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Joyner Library



[Research](#)

[Services](#)

[About Us](#)

2003-2004 Annual Report

- [Executive Summary](#)
- [Departmental Highlights](#)
- [Senate Libraries Committee](#)
- [2003-2004 Strategic Plan](#)

- [Mission Statement](#)
- [Statistics](#)
- [Budget Summary](#)
- [Personnel Changes](#)
- [Faculty Activities](#)

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BlackBoard       
 Help Desk
 PirateID
 Index
 Email
 Pirateport
 Calendar

[Printer Friendly](#)

Academic Library Services Statement of Progress 2003-2004

An annual report and strategic plan for ALS is put at www.lib.ecu.edu each year under departments/administrative services.

Briefly, the 2003-2004 goals accomplished were:

1. An educators card and educator's resource room for the Teaching Resource Center (TRC) were completed. In line with the campus goals, an outreach coordinator was hired and multiple programs initiated in the TRC.
2. A major gift endowment for the TRC was received from Betty Debnam and recognized with programs during Founder's Week.
3. The SFX software system linking journal citations directly to full text articles for both Laupus and Joyner was installed by library systems.
4. The Java City coffee bar was constructed for grand opening in the Fall. The first floor area will take on a "Barnes and Noble" appearance when school begins.
5. A 33% increase in grants received was recorded and a major federal grant submitted.
6. The ALS faculty leave issue was concluded with a new policy.
7. Personal goals of service on the Faculty Senate and Ledonia Wright Cultural Center Board were accomplished.

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Academic Library Services

Departmental Annual Reports

2003-2004

Acquisitions

Highlights

The Acquisitions Department met a majority of the goals set for the 2003-2004 fiscal year. Our main goal was to evaluate and redesign existing workflows to allow staff to process materials as quickly & accurately as possible for our users through Horizon. To that end, the department began using Electronic Data Interchange where possible; streamlining the gift and monographic review process; increasing communication with ALS; and continuing to support the preservation and conservation needs of the ALS collections.

- During the previous fiscal year, Acquisitions and Cataloging continued to implement changes resulting from the re-engineering project of 2002/2003. Among these changes were the physical re-organization of the drum area to increase collaboration among Technical Services staff, the implementation of a time study to determine the route and speed of materials through the room, and dispersing staff activities to students.
- In January 2004, Acquisitions successfully placed its first electronic order with Yankee Book Peddler using GOBI 2 and has continued to use GOBI 2 when appropriate.
- Joyner Library was recognized as the first Epixtech Horizon/YBP client to successfully implement the creation of purchase order lines from PromptCat records for the approval plan and assisted YBP in developing guidelines for implementing this change for all Epixtech Horizon/YBP clients.
- In late fall 2003, the Serials unit successfully tested EDI claiming for all first claims with our primary serials vendor and in December 2003, this workflow change was implemented. Plans are underway to evaluate the efficacy of this change.
- In September 2003, Lisa Barricella, in collaboration with the Cataloging Department, successfully developed and implemented a process for timely evaluation and de-accessions of gift and monographic materials as an ongoing process.
- The Popular Reading Collection, currently consisting of 217 fiction & non-fiction titles, was introduced June 2004. 28% of the collection circulated during June 2004.
- Acquisitions hosted the first in a series of annual Springtime Liaison/Faculty lunches during the first week of March. 17 subject liaisons and faculty representative attended, including faculty from West Campus. Among the topics discussed were the materials budget, available information sources and services, licensing issues and SFX.
- In February and March 2004, Stefanie DuBose met with many departments in the library to identify user needs and potential concerns and began addressing those issues in the spring. Where relevant, these issues were incorporated into the 2004/2005 strategic plan; otherwise, Acquisitions will continue to focus on meeting these user needs throughout the 2004/2005 fiscal year.
- Preservation & Conservation repaired 1,406 items with the greatest increase occurring with the North Carolina and Curriculum collections. 18.7% of the item repaired were from the general collection, 63.9% from North Carolina, Curriculum, Music and Government Documents

and 17.3% from Special Collections. Staff and students performed 3,910 conservation treatments: 34% basic (cleaning, tip-ins, tighten hinges, part reinforcement), 44% intermediate (paper mends, heat set tissue mends, spine replacement, etc.) 7% advanced (sewing, leather, double-fan, new cases, etc.) and 13% special treatments (encapsulation, tape removal & deacidification).

- The largest project undertaken by the Preservation and Conservation Unit was the creation of 611 mylar jackets for the North Carolina Collection, followed by performing conservation treatments for 244 items from the Hoover Collection. Gloria Bradshaw successfully incorporated deacidification, tape removal and material encapsulation processes into the preservation workflow where needed, most consistently with the North Carolina Collection and by performing treatments on 244 pieces from the Hoover Collection.

Personnel

- In July 2003, the Preservation/Conservation staff began reporting to Stefanie DuBose.
- Jennifer Nadler joined the Acquisitions department in January 2004 with the primary responsibility of processing library payments in the University's payment system and assisting in the management of the library's materials budget.
- Joseph Ziemba began working as a volunteer in the Preservation & Conservation unit in Fall 2003.
- During the 2003/2004 fiscal year, the Acquisitions department employed 3 graduate students for the Monographs and Serials units whose duties included processing acquisitions orders for monographs and serials; overseeing the serials bindery process; editing Horizon records; creating and verifying SFX files; and working in the Horizon Serials module.
- During the 2003/2004 fiscal year, the Monographs and Serials units hired 12 work-study students to perform basic clerical work, maintain the current periodicals and browsing collections, perform various physical processing tasks on the serial items and assist the staff with tasks as assigned. 2 self-help students were hired to supervise the work-study students and handle higher-level tasks.
- During the 2003/2004 fiscal year, 2 graduate students were employed for the Preservation/Conservation unit to assess items for appropriate treatments and performing intermediate/advanced conservation treatments.
- During the 2003/2004 fiscal year, the Preservation/Conservation unit hired 7 work-study students to perform basic conservation treatments and 4 self-help students to supervise the work-study students and perform basic/intermediate conservation treatments.

Organizational Changes

As of July 2003, the Collection Development Department became the Acquisitions Department. At that time, Stefanie DuBose became head of the Acquisitions Department while collection development activities remained an administrative responsibility managed by the Associate Director for Collections and Technical Services. The Acquisitions Department consists of three units—Monographs, Serials and Preservation/Conservation. Stefanie DuBose currently supervises the Serials Unit, the Preservation & Conservation Unit, and manages the acquisition of electronic resources. Lisa Barricella retains supervisory responsibility for the Monographic Acquisitions Unit. Acquisitions and Cataloging now comprise Technical Services with the goal of increasing collaboration to improve service to our internal and external patrons.

Physical Changes

As a part of the re-engineering plan developed in 2002/2003, the physical space in the drum was reconfigured to allow for more collaboration among the members of the two departments. The space as it currently exists consists of a general student workspace with computer workstations surrounded by staff cubicles opening to the shared space.

During Spring 2004, the Preservation/Conservation Unit began working with the Systems Department in a collaborative effort to develop a shared space between the Preservation/Conservation Unit and the Digitization Unit.

Outstanding titles acquired

Electronic

- New items: IEEE Explore, Institute of Physics Historic Archive, Project Euclid, Classical Music Library, Bibliography of Native North Americans, Education Law in North Carolina, Reference USA, Classical Music Library.
- Format changes: Philosopher's Index, Communication Abstracts, Environmental Universe, Design & Applied Arts Index, Geography Index, RILM.

Print

- Joyner Library was the recipient of a number of fantasy and science fiction novels and journals, including both signed and first editions, graciously donated by Dr. Roger Schlobin. Among the outstanding authors in this collection are: H.P. Lovecraft, Arkham House publications, Michael Moorcock, Peter Tremayne, Nancy Springer, James Blish, Sherri Tepper, L. Sprague de Camp, Bram Stoker, JRR Tolkien, Charles de Lint, Gordon Dickson, Jack Zipes, Jack Vance, Fred Saberhagen, Tanith Lee, Andre Norton, Fritz Leiber and Christopher Stasheff.
- The Acquisitions Department received a total of 7811 monographic, serial and media gift pieces during the 2003/2004 fiscal year. Due to space issues, many of these items remain in the review queue. To date, 564 have been accepted in the areas of naval, military and maritime affairs; Coastal Resources Management and Maritime History; Literature; History; and many other subject areas.

Major Equipment or Technology Acquired

- Inge McMillan, Jill Gooch, Pat Crandall and Gloria Bradshaw received new Dell Optiplex computers.
- During the Technical Services re-engineering process, 4 student workstations were upgraded with new computers.

Current Services, New Services, Changes in Services to Patrons and Other Units

- The monographic unit began using CATME for searching and selecting appropriate full bibliographic records from OCLC and downloaded into Horizon to minimize occurrence of brief records.
- Beginning in October 2003, Lisa Barricella began sending biweekly budget reports to the subject liaisons.
- Thanks to the Systems Department, the intranet became more accessible in the Spring 2004; during that time, the Acquisitions Department began using the intranet to post information regarding the approval plan and the database evaluation project for the use by library personnel. Acquisitions will expand its use of the intranet to post budget reports, serials lists and other types of information/data of interest to Academic Library Services.

- Members of the Acquisitions Department assisted with the implementation of Banned Books Week, September 20-27, 2003. Activities included a display in the Digital Library Center and more displays through the building; bookmarks and information handouts were created and distributed; and the Teaching Resources Center won a library-wide display contest.
- Acquisitions assisted Bryna Coonin with the accreditation process for the Construction Management program.
- Debbie Cobb of the Serials Unit created bindery documentation for handling materials from the North Carolina Collection, Reference Department and Government Documents/Microforms Department.
- The Serial Unit managed the cancellation and addition of a number of titles for math, physics, business, economics and computer science in electronic format where feasible; when electronic access was not available, new titles were acquired in print.
- Members of the Serials Unit assisted in the creation of a journal browsing area for general interest titles in art, literature, news, business, economics, politics, education, film, photography and current events.
- Serials staff processed 5,628 bindery volumes for the general, Reference, North Carolina, Hoover and Music collections.
- The Preservation and Conservation staff created guidelines for pamphlet binding and presented documentation to Technical Services faculty and staff with accompanying visuals.
- Preservation staff processed 1,752 monographs and 644 theses for profession binding. 908 items were bound in-house; 40% of the materials came from the Music Library, 25% from the North Carolina Collection, 15% from Government Documents, 17% from the General Collection, 1.2% from the Curriculum collection and .3% from Special Collections.
- Representatives from ECU's Office of Environmental Health and Safety conducted a lab inspection September 30, 2003 with positive results for the lab. Most of the recommendations were very simple, and Gloria Bradshaw was commended for her work in meeting the Office's standards. EH&S later conducted noise monitoring due to the presence of a dust collector, air compressor, double fume hood and book dryer all in close proximity to one another in the workspace. EH&S recommended that the dust collector and air compressor be encased in acoustic enclosures to maintain the decibel level at a required OSHA minimum. The boxes were installed in the Fall of 2004. All personnel, including students, completed Chemical Hygiene Training with the Office.
- Due to the low number of boxes being made in the department and the need for workspace, Preservation & Conservation stopped making phase boxes in Fall 2003. The box crimper was moved to storage and remains available should the need arise for the unit to create phase boxes once again.
- Preservation request forms were revised to consolidate information needed by the subject librarians, Preservation and Acquisitions.
- Gloria Bradshaw implemented regular meetings with the Preservation and Conservation students for educational and training purposes. Among the topics covered were the following: reviewed handbook regulations; provided handouts regarding daily, weekly and monthly assignments; conservation practices for handling and storing books and information about reading Horizon entries; extra work assignments; overview of types of pages in books and signature marks; hands-on exercises in signature creation; and viewing preservation overview video.

Training of staff and professional development activities

Everyone in the Monographic and Serial Acquisitions Units attended a training session/introduction to Horizon 7.3 during fall 2003 conducted by Valerie Chase from Dynix. All Acquisitions staff attended Microsoft Outlook Calendar training and other various workshops sponsored by the Systems Department; a majority of staff also attended the the Joyner Library SPA Committee "Catching the Wave of Success." They also attended the Joyner Library Safety and Joyner Library Lobby workshops sponsored by the Staff Development Committee. All departmental faculty were involved in planning and implementation of the redesign of the Technical Services workspace as members of the Ad Hoc Technical Services Re-Engineering Committee.

- Lisa Barricella: Conferences: Horizon Users Group meeting in Salt Lake City, Utah to participate in a joint presentation, "Maximizing Horizon's Potential after a Decade: A Multi-Library Working Group Experience" with librarians from both Joyner and Laupus Library. Committee Memberships: Chair, Systems Librarian Search Committee; Chair, Information Technology Specialist search committee; Chair, Approval Plan task force; Chair, Horizon Acquisitions Working Group; Member, Student Services Committee; Member, Staff Development Committee. Professional Organizations: American Library Association (ALA): ALA Association for Library Collections and Technical Services (ALCTS): ALCTS Acquisitions and ALCTS Collection Development and Management Sections. Workshops attended: CATME Training, ECU Fall Seminar Series for new faculty.
- Gloria Bradshaw: Completed Associate of Arts degree at Lenoir Community College. Presentations: "Catching the Wave of Success"; basic preservation seminar for students at South Central High School. Committee Memberships: Student Employee Committee, Disaster Committee, Preservation Task Force.
- Debbie Cobb: Committee Memberships: Horizon Serials Working Group.
- Pat Crandall: Committee Memberships: Social Committee.
- Linda Daniels: Committee Memberships: Student Employee Committee.
- Wes Daughtry: Continues to work toward an ALA accredited degree from North Carolina Central University. Conference Presentations: "A Slice of the Life of an Electronic Resources Maven: Or -- How Database Purchase Decisions are Really Made in Libraries," XXIII Annual Charleston Conference, November 2003. Committee Memberships: Student Services Committee, Liaison Group, Horizon Serials Working Group, SFX Implementation Committee, Information Technology Specialist Search Committee. Professional Memberships: North Carolina Library Association, Virginia Library Association. Workshops attended: Introduction to Government Information, Finding Census and Demographic Data, Federal Bills, Laws and Regulations, CATME.
- Stefanie DuBose: Conference Presentations: "A Slice of the Life of an Electronic Resources Maven: Or -- How Database Purchase Decisions are Really Made in Libraries"," XXIII Annual Charleston Conference, November 2003. Committee Memberships: Co-Chair, SFX Implementation Committee; Co-Chair, Electronic Resources Review Committee; Chair, Horizon Serials Working Group; Chair, 2003 Banned Books Week Committee; Member, search committee for ALS Director of Human Resources; Member, Preservation Task Force; Member, Operations Policy and Review Committee. Professional Memberships: American Library Association: ALA Association for Library Collections and Technical Services (ALA-ALCTS): ALCTS Acquisitions, Collection Development and Management Section, and Preservation

Section & Serials Section; Association for College and Research Libraries (ALA-ACRL): ACRL Women's Studies Section; Member: Women's Studies Section Collection Development Committee; ALA Reference and User Services Association (ALA-RUSA): RUSA Reference and User Services Association. Workshops attended: "Streamlining Workflow in Acquisitions" presented by Rick Lugg and Ruth Fischer, XXIII Annual Charleston Conference, November 2003; Solinet E-cademy Digital Licensing Online.

- Jill Gooch: Committee Memberships: Horizon Acquisitions Working Group. Workshops attended: CATME training.
- Inge McMillan: Committee Memberships: Horizon Acquisitions Working Group. Workshops attended: CATME training.
- Ramona Okechukwu: Committee Memberships: Student Employee Committee.
- Jennifer Nadler: Workshops attended: Hazard Communication, FRS Introduction, ProCard Training, Ergonomics, Lunchtime Learning Series-Pirate Mail.

Goals and Directions for the Future

Library Goal I: Enhance the quality and effectiveness of outreach and distance education services.

1. Examine procedures and workflow between Acquisitions and Cataloging to increase the processing of Electronic Resources.
2. Work with the Electronic Resources Review Committee to establish and publicize priorities for the cataloging of electronic resources.

Library Goal II: Assess the relevance and enhance the quality of the library resources available to the university community.

1. Acquisitions will investigate and implement methods of analysis to assist Administration in the budget review process.
2. Through the auspices of the Electronic Resources Review Committee and using established criteria, collaborate with subject librarians to evaluate current electronic resource subscriptions.
3. The Preservation Task Force will assist in identifying and prioritizing conservation and preservation needs.
4. The Preservation/Conservation Unit will explore and test procedures for digital preservation of general stack materials.

Library Goal III: Investigate and support staff development and encourage professional growth.

1. When appropriate, a goals-based annual evaluation process will be used for faculty and support staff.
2. Assuring training opportunities for faculty and support staff as technology evolves for Cataloging and Acquisitions.
3. Increase collaboration and comprehension of other duties; create "tours" or presentations of each department wherein specific individuals would provide overview of responsibilities.
4. Investigate additional opportunities for cross-training to meet departmental needs or increased demands.
5. In conjunction with staff, update work plans to accurately reflect current responsibilities.

Library Goal IV: Improve staff understanding of roles and priorities.

1. Continue to redesign and publicize the Cataloging Technical Services web page to improve communication between Technical Services and the rest of ALS.
2. Schedule library forums to present information about Technical Services' priorities for the coming year and gather feedback from internal customers to further refine workflow issues.
3. Create documentation for updated processes or those for which no documentation exists.

Library Goal V: Assess the quality of services provided to university community.

1. Assess preservation needs in order to protect and maintain access to all of the library's collections. Establish preservation priorities for planning purposes. Determine capabilities with current staff, funding, equipment, and expertise. Make prioritized recommendations for developments in these areas. When applicable, explore alternatives for meeting preservation needs: outsourcing, reformatting, etc.
2. Develop, implement and evaluate process for shelf-ready materials.
3. Evaluate functionality and efficiency of current approval plan.
4. Develop, implement and evaluate standard process measurements.
5. Using workflow data collected, evaluate current staffing vs. departmental demands and future directions to determine needs for additional support/professional staff.
6. Investigate ways to consolidate redundant workflows such as student time, creation of publicly accessible request orders, etc.

Library Goal VI: Assess and enhance the physical environment.

1. Request that the Preservation Task Force to share data collected on space needs for conservation and preservation activities.

Major Problems

- While the Acquisitions Department successfully met the University requirement for expending state money by mid-Spring 2004, the department experienced some difficulty in meeting the ordering needs for the subject liaisons as a result of meeting those requirements. This issue was further complicated by the lack of communication with the subject librarians regarding the expenditure of the materials budget. The lack of available staff members contributed as well to the backlog; this has already been addressed on an administrative level with the addition of one SPA position to the Monographic Unit. The unit will also rely more heavily on graduate students to assist the staff with different facets of the ordering process for both the approval plan and firm orders. Acquisitions developed many of the above strategies for 2004/2005 to address other issues contributing to the backlog.
- Because the materials budget was spent early, the Acquisitions Department was forced to temporarily suspend the approval plan. During this time, it was determined that the approval plan required close review by all subject librarians to ensure coverage for necessary areas and to eliminate incoming materials for areas outside the scope of the collection.
- A related issue is the timeline for serial and database cancellations. Many journal cancellations were sent to the Serials Unit in late fall after our subscriptions had been renewed; as a result, many format changes did not take place in an effort to avoid duplicate payments for material. All of these issues highlight the need for a publicly available Acquisitions timeline/workflow analysis incorporating monographic, print serial and electronic materials.

Stefanie, Lisa and the head of the Cataloging Department have begun drafting this document to be made available to the library in fall 2004.

- The bindery process also poses a significant problem for the department. During the re-engineering project, the bindery processes were moved to different areas of the Technical Services space but none of those areas provided the necessary room for either the work or the storage of material for pick-up and delivery. While we are currently reviewing methods for streamlining bindery, space remains an issue that is reaching a critical level since the Preservation/Conservation Unit reconfiguration has no allowance for monographic bindery storage. This year Joyner Library processed 4,585 serial volumes and monographic items for binding that resulted in approximately 35-40 outgoing boxes per shipment and more boxes for incoming items. At this juncture, Technical Services lacks the space to store the outgoing and incoming shipments.
- As Joyner Library continues to receive gifts graciously donated by members of the ECU and outlying community, space to store these materials is necessary. While the gift review process has been streamlined, we continue to receive many gifts in bulk; while some can be easily fit onto a book shelf, many others come to us packed in up to 50 boxes at a time.
- Currently, the Preservation/Conservation Unit has 1.5 FTE in staff. 1 staff member manages the preservation/conservation responsibilities and handles rare material repair with only student assistance. The second staff member is responsible for pamphlet binding and processing monographic binding. Despite the fact that the unit has increased the number of items repaired, given the size of our collections there is a crucial need in the unit for another staff member to assist with the preservation duties.

Building Operations

Highlights

This has been a year of transitions for Building Operations.

- With the retirement of the Building Manager and hiring a new Building Manager the position of Asst. Building Manager was dissolved, leading to a reassignment of duties within the department.
- A new Lead Security Officer was hired and a second fulltime permanent Security Officer position was created and filled.
- All security personnel were trained and certified in CPR providing a new level of response.
- Through a cooperative effort with ITCS and Campus Police a stolen computer was recovered.
- Security attached anti-theft devices to over 300 computers and mirrors were installed in the basement and Reference areas.
- New security response and building evacuation checklists were written to tailor response to incidents and fire alarms.
- The security VCR/monitors were put on a dedicated circuit, two new cameras were installed and two VCR/monitors were upgraded.
- Three security guards received the “Security Officer of the Quarter” awards.
- Campus Police completed a Vulnerability Report noting areas where Security could further improve efforts to provide a safe study and work environment.

- In June Security conducted tours for Greenville Fire and Rescue personnel bringing them up to date on changes in the building that would enhance their response time in the event of a fire in the building.
- Redesigns of the ILS and Reference departments were completed.
- Three new offices were constructed in the 1300 area.
- The coordination and move of LTDI into the building was completed.
- A fire safety inspection was performed leading to the addition of 2 new fire extinguishers to the building.
- Shelving was palletized and sent to off-site storage.
- 8 trips to pick up gift offerings from private homes.
- 515 work orders were submitted
- Security handled 65 incidents.
- 4,101 questions were answered between September and June at the Security podium.
- 92.5 hours were used between March and June to provide security for activities outside of normal operating hours.
- Information binders were added to the vans.
- Daily walkthroughs are performed with the Day Housekeeping Supervisor.
- Convinced Housekeeping to add extra people to clean Group Study Rooms before the building is opened each morning.
- 300 items were sent to surplus.

Personnel

David Perkins began work as Lead Security Officer in August 2003.

Gordon Barbour retired November 1, 2003 as Building Manager after 28 years of service.

Trudy McGlohon started her position as Building Manager in January 2004.

Jonathan Hassler joined Building Operations as Security Officer in February 2004.

Organization changes

Gordon Barbour, who had been Building Manager since the creation of the Building Operations Dept. retired. Trudy McGlohon became the new Building Manager vacating her position of Asst. Building Manager. The Asst. Building Manager position was dissolved but a new permanent full time Security Officer position was added to the department. With these changes to the organization, duties had to be reassigned. Mary Gardner added to her duties in Mail Services the responsibility of Liaison between Joyner Library and Housekeeping, and the removal of surplus items from the building. Linda Morton in addition to supervision of the Mail Services area, now performs all work orders pertaining to Mail Services and is back up for work order requests when Trudy McGlohon and David Perkins are not available. David Perkins in addition to his responsibilities as Lead Security Officer, assists with work orders and day to day moves of materials in the building. Jonathan Hassler who is the newest member of the department as Security Officer assists the Building Manager with floor plans and computer generated projects.

Staff Training

David Perkins, Jonathan Hassler and the temp Guards were trained and certified in CPR.

David Perkins and Trudy McGlohon attended the *Outlook XP Calendar Training*.

Trudy McGlohon attended the Security and Safety Staff Development Workshop given by David Perkins and Officer Janell Drake (ECU Police.)

Goals

- Begin FedEx and UPS direct shipping.
- Update all floor plans.
- Organize and inventory storage areas.
- Continue to assess the building environment in support of preservation efforts.
- Add 2 more security cameras with VCRs and monitors.
- Continue dialog with Facilities toward a better understanding of the building and how we can improve our efforts to maintain functions at an optimal level.
- Complete projects currently on schedule of approved projects.
- Review and update staff work plans.
- Update proximity card system.
- Assess impact of Java City.

Cataloging Department

Highlights

- As the result of a reorganization study, the entire Technical Services area of the drum (Cataloging and Acquisitions) was completely torn down and physically rearranged in July to make a common work area in the center of the room. All cubicle openings face the common work area. Response to the new arrangement has been overwhelmingly positive.
- In conjunction with the physical rearrangement of the room, the Head of Cataloging opted to decentralize supervisory responsibilities, reassigning two-thirds of the staff members between the other two faculty catalogers.
- Also in relation to the reorganization, a time study was undertaken in April to determine how much time it takes new materials to move through Technical Services from the point of receipt, and the paths that they take through the room.
- After a hiatus of almost a year due to the departure of the Serials Cataloger and staffing shortages, microforms cataloging was reinstated in November. There were 3,000 microfiche cataloged by June 30, resulting in the completion of a microform set that has been in process for several years, Three Centuries of English and American plays, 1500-1800.
- With the help of Systems, resolved Marcive GPO record overlay problem, allowing the overlay of Marcive brief records with 19,000 GPO full records. Streamlined procedures and additional support for Gov Docs cataloging has resulted in the retrospective cataloging of 5,158 monograph volumes and 8,781 serial volumes this fiscal year.
- One hundred and thirty-three URLs were added to Horizon in support of the NC History and Fiction Grant. Significant progress has been made towards developing procedures to address the complexities involved in cataloging electronic resources.
- Additional temporary staff was added to the department to assist in eliminating the scores backlog housed in Joyner Library. They cataloged 1,060 scores by June 30.

- Cataloging faculty members met with the public service departments regarding their cataloging needs and priorities.
- Cataloging exhausted the supply of approval plan and firm order new books and videos/DVDs that needed to be cataloged before the end of the fiscal year. Affected staff members were reassigned to catalog Gov Docs and microforms, generating increased statistics for those areas.

Personnel

- Claudia Thornburgh temporarily reduced her library assistant position to 75% time, effective May 16, 2004.
- Cataloging hired several graduate assistants to work on the backlogs of music scores and Hoover materials. One was converted to a temporary, part-time faculty position for summer 2004.
- Academic Library Services contracted with an outsource music cataloger based in Mississippi, Lynne Jaffe, for a second fiscal year to keep our music scores and assorted other original music materials moving. Lynne had more time to devote to Joyner this year and has been cataloging approximately 85 pieces per month.

Organizational Changes

Felicia Vines has taken on processing rush/requests and relinquished resolving problems submitted to the Horizon Problem Box.

Glenna Lemasters was reassigned from music scores cataloging to firm order new book and Barnes book cataloging and resolution of Horizon Problem Box submissions. She became Cataloging's Fire Warden and served as a member of the Horizon Cataloging Working Group.

Alice Crumpler received training to act as the serials cataloging back up and to support electronic resources cataloging. She also trained student staff to process materials returned from the bindery.

Supervisory responsibilities were decentralized August 15, as follows: Claudia Thornburgh (North Carolina materials and Music book cataloging, problem resolution) and Glenna Lemasters (authority control, database maintenance, firm order new book cataloging) report to Patricia Dragon. Alice Crumpler (Systems Liaison, serials back up, electronic resources support), Lorré Bullock (serials and Gov Docs cataloging), Ann Manning (50% time, analyzed sets and Gov Docs cataloging), Mary Lancaster (thesis processing, microforms cataloging) and Sheri Black (TRC cataloging) report to Stacy Baggett. Rossa Davis (video/DVD and microforms cataloging), Alpha Levesque (physical processing, student supervision and gift book cataloging) and Felicia Vines (PromptCat and rush/request book cataloging) remain with Jan Mayo.

In the absence of their usual materials, Felicia Vines and Alpha Levesque were temporarily reassigned to work on Gov Docs. Felicia and Alpha also served as members of the Technical Services Student Group, an outgrowth of the reorganization effort.

Staff Training and Professional Development Activities

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

Everyone in the Cataloging Department attended a training session/introduction to Horizon 7.3 during fall 2003 conducted by Valerie Chase from Dynix.

Glenna Lemasters completed her MLS degree, graduating from NCCU on May 1, 2004. She also took a SOLINET web course, "Introduction to the OCLC Authority File," in January.

Claudia Thornburgh continued to take courses from ECU towards a BFA in fabric design.

Stacy Baggett served as a member on the following committees: ALS Search Committee for the Associate Director for Human Resources, ALS Authority Control Outsourcing Committee, ALS SFX Implementation Team, ALS Horizon OPAC and Serials Working Groups and ALS Electronic Resources Review Committee. She chaired the ALS Web Editorial Board and served as secretary for the ECU Continuing and Career Education Committee. Stacy attended the "UIE Road Show: The Secret Design Strategies of Highly Successful Web Sites" in Durham, NC in July, the Basic Serials Cataloging Workshop in Raleigh, NC in August and the North Carolina Library Association Biennial Conference in Winston-Salem in September.

Patricia Dragon served as a member on the following committees: ALS Manuscripts Curator Search Committee (two searches, Jul.-Dec. 2003 and March 2004-), ALS Digital Editorial Board, ALS Authority Control Outsourcing Committee and ALS Faculty Affairs Committee. She was also chair of the Horizon Cataloging Working Group and the Preservation Assessment Task Force. She was elected Secretary of the ALS Library Assembly Executive Committee. Patricia attended ALA Midwinter in San Diego and gave a presentation. She also attended ALA Annual Conference in Orlando. She attended two SOLINET workshops, "Getting Started with the OCLC Connexion Client," in Wilmington, NC, in April and "The Librarian as Communicator," at ECU in June. Finally, she attended the fall seminar series for new tenure-track faculty during fall semester 2003.

Jan Mayo served as a member on the following committees: ALS Heritage Partners Grant Technical Working Group, ALS SFX Implementation Team, ALS Horizon Working Groups Steering Committee, ALS Head of Reference Search Committee, ALS Manuscript Curator Search Committee, ALS Authority Control Outsourcing Committee, ALS Strategic Planning Committee, the ALS Digital Editorial Board, ALS Personnel Committee, ALS Staff Development Committee, ECU Electronic Thesis and Dissertations Committee and ECU Digital Resource Collection Committee. She is also 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*. Jan attended the SOLINET cataloging workshop, "Getting Started with the OCLC Connexion Client," in Wilmington, NC, in April, the Mid-Atlantic Customers of Dynix, Inc., Spring 2004 Meeting in Raleigh in March and the North Carolina Library Association Biennial Conference in Winston-Salem in September.

All department faculty were involved in the Technical Services reorganization effort.

Goals and directions for the future

Below are the portions of the Technical Services Strategic Plan, 2004-2005, that will directly affect the Cataloging Department.

A. Services

Library-Wide Goal:

Goal I: Enhance the quality and effectiveness of outreach and distance education services.

Strategies:

5. Examine procedures and workflow between Acquisitions and Cataloging to increase the processing of Electronic Resources.
6. Work with the Electronic Resources Review Committee to establish and publicize priorities for the cataloging of electronic resources.
7. Catalog 100% of e-journal titles, including individual subscriptions as defined by vendor and free, established resources for subject area; also catalog 50% of full-text subscriptions.
8. In conjunction with the Systems (and other relevant departments) refine the process for cataloging digital collections/exhibits as well as other grant projects.
9. Develop guidelines for electronic resource cataloging. Train cataloging staff and faculty accordingly.

B. Collections

Library-Wide Goal:

Goal II: Assess the relevance and enhance the quality of the library resources available to the university community.

Strategies:

1. Based on the outcome of OCLC MARS authorities/database clean-up, Cataloging will establish Authorities Control and Bibliographic Maintenance Unit to address continued integrity of the online catalog.
2. Explore implementing OCLC Connexion when an acceptable client is available.

C. Staffing/Staff Development

Library-Wide Goal:

Goal III: Investigate and support staff development and encourage professional growth.

Strategies:

6. When appropriate, a goals-based annual evaluation process will be used for faculty and support staff.
7. Assuring training opportunities for faculty and support staff as technology evolves for Cataloging and Acquisitions.
8. Increase collaboration and comprehension of other duties; create “tours” or presentations of each department wherein specific individuals would provide overview of responsibilities.
9. Investigate additional opportunities for cross-training to meet departmental needs or increased demands.
10. In conjunction with staff, update work plans to accurately reflect current responsibilities.

D. Communication

Library-Wide Goal:

Goal IV: Improve staff understanding of roles and priorities.

Strategies:

4. Continue to redesign and publicize the Cataloging Technical Services web page to improve communication between Technical Services and the rest of ALS.
5. Schedule library forums to present information about Technical Services' priorities for the coming year and gather feedback from internal customers to further refine workflow issues.
6. Create documentation for updated processes or those for which no documentation exists.

E. Planning/Assessment

Library-Wide Goal:

Goal V: Assess the quality of services provided to university community.

Strategies:

7. Develop, implement and evaluate process for shelf-ready materials.
8. Develop, implement and evaluate standard process measurements.
9. Using workflow data collected, evaluate current staffing vs. departmental demands and future directions to determine needs for additional support/professional staff.
10. Investigate ways to consolidate redundant workflows such as student time, work orders, etc.

F. Space/Facilities

Library-Wide Goal:

Goal VI: Assess and enhance the physical environment.

Strategies:

2. Evaluate effectiveness of current physical configuration of Technical Services.

Major problems

- Continued makeshift strategies for dealing with the large backlog of music materials. While cataloging is getting done, it is not getting done at the level it would be if there was an original cataloger in-house who had primary responsibility for it.
- Increased expectations of more cataloging as ALS continues to secure grants. Since grants have strict deadlines, grant cataloging will eventually delay some new material cataloging if faculty and staff resources are not increased to accommodate it.

Circulation/Reserves

Highlights

- Electronic reserves have become the standard for articles and chapters. The materials are scanned and then attached to the professors Blackboard account for the students to access.
- A self checkout machine was installed across from the Circulation desk. Faster service and privacy of the patron are two advantages of this machine.

- A food for fines drive was held in December with over 2400 cans being collected for the North Carolina Food Bank. Unfortunately recent legal rulings will no longer allow us to continue this drive.
- Faculty studies are now being updated with faculty who have had rooms for some time being asked to verify their need to allow others on the waiting list to have a room.
- The Horizon patron database has been cleaned up with expired patron records being deleted.
- The materials in Compact Shelving have been compared to the records in Horizon. Since space is an issue some items will remain in the stacks with the location being corrected. Once this is complete, the items in compact shelving will be labeled so used items will be reshelved correctly.
- Circulation statistics reflected a drop however it can be attributed to reserve materials being electronic and no longer being checked out from the desk. The number of people entering the library increased during this time to 568,418.

Personnel

Cassandra Robinson left in December to pursue a career in Accounting. Johnnie Swindell assumed the role of reserve coordinator in addition to his system's liaison duties. Leigh Medford joined the Circulation staff. She is responsible for missing items, holds and newly acquired items. The search for a new Head of Circulation was stopped due to the freeze on hiring. The position was rewritten and a Head of Access Services position was established to oversee Circulation, Reserves and the Interlibrary Services Department. After a national search Beth Winstead was named to this position.

Goals

- Reserve area rearranged. All items that are not course reserves will be removed. This will free up approximately 4 ranges. The new books will be moved to the open sections. The carrels will be removed and additional tables added. This will create a more inviting study area.
- Interlibrary loan books will be moved to the Circulation desk.
- A book drop installed outside the library in the circular drive
- E-mail notices from Horizon
- Inventory of the stacks using a wireless laptop for immediate feedback
- Work in TRC to allow circulation of books from the TRC service desk

Government Documents & Microforms

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 Microform collection and oversees documents collection maintenance, Anna Dougherty handles documents processing, and Carenado Davis 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 2004 numbered 527,422 print documents, 567,085 units of microfiche, 105,071 maps and posters, and 4,994 CD-ROMs and DVD-ROMs. In addition, Joyner Library also enjoys access to more than 250,000 online government publications via *GPO Access* and other government Web sites. The General Microforms collection now contains 439,043 discrete titles, with 1,817,541 units of microform materials.

Personnel

Michele Ritchie left the department on Friday, October 10, 2003. Carenado Davis was hired to replace her, and began work on Monday, June 21, 2004.

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 July 2003-June 2004, the Documents/Microforms service desk handled a total of 1,807 user transactions, broken down as follows:

Documents Reference	494
General Reference	467
Periodicals	245
Directional	601

This number represents a dramatic decline from the 4,245 total desk transactions recorded in 2002-03. The reasons for this decline are unclear. At the same time, the Documents Librarian also conducted three government documents workshops in the spring of 2004, involving 26 participants. Finally, the department continues to work 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.

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 2003-2004 academic year. During this period, 712 documents items were checked out to patrons via the Circulation Desk, as well as 30 maps checked out from the Documents/Microforms Desk. The 712 documents circulated represents an increase from the 698 checked out in 2002-03, and the third year in a row that circulation has gone up. The number of maps circulated is a decrease from the 58 maps circulated in 2002-03. With 43 maps having been checked out in 2001-02, the trend in terms of map circulation is much more volatile.

The department substantially increased its efforts at promotion and marketing during 2003-04. Publication of a monthly newsletter was begun in November. The newsletter is designed to inform Joyner Library’s user community of FDLP resources and services available to them. The

newsletter is available via the Web (<http://personal.ecu.edu/durantd/govinfo/newsletter.html>), and the release of new issues was publicized on the ALS and Announce listservs. The department also used e-mail to publicize its workshops and several of its Web resources. Anecdotal evidence suggests that these efforts have had some success in raising awareness of the department and its collections among the ECU community.

The department also continued 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, in May 2003 Joyner Library ranked 44th out of nearly 1,300 depository libraries in terms of referrals to *GPO Access* (<http://www.gpoaccess.gov/>) from our Web site, after finishing 36th for FY 2002 (10/01-09/02), and 32nd in FY 2001.

The department also worked to make its physical collections more accessible. A stacks shifting project is alleviating space concerns, creating room for whatever future growth might occur, and making it easier for patrons to find exactly what they need. A shift of the general microforms collection also allowed the ASI statistical microfiche set to be moved near its companion series, IIS and SRI. A number of print indexes no longer needed in Reference were brought downstairs and set up in close proximity to the fiche sets that they index. Finally, Documents & Microforms also continues to collaborate with Systems and Cataloging to increase access to our collections in the library catalog, and appreciates the excellent cooperation offered by both departments.

Collection Development and Item Selection

In accord with the department's strategic planning goals for 2003-04, the Documents Librarian conducted a review of Joyner Library's FDLP selection profile in July 2003. After conducting this review, the Documents Librarian decided to leave the selection profile unchanged for now. As of July 2004, Joyner Library is selecting 80.85% of all available items. This represents a slight increase from the 79.26% selection rate of a year ago, and 77.31% from two years ago. Over the same period, the number of items available for selection has actually increased from 5,928 to 6,390 to 7,399, while the number of individual paper publications selected by Joyner has grown from 2,668 to 3,314 to 3,354.

In spite of this upward trend in our selections, the number of paper documents received from GPO actually continues to decline. In 2003-04, we received 4,628 paper items via the FDLP, as compared to 5,012 items in 2002-03, and 5,032 in 2001-02. 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. While new documents are being made available for selection, most are electronic in format. Shipments of microfiche items via the FDLP also reflect this trend. The number of microfiche pieces received continues to drop sharply, with 1,822 received in 2003-04. This represents a major decline from the 2,811 received the previous year, let alone the 9,456 processed in 2001-02. Receipt of other tangible items held steady. The number of maps received increased slightly

from 1,687 to 1,711. The number of tangible electronic products (CD and DVD ROMs) rose from 197 to 225, and bound volumes received dropped slightly from 95 to 86.

Conclusion

The main concern facing the Documents & Microforms Department is the substantial decrease in many of our usage statistics. Desk transactions and shelving statistics in particular both showed a dramatic drop. Possible explanations include lack of patron awareness of the department's collections and services, and user preference for electronic resources. Either way, the department will need to do more to promote awareness of its resources. Possible options include greater use of targeted services. Examples include a specialized Web page on government grant resources, or a workshop on government science Web sites. Improving access to electronic government publications in the library catalog is another priority. There were also positive developments. For one, the number of items checked out actually increased. The promotional efforts the department did undertake, such as the newsletter and workshops, were generally well received. Finally, good progress was made in enhancing physical and intellectual access to the department's collections and services.

Attached to this report is the Government Documents & Microforms strategic plan for 2003-04. The issues discussed above were heavily emphasized in this document, and while much remains to be done, substantial progress was made towards each of our six 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, 2003-04

1. Enhance access to Documents and Microforms materials (Supports Library Goal #1)

Strategies:

- A.** Create and maintain Web pages, finding aids, etc.
- B.** Increase access to documents and microforms 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.** Catalog records for CIS/UPA microform sets loaded into Horizon.
- D.** Procedures for loading documents serial holdings in Horizon are established and implemented.
- E.** Horizon records maintained and updated as needed
- F.** Shelf reading and other maintenance activities conducted on regular basis.
Proper labels and signs are created and set up
- G.** The Documents/ Microforms Desk offers assistance to patrons during most library hours, as staffing allows.

2. Enhance access to electronic documents sources (Supports Library Goals #I and II)

Strategies:

- 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

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. Procedures for checking PURLs are established and implemented.

3. Evaluate selection percentage of depository materials (Supports Library Goal #III)

Strategies:

- 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 (Supports Library Goal #VII)

Strategies:

- 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.

5. Improve access to staff development and training opportunities (Supports Library Goal #IV)

Strategies:

- A. Encourage department staff to take advantage of training and personal development opportunities.
- B. Offer training in government documents and microforms.

Criteria for success:

- A. Each department member attends at least one professional development activity.
- B. The department offers workshops and other training opportunities for documents and microforms.

6. Market and promote Documents/Microforms collections and services (Supports Library Goal #V)

Strategies:

- A. Market and promote Documents/Microforms material via library Web site.
- B. Market and promote relevant Documents/Microforms material to subject librarians.
- C. Offer tours of the department to library staff and users.

Criteria for Success:

- A. Documents/Microforms resources and services are featured in the “Spotlight” section of the library home page.
- B. The Documents Librarian collaborates with various subject librarians on ways to incorporate government documents into their fields.
- C. Tours are offered of the department.

Interlibrary Services

Highlights

- Implemented FedEx ground delivery to all distance education students outside of Pitt County and UNC system and KUDZU libraries.
- Fully integrated as KUDZU library – both lending and borrowing
- Project has begun for checking contracts for electronic titles in regards to use of those titles for interlibrary loan
- Implemented delivery of materials to public schools in Pitt County through the Educator Cards
- ARIEL and ILLIAD upgrades maintained to keep the department on the most recent versions of the software

Personnel

Kelly Potter joined the staff as a Library Assistant. The position of Head of Access Services position was established to oversee Circulation, Reserves and the Interlibrary Services Department. After a national search Beth Winstead was named to this position.

Physical Changes

The ILS office was rearranged to allow larger work areas, better visibility of the public service window and improved ergonomic environment for the ARIEL scanners

Training and professional development activities

- Jackie Cannon, Lynda Werdal and Beth Winstead attended the NC-ILL users group in July 2003. This annual meeting was held at the National Center for Humanities in Research Triangle Park.
- Beth Winstead attended the CODI/HUGM (Horizon Users' Group) meeting in Salt Lake City Utah in November 2003. She was part of a group from ECU that made a presentation about Joyner and HSL's working group experience. Beth also attended the American Library Association meeting in Orlando Florida in June 2004.

Goals

- Fill the interlibrary loan librarian position
- Move the interlibrary loans ready for patron pickup to the Circulation area
- Close the ILS public service window
- Create ILLIAD forms for music and videos. Update other forms to allow patrons to enter additional information
- Work with systems to allow scanning from microfilm to be saved to the server to be sent directly to requesting libraries. Presently, this articles are printed and then scanned in ILS to be sent out.

Music Library

Highlights

Inventory and Weeding Project

The inventory and weeding project begun in April of last year continued into this year. By the end of this reporting year only the MLs and MTs remain.

Alice Person Digital Exhibit

On March 12, 2004 at 7:00 p.m. the music library staff opened the new Alice Person Digital Exhibit with a lecture recital in Fletcher Recital Hall. The guest lecturer was Dr. Chris Goertzen, Ethnomusicologist and Associate Professor of Music History at The University of Southern Mississippi. Dr. Goertzen shared his published research on Alice's adaptations of early blackface minstrel and southern folk tunes. Dr. Charles Bath, Professor of Piano at ECU, assisted Dr. Goertzen by playing excerpts of Alice's piano arrangements to demonstrate the concepts on which Dr. Goertzen lectured. Violinist Joanne Bath, Hardy Distinguished Professor in Suzuki String Pedagogy at ECU and wife of Charles, also assisted by playing the original British folk tune and its American mutation which served as the basis for one of Alice's arrangements. The event concluded with a reception at which guests had the opportunity to view a "live" exhibit of the original documents featured in the digital exhibit, as well as some of the antique bottles that at one time held Alice's remedy.

David Serrins Donation

In September, 2003, ECU alumni and Greenville residents, Joan and Scott Respass, donated the compact disc collection of their father and grandfather, David Serrins, to the Music Library. This academician's collection of 740 titles is notable for its multiple interpretations of major orchestral works by various conductors and ensembles, as well as its concentrations in the music of Mahler and Mozart, two of Mr. Serrins' favorite composers. In the spring of 2004 Joan and Scott also donated Mr. Serrins 324 title score and monograph collection to Music Library.

Changes

Assistant Music Librarian. This combination music cataloger/public services librarian position remains unfilled.

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.

Dorthea Taylor, Colleen Lauve, David Proehdel, Sean McDonald, and Jessica Dixon served in the music library as at least half-time graduate assistants for at least one semester during the year. They assisted with media cataloging, shelf maintenance, gift processing, and circulation desk coverage. Heather McCall and Scott Miller served as musical score copy cataloging graduate assistants in the main cataloging department on at least a half-time basis for at least one semester under the supervision of Special Formats Cataloger Patricia Dragon.

Professional Service

Angela Davis

ALS

- SPA President
- Director's Council
- Primary Systems Liaison
- Web Editorial Board
- Horizon Circulation Working Group
- Student Employee Committee (Handbook Subcommittee Spr. '04)

Harry Frank

ALS

Social Committee

- Secondary Systems Liaison
- Strategic Planning Committee
- Horizon Serials Working Group

David Hursh

ALS

- Outreach Librarian for Teaching Resources Search Committee
- Special Events Committee
- Head of Circulation Search Committee
- Horizon Working Groups, OPAC Group

- Faculty Affairs Committee, Chair
- Director's Council

University

- School of Music Library Committee

MLA

- Administration Committee, Statistics Sub-Committee, Co-Chair
- Southeast Music Library Association, Secretary/Treasurer

Jeffrey Tuthill

ALS

- Disaster Committee
- Special Needs Committee
- Preservation Task Force
- Secondary Systems Liaison

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

Professional Development

Angela Davis

- The Librarian as Communicator (Solinet) June 10, 2004.
- Dreamweaver (Joyner Lib.) April 1, 2004.
- CODI/HUG Regional Meeting, March 26, 2004
- Planned and successfully carried out a library support staff workshop for the eastern portion of North Carolina entitled, "Catching the Wave of Success: Library Support Staff Enrichment Workshop for Eastern North Carolina" held at Joyner Library on Friday, March 19, 2004.
- ECU Wellness Institute (ECU Human Resources) Spring 2004.
- Earned MLS degree from NCCU, December 2003
- NCLA Biennial Conference, September 24-25, 2003, Winston-Salem, NC
- SFX (Joyner Lib.) July 24, 2003.

David Hursh

- Music Library Association Annual Meeting, Washington, DC, Feb. 11-15, 2004.
- Outlook XP Calendar Training workshop, ECU, Nov. 2003.
- Southeast Music Library Association Annual Meeting, University of North Carolina at Chapel Hill and Duke University, Durham, NC, Oct. 23-25, 2003.

Acquisition Highlights

CD collections

- *Complete string quartets* – The complete string quartets of Joseph Haydn in a 23 CD set recorded by the Kodaly Quartet and manufactured by Naxos.

- *Works for Harpsichord* – a 12 CD collection of works for one or two harpsichords by Francois Couperin manufactured by Harmonia Mundi.
- *Kronos Quartet 25 years* – a 10 CD set of Kronos Quartet performances from the last 25 years manufactured by Nonesuch.
- *Complete Haydn Symphonies* – a 33 CD set recorded by the Austro-Hungarian Haydn Orchestra under the direction of Adam Fischer.

Historical and Reference Sets

- *Opera omnia Pietro Antonio Locatelli* – a ten volume set of the entire compositional output of Antonio Locatelli.
- *New Oxford History of Music* – a chronological ten volume set of in-depth discourse on all of music history.

Other gifts

- Gift of 740 CD and 324 score and monograph titles from the estate of former ECU music professor David Serrins.
- Gift of 71 CD titles from ECU library science professor Al Jones.
- Several substantial gifts from Dr. Richard McGowan, a retired university music professor.

Equipment/Technology

Wireless service was installed in the music library.

Services

Exhibits

Mario Davidovsky – this display featured the Music Library-owned scores and recordings of avant-garde composer, Mario Davidovsky. This exhibit was scheduled to coincide with the School of Music's New Music Festival in March, 2004, for which Davidovsky was a featured clinician.

Alice Person: Good Medicine and Good Music – this display featured the Music Library-owned scores and unpublished autobiography of North Carolina folk musician Alice Person. Also included were photos of Alice as well as two antique bottles of the remedy that Alice marketed throughout her life. One of the bottles was empty and was dated 1906 and the other was dated 1939 and had never been opened. This exhibit coincided with the March opening of my Alice Person digital exhibit.

Spotlight on African-American ECU Music Professors Louise Toppin and Carroll Dashiell – this display appeared during Black History Month and featured ECU's two current African-American music professors. The display consisted of biographical sketches, photos, and a sampling of the recorded output of each professor.

North Carolina Jazz Artists – this display featured recordings in the music library's collection by jazz artists who were either born, or reside(d), in North Carolina. Brief biographical sketches for each artist were included.

Home Page

Little home page development was done this year due to the faculty shortage. However, Angela and David have been working on a revised page as time allows. Angela was able to develop and post to the current page two new online forms for purchase and library instruction requests.

Bibliographic Instruction

BI activity continued at a low level due to the continued absence of an Assistant Music Librarian. Only 4 classes were instructed this year.

Completed Goals

Music Cataloging

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

- Added copy cataloging to our contract with our music cataloging outsource vendor, *At Your Service*.
- Continued with the graduate assistant who was trained to do full copy cataloging of scores at the end of last year. This GA worked in the main cataloging department under the supervision of our special formats cataloger. During the first summer session a second student was trained for this activity. These students and the outsource cataloger were able to nearly complete the score backlog that was housed at Joyner.
- Continued with the “quick and dirty” cataloging of media materials by hiring and training several graduate assistants for this activity. These students “quick-cataloged” all firm order media purchases and nearly completed the 800 title Serrins CD donation.

Technology-Based Services

- Added CD dubbing to our list of dubbing services.
- Norton Recorded Anthology of Western Music Listening Guides were installed on selected PCs in the Technology Lab.
- Wireless service installed in the music library.

Electronic Reserves

- Implemented print electronic reserves.

New and Continuing Goals and Directions

- Hire an Assistant Music Librarian
- Continue to aggressively address the cataloging backlog
- Implement a plan to select our allotment of NC lawsuit CDs in keeping with the current Music Library collection development policies, and then process and catalog the selected CDs
- Purchase and install an independent heating/cooling unit in the music library in order to maintain appropriate temperature and humidity levels for library materials and computer equipment
- Engage an ECU Human Resources consultant to assist the staff in developing a more effective and efficient procedure for student assistant orientation.

- Continue to both develop and take advantage of staff/student/patron training programs
- Promote, through email, hardcopy, and verbal BI session announcements, individual research consultation services
- Begin to establish a music freshman/1st year graduate student music library orientation program with first-year music history students
- Purchase and install electronic keyboard/earphone set
- Implement audio electronic reserves
- Purchase a portable laptop/LCD projector unit and projection screen to enhance BI activities in the Technology Lab
- Continue to work with ALS Systems staff to improve technology-based services
- Continue to publicize the need for more space
- Expand and enhance the departmental web page
- 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
- Maintaining appropriate temperature and humidity levels in the music library and technology lab
- 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

Reference Department

Highlights

The Reference Department provided quality service to patrons through personal contacts at the Reference desk, telephone and email reference transactions, individual research consultations, group 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:

- 19,313 in-person and telephone reference questions
- 3,682 directional questions
- 1,153 email questions
- 257 scheduled individual research consultations
- 295 library instruction sessions

Many changes were made in the physical Reference Department space over the course of the year. The results have created a more open and inviting area for student work and collaboration that places the reference desk in a better location to assist patrons in both the reference stacks area and the computer area.

The department evaluated all reference standing orders. This project identified gaps in the collection, titles that could be switched to electronic access, and titles that could be cancelled to meet budgetary targets.

Successful outreach and instruction initiatives reached new audiences, including COAD 1000 classes, more upper-level undergraduate classes, students in the ECU Degree in Three program, Honors students, and international students. Outreach to new faculty was particularly rewarding, as we built relationships which will strengthen and expand over time. The popular research consultation service grew by 40% over the preceding year.

Personnel

During the summer, Clark Nall resigned as Instruction/Reference librarian to take a position at Georgia State University; Nick Crimi and Jessica Fischer were reassigned to the Systems Department and Teaching Resources Center, respectively. Ali Abdulla, former head of the department, announced his intention not to return to ECU following his leave of absence. In January 2004, Bryna Coonin was assigned to Reference half-time. Michael Edwards was hired as a half-time temporary Reference librarian in February 2004. The addition of Bryna and Michael helped alleviate the severe staffing shortage in the department. The department was also assisted by faculty from several other departments who staffed the reference desk an average of 12 hours a week during fall and spring semesters. The national search for Head of Reference ended in June, when Jan Lewis was selected for the position. She had served as Interim Head for two years.

Physical changes

The reference desk was physically moved in May 2004. The new location places the desk closer to the bulk of the reference print collection and makes it easier for staff to monitor activity and assist patrons at the reference computer stations and in the reference stacks. Computer workstations were rearranged to facilitate visibility and access to the reference desk. Several ranges of stacks were taken down and/or relocated to open up the area near the reference desk. Tables and chairs replaced these stacks and have been popular with students who need to use reference materials or work in small groups. Many of the materials on the index tables have been reincorporated into the main reference stacks. Legal reporters and indices that are duplicated online were moved to Compact Shelving in the basement of the library. One of the department's public printers and accompanying workstation was moved to the "closet" area, so that it is more convenient for patrons working at computers near the reference desk. The second printer is now ADA-compliant, as is a portion of the reference desk. New signage has helped familiarize patrons with these changes. The Building Operations, Administrative Services and Systems Departments contributed significantly to the success of this project.

Collection Management / Outstanding titles acquired

The Reference Department ordered and received books costing approximately \$41,400 during the year. Additional orders totaling \$5300 were placed. The department benefited from the contribution of a number of review copies to the collection. Deselection of titles from the Reference collection was done as part of regular collection maintenance. There was a net

increase of 368 titles in the size of the Reference collection as a result of these activities. Notable print titles acquired include:

Advertising Age Encyclopedia of Advertising
A Bibliography of British History, 1914-1989
Civil Engineering Handbook
Committees in the US Congress 1789-1946
CRC World Dictionary of Plant Names
Encyclopedia of Catalysis
Encyclopedia of Lesbian, Gay, Bisexual, and Transgender History in America
Encyclopedia of Polymer Science and Technology
Encyclopedia of Prehistory
Encyclopedia of Psychotherapy
Encyclopedia of Soil Science
Greenwood Encyclopedia of Women's Issues Worldwide
Historical Atlas of Islam
International Encyclopedia of Marriage and Family
Lexicography: Critical Concepts
Men and Masculinities: A Social, Cultural, and Historical Encyclopedia

The department completed an ambitious project involving the evaluation of all reference standing orders. We submitted an extensive cancellation list as well as a short list of new standing orders, format changes, and new database requests. These changes were proposed in an effort to fill gaps in the collection, eliminate duplicative and/or unnecessary expenditures, and provide increased electronic access to reference materials. Members of the department were active participants on the Electronic Resources Review Committee (ERRC) and helped compare and evaluate databases under consideration for acquisition and cancellation. Joseph Thomas, the Reference Collection Management Coordinator, also served as co-chair of the ERRC.

Services

A. QuestionPoint

A license for QuestionPoint was signed at the end of the last fiscal year. This year, we implemented QuestionPoint as the primary interface for email reference questions. Our Microsoft Outlook AskRef account remained active for persons who could not use the QuestionPoint form. Each month (with the exception of August 2003) saw an increase in email reference activity, compared to the same month the previous year. While the majority of questions were from ECU students, faculty and staff, we also saw many questions from alumni and members of the general public about manuscripts or other items in Special Collections. Questions involving Special Collections were generally handled by Ralph Scott, while questions involving North Carolina resources were referred to the staff of the North Carolina Collection. Reference department staff and guests handled the vast majority of the remaining questions. Towards the end of the year, reference staff practiced using the chat reference functions on QuestionPoint, in preparation for the introduction of chat reference as a pilot service in July 2004. We continued to monitor the ASERL consortial chat reference project, as well as the NC KNOWS project. The pending merger of the QuestionPoint and 24/7 products led us to delay

making a decision about participation in either of these projects until more details are known. Gary Greenstein served as the Coordinator of the QuestionPoint service.

B. Outreach

Increasing outreach efforts to the ECU community was one of the department's primary goals for the year. Jean Hiebert served as Outreach Coordinator, and spearheaded efforts to provide orientation and instruction sessions for students in the ECU Degree in Three program, ECU Teaching Fellows, Honors students, international students, new graduate students, and new faculty. We also provided information about library resources and services to transfer students, the Career Services Center, and the Office of Transfer Technology. Our "Reference Services" magnets proved popular, with a second order being required. We also customized "Ask Us" posters provided by ASERL and posted them on ECU buses and other campus locations. Some versions of the posters contained the Reference Desk phone number, while others had the library website address.

The Coordinator of Instructional Services, Carolyn Willis, continued to work closely with faculty teaching COAD 1000 to identify and meet the needs of this student population. She also solicited the assistance of subject librarians in promoting library instruction services to teaching faculty. Fliers for research consultations were posted in the library and various campus locations; advertisements were placed in *The East Carolinian*. The number of research consultations held by members of the reference department increased by 40% over the preceding year.

C. Information Literacy / Instruction

Steps were taken toward our goal of integrating information literacy competency standards into the campus community. We adopted an Information Literacy Mission Statement and Information Literacy Goals and Objectives. We continued to track the ACRL information literacy competency standards addressed in each library instruction session. A record number of instruction sessions – 295 – were taught, with over 6500 students participating. Faculty outreach and promotional efforts succeeded in bringing in a number of classes new to the instruction program, including ones in Anthropology, Apparel Merchandising, Art, Chemistry, Child Development & Family Relations, Construction Management, Communication, Exercise & Sports Science, Health & Human Performance, Industry & Technology, Educational Leadership, Marketing, Mathematics, and Sociology. A number of new pedagogical materials were developed to support these classes. Members of the department also helped colleagues on the teaching faculty develop assignments that used library resources and included information literacy elements. The W. Keats Sparrow English 1200 award program completed its third successful year.

D. Electronic Resources

The department continued to maintain the Electronic Resources pages. Approximately 30 free databases and 15 subscription databases were added. Icons were added to indicate SFX-compliant databases. Database cover pages were revised to conform to the website template, indicate the number of simultaneous users (where appropriate), and include the "Ask a Librarian" option. Numerous revisions were made to keep the pages accurate and current as modes of access, vendors, and URLs changed. The department continued to update Pirate

Source, to ensure that it provides accurate and reliable access to the best print and electronic reference sources for various subject areas. Reference librarians developed new subject areas for Business – Nonprofit Organizations, Linguistics, and Marketing.

Training and Professional Development Activities

Regular training sessions were held during departmental core time. Topics included Harp Weekly, MD Consult, OVID, patent searching, Reference USA, Research Insight, SciFinder Scholar, and STAT Ref. Several members of the department attended library training sessions on government documents, Dreamweaver, and SFX.

Angela Whitehurst and Carolyn Willis presented a session on effective instruction techniques at the *Catching the Wave of Success* workshop. Angela was accepted into the MLS program at North Carolina Central University and completed her first course. Jean Hiebert continued work on her Master's degree in Maritime History. Carolyn and Joseph Thomas's article, "Information Literacy Umbrella for Instruction" was published in *Academic Exchange Quarterly*. Carolyn, Joseph, and Jan reviewed books for *Reference Books Bulletin*. Joseph contributed to two online publications authored by the Instruction for Diverse Populations Committee of the ACRL's Instruction Session and prepared presentations for the North Carolina Library Association Conference and the SPA Workshop. Joseph and Jan participated in committee work at the ALA Annual Conference and Midwinter Meeting. Jan also attended a meeting of the Business Librarians' in North Carolina group and wrote the "Industry Statistics" portion of a BRASS annotated bibliography and upcoming RUSA Occasional Paper. Gary Greenstein attended the Medical Librarians' Association conference and participated in committee work.

Goals for 2005

A. Services

Goal I: Enhance the quality and effectiveness of outreach and distance education services.

Strategies:

1. Examine Reference Department and Instructional Services web pages with the needs of remote users in mind.
2. Increase outreach efforts aimed at graduate and international students.
3. Explore possible uses of chat reference to meet the various reference/instruction needs of persons using library materials from off-campus.

Goal II: Expand the audiences served by the library instruction program.

Strategies:

1. Use various outreach/promotional efforts to encourage faculty to bring in new classes for library instruction.
2. Ensure that all new faculty are aware of the classroom instruction program and other instruction opportunities, such as individual consultations and orientations.

B. Collections

Goal II: Assess the relevance and enhance the quality of the library resources available to the university community.

Strategies:

1. Work with the Electronic Resources Review Committee to evaluate existing subscription databases, identify overlap and gaps, and pursue access to resources identified as important to the ECU community.
2. Continue to evaluate the print reference collection in terms of its currency and relevance.
3. Assess the effect of the changes in the Reference physical environment on Reference services.

C. Staffing/Staff Development

Goal III: Investigate and support staff development and encourage professional growth.

Strategies:

1. Establish a goals-based annual evaluation process.
2. Hold regular departmental staff development sessions.
3. Encourage participation in other staff development activities, including those offered in the library, on campus, online or via satellite download, etc.

D. Communication

Goal IV: Improve staff understanding of roles and priorities.

Strategies:

1. Share information on roles and responsibilities in department meetings and include such information in the Reference Manual.
2. Host an Open House for library staff when the Reference move is complete that will offer staff the opportunity to learn more about Reference responsibilities, as well as see the new physical layout of the area.
3. Make instructional tools (handouts, promotional materials, teaching tips, lesson plans, assessment tools, etc.) available to all interested library staff by placing them on the G: drive. Solicit contributions from other departments.

E. Planning/Assessment

Goal V: Assess the quality of services provided to university community.

Strategies:

1. Participate in focus groups with faculty and students to follow up on the LibQual survey.
2. Assess internal and external use of, and satisfaction with, our online reference service and enhance the service offered.
3. Continue assessment of library instruction sessions and research consultations.

F. Space/Facilities

Goal VI: Assess and enhance the physical environment.

Strategies:

1. Collaborate with others in the library to redesign library instruction rooms.
2. Complete the redesign of the Reference public area.

Major Problems

The level of staffing is the major challenge facing the Reference Department. Our success in increasing the number of research consultations and library instruction sessions, our focus on working individually with teaching faculty to incorporate information literacy into the curriculum, and the introduction of chat reference (currently as a pilot project) have all placed increasing demands on existing staff. These responsibilities, combined with staffing the

Reference desk 85 hours per week (during the fall and spring semesters), responding to an ever-increasing email reference load, and other individual job duties require additional staffing if we are to maintain the level of quality our patrons demand and deserve. Dick Wolfe's retirement in October 2004 will pose additional stresses. We look forward to working with Library Administration to address these needs.

Special Collections Department

Overview

Last year I was extremely pleased to report that hits on our web page more than tripled from 105,943 in 2001-2002, to 366,537 in 2002-2003. This year I scarcely have words to describe what has happened. During the year past - the first full year when all our manuscript collection finding aids were available online in encoded archival description format (EAD) – hits on the Special Collections Department's web page jumped from 366,537 to 6,356,704. This represents an astonishing increase of more than 1600% in visits to our web page in only one year. It is simply stunning. Over the past year, we have gotten an average of 17,368 hits per day to our web page. The total number of visitors was 497,973, or about 1,360 per day. About half of the visitors visited more than once and about half downloaded data from the website.

Over the past year, the manuscript collection has acquired 101 new collections or additions to previous collections for a current total of 1001 collections. This includes the massive Tom Mallison Jazz LP Collection, mostly dating from the 1950s-1990s. Currently less than half of the expected 15,000 LPs have arrived. We have inventoried less than a quarter of what we have received. The staff is also currently re-housing the Robert Morgan Collection in archival quality boxes.

In 2003-2004, the department produced four exhibits, including the recent Historic Map Exhibit, ECU Authors Exhibit, Harriet Beecher Stowe's Uncle Tom's Cabin Exhibit, and They Taught the World to Fly, 1903-2003, an exhibit to mark the centennial of the Wright Brothers first flight. The exhibits resulted in numerous favorable notices in the media, including both print and broadcast media.

The Associate Curator of Special Collections resumed processing and cataloging the Hoover collection (manuscript and printed materials). He has also been responsible for responding to the wave of reference questions arriving via the web page.

Archivist Martha Elmore focused her efforts on adapting the NCEAD template to our finding aids and in working to get more finding aids ready to go online, training students, and helping researchers. She demonstrated to the public and the local press how to use our online finding aids especially the September 11, 2001 Collection. On September 25, 2003, she was part of a panel with Diana Williams and Stacey Baggett at NCLA in Winston-Salem presenting information on the conversion of paper finding aids to web-based finding aids. She and Diana Williams presented a talk, on 19 March 2004, creating web-based finding aids at the Library Support Staff Enrichment Workshop for Eastern North Carolina.

The University Archivist produced and disseminated a general records schedule for the entire campus and conducted two training classes for departmental staff. Fifty-eight ECU staff members participated. The Records Center accessioned over 500 boxes of archival materials

Personnel

Ralph Scott became Interim Curator of Manuscripts upon the retirement of Mary Boccaccio in July 2003. He assumed responsibility for search room operations and oversight of manuscript collections in addition to his previous responsibilities.

In June of 2004 part time temporary employee William O'Neal, who had begun working in Special Collections during the EAD Grant Project, accepted a full time temporary position in the Systems Department.

The search for a Manuscript Curator to replace Mary Boccaccio is continuing.

Organizational changes

During 2003 – 2004, the administrative assistant Nanette Hardison created control files for each of the collections held by the department out of the subject based correspondence in the departmental files. She also reorganized the various departmental forms and documents on the department's shared file. She also created forms as well as documents to orient the student workers here in the department.

Physical Changes

Outstanding Titles Acquired, if appropriate

In addition to the Mallison Collection, the department acquired a number of notable collections during 2003-2004. These included an addition to the Frank A. Armstrong, Jr. Collection, consisting of his original, typewritten diary, and other items. The diary provided the basis for the film "Twelve O'Clock High" starring Gregory Peck as Armstrong. The department also received an addition to the Luther G. Williams, Jr. Collection consisting of videotapes of his experiences during the Gulf War in 1990-1991. The department also acquired the C. J. [Chestley J.] Hyatt Papers. Chestley was the state chairman of George Wallace's presidential campaign, 1975-1976. We also received the Leslie Avery Shaw Papers, which record his experiences during World War II in Europe. In addition we acquired the John Baxton Flowers III Papers. Flowers was an official of Augusta College in Georgia and also a writer on gardening, genealogy, and historic preservation.

Major equipment or technology acquired

Current services, new services, changes in services, to patrons or other units

The Interim Manuscript Curator reviewed manuscript copying policy with department head and developed a new copying policy requiring pre-payment of funds. This reduced the backload of unpaid copies ordered (some orders were for over 1000 pages). He also developed with the department head, a schedule of charges for brief research questions submitted by out of town researchers. He also conducted 22 bibliographic instruction classes in the search room and answered many reference questions using the new Question-Point Reference Service. He answered approximately the same number of questions using our departmental e-mail account. These questions generally took about fifteen minutes to respond to, but in some cases required more in depth research.

University Archivist Suellyn Lathrop and her students processed portions of the following collections: Mary Jo Bratton Personal Papers, EPA Personnel Files, ECU Retired Faculty Association Files and the Photograph Collection. They created or revised HTML finding aids for each collection. Records Center Clerk Brian Johnson and his students accessioned over 500 boxes in 2003-2004. They pulled and re-filed more than 700 files during the year. They revised

and printed the University Archives brochure. During the spring semester, the Records Center had so many boxes in it that we had to close it to campus departments. During the past year, the Record Center Clerk completed the conversion of the Developmental Evaluation Clinic inactive patient files to a new database. This included 7,055 files. He also entered the graduate lists (through 1981) into a database. Later he will load these files on to an Archives web page. The Records Center conducted two scheduled destructions of records in the past year. He has added sixteen University related publication clippings to the Archives web pages. He has also updated the starting employment dates and end dates for over 200 retired EPA faculty in the database.

Conservator / Photographer Lynette Lundin repaired and deacidified more than 1,000 pages of the Hoover Collection. She and her students have also completed work on several manuscript collections that required repair before we allowed researchers to access them. Meanwhile, they continue to work on three important collections - the largest being the Marietta Mfg. Records, 1915-1917 (#742) which contains tens of thousands of design drawings, photographs, negatives and production files. They also continue to work on the Daily Reflector Negatives Collection (#741), which contains tens of thousands of negatives. They have transferred more than 3,500 negatives to protective sleeves. They also de-acidified seven rare books, including Uncle Tom's Cabin, Cook Voyages (Vol. I-II), and Raleigh's History of the World.

Training (of staff) and professional development activities

Archivist Martha Elmore attended EAD (Encoded Archival Description) a workshop sponsored by NC ECHO on June 9-11, 2004. The workshop concerned project administration, technical aspects of EAD, and advanced tagging.

Administrative assistant Nanette Hardison took workshops in Encoded Archival Description (EAD) here at Joyner and at UNC-Wilmington so that she will be able to train student assistants to help with EAD processing. She also took a workshop in Dreamweaver given by Joyner Systems to be more efficient in editing and creating the department's web pages in the future. She also attended the Outlook Calendar workshop.

Goals and directions for the future

In the coming year the Special Collections Department plans to begin using student assistants to produce finding aids using our new EAD template. We will improve them by adding inventories. We also plan to digitize our audio and video collections and make them available online. We plan to revise the departmental brochure in 2004-2005. We will continue to mount two or more exhibits per year. We plan to increase significantly the number of weekend hours that the department is open. We hope to use undergraduate students more effectively to work at the search desk and to increase the number of hours graduate students spend processing collections. We will conduct surveys of the physical condition of the photographs, negatives, film, audio, video, and digital materials in the collection. We will also survey collection usage in 2000-2005 using researcher registration forms and call slips.

Major problems

The Records Center was so full during Spring Semester that we had to deny campus departments access to it. The polyweld machine was down for repairs for two months. We cannot use the deacidification chamber because the fume hood is not properly vented. The department lacks access to equipment to play back and copy radio transcription disks and LPs, and to copy audio

and video tapes and cassettes on to CDs or DVDs. Our endowment funds are frozen so that we cannot purchase new collections with them.

SYSTEMS DEPARTMENT

Highlights of unit activity for the year:

Personnel

Vikram Ahmed was hired as a Computer Systems Administrator II; Nick Crimi moved from the Reference Department; Norm Collins left the library to go to the Center for Health Sciences Communication; Emily Gore was hired in July as the Information Technology Librarian; Rita Khazanie moved to the Network Services team; William O'Neal joined the department from Special Collections; and Diana Williams left the department to go to Administration.

Vikram Ahmed co-presented at LITA in Norfolk, VA in October, "XML Search Engines: Evaluation and Implementation at East Carolina University" - Emily Gore co-presented a poster session at TLT in Charlotte, NC in March, "Technology Partnerships and Outreach: Tools for Learning and Teaching" and wrote a book review of "Hugh Morton's North Carolina" published in the spring issue of North Carolina Libraries. With Diana Williams, Michael Reece and Ann Carol Stocks co-authored an article in Syllabus, "EyeSpy as a Zooming Platform" published in May 2004. Ann Carol Stocks did two presentations at the CODI/HUG conference in Salt Lake City, Utah in November: "Why Didn't Someone Tell Me That?" and "Maximizing Horizon's Potential After a Decade."

Organizational changes

Internal reorganization continued this academic year, with the following structure: Ann Stocks, as Assistant Department Head, serves as the team leader for the Horizon Services unit; Emily Gore serves as the team leader for the Digital Services unit; and David Baggett serves as the team leader for the Network Services unit. Within Network Services, Melissa Williams assumed responsibility for the supervision of Bob Smith, Kendall Wooden and Nick Crimi.

Physical changes

David Baggett moved into room 1402. Three new offices were built for Systems EPA personnel; Ann Carol Stocks, Emily Gore, and Pam Burton will occupy these offices. Office cubicle space was constructed in the area behind the DLC service desk for Barbara Worthington and Carol Wade to facilitate the oversight of the service desk and floor. Teleconference room 1415 was vacated by Systems so that the room can be used by LTDI personnel; teleconferencing equipment was removed from rooms 1019 and 1020; room 1019 will be used by LTDI personnel. Network Services staff was temporarily relocated to room 1413 until room 1406 can be reorganized and rearranged for optimal work space. The OpScan services the department was performing for ITCS was returned to that unit in May.

New initiatives

In coordination with ITCS, the department moved the library from static IP's to DHCP. The Deepfreeze software was implemented on all public workstations to lock down the images and

prevent downloads by patrons. The department assumed responsibility for the Digital Resources Collection, an arts and humanities digital database that was previously housed at ITCS. A new image server was installed and backup servers configured, and new password requirements were implemented for all staff. A new Enhancing Teachers Classrooms Workstation was configured and installed in TRC.

Systems staff was responsible for the pre-processing and post-processing of digital materials, web pages, and search engines for the North Carolina History & Fiction Digital Library grant which was active from July 2003 to June 2004. During this year-long project, 168 titles were scanned, comprising approximately 23,000 pages. Each title was encoded using TEI by our outsourcing vendor, Apex. The average tagging cost for a history title was \$2.06/page and \$1.39/page for a fiction title.

In addition to the work completed on the NCHFDL grant, staff members worked with Music Library personnel to create the Alice Person Digital exhibit, which went live in March 2004. This project consisted of approximately 85 scanned text pages and 25 audible recorded and digitized musical scores.

Staff also processed materials, web pages and created search engines for the Wright Brothers Centennial Digital Exhibit from July to December 2003. This project included a Hidden Images Exhibit at the Kill Devil Hills celebration in December 2003. EAD2MARC, a MARC Encoding Analog Extraction Utility software, was written to create MARC records from data contained in EAD files. The EyeSpy zooming server was implemented; the software allows patrons to view images in more detail.

Continuing services

Data closets on the first level and basement level were updated with new switches in January. The department deployed a new Indus overhead color book scanner for digital projects. All workstations in the library were converted to the Windows XP operating system and Office XP applications. The SFX server and software was implemented and brought live September 2003. A new web server was brought online and cleanup began on web pages and files from the old server. The North Carolina Periodicals Index was enhanced for better usability. The Ariel software was upgraded to 3.4, and Illiad software was upgraded to 6.3. Horizon was upgraded twice during the year: from version 7.2 to 7.3 in August and from 7.3 to 7.3.1a in December. The HIP (iPac) software was upgraded three times: from 2.03 to 2.1 in August, from 2.1 to 2.1.1a in December, and from 2.1.1a to 2.1.2 in March.

The main Systems office desk answered approximately 391 technical, directional, and public relations questions during the year; the DLC filled 196,789 OpScan requests, served approximately 114,560 patrons during the year and answered approximately 3,674 technical questions and 2,675 assorted queries; the DLC also hosted various summer programs including the Legislative School, Upward Bound, and the Allied Health Opportunity Program; 308 help desk requests were completed via the online Sysman software used by Systems Liaisons; 527 teleconference events were hosted.

The department offered a series of Outlook Calendar Training classes, PHP training classes, MySQL training classes to staff and Dreamweaver training for library web contacts.

Staff training and professional development

Vikram Ahmed attended a Windows Server 2003 Seminar for Windows 2000 for IT professionals.

David Baggett attended NCLA in Winston-Salem, NC in October 2003; Outlook Calendar Training.

Pam Burton attended NCLA in Winston-Salem, NC in October 2003; Teaching and Learning with Technology in Charlotte in March, 2004; Electronic Theses and Dissertations (ETD) Conference in Lexington, KY in June 2004.

Nick Crimi attended the Outlook Calendar Training; Microsoft SQL Training; PHP Training; Microsoft Tech and Web Development training.

Emily Gore attended the NC ECHO Digitization Institute II in Chapel Hill, NC July 2003; NCLA in Winston-Salem, NC in October 2003; Horizon Systems Administration Training in Salt Lake City, UT November 2003; CODI/HUG Conference in Salt Lake City, UT in November 2003; Teaching and Learning with Technology in Charlotte in March, 2004; Digitization for Cultural Heritage Partners Workshop in May 2004; Electronic Theses and Dissertations (ETD) Conference in Lexington, KY in June 2004; ALA in Orlando, FL in June 2004.

Brian Hall attended Macromedia ColdFusion MX Level I training; Windows Server 2003 Seminar for Windows 2000 for IT Professionals; MSDN Writing Secure Code; MSDN Studio 2004 Preview; ITC: Introduction to Flash; Mindleaders Online Courses: C in 21 days (3 one week sessions), Visual Basic, Beginning & Intermediate Skills, Linux, Partitions and the Boot Process.

Rita Khazanie attended the Windows Server 2003 Seminar for Windows 2000 for IT Professionals; ADA conference in Raleigh, NC; Project Management Seminar at Brody Auditorium; ITC: Color Correcting, Cropping and Resizing an Image in Photoshop; Common Spot Training; Lunchtime Learning Series: Wireless at ECU, IPTV, Access Grid, Technology Enhanced Rooms.

Bob Smith attended the Outlook Calendar Training; Windows Server 2003 Seminar for Windows 2000 for IT Professionals; PHP Training; Microsoft Tech and Web Development; Access Grid conference in Chicago, IL.

Ann Carol Stocks attended the CODI/HUG Conference in Salt Lake City, UT in November 2003; Assisted in manning the Library's exhibit stations at the Wright Brothers Centennial Celebration in Kill Devil Hills, NC, December 16-17, 2003.

Carol Wade attended Outlook Calendar Training; Solinet Workshop "The Librarian as Communicator."

Melissa Williams attended the Windows Server 2003 Seminar for Windows 2000 for IT Professionals; Security Summit; Security Design and Infrastructure; PES System training; Veritas Backup Systems.

Kendall Wooden attended the Outlook Calendar Training; Microsoft SQL Training; Microsoft Tech and Web Development; Windows Server 2003 Seminar for Windows 2000 for IT Professionals; EyeSpy Server Configuration training; PHP Training.

Goals and objectives for the department

A. Communication

1. Improve support for public services and patrons
 - a. Continue to improve diagnostics tools and services
 - b. Take proactive measures to maintain current systems and apply new technology
 - c. Recruit more qualified student workers
 - d. Improve outreach efforts to public services

B. Services

1. Continue to integrate new technologies into the unit for improved service delivery
 - a. Integrate polycoms into teleconferencing infrastructure
 - b. Integration of Joyner domains into new ECU domain structure using Active Directory
 - c. Support new and existing digital initiatives, including addition of new staff into area as possible
2. Improve support for Public Services and patrons
 - a. Continue to improve diagnostics tools and services
 - b. Take proactive measures to maintain current systems and apply new technology
 - c. Recruit more qualified student workers
 - d. Improve outreach efforts to Public Services

C. Staffing/Staff Development

1. Provide better and more extensive training and structured classes to faculty/staff
 - a. Offer tailored packages for training sessions and distribute to faculty/staff
 - b. Set up standardized times for help sessions and classes for consistency
 - c. Better publicize training classes and sessions

The Systems Department was able to effectively complete portions of each goal set for the year. Staff training was increased this year, but will continue to need improvement. New technologies were integrated into the unit to increase productivity and efficiency of service; it is anticipated this will be a continued goal for the next year. The digital initiatives area also saw some growth; this is a likely area for continued growth also.

Teaching Resources Center

Overview

With many changes in the past year, the Teaching Resources Center staff and faculty have experienced an exciting year accomplishing the goals set for 2003-2004. To continue to provide

and increase quality services to its patrons, the TRC made positive steps to form a stronger partnership with the College of Education by delivering presentations to various meetings and committees, by promoting its services and resources to the COE faculty, and by providing educational specific bibliographic instruction.

Additionally, a complete inventory has been conducted on the TRC reference, fiction, easy, biography, oversize, and nonfiction collections as well as a part of the supplementary textbook collection. The staff and faculty along with a graduate student (MLS candidate) continue to review the nonfiction collection for deselection. Currently, supplementary textbooks over 10 years old are being discarded in order to provide space for the newly state adopted textbooks. In conjunction with inventory and the weeding process, the TRC collection development guidelines have been reviewed and updated. The new guidelines are posted on the departmental drive.

One of the main goals for the TRC focused on developing an outreach program to market, promote and provide services and resources to area educators of eastern North Carolina. Progress toward this goal has been accomplished and welcomed by Joyner staff/faculty, College of Education staff/faculty, students and area educators. Many positive comments and suggestions have been made during the initial process of the outreach program, which will be used to improve the program for future years.

Another exciting highlight for the TRC happened on March 24, 2004. The Debnam Resource Center for Family Literacy was dedicated by Betty Debnam Hunt and Richard M. Hunt in memory of their parents, W.E. and Stella Glass Hunt. A reception was given to acknowledge the dedication. The department looks forward to the development of this resource center.

Personnel

In July of 2003, Amy Smith joined the TRC as a Library Technical Assistant.

Jessica Fischer, Distance Education Coordinator, moved from the reference department in August 2003.

On December 31, 2003, Nell Lewis, Outreach Coordinator, retired with 30 years of service. The search process for this position has begun with hopes to have a candidate in place by fall 2004.

After 32 ½ years of state service (9 years with Joyner Library/TRC), Dawn Flye retired on June 30, 2004 from her position as a Library Assistant.

During the 2003-2004 year, the TRC employed 16 work-study students and 6 graduate assistants to assist with duties that provide resources and services more effectively. These employees shelve materials, update bibliographies, assist with inventory, work desk hours on evenings/weekends, assist with exhibits/displays, and numerous other duties. The TRC has been fortunate to have two internships placed in the department from the Department of Librarianship, Educational Technology, and Distance Instruction as well as one volunteer student worker.

Services

In regard to tours, presentations, and bibliographic sessions, the TRC accomplished its goal to significantly increase these sessions. The staff/faculty have provided 45 bibliographic instruction sessions, which reached 912 patrons and 41 presentations reaching an additional 2,050 people. These instructional sessions have incorporated various styles of teaching; while, the presentations have ranged from visits to Pitt County Public School faculty meetings to a digital presentation at Williamston High School to sessions/seminars for campus educational organizations. The faculty of the TRC also provided twelve faculty/student consultations. Several of the above bibliographic sessions and consultations were provided to distance education classes. To further introduce the department to our patrons and provide a comfortable atmosphere in the TRC, several campus faculty members have scheduled their classes to meet in the TRC to present final projects. It was very rewarding for the TRC staff and faculty to see the final projects and realize the benefits that quality services provide for students in reaching their goals. With continued partnerships and collaboration, the TRC looks forward to additional increases in bibliographic instruction sessions, tours, consultations, and presentations for the coming year.

Circulation of TRC materials totaled 13,365 items, which is slightly down; however, media circulation continues to increase significantly with new titles being added monthly. Circulation of media materials was 12,575 items for the year. Based on the recently completed annual inventory of the Video/DVD collection, the TRC has noted that 113 videos were missing, which constitutes approximately 1.9% of the collection; however, 102 DVDs were missing, constituting 7.3% of the current collection. Future plans are being considered to incorporate additional security measures for the DVD collection to reduce the percentage of missing items.

The number of questions answered at the TRC service desk has significantly increased. The department receives these questions in person, by phone, and by email from a variety of users. Students, area educators, and faculty of the College of Education are highly encouraged to utilize the phone and email to ask for help or questions. The needs range from simple directional questions to detailed requests of subject specific bibliographies for lesson units. In addition to answering questions, staff at the service desk circulate videos/DVDs, reserve videos/DVDs, and headphones as well as provide access and instruction in the use of the small group viewing room and the new ETC (Enhancing Teachers' Classrooms) room.

Exhibits and displays have been utilized this past year to enhance and promote the services of the TRC. Two display cases were acquired from Special Collections and used to display public school artwork from three Pitt County attendance areas. Additionally, two exhibits were housed in the TRC. From September 2003- February 2004, an African art exhibit entitled, *Ghana Inspired*, was displayed. A reception was held on September 17, 2003 to honor the artist, Catherine Billingsley. In March 2004, *Celebrating Our Heritage* was exhibited in conjunction with Founder's Week featuring titles in the collection authored by East Carolina University faculty, alumni and employees. Additionally, the TRC participated in the Banned Books Week library-wide display, Suessabration (100th Birthday Celebration of Dr. Suess), and many seasonal displays promoting titles from the collection for pre-service teachers and area educators to integrate into the curriculum.

In order to provide better services and resources, the TRC has completed an inventory project this year. The inventory project has proven to be very beneficial by providing a hands-on assessment of the collection, by placing materials in shelf order for patrons, and by discovering items that are missing or need discarding or replacing. As the weeding of the collection continues, this process will be beneficial in preparing for a new goal of updating the collection. The department plans to complete the deselection process by the end of the calendar year and institute a continuous weeding plan.

Outreach

One of the main goals for this past year was establishing an outreach program for the TRC. With the support of the entire Joyner Library staff and faculty, this goal has been reached and continues to have a promising outlook. In November 2003, a proposal and policy was introduced to the Library Assembly requesting that a Joyner Library Educator Card be made available to area educators. This card allows area educators to have check out privileges equal to those of current undergraduates. It is available at no cost with verification of educator status. It was passed unanimously by the assembly and became effective November 13, 2003. The outreach coordinator began to promote the card in December 2003 as a pilot project to Pitt County Schools. After the retirement of the outreach coordinator, the staff/faculty of the department continued the project by visiting twenty-nine Pitt County School faculty meetings to promote and register area educators for the card. Currently, 2,064 educators have registered for an educator card. The majority of educators were registered during the month of April and May of 2004. The pilot project has been evaluated. Fifteen additional eastern North Carolina counties will be included in the project beginning in 2004-2005. Another project of the outreach program was to provide an Interlibrary Loan Service for the Pitt County Schools to deliver materials directly to the schools. Through collaboration with the circulation and interlibrary loan services departments, ECU/Joyner mail services, and the Pitt County Schools Courier Service, an ILS/courier service is being offered to Pitt County schools with the media coordinators being the account users for the ILLiad registration. In September 2003, an Open House in the TRC was held to promote the outreach services and train the media coordinators in the use of the new outreach services. The area educators have been well pleased with the new services. Suggestions have been made to expand services to other schools. In conjunction with the outreach services, artwork displays were housed in the TRC featuring *Cave Art* (D.H. Conley), *Chair Art* (Wintergreen Elementary), *Mixed Media* (North Pitt High School), and *2-Liter Caricature Creations* (South Central High School). With the support of Administration and the Systems Department, the TRC created an ETC (Enhancing Teachers' Classrooms) Room. This room has experienced significant usage and has seen a need for expansion to include additional space with construction beginning after July 1, 2004. The room was officially opened in December 2003. Since that time, 551 patrons have used the room to produce educational materials for lesson plans and classrooms. The TRC looks forward to the expansion of the ETC Room to provide additional services to area educators and preservice teachers.

Staff Training and Professional Development Activities

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

Susan Dorsey received a certification of completion for attending the *Outlook XP Calendar Training*. She also attended the *Government Doc.Search* workshop (US Census Bureau Censuses

and Surveys) 2004, *Catching the Wave of Success* workshop, and the Joyner Library Safety workshop.

Maliha Fahardi served on the following committees: Staff Development Committee, Disaster Committee, Horizon Working Group (OPAC), Student Employee Committee, and Systems Liaisons. She attended the following workshops/seminars: Mid Atlantic CODI (Raleigh), *Catching the Wave of Success* workshop, *Librarian as Communicator* workshop, Dream Weaver Training, PHP classes, *Lunchtime Learning Series*, and the *Government Doc. Search* seminar.

Dawn Flye attended the *Catching the Wave of Success* workshop, Joyner Library Safety workshop, *Outlook XP Calendar Training*, *Government Doc. Search* and *Exploring the North Carolina History and Fiction Digital Library: A Seminar for Educators*. Dawn served on the Joyner Library Social Committee prior to her retirement on June 30, 2004.

Amy Smith served on the Banned Books Week Committee, Student Employee Committee and the Student Training Subcommittee. She attended the following workshops: *Catching the Wave of Success* workshop, *Librarian as Communicator* workshop, and Dream Weaver Training. Amy also has begun courses in pursuit of her MLS degree.

Jessica Fischer has attended the following conferences and workshops: Project LEAD, summer workshop for distance learning librarians in Texas, funded by a federal IMLS grant; *Library Safety and Security*, featuring David Perkins and an ECU police officer (made arrangements for & attended); *IMPACTing Partners*, a preconference for the Southeastern Regional Technology and Teaching Conference's Distance Learning Institute; *IMPACTing Achievement*, the 2004 Southeastern Regional Technology and Teaching Conference; *Librarian as Communicator* SOLINET workshop; and *Common Spot* training, given by ECU's ITCS. Currently, Jessica serves on the Approval Plan Task Force, the Outreach Librarian for Teaching Resources Search Committee, Staff Development Committee (**chair**), Web Editorial Board (**chair**, June 2004 – present), and is a member of the University of Illinois at Urbana-Champaign Graduate School of Library and Information Science Alumni Association. During the past year, Jessica served on the following committees: SFX Implementation Committee, Training/PR subcommittee, Student Services Committee, and the Horizon Cataloging Working Group. She was a member of the following professional organizations: American Library Association (ALA), Reference and User Services Association (RUSA), Collection Development & Evaluation Section (CODES), and Management & Operation of Public Services Section (MOUSS).

Dan Shouse served on the search committee for the Head of Access Services and the Cumulative Review Committee.

Goals and objectives for department for 2004-2005

Goal 1: Enhance the quality and effectiveness of outreach and distance education services.

Strategies:

- Nurture partnership with the School of Education to continue introducing, promoting and encouraging the integration of the Teaching Resources Center materials, resources and services into curricula courses and/or assignments.

- Add and update equipment, software and materials for *The ETC Room* to be used by education majors and area educators for creating, developing and producing lesson plans, learning center materials and activity materials.
- Continue to improve and promote awareness of the Teaching Resources Center's materials, resources, hours and services.
- Evaluate the partnership formed with Pitt County Schools to improve the quality of our resources and services.
- Form a partnership with two to three additional counties in eastern North Carolina 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.

Goal 2: Assess the relevance and enhance the quality of the library resources available to the university community.

Strategies:

- Set up, maintain and promote the use of the newly acquired *Debnam Resource Center for Family Literacy* to campus and area educators.
- Participate in an approval plan for Teaching Resources Center materials.
- Enhance the holdings of *the Ronnie Barnes African American Resource Center Collection*.

Goal 3: Assess the quality of services provided to university community.

Strategies:

- Inventory the Teaching Resources Center easy, fiction and biography collections for accuracy regarding call numbers, collection codes, itypes and barcode entries as well as deselection.
- Deselection of the nonfiction collection will be completed. Based on tentative statistics, it appears that 25% of that collection needs replacing or updating. Also, the nonfiction collection has collection deficiencies that need to be considered. The TRC will ask for additional funding for a two-year period in order to update the collection in a timely manner to be prepared for the College of Education accreditation process in 2005.

Goal 4: Assess and enhance the physical environment.

Strategies:

- Add at least two additional workstations in the TRC area to provide more stations during full capacity times. Additional furniture will be needed for these stations and arrangement will be necessary to be ADA compliant. The TRC would also like to consider allowing room for two people per computers for small group usage.
- Begin to consider and plan for an increase in space and growth needs to accommodate a larger area for the *ETC Room*, which could serve as a multiple purposes for group collaborative work/viewing and small group bibliographic instruction using wireless technology.

Verona Joyner Langford North Carolina Collection

Highlights

Staff accomplished almost all of the strategies established for the year. Highlights are listed below, with appropriate library goal in parentheses).

- The department's outreach efforts yielded increased use of the collection by undergraduate students. In addition to the hundreds of students who conducted research for English 1200 papers, young scholars in the Honors Program, research assistants, and students in such departments as anthropology and geography utilized the resources of the North Carolina Collection in preparing papers, reports, and poster sessions. (Library Goal I)
- Students and staff members nearly completed the retrospective project of reformatting the old clipping file using current procedures and updating the Clipping File database to reflect these additions; only one-half of a cubic foot of old clippings remains. The goal of reducing the backlog by fifty percent was exceeded. (Library Goal I)
- Two significant grant projects were completed. With the help of the Systems Department, the North Carolina History and Fiction Digital Library, a project funded by a grant of nearly \$50,000 from North Carolina ECHO (using LSTA funds administered by the State Library of North Carolina), "went live" on schedule, making available approximately 200 maps, works of nonfiction and literary texts pertaining to 29 counties in eastern North Carolina. As part of a Rural Education Institute grant, twelve lesson plans written by teachers in Eastern North Carolina were added to the "For Teachers" component of the Eastern North Carolina Digital History Exhibits. (Library Goal I)
- Catalog records for most of the remainder of the Roberts Collection were added to the online catalog (recent additions to the Roberts Collection remain to be cataloged). These included 186 new titles, 151 edits to existing Horizon records, and 14 originals added to the OCLC database. (Library Goal II)
- With the help of a volunteer, the collection began a project to add holdings information to catalog records for state documents on microfiche. Holdings information for approximately twenty percent of the collection was provided to the Cataloging Department. Progress in adding this information to the catalog records was made, but the goal of completing twenty-five percent of the project was not achieved. (Library Goal II)
- Staff exceeded the goal of completing twenty-five percent of the cleanup (errors in call number labels, changes to catalog records, etc.) associated with the department's recent inventory. (Library Goal II)
- The department met or exceeded its goals for distribution of the new book lists (Profs List) compiled for faculty and for publishing its monthly column in the *Daily Reflector*. Three exhibits were mounted (Abraham Lincoln as a North Carolinian, new acquisitions of rare materials/works by alumni authors on the faculty of the Department of History at UNC-Wilmington, and the 50th anniversary of the Brown v. Board of Education decision). Plans were made for a symposium, "Eastern North Carolina and Literary Inspiration: a Homecoming," to be held October 23, 2004, in honor of Snow L. and B. W. C. Roberts, donors of the Roberts Collection of literature set in North Carolina. (Library Goal V)

- One issue of the department's online newsletter, "Notes from the North Carolina Collection," was compiled and distributed. (Library Goal V)
- Letters were sent to faculty members at the beginning of the fall semester to offer the department's assistance with their students' assignments. As a result, students in two new courses (HIST 5960 and RCLS 3301) were given instruction. Students in the Recreation and Leisure Studies class assisted the Sierra Club in developing a set of *Tar River Paddle Trail Maps*, based in part on research conducted in the North Carolina Collection. (Library Goal V)
- With the assistance of the library's communications officer, a flier was developed to solicit donations to the Wiggins Fund. Fliers were mailed to all patrons who received assistance through correspondence. Some donations were received in response to the flier. (Library Goal V)

Personnel

Effective January 1, 2004, Bryna Coonin was reassigned half time to the Reference Services Department. She remained a member of the North Carolina Collection staff.

Organizational changes

None

Physical changes

None

Outstanding titles acquired

The department achieved its goal of adding two new newspaper titles to its microfilm collection (*Elizabeth City Daily Advance*, 1905-1920; and *Washington Daily News*, 1909-1959). Through a \$4,000 grant from the Rural Education Institute, microfilm of county records for eight counties in Eastern North Carolina were purchased. Eighteen volumes were identified and purchased for the Roberts Collection. As planned, five new serial titles were submitted to the Acquisitions Department, which will initiate the new subscriptions in 2004. (Library Goal III)

The North Carolina Department of Public Instruction donated more than sixty boxes of books pertaining to North Carolina. This rich collection included some titles not already in the North Carolina Collection and many outstanding books that were processed as added copies. Juvenile books in the collection were given to the Teaching Resources Center for its collection or for distribution to public schools in the area. The Outer Banks History Center in Manteo gave the department a large collection of rare and out-of-print publications, including many state documents that would be difficult, if not impossible, to obtain. Formerly in the collection of David Stick, they were deaccessioned because they were out of the scope of the center's current collection development policy. The New Hanover County Public Library gave the North Carolina Collection a substantial collection of early Wilmington city directories and other publications pertaining to the Lower Cape Fear region. (Library Goal III)

Major equipment or technology acquired

None

Current services, new services, changes in services, to patrons or other units

With the help of the Systems Department, a new interface for the Newspaper Clipping File was developed and made available on the department's Web site. The database is now searchable using Boolean operators, and results are displayed in an effective manner. (Library Goal I)

An Instructional Services page was added to the departmental Web site. (Library Goal I)

A Web form was developed and added to the new Instructional Services page to allow faculty members to evaluate instruction sessions. (Library Goal I)

Records for Chicod Precinct 1, the Village of Falkland, and Farmville Township were added to the 1900 Pitt County census database, searchable through the Pitt County Digital Tobacco History Exhibit. (Library Goal I)

Training and professional development activities

As planned, on April 30, 2004, all seven staff members participated in a field trip to the Tobacco Farm Life Museum in Kenly. All staff members participated in two successful departmental training sessions on North Carolina legal research. (Library Goal IV)

In addition to the activities listed above, most staff participated in library workshops pertaining to SFX linking, the Outlook Calendar feature, and new reference databases. Susan Butler attended the Library Staff Workshop held in Joyner in March 2004. Bryna Coonin attended two meetings of the American Library Association (Midwinter, San Diego, January 2004; and Annual, Orlando, June 2004) and the North Carolina Library Association Biennial Conference, Winston-Salem, September 2004. Nancy Shires attended the North Carolina Library Association Biennial Conference, Winston-Salem, September 2004. Elizabeth Smith attended a meeting of the Library and Information Technology Association (LITA) in Norfolk, Virginia (October 2003). Maury York attended the annual meeting of the North Carolina Writers Conference in Greensboro (July 2003), two semi-annual meetings of the Historical Society of North Carolina (October 2003, April 2004), and the North Carolina Library Association Biennial Conference, Winston-Salem, September 2004.

Goals and directions for the future (2004-2005 fiscal year):

- Support efforts to enhance the North Carolina History and Fiction Digital Library, through selection of text to digitize and work with area museum partners
- Improve quality of instruction sessions; add new sessions
- Continue and enhance successful outreach initiatives
- Continue and enhance existing services
- Add depth to holdings of microforms and special collections
- Provide a convenient method for patrons to suggest titles for purchase
- Complete inventory cleanup
- Provide learning opportunities for NCC and Joyner staff
- Assess interlibrary loan policies
- Assess need for replacement of microfilm boxes
- Free space in NoCar Stacks for future growth

Major problems

None

However, the rapid growth and use of the microfilm collection will necessitate some improvements in the near future. One or both of the older microfilm reader-printers will need to be replaced. The Microfilm Room will soon be out of growth space.

Statistics

Holdings

Printed books, serials, documents added (volumes): 1,053

Total printed books, serials, documents (volumes): 26,455

N.C. Depository microfiche pieces added: 1,082

Total N.C. Depository microfiche: 39,545

Microfilm reels added: 453

Total microfilm reels: 14,089

Cartographic pieces added: 11

Total cartographic holdings: 4,456

Broadsides added: 9

Total broadsides: 39

Prints added: 1

Total prints: 2

Bound newspaper clippings added: 1 linear foot

Total bound newspaper clippings: 14.5 linear feet

Public Services

	2003-2004	2002-2003	2001-2002
Bibliographic instruction presentations	55	63	43
Students served in presentations:	1,065	1,317	915
Reference questions:	4,511	4,344	3,827
Directional questions:	2,293	1,718	1,293
E-mail questions:	242	239	144

Circulation

Books and documents checked out:	3,934	3,734	3,116
In-house use of materials			
Books, pamphlets, & printed documents	6,799	5,655	6,599
Microfilm reels	3,959	4,453	4,304
Depository microfiche	232	354	316
Clipping & Vertical File materials	2,039	1,682	634
Cartographic pieces	323	440	224
Rare books:	173	203	242

Newspapers	213	294	471
Grand total circulation:	17,672	16,751	15,906



Faculty Senate



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

2003-2004 Academic Year

COMMITTEE: Libraries

- [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](#)

1. Membership: Regular members — Marianna Walker, Ed Wall, Ann Schreier, Salman Abdulali, Harrell Allen (Fall semester), Susan DelVecchio (Spring Semester), Jonathan Wacker (Fall Semester), Dori Finley (Spring Semester), Kevin Gross (Spring Semester), and Thomas Douglass. Ex officio members - Carroll Varner, Dorothy Spencer, Henry Ferrell, and Ian Baer.

2. Meeting Dates:
 September 22, 2003 -- Carroll Varner, Marianna Walker, Henry Ferrell, Dorothy Spencer, Thomas Douglass, Salman Abdulai, and Ann Schreier.
 October 15, 2003 -- Ann Schreier, Salman Abdulali, Jonathan Wacker, Ed Wall, Dorothy Spencer, and Henry Ferrell.
 November 19, 2003 -- Salman Abdulai, Ann Schreier, Marianna Walker, Ed Wall Thomas Douglass, Carroll Varner, Dorothy Spencer, and Henry Ferrell
 January 21, 2004 — Salman Abdulai, Ann Schreier, Marianna Walker, Ed Wall, Thomas Douglass, Don Finley, Carroll Varner, Dorothy Spencer, and Henry Ferrell
 February 18, 2004 -- Salman Abdulali, Ann Schreier, Marianna Walker, Ed Wall, Thomas Douglass, Dori Finley, Susan DelVecchio, Kevin Gross, Dorothy Spencer, and Carroll Varner.
 April 21, 2004 -- Susan DelVecchio, Kevin Gross, Henry Ferrell, Salman Abdulali, Ed Wall, Marianna Walker, Ann Schreier, and Jeff Coghill for Dorothy Spencer.

3. Subcommittees established during the year: NONE
4. Accomplishments during the year, especially as addressed through committee goals.
 - Support for the acquisition and personnel budgets was obtained from University Budgets Committee.
 - Continued Progress was made on the SFX system and the cross-searching capabilities of Joyner and HSL libraries.
 - Senate Libraries Committee's quality functioning allowed for disbandment of HSL faculty advisory committee.
 - Continued improvement was made in libraries liaisons.
5. Reports to the Faculty Senate: None
6. Business carried over to next year (listed in priority order).
 - Consider options for improving access to scholarly publications in light of escalation of cost of journal acquisitions both on-line and in hard copy.
 - Continue to discuss ECU Libraries and faculty use of open access journals.
 - Review libraries' budgets.

 - Report on results of libraries' evaluation through Libqual.
 - Monitor status of ILL (interlibrary loan) pilot for Allied Health and Nursing.
7. Evaluation of the committee (include anything that hindered or assisted the committee's work during the year).
 - A. Charge: No issues; Charge met.
 - B. Personnel: David Durant's report was particularly helpful report on issues of scholarly access and open access journals; other libraries personnel were helpful in committee's work
 - C. Attendance: This year's attendance was very good.
 - D. Responsibilities: Adequate.
 - E. Activities: Material from David Durant's report on Scholarship and open access journals was added to Faculty Senate's Website.
8. Suggestion(s) to the Chair of The Faculty and/or Faculty effectiveness of the committee. None.
9. Does the Committee's organizational meeting next year date set this year? No
If yes, when do you prefer:

Signed: Chairperson
Secretary

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2003-2004 Strategic Plan

A. Services

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

Strategies:

1. Provide all ECU faculty, staff, and registered students with an automatic library record viable in all campus libraries.
2. In cooperation with the Laupus Library, assess SFX implementation and make changes as required to maximize use and usability of this product.
3. Offer a comprehensive array of reference and instructional services that address a variety of learning styles and levels of information literacy.

Criteria for Success:

1. All ECU faculty, staff and registered students will have an automatic library record viable in all campus libraries that is updated regularly each semester.
2. 95 % of desired sources and targets are identified, linked and available to users.
3. Use of reference and instructional services display statistically significant increases

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

Strategies:

1. In cooperation with Laupus Library, explore through working groups the functionality of the various modules of the library catalog and define our user needs and necessary improvements.
2. Revise and continuously maintain an authority file for the library catalog.
3. Identify and prioritize for cataloging all non-cataloged materials in the library.
4. Establish processes for entering serial holdings records for state and federal government publications.
5. Establish and implement procedures for regularly checking links included in catalog records and correcting problems that are found.

Criteria for Success:

1. Needs are identified and appropriate action taken.
2. Authority file is updated with procedures in place for ongoing maintenance.
3. All non-cataloged materials are identified and prioritized, and cataloging will have begun.
4. A process has been established and tested.
5. Commercial software to address this issue has been evaluated, purchased and implemented.

B. Collections

Goal III: Improve the quality and quantity of resources available to students and faculty.*Strategy:*

1. Develop information access guidelines for various disciplines and programs which will include guidelines for acquisition and retention of materials.
2. Identify and prioritize conservation and preservation needs.

Criteria for success:

1. 15 Information access guidelines will be completed.
2. Needs are identified and prioritized and a plan of action developed.

C. Staffing/Staff Development**Goal IV: Improve access to staff development and training opportunities in order to improve service to patrons.***Strategies:*

1. Offer training and encourage library staff to take advantage of other available job-related training and personal development opportunities in order to gain new skills.
2. Establish a basic training program for all student employees for improving student skills and retention.

Criteria for success:

1. 60 % of staff attend training or participate in a staff development opportunity.
2. Program is developed by fall of 2003.

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

1. Market our resources and services to selected target populations, including international, distance educations and transfer students.
2. Increase the library's public relations activities and improve awareness of the library's programs and accomplishments.
3. Subject librarians will develop stronger relationships with the teaching faculty in their academic schools or departments.

Criteria for success:

1. Target populations are identified and specific outreach campaigns created.
2. The library's programs and accomplishments are reported regularly to campus and local media as well as professional publications.
3. Subject librarians will communicate regularly with their academic schools or departments.

Goal VI: Improve communication and internal efficiencies within ALS.*Strategies:*

1. Implement the use of the calendar feature of Microsoft Outlook to facilitate planning for meetings and events.
2. Exploit Joyner Library's means of internal communication and establish a central repository for minutes, departmental communications, budget reports, committee reports and library publications.

Criteria for success:

1. Every employee with Outlook uses the calendar feature; meetings are scheduled using this feature.
2. Folder and subdirectories are created and relevant groups post all minutes there in a timely manner. Guidelines governing the use of the Intranet will be established and implemented.

E. Planning/Assessment

Goal VII: Improve the ongoing, systematic assessment of library services

Strategies:

1. In cooperation with Laupus Library, use the 2003 LibQUAL results to identify areas where improvement is indicated and formulate plans to address these areas.
2. Establish a long-term planning process for the library.
3. Establish a consistent data collection process for reporting purposes.

Criteria for success:

1. Areas where improvements are necessary are identified and action plans are formulated.
2. A planning process is in place and selected priorities have been identified.
3. Data is collected in a consistent manner, collated and made available in a central electronic location.

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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 2003-2004

Collections	
Volumes held June 30, 2004	1,219,859
Number of monographic volumes purchased 2003-2004	19,272
Number of current serials	6,738
Number of microform units	2,440,523
Number of Government Documents	527,422
Manuscripts and archives (linear feet)	9,069
Cartographic materials	109,527
Audio materials	16,952
Film and Video	7,658
Expenditures for Library Materials	x
Monographs	\$ 889,498
Current serials	\$ 1,617,927
Other library materials	\$ 72,168
Total library materials	\$ 2,001,637
Contract binding	\$ 45,143
Other operating expenditures	\$ 6,706,279
Instruction	x
Number of library presentations to groups	484
Number of total participants in library presentations	11,347
Reference	x

Number of reference transactions	47,199
Circulation	x
Number of initial circulations	144,319
Total circulations	171,039
Interlibrary Loans	x
Total number of filled requests provided to other libraries	9,255
Total number of filled requests received from other libraries	7,410


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Academic Library Services 2003-2004 General Revenue Budget

Salaries

Faculty	1,917,292
Graduate Assistants	206,826
Staff Salaries	2,166,564
Student	64,240
Subtotal	\$ <u>4,354,922</u>

Operating

Supplies	128,270
Communications	20,528
Printing	24,402
Repairs	47,912
Online	134,954
Travel	43,733
Misc.	69,899
Subtotal	\$ <u>469,697</u>

Maintenance

	34,079
--	--------

Equipment

	215,981
Subtotal	\$ <u>250,060</u>

Materials

Approval Books	559,800
Standing Orders	76,734
Firm Orders	343,907
Serials	1,089,992
Electronic Access	678,791
Virtual Library Data Bases	1,176,329
Other	125,914
Subtotal	\$ <u>4,051,467</u>

Grand Total	\$ <u>9,126,146</u>
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2003-2004 Personnel Changes

Mary Boccaccio retired from her position of Manuscript Curator for the Special Collections Department on July 1, 2003.

Amy Smith was hired on July 1, 2003 for the position of Library Technical Assistant I in the Teaching Resources Center.

On July 1, 2003, **Jeanne Jenkins** retired from the position of Accounting Clerk IV for the Administrative Services Department.

Stephen Golonka resigned from his position of Head of Circulation on July 23, 2003.

David Perkins was hired for the position of Security Officer II for Building Operations on August 16, 2003.

On August 13, 2003, **Clark Nall** resigned from the position of Reference/Instructional Librarian for the Reference Department.

Kelly Potter was hired as a Library Assistant for the Interlibrary Loan Department on August 25, 2003.

Gordon Barbour, Administrative Assistant I for the Building Operations Department, retired on November 11, 2003.

Michelle Ritchie, Library Assistant for the Government Documents/Microforms Department resigned on October 10, 2003.

Jenna Nadler was hired as an Accounting Clerk IV for the Acquisitions Department, November 11, 2003.

Cassandra Robinson resigned from her position in Circulation as a Library Assistant, December 31, 2003.

Nell Lewis, Outreach Coordinator for the Teaching Resources Center, resigned on December 20, 2003.

Jonathan Hassler was hired as a Security Officer I in the Building Operations Department, February 16, 2004.

Leigh Medford was hired as a Library Assistant for the Circulation Department, March 1, 2004.

Christina Bowers resigned from her position of Processing Assistant V for Administrative Services, April 15, 2004.








Norm Collins, Media Technician II for the Systems Department, transferred to Health Sciences, May 1, 2004.

Carenado Davis was hired as a Library Technical Assistant I for the Government Documents/Microforms Department, June 6, 2004.



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[BlackBoard](#) 
[Help Desk](#) 
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[Index](#) 
[Email](#) 
[Pirateport](#) 
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- Hursh, David W. 2004. Calling All Academic Music Library Reference Desks. Music Reference Services Quarterly. 8, no. 3. 63-81 (2203)
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