundamentals with the Text Encoding Initiative (TEI), ECU (1/6/02-1/10/02). She received a NC ECHO Digitization Grant in the amount of \$49,954 for "North Carolina History and Fiction Digital Library" and submitted a grant proposal, "Protecting Dust Jackets and Book Covers [in the Roberts Collection]" to the National Endowment for the Humanities

(pending). Maury York attended the annual meeting of the North Carolina Writers Conference in Elizabeth City (7/02), semi-annual meetings of the Historical Society of North Carolina (9/02 and 4/03), and the North Carolina Library Association Documents Section Workshop "Access North Carolina" in Raleigh (11/02). He was co-author with Nancy

9. Unit Goals for the Future

The following goals are directly related to the library's strategic planning priorities:

Library Goal I: Enhance access and use of library resources and services for students and faculty

NCC Strategies:

- a. With Systems, create new interface for Clipping File database
- b. Continue retrospective conversion of old Clipping File
- c. Continue North Carolina Periodicals Index
- d. Implement successful grant projects (NC Echo and Rural Education Institute)
- e. Improve content and functionality of NCC Website

Library Goal II: Improve accuracy, functionality and comprehensiveness of library catalog

NCC Strategies:

- a. Finish cataloging Roberts Collection
- b. Work with Cataloging Department to begin adding serials holdings to documents serials records in Horizon and to begin retrospective project to add serials holdings to Horizon
- c. Continue cleanup of NC Stacks errors identified in inventory

Library Goal III: Improve the quality and quantity of resources available to students and faculty

NCC Strategies:

- a. Identify and order new serials titles
- b. Continue to augment holdings of Roberts Collection (titles from Powell bibliography and recent winners of the Sir Walter Raleigh Award for Fiction)
- c. Add newspaper backfiles for eastern N.C. towns

Library Goal IV: Improve access to staff development and training opportunities in order to improve service to patrons

NCC Strategies:

- a. Staff go on one field trip to another repository
- b. Hold formal in-house training session on new products/resources once a semester

Library Goal V: Market Joyner's services and resources to our user community, including faculty, staff, students and residents of eastern North Carolina.

NCC Strategies:

- a. Continue Profs (new books) list
- b. Continue Daily Reflector column
- c. With help of communications officer, publish one issue of electronic newsletter
- d. Co-sponsor (with English Department or other entity) public program/exhibition centered around Roberts Collection
- e. Continue to promote use of NCC by classes in appropriate fields
- f. With assistance of the library's communications officer, develop small flier on Wiggins Fund for use in soliciting additions to the fund
- g. Create effective exhibits

Library Goal 6: Improve communication and internal efficiencies within ALS

NCC Strategies:

- a. Offer orientation session to new faculty and staff members
- b. Send electronic newsletter to everyone in ALS
- c. All staff use Outlook Calendar

Library Goal 7: Improve the ongoing, systematic assessment of library services

NCC Strategies:

- a. Faculty who give instruction ask all classes to evaluate the instruction using library's web evaluation form

10. Major Challenges Facing the Unit in the Next Year

Public Services

Although staff members served more students than in previous years, they are aware that much more can be done to serve this population as well as faculty members, area residents, and others. Even as libraries are seeing their in-house use drop, the staff members of the North Carolina Collection are committed to introducing students to the value of using the collection's resources and to encouraging use by area residents. Staff members will be challenged also to employ Web-based tools to improve the quality of service to remote users. Significant problems with the library's online catalog, including the retrieval of records that do not relate to searches and the inability to limit searches by date, have been very frustrating.

Environmental Conditions in Closed Stacks

The relative humidity in the closed stacks, where most of the department's most important materials are housed, is unstable. It often stands at less than 40% which is too dry for materials that are used fairly frequently. An effort should be made to adjust the library's HVAC system to provide better control over this area. Larry Robbs, the library's architect, has suggested that conditions in the closed stacks could be improved by connecting the ductwork in that room with the stack space of the University Archives.

Collection Development

The North Carolina Collection needs to acquire new serial titles to support its mission. These are relatively inexpensive. It would be helpful if the library could make an exception to its policy of not adding new serial titles without cutting existing titles. The ability to purchase rare or out-of-print books has been hampered by the decline in the university's endowment, which has caused the Wiggins Fund to be temporarily frozen.

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Faculty Senate



EAST CAROLINA UNIVERSITY FACULTY SENATE ACADEMIC, APPELLATE, AND SENATE COMMITTEE ANNUAL REPORT

2002-2003 Academic Year

COMMITTEE: Libraries Committee

1. 1. Membership (include ex-officio members).

Members: Tom Raedeke; Gay Wilentz; Marianna Walker; John Stevens; Ann Schreier; Salman Abdulali; Thomas Allen
Ex-officio Members: Mary Ann Rose; Carroll Varner; Dorothy Spencer; Gerhard Kalmus; Paul Gemperline

2. 2. Meeting Dates (include members present*).

August 21, 2002-Members: Tom Raedeke; Gay Wilentz; Marianna Walker; Ann Schreier; Salman Abdulali; Thomas Allen
Ex-officio members: John Lawrence Mary Ann Rose; Dorothy Spencer, Gerhard Kalmus; Paul Gemperline Sadie Cox

September 23, 2002- Members Salman Abdulali; Thomas Allen; Ann Schreier; Marianna Walker; Gay Wilentz
Ex-officio members: Deana Astle; Paul Gemperline; Dorothy Spencer

October 16, 2002 Members: Salman Abdulali; AnnSchreier; John Stevens; Marianna Walker
Ex-officio Paul Gemperline, Gerhard Kalmus, Dorothy Spencer, Carroll Varner

November 20, 2002 Members Salman Abdulali, Thomas Allen, Tom Raedeke, Ann Schreier, John Stevens, Gay Wilentz
Ex-officio: Dorothy Spencer, Carroll Varner

January 15, 2003 Members: Salman Abdulali, Tom Raedeke, John Stevens; Ex-officio Deana Astle, Paul Gemperline, Mary Ann Rose

February 19, 2003 Members Salman Abdulali, Tom Raedeke, Marianna Walker; Ex-officio- Deana Astle, Paul Gemperline

- [Faculty Officers](#)
- [Faculty Senate](#)
- [ECU Faculty Manual](#)
- [University Standing Committees](#)
- [UNC Faculty Assembly](#)
- [Academic Unit Codes of Operation](#)
- [University Calendars](#)
- [Issues of Importance for Faculty](#)

March 18, 2003 Members Ann Schreier, Tom Raedeke, Marianna Walker;
Ex-officio Paul Gemperline Dorothy Spencer, John Lawrence

April 16, 2003 Members Ann Schreier, Tom Raedeke, Marianna Walker
Walker Salman Abdulai; Ex-officio: Dorothy Spencer, Deana Astle

3. Subcommittees established during the year (include progress and/or completion of work). None

4. Accomplishments during the year, especially as addressed through committee goals. Please include recommendations made to any University agency other than the Faculty Senate that will be noted under #5.

Promotion of Joyner Library Liason Program- Distributed an announcement to Faculty Senators and to Department Chairs

Pilot project of Interlibrary Loan Program for Schools of Allied Health and Nursing

Review of Libraries Budgets

Review and discussion of Libraries Mission Statements and Goals

Discussion of Library Surveys for use in future SACS visits and for improvement of services

Review of WEB Pages for Libraries

Discussed feasibility of cross research of HSL and Joyner libraries

5. Reports to the Faculty Senate (include dates and resolution numbers). None

6. Business carried over to next year (list in priority order).

Progress of SFX system application in allowing for cross-searching of HSL & Joyner libraries and update of electronic library

Report of library evaluations through Libqual

Report of the pilot of ILL (interlibrary loan pilot study for HSL)

Continued promotion of library liason program for Joyner Library

Review of strategic plans and goals of libraries

Continued discussion of scholarship, access to scholarship and copywriter issue.

7. Evaluation of the committee (include anything that hindered or assisted the

committee's work during the year).

A. Charge: Met

B. Personnel: Library directors and staff provided active participation and assistance

C. Attendance: In the spring semester, attendance at meetings was problematic. One member resigned at the end of the semester and a second member had a class that was scheduled at the same time as meetings. Meetings without quorum were held in January, February, and March

D. Responsibilities: Adequate

E. Activities: Promotion of liason for Joyner Library on the East Campus; Pilot program approved for Inter-library Loan for Schools of Nursing and Allied Health

8. Suggestion(s) to the Chair of the Faculty and/or Faculty Senate for improving the

effectiveness of the committee. Assistance is needed in stressing to committee members of the importance of regular attendance at meetings. Perhaps, if members are absent for 3 meetings per semester, they should be asked to resign from the committee to allow another faculty member to be appointed by the chair of the faculty.

9. Does the Committee's organizational meeting next year need to be earlier than the date set this year? No

Signed: Chairperson

Secretary



Joyner Library

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BlackBoard ? [PID](#)

Help Desk
PirateID
Index
Email
Pirateport
Calendar

Printer Friendly

2002-2003 Strategic Plan

A. Communication

Goal #1: Improve communication about library events and services.

Strategy:

1. Develop a common, centralized calendar of events.

Criteria for success:

1. A calendar will be in use and everyone involved will be trained to use it by Fall 2002

Implementation responsibility:

1. Administration

B. Services

Goal #1: Enhance access and use of library resources and services for students and faculty.

Strategy:

1. Improve functionality, usability, and design of all library web pages.
2. Implement electronic reserves.
3. Redesign (redraft) subject librarian liaison's functions.
4. Enhance electronic reference services (i.e. Chat, e-mail services provided by public service departments, Pirate Source, etc.).

Criteria for success:

1. First level web pages are redesigned, loaded, and available for public.
2. Successful test of reserves for five courses for a full semester.
3. Six month trial of team approach completed and evaluated.
4. Successful live Chat test performed with selected campus population

Implementation responsibility:

1. Web Committee and Departments
2. Circulation and Systems
3. AD for Collections and Subject Liaisons
4. Public Services

Goal #2: Expand cooperation with the Health Sciences Library.

Strategy:

1. Appropriate catalog evaluation groups will recommend improvements in the functionality of the catalog.

2. Improve cooperation on liaison issues, collection development and / electronic resources evaluation)

Criteria for success:

1. Groups will be formed and improvements will be completed.
2. HSL representatives are named to select library committees.

Implementation responsibility:

1. HUG plus ALS & HSL faculty
2. Electronic Resources Committee, Subject Liaisons and Associate Directors

C. Staffing/Staff Development

Goal #1: Improve access to staff development and training opportunities in order to improve service to patrons.

Strategy:

1. Offer tailored training classes or modules.
2. Identify/investigate free training opportunities.
3. Enhance student worker recruitment, training, and retention.

Criteria for success:

1. Purchase or creation of training for five subjects has been completed and is available for faculty and staff to use.
2. Database of free training opportunities is created and updated twice a year.
3. Develop and implement a uniform training program for student assistants.

Implementation responsibility:

1. Personnel Librarian & Staff Development Committees
2. Personnel Librarian & Staff Development Committees
3. Personnel Librarian, Staff Development Committees, Student Training Committee

Goal #2: Begin ongoing systematic assessment of technical and informational skills for library staff.

Strategy:

1. Identify baseline information and technology skills necessary for successful job performance.
2. Identify instruments for self-evaluation.

Criteria for success:

1. Appropriate skills identified for approximately half of SPA positions.
2. Instruments selected and tested for a selection of staff.

Implementation responsibility:

1. Associate Director's, Personnel Librarian & Staff Development Committees
2. Associate Director's, Personnel Librarian & Staff Development Committees

D. Collections

Goal #1: Improve the quality and quantity of resources available to students and faculty.

Strategy:

1. Establish a library electronic resources review committee and develop procedures to investigate, evaluate, and recommend new and existing resources.
2. Update the Library's collection development policy.

Criteria for success:

1. A committee is formed, and procedures are developed for reviewing and selecting electronic resources.
2. An overall collection policy statement is drafted and twenty-five per cent of discipline specific plans are revised by end of year.

Implementation responsibility:

1. Associate Director for Collections, Electronic Resources Committee

2. Associate Director for Collections, Subject Liaisons and Departments

Goal #2: Assure ongoing physical maintenance of the general collection.

Strategy:

1. Damaged materials will be identified at points of circulation and sent to Preservation

Criteria for success:

2. Preservation will repair materials appropriately and return mended volumes to the collections in a timely manner.

Implementation responsibility:

1. Associate Director for Collections, Circulation and Preservation Depts.

E. Planning

Goal #1: Develop an ongoing systematic assessment process for major library services and activities

Strategy:

1. In conjunction with the health Sciences Library, implement an assessment process along the lines of Texas A & M's LibQual (Library Quality Assessment) See: <http://www.libqual.org/>
2. Establish a consistent data collection process for reporting purposes.

Criteria for success:

1. Acquire and conduct initial survey of users.
2. Data is collected in a consistent manner, collated and made available in a central electronic location.

Implementation responsibility:

1. Associate Director's and Strategic Planning Committee
2. Associate Director for Administration and Administration

Goal #2: Improve the library long-term strategic planning process.

Strategy:

1. Revise the library Mission statement.
2. Establish a library planning calendar.

Criteria for success:

1. New Statement is drafted and approved by Director's Council and Faculty.
2. Library calendar is established, approved and in use.







Implementation responsibility:

1. Strategic Planning Committee Director's Council, Faculty
2 Associate Director for Administration & User Services, Strategic Planning Committee



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Academic Library Services

Mission Statement

Adopted in 2003

The mission of Joyner Library is to provide the materials and services integral to the educational, scholarly, creative, and intellectual endeavors of the students, faculty, and staff of East Carolina University, and actively to support the university's broader commitment to serve the region.

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Academic Library Services

Joyner Library
Annual Report Statistics
Fiscal Year 2002-2003

Collections	
Volumes held June 30, 2003	1,183,729
Number of monographic volumes purchased 2002-2003	14,758
Number of current serials	2,964
Number of microform units	2,369,336
Number of Government Documents	522,794
Manuscripts and archives (linear feet)	5,795
Cartographic materials	103,390
Audio materials	16,632
Film and Video	7,360
Expenditures for Library Materials	X
Monographs	\$ 764,642
Current serials	\$ 953,779
Other library materials	\$ 1,203,625
Total library materials	\$ 2,922,046
Contract binding	\$ 43,714
Other operating expenditures	\$ 5,719,394
Instruction	X
Number of library presentations to groups	375
Number of total participants in library presentations	8,100

Reference	x
Number of reference transactions	38,595
Circulation	x
Number of initial circulations	144,801
Total circulations	171,458
Interlibrary Loans	x
Total number of filled requests provided to other libraries	7,508
Total number of filled requests received from other libraries	6,161



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Academic Library Services 2002-2003 General Revenue Budget

Salaries

Faculty	1,646,732
Graduate Assistants	161,024
Staff Salaries	1,702,034
Fringe Benefits	50,000
Student	51,028
Subtotal	\$ <u>3,610,818</u>

Operating

Supplies	127,293
Communications	22,945
Printing	22,227
Repairs	44,933
Online	205,480
Travel	47,523
Misc.	41,817
Subtotal	\$ <u>512,218</u>

Maintenance

45,800

Equipment

384,677

Subtotal \$ 430,477**Materials**

Approval Books	431,777
Standing Orders	58,093
Firm Orders	274,772
Serials	1,181,304
Electronic Access	839,239

Virtual Library Bases	Data	500,000
Other		43,714
	Subtotal	\$ <u>3,328,899</u>
Grand Total		\$ <u>7,882,412</u>






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PERSONNEL CHANGES

David Durant agreed to be Interim Department Head of Government Documents/Microforms, July 1, 2002.

Gary Greenstein and the Social Work/Criminal Justice Collection, previously apart of Health Science Library, were relocated from Health Science Library to Joyner Library, July 1, 2002.

Elizabeth Smith was reassigned from the Preservation/Conservation Department to North Carolina Collection, July 1, 2002.

Beth Winstead was hired as Head of Interlibrary Services, July 1, 2002.

Glenna Lemasters was transferred back to Cataloging, July 15, 2002.

Dan Shouse will serve as Interim Head of the Teaching Resources Center, July 15, 2002.

Carolyn Willis will serve as Interim coordinator of instructional services for a year, August 1, 2002.

Ali Abdulla took a leave of absence from Head of the Reference Department, August 15, 2002.

Tom McQuaid and Tracy Blake, previously worked in the Systems Department, were reassigned to the Broadcasting Department in Joyner East; Part of the School of Communication and Computer Science, August 15, 2002.

Jan Lewis will serve as Interim Head of the Reference Department, August 16, 2002.

Mary Peele was hired as a Mail Clerk I in the Building Operations Department, August 16, 2002.

Nanette Hardison was temporarily reassigned to the Circulation/Reserve Department, September 1, 2002.

Kendall Wooden was hired as Computer Systems Administrator I in the Systems Department, September 1, 2002.

Kim Blanton resigned from her position as a Computer Systems Administrator III in the Systems Department, September 11, 2002.

Susan Gardner resigned from her position in Reference as a bibliographic instruction specialist, September 30, 2002.

Maliha Farhadi, formerly in the Circulation department, was hired as Library Technical Assistant I in the Teaching Resources Center, October 1, 2002.

Marilyn Lewis resigned from her position in Cataloging as an Assistant Professor, October 1, 2002.

Kath Thomas resigned from her position as a Library Technical Assistant I in the Interlibrary Services Department, October 4, 2002.

Susan Midgette retired from her position as Program Assistant V in the Special Collections Department, November 1, 2002.

Lisa Pitman Boyd, previously worked in the Administrative Office, was reassigned to the Cataloging Department, November 1, 2002.

Sue Hisle resigned from her position as a Library Technical Assistant I in the Teaching Resources Department, November 8, 2002.

Patricia Dragon was hired as Cataloger in the Cataloging Department, November 1, 2002.

Ralph Scott was made associate curator of special collections in the Special Collections Department, November 1, 2002.

Brian Johnson was hired as a Processing Assistant IV in the Special Collections Department, November 18, 2002.

Jessica Hoffman resigned from her position as a Processing Assistant V in the Development Office, December 31, 2002.

Lisa Pitman Boyd resigned from her position as an Office Assistant IV in the Cataloging Department, January 6, 2003.

Joseph Thomas was hired as Instruction/Reference Librarian in the Reference Department, January 6, 2003.

Lynda Werdal was hired as a Library Technical Assistant I in the Interlibrary Services Department, January 13, 2003.

Jessica Fischer was hired as Distance Education Coordinator in the Reference Department, January 16, 2003.

Linda Teel was hired as Department Head of the Teaching Resources Center, February 10, 2003.

David Baggett was hired as a Computer Systems Administrator III in the Systems Department, March 3, 2003.

Leigh Butler was hired as a Processing Assistant IV in the Administrative Office, March 10, 2003.

Nell Lewis, previously with the Ledonia Wright Cultural Center, joined the Teaching Resources Department as an Outreach Coordinator, April 7, 2003.

Dawn Pearce resigned from her position as a Computer Systems Administrator I in the Systems Department, April 30, 2003.

Alpha Levesque, formally in the Interlibrary Services Department, was hired as a Library Assistant in the Cataloging Department, May 16, 2003.







Jeffery "David" Wilbourne was hired as a Library Assistant in the Circulation/Reserve Department, May 19, 2003.

Roger Davis resigned from his position as Security Officer II in the Building Operations Department, May 19, 2003.



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FACULTY ACTIVITY

1. CHAPTERS IN BOOKS

Daniel Shouse, Associate Professor
 Glatthorn, Allan A.. 2003. Handbook of Research on Teaching the English Language Arts, 2nd. ed.. Lawrence Erlbaum Associates. Page(s) 512-531.

2. JOURNAL ARTICLES

Bryna R. Coonin, Assistant Professor
 Establishing Accessibility for E-Journals: A Suggested Approach Library Hi-Tech. 2002, Vol. 20 No:207-220.

David Hursh, Assistant Professor
 Calling All American Academic Music Library Reference Desks Music Reference Services Quarterly. 2003, 8 nos. 3/4.

Ralph L. Scott, Professor
 Wired to the World: Computer Housekeeping (Print version) North Carolina Libraries (Print version). 2002, 60:116.

Ralph L. Scott, Professor
 Wired to the World: Get a Handle on Spam North Carolina Libraries. Spring 2002, 60 #3:69.

Ralph L. Scott, Professor
 Wired to the World: Anonymisers North Carolina Libraries. Spring/Summer 2002, 60 #12:30.

Ralph L. Scott, Professor
 Wired to the World: Computer Housekeeping North Carolina Libraries. Winter 2002, 60 #4:116.

Ralph L. Scott, Professor
 Wired to the World: Photo-Sharing Web Sites North Carolina Libraries. Spring 2003, 61 #1:37.

Ralph L. Scott, Professor
 Protecting Your Network North Carolina Library Association E-News. October 2002, v.4 #5:10-11.

Nancy P. Shires, Professor
 The Snow L. and B.W.C. Roberts Collection of North Carolina Fiction North Carolina Literary Review. 2002, 11:8.

Nancy P. Shires, Professor
 The Case for Digitizing Fiction with History North Carolina Libraries. Fall 2002, 60, no. 3:46-52.

Nancy P. Shires, Professor
 The Case for Digitizing Fiction with History North Carolina Libraries. Fall 2002, 60:46-52.

Nancy P. Shires, Professor
The Snow L. and B.W.C. Roberts Collection of North Carolina Fiction North Carolina Literary Review. 2002,
11: 183-188.

3. BOOK REVIEWS IN PROFESSIONAL JOURNALS

Bryna R. Coonin, Assistant Professor
Review of Review of Bull Durham, Business Bonanza 1866-1940 North Carolina Libraries. 2002. Page(s) 37.

David Durant, Assistant Professor
Review of The population profile of the United States Choice. October 2002. Page(s) 263.

David Durant, Assistant Professor
Review of World Population: A Reference Handbook Choice. January 2002. Page(s) 857.

David Durant, Assistant Professor
Review of Besieged: an encyclopedia of great sieges from ancient times to the present. Choice. April 2002. Page(s)
1398.

Ralph L. Scott, Professor
Review of U.S. War Plans: 1938-1945 American Reference Book Annual. 2003. Page(s) #658.

Ralph L. Scott, Professor
Review of Antiques Price Guide 2003 American Reference Books Annual. 2003. Page(s) #903.

Ralph L. Scott, Professor
Review of Warman's Antiques and Collectibles Price Guide American Reference Books Annual. 2003. Page(s) #905.

Ralph L. Scott, Professor
Review of Wiley Encyclopedia of Telecommunications American Reference Books Annual. 2003. Page(s) #1507.

Ralph L. Scott, Professor
Review of Natural Disasters American Reference Books Annual. 2003. Page(s) #1528.

Ralph L. Scott, Professor
Review of The Facts on File Weather and Climate Handbook American Reference Books Annual. 2003. Page(s)
#1529.

Ralph L. Scott, Professor
Review of Recent Advances in Meteorology American Reference Books Annual. 2003. Page(s) #1531.

Ralph L. Scott, Professor Review of Encyclopedia of Flight American Reference Books Annual. 2003. Page(s) #1558.

Ralph L. Scott, Professor
Review of The Weather Almanac American Reference Books Annual. 2003. Page(s) #1532.

Ralph L. Scott, Professor
Review of Encyclopedia of Antarctica and the Southern Oceans American Reference Books Annual - 2003. 2002.
Page(s) #91.

Nancy P. Shires, Professor
Review of What Is What Was: Essays, Stories, Poems Library Journal. September 1, 2002. Page(s) 177.

Nancy P. Shires, Professor
Review of Dogs Bark, but the Caravan Rolls On Library Journal. May 1, 2002. Page(s) 100.

Nancy P. Shires, Professor
Review of The Story Species: Our Life Literature Connection Library Journal. June 1, 2002. Page(s) 147.

Nancy P. Shires, Professor
Review of The Next American Essay Library Journal. January 2003. Page(s) 112.

Nancy P. Shires, Professor

Review of What Is What Was Library Journal. September 1, 2002. Page(s) 177.

Nancy P. Shires, Professor

Review of Best Essays NW: Perspectives from Oregon Quarterly Library Journal. March 1, 2003. Page(s) 100.

Nancy P. Shires, Professor

Review of The Story Species: Our Life-Literature Connection Library Journal. June 1, 2002. Page(s) 147.

Maurice C. York, Professor

Review North Carolina Libraries. Spring 2003. Page(s) 42-43.

4. MUSICAL PERFORMANCES AND PRODUCTIONS

David Hursh, Assistant Professor

Musical review. April 12, 2002.

David Hursh, Assistant Professor

Recital. October 20, 2002.

David Hursh, Assistant Professor

Handel's "Messiah" performance. December 3, 2002.

David Hursh, Assistant Professor

Bach cantata performance. December 8, 2002.

David Hursh, Assistant Professor

Handel's "Messiah" performance. December 9, 2002.

6. OTHER PUBLICATIONS

Bryna R. Coonin, Assistant Professor

Collection Should Score with Tar Heel Baseball Fans. September 15, 2002.

Bryna R. Coonin, Assistant Professor

Collection Serves Up the Facts on Tar Heel Turkey, November 18, 2001.

Bryna R. Coonin, Assistant Professor

North Carolina Collection supports study of African-American Heritage, March 2, 2003.

Bryna R. Coonin, Assistant Professor

Life as a Tarheel, March 18, 2001.

Bryna R. Coonin, Assistant Professor

Library Collection Features Volumes on North Carolina Wildlife, July 8, 2001.

Bryna R. Coonin, Assistant Professor

Collection Offers Heart Toasts to Various Tar Heel Wines, April 28, 2002.

Nancy P. Shires, Professor

Firsts Abound in North Carolina Fiction, September 1, 2002.

Nancy P. Shires, Professor

Firsts Abound in Collection of North Carolina Fiction, September 1, 2002.

Nancy P. Shires, Professor

Greenville and Pitt County: Sources for Study, November 2002.

Nancy P. Shires, Professor

New N.C. Collection Book Hunts for the CSS Albemarle, December 15, 2002.

Nancy P. Shires, Professor

Tobacco History Online, August 2002.

Nancy P. Shires, Professor
Greenville and Pitt County: Sources for Study, 2002.

Nancy P. Shires, Professor
New N.C. Collection Book Hunts for the CSS Albemarle, in Daily Reflector , 15 December 2002.

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