ECU

Apply | Give | Jobs | Login

Joyner Library

Bb ? PID

Research | Services | About Us |

2004-2005 Annual Report

East Carolina University

East Fifth Street | Greenville, NC 27858-4353 USA | 252.328.6131 | Contact Us

© 2017 | Terms of Use | Accessibility

Report an Accessibility Barrier

Last Updated: 2015-07-21

ECU

Joyner Library

Ask a Librarian | **Library Catalog** | **Databases** | **E-Journal/E-Book Portal** | **Departments** | **Hours**

BlackBoard
Help Desk
PirateID
Index
Email
Pirateport
Calendar

Printer Friendly

Academic Library Services
Accomplishments
2004-2005

A. Services

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

- Increased service to distance education (DE) students by educating students about interlibrary loan services, improving online guidance for connecting to the library, arranging for a ubiquitous library tab in Blackboard 6.0, creating web pages and providing reference assistance for DE students in specific courses, coordinating activities with the Distance Education Office; and forming a Distance Education Committee, which met with several regional organizations with similar concerns.

- Made individual contact with new faculty in the Division of Academic Affairs; kept faculty informed about library resources and services through newsletters, emails, meetings, and other means; participated in faculty orientation events on campus.

- Improved and expanded library instruction to students through targeting letters and other communications to appropriate faculty; participated in university and departmental orientation activities; provided hands-on instruction; and offered special instruction to graduate assistants.

- Reached out to international and graduate students by participating in kick-off and orientation events on campus.

- Redesigned web pages for usability, content, and coordination with the university's web pages.

- Added and updated equipment, software, and materials for pre-service and in-service teachers for creating, developing, and producing lesson plans, learning center materials, and activity materials.

- Digitized or prepared to digitize such information as House Un-American Activities Committee hearings and Outer Banks history; improved digital exhibits in the North Carolina History and Fiction Digital Library and the Eastern North Carolina Digital History Exhibits.

- Improved services to users through chat reference; online guides to such topics as the recent Asian tsunami; updated floor plans and additional signage; and educational exhibits such as the Bath Tricentennial Exhibits in Special Collections and the North Carolina Collection. Increased security by adding cameras and radios and familiarizing Greenville Fire and Rescue with

the library building.

- Reduced the processing time for electronic materials by 25 percent and added to the library's online catalog the records for electronic journals also held in print.

- Received the following grants: $6,200 from Dr. Fletcher B. Taylor of Bracebridge Hall to process the Carr Family Collection and reprocess the Gov. Elias Carr Papers; $148,667 from NC ECHO Heritage Partners to continue to expand North Carolina cultural resources online, and $9,999 from the North Carolina Humanities Council to support the Eastern North Carolina Literary Homecoming.

B. Collections

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

- Under the leadership of the Electronic Resources Review Committee, the library identified the need for, evaluated, and subscribed to the following electronic resources: Anthrosource, Bibliography of the History of Art, Digital National Security Archive, Hospitality and Tourism Index, Library and Information Science Abstracts, PsycArticles, Reader's Guide Retrospective, SIAM Locus, Statutes at Large, and Worldwide Political Science Abstracts.

- Eighteen electronic resources/databases in the areas of computer science, business and core resources were evaluated, resulting in recommendations to renew subscriptions to all of them for the upcoming fiscal year.

- Entered into a consortial arrangement with other libraries in North and South Carolina for full-text access to journals published by five major publishers, resulting in an additional 2,018 titles available to our users at approximately 9% of their total worth.

- Established an approval plan for Children's Award Winning Titles and received 436 titles through the plan during the fiscal year.

- Special Collections finished a long term project integrating outsourced photographic negatives (which had been kept together) into the appropriate manuscript collections.

- The cataloging of the Hoover Collection was completed during 2004/05, the music scores cataloging backlog was reduced by 25%, and the Music Library selected and added brief records to Horizon for the CDs it received as a result of a North Carolina lawsuit.

- The Reference Department evaluated its print reference collection for currency and relevance. They added 544 new titles and 944 volumes, transferred 635 volumes to the stacks, and withdrew 184 volumes.

- The North Carolina Collection completed a project to correct errors identified during inventory. They generated a list of lost books for future collection development efforts.

- Began providing free copying for microforms.

C. Staffing/Staff Development

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

- The Academic Library Services (ALS) SPA organization sponsored the second annual SPA Staff Development workshop at Joyner Library with over 200 attendees from around the state and region.

- Joyner staff and faculty attended workshops, conferences, lectures, teleconferences, meetings and classes on the departmental, local, state and national level.

- Many staff and faculty of Joyner Library gave presentations and poster sessions at regional, state and national workshops, conferences, lectures, and meetings.

- Departmental training sessions covered Connexion and GOBI II (Acquisitions and Cataloging), CommonSpot (all departments), databases and reference sources (Reference), and Horizon (Systems).

- Security personnel in the Building Operations Department provided two *Safety and Security* classes; Government Documents & Microforms conducted three workshops for library staff and faculty.

- Special Collections and North Carolina Collection staff attended a Society of American Archivists Security teleconference; Special Collections followed up by conducting a security audit of special collections.

- Staff members of the North Carolina Collection visited the Port o'Plymouth Museum in Plymouth.

- The Acquisition Department cross-trained two employees to assist in placing firm orders and to serve as a back-up departmental liaison to Systems.

- A position in Cataloging was reclassified to Library Technical Assistant I; the Monographs Unit received a new position for a Library Technical Assistant I; the Preservation Unit was allocated a new SPA position.

- Welcome packages were developed and distributed by the North Carolina Collection to each new faculty and staff member at the library-wide meeting in January 2005.

- The Reference Department established a goals-based annual evaluation process for individuals in the department.

- Angela Whitehurst (Library Assistant, Reference) received the Chancellor's Award for Excellence.

- Tenure-track faculty were hired for the positions of Assistant Music Librarian, Public Services Librarian in the North Carolina Collection; Student Outreach Coordinator/Reference Librarian; Manuscript Curator; and Teaching Resources Center Curriculum Specialist.

D.   Communication

Goal IV: Improve staff understanding of roles and priorities.

- Government Documents, Reference and the Teaching Resources Center hosted open houses for their colleagues.

- Several departments improved the way they communicated their internal processes

    - The Reference Department placed copies of instructional tools on the general drive for all interested library staff.
    - Cataloging created documentation for updated processes or those for which no documentation exists.
    - Preservation/Conservation updated the documentation for their processes.
    - The Acquisitions Department created and distributed an acquisitions calendar to assist subject liaisons in managing their allocations, meeting expenditure goals and engaging in collection analysis at times that coincide with the

       department's financial calendar.

- Circulation sent Emails to student workers on a regular basis to enhance communication with the student employees.

- The Interlibrary Loan Department made sure that at least one member of their staff attended all of the library's forums.

- Government Documents produced a monthly Government Information Newsletter.

E. Planning/Assessment

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

- The Preservation Assessment Task Force surveyed the condition of materials in the stacks, finding that although the general collection is in good condition, over half of the items sampled were acidic and one third of the sample exhibited board/cover damage. It also found incidents of dusty conditions, which were immediately addressed by the Circulation Department. Survey results showed that over half of the items did not circulate, thus indicating a need to weed the collection.

- Assessed the monograph approval plan, resulting in savings totaling $150,000. As a result of the changes, approval plan expenditures for 2004/2005 were within the budgeted amount.

- Hired a consultant to evaluate the Teaching Resources Center's easy, fiction, reference, biography, and nonfiction collections. Her report will be used as a guide to future acquisitions and weeding efforts.

- Developed a new web form that was used for the biennial evaluation of Heads of Services and Associate Directors.

- Conducted a security audit of Special Collections and identified measures needed to improve security.

- Assessed the current integrated library system and identified desired features and capabilities.

- Documented and summarized current library services for students and faculty involved in distance education at ECU and identified aspects of library services that can be improved, with recommendations for further action.

- Evaluated 50+ resources under consideration for licensing by NC LIVE and submitted ranked recommendations.

- Conducted internal and external assessment of the QuestionPoint online reference service.

- Surveyed students on their preferred learning styles; the results will be used to improve lesson plans, classroom materials and teaching techniques.

- Evaluated effectiveness of current physical configuration of Technical Services.

- Improved reporting functionality for interlibrary loan requests, so that subject librarians and ILL staff can easily determine which books and journals are most frequently requested.

- Adopted a new policy for lending microforms in the North Carolina Collection.

F. *Space/Facilities*

Goal VI: Assess and enhance the physical environment

- Reconfigured the Joyner Library lobby and reserve room to provide a more open, inviting environment.

- Opened a larger Enhancing Teachers' Classrooms (ETC) room in the Teaching Resources Center and relocated the staff work area to better serve patrons.

- Installed panic alarms in Government Documents, the Library Copy Center, the Music Library, the North Carolina Collection, Special Collections, and the Teaching Resources Center.

- Completed the redesign of the Reference public area.

- Outfitted Instruction room 1021 with terminals using thin client technology.

- Changed pick-up location of interlibrary loan materials to the circulation desk, so that patrons can pick up materials anytime the library is open.

- Created five years of growth space in the North Carolina Collection by consolidating large runs of serials and shifting the collection.

- Created a Work Order Request database and web form to help Building Operations better track and manage work orders.

- Began stripping materials as needed during the check-in process at Circulation, in an effort to reduce theft.

East Carolina University

East Fifth Street | Greenville, NC 27858-4353 USA | 252.328.6131 | Contact Us

© 2017 | Terms of Use |
Accessibility
Report an Accessibility
Barrier
Last Updated: 2006-04-21

Academic Library Services
Departmental Annual Reports
2004-2005

Acquisitions Department

Because so much of what Cataloging and Acquisitions do overlaps, we elected to come up with one set of Technical Services goals for both departments. Each department will address the parts of the goals that are relevant to them in their separate annual reports.

A. Services

Library-Wide Goal:

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

Strategies:
1. Examine procedures and workflow between Acquisitions and Cataloging to increase the processing of Electronic Resources.
    a. The Head of Acquisitions, Stefanie DuBose, and the Electronic Resources Cataloger, Stacy Baggett, collaborated in refining the existing workflow for processing electronic resources. After it was determined that the same information is needed for cataloging electronic resources and used by the library's link resolver, SFX, duplication of effort was eliminated between Cataloging and Acquisitions. The Acquisitions Department provides, to the greatest extent possible, the information necessary to catalog and activate linking for all electronic resources. The Cataloging Department has used the information provided by the Acquisitions Department to reduce processing time for the electronic materials by 25%.
    b. During the workflow analysis, staff discovered discrepancies in the information provided to the library regarding electronic holdings. Files downloaded from publisher websites often had incorrect holdings; these files had to be compared against actual access provided at the site of access. This is a time consuming process that is necessary in order to verify the correct holdings information for patron accessibility.
    c. A final issue affecting the processing workflow is the lack of communication between our library and our serials vendor. In many cases, the library received subscription notifications for electronic journals during May, June and July. This delay has on obvious impact on our ability to process electronic resources in a timely manner, and will be addressed in vendor conferences held by the Head of Acquisitions.
2. Work with the Electronic Resources Review Committee to establish and publicize priorities for the cataloging of electronic resources.
    a. The Electronic Resources Cataloger met with the Electronic Resources Review Committee in October 2004 to review the process for cataloging electronic resources. Records for electronic journals also held in print have been added to the catalog. The committee agreed that current electronic subscriptions are assigned a higher priority than free resources. See also 3b.

3. Catalog 100% of e-journal titles, including individual subscriptions as defined by vendor and free, established resources for subject area; also catalog 50% of proprietary full-text subscriptions.
   a. The Head of Acquisitions and the Electronic Resources Cataloger addressed the issue on a publisher by publisher basis. The publishers included: Annual Reviews, University of California Press, Lawrence Erlbaum, Wiley, Brill, Cambridge, Oxford, Haworth, Sage, Duke University Press, and various titles accessible via Project Muse and BioOne.
   b. In December 2004, ECU entered into a consortial arrangement with other libraries in North and South Carolina for full text access to journals published by Springer, Wiley, Brill, Kluwer and Blackwell. After consultation with the Electronic Resources Review Committee, priority was given to cataloging the journals newly available via ECU's participation in the Carolina Consortium. This resulted in an additional 2,018 titles available to our users at approximately 9% of the total worth of the journals.
   c. See also 1b and 1c.
4. In conjunction with the Systems (and other relevant departments) refine the process for cataloging digital collections/exhibits as well as other grant projects.
   a. The Cataloging Department will address this strategy.
5. Develop guidelines for electronic resource cataloging. Train cataloging staff and faculty accordingly.
   a. The Cataloging Department will address this strategy.

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. Acquisitions will investigate and implement methods of analysis to assist Administration in the budget review process.
   a. The Head of Acquisitions, the Monographs Librarian and the senior serials staff member began gathering statistical data regarding subject expenditures for monographs, regardless of purchase origination, serial subscriptions, and electronic resources.
   b. For serials, it was decided to include titles accessible as a result of package of consortial purchases and their net worth.
   c. Acquisitions plans to use this information to review allocations for the 2005/2006 fiscal year.
2. Through the auspices of the Electronic Resources Review Committee and using established criteria, collaborate with subject librarians to evaluate current electronic resource subscriptions.
   a. The Electronic Resources Review Committee directed an evaluation project for 18 titles, focusing on computer science, business, and core resources. As a result of the evaluation, it was determined that these titles would be renewed for the coming fiscal year.

3. 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.
   a. The Cataloging Department will address this strategy.
4. The Preservation Task Force will assist in identifying and prioritizing conservation and preservation needs.
   a. The Ad Hoc Preservation Task Force, with assistance from the Systems Department, researched and created a stacks condition survey designed to gather information regarding the status of materials in the general collection. The Task Force Chair was instrumental in keeping the group focused and on schedule. The survey was completed in April of 2005 and the Chair shared some preliminary statistics. A report is forthcoming from the Head of Acquisitions.
5. The Preservation/Conservation Unit will explore and test procedures for digital preservation of general stack materials
   a. Due to the focus on the Ad Hoc Preservation Task Force's stacks survey, the Preservation/Conservation Unit did not begin exploring the potential for digital preservation of general stack materials. It became apparent during the year that copyright guidelines needed to be developed in conjunction with the Digitization Unit before planning could be begin to implement digital preservation.
6. Explore implementing OCLC Connexion when an acceptable client is available.
   a. Acquisitions staff reviewed the Connexion software in Spring 2005 and training was planned for July 2005.

C. Staffing/Staff Development

Library-Wide Goal:

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

Strategies:

1. When appropriate, a goals-based annual evaluation process will be used for faculty and support staff.
   a. The Acquisitions Department did not implement this strategy.
2. Assuring training opportunities for faculty and support staff as technology evolves for Cataloging and Acquisitions.
   a. Monographic Acquisitions staff reviewed the Connexion software in Spring 2005 and training was planned for July 2005.
   b. Monographic Acquisitions staff reviewed and received training in the use of Yankee Book Peddler's GOBI II system for online ordering.
3. Increase collaboration and comprehension of other duties; create "tours" or presentations of each department wherein specific individuals would provide overview of responsibilities.
   a. The Acquisitions Department did not implement this strategy.
4. Investigate additional opportunities for cross-training to meet departmental needs or increased demands.

a. The approvals library assistant was successfully cross-trained to assist in placing firm orders. This eased the workload on the other staff responsible for ordering and receiving firm orders and resulted in faster processing of firm orders.

b. An acquisitions staff member was cross trained to become a back-up departmental liaison to the Systems Department.

5. In conjunction with staff, update work plans to accurately reflect current responsibilities.

a. Work plans were not updated during the 2004/2006 year due to the effort and time dedicated to reviewing and writing two position upgrades. General work plan updates are scheduled for the next fiscal year.

D. Communication

Library-Wide Goal:

Goal IV: Improve staff understanding of roles and priorities.

Strategies:

1. Continue to redesign and publicize the Technical Services web page to improve communication between Technical Services and the rest of ALS.

a. While the Technical Services Web Committee met to discuss these issues, migration of the library's website, using the campus' content management system Common Spot, did not take place until August 2005

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.

a. The Acquisitions Department did not address this strategy

3. Create documentation for updated processes or those for which no documentation exists.

a. The Acquisitions Department created and distributed an acquisitions calendar to assist subject liaisons in managing their allocations, meeting expenditure goals and engaging in collection analysis at times that coincide with the department's financial calendar.

b. The Preservation/Conservation Unit continues to update the documentation for their processes on a regular basis.

E. Planning/Assessment

Library-Wide Goal:

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

Strategies:

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.

a. The Ad Hoc Preservation Task Force completed the general collections survey. The committee chair reviewed the findings with the committee in April 2005. Survey results indicated that the general collection is in good condition although over half of the items sampled were acidic and one third of the sample exhibited board/cover damage.

b. One issue that was immediately addressed by the Circulation Department was the amount of dust on the shelves and books. Other methods of controlling dust will be explored in the coming year.

c. Survey results indicated that over half of the items did not have circulation data, thus indicating a possible need to weed the collection.

d. However, prior to developing and instituting a major weeding project, the following issues must be addressed. Internal usage must be documented and the library should update its collection development policy prior to developing and instituting a major weeding project.

e. The final report will be written by the Head of Acquisitions with assistance from the Ad Hoc Preservation Task Force. The Task Force Chair will assist with data extraction and interpretation.

2. Develop, implement and evaluate process for shelf-ready materials.

a. Lisa Barricella, Monographs Librarian, worked in collaboration with the Teaching Resources Center and the Cataloging Department to test vendor-created records for shelf-ready curriculum materials.

3. Evaluate functionality and efficiency of current approval plan.

a. The Monographs Librarian chaired an Approval Plan Review Committee which was charged with evaluating the costs of the then-current approval plan. The committee recommended $150,000 worth of approval plan changes, which were approved by the Executive Committee and went into effect early Fall 2004. This change was successful as the final expenditures for the approval plan for 2004/2005 were within projected expenditures.

b. Plans began in Spring 2005 to shift the current approval plan profile to a more comprehensive profile as offered by Yankee Book Peddler.

c. As an outgrowth of this process, it was recommended by library administration to begin a comprehensive analysis of the library's collections with substantial collaboration with teaching faculty.

4. Develop, implement and evaluate standard process measurements.

a. The Acquisitions Department reviewed a number of performance measures for serials and monographic acquisitions. These will be implemented in 2005/2006.

b. The Preservation and Conservation Unit revised their statistics to reflect data elements used in documenting treatments in MARC records, as outlined by the American Library Association's Preservation and Reformatting Section Intellectual Access Committee and the Association for Library Collections and Technical Services Intellectual Access to Preservation Data Interest Group.

5. Using workflow data collected, evaluate current staffing vs. departmental demands and future directions to determine needs for additional support/professional staff.

a. Acquisitions reviewed the Preservation and Conservation statistics in comparison with the number of items continually being routed to the unit and determined that the unit could not continue to rely on students to provide treatments in a consistent and timely

manner. The unit was allocated another staff position, which is being written Summer 2005.

    b. Acquisitions reviewed monographic workflow, incorporating time and workload data to justify the need for another monographic acquisitions position. The position was subsequently awarded, the description written and was subsequently classified as an LTA I.

6. Investigate ways to consolidate redundant workflows such as student time, work orders, etc.

    a. There was some discussion about having one person do student time for all of Technical Services as well as one person submitting work orders, supplies, etc. One person now handles supply orders for all of Technical Services.

F. Space/Facilities

Library-Wide Goal:

Goal VI: Assess and enhance the physical environment.

Strategies:

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

    a. The Ad Hoc Preservation Task Force spent most of the 2004/2005 fiscal year developing the general stacks survey. The survey took place during April 2005, and the data collated and shared in May 2005. Recommendations will be forthcoming in 2005/2006 from the Head of Acquisitions with input from the Conservation Technician.

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

    a.   The results of the time study conducted in April 2004 seem to bear out effectiveness of the current physical configuration of Technical Services, at least in regard to the workflows for firm order and PromptCat books. In general, both streams of books flow through the room in a clear circle, with relatively little "passing back and forth" or duplication of effort.

Highlights

- ECU entered into a consortial arrangement with the Carolina Consortium, a virtual consortia comprised of 30+ libraries in North and South Carolina. This resulted in an additional 2,018 titles from Springer, Wiley, Brill, Kluwer and Blackwell available to our users at approximately 9% of the total worth of the journals.

- In collaboration with subject liaisons and teaching faculty, the serials unit converted over 400 serial titles to electronic only, resulting in a savings and reallocation of approximately $15,000. The publishers included: Annual Reviews, University of California Press, Lawrence Erlbaum, Wiley, Brill, Cambridge, Oxford, Haworth, Sage, Duke University Press, and various titles accessible via Project Muse and BioOne.

- As a result of the Electronic Resources Review Committee's evaluation project in Spring 2004, the Acquisitions Department processed cancellations for 14 databases and reduced users/renegotiated pricing for 4 other resources. Replacement databases are listed below under outstanding acquisitions.

- The Ad Hoc Preservation Task Force, with assistance from the Systems Department, researched and created a stacks condition survey designed to gather information regarding the status of materials in the general collection, which was completed in April of 2005. Survey results indicated that the general collection is in good condition although over half of the items sampled were acidic and one third of the sample exhibited board/cover damage.
- Lisa Barricella chaired an Approval Plan Review Committee which was charged with evaluating the costs of the then-current approval plan. The recommendations from the committee proved successful as the final expenditures for the approval plan for 2004/2005 were within projected expenditures.
- In collaboration with the Teaching Resources Center, Acquisitions profiled and instituted a Children's Awards approval plan, encompassing both standard and international awards. Among the awards are ALA Notable Books, ALA Best Books, Newberry, Caldecott, Coretta Scott King, Whitbread, Booklist, Horn Book, Golden Kite, School Library Journal, National Jewish Book Award, and the Tomas Rivera Mexican-American Book Award.
- Through careful management, the library ended the fiscal year within allocated expenditures.
- P&C processed 17,339 treatments on 2211 items from the general stacks (18.27%), Music Library (36.36%), North Carolina Collection (13.3%), Teaching Resources Center (2.49%), Reference (.36%) and Special Collections (26.28%). This is a 287% increase in items processed over 2003/2004 and can be attributed to the increase/retention in student assistants and a difference in counting conservation treatments. Overall, Preservation and Conservation processed 5440 items, including both processing commercial binding and conservation treatments.
- The department received a new SPA position, which was subsequently classified as an LTA I. Another position was upgraded to an LTA I, bringing the unit total staff to 4 people.
- The Acquisitions Department, in cooperation with the Teaching Resources Center and the Cataloging Department successfully tested vendor-created records for 826 shelf-ready curriculum items.
- Finally, the department head and her two children survived the year with her husband serving overseas in Iraq as a battalion field surgeon.

Personnel - current, changes, new
- Jenna Nadler, previously the Acquisitions Department Accounting Clerk, accepted a position in the College of Education.
- The Monographs Unit was awarded a new position that was subsequently rated at an LTA I.
- One staff member received an upgrade.
- Patricia Crandall accepted a position as Monographic Order Specialist.
- The Monographic Acquisitions Unit is now comprised of a tenure track faculty librarian, 3 LTA Is, and a library assistant.
- The Preservation Unit was allocated a new SPA position. That position is currently under development.

Organizational changes
- Due to administrative changes, the Acquisitions Department began reporting to Jan Lewis, who became Interim Associate Director for Systems, Acquisitions, and Cataloging in April 2005.

Physical changes
- The physical restructuring of the Preservation and Conservation Unit was completed summer 2004.
- While providing space for the Digitization unit, the new, smaller physical arrangement maximizes workflow and improves communication among the staff and students assigned with Preservation/Conservation tasks.
- In order to maximize space, the Wei T'o Book Dryer/Exterminator was relocated to a room outside the drum.

Outstanding titles acquired
Electronic
- New Products: PsycArticles; Wiley Interscience; Kluwer online journals; Brill online journals; Blackwell Synergy; Columbia International Affairs Online; Hospitality and Tourism Index; ATLA Religion Index; Worldwide Political Science Abstracts; Datamonitor Business Information Centre; Criminal Justice Periodicals Index; Literature Online; Oxford English Dictionary; ValueLine; Family Index Database; Anthropology Plus; Library Comparison Source; upgrade for Research Insight on the Web.
Format Changes
- Bibliography of the History of Art; Library and Information Science Abstracts; Annual Bibliography of English Language and Literature.
Microfilm
- Early English Newspapers; Race, Slavery and Free Blacks.
Gifts
- Joyner Library acquired, through the gracious donation of Mrs. Francis H. Wynne, the 7,000 volume Livingston-Wynne Genealogical Library. This collection of genealogical materials documents the Virginia Tidewater area and the counties contiguous to Wake County.
- In December 2004, Joyner Library received 542 items of naval materials donated from the collection of the late Captain James H. Brown.

Major equipment or technology acquired
None

Current services, new services, changes in services, to patrons or other units
- With staff participation, Acquisitions developed and distributed yearly acquisitions schedule to assist subject liaisons in managing their budgets;
- The Department Head developed guidelines for subject liaisons regarding the selection and review of materials from the approval plan;
- The Department Head, Monographs Librarian and senior serials staff member provided collection analysis data to support re-accreditation of Master of Arts in International Studies and Master of Arts in Exercise and Sport Science;

- The Department Head, Monographs Librarian and senior serials staff member provided collection analysis data to document library support for proposed Ph.D. in Health Psychology;
- Preservation and Conservation began providing significantly greater amounts of conservation support for the Government Documents collection;
- Circulation began accepting theses and dissertation in Spring 2005;
- Preservation and Conservation began using the book dryer/exterminator in Spring 2004, after its move to room 1404.
- Preservation and Conservation assisted the Government Documents Department in assessing and providing disaster recovery efforts after a leak was discovered in the departmental area. 111 items were dried and repaired as needed.
- Preservation and Conservation also began paper and book conservation treatments, including mold recovery, for 2337 items from the Livingston-Wynne Genealogical Library.
- Members of the Monographic Acquisitions Unit began ordering rush materials from Amazon and made greater use of the ProCard during the past fiscal year.

Training (of staff) and professional development activities
- Jill Gooch
    - Attended SPA Staff Enrichment Program, March 2005.
    - GOBI 2 Demonstration May 10th, 2005.
- Pat Crandall
    - "Professionalism and Respect: A Winning Combination," program from SPA Staff Enrichment Program, March 2005.
    - GOBI 2 Demonstration May 10th, 2005.
    - ProQuest Training April 7th, 2005.
    - Backup, Systems Liaisons Group.
    - Member, Social Committee
- Inge McMillan
    - Attended SPA Staff Enrichment Program, March 2005.
    - GOBI 2 Demonstration May 10th, 2005.
- Wes Daughtry
    - Attendee, CODI Conference (SIRSI/Dynix Users Group), Williamsburg, VA.
    - Co-Chair, Horizon Serials Working Group.
    - Member, Systems Liaison Group.
    - Member, Disaster Planning Committee
- Gloria Bradshaw
    - Member, Preservation Task Force
    - Member, Disaster Planning Committee
    - Attendee and presenter at SPA Staff Enrichment Program, March 2005.
    - Member, Technical Services Web Development Task Force
    - Attendee, "Security in the Reading Room," Seminar from Special Collections.
- Debbie Cobb
    - Member, Horizon Serials Working Group

- o Lisa Barricella
    - Chair, Approval Plan Review Ad Hoc Committee.
    - Chair, Systems Librarian Search Committee, February 2004-September 2004.
    - Co-Chair, Horizon Acquisitions Working Group.
    - Member, Curriculum Specialist Search Committee, October 2004- March 2005.
    - Member, Staff Development Committee, May 2003-present
    - Secretary, ECU Academic Standards Committee, July 2004-present.
    - Member, ECU Citation Appeals Committee, July 2004 – present.
    - Attendee, The Acquisitions Institute at Timberline Lodge, May 2005.
    - Attendee, American Library Association Annual Meeting, Chicago, June 2005.
- o Stefanie DuBose
    - Chair, Electronic Resources Review Committee, May 2002 – present.
    - Member, OPRC, July 2001 – present.
    - Member, Preservation Assessment Task Force, March 2004 – present.
    - Member, Horizon Serials Working Group, January 2003 – present.
    - Member, Student Outreach Reference Librarian Search Committee, September 2004 – March 2005.
    - Member, SFX Administration Committee, February 2003-December 2003.
    - Co-Chair, SFX Content Committee, February 2003-December 2003.
    - Member, SFX Steering Committee, December 2004 – present.
    - ECU Cultural Awareness Committee, July 2004 – present.
    - Attendee and Presenter, XXIVth Annual Charleston Conference, November 2-5 2005.

Goals and directions for the future

Technical Services Goals are listed under each library-wide goal that applies. Acquisitions will be responsible, in whole or in part, for the following: Collections 1a and 1b; Services 1c, 1d and 1e; 3a and 3b; and Staffing 1a and 2a, as well as what was not completed of last year's goals.

Collections:

1. Revise the library liaison program and subject librarian roles to ensure that the needs of the ECU community are met.
    a. Develop, implement and evaluate an acquisitions orientation program for liaisons to familiarize them with various acquisitions functions (firm orders, approval plan, preservation, serials review, budget allocations, etc.
    b. Shift existing approval plan profile to a more comprehensive profile.

Services:

1. Better use technologies such as SFX, the integrated library system, the library website, and local databases to improve the way the library provides the information resources and user-centered services needed for learning, teaching and research.
   a. Increase the number of URLs in the library catalog for resources contained in SFX. Evaluate the use of open URLs as the preferred URLs for the library catalog to reduce maintenance of the electronic resources. Work with the Systems staff to refine workflows using data in the SFX knowledge base.
   b. Outsource the Horizon authority file.
   c. Implement EDI claiming with EBSCO.
   d. Plan for BANNER implementation.
   e. Continue to expand shelf-ready process from specialized collections to firm order materials where appropriate.

2. Evaluate the reports on the feasibility of 24-hour access to Joyner Library by members of the ECU community, the current integrated library system, and library support of distance learning at ECU; determine actions to be taken; and begin implementation.

3. Enhance the library environment and physical facility through actions that include: upgrading and expanding computer access, improving lighting, adding electrical outlets, reconfiguring space to accommodate groups, improving signage, completing the compact shelving collection clean-up project, and enabling the use of new technologies.
   a. Assist in the completion of the compact shelving clean-up project.
   b. Train all Technical Services staff members to be fully comfortable with using the OCLC Connexion client.

Staffing:

1. Produce written guidelines concerning the job analysis process for SPA employees of Academic Library Services and educate all ALS faculty and staff about the process for reviewing and upgrading SPA positions.
   a. Review existing positions against the new guidelines.

2. Assess the need for additional faculty and/or staff positions in ALS.
   a. Review our existing workload to determine if additional faculty/staff are necessary.
   b. Assess the impact the presence of an Assistant Music Librarian, who works as a half-time cataloger, has on the music cataloging backlogs and workflows.

Challenges
- Space remains a problematic issue. The Acquisitions Department lacks the space to store donations and incoming material until such a time as the material can be processed.
- With the continued proliferation of electronic resources and concomitant administrative metadata associated with such resources, the need for a holistic Electronic Resources Management system is unavoidable.

- The Monographic Acquisitions Unit continues to rely on a paper based ordering system and should migrate to a paperless environment. However, issues with the acquisitions module of the ILS and our primary monographs vendor must first be addressed before this migration can occur.
- While the Acquisitions Department has benefited from a reallocation of staff positions, the Department Head's duties have continued to expand over the past 2 years with the addition of Preservation duties, increasing budgetary responsibilities and continued involvement in electronic resources management. A second professional is needed to manage the serials unit to provide leadership, expertise, and management relating to acquiring, managing and fiscal accounting for serials in both print and online formats.

Building Operations Department

I. Highlights

1. Identified all HVAC sensor locations in the building.
2. Completed TRC construction.
3. Removal of wall and new carpet in lobby.
4. Began commercial direct shipping process.
5. Updated floor plans and directories sent to Facilities so they could update the ECU Facilities Work Order System for our building.
6. Reviewed and updated work plans.
7. Moved surplus shelving pieces and gift books to separate off-site storage locations.
8. Created an internal work order system.
9. Created and established management of a surplus holding area.
10. Reviewed all room signs in the building identifying locations needing signs and locations where signs need to be corrected.

II. Personnel – current, changes, new

1. We had a turnover of Security Guards with 2 resignations and 2 hires.
2. Mary Gardner's primary tasks changed from back up to Shipping/Receiving to Building Operations Assistant.

III. Organizational Changes

1. Mary Gardner changed from reporting to Linda Morton as the Loading Dock Asst. to Building Operations Asst. reporting to Trudy McGlohon.

IV. Physical Changes – None

V. Outstanding titles acquired – N/A

VI. Major equipment or technology acquired

1. Three cameras with monitors and VCR's were added to Security.
2. Four new panic alarms were installed.
3. Purchased two new security radios.
4. A hygro-thermometer, light meter, and particle counter were purchased to assist with the environmental monitoring of the collection.

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

1. Provided security coverage during extended hours (staying open until 10pm) this summer.
2. Security taught two Safety and Security Classes for Library Staff.
3. Conducted building familiarization tours to Greenville Fire Dept. and EMT personnel.

VIII. Training (of staff) and professional development activities

1. Trudy McGlohon and David Perkins completed the Supervision Institute.
2. Trudy McGlohon attended the Performance Management Workshop.
3. Linda and Jonathan attended the CommonSpot Training workshop.
4. David Perkins attended the *Campus and Community Safety Lecture* given by Robert Martin, Vice President of Gavin de Becker & Assoc.

IX. Goals and directions for the future

1. Inventory electrical service and lighting in public areas.
2. Design new group study spaces, and seek estimates from contractors in support of Library Strategic Plan.
3. Have new signs made and installed at locations identified as a result of the signage review conducted last year.
4. Review and update all job descriptions. Submit all job descriptions for study and upgrade as appropriate.
5. Respond to reports requesting 24 hours service with impact on Building Operations and need for additional staffing to meet the added operating hours.
6. Address need for departmental space and possibly additional staff to assist in staffing two public service points and address the needs of the library organization.
7. We will review and present proposed changes to the *IIK: 1 Access to Joyner Library building; Distribution and Use of Keys and Proximity Cards*, and the *IVB: 1 Use of Vehicles Owned by Academic Library Services* Policies.

X. Major Problems

1. The lack of a defined departmental space. The department is currently fragmented and located in six different locations in the building. Because we share tools and need to consult and work together this is the single most challenging problem facing Building Operations.

2. The security system (i.e. the proximity card system and emergency exit doors) are aging and presenting problems on an almost monthly basis. This could lead to serious consequences for the whole library organization.
3. Increased number of Access Levels and Time Zones in the Proximity System causing a complicated overburdened system.
4. Poor communication with Security concerning after hours special events when a guard is needed and scheduling classes after hours.
5. The use of Shipping/Receiving as a short cut. Increased foot traffic with no regard to the fact that it is a work space causing work to have to be stopped on a daily basis.

XI. Statistics

1. Security

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Apr.	Mar.	May	June	Total
Security Guard Hours	214	196.5	457	456.5	477.5	384	445	526	367.5	635.5	360.5	399.5	4,919.5

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Apr.	Mar.	May	June	Total
# of Questions answered	293	233	776	447	429	324	442	425	582	448	305	455	5,159

	Theft	Harassment/ Disturbances	Vandalism	Inappropriate Conduct	Total
# of Incidents	21	13	17	12	63

2. Building Operations

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Apr.	Mar.	May	June	Total
Work Orders submitted	58	40	50	46	50	61	74	82	51	41	59	51	663
192	Work orders received through new internal work order request system												
277	Items sent to surplus												

3. Shipping/Receiving

	UPS	FedEx Ground	Misc. Carriers	US Post Office	Total
Packages Received	4,630	1,283	742	N/A	6,655
217	# of packages Shipped (figure represents only specially handled packages which				

were documented – majority of packages shipped are not documented)

Cataloging Department

Because so much of what Cataloging and Acquisitions do overlaps, we elected to come up with one set of Technical Services goals for both departments. Each department will address the parts of the goals that are relevant to them in their separate annual reports.

Technical Services Strategic Plan
2004-2005

A. Services

Library-Wide Goal:

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

Strategies:

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

Actual Results:

1. The Head of Acquisitions and Stacy Baggett, the Electronic Resources Cataloger, collaborated in refining the existing workflow for processing electronic resources. After it was determined that the same information is needed for cataloging electronic resources and used by the library's link resolver, SFX, duplication of effort was eliminated between Cataloging and Acquisitions. The Acquisitions Department provides, to the greatest extent possible, the information necessary to catalog and activate linking for all electronic resources. The Cataloging Department has used the information provided by the Acquisitions Department to reduce processing time for the electronic materials by 25%.
2. The Electronic Resources Cataloger met with the Electronic Resources Review Committee in October 2004 to review the process for cataloging electronic resources. Records for electronic journals also held in print have been added to the catalog. The

committee agreed that current electronic subscriptions are assigned a higher priority than free resources.

3. a. The Head of Acquisitions and the Electronic Resources Cataloger addressed the issue on a publisher by publisher basis. In 2005, over 400 titles were switched to electronic only. The publishers included: Annual Reviews, University of California Press, Lawrence Erlbaum, Wiley, Brill, Cambridge, Oxford, Haworth, Sage, Duke University Press, and various titles accessible via Project Muse, and BioOne.
    b. In December 2004, ECU entered into a consortial arrangement with other libraries in North and South Carolina for full text access to journals published by Springer, Wiley, Brill, Kluwer and Blackwell. After consultation with the Electronic Resources Review Committee, priority was given to cataloging the journals newly available via ECU's participation in the Carolina Consortium. This resulted in an additional 2,018 titles requiring cataloging.

4. a. The Special Collections Cataloger has met with the Systems Librarian to address issues as they have arisen, but a formal process for providing metadata for digital projects has not been developed yet.
    b. The Electronic Resources Cataloger has met with the Systems Librarian to discuss what information Systems will need to provide to Cataloging when URLs need to be added to the catalog for digital materials.

5. The Electronic Resources Cataloger, Stacy Baggett, LTA1 Alice Crumpler, and Luella Wills, a Cataloging graduate assistant developed, tested, and refined guidelines and procedures for the processing of electronic resources. These guidelines mainly govern the processing of electronic journals but will be adapted as necessary for other material formats such as electronic books. Alice and Luella completed training on the processing of electronic journals.

B. Collections

Library-Wide Goal:

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

Strategies:

7. Acquisitions will investigate and implement methods of analysis to assist Administration in the budget review process.
8. Through the auspices of the Electronic Resources Review Committee and using established criteria, collaborate with subject librarians to evaluate current electronic resource subscriptions.
9. 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.
10. The Preservation Task Force will assist in identifying and prioritizing conservation and preservation needs.

11. The Preservation/Conservation Unit will explore and test procedures for digital preservation of general stack materials
12. Explore implementing OCLC Connexion when an acceptable client is available.

Actual Results:

1. Acquisitions will comment.
2. Acquisitions will comment.
3. The planned OCLC MARS authorities/database clean-up project did not occur, due to OCLC's decision to stop taking on new projects so they could evaluate the MARS service, which they ultimately sold to Backstage Library Works. Since we had planned to bill this project as an add-on service through Solinet, we no longer had the funding to pursue it. We were considering drafting an RFP to shop around for another vendor when we received word that Backstage Library Works was soon going to be billable as an add-on service through Solinet. Project profiles have been completed and we will be sending off a sample file soon. Establishing an Authority Control and Bibliographic Maintenance Unit can proceed after this project is completed.
4. Acquisitions will comment.
5. Acquisitions will comment.
6. OCLC Connexion has been implemented on all Technical Services workstations and appropriate training has been conducted. Most of the Cataloging faculty and staff benefited from attending back-to-back Solinet workshops on the Connexion client held here in September.

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.

Actual Results:

1. The Cataloging Department has held several discussions on how best to proceed but we have not implemented anything yet.
2. OCLC Connexion training was made available to all Cataloging faculty and staff. Those who could not attend received individualized training with a systems liaison, if desired. The Special Collections Cataloger, Patricia Dragon, attended two workshops on archives offered by the Library of Congress.
3. Cataloging was unable to address this goal.
4. a. LTA1 Glenna Lemasters has been trained to work on Schlobin books, which receive rare book physical processing although not really rare book cataloging. There is some attention to be paid to cover artists, and some sorting out of standard numbers and grouping together different printings of the same edition, some things that she's not had to pay attention to with the regular firm orders. She has started assigning call numbers, with the Special Collections Cataloger's review, which she had not done before.
   b. Library Assistant Mary Lancaster has received further training to work on Government Documents materials. It is anticipated that this will become part of her regular duties during 2005/2006.
5. Workplans were updated last year, but with the constant change in Cataloging, this may be an annual event for some, if not all, of the staff.

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.

Actual Results:

1. While the committee met to discuss these issues, migration of the library's website, using the campus' content management system Common Spot, did not take place until August 2005.
2. Cataloging was unable to address this goal.
3. The Head of Cataloging wrote some short-term policies for cataloging projects. The Special Collections Cataloger developed a variety of procedures relating to the Schlobin collection processing, transferring Popular Reading Books to the stacks and cataloging Special Collections Reference books. She also wrote a procedure for handling the new, longer ISBN numbers, referred to as ISBN-13. Procedures developed for processing the

electronic journals were discussed in Goal 1- #5. Cataloging plans to eventually develop all its policies into an online department manual, to be housed on the Cataloging site.

E. Planning/Assessment

Library-Wide Goal:

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

Strategies:

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

Actual Results:

1. Acquisitions will comment.
2. As a result of various administrative changes the Cataloging Department was unable to implement this process.
3. Acquisitions will comment.
4. Acquisitions will comment.
5. It was determined that the processing of electronic resources takes approximately 1hr per title. Additional information gathered at conferences confirmed this figure and indicated that 300-350 titles added to the catalog per month was an average given approximately 80-100 hours of processing time from staff. In July 2004 the Cataloging Department began the process of increasing staff processing time from 20 hrs per week to 60 hrs per week, the current level.
6. There was some discussion about having one person do student time for all of Technical Services as well as one person submitting work orders, supplies, etc. One person now handles supply orders for all of Technical Services.

F. Space/Facilities

Library-Wide Goal:

Goal VI: Assess and enhance the physical environment.

Strategies:

3. Ask Preservation Task Force to share data collected on space needs for conservation and preservation activities.
4. Evaluate effectiveness of current physical configuration of Technical Services.

Actual Results:

1. The Special Collections Cataloger, who chairs the Preservation Task Force, shared some preliminary data from the stacks condition survey in the Administrative Communications for April 2005.
2. The results of the time study conducted in April 2004 seem to bear out effectiveness of the current physical configuration of Technical Services, at least in regard to the workflows for firm order and PromptCat books. In general, both streams of books flow through the room in a clear circle, with relatively little "passing back and forth" or duplication of effort.

Highlights

Written procedures were developed, tested and refined for the processing of the electronic resources. Workflows were devised to reduce processing time and provide the most extensive access for patrons. Processing time has been reduced 25% from 1 hour per title to 45 minutes.

Stacy Baggett worked with the Electronic Resources Review Committee to establish priorities for processing electronic materials. It was decided that electronic subscriptions are assigned a higher priority than free resources.

Stacy also worked with members of the Systems Department to provide access to materials in the North Carolina History and Fiction Digital Exhibit. URLs were added for 115 items, completing the Cataloging Department component for year one of the Heritage Partners Grant.

URLs were added for journals held in print and electronic format. These included titles for the following publishers: Annual Reviews, University of California Press, Lawrence Erlbaum, Wiley, Brill, Cambridge, Oxford, Haworth, Sage, Duke University Press, and various titles accessible via Project Muse, and BioOne. In addition, the library entered into a consortial arrangement with other libraries in North and South Carolina for full text access to journals published by Springer, Wiley, Brill, Kluwer and Blackwell. The total number of titles acquired, including some already held by Joyner Library, was 2275. To date, 1545 titles have been added to the library's catalog.

Processing of the 2002 and 2003 theses and dissertations was completed, eliminating a backlog of these materials. Jean Hiebert was instrumental in helping the department with this project, providing essential knowledge of the sciences.

Impressive progress was made in clearing out the music backlog, with 1344 scores being cataloged this fiscal year. Patricia Dragon and two graduate assistants kept current with new receipts, kept up with bindery returns, and cleared out 25% of the scores anthology backlog. The outsource music cataloger worked on clearing out gift backlogs at the Music Library.

With the cataloging of 586 monographs and 541 serial volumes by Patricia Dragon, Claudia Thornburgh, Lorré Bullock and a graduate assistant, the Hoover Collection backlog has nearly been eliminated. All that remains is a small bouquet of serial originals and newspapers.

The final piece of the Social Work/Criminal Justice transfer project, from Laupus to Joyner, was completed with the cataloging of the 2248 titles of the Crime and juvenile delinquency microfiche series. Rossa Davis, Mary Lancaster, Claudia Thornburgh and Jan Mayo all worked on various facets of this project.

Cataloging conducted a massive Horizon clean up project to delete or otherwise resolve all records with the status, Newly acquired, that were older than July 2002, and all records with the status, No items at any location. These two categories of records were causing considerable consternation for patrons. Cataloging, with the aid of Systems, was able to resolve or delete about 15,000 of these problematic records. Among the oldest remaining records with the status, Newly Acquired, are those for some of the Music backlog, which have legitimately not been cataloged yet.

Glenna Lemasters designed and coordinated a student project to correct all typographical errors in Horizon for words found on a commonly misspelled words list for online catalogs. Her students made some 5500 corrections.

As a result of the time study conducted last April by Patricia Dragon and Lisa Barricella, Cataloging reorganized the firm order bookshelves by date, ensuring that the earliest received books are cataloged first, leading to a more predictable turnaround time.

Lorré Bullock and Ann Manning made significant progress in the processing of Government Documents currently held in Joyner Library. The workflow design they have developed and refined as been replicated in the processing of other collections. Along with Felicia Vines and Alpha Levesque, they added 9196 monographs and 3343 serials to the library's catalog.

Personnel

Claudia Thornburgh resumed working 100% time in her library assistant position, effective May 15, 2005 and her position was reclassified from a Library Assistant to an LTA1, effective June 1, 2005. Nara Newcomer started as the Assistant Music Librarian on May 15, 2005. While not reporting directly to Cataloging, she is expected to spend 50% of her time cataloging music materials. Pam Burton was transferred to Cataloging as a faculty cataloger, effective May 2, 2005. Patricia Dragon hired and coordinated the work of several graduate assistants on the backlogs of music scores and Hoover materials. One, Heather Hanks, was converted to a temporary, part-time faculty position beginning summer 2004. Academic Library Services contracted with an outsource music cataloger based in Mississippi, Lynne Jaffe, for a third fiscal

year to help out with our music scores and assorted other original music materials, as needed. Graduate assistants hired to work on electronic resources were instrumental in helping Stacy Baggett make considerable headway on cataloging the electronic serials.

Organizational Changes

In the absence of their usual materials, Felicia Vines and Alpha Levesque continued their temporary reassignment to Gov Docs cataloging through August. Claudia Thornburgh was assigned to the resolution of series problems for the criminal justice microfiche transfer project. Glenna Lemasters and Alice Crumpler were assigned the cataloging of the departmental tools shelf. Tools shelf monographs have been completed (83 new titles and a number of added copies/volumes). Alpha Levesque and Claudia Thornburgh worked on the Schlobin Collection for Special Collections, which requires special handling. They were joined in June by Glenna Lemasters. Mary Lancaster began working on the processing of Government Documents with Ann Manning and Lorré Bullock in June 2005. It is anticipated that working on these materials will become part of her regular duties. Alice Crumpler was trained to assist with the cataloging of electronic resources. She also spends a portion of her time training the graduate assistants working on the electronic materials.

Staff Training and Professional Development Activities

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

Most Cataloging faculty and staff attended one or both of the SOLINET training workshops on OCLC Connexion offered in Joyner Library on September 15-16, 2004.

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

Glenna Lemasters served as a member of the ALS Cataloging Horizon Working Group and the ALS Disaster Committee. She also attended the April meeting of the Mid-Atlantic CODI group (Customers of Dynix, Inc.).

Lorré Bullock served as a member of the ALS Serials Horizon Working Group, the ALS Technical Services Web Committee and the ALS Social Committee.

Alice Crumpler served as a member of the ALS OPAC Horizon Working Group and the ALS Technical Services Web Committee.

Stacy Baggett served as a member on the following committees: ALS Ad Hoc Liaison Committee, Authority Control Outsourcing Committee, ALS SFX Administration Working Group, ALS SFX Implementation Team, ALS Search Committee for the Associate Director for Human Resources, ALS Horizon OPAC Working Group, ALS Horizon Serials Working Group, ALS Electronic Resources Review Committee, and ECU Continuing and Career Education Committee. She also served as chair of the Search Committee for the Student Outreach Reference Librarian and was convener of the Technical Services Web Committee. Stacy attended Solinet Connexion training, September 15-16, 2004 in Greenville, NC and an in-house

training session—GOBI ordering training—with a Yankee Book Peddler representative on May 10, 2005. She attended the North Carolina Library Association Centennial Conference / Southeastern Library Association Biennial Conference, November 9-13, 2004 in Charlotte, NC.

Patricia Dragon served as a member on the following committees: ALS Faculty Affairs Committee, Authority Control Outsourcing Committee, Manuscript Curator Search Committee, and the Digital Editorial Board. She was also chair of the ALS Horizon Cataloging Working Group and the ALS Preservation Task Force, secretary of the ALS Library Assembly and metadata consultant/cataloging representative for the Digital Projects Group. Patricia took two classes offered by the Society of American Archivists: 1. Describing Archives: a Content Standard (DACS) and 2. MARC According to DACS: Archival Cataloging to the New Descriptive Standard, May 17-19, 2005, at the Library of Congress and attended an in-house training session—GOBI ordering training—with a Yankee Book Peddler representative on May 10, 2005. She attended ALA in Boston, MA, January 14-18, 2005, and ACRL in Minneapolis, MN, April 7-10, 2005.

Jan Mayo served as a member on the following committees: ALS Systems Librarian Search Committee, ALS Assistant Music Librarian Search Committee, ALS Staff Development Committee, ALS Manuscript Curator Search Committee, ALS Strategic Planning Committee, ALS SFX Implementation Team, ALS Horizon Working Groups Steering Committee, ECU Electronic Thesis and Dissertations Committee and ECU Appellate Grievance Committee and the OLAC (Online Audiovisual Catalogers) Elections Committee. She served as convener for the ALS Authority Control Outsourcing Committee and as chair of the ALS Personnel Committee and is also the Conference Reports Editor for the *OLAC Newsletter.* Jan attended the OLAC Biennial Conference, Montreal, QC, Canada, October 1-3, 2004, and the Mid-Atlantic Customers of Dynix, Inc., Spring 2004 Meeting, Williamsburg, VA, April 8, 2005.

Goals and directions for the future

ALS Library-wide Goals for 2005-2006
Technical Services Goals

Technical Services Goals are listed under each library-wide goal that applies. Cataloging will be responsible, in whole or in part, for the following: Services 1a, b and e, 3a and b, and Staffing 1a and 2 a and b, as well as what was not completed of last year's goals.

Collections:

2. Revise the library liaison program and subject librarian roles to ensure that the needs of the ECU community are met.
   a. Develop, implement and evaluate an acquisitions orientation program for liaisons to familiarize them with various acquisitions functions (firm orders, approval plan, preservation, serials review, budget allocations, etc.
   b. Shift existing approval plan profile to a more comprehensive profile.

Services:

4. Better use technologies such as SFX, the integrated library system, the library website, and local databases to improve the way the library provides the information resources and user-centered services needed for learning, teaching and research.
   a. Increase the number of URLs in the library catalog for resources contained in SFX. Evaluate the use of open URLs as the preferred URLs for the library catalog to reduce maintenance of the electronic resources. Work with the Systems staff to refine workflows using data in the SFX knowledge base.
   b. Outsource the Horizon authority file.
   c. Implement EDI claiming with EBSCO.
   d. Plan for BANNER implementation.
   e. Continue to expand shelf-ready process from specialized collections to firm order materials where appropriate.

5. Evaluate the reports on the feasibility of 24-hour access to Joyner Library by members of the ECU community, the current integrated library system, and library support of distance learning at ECU; determine actions to be taken; and begin implementation.

6. Enhance the library environment and physical facility through actions that include: upgrading and expanding computer access, improving lighting, adding electrical outlets, reconfiguring space to accommodate groups, improving signage, completing the compact shelving collection clean-up project, and enabling the use of new technologies.
   a. Assist in the completion of the compact shelving clean-up project.
   b. Train all Technical Services staff members to be fully comfortable with using the OCLC Connexion client.

Staffing:

3. Produce written guidelines concerning the job analysis process for SPA employees of Academic Library Services and educate all ALS faculty and staff about the process for reviewing and upgrading SPA positions.
   a. Review existing positions against the new guidelines.

4. Assess the need for additional faculty and/or staff positions in ALS.
   a. Review our existing workload to determine if additional faculty/staff are necessary.
   b. Assess the impact the presence of an Assistant Music Librarian, who works as a half-time cataloger, has on the music cataloging backlogs and workflows.

Major Problems

While Cataloging made good progress towards getting some of our electronic resources into the Horizon online catalog, these titles are still taking an average of forty-five minutes each to complete. With the continued growth in number of electronic resources each year, it is critically important to our patrons that we devote more staff time to this cataloging to improve access and allow for enhancement of the holdings information on the electronic serial records. To that end,

we submitted a request for a high-level SPA position to work as an Electronic Resources Technician. This position will expedite the processing of electronic materials, facilitate access for users, especially those in distance education programs, and allow the Electronic Resources Cataloger to engage in workflow analysis of other collections and investigate methods of reducing redundancy.

Circulation Department

A.   Services

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

Strategies:

      a)   Work with One Card office to issue one cards of Distance Education students.

      b)   Investigate setting up btype in Horizon for Distance Education students

Actual results:

      a)   The One Card office is now issuing paper One Card without pictures. They are used with a valid ID. While this was not the solution hoped for, it was the best available due to decisions made by other campus departments.

      b)   This was investigated but determined that setting up additional btypes would create a large amount of work and not worthwhile.

  B.   Collections

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

Strategies:

      a)   Develop plan for using wireless laptop and begin inventorying the collection

      b)   Investigate whether materials not containing security strips could be "stripped" to prevent theft.

Actual results:

      a)   Not accomplished

      b)   Materials being checked in that do not show they have strips are being stripped in Circulation

C.   Staffing/Staff Development

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

Strategies:

    a)   Staff participates in staff development opportunities both within Joyner, ECU and outside of campus

Actual results:

    a)   Not accomplished

D.   Communication

Goal IV: Improve staff understanding of roles and priorities.

Strategies:

    a)   Enhance communication with Circulation student workers.

    b)   Enhance communication with other service points that do Circulation processes.

Actual results:

    a)   Emails are sent to student workers on a regular basis notices posted on the bulletin board behind the Circulation desk

    b)   Not accomplished

E.   *Planning/Assessment*

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

Strategies:

    a)   Assess library hours, especially summer months, to see if the library should be open additional hours.

Actual results:

    a)   Library hours in the summer where extended to be open until 8:00 pm. Regular semester hours will change effective Fall semester 2005 to include being open until 8:00 pm on Friday nights, changing Saturday hours to 10:00 am – 7:00 pm. Additional the library will be open all weekends even around holidays.

F.   *Space/Facilities*

Goal VI: Assess and enhance the physical environment.

Strategies:

a)   Plan for future stacks growth

b)   Develop plan to incorporate interlibrary loans behind the circulation desk.

c)   Investigation the possibility of moving reserve videos and DVDs behind the circulation desk

d)   Enhance the circulation desk area by upgrading lighting, furniture, etc.

e)   Establish systematic plan for cleaning book stacks

Actual results:

a)   Incomplete. Work has begun however the resignation of the stacks supervisor means this will need to be reassessed.

b)   Interlibrary loans were moved behind the Circulation desk beginning in August 2004. Patrons may now pick up materials any hours the library is open.

c)   Due to space constraints within Circulation this is not feasible at this time.

d)   Not accomplished

e)   Plan was established and cleaning begun based on this plan.

Highlights

- Interlibrary loans are now shelved behind the Circulation Desk so patron can pick them up any hours the library is open

- Reserve shelves only house items on course reserve.

- New Books have been moved to the exterior wall of the reserve area allowing more visibility

- The reserve area was reorganized removing the wall separating that from the entry, carrels removed, and additional easy seating installed. Additional power outlets were also added for patron use.

- A credit/debit machine was acquired so that patron's can pay their fines in person or over the phone with their credit or debit card. This has resulted in an increase in fine collection when items are returned rather than additional billing.

- Electronic reserves were introduced beginning in August 2004. The majority of articles are now available to students 24/7 through Blackboard.

- All Horizon notices are sent via email if email addresses are available for the borrower.

- A door was installed between the interlibrary loan office and the area close to the Circulation desk allowing easier access for each department when assistance is needed.

- The gate count has shown a steady increase throughout the year despite a slight decrease in overall circulation.

Personnel

Beth Winstead assumed the position of Head of Access Services July 1, 2004. She was named Interim Associate Director for Public Services in May 2005. She continues as department head during this time.

Organizational changes

Circulation and Interlibrary loan were combined to form the Access Services unit.

Physical changes

A door was cut between ILL and Circulation to allow better staff access. This resulted in 2 cubicles being removed from that area.

The Reserve area was also rearranged with the wall between that area and the lobby plus carrels being removed.

Major equipment or technology acquired

Flat panel monitors replaced larger and older monitors at the Circulation desk. This has allowed increased workspace and improved physical appearance of the area.

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

Horizon notices are sent via email to all those patrons with email addresses.

Reserve articles are now mounted electronically and accessed via Blackboard. The physical reserve area includes only books that are for courses.

Interlibrary loan materials are now at the Circulation desk for patron pick up improving accessibility to these patrons.

Training and professional development activities

Beth Winstead attended the annual CODI conference in November 2004 and the Mid-Atlantic CODI conference in April 2005.

Beth also participated in a Webinar regarding the use of Blackboard and reserves.

Leigh Medford attended the annual meeting of the Medical Library Association in May 2005.

Goals and directions for the future

ALS Category Services:

Goal 1:　　　**Improve reserve material access and increase e-reserve usage**

Strategies
- a).　　Investigate potential software integration between Blackboard and Horizon for improved e-reserve access**.**
- b).　　Increase awareness of e-reserve option
- c).　　Investigate online method of submission for reserve materials.

Criteria for success
- a).　　Majority, if not all, articles will be available through e-reserve.
- b).　　If software is available, students can access e-reserve articles more easily via Horizon.

Goal 2:　　　**Increase service levels as necessary based on usage and hours**

Strategies
- a).　　Monitor hours to determine if additional staff is needed.
- b).　　Investigate change in student pay scale for closing students
- c).　　Add additional staff position for any additional service desk hours.

Criteria for success
- a).　　Closing students will benefit from increasing salary based on longevity
- b).　　Additional staff position will be created to handle increased hours.

Goal 3:　　　**Complete compact shelving project**

Strategies
- a). Identify and shift all materials that need to be located in compact shelving
- b). Work with cataloging to ensure all materials are label appropriately

Criteria for success
- a). Materials in catalog will correctly reflect what is housed in the compact shelving area
- b). Materials in the compact shelving area will be correctly labeled to allow for appropriate reshelving.

Goal 4:   Investigate different method for shelf cleaning project

Strategies
- a). Research cleaning methods used by other libraries
- b). Develop plan to expedite current process and future goals

ALS Category Staffing

Goal 1:   Investigate changes to classification of Circulation staff positions

Strategies
- a). Work on reclassification of positions to better fit the library work in the department

Criteria for success
- a). Position will reflect work done by persons in the positions.

Major problems

As the library increases hours and only 5 full time employees in Circulation scheduling is becoming increasingly difficult. We will have to add at least one additional person to the department in order to adequately cover the hours are now open.

Government Documents & Microforms Department

Unit Highlights

1. A departmental open house was held for library faculty and staff on Tuesday, May 24. The open house was attended by an estimated 40 people and proved to be successful at increasing awareness of and appreciation for Documents & Microforms collections and resources.

2. The A-Y3 half of the Documents Stacks collection was successfully shifted so as to make the material more accessible and optimize space for potential future growth. The Y4-Y10 part of the collection (congressional committee publications) is in the process of being shifted.

3. The print index to the map collection was revised and brought up to date.

4. Began preparations to digitize our collection of House Un-American Activities Committee (HUAC) hearings.

5. A web page listing 2004 election resources was created and prominently linked on the library web site: http://www.ecu.edu/cs-lib/govdoc/tsunami.cfm

6. A brief guide to Asian Tsunami information and relief resources was created and linked prominently on the library web site: http://www.ecu.edu/cs-lib/govdoc/elec2004.cfm

7. Other departmental web pages were revised and updated.

8. Worked with Collection Development and Reference to obtain access to the *Statutes at Large* electronic resource: http://www.ecu.edu/cs-lib/reference/erdbs_description.cfm?id=314

Personnel

Jean Hiebert started as quarter-time Maps & GIS Librarian on June 1st, 2005.

Organizational and Physical Changes

None to report.

Outstanding titles acquired

Chronology of Significant International Terrorism for 2004, National Counterterrorism Center, April 27, 2005

Online: (http://www.tkb.org/Home.jsp)

-Statistical analysis and list of terrorist incidents. Replaces the statistical portion of *Patterns of Global Terrorism*.

Comprehensive Revised Report with Addendums on Iraq's Weapons of Mass Destruction (Duelfer Report), Special Advisor to the Director of Central Intelligence on Iraq's Weapons of Mass Destruction (WMD), September 2004, Revised April 2005

Online: (http://www.cia.gov/cia/reports/iraq_wmd_2004/index.html)

Country Reports on Terrorism, U.S. Department of State, Bureau of Democracy, Human Rights, and Labor, April 27, 2005

Online: (http://www.state.gov/s/ct/rls/c14813.htm)

-Successor to *Global Patterns of Terrorism*. Contains country-by-country analysis.

The 9/11 Commission Report: Final Report of the National Commission on Terrorist Attacks Upon the United States, July 2004.

Online: (http://purl.access.gpo.gov/GPO/LPS51934) (PDF)
Print: Joyner Docs. Stacks (Y 3.2:T 27/2/FINAL)

Report of the Select Committee on Intelligence on the U.S. Intelligence Community's Prewar Intelligence Assessments on Iraq Together with Additional Views, July 2004.

Online: (http://www.gpoaccess.gov/serialset/creports/iraq.html) (PDF)
Print: Joyner Docs. Stacks (Y 1.1/5:108-301)

Unclassified Version of the Report of the Commission on the Intelligence Capabilities of the United States Regarding Weapons of Mass Destruction, March 31, 2005

Online: (http://www.wmd.gov/report/index.html)
Print: Joyner Docs. Stacks (PREX 1.19:IN 8/W 37)

Major equipment or technology acquired

None.

Services Summary

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 2004-June 2005, the Documents/Microforms service desk handled a total of 1,831 user transactions, a slight increase from the 2003-04 total of 1,807. These transactions are broken down as follows:

Documents Reference	763 (494 in 03-04)
General Reference	472 (467)
Periodicals	187 (245)
Directional	409 (601)

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.

Government Documents has also joined over 30 other public and academic libraries nationwide by taking part in Government Information Online (http://govtinfo.org/). GIO is a "a national pilot project that will establish a viable model for online cooperative virtual reference and information service that specializes in answering questions about government information". Documents and

Reference librarians spent four hours a week providing live chat reference via GIO, and also responded to e-mail questions through the service. Our participation allows Documents & Microforms to increase our service to users, especially distance education students, while also playing an active role in the inevitable long-term transition of the depository library system from a collection-based to a service-oriented program.

Documents and Microforms also continued to fulfill its role of providing library users with access to its collections during the 2004-2005 academic year. During this period, 703 documents items were checked out to patrons via Circulation. This represents a slight decrease from the 712 checked out in 2003-04. Considering that circulation of Documents items had increased each of the previous three years, the overall trend remains positive. This is especially true once more of the collection is cataloged.

The department continued its efforts at promotion and marketing, most notably through the monthly Government Information Newsletter, begun in November 2003. 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.cfm), and the release of new issues is 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.

Finally, the department removed the card readers from all of the microform reader/printers in the basement, thus making microforms copying free. Due to low usage, Copyserve was opposed to maintaining the card readers in place, and refusing to provide replacements. Since Documents & Microforms was already supplying paper and toner for the microform readers, removing the card readers was the sensible decision. It is hoped that providing free printing will encourage additional use of microforms materials, though no major changes in usage have yet been detected.

Training (of staff) and professional development activities

Documents & Microforms offered three training opportunities for library faculty and staff in 2004-05. Two were for the benefit of members of the Documents and Reference departments. One, in September 2004, discussed how to find census tract data. The second session, in October, was a basic overview of congressional publications. In April 2005, a third workshop was held on finding and using items in Joyner Library's CIS microfiche collections.

Here is a list of additional professional development activities by Documents & Microforms faculty and staff:

-David Durant attended the Fall Depository Library Council meetings in Washington, D.C. from October 17-20, 2004; and the NCLA Documents section workshop in Raleigh, NC on May 6, 2005.

-Jean Hiebert participated in a March 2005 class entitled "Mapping North Carolina Communities".

-Carenado Davis, Anna Dougherty, and Janice Rice attended the Joyner Library SPA Workshop on March 18, 2005.

Problems and Future Objectives

The main challenge facing Government Documents & Microforms is managing the continued transition to a primarily electronic Federal Depository Library Program. For the fifth year in a row, the number of paper items received through the FDLP declined in 2004-05. Only 4,265 print documents were processed this year, a far cry from the 10,436 received in 1999-2000. The drop in the number of microfiche items distributed via the FDLP is even more dramatic. Only 538 pieces were received in 2004-05, as opposed to 1,822 the previous year, 9,694 in 2000-01, and 26,033 in 1999-2000.

The drastic reduction in the quantity of tangible items distributed by the FDLP has had a major impact on our departmental workflow. With far fewer physical items to process, we find ourselves with two major priorities. The first is to increase access to, and awareness of, online government publications. The second priority is how to best serve physical collections that are increasingly archival in nature.

In terms of online documents, Joyner Library already provides access to such items through our online catalog. Approximately two thirds of all new publications distributed via the FDLP are in electronic format. These are selected and cataloged in the same way as tangible documents. Therefore, we already receive catalog records with links to online documents through our subscription to the Marcive service.

Unfortunately, there is currently not yet a way to search the catalog for only those documents that are available in electronic format. More distressingly, the records for these items list "Joyner Docs Stacks" as their location, therefore providing a source of potential confusion for patrons. Documents is working with Cataloging and Systems on a way to address these issues.

As far as the physical Documents & Microforms collections, there are several major areas of concern. One is preservation. The Documents Stacks Collection contains a large percentage of soft-bound items that are highly vulnerable to damage. We have put a number of these documents into Princeton files, and are working with Preservation to have others bound. The collection contains numerous congressional publications of historical interest from the 1950's, 60's, and 70's, and keeping these items intact is a priority. In terms of microforms, we own several major sets of publications in either microprint or microcard, formats that are in acute danger of technological obsolescence.

A second concern is making the collections themselves more accessible. The department has sought to address this by improving signage and shifting the Documents Stacks Collection so as to make it easier for patrons to retrieve material. The main obstacle though is not physical but intellectual access. There are still several major microforms sets that are not included in the library catalog. Even more worrisome is that approximately 67-75% of the Documents Stacks Collection remains uncataloged. While everything from 1994-present is listed in our catalog thanks to Marcive, the bulk of our retrospective documents have yet to be included there. Cataloging has worked hard to address

this issue, and they have made tremendous progress in literally cataloging items shelf-by-shelf. Unfortunately, the difficulty involved in finding out what is in our collection has been a major drag on usage.

Preserving our tangible collections while improving physical and intellectual access to both tangible and online items are the major long-term priorities for Government Documents & Microforms.

Interlibrary Loan Department

A.   Services

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

Strategies:

      a).   Identify methods of promoting ILS services to Distance Education students.

Actual results:

      a)   ILL librarian visited classes, prepared handouts and communicated with DE office as needed.

 B.   Collections

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

Strategies:

      a).   Implement purchasing of electronic dissertations as requested by library users, when unavailable from other sources.

      b).   Identify which electronic journals can be used to fill interlibrary loan requests and develop method for use of such titles.

Actual results:

      a)   Not accomplished

      b)   Graduate assistant began this project last summer but left before completing it.

C.   Staffing/Staff Development

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

Strategies:

a) Staff participates in staff development opportunities both within Joyner, ECU and outside of campus

Actual results:

a) Interlibrary loan staff attended the annual statewide ILL meeting in July 2004. Lynda Werdal also attended NCLA in 2004. All staff also assisted with and attended the SPA workshop sponsored by Joyner Library and OCLC ILL searching workshop held in Joyner.

D. Communication

Goal IV: Improve staff understanding of roles and priorities.

Strategies:

a) Increase departmental staff attendance at Library forums.

Actual results:

a) At least one member of the staff has worked to attend all forums when departmental scheduling allows.

E. Planning/Assessment

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

Strategies:

a). Monitor availability of software, such as ILLIAD and ARIEL, and upgrade as feasible, taking advantage of new features.

Actual results:

a) All upgrades have been completed as available. Systems has been contacted to implement features such as Z29.50 searching, adding additional templates for requests, etc. In order to comply with campus security concerns social security numbers were removed from the database.

F. Space/Facilities

Goal VI: Assess and enhance the physical environment.

Strategies:

a). Initiate moving incoming interlibrary loans to Circulation desk for library users to have access to any hours the library is open.

Actual results:

f) This was completed in August 2004 and has been successful for both ILL staff and patrons.

Highlights

- Interlibrary loans are now shelved behind the Circulation Desk so patron can pick them up any hours the library is open

- Majority of articles to other libraries are sent electronically. If the requesting library does not have ARIEL, articles are sent as attachments to emails.

- Document Delivery to Pitt County Schools more than doubled.

- Additional ILL reports were added so that most requested loans and most requested journals could be easily determined.

- ILLs and Document Deliveries for Distance Education students continue to increase.

- All ILLIAD and ARIEL software have been done and are up to date.

- The ILL service window was closed but the office is still open for any patrons needing assistance to walk into.

Personnel

Jessica Fischer assumed the position of ILS/DE librarian in August. She left the library in June to assume a position at George Mason.

Organizational changes

Circulation and Interlibrary loan were combined to form the Access Services unit.

Physical changes

A door was cut between ILL and Circulation to allow better staff access. This resulted in 2 cubicles being removed from that area.

Major equipment or technology acquired

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

Interlibrary loan materials are now at the Circulation desk for patron pick up improving accessibility to these patrons.

Training and professional development activities

Interlibrary loan staff attended the annual statewide ILL meeting in July 2004. Lynda Werdal also attended NCLA in 2004. All staff also assisted with and attended the SPA workshop sponsored by Joyner Library and OCLC ILL searching workshop held in Joyner.

Goals and directions for the future

ALS Category Collections:

Goal 1: **Revise the library liaison program and subject librarian roles to ensure that the needs of the ECU community are met.**

Strategies
a).   Evaluate potential of enhancing collections by buying instead of borrowing books that meet set criteria.

ALS Category Services:

Goal 1: Better use technologies such as SFX, the integrated library system, the library website, and local databases to improve the way the library provides the information resources and user-centered services needed for learning, teaching and research.

Strategies
a).   Update and formalize procedures for lending non-print formats to other libraries.
b).   Identify and implement more efficient ways to deliver materials to interlibrary and document delivery patrons.

Goal 2: **Evaluate the reports on the feasibility of 24-hour access to Joyner Library by members of the ECU community, the current integrated library system, and library support of distance learning at ECU; determine actions to be taken; and begin implementation.**

Strategies
a).   Update interlibrary loan and document delivery policies in the policy manual, including creating a document delivery policy for the provision of library resources to distance education students and faculty.

      b).   Continue to work with distance education students and faculty to insure that they have the non-electronic library resources they need

Major problems

Staffing issues will be a problem immediately as the 2005-2006 reporting begins with Jessica Fischer and Kelly Potter leaving the department. This will mean half the department will be new.

Music Library
I. Highlights

    A. <u>Inventory and Weeding Project</u>

The inventory and weeding project was delayed for several months due to problems with the Horizon inventory feature. Work began again in the spring semester of 2005 and the open stacks were completed. The closed stacks will be inventoried in the upcoming year.

    B. <u>Alice Person Digital Exhibit Award</u>

In October of 2004 the music library's audio digital exhibit *Alice Person: Good Medicine and Good Music* received a double award from the North Carolina Society of Historians (NCSH). The first award is the *Paul Green Multimedia Award* which is given to people promoting North Carolina history through poetry, historical plays, videos, oral histories, and music. The additional award is the *Paul Jehu Barringer, Jr. & Sr. Award*, a special honor given to only two of nearly 800 entries.

    C. Assistant Music Librarian Position

This position combining the duties of the Music Librarian with Technology Specialization and the Music Cataloger, both of which were unfilled since 2001, was approved for advertising in the fall of 2004 and filled in May of 2005.

II. Personnel

    A. Changes

        1. *Access Services Supervisor,* Angela Davis, resigned April 21, 2005 and her successor, Dorthea Taylor began on May 16, 2005.

        2. *Assistant Music Librarian*, Nara Newcomer began on May 16, 2005.

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

4. Jessica Dixon, Liz Frasier, Rodney Garrison, Sean McDonald, Scott Miller, and Dorthea Taylor 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.

B. Professional Service

1. Harry Frank

   a. ALS
      - Social Committee
      - Secondary Systems Liaison
      - Horizon Serials Working Group

2. David Hursh

   a. ALS

      - Assistant Music Librarian Search Committee
      - Outreach Librarian for Teaching Resources Search Committee
      - Special Events Committee
      - Horizon OPAC Working Group
      - Director's Council

   b. University
      - School of Music Library Committee

   c. MLA
      - Administration Committee, Statistics Sub-Committee, Co-Chair

3. Nara Newcomer

   a. ALS
      - Web Editorial Board

   b. MLA
      - Dynix User Group Coordinator

4. Dorthea Taylor

   a. ALS
      - Horizon Circulation Working Group
      - Primary Systems Liaison

5. Jeffrey Tuthill

    a. ALS
       - Disaster Committee
       - Special Needs Committee
       - Preservation Task Force
       - Secondary Systems Liaison

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

C. Professional Development

1. David Hursh

   - Music Library Association Annual Meeting, Vancouver, BC, Feb. 16-19, 2005.
   - The Twelve Keys to Successful Grant Writing; ECU; Nov. 16, 2004.
   - Southeast Music Library Association Annual Meeting, Emory University, Atlanta, GA, Oct. 7-9, 2004.

III. Acquisition Highlights

A. CD/DVD collections

- *The Legacy Collection* – a 26 DVD collection of Drum Corps International competitions from 1974 to 1999.
- *Box of Fire* – a 13 CD set of hits performed by rock music group Aerosmith.
- *900 Years: Hildegard von Bingen 1098-1998* – a 6 CD series of the music of second-century female composer Hildegard von Bingen.
- *The Beatles Anthology* – a 5 DVD visual history of the rock music group The Beatles.

B. Other gifts

- Received 1200 CDs in a broad range of musical genres as part of a North Carolina lawsuit against major CD manufacturers.
- Added Naxos Music Library to our online music service offerings.

IV. Equipment/Technology

An electronic keyboard was installed in the Technology Lab so that patrons can preview scores.

V. Services

A. Exhibits

Outdoor Drama in Bath, NC…then and now – a display of artifacts from both the 1977-86 run of *Blackbeard: Knight of the Black Flag* and the 2005 revival of the production.

Spotlight on Music Faculty Publications – featured the recent book, score, and CD recording output of nine School of Music faculty members.

Loonis: Celebrating a Lyrical Life – featured the biography of Loonis McGlohon written by Jerry Shinn and published by ECU.

B. Home Page

A revision of the home page was made this year.

C. Bibliographic Instruction

BI activity was increased over past years due to the willingness of the Access Services Supervisor to assist with promoting and teaching BI classes, as well as to the commitment of a new adjunct music appreciation faculty member to library use and instruction. The six large music appreciation classes which we instructed represent half of the sessions and more than three-quarters of the students provided with music BI service this year.

VI. 2004-05 Annual Goal Progress Report

A. Services

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

Strategies:
- Promote, through email, hardcopy, and verbal BI session announcements, individual research consultation services.
- Implement electronic audio reserves.

Criteria for success:
- Announce the individual research consultation service to all BI session classes taught throughout the year; send at least two email announcements about the service; post at least two rounds of print announcements about the service.
- Identify a pilot group and software; develop a workflow process; test software and workflow with the pilot group in the spring semester of 2005.

Results:
- Strategy completed.
- Pilot group and software identified and initial testing completed; waiting for Systems to complete software revisions identified during testing with the hope of conducting the pilot project during the fall semester.

Goal II: Enhance access to and use of music library resources.

Strategies:
- Begin to establish a music freshman/1st year graduate student music library orientation program.

Criteria for success:
- Approach the music faculty about piloting such a program with the first-year music history students; identify a pilot group after gaining SoM faculty approval; conduct at least four first-year music history class library orientations.

Results:
- Strategy completed.
.
B. Collections

Goal III: Reduce cataloging backlog of music materials.

Strategies:
- Implement a plan for eliminating the oldest of the backlogged music scores (music anthologies) by utilizing graduate assistants and/or temporary faculty members, our outsource cataloger, and our special formats cataloger.

Criteria for success:
- Catalog 25% (or 3.5 linear feet of the remaining 13.5 linear feet) of the music anthology backlog.

Results:
- Strategy completed.

Goal IV: Select, process and catalog NC lawsuit CDs

Strategies:
- Implement a plan to select our allotment of NC lawsuit CDs in keeping with the current music library collection development policies.
- Implement a plan to process and catalog the selected CDs.

Criteria for success:
- Select the music library allotment.
- Catalog at least 33% of the selected CDs.

Results:
- Strategy completed.
- Strategy completed. All CDs requiring only quick cataloging were completed, leaving just a few dozen problem and original cataloging items.

C.   Staffing/Staff Development

Goal V: Provide a job skills enhancement opportunity for music library staff members

Strategies:
- Work with human resources staff to develop a more effective and efficient procedure for music library student assistant orientation and training.

Criteria for success:
- Complete at least one session with a human resources staff member.

Results:
- Contact with ECU HR was made, and an application submitted. The HR representative contacted the Music Library for more information on the desired outcome of the project. After reviewing that information she declined our request because ECU HR does not provide such services; inability to complete strategy outside of the department's control.

VII. 2005-06 Annual Goals

A. Services

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

Strategies:

- Conduct pilot I-Recital
- Complete the implementation of digital audio reserves.

Criteria for success:
- One I-Recital produced at the "A" level of implementation as outlined in the I-recital proposal; assessment of the event's success completed; decision made as to whether to continue with the program.
- Digital audio reserves fully functional and available to all classes by the beginning of the spring semester.

Goal II: Enhance access to and use of music library resources.

Strategy:
- Extend freshman music library orientation program to music theater and dance students.

Criteria for success:
- Approval gained from the music theater and dance faculty about piloting such a program; pilot group identified; at least 2 theater/dance orientations conducted.

<u>B. Collections</u>

Goal III: Improve access to the portion of the LP collection that does not have full MARC records.

Strategy:
- Conduct a retention assessment of the music library LP collection. This will involve determining: 1) the number of non-cataloged LPs in the collection; 2) the percentage of these for which full MARC records are available; 3) a time estimate for the cataloging of these materials; 4) the percentage of these titles/works available in CD format; 5) an approximate cost for the purchase of the CD format titles/works.

Criterion for success:
- Decision made as to whether to retain the collection and provide full electronic cataloging for it, or retrospectively convert it to the CD format.

Goal IV: Make entire NC lawsuit CD allotment accessible to patrons.

Strategy:
- Complete the processing and quick cataloging of our allotment.

Criterion for success:
- Processing and quick cataloging completed.

Goal V: Upgrade collecting levels and improve curriculum alignment of the music collections.

Strategy
- Review and revise the music library collection development policy in coordination with appropriate faculty units to reflect current curriculum practice and long-term curriculum goals.

Criterion for success:
- Policy reviewed and revised.

VIII. Challenges

- Making the music library more user-friendly to those with disabilities (e.g. – automatic entrance door and at least one disabled-accessible technology lab workstation)
- Final implementation of audio electronic reserves, which has been in process for two years
- Maintaining appropriate constant temperature and humidity levels in the music library and technology lab
- Upgrading technology lab furniture and equipment to improve wire management and equipment uniformity
- Lack of space

- Lack of an on-site library instruction computer lab
- Providing regularly-scheduled reference desk service
- 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

Music Library Statistics
2000/01 – 2004/05

Holdings

	2000/01	2001/02	2002/03	2003/04	2004/05
Monographs and journals	20,156 vols. 15,230 titles	20,640 vols. 15,668 titles	21,452 vols. 16,380 titles	22,032 vols. 16,839 titles	22,802 vols. 17,377 titles
Scores	25,623 vols. 18,819 titles	26,156 vols. 19,155 titles	26,268 vols. 19,249 titles	30,630 vols. 23,436 titles	32,171 vols. 24,679 titles
Audio materials (including kits)	16,723 discs 12,586 titles	16,919 pieces[i] 15,096 items (vols.) 12,730 titles	17,951 pieces 16,024 items (vols.) 13,475 titles	18,861 pieces 16,702 items (vols.) 14,029 titles	21,689 pieces 18,776 items (vols.) 15,545 titles
Video materials	737 items 519 titles	774 pieces 770 items (vols.) 534 titles	986 pieces 976 items (vols.) 694 titles	1112 pieces 1099 items (vols.) 792 titles	1,249 pieces 1,222 items (vols.) 851 titles
Microfilm	1,228 reels 891 titles	1,238 reels (vols.) 891 titles	1,210 reels (vols.) 891 titles	1,218 reels (vols.) 891 titles	1,226 reels (vols) 891 titles
Microfiche	1,045 units 57 titles	1,045 units (vols.) 57 titles	1,045 units (vols.) 57 titles	1,045 units (vols.) 57 titles	1,045 units (vols.) 57 titles
Computer software	22 items 22 titles	33 pieces 30 items (vols.) 26 titles	39 pieces 36 items (vols.) 32 titles	40 pieces 37 items (vols.) 33 titles	44 pieces 41 items (vols.) 36 titles
Online music resource titles[ii]	5	6	5	6	7

Journal titles
  Microforms
  Current print subscriptions[iii]
	44
	
	206
		44
		
		102[iv]
			43
			
			102
				43
				
				94
					43
					
					96

Grand Totals[v]		64,975 vols. 49,067 titles	67,011 vols. 50,783 titles	72,763 vols. 56,083 titles	77,283 vols. 59,443 titles

Additions and Withdrawals

	2000/01	2001/02	2002/03	2003/04	2004/05
Print	Vols (Titles)	Vols (Titles)	Vols (Titles)	Vols (Titles)	Vols (Titles)

Monographs					
Newly accessioned	382 (353)	551 (451)	764 (718)	527 (459)	608 (542)
Withdrawals	-52 (10)	-67 (13)	---	-7 (---)	-6 (-6)
Net Gain	330 (343)	484 (438)	764 (718)	520 (459)	602 (536)
Scores					
Newly accessioned	837 (734)	533 (336) [vi]	112 (94)	4362 (4187) [vii]	1541 (1243)
Net Gain	837 (734)	533 (336)	112 (94)	4362 (4187)	1541 (1243)
Journals					
Newly accessioned	54	19	67 (---)	60 (---)	180 (2)
Withdrawals	-30 (2)	---	-19 (---)	---	-12 (---)
Net Gain	24 (-2)	19	48 (---)	60 (---)	168 (2)
Total New Print Materials	1273 (1087)	1036 (774)	924 (809)	4942 (4646)	2311 (1779)
Media	Discs (Titles)	Pieces [Items] (Titles)	Pieces [Items] (Titles)	Pieces [Items] (Titles)	Pieces [Items] (Titles)
Audio Materials					
CD acquisitions	1862 (1470) [viii]	166 [149] (116)	1021 [922] (739)	901 [670] (546)	2652 [2007] (1479)
Audiocassette Acquisitions	123 (91)	30 [30] (28)	5 [5] (5)	9 [8] (8)	144 [99] (70)
LP acquisitions	---	---	---	---	4 [3] (2)
Withdrawals (all audio formats, including LPs)	-287 (200)	---	---	---	-57 [-57] (57)
Net Gain	1698 (1361)	196 [179] (144)	1026 [927] (744)	910 [678] (554)	2743 [2052] (1494)
Video Materials					
DVD acquisitions	---	17 [17] (8)	129 [125] (106)	78 [77] (77)	132 [117] (57)
Videocassette Acquisitions	116 (38)	16 [16] (7)	83 [81] (54)	48 [46] (21)	12 [12] (8)
Withdrawals (all video formats)	---	---	---	---	-8 [-7] (-7)
Net Gain	116 (38)	33 [33] (15)	212 [206] (160)	126 [123] (98)	136 [122] (58)
Microforms	Reels/Fiche (Titles)	Reels/Fiche (Titles)	Reels/Fiche (Titles)	Reels/Fiche (Titles)	Reels/Fiche (Titles)
Microfilm Acquisitions	3 (---)	10 (---)	4 (---)	8 (---)	8 (---)
Withdrawals	---	---	32 (1)	---	---
Net Gain	3 (---)	10 (---)	28 (-1)	8 (---)	8 (---)

	Discs (Titles)	Pieces [Items] (Titles)	Pieces [Items] (Titles)	Pieces [Items] (Titles)	Pieces [Items] (Titles)
Kit acquisitions	---	---	6 [1] (1)	---	85 [22] (22)
Computer Software					
Software Acquisitions	7 (8)	9 [5] (1)	---	1 [1] (1)	---
CD-ROM Acquisitions	---	3 [3] (3)	6 [6] (6)	2 [2] (2)	4 [4] (3)
Net Gain	7 (8)	12 [8] (4)	6 [6] (6)	3 [3] (3)	4 [4] (3)
Online Music Resources					
Acquisitions	(3)	(1)	---	(1)	(1)
Cancellations	---	---	(1)	---	---
Net Gain	(3)	(1)	(-1)	(1)	(1)

Bindery

	2000/01	**2001/02**	**2002/03**	**2003/04**	**2004/05**
Professional	452	56	171	408	603
In-house	414	390	58	446	947

Circulation

	2000/01	**2001/02**	**2002/03**	**2003/04**	**2004/05**
Total Transactions[ix]	49,521	42,189	30,175[x]	36,176	40,789
Music items charged at Music Library	34,493	30,234	---[xi]	---	---
Music items charged at Joyner	937	---[xii]	---	---	---
In-house	9,399	6,280	6,376	6,190	9,395
Reserves	4,692	5,328	5,286	5,724	5,740
E-Reserve documents scanned	---	---	---	107	141
ILL Requests supplied (including photocopy requests)	367	347	249	507	480

Patron Count

(Gate Count)	107,800	88,972[xiii]	100,203	101,233	99,506
Typical Week: [xiv]	2775	2,453	2,997[xv]	---[xvi]	---

Reference

Directional/ready reference transactions	---	---	---	4,012[xvii]	4,242
Reference transactions	---	---	---	337	479
Consultations	---	---	---	21	46
Total reference transactions [xviii]	127	172	104[xix]	4,370	4,767
In-person transactions	---	---	---	3826	4084
Telephone transactions	---	---	---	509	597
Email transactions	---	---	---	35	85
BI sessions	6	3[xx]	5	4	13
Students in BI sessions	81	44	95	50	356

Reference Services Department

Goals

Departmental goals for 2004-2005 are listed below, along with the actual results.

ALS Category 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.

Actual Results:

1. The Instructional Services web pages were completely redesigned; minor revisions were made to the main Reference Department web page. It will undergo further revisions as we move to CommonSpot in summer 2005. The Ask-a-Librarian web page and the "How Do I Connect to the Library's Electronic Resources from Home" online guide were redesigned with the needs of remote users in mind.

2. During fall semester, we participated in general orientation sessions for new graduate students, as well as special sessions for new graduate students in the College of Business, the English Department, Social Work, and Coastal Resources Management. A luncheon was held for Geology graduate students, along with a dinner for students in a graduate Biology research seminar. We reached about 575 students through these sessions. During meetings with new faculty, we offer to teach their graduate assistants to perform literature searches, track down citations, and conduct other research that the faculty member may need. A number of new faculty took advantage of this offer, and we held numerous individual or small group sessions for graduate assistants. Participation in the fall International Student Kick-off event helped us reach international students. We also participated in spring and summer orientation sessions for Social Work and Business students and the spring orientation for international students.

3. We implemented chat reference using QuestionPoint software on July 5, 2004, offering chat reference 8 hours per week. The service expanded to 12 hours per week during spring semester. We had 85 chat sessions during the year. Problems with the QuestionPoint software (cumbersome interface, dropping users in the middle of a session) continued throughout the year. While we believe that there is a role for this type of software, we plan to offer Instant Messaging service using AOL's IM software this fall. Many academic libraries are changing to IM from "heavyweight" chat software, as we decide to "go where our users are."

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.

Actual Results:

1. We used email, the library website, a new brochure, and word-of-mouth to encourage faculty to bring classes for library instruction. We asked subject librarians to promote library instruction during their interactions with faculty. A number of subject librarians included information about instruction in their newsletters, emails, and personal conversations with faculty. The Science Librarian offered new faculty in her areas a free cup of coffee if they came to the library for a tour and orientation. The Coordinator of Instructional Services contacted the coordinator of the

COAD program to discuss integration of library resources and information literacy concepts into the curriculum. She and the Instruction Librarian met with English faculty and graduate assistants who teach ENGL 1100 and 1200 to discuss the importance of library sessions for students in both classes and to promote the W. Keats Sparrow English 1200 award.

Instruction was provided for these new classes: HLTH 4611, ENGL 7525, SOCW 3202, CDFR 6402, MKTG 4752, ENGL 6009, HIED 6510, RCLS 6120, FINA 1904, LEED 6823, INTL 6105, PSYC 6452, ENGL 2700, ITEC 2010, IDMR 3307, COMM 3390, DSCI 4133, HLTH 6201, ENGL 7005, SOCI 4385, POLS 3295, GEOG 4330/6330, LIBS 6031, ICTN 4040, SPAN 5700/6101, IDMR 2756, ENGL 5260, and SOCW 6711.

New ways of providing instruction included participating in class Blackboard and Virtual Classroom discussions and giving 10-minute presentations during regular classroom sessions. Distance learning classes were not overlooked: a template was created for instruction pages that support online classes. Three instruction pages were developed from the template during the review period, and were greeted with enthusiasm by the instructors and students in these courses.

2. Materials were given to all subject librarians describing the instruction program, research consultations, and other services.

ALS Category B: Collections

Goal: 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 (ERRC) 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.

Actual Results:

1. Members of the department were active participants in all phases of the ERRC's work. A number of resources that were identified as important to the ECU community are awaiting formal evaluation. We also coordinated the evaluation of resources under consideration for licensing by NC LIVE.

2. During the review period, 544 new titles and 944 volumes were added to the reference collection. Many of the new titles were donated by John Lawrence. We transferred 635 volumes to the stacks, and discarded 184 volumes. Members of the department, under the leadership of the Reference Collection Management Coordinator, monitor the publication of new reference works, read reviews, and assess the need for specific titles.

3. Overall, the changes arising from the redesign of the Reference area have been positive. The clear line of sight from the library entrance to the Reference Desk is a benefit, although the greater distance between the two is not. This is offset, however, by the proximity to the Reference collection and to the high-use reference materials on the Reference Wall. Users seem to like the two long lines of sit-down terminals. The stand-up stations are less popular. The partially empty cluster near the former location of the Reference Desk is wasted space. We have been waiting for this pod to be outfitted with workstations since May 2004. If workstations are not forthcoming, we should investigate other uses of this premium space. The relocation of one print station to the closet area near the Reference Desk has been successful.

ALS Category C: Staffing/Staff Development

Goal: 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.

Actual Results:

1. Completed.

2. Staff development sessions were held on the following topics: finding quotations, Cambridge Scientific Abstracts database, finding census tract data, Congressional publications, MediaMark's MRI+ product, Networked Digital Library of Theses and Dissertations, and the UNC-CH SILS Library Master's Papers Index.

3.   Members of the department attended sessions sponsored by the staff development committee, departmental open houses, a campus training session on career banding, and online sessions on Research Insight, Gale virtual reference library, legal issues in virtual reference, and library blogs. Two staff members participated in online training sessions for the cooperative Government Documents "Ask-a-Librarian" service. Five staff members attended the annual ALA conference; three attended the NCLA conference, three attended the Charleston Conference on books and serials, and one each attended the MLA conference and the ALA Midwinter meeting. One staff member attended an ARC/GIS workshop. In her role as SPA President, Angela Whitehurst was instrumental in the success of the SPA Staff Development workshop.

ALS Category D: Communication
Goal: 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.

Actual Results:

1. Meetings are used to update colleagues on new developments. However, we need to ensure that we have shared the basic information on roles and responsibilities as well.

2. Reference hosted a very successful Open House in July 2004. We introduced visitors to our newly redesigned space and showcased departmental projects including chat and email reference, the W. Keats Sparrow English 1200 award, Pirate Source, the Virtual Reference Desk, and the How Do I guides.

3. Instructional tools are available on the F: drive. Path: Sharing / Instruction Handouts.

ALS Category E: *Planning/Assessment*

Goal: 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.

Actual Results:

1. The library did not conduct the focus group sessions.

2. Everyone who receives an answer to a question via QuestionPoint is asked to participate in a survey. Seventeen persons who used the email reference service responded to the survey during the review period. Three patrons were unhappy: one wanted to have the QuestionPoint librarian renew books for him; one had a question about an obscure 1901 print; and one was upset that he had to pay for photocopies of a manuscript in Special Collections. All the other respondents said

they received useful information, were satisfied with the answer, and would use the service again. An off-campus distance learning student said, "The responses I received were helpful and very timely. I appreciate this resource and think it will be a great help to me in my graduate research."

Informal internal assessment within the department indicates frustration with the cumbersome nature of some of QuestionPoint's features. As mentioned under Services Goal I, we plan to try Instant Messaging during fall semester 2005. However, we will still need a robust email reference service.

In support of our student assessment of library instruction, we administered a survey on characteristics of audience identity and preferred learning styles. More than 800 responses were received and are being analyzed by two faculty members as part of a research study. Librarians regularly engaged faculty in informal assessment of library instruction sessions, as part of our efforts to continuously improve the quality and relevance of the sessions. We also surveyed students who used the research consultation service, receiving strongly positive evaluations from the vast majority of respondents

ALS Category F: *Space/Facilities*

Goal: 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.

Actual Results:

1. Efforts this year focused on equipment rather than the physical design of the rooms. Based on the recommendation of the Systems Department, the computers in Room 1021 were replaced with terminals using thin client technology. In Room 1020, the computers were replaced with ones that were being discarded from a campus lab. These discards were newer and faster than the computers then in use in Room 1020. Many thanks to the Systems Department for their initiative in locating, ghosting, and installing these computers.

2. Completed. See assessment in ALS Category B, above.

Highlights

Personnel
Effective during the fall semester, Bryna Coonin was transferred to the Reference Department fulltime, although she continued to work at the North Carolina Collection service desk through the fall semester. Dick Wolfe retired from his position as SPA Librarian in October 2004. Michael Edwards completed his term as temporary Reference/Instruction Librarian in May 2005. A successful national search for the position of Student Outreach Coordinator / Reference Librarian led to the selection of Mark Sanders. Mark started his duties on June 1, 2005. Jan

Lewis was appointed Interim Associate Director in May 2005. The department looks forward to the addition of a Distance Education Coordinator during the fall semester. Angela Whitehurst received the Chancellor's Award for Excellence.

Organizational changes
None

Physical changes
Several changes were made to staff office locations. Jan Lewis moved to the Administrative suite temporarily, while she serves as Interim Associate Director.

Outstanding titles acquired
The Reference Department ordered and received books and CD-ROMs costing approximately $45,000 during the year. The department benefited from the contributions of review copies worth thousands of dollars to the collection. Deselection of titles from the Reference collection was done as part of regular collection maintenance. There was a net increase of 669 titles in the size of the Reference collection. Notable print and CD titles acquired include:

Arthurian Annals
Monumenta Germaniae Historica CD-ROM
Contemporary Literary Criticism vols. 131-161
Dekker Encyclopedia of Nanoscience and Nanotechnology
Encyclopedia of American Industries
Encyclopedia of Applied Psychology
Encyclopedia of Clothing and Fashion
Encyclopedia of Leadership
Encyclopedia of Modern Optics
Encyclopedia of Russian History
Encyclopedia of Smart Materials
Encyclopedia of Women's Health
Index Islamicus CD-ROM
Interdisciplinary Encyclopedia of Marine Sciences
International Encyclopedia of Marriage and Family
International Medieval Bibliography CD-ROM
Reference Guide to World Literature
Sage Encyclopedia of Social Science Research Methods
Science and its Times
Sourcebook of Zip Code Demographics
The Grey House Homeland Security Directory
Wing Short Title Catalogue 2nd.ed. Rev. v.1-4

Major equipment or technology acquired
The Systems Department installed thin client machines in Room 1021 in March 2005. In June, computers in Room 1020 were replaced with newer machines surplused by other campus labs.

Current services, new services, changes in services, to patrons or other units
Many of these items are covered in the section on departmental goals and results. Additional information is provided here on several important initiatives:

A. Online Reference
The Reference Department continued to coordinate the QuestionPoint online reference service. In July 2004, we began a pilot project offering chat reference service through QuestionPoint. Chat reference was offered 8 hours per week from July – December, and 12 hours per week during spring semester. We had 85 chat sessions during the year. Problems with the QuestionPoint software (cumbersome interface, dropping users in the middle of a session) continued throughout the year. While we believe that there is a role for this type of software, we plan to offer Instant Messaging service using AOL's IM software this fall, instead of chat reference. We will continue to offer email reference service through QuestionPoint and Outlook. Library staff with QuestionPoint accounts may use the chat software as desired to schedule online office hours or online consultations.

B. Electronic Resources
The department maintains the Electronic Resources pages. Seventeen new subscription databases, including one with 13 component databases, were added, along with four new NC LIVE databases and 11 free databases. Ten databases were deleted due to cancellations. Numerous revisions were made to keep the pages accurate and current as modes of access, vendors, and URLs changed. Numerous additions and updates were made to the Virtual Reference Desks and Pirate Source. New categories were added to Pirate Source, including College Rankings and Engineering. We looked for opportunities to integrate our electronic resources and library catalog with other products and search engines and simplify access. As part of this initiative, we initiated the activation of catalog searching and linking to fulltext from RedLightGreen, Open WorldCat, Google Scholar, and Books in Print. Members of the department actively participated on several SFX committees and helped improve this service.

C. Outreach
Outreach and promotional efforts took place throughout the year, with special emphases in August and January. In addition to activities discussed in the goals section of the report, the department prepared and posted flyers advertising our services on the ECU transit system, in classroom buildings and in dorms; coordinated the W. Keats Sparrow English 1200 award; sent emails with information about library resources and services to transfer students; attended meetings of student organizations; provided support for online courses; participated in an Adult & Commuter Services breakfast and advertised in their newsletter; participated in ECU's safe Halloween program; presented at an ECU orientation program for new faculty; participated in student orientation fairs; and updated and expanded instructions for off-campus access to electronic resources.

Training and professional development activities
Training sessions were held during departmental core time. Topics included finding quotations, Cambridge Scientific Abstracts database, finding census tract data, Congressional publications, MediaMark's MRI+ product, Networked Digital Library of Theses and Dissertations, and the UNC-CH SILS Library Master's Papers Index. Several members of the department participated

in Dreamweaver training sessions. Members of the department attended sessions sponsored by the staff development committee and departmental open houses. Joseph Thomas and Bryna Coonin attended a Chadwyck-Healey database update session. Jan Lewis attended a training session on WorldCat Collection Analysis, a campus program on career banding, and several programs sponsored by BLiNC (Business Librarianship in North Carolina).

Jan, Bryna and Laszlo Szabo participated in online training sessions for Research Insight. Bryna and Joseph attended an online training session for the Gale virtual reference library. Bryna took an online course offered by the University of Maryland's School of Information & Library Science on "Legal Issues in Virtual Reference" and attended the ACRL Virtual Reference Conference webcast. Bryna and Mark Sanders participated in a professional development session on creating and using library blogs. Bryna and David Durant participated in online training sessions for the cooperative Government Documents "Ask-a-Librarian" service. Joseph and Carolyn Willis completed a CITI course on protection of human research subjects.

Bryna, Jan, Mark, David, and Carolyn attended the annual ALA conference; Bryna, David and Angela Whitehurst attended the NCLA conference. Angela presented a poster session at this conference. She attended the NC LIVE Advanced Search Strategies Workshop. Joseph Thomas, Gary Greenstein and David attended the Charleston Conference on books and serials. Joseph made a presentation at this conference. Gary attended the MLA conference and the Mid-Atlantic Conference of MLA. Bryna attended the ALA Midwinter meeting. Jean Hiebert attended an ARC/GIS workshop. David attended the Depository Library Council fall meeting and the NCLA Documents Section spring workshop.   In her role as SPA President, Angela was instrumental in the success of the SPA Staff Development workshop. Bryna conducted a workshop on the Maryland Model for Reference Service at this workshop.

Gary received a graduate certificate in Assistive Technology from ECU. He also received MLA CE for "Partnering for Public Health." Jean continued work on her Master's degree in Maritime History. Angela continued work on her MLS degree from North Carolina Central University.

Goals and Directions for the Future

Reference Strategy to meet Collections Goal 1:

1. Collaborate with non-reference subject librarians to ensure that all liaison department needs are being met.

Reference Strategies to meet Services Goal 1:
1. Plan and test instant messaging reference service.

2. Staff responsible for web pages maintained by the department will attend CommonSpot training sessions and will revise the pages as needed to conform to the new web templates. Staff will continue creating, revising and updating all departmental web pages to provide relevant and accurate information in an accessible manner.

3. Work with Systems Department to improve the appearance and functionality of Pirate Source.

Reference Strategies to meet Services Goal 2:
1. Track and develop a list of the methods of library instruction and research support provided by the department to students and faculty in online courses. With the DE Coordinator and the DE Committee, use the list to help develop a "toolbox" of options for providing library support for distance learning students and faculty.

2. Increase the number of class web pages developed for DE classes and track their use.

Reference Strategies to meet Services Goal 3:
1. Work with Public Services and Systems to provide printing services for wireless computer users in Joyner.

2. Investigate options for furniture and computer configurations that will facilitate group work in selected areas.

3. Work with Building Operations to improve lighting and add power outlets in Reference area.

Reference Strategy to meet Staffing Goal 1:
1. Provide assistance if requested in producing the guidelines and attend training when provided to improve knowledge of the process for reviewing and upgrading SPA positions.

Reference Strategy to meet Staffing Goal 2:
1. Address the need for additional faculty and/or staff positions in Reference.

Additional Reference Service Goal:
1. Identify university targets for library outreach and follow up with appropriate involvement and activity.

Major Problems
The level of staffing continues to be the major challenge facing the Reference Department. ECU's decision to focus the majority of its growth in distance education and online courses has a direct impact on the department. Many distance education students need extensive help using library resources. They use time-intensive help methods such as online reference and telephone reference. It also takes longer to prepare user aids and instruction materials for these classes. Close working relationships with faculty must be developed to make these endeavors succeed. Combined with the increasing number of library instruction sessions, the ongoing heavy load of research consultations, and our focus on outreach and active subject liaison roles, the department will see increased demands for our services. Complicating the situation are the Department Head's new administrative responsibilities and Jean Hiebert's recent assumption of map/GIS responsibilities in Government Documents. The department needs additional staffing to maintain the level of quality our patrons demand and deserve. We look forward to working with our colleagues to address these needs.

Special Collections Department

1. Highlights of unit activity for the year in list form 1-10.

   (Maximum of ten, one sentence or two each.)

   1. In July 2004, Martha Elmore and Suellyn Lathrop participated in the kickoff program for the NC ECHO Heritage Partners project.

   2. The Department finished a long term project integrating outsourced photographic negatives (which were kept together) into their appropriate manuscript collections.

   3. The revised Special Collections Department brochure was published in October and is now available.

   4. The Department's fall exhibit entitled "Tar Heel Elections: 1787-2000" opened on 8 October and ran through January 2005. Images from the exhibit and a news release are available at the ECU News Bureau web site.

   5. In Dec. 2004 we received a private grant of approximately $6,200 from Dr. Fletcher B. Taylor, Jr., of Bracebridge Hall, to process the Carr Family Collection and to reprocess Gov. Elias Carr's Papers. The funds will go to defray the cost of supplies and to hire student assistants to help process the collection.

   6. Dale Sauter our new Manuscript Curator started work on 16 February 2005. He will be responsible for training and supervising staff and students processing collections and serving in the Search Room.

   7. The Department's spring exhibit, entitled "Bath Tri-Centennial Exhibit, 1705-2005" opened to the public on Tuesday 15 February. It featured a mix of original documents, photographs, and printed materials relating to the history of Bath.

   8. During May 2005 most of the work for developing the U. S. Coast Guard Auxiliary Records (#559) database was completed, with only a few "bugs" left to work out. William O'Neal, Martha Elmore, and Dale Sauter were chiefly responsible for this project.

   9. Also nearing completion is a template for creating Encoded Archival Description (EAD) finding aids.   William O'Neal, Martha Elmore, Michael Reece (of Systems) and Dale Sauter worked hard on this project.

   10. The cataloging of the Hoover Collection was also completed during 2004/05.

2. Personnel - current, changes, new.

   a. Dale Sauter assumed the position of Manuscript Curator in February 2005. He succeeds Mary Boccaccio who retired in July 2003. In addition to bearing the responsibility for processing and making available new manuscript collections, he will be responsible for Search Room operations and will supervise and train the staff and student assistants working in the Search Room. Martha Elmore, Coleen Allen, and Anna Hardee will report to him.

b. William O'Neal worked part time on our US Coast Guard Auxiliary and encoded archival description projects, from January through May 2005. He then left to assume a full time position in Systems Department.

3. Organizational changes.

   a. With the employment of Dale Sauter, Ralph Scott relinquished the majority of his responsibilities for reference and supervising the Search Room. He will continue to handle reference correspondence received electronically.

4. Physical changes.

5. Outstanding titles acquired, if appropriate.

   a. Skewarkey Primitive Baptist Church Records, 1893-1929. 1 vol. (#1015)

   b. Briery Swamp Primitive Baptist Church Records, 1827-1992. 4 vols. (#1016)

   c. Loonis McGlohon Papers (Addition #2) 1940-2002. Includes contracts, correspondence, sheet music, audio recordings, etc. 25 boxes (35.0 cubic feet) (#806)

   d. Sierra Club, North Carolina, Chapter Records (Addition #2): Papers of David Knight, chief lobbyist, 1997-2004. (#776)

   e. James H. & Virginia Schlobin Literature of the Fantastic Collection Manuscripts 1965-2004 including correspondence, literary manuscripts, critical reviews, etc. relating to science fiction and fantasy literature. 4 boxes. (2.41 cubic feet) (#1029)

   f. James H. & Virginia Schlobin Literature of the Fantastic Collection Printed Works 1950-1985 including approximately 3,000 volumes of science fiction and fantasy literature. (#SC 001)

   g. E. Frank Stephenson, Jr. Collection (Addition #25), 1978-2002, of photographs and negatives from the Roanoke-Chowan Herald newspaper. 40 boxes (15.0 cubic feet)

   h. St. Barnabas Episcopal Church Records 1880-1993. 5 vols. (#1026)

   i. Edward D. Robie Diaries 1847-1924, recording the career of U. S. Navy admiral, who sailed on Commodore Perry's expedition to Japan. 59 vols. (#1028)

   j. Judge Asa Biggs Journal, 1832-1872, recording the life of Congressman, Senator, and Judge (D-NC). 2 vols. (#1037)

   k. Miss Lucy Biggs Journal, 1856-1858, of her life in Washington, DC as a senator's daughter in antebellum Washington, DC. 1 vol.

   l. St. Thomas' Episcopal Church Records 1728-1988. 16 items. (1.0 cubic feet) (#1039)

   m. Holy Innocents Episcopal Church Records 1880-1980. 1 box (0.33 cubic feet) (#1040)

6. Major equipment or technology required.

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

   a. Patrons and Staff requesting the services of Conservator Lynette Lundin are now asked to fill in a Conservation Order Form which will allow Lynette to better prioritize her hours and to keep track of her many projects.

8. Training (of staff) and professional development activities.

   a. The staff of special collections attended a Society of American Archivists Security in the Reading Room teleconference in June 2005. As a result of the teleconference Dale conducted a security audit of special collections.

   b. Manuscript Curator Dale Sauter attended the Managing Audio and Moving Image Archival Collections at the Outer Banks History Center in Manteo, NC in April.

   c. Manuscript Curator Dale Sauter also attended the Introduction to Encoded Archival Description workshop at UNC (Charlotte) in June.

9. Goals and directions for the future.

   a. The most immediate goal of the Special Collections Department is to improve collection security by acquiring a security camera system for publicly accessible areas of the Department and by acquiring detectors for motion and sound, water and fire for collection storage areas; also to improve the emergency door system so that access remains controlled during power outages and fire alarms.

   b. The Department also hopes to link its online finding aids to digitized collection images, transcriptions, and audio recordings currently available in digital history exhibits or in databases.

   c. In the coming year the Department hopes to begin full scale use of Encoded Archival Description (EAD) to write finding aids and make them available online.

   d. The University Archives and Records Center has a chronic need for additional space as the records center has been closed for 5 consecutive semesters and will not open again this semester. There is also a need for specialized storage for audio and visual materials.

10. Major problems.

   a. The gaps remaining in security for Special Collections are a continuing worry.

Systems Department
2004-2005 Goals
Departmental goals for 2004-2005 are listed below along with the strategies designed to accomplish those goals.

A.   Services

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

Strategies:
1. Continue to support new and existing digital initiatives for the library
2. Continue to support web-based catalog and explore simultaneous searching of multiple databases
3. Continue to support the Web Editorial Board in development of the library's web presence
4. Support outreach and public relations efforts

Goal II: Integrate additional technologies into the unit for improved service delivery

Strategies:
1. Prepare a thorough plan for updating the teleconferencing facilities to current technology standards.
2. Support metadata-based searching efforts
3. Develop new technologies to minimize security threats and spam
4. Continue to improve diagnostic tools and services
5. Develop high availability platforms for 24/7 access to electronic resources and library systems

B.   Collections

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

Strategies:
1. Continue to support new and enhance existing digital initiatives for the library
2. Implement and support electronic theses and dissertations
3. Continue to support library workflow in Horizon
4. Provide list of current technology books and materials to Collection Development for purchase to be added to the Popular Collection

C.   Staffing/Staff Development

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

Strategies:
1. Offer tailored packages for training session and make available to library personnel
2. Add new staff to support library's digital initiatives and digital collections
3. Provide resources and information needed to support library workflow in Horizon
4. Provide resources and information needed to support library's web presence
5. Provide information about University courses in Technology relevant to library personnel

D.   Communication

Goal V: Improve staff understanding of roles and priorities.

Strategies:
1. Establish an intranet where forms, guidelines, codes, meeting minutes, etc. are housed.
2. Support Horizon working groups in research and implementation
3. Update Systems Project List and mount on intranet

E. Planning/Assessment

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

Strategies:
1. Assist in the development and support of assessment tools and surveys

F. Space/Facilities

Goal VII: Assess and enhance the physical environment.

Strategies:
1. Plan for growth in staffing and equipment in an organized manner

During 2004-2005, the Systems Department continued to support and to maintain the technological activities of the library. Areas of activities included in this support and maintenance were digital initiatives, the library's web site, teleconferencing, application and database development, and Horizon. Due to a lack of funding, and/or a number of personnel changes in the department during this year, several goals and strategies were not completed or met.

2004-2005 Highlights

Personnel
Ken Harbit accepted the temporary position for teleconferencing and workstation support assistance in August. Beginning in September, Emily Gore was assigned to work half time in the North Carolina Collection. She returned full time to the Systems Department at the end of the fall semester. In November, Michael Reece accepted the Production Coordinator position. In December, Vikram Ahmed left the library to go to work at Notre Dame. The Systems Analyst position was accepted by Michael Reece. Jason Goltermann began work in January as the new Production Coordinator. In April, Carol Wade assumed the position vacated by Vikram Ahmed and Emily Gore accepted the tenure-track Systems Librarian position. In May, Pam Burton was transferred to Cataloging, and Brian Hall left the library to work in the United Arab Emirates. Ann Carol Stocks assumed duties as the interim head of the department. In June, William O'Neal became the DLC Coordinator.

Emily Gore co-presented with Hazel Walker "Expanding the North Carolina History and Fiction Digital Library through the NC ECHO Heritage Partners Grant" at NC TLT in Raleigh, NC in March 2005. She also gave a talk to the Burroughs Wellcome Genealogy Club on using the NCHFDL as a resource for genealogical research in Greenville in March 2005.

Organizational Changes
There were no organizational changes within the department this year.

Physical Changes
Cubicles were constructed in Room 1200 for Digital Services and Horizon Services staff and students. Room 1406 was remodeled and rearranged for Network Services staff. The server room in 1412 was expanded into Room 1413 to make room for additional equipment.

Major Equipment or Technology Acquired
This year, the department acquired five servers as replacements for aging machines and two new servers for the Heritage Partners grant project.

New Initiatives
In the area of application and database development, Systems created a database and survey form for the Preservation Assessment Task Force, and designed and created the Work Order Request database and form for Building Operations. A web form for evaluating faculty members was created and used. New web forms were produced for several departments.

For the library's web presence, information on what is commonly known as the "G-drive" was converted to a format suitable for the intranet. The Systems Liaison notebook was converted into an electronic format and posted online. The Bath Tercentennial digital exhibit was created.

In conjunction with ITCS, Network Services prepared for the implementation of Microsoft Active Directory. Servers and staff workstations were successfully migrated to the INTRA domain.

Horizon database maintenance projects in Cataloging and Reference were supported by running queries to generate lists for review. Utilities were also run to remove item and bibliographic records no longer needed in the database.

Current Services
Development of the North Carolina History and Fiction Digital Library was continued with funding from the Heritage Partner grant. Heritage Partners include Tobacco Farm Life Museum, Historic Hope Plantation, and Country Doctor Museum. Visits were made to the partner museum sites, where test artifact photos and video footage were taken. The Eastern North Carolina Digital Exhibits database was rebuilt around the NC Dublin Core metadata standard for ease of use. Additional census data was incorporated into the Tobacco Digital Exhibit. The EAD 1.0 algorithm and scripts were converted to reflect the EAD 2002 format. Updates were made to the EAD clip library and stylesheets.

Systems worked in conjunction with the Web Editorial Board to formulate Dreamweaver web templates based on the University-selected CommonSpot design. Issues with loading files to the staging area were resolved as a process for creating pages using the new templates was developed.

A number of enhancements and/or upgrades to PirateSource, DRC, and the African Art database were completed. Refinements were made to the North Carolina Periodicals Index and the Newspaper Clipping File. Three new servers were configured and installed for web-based electronic databases. Two existing servers were re-configured for library web site development and staging. DHCP conversion at the Music Library was also completed. ILLiad was upgraded to version 7.0.2.0 and Ariel was upgrade to version 3.4. Upgrade procedures for SFX 3.0 were tested.

Horizon Working Group activities were supported by researching questions and implementing recommendations. Borrower records for students, faculty, and staff were imported at designated intervals. Training and consultations concerning Horizon issues were provided for staff members ECSU's Little Library. Horizon was upgraded to 7.3.2 and 7.3.3. Horizon Information Portal (HIP) was upgraded to 3.0.4 and 3.0.5.

The DLC served 139,245 patrons during the year and answered approximately 2,330 technical questions and 1,980 assorted queries. The DLC also hosted various summer programs including the Legislative School, Upward Bound, and the Allied Health Opportunity Program. 513 help desk requests were completed via the online Sysman software used by Systems Liaisons. 308 teleconference events were hosted.

The department offered Dreamweaver and CommonSpot training classes for library web contacts.

Training and Professional Development Activities
David Baggett attended CommonSpot training for Joyner Library at ECU in June 2005.

Pam Burton attended EDUCAUSE in Denver, CO in October 2004.

Nick Crimi attended CommonSpot training for Joyner Library at ECU in June 2005.

Jason Goltermann attended CommonSpot training for Joyner Library at ECU in June 2005.

Emily Gore attended EDUCAUSE in Denver, CO in October 2004; WEBWISE in Washington, DC in February 2005; UNC TLT in Raleigh, NC in March 2005; ALA Annual Conference in Chicago, IL in June 2005; CommonSpot training for Joyner Library at ECU in June 2005.

Ken Harbit attended CommonSpot training for Joyner Library at ECU in June 2005.

Rita Khazanie attended ECU Human Resources Time Management in November 2004; Note Taking with Microsoft OneNote at ECU in February 2005; CommonSpot training for Joyner Library at ECU in June 2005.

William O'Neal attended CommonSpot training for Joyner Library at ECU in June 2005.

Michael Reece attended WEBWISE in Washington, DC in February 2005; MSDN's "Web Services Unleashed" in April 2005; CommonSpot training for Joyner Library at ECU in June 2005.

Bob Smith attended CommonSpot training for Joyner Library at ECU in June 2005.

Ann Carol Stocks attended Horizon Information Portal Administration (v. 3.) in September 2004; CODI User Group Conference in Portland, OR in November 2004; Mid-Atlantic CODI Meeting in Williamsburg, VA in April 2005; CommonSpot training for Joyner Library at ECU in June 2005.

Carol Wade attended the Mid-Atlantic CODI Meeting in Williamsburg, VA in April 2005; Horizon Basics: Circulation, Horizon Basics: Cataloging, Horizon Basics: Serials Control, Horizon Basics: Serials Checkin, and Horizon Basics: Systems Administration in April and May 2005; CommonSpot training for Joyner Library at ECU in June 2005.

Melissa Williams successfully completed the curriculum and graduated from ECU's Supervision Institute in April 2005.

Kendall Wooden attended CommonSpot training for Joyner Library at ECU in June 2005.

Barbara Worthington attended CommonSpot training for Joyner Library at ECU in June 2005.

Goals and Directions for the Future

2005-2006 Goals
Departmental goals for 2005-2006 are listed below along with the strategies designed to accomplish those goals.

Collections:
Goal 1: Revise the library liaison program and subject librarian roles to ensure that the needs of the ECU community are met.

Strategies
1. Increase availability of technical materials in the collection by: (1) working with the appropriate subject librarian to ensure more technical materials are available in the circulating collection, and (2) encouraging the purchase of and assisting with the selection of a rotating technical collection through a lease plan.

Services:
Goal 1: Better use technologies such as SFX, the integrated library system, the library website, and local databases to improve the way the library provides the information resources and user-centered services needed for learning, teaching and research.

Strategies

1. Continue to support web-based catalog and explore simultaneous searching of multiple databases.
2. Continue to support the development of the library's web presence.
3. Continue to support the activities of the Horizon working groups through research and implementation.
4. Continue to support and develop SFX functionality.
5. Continue to support the library's digital initiatives.
6. Prioritize, develop, and support custom library applications requested by ALS departments.
7. Transition the library's website to the CommonSpot environment.
8. Take proactive steps to help library departments identify ways to use Systems support to increase the efficiency and effectiveness of current operations.
9. Begin migration of PHP/MySQL applications to an alternative platform.

Goal 2: Evaluate the reports on the feasibility of 24-hour access to Joyner Library by members of the ECU community, the current integrated library system, and library support of distance learning at ECU; determine actions to be taken; and begin implementation.

Strategies
1. Participate in evaluation of these reports; identify items that impact Systems or require Systems support; determine actions to be taken; and begin implementation in coordination with other library departments.

Goal 3: Enhance the library environment and physical facility through actions that include: upgrading and expanding computer access, improving lighting, adding electrical outlets, reconfiguring space to accommodate groups, improving signage, completing the compact shelving collection clean-up project, and enabling the use of new technologies.

Strategies
1. Assess and establish more consistent training for internal faculty and staff in technical issues using methods such as (1) assigning a "systems buddy" to each department for a day to assist with needed training issues and (2) expanding the number and quality of classes taught formally to faculty and staff, or (3) reinstituting informal venues such as the "Friday morning sessions."
1. Identify best locations for additional electrical outlets in student study areas for students to power laptops.
2. Investigate upgrading the wireless nodes in the building to newer standards.
3. Create and display better signage to identify the DLC as an alternate location for computer use and inform users of relevant DLC and library policies.
4. Continue to support, and investigate ways to improve, the instruction classrooms in Joyner Library.
5. Investigate options for improving the security and support of library servers.
6. Build departmental expertise in the area of workstation support.
7. Investigate the possibility of implementing wireless printing services for patrons who bring laptops into the building.

Staffing:

Goal 1: Produce written guidelines concerning the job analysis process for SPA employees of Academic Library Services and educate all ALS faculty and staff about the process for reviewing and upgrading SPA positions.

Strategies
1. Review departmental positions and how they are affected by IT banding classifications.
2. Submit requests for position upgrades when appropriate.

Goal 2: Assess the need for additional faculty and/or staff positions in ALS.

Strategies
1. Through self-examination and research identify most needed positions in department, such as a training position or night-time.

Additional Departmental Goal:
Reorganize departmental duties and responsibilities to enhance service.

Strategic Planning
Systems Department Goals and Strategies, 05-06

Collections:

Goal 1: Revise the library liaison program and subject librarian roles to ensure that the needs of the ECU community are met.

Strategies
2. Increase availability of technical materials in the collection by: (1) working with the appropriate subject librarian to ensure more technical materials are available in the circulating collection, and (2) encouraging the purchase of and assisting with the selection of a rotating technical collection through a lease plan.

Services:

Goal 1: Better use technologies such as SFX, the integrated library system, the library website, and local databases to improve the way the library provides the information resources and user-centered services needed for learning, teaching and research.

Strategies
10. Continue to support web-based catalog and explore simultaneous searching of multiple databases.
11. Continue to support the development of the library's web presence.
12. Continue to support the activities of the Horizon working groups through research and implementation.
13. Continue to support and develop SFX functionality.
14. Continue to support the library's digital initiatives.
15. Prioritize, develop, and support custom library applications requested by ALS departments.

16. Transition the library's website to the CommonSpot environment.
17. Take proactive steps to help library departments identify ways to use Systems support to increase the efficiency and effectiveness of current operations.
18. Begin migration of PHP/MySQL applications to an alternative platform.

Goal 2: Evaluate the reports on the feasibility of 24-hour access to Joyner Library by members of the ECU community, the current integrated library system, and library support of distance learning at ECU; determine actions to be taken; and begin implementation.

Strategies

8. Participate in evaluation of these reports; identify items that impact Systems or require Systems support; determine actions to be taken; and begin implementation in coordination with other library departments.

Goal 3: Enhance the library environment and physical facility through actions that include: upgrading and expanding computer access, improving lighting, adding electrical outlets, reconfiguring space to accommodate groups, improving signage, completing the compact shelving collection clean-up project, and enabling the use of new technologies.
Strategies

1. Assess and establish more consistent training for internal faculty and staff in technical issues using methods such as (1) assigning a "systems buddy" to each department for a day to assist with needed training issues and (2) expanding the number and quality of classes taught formally to faculty and staff, or (3) reinstituting informal venues such as the "Friday morning sessions."
9. Identify best locations for additional electrical outlets in student study areas for students to power laptops.
10. Investigate upgrading the wireless nodes in the building to newer standards.
11. Create and display better signage to identify the DLC as an alternate location for computer use and inform users of relevant DLC and library policies.
12. Continue to support, and investigate ways to improve, the instruction classrooms in Joyner Library.
13. Investigate options for improving the security and support of library servers.
14. Build departmental expertise in the area of workstation support.
15. Investigate the possibility of implementing wireless printing services for patrons who bring laptops into the building.

Staffing:
Goal 1: Produce written guidelines concerning the job analysis process for SPA employees of Academic Library Services and educate all ALS faculty and staff about the process for reviewing and upgrading SPA positions.

Strategies
3. Review departmental positions and how they are affected by IT banding classifications.

4. Submit requests for position upgrades when appropriate.

Goal 2: Assess the need for additional faculty and/or staff positions in ALS.

Strategies
2. Through self-examination and research identify most needed positions in department, such as a training position or night-time.

Additional Departmental Goal:
Reorganize departmental duties and responsibilities to enhance service.

Teaching Resources Center

Goals

Departmental goals for 2004-2005 are listed below, along with the strategies, criteria for success and the actual results.

ALS Category A: Services

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

Strategies:
1. 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.
2. 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. ***Note: Will require additional funding!
3. Continue to improve and promote awareness of the Teaching Resources Center's materials, resources, hours and services.
4. Evaluate the partnership formed with Pitt County Schools to improve the quality of our resources and services.
5. 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.

Criteria for Success:
1. Presentations will be given to faculty at School of Education departmental meetings and new faculty seminars to promote and encourage the use of the Teaching Resources Center collection, *ETC* Room, resources and services into classroom instruction and class assignments. Faculty members will be invited to use the TRC as a teaching area by

allowing classes to present final project in the TRC. Bibliographic instruction sessions and presentations offered by the Teaching Resources Center for prospective teachers will increase by 25%.

2. Room statistics will be maintained at the TRC service desk to use in the evaluation of the usage of *The ETC Room* in order to determine the best method and cost effective way to supply materials needed for the room. A suggestion book/box will be added to the room to allow patrons to offer suggestions for improvements or additions to the room. Additional die-cuts will be ordered based on patron suggestions and curriculum needs.

3. The Outreach Coordinator of the Teaching Resources Center with the help of other departmental staff/faculty will continue to develop, update and produce the TRC information pamphlet, TRC Bookmark and detailed TRC floor plan for current and potential users. Pencils displaying the TRC web page address and magnetic TRC business cards will be made available to promote the center. ***Note: Will require collaboration with another department!

4. Pitt County School media coordinators and educators will be asked to evaluate the services of the TRC in May 2004. These evaluations will be used to improve services for Pitt County as well as for the other projected counties.

5. Partnerships will be extended for two to three additional counties of eastern North Carolina based on the 5-year outreach plan. Presentations, workshops and/or an Open House will be provided to the school librarians in Fall 2004 as an avenue to promote and announce the new partnership to the counties. The Outreach Coordinator of the Teaching Resources Center will attend the Orientation Meeting of the area county librarians to explain the partnership benefits in the fall of 2004. ***Note: Will require collaboration with other departments and outside agencies!

Actual Results:

1. Sixteen presentations were given to the College of Education (COE) faculty during the past year. TRC orientation packets were hand delivered to all of the new COE faculty members. Many COE faculty members utilized the center by bringing their classes to the center during course hours to provide exposure and readily accessible materials for coursework projects. On one occasion, the center had as many as four classes in a two-hour period. Due to the increase in classes coming to the center, the department members realized the need to begin to collect statistics to document the number of classes utilizing the center.   Those statistics will be available next year. Also, more seating is needed.

2. The usage of the ETC Room increased 241% from last year. Total Bibliographic sessions and presentations increased 25.1% from last year. One hundred seventy-five additional die cuts were purchased based on patrons' requests and needs.

3. With the TRC Outreach Coordinator position vacant until November 16, 2004, the TRC still managed to update the departmental pamphlet three times during the year due to changes and additions in staffing. In conjunction with Bill Bunting, the department is currently nearing completion of a new departmental pamphlet. The TRC bookmarks were updated once during the year. The Buildings department worked with the TRC to provide a detailed floor plan of the center as well as update it twice during the year. One thousand pencils and 1, 500 magnetic business cards were purchased and distributed during the year to promote the center.

4. This goal was not achieved.
5. This goal was not achieved.

ALS Category B: Collections

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

Strategies:
1. Set up, maintain and promote the use of the newly acquired ***Debnam Resource Center for Family Literacy*** to campus and area educators.
2. Participate in an approval plan for Teaching Resources Center materials.
   ***Note: This will require cooperation and collaboration of other departments and additional funding!
3. Enhance the holdings of the ***Ronnie Barnes African American Resource Center Collection.*** ***Note: This will be based upon the release of funding from the endowment funds.

Criteria for success:
1. The ***Debnam Resource Center for Family Literacy*** will be housed in the TRC and available for patrons to use as an additional resource for materials. Criteria will be established for the collection and added to the TRC Collection Development Guidelines. The faculty of the TRC will promote the collection during bibliographic instruction sessions, presentations and outreach programs.
2. An approval plan will be accepted and funded to provide materials for the TRC.
3. Additional materials will be purchased and placed in the Ronnie Barnes.

Actual Results:
1. Ms. Debnam has not yet donated materials or funding for the collection at this time; therefore, this goal was not accomplished.
2. An approval plan for Children's Award Winning Titles was established. At this time, 436 titles have been received from the approval plan.
3. Forty-four juvenile titles were added to the Ronnie Barnes Collection. No adult titles were added. The endowment still remains frozen.

ALS Category E: Planning/Assessment

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

Strategies:
1. 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.
2. 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 asked for additional funding for a two-year period in order to update the collection in a timely manner to be prepared for the accreditation process which the College of Education will be undergoing in 2006. ***Note: will require additional funding!

Criteria for success:
1. During the deselection process, item records for each item in the above collections will be checked for accuracy. Records will be kept on the number of items corrected and the type of corrections. Records will be available for the TRC easy, fiction and biography collections and compiled into an annual report.

2. TRC staff/faculty will request and order titles to replace materials that have been weeded, materials that need replacing and materials to cover gaps in the collection. These decisions will be made based on weeded materials and curriculum needs determined by faculty input, area educator input, TRC staff/faculty input and selection tools. Based on funding, the TRC nonfiction collection should increase by 20%.

Actual Results:
1. All collections in the TRC have been inventoried and checked for accuracy. Due to the time consuming factor, statistics were not kept on the number of items corrected. Over 1900 books were weeded from the TRC collections this year.
2. A consultant was hired to evaluate the TRC collection. She visited the center June 7-9, 2005. A final report was given to the TRC on June 29, 2005, which focuses on the weaknesses of the collection as well as the areas to be weeded. Based on this report, the TRC will be seeking additional funding this year. Sixty-six percent of the TRC nonfiction collection needs weeding. A plan will be devised to rebuild the collection. The Children's Award Winning Titles Approval Plan did increase the TRC budget. It should be noted that an accrediting team from the National Council for the Accreditation of Teacher Education (NCATE) will be visiting East Carolina University College of Education and the TRC during February 25-March 1, 2006.

ALS Category F: Space/Facilities

TRC Goal IV: Assess and enhance the physical environment.

Strategies:

1. 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. ***Note: Will require collaboration with Systems Department and additional funding.
2. 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.

Criteria for success:

1. Work with systems department to configure at least two additional workstations. Workstations will be available for public use in the TRC area. The area will be ADA compliant and if possible allow enough room for two people per station.
2. Based upon the suggestions from the Suggestion Book in the *ETC Room* and the statistics being kept on the usage of the room as well as future needs for the TRC, assess and plan to accommodate larger group usage with additional technology. ***Note: Will require collaboration with Administration, Buildings Department and Systems Department as well as additional funding!

Actual Results:

1. In conjunction with the Buildings department, a work order was designed to reconfigure and rearrange the TRC workstations in order to comply with the ADA. During that process, two additional public workstations were added to the center. Additional space is available for three more public stations. Additional electrical outlets were added to the center to provide more electrical access for personal laptop computer usage.
2. In August 2004, construction was approved to alter the former TRC workroom to accommodate a new ETC room. In February 2005, a new staff work area was completed. The TRC staff moved into the new area during spring break. After spring break, the new ETC room was set up and opened. Two additional computer workstations, two scanners, a die cut machine and 186 die-cuts were added to the ETC room. ETC usage increased from 523 users in 2003-2004 to 1,785 users in 2004-2005 (241% increase).

Highlights

1. The construction of a new staff work area was completed in December 2004. Staff members moved from Room 2500 to the new area during semester break.
2. The renovations of Room 2500 were completed in March 2005 making it possible to move the **E**nhancing **T**eachers **C**lassrooms (ETC) room. The ETC room increased in size significantly, which was a constant suggestion from our patrons.
3. During the fall of 2004, the TRC received a new position for a TRC Curriculum Specialist. On July 1, 2005, Alan Bailey joined the TRC department in that position.
4. Two vacant positions were filled during the year.
5. The TRC was allocated an approval plan to purchase Children's Award Winning Titles.
6. The department revised the classification system for textbooks in order to provide easier access to those materials. Based on requests from the College of Education, the TRC also began to include manipulatives in the textbook collection.
7. The TRC Outreach Coordinator and the department head coordinated the educational component of the NCECHO grant entitled, "Digitizing Eastern North Carolina History,

Fiction and Artifacts for Educators." Ten focus groups were conducted throughout the eastern region of NC soliciting teachers' comments regarding the grant.
8. Library Services Unlimited was contracted to evaluation the TRC collection and facilities. Gwen Jackson visited the center during June 7-9, 2005.

Personnel

In September 2004, Jessica Fischer, Distance Education Coordinator, transferred to the ILS department.

In November 2004, Hazel Walker joined the TRC as the TRC Outreach Coordinator. This position had been vacant for 11 months after Nell Lewis' retirement.

In March 2005, Holly Harris joined the TRC department as a Library Technical Assistant. Holly was formerly employed at the William E. Laupus Health Sciences Library for 15 years. This position was vacant 9 months after Dawn Flye's retirement.

In the fall of 2004, the TRC was allocated an additional position for a TRC curriculum specialist. Alan Bailey was hired and officially began in this position on July 1, 2005.

During the 2004-2005 year, the TRC employed 16 work-study students and 4 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. Three additional graduate assistants were supervised by members of the department for the NCECHO grant.

Organizational Changes

None

Physical Changes

Several physical changes were completed in the TRC during the past year. In August 2004, construction began on a new staff work area. This area is located in the southeast corner of the TRC. It was completed in December 2004 and provides three office spaces, a student work area, a work/meeting area as well as shelving for materials. Once the staff moved out of room 2500, then renovations began on room 2500 to convert it to the new **E**nhancing **T**eachers **C**lassrooms (ETC) room. Based on the comments from the ETC suggestion book, the room was complimented highly for its purpose as a resource; however, complaints were always written stating that the room was too small. The room was formerly housed in a group study room. Renovations included: added electrical outlets, cubicle removals, workstation set-ups, and moving of equipment. This project was completed in March 2005. Statistics for usage of the room have increased 241 % this year. Patrons comment daily about the usefulness of the room and the increase in size.

The TRC Big Book Collection was moved from standing racks to specially constructed low shelving. The shelving was designed to provide hanging racks to hold the special ordered clear bags for each big book. This shelving system allows patrons to browse the big books, while providing protection to the spine and covers of the materials.

A new display case was added to the TRC entrance. This case will house and protect special displays and exhibits featured throughout the year.

Finally in December 2004, the public workstations of the TRC were rearranged with the addition of five cubicles for future growth. Based on statistics for the area, there were several time periods when all computer workstations were being used. Also, there were major concerns regarding compliance with the ADA. During the renovation of the workstations, some additional changes were made in the public area. One section of the TRC service desk was lowered to better serve our younger patrons and patrons with disabilities. Also, additional electrical outlets were added to the public area to provide electricity for patrons using laptops. The project was completed during the semester break with two additional computer workstations added. Patrons continue to compliment the changes.

Outstanding Titles Acquired

The TRC was excited to add the Children's Award Winning Titles approval plan this year for the collection. This plan will automatically send the notable titles for the United States award winners and a few Canadian and English award winners. This approval plan will certainly provide core titles that should be added to the curriculum collection annually. This year 436 titles were received from the plan.

Annually, the TRC greatly benefits from valuable contributions of review copies for the proposed North Carolina state-adopted textbooks/resources. These donations average annually $250,000.00 to $550,000.00 in value depending on the subject(s) being considered. Additionally, other contributions of review copies valuing over $8,000 have been contributed to build the reference and biography collections.

The department was excited to receive a valuable copy of Noah Webster's The American Spelling Book, 1821 edition. The book is currently in the Preservation department. It will be featured in a TRC centennial exhibit next fall.

Major Equipment or Technology Acquired

Two additional public computer workstations were added to the TRC as well as two computer workstations in the ETC (one MAC station). A public computer workstation dedicated to the online catalog was added at the TRC service desk. This station is a stand-only station and has been very heavily used during peak times. Several pieces of equipment were transferred from other departments to the TRC which included: two scanners from administration (added to the computer workstations in the ETC room), a heavy-duty stapler on loan from the preservation department and a large screen television from DLC (added to the small group viewing room). Also, an additional Ellison Die-Cut Center was added to the expanded ETC room.

Current Services, New Services, Change in Services, to Patron or Other Units

In regard to bibliographic sessions, the TRC accomplished its goal to increase the sessions by 25%. The staff/faculty have provided 57 bibliographic instruction/presentation sessions, which reached 1249 patrons. These instructional sessions have incorporated various styles of teaching; while, the presentations have ranged from visits to Pitt County Public School meetings to digital presentations at focus groups for educators. The faculty of the TRC also provided 13 faculty/student consultations. Two of the above bibliographic sessions were provided to distance education classes. The TRC has experienced an increase in faculty members scheduling classes to meet in the TRC to work on individual and group projects. It was very rewarding when the TRC staff and faculty had four classes in one hour to visit the center. All of the students were working in group projects and engaging in active learning using our resources, materials and services. The members of the department witnessed first-hand 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 public school presentations for the coming year.

Circulation of TRC materials totaled 18, 665 items, which is a 39.7% increase from last year. Media circulation continues to increase with new titles being added monthly. Circulation of media materials was 13,718 items for the year. Based on the annual inventory of the Video/DVD collection, the TRC noted that 113 videos were missing constituting approximately 1.9% of the collection; however, 102 DVDs were missing constituting 7.3% of the current collection. A new security system was incorporated for the DVD collection. All DVDs were converted to magnetic locked cases. The department is hopeful that the missing items will be greatly reduced next year. The TRC also began collecting in-house use statistics this year. 5,876 items were used in-house.

The number of questions answered at the TRC service desk has significantly increased. Directional/Informational questions increased 53.4 % this year; while, reference questions increased 1.7%. 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. The greatest change in statistics occurred from the ETC room usage. It increased 241% from last year. This increase was due to the moving of the ETC room to a larger room and adding additional equipment as well as 186 new die-cuts. The purchase of new die-cuts was based on suggestions gathered from the suggestion book in the room.

Exhibits and displays have been utilized this past year to enhance and promote the services of the TRC. Two display cases were used to display public school artwork from two Pitt County attendance areas. Other exhibits were featured in the TRC in collaboration with other campus departments. In collaboration with Dr. Cynthia Bickley-Green in Art Education, exhibits entitled, *Art History Brochures, Models of Historical Artwork, and Three-Dimensional Math Models* were displayed during June and July 2004. Dr. Bradley Rogers and the students of the

Maritime Studies Program joined the TRC in an exhibition entitled, *On the T-R-Seas*, which featured materials and resources on pirates and ship making accenting models created by the students of the Maritime Studies Program. During the months of October and November, two popular exhibits included: *Elections 2004* and the *Douglas Grosline Exhibit.* Madame Marie Grosline, wife of Douglas Grosline visited the display. In February 2005, the TRC featured an exhibit entitled, *Disney Teacher/ECU Alumnus: Ron Clark.* It was exciting to promote the books and accomplishments of an ECU Alumnus. Additionally, the TRC exhibited many seasonal displays promoting titles from the collection for pre-service teachers and area educators to integrate into the curriculum.

A welcomed change in service was accomplished by incorporating better security procedures for the DVD collection. A continuous increase in missing DVDs led the department to research various security measures. In collaboration with circulation and cataloging, a decision was made to convert the entire collection to locked cases. Each DVD was converted to the new cases in the spring semester. Hopefully, statistics from the coming year will prove that this was a valuable change.

The TRC has incorporated a revised textbook classification system. The revised system gives each item an individual call number. A publisher code was added to the call number also. A massive weeding (over 10 carts) was completed in the textbook collection. As a response to the College of Education's request to include the manipulatives accompanying the textbooks, the TRC added manipulatives to the collection for math and science. This procedure will continue as new textbooks are adopted.

The weeding of the curriculum collection will continue based on the consultant's report. According to the report, approximately 66% of the nonfiction curriculum collection needs to be weeded. This process will begin in 2005-06 as the new TRC Curriculum Specialist develops a plan for updating the collection.

One of the main goals for this past year was to hire a TRC Outreach Coordinator. Hazel Walker joined the TRC department on November 16, 2004. The educational component of the NCECHO grant was the primary focus from January to June 2005. Ten focus groups were planned and coordinated in eastern North Carolina. The goal of the focus groups was to gather comments, suggestions, and reviews from classroom teachers, media coordinators and technology specialist based on their experiences using the North Carolina History and Fiction Digital Library. Each focus group was recorded and transcribed. The outcomes of the focus groups were considered to improve the web page design as well as its content. Additional participants and partnerships of the NCECHO grant for 2005-06 will allow the outreach coordinator to be more focused on the TRC outreach program for the coming year. The Joyner Educator Library Card continues to be well received by area educators. Over 2300 cards have been issued. Three additional counties will be visited this year in order to further promote the card and the outreach program. The Enhancing Teachers' Classrooms (ETC) Room continues to experienced significant increase in usage with the new expansion.

Training (of staff) and Professional Development Activities

Susan Dorsey attended the *Library Support Staff Enrichment Workshop for Eastern NC*, *The National Association of Schools of Art and Design Conference* (Tucson, Arizona), and *The Greenville Museum of Art Artist's Association Workshop and Lecture*.

Maliha Fahardi attended the following workshops/seminars: Lunch and Learn Workshop Series, *Library Support Staff Enrichment Workshop for Eastern NC*, DreamWeaver Training, Common Spot Training, PHP classes and the *Leadership Institute/Latino Conference.*

Holly attended the *Library Support Staff Enrichment Workshop for Eastern NC.*

Amy Smith attended as well as presented at various workshops and conferences which included: NCLA (attendee), *Library Support Staff Enrichment Workshop for Eastern NC* (presenter/attendee), EPA Recruitment and Selection Procedures (attendee), Leadership Institute/Latino Conference (attendee/participant), Dream Weaver training, and Common Spot Training. Amy and Hazel Walker presented a poster session at the ALA Conference in Chicago. Amy continues to work on her MLS degree at NCCU.

Linda Teel attended as well as presented at various workshops and conferences which included: North Carolina School Library Media Association Conference (presenter/attendee), NCLA (attendee), *Eastern North Carolina & Literary Inspiration: A Homecoming* (attendee), Leadership Institute/Latino Conference (attendee/participant), Web Wise 2005 (attendee), PAD construction workshop, *Middle Schools: Staying the Course* (presenter/attendee), ECU Children's Literature Conference (attendee), Delta Kappa Gamma Society International Eta State Conference (attendee), DreamWeaver training, the American Library Association Conference (attendee) and Common Spot Training.

Hazel Walker attended as well as presented at various workshops and conferences which included: Leadership Institute/Latino Conference (attendee/participant), Web Wise 2005 (attendee), PAD construction workshop, EPA Recruitment and Selection Procedures, *Middle Schools: Staying the Course* (presenter/attendee), Teaching and Learning With Technology Conference (presenter/attendee), Tenure and Promotion Workshop, Delta Kappa Gamma Society International Eta State Conference (attendee) and the American Library Association Conference (presenter/attendee).

Holly Harris, Hazel Walker and Alan Bailey received orientation training in the TRC as new employees.

Goals and Directions for the Future

ALS Category: Collections

TRC Goal 1:   Revise the library liaison program and subject librarian roles to ensure that the needs of the ECU community are met.

Strategies:
1. Include TRC Curriculum Specialist as an Education subject librarian to specialize in Birth to 12 resources and materials and to work with educational departments on specialized projects (Birth to Kindergarten collection development, Storytelling collection, etc).

Criteria for Success:
1. When TRC Curriculum Specialist is hired have the individual meet with current education subject liaisons to discuss how their services and expertise can be incorporated into the liaison program and process.

ALS Category: Services

TRC Goal 2: Better use technologies such as SFX, the integrated library system, the library website, and local databases to improve the way the library provides the information resources and user-centered services needed for learning, teaching and research.

Strategies:
1. Staff responsible for web page design will attend training offered by Joyner Systems Department. Using library templates after training, implement changes to TRC web pages to improve accuracy and accessibility to information, services, and resources based on tested pages and new guidelines of the university.
2. Add and update equipment, software and materials for the new *ETC Room*. ***Based on additional funding!
3. Add additional workstations in the TRC public area as well as the *ETC Room.*
4. Discuss solutions for printer problems associated with wireless users in TRC/Joyner.
5. Add an additional stand alone computer for catalog use only to TRC.
6. Discuss possibilities of <u>any</u> privileges for educators in regard to Electronic Resources.

Criteria for Success:
1. Training will be completed by staff responsible for web page design and staff will feel competent in software based on training. Once training has been successfully completed, staff will use departmental suggestions that have already been tested by patrons to improve the TRC web pages. Web pages will be up-to-date and easily accessible for patrons.
2. Die cuts and additional equipment will be considered for ordering based on patron and faculty suggestions.
3. Expand technical needs to accommodate additional ports in the TRC area. Once ports are available, add three additional workstations.
4. Attend meetings and have discussions with Associate Directors to address issues of printer problems in relation to wireless users. Seek a solution.
5. Put in request for additional stand alone catalog computer station. Work with Systems department to install station.
6. Meet with committee to discuss issues surrounding electronic resources for educator access.

TRC Goal 3: Evaluate the reports on the feasibility of 24-hour access to Joyner Library by members of the ECU community, the current integrated library system, and library support of distance learning at ECU; determine actions to be taken; and begin implementation.

Strategy:
1. Working with DE Coordinator and the report generated by the DE Committee increase the accessibility of materials and services for College of Education distance education students through updates and additions on the TRC and library web pages and through Interlibrary Services.

Criteria for Success:
1. Post and keep updated on library DE web page or TRC web pages, materials, links, and services provided by the TRC to support COE distance students and faculty.

TRC Goal 4: Enhance the library environment and physical facility through actions that include: upgrading and expanding computer access, improving lighting, adding electrical outlets, reconfiguring space to accommodate groups, improving signage, completing the compact shelving collection clean-up project, and enabling the use of new technologies.

Strategies:
1. Review and consider implementing reasonable recommendations given by the visiting consultant of April/May 2005.
2. Add additional carts at end of TRC ranges to provide patrons additional areas for returned materials to be reshelved.

Criteria for Success:
1. Recommendations for improvements and changes to TRC will be reviewed and included in strategic planning for 2006-2007, if funding is not available in current year.
2. Additional carts will be placed at end of ranges in the TRC collection.

ALS Category: Staffing

TRC Goal 5: Produce written guidelines concerning the job analysis process for SPA employees of Academic Library Services and educate all ALS faculty and staff about the process for reviewing and upgrading SPA positions.

Strategies:
1. Provide assistance if requested in producing the guidelines and attend training when provided to improve knowledge of the process for reviewing and upgrading SPA positions.

Criteria for Success:
1. Serve on committees to address and produce the guidelines as well as attend training for implementation of guidelines.

TRC Goal 6: Assess the need for additional faculty and/or staff positions in ALS.

Strategies:
1. TRC staff and faculty will assess the need for additional student employees to cover the desk in the new *ETC Room*. TRC will request additional student employees through work study and/or self help.

Criteria for Success:
1. TRC will hire additional student employees in order that the *ETC Room* will be operate more efficiently. Additional student employees will provide additional assistance for patrons as well as serve as an additional resource for the maintenance of the room.

Major problems

Two vacant positions posed a major challenge for the department in terms of providing the growth in services during this year. The department was involved in three searches including the one for the new position of TRC Curriculum Specialist which was time demanding. The educational component of the NCECHO grant required a tremendous amount of time and planning which was also a challenge with the vacant positions. With all positions filled, the TRC looks forward to a year filled with major accomplishments.

With the increase of textbook contributions and the inclusion of manipulatives to the collection, the department faces a space issue. Hundreds of boxes of materials flood the department in June of every year and additional work space is needed to receive and process the items.

With the visit of the consultant, the TRC realized the weaknesses of the nonfiction curriculum collection. Sixty-six percent of the collection needs weeding and updating. The department is busy designing a plan to improve this collection so that the patrons' needs for these resources and materials can be met.

Verona Joyner Langford North Carolina Collection

Despite the loss of a faculty position during the spring semester, the Verona Joyner Langford North Carolina experienced a very productive year. The department achieved or exceeded most of the goals established for the year, enjoyed a significant increase in patronage, added important new holdings, and carried out ongoing activities.

Goals

Departmental goals for 2004-2005 are listed below along with the criteria for success and the actual results.

ALS Category A: *Services*

NCC Goal 1: Improve quality of instruction sessions; add new sessions

Strategies:

a) Develop and use work sheets or quizzes for most classes taught in the electronic classroom, to give students hands-on practice of concepts taught in the classes

b) For use in classes needing an introduction to legal research, create online guide with links to images of relevant printed sources, to show research steps

c) Meet with Reference Department to share ideas for improving instruction

d) Continue to promote use of the NCC by classes in appropriate fields

Criteria for Success:

a) 75% of students in classes complete the work sheets or quizzes.

b) The online guide is created and available on the department's Instructional Services page by September 1, 2004.

c) Faculty in the department participate in one planning session with the Reference Department.

d) Letters are sent to twenty or more faculty members; one new class is given instruction.

Actual Results:

a) Work sheets or quizzes were used in all sessions of English 1200 instruction, which accounted for 65% of classes taught.

b) The online guide was not created because the faculty member responsible for this project, Bryna Coonin, was transferred to another department.

c) This goal was not accomplished.

d) Letters listing specific resources pertinent to classes were sent to more than fifty professors at the beginning of the fall semester. This resulted in instruction sessions for four new classes: HIED 4319, RCLS 4121, GEOG 4335/6335, and NUHM 4244.

NCC Goal 2: Continue and enhance successful outreach initiatives

Strategies:

a) Write and submit monthly columns for the *Daily Reflector* book section

b) Sponsor with the English Department a literature symposium honoring the Roberts family

c) Continue to compile and distribute new book lists to professors on campus

d) With help of Communications Officer, continue to produce online newsletter; develop new newsletter designed specifically for the ECU community

e) Create effective exhibits

Criteria for Success:

a) Six columns are published in the *Daily Reflector* and mounted on the departmental Web site.

b) Seventy-five persons attend the symposium.

c) Six new book lists are compiled and distributed to professors on campus.

d) One new issue of *Notes from the North Carolina Collection* is produced and distributed; two issues of new online newsletter designed specifically for the campus community are developed and distributed.

e) Three exhibits are developed and publicized.

Actual Results:

a) Twelve columns were published during the year. Of these, five were mounted on the departmental Web site by the end of the year.

b) A highly successful symposium, "Eastern North Carolina and Literary Inspiration: a Homecoming," was held October 23, 2004. Keynote speaker Allan Gurganus and other notable writers attracted more than 150 participants from throughout eastern North Carolina and other sections of the state.

c) Nine new book lists were compiled and distributed to professors on campus.

d) Owing to the loss of faculty member Bryna Coonin, who was responsible for this goal, only one issue of *Notes from the North Carolina Collection* was compiled and distributed.

e) The department developed three exhibits. The first of these, mounted in conjunction with the literary symposium, featured the North Carolina History and Fiction Digital Library and works from the Roberts Collection. The second exhibit, developed to enhance English 1200 instruction, included representative materials from the collection that could be used for students' assignments. The third exhibit, prepared in conjunction with the library's celebration of the 300th anniversary of the founding of Bath, North Carolina, included works from the North Carolina Collection and early artifacts from

Bath loaned by Professor Charles Ewen in the Department of Anthropology. The exhibits were publicized and well attended by groups and individuals.

NCC Goal 3: Continue and enhance existing services

Strategies:

a) Continue North Carolina Periodicals Index and work with Systems Department to adjust the program to 1) stop the creation of duplicate records; 2) stop the creation of spurious subject headings; and 3) allow for the editing of subject headings

b) Continue project to add serials holdings information to records in Horizon for documents serials on microfiche

c) Continue Clipping File endeavors

d) Continue adding data to the 1900 Pitt County census database

Criteria for Success:

a) Systems adjusts program to stop the creation of duplicate records; 2) stop the creation of spurious subject headings; and 3) allow for the editing of subject headings. Based on established criteria for selection of articles, all appropriate articles published through April 2005 have been indexed and added to the database.

b) Holdings are added for one-half of existing serial titles.

c) New Clipping file is kept up to date within one month of current date; new data are added directly to database on Web server, using new Clipping File interface; all old clippings are re-formatted.

d) Data for two new townships are compiled, proofread, and added to the live database.

Actual Results:

a) The Systems Department corrected all flaws in the Periodicals Index software and it is now functioning properly. The database is up to date through April 2005 and includes a number of entries for articles published during the period May-July.

b) The volunteer who is working on this project, former faculty member Judy Moore, has compiled holdings information for 80% of the serial titles. The Cataloging Department has added holding information for approximately 33% of the serial titles.

c) The New Clipping File is somewhat behind this goal, with some clippings for April and May still to be completed and filed. The new Clipping File interface has been used successfully to enter data directly to the Web server. After more than five years of work, the department completed the re-formatting of the old clippings dating from the 1920s through 1990. These will be bound in August 2005.

d) The department exceeded this goal. Records for the following components were compiled, proofread, and added to the live database: Town of Grimesland, Chicod 2 Township, and Falkland Township. In addition, students compiled and proofread the records for Contentnea Township.

ALS Category B: Collections

NCC Goal 4: Add depth to holdings of microforms and special collections

Strategies:

a) Acquire two new backfiles of newspapers on microfilm

b) Acquire from State Archives additional microfilm of county records

c) Locate and order copies of annual AAUW Award for Juvenile Literature winners (if set in North Carolina) for Roberts Collection; continue to fill in titles from *North Carolina Fiction* bibliography

Criteria for success:

a) Two new backfiles of newspapers on microfilm are acquired and cataloged.

b) Microfilm records for two additional counties are acquired and cataloged.

b) Six new titles are added to the Roberts Collection.

Actual Results:

a) The department acquired microfilm backfiles of the *Enfield Progress* (1910-1973) and the Williamston *Enterprise* (1901-1942).

b) This goal was not achieved.

c) The department exceeded this goal.

NCC Goal 5: Provide a convenient method for patrons to suggest titles for purchase

Strategies:

a) Develop a Web form for suggesting new purchases

Criteria for Success:

a) Web form is added to NCC Web site by December 1, 2004

Actual Results:

a) The form was added to the Web site during the fall semester:
http://www.lib.ecu.edu/NCCollPCC/NCCAcqSuggestions.htm

NCC Goal 6: Continue inventory cleanup

Strategies:

a) Errors identified during inventory are corrected and lost books are
declared lost

Criteria for Success:

a) Cleanup is completed; list of lost books is generated for future collection development

Actual Results:

b) The cleanup was completed and a list of lost books was generated for
future collection development.

ALS Category C: Staffing/Staff Development

NCC Goal 7: Provide learning opportunities for NCC and Joyner staff

Strategies:

a) Organize a field trip to a nearby repository

b) Develop "welcome" packages about the NCC for new library faculty and staff

Criteria for success:

a) Six of seven staff members participate in field trip.

b) Packages are delivered to all new faculty and staff as they begin employment or
are distributed at semi-annual library-wide meetings.

Actual Results:

a) On June 14, six of seven staff members visited the Port o' Plymouth Museum in Plymouth, where they were given a tour by Curator Harry Lewis Thompson. Mr. Thompson provided information about the museum's holdings of records that are of potential interest to students and faculty members at ECU.

b) At the library-wide meeting in January, each new faculty or staff member was given a package containing information about the North Carolina Collection and holdings.

ALS Category E: Planning/Assessment

NCC Goal 8: Assess interlibrary loan policies

Strategies:

a) Assess status of lending of microfilm and consider the need for changes

b) Work with staff in Interlibrary Services to develop a more effective method for recording microforms borrowed by other libraries

Criteria for Success:

a) A formal policy for lending of microfilm is developed.

b) A more effective method for recording microforms borrowed by other libraries is implemented by June 30, 1995.

Actual Results:

a) After consulting with the Interlibrary Services unit, a new policy for lending microforms in the North Carolina Collection was developed. This policy (IIIA15b) was approved by the Library Assembly in February 2005 and subsequently added to the library's Policy Manual.

b) In consultation with the Interlibrary Services unit and the Systems Department, a shared Excel sheet was developed for use by ILL in recording microfilms removed from the North Carolina Collection. This new electronic form replaced a paper version that had been used for many years. The new form is being used successfully.

NCC Goal 9: Assess need for replacement of microfilm boxes

Strategies:

a) Criteria for replacement are developed and collection is assessed

Criteria for success:

a) Entire collection is examined and boxes in need of replacement are listed

Actual Results:

a) A list was not compiled, but staff began a systematic project to replace worn-out or highly acidic boxes.

ALS Category F: Space/Facilities

NCC Goal 10: Free space in NoCar Stacks for future growth

Strategies:

a) Large runs of serials are consolidated, collection is measured and shifted

Criteria for Success:

a) Growth space for five years is created

Actual Results:

a) This project was successfully completed during the summer of 2005.

Highlights

- The department experienced its heaviest use since moving into present space in 1996. Faculty members taught 86 instruction sessions (1868 students), up from 55 sessions and 1,065 students during 2003-2004. The number of reference questions increased by 27% during the same period. Circulation of books increased by more than 20%, and the overall use of materials in the department (circulation and in-house use was up by more than 7%. (See the statistics page for exact figures.)

- The department selected more than 19,000 pages of historical and literary text to be scanned and added to the North Carolina History and Fiction Digital Library. Summaries of the more than 125 works and biographical sketches of many of the authors were written and added to the site.

- With the help of a planning committee that included Professor Margaret Bauer (English), Professor Alex Albright (English), Ms. June Parker (Sheppard Memorial Library), and Diana Williams, the department organized a well-attended literary symposium, "Eastern North Carolina and Literary Inspiration: A Homecoming,"

which took place on October 23, 2004. The event was held in honor of Mr. and Mrs. B.W.C. Roberts of Durham, donors of the Roberts Collection of North Carolina Literature. Many of the 150 participants asked that the event be held annually.

- Mylar dust jacket covers were constructed and added to 650 books in the Roberts Collection, to protect the fragile jackets. The jackets had previously been deacidified by the Preservation and Conservation unit.

Personnel

Effective during the fall semester, Bryna Coonin was transferred to the Reference Department, although she continued to work Wednesday evenings and weekends through the fall semester. Effective during the fall semester, Emily Gore was assigned to work half time in the North Carolina Collection. Initially she was supposed to be assigned to the department on a full-time basis effective January 1, 2005, but she returned full time
to the Systems Department at the end of the fall semester. Effective May 2, 2005, John R. M. Lawrence was re-assigned to the department. The library created a new position for the department, Public Services Librarian. A successful national search led to the selection of Mr. Matthew Christian Reynolds, a 2005 graduate of the Master of Library Science Program at the University of Kentucky, who was scheduled to begin his duties on July 18, 2005.

Organizational Changes
None

Physical Changes
None

Outstanding Titles Acquired
In October 2004 the department acquired from Anthony W. Layward, a book dealer in Newark, England, a copy of the following title for the Roberts Collection:

Miscellanea Aurea: or the Golden Medley. London: Printed for A. Bettesworth ... and J. Pemberton, 1720.

"The Fortunate Shipwreck," one of the imaginary voyages contained in this book, contains the first mention of "Carolina" in fiction.

The department played a leadership role in acquiring the Livingston-Wynne Genealogical Library from Mrs. Frances Wynne of Wendell, North Carolina. This rich collection contains approximately 7,000 genealogical and historical works pertaining primarily to North Carolina and Virginia. Much progress was made toward adding these books to the North Carolina Collection and to the General Collection.

Major Equipment or Technology Acquired
The department acquired a new Minolta MS 7000 digital reader/printer, a Russ Bassett R-12 Spacesaver microfilm cabinet, and a Russ Bassett RO-5 overfile microfilm cabinet for the Microfilm Room.

Current Services, New Services, Changes in Services, to Patrons or Other Units
Not applicable this year.

Training and Professional Development Activities
On June 14, 2005, six of seven staff members participated in a field trip to the Port o' Plymouth Museum in Plymouth. Nancy Shires and Maury York attended the Bath Tri-Centennial Celebration Digital Exhibits Opening, April 19-20, 2005. Nancy Shires attended the Government Documents and Microforms Department's workshop on the CIS Microfiche Collections, April 13, 2005, and a symposium, Science, Mystery, and the Pirate Era in North Carolina: Examining the Shipwreck Believed to be the Queen Anne's Revenge, April 8, 2005. Elizabeth Smith attended the North Carolina Library Association Centennial Conference in Charlotte, November 9-13, 2005. Maury York attended semi-annual meetings of the Historical Society of North Carolina (Wake Forest, N.C., October 22, 2004; University of North Carolina at Greensboro, April 15, 2005) and the ACRL Rare Books and Manuscript Section Pre-conference, St. Louis, June 21-24, 2005.

Goals and Directions for the Future

ALS Category: Collections

1. Revise the library liaison program and subject librarian roles to ensure that the needs of the ECU community are met

NCC Goal 1: Enhance the collection in response to demonstrated campus needs

Strategies:

> a) After surveying key faculty members in the English Department, acquire new titles for the Roberts Collection

> b) After surveying key faculty members in the History Department, add two back files of newspapers on microfilm

> c) After surveying departmental staff and analyzing circulation statistics, acquire added copies of heavily used books

Criteria for Success:

> a) Faculty members respond with suggestions and ten new titles are acquired [Timeframe: March 2006]

b) Faculty members respond and two new back files are acquired
   [Timeframe: March 2006]

c) Circulation statistics are analyzed; ten percent of collection development
   funds are devoted to acquiring added copies of heavily used books
   [Timeframe: March 2006]

ALS Category: Services

1. Better use technologies such as SFX, the integrated library system, the library website, and local databases to improve the way the library provides the information resources and user-centered services needed for learning, teaching, and research.

NCC Goal 2: Revise web pages

Strategies:

a) Implement new library templates after studying web pages to determine the
   most user-friendly configuration of our resources
b) Examine current subject guides and update those that need to be retained

c) Update North Carolina websites page and create a searchable interface

d) Hold monthly staff development sessions during Core Time to learn about
   useful electronic products

e) Select an additional 10,000 of pages of text (historical and literary) for counties
   in southeastern North Carolina to add to the North Carolina History and Fiction
   Digital Library and develop contextual information for the digitized sources
   (contingent upon NC ECHO grant award that is now pending)

Criteria for Success:

a) New library templates are used to redesign all departmental pages
   [Timeframe: December 2005]

b) All subject guides are examined; those in need of revision are revised;
   those no longer relevant to users' needs (based in part on statistics of
   use) are deleted) [Timeframe: December 2005]

c) The North Carolina websites page is updated and a search interface is
   developed [Timeframe: December 2005]

d) Nine monthly staff development sessions conducted by members of the
   department are held [Timeframe: ongoing]

e) With the help of staff members of the New Hanover County Public Library and the Randall Library at the University of North Carolina at Wilmington, 10,000 pages of literary and nonfiction text are identified for twelve counties in southeastern North Carolina; biographical sketches of authors and abstracts of all publications are written for inclusion in the North Carolina History and Fiction Digital Library. [Timeframe: June, 2006]

2. Enhance the library environment and physical facility through actions that include: upgrading and expanding computer access, improving lighting, adding electrical outlets, reconfiguring space to accommodate groups, improving signage, completing the compact shelving cleanup project, and enabling the use of new technologies.

NCC Goal 3: Improve conditions in the Reading Room for patrons and staff

Strategies:

a) Improve lighting over the service desk
Criteria for success:

a) New lights are installed to illuminate the service desk and wall mural adequately [Timeframe: December 2005]

ALS Category: Staffing

1. Produce written guidelines concerning the job analysis process for SPA employees of Academic Library Services and educate all ALS faculty and staff about the process for reviewing and upgrading positions.

NCC Goal 4: Review staff positions to determine if upgrades are warranted

Strategies:

a) If library guidelines are developed in a timely manner, each SPA position in the NCC should be examined to determine whether or not it should be upgraded

Criteria for Success:

a) Depending upon the timetable for the development of library guidelines, all three positions are examined [Timeframe: June 2006]

Statistics for 2004-2005

Holdings
Printed books serials, documents added (volumes):   1,155
Total printed books, serials, documents (volumes): 27,600

N.C. Depository microfiche pieces added: 1,267
Total N.C. Depository microfiche: 40,812

Microfilm reels added: 147
Total microfilm reels: 14,236

Cartographic pieces added: 129
Total cartographic holdings: 4,585

Broadsides added: 2
Total broadsides: 41

Prints added: 0
Total prints: 2

Bound newspaper clippings added: 1 linear foot
Total bound newspaper clippings: 15.5 linear feet

Public Services	2004-2005	2003-2004	2002-2003
Bibliographic instruction presentations:	86	55	63
Students served in presentations:	1,868	1,065	1,317
Reference questions:	5,729	4,511	4,344
Directional questions:	4,102	2,293	1,718
E-mail questions:	273	242	239

Circulation	2004-2005	2003-2004	2002-2003
Books and documents checked out:	4,984	3,934	3,734
In-house use of materials			
Books, pamphlets, & printed documents:	7,470	6,799	5,655
Microfilm reels:	3,432	3,959	4,453
Depository microfiche:	334	232	354
Clipping & Vertical File materials:	1,882	2,039	1,682
Cartographic pieces:	334	323	440
Rare books:	372	173	203
Newspapers:	244	213	294
Grand total circulation:	19,052	17,672	16,751

[i] In the interest of more accurate and clearly defined media statistics, the label "Discs" was replaced with "Pieces" and an "Items" label was added. Definitions for these labels are as follows: Titles = number of bibliographic records; Items = number of containers (volumes) attached to a bibliographic record; Pieces = number of pieces in the containers.

[ii] Online music resource titles are those electronic music resources to which we subscribe for a fee and provide access from a Joyner Library web page, most likely the Music Library web page.

[iii] The "Current print subscriptions" statistic is provided by the Joyner Serials Department.

[iv] A major journal cancellation project resulted in the cancellation of the print version of a large number of music journals.

[v] The grand totals are the sums of all rows in the "Holdings" section of the report with the exception of the "Journal titles, Microforms, Current print subscriptions" row. This row provides information that is pulled from other rows in the "Holdings" section for the purpose of providing more specific information about those rows.

[vi] Score and media cataloging statistics are less than half what they were in all previous years due to a vacant faculty Music Cataloger position, and the reassignment of the Music Cataloging Assistant to another library department.

[vii] This large number of scores is due to the completion of the sheet and choral music cataloging project. In actuality, 688 titles and 863 volumes represent the standard score cataloging activity for the year. This is a substantial gain over the last two years since the death of Music Cataloger Edith Tibbits. This increase is the result of an aggressive approach to the growing score backlog. This approach included adding copy cataloging to the responsibilities of our outsource cataloger and hiring an additional graduate assistant to copy catalog scores under the guidance of Special Formats Cataloger Patricia Dragon.

[viii] CD cataloging statistics are several times higher in this year due to the hiring of a temporary faculty member to "quick-copy-catalog" a 1,200 title backlog. This quick cataloging did not include proofreading or authority verification. Clean-up is scheduled for a later date when the department once again has a professional music cataloger.

[ix] These figures include all initial and renewal transactions including those for reserve and in-house transactions.

[x] This figure includes all initial and renewal transactions including those for reserve and in-house transactions, and is considerably lower than in previous years because closer scrutiny resulted in the discovery that the reserve and in-house statistics were already part of the number to which they were again being added in order to arrive at the "Total Transactions" count.

[xi] This statistic discontinued because all music materials are now housed at the music library.

[xii] Due to the installation of compact shelving in the Music Library in January, 2002 and the subsequent change of catalog item codes, Joyner charge stats could not be retained for the period 7/01 – 12/01. Also, this statistic will no longer be necessary because all music materials at Joyner have been relocated to the Music Library.

[xiii] This figure is substantially lower than previous years for two reasons: 1) Until July of 2001, the School of Music's computer lab was located in the Music Library and lab user's had to pass through the library's security gate; 2) renovations to the Music Library required the library to close for several weeks.

[xiv] This figure reflects the average count from two typical weeks (Fall and Spring semesters).

[xv] Only one typical week was conducted this year.

[xvi] "Typical week" method of recording patron use statistics discontinued in favor of an exact count.

[xvii] "Exact count" reference statistics were initiated in 2003-04. The total reference transaction count is the sum of the three sub-categories of reference transactions that precede the total count row. The subcategories are: directional/ready reference (e.g. – Where is the copier?); reference (e.g. – How do I search the online catalog?); and consultation (e.g. – library tours and orientations). With the new method, reference transaction statistics are also grouped by the mode of communication used to conduct each transaction (i.e. - in person, telephone, or email). Statistics for these categories follow the total count row. The counts for these seven rows are determined by adding ten percent to the counts from the reference tally spreadsheet in order to account for inadvertent forgetfulness on the part of music library staff members when recording transactions.

[xviii] This figure reflects the average count from two typical weeks (Fall and Spring semesters).

[xix] Only one typical week was conducted this year.

[xx] This figure is half what it was in the previous two years because two vacant Music Library faculty positions did not allow the remaining faculty member time to advertise and conduct BI sessions.

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

2004-2005 Academic Year

COMMITTEE: Libraries Committee

1.   Membership (include <u>ex-officio</u> members): Salman Abdulali, Kevin Gross, Michael Duffy, Thomas Douglass, Marianna Walker (Chair), James Wirth, Susan DelVecchio, Dorothy Spencer, Dori Finley, Henry Ferrell, Maggie O'Neill, Carroll Varner

2.   Meeting Dates (include members present*)
September 15, 2004 – Abdulali, DelVecchio, Douglass, Duffy, Ferrell, Finley, Gross, O'Neill, Spencer, Varner, Walker, Wirth
October 20, 2004 - Abdulali, DelVecchio, Douglass, Duffy, Ferrell, Finley, Gross O'Neill, Spencer, Walker
January 19, 2005 – Abdulali, DelVecchio, Douglass, Duffy, Ferrell, Finley, Gross, Spencer, Walker, Wirth.
February 16, 2005 – Abdulali, DelVecchio, Douglass, Ferrell, Finley, Spencer, Varner, Walker, Wirth
April 20, 2005 –Abdulali, DelVecchio, Douglass, Duffy, Finley, Gross, Walker, Wirth

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

4.   Accomplishments during the year, especially as addressed through committee goals. Please include recommendations made to any University agency <u>other than</u> the Faculty Senate that will be noted under #5.
   a. Annual review of library budget.
   b. Promoted new information to faculty about new library electronic resources.
   c. Defined the role of the committee in response to the changing nature of library resources.

5. Reports to the Faculty Senate (include dates and resolution numbers).
     March 22, 2005 – Marianna Walker, Chair, presented the libraries budget to the Faculty Sentate.

6.   Business carried over to next year (list in priority order).
   a. Knowledge and awareness of new information technology.
   b. Reworking the Libraries Committee Draft Resolution.
   c. Status of bibliographic software.
   d. Collection development review.
   e. Status of Libqual.

> **f.   Libraries Committee involvement with the search for the new Director of Joyner Library.**

7.   **Evaluation of the committee (include anything that hindered or assisted the committee's work during the year).**
     A.   Charge: **Absence of library director (Joyner) at crucial meetings. Lack of information in library budget (Joyner).**
     B.   Personnel: **No student representation on a consistent basis. Lack of a Chancellor representative as an Ex-Officio with vote**
          (dual-role situation with Varner serving as Chancellor representative and Director of Joyner Library).
     C.   Attendance: **Good attendance, but lack of consistent attendance by Joyner director.**
     D.   Responsibilities: **Committee members did not have a good sense of member role and priority of responsibilities considering the personnel and budget issues that surfaced in Joyner Library in Spring 2005.**
     E.   Activities: **Monitoring library annual budget raised questions about library activities. Due to new technology of library science and DE, difficult to define long range goals and monitor short-range practices of three libraries (i.e. information access, collections development).**

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

     a. **Add a member to the committee to represent library staff.**
     b. **Adopt resolution regarding the committee's oversight role of the campus libraries.**
     c. **Recommendation that the committee have involvement and representation in the search process for a new library director of Joyner Library.**

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

          Marianna Walker, Chairperson

          Thomas Douglas, Secretary

A.   Services

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

Strategies:
1.   Enhance the cataloging of e-journal titles, including individual subscriptions as defined by vendor, selected free resources and full-text subscriptions.
2.   Implement electronic audio reserves.

B.   Collections

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

Strategies:
1.   Evaluate existing subscription databases, identify overlap and gaps, and pursue access to resources identified as important to the ECU community.
2.   Implement and support electronic theses and dissertations.

C.   Staffing/Staff Development

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

Strategies:
1.   Establish a goals-based annual evaluation process for EPA employees.
2.   Offer collaborative staff development opportunities with the Laupus Health Sciences Library.

D.   Communication

Goal IV: Improve staff understanding of roles and priorities.

Strategies:
1.   Establish guidelines for liaison librarian activities.
2.   Evaluate and enhance the sharing of information within the library using the intranet, web page and other resources.

E.   Planning/Assessment

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

Strategies:
1.   Conduct focus groups with faculty and students to follow up on the LibQual survey.
2.   Assess preservation needs in order to protect and maintain access to all of the library's collections.

F.   Space/Facilities

Goal VI: Assess and enhance the physical environment.

Strategies:
1.   Initiate planning for a new addition to the library.
2.   Evaluate the use and design of public and instructional spaces in the building.

ECU

Apply | Give | Jobs | Maps | Directory 🔍

Joyner Library

Ask a Librarian | **Library Catalog** | **Databases** | **E-Journal/E-Book Portal** | **Departments** | **Hours**

BlackBoard
Help Desk
PirateID
Index
Email
Pirateport
Calendar

Printer Friendly

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.

East Carolina University

East Fifth Street | Greenville, NC 27858-4353 USA | 252.328.6131 | Contact Us

© 2017 | Terms of Use |
Accessibility
Report an Accessibility
Barrier
Last Updated: 2012-06-08

ECU

Apply | Give | Jobs | Maps | Directory Q

Joyner Library

Ask a Librarian | **Library Catalog** | **Databases** | **E-Journal/E-Book Portal** | **Departments** | **Hours**

BlackBoard
Help Desk
PirateID
Index
Email
Pirateport
Calendar

Printer Friendly

Academic Library Services
Joyner Library
Annual Report Statistics
Fiscal Year 2004-2005

Collections	
Volumes held June 30, 2005	1,248,086
Number of monographic volumes purchased 2004-2005	17,166
Number of current serials	13,779
Number of microform units	2,471,122
Number of Government Documents	531,687
Manuscripts and archives (linear feet)	7,075
Cartographic materials	115,220
Audio materials	21,689
Film and Video	8,126
Expenditures for Library Materials	x
Monographs	$ 802,217
Current serials	$ 2,051,644
Other library materials	$ 478,581
Total library materials	$ 3,332,712
Contract binding	$ 62,178
Other operating expenditures	$ 5,244,593
Instruction	x
Number of library presentations to groups	551
Number of total participants in library presentations	11,170
Reference	x

Number of reference transactions	47,222
Circulation	x
Number of initial circulations	152,478
Total circulations	183,128
Interlibrary Loans	x
Total number of filled requests provided to other libraries	9,633
Total number of filled requests received from other libraries	6,967

East Carolina University

East Fifth Street | Greenville, NC 27858-4353 USA | 252.328.6131 | Contact Us

© 2017 | Terms of Use |
Accessibility
Report an Accessibility
Barrier
Last Updated: 2006-04-17

Academic Library Services
2004-2005 General Revenue Budget

Salaries

Faculty	$2,203,367	
Graduate Assistants	$196,000	
Staff Salaries	$2,503,910	
Fringe Benefits	-	
Student	$123,530	
SubTotal		$ 5,026,807

Operating

Supplies	$150,000	
Communications	$25,000	
Printing	$25,000	
Repairs	$88,000	
Online	$120,000	
Travel	$47,000	
Misc	$90,000	
SubTotal		$ 545,000

Maintenance

Equipment	$50,000	
	$220,000	
SubTotal		$ 270,000

Materials

Approval Books	$924,785	
Serials	$1,584,336	
Electronic / Virtual Library	$692,796	
Other	$159,218	
SubTotal		$ 3,361,135

Grand Total		$ 9,202,942

Joyner Library

Ask a Librarian | **Library Catalog** | **Databases** | **E-Journal/E-Book Portal** | **Departments** | **Hours**

BlackBoard
Help Desk
PirateID
Index
Email
Pirateport
Calendar

Printer Friendly

2004-2005 Personnel Changes

Dawn Flye retired from her position of Library Assistant for the Teaching Resources Center, July 1, 2004.

Leigh Butler was promoted to a Processing Assistant V for Administrative Services, August 1, 2004.

Crystal Morgan was hired as an Office Assistant IV for Administrative Services, August 16, 2004.

Ali Abdulla, Head of Reference, resigned on August 16, 2004.

Sherry Scott was hired as a Processing Assistant for Administrative Services, October 4, 2004.

Dwain Teague resigned from his position of Associate Director for Library Development, October 15, 2004.

Dick Wolfe retired from his position in the Reference Department as a Librarian II, October 31, 2004.

Hazel Walker was hired as the Outreach Librarian for the Teaching Resources Center, November 16, 2004.

Bill Bunting was hired as an Administrative Assistant for Administrative Services, November 22, 2004.

Vikram Ahmed resigned from his position of Computer Systems Administrator I in the Systems Department, December 17, 2004.

Pat Crandall was promoted to the position of Library Technical Assistant I in Acquisitions, January 16, 2005.

Jason Goltermann was hired as a Computer Systems Administrator I for the Systems Department, January 24, 2005.

Dale Sauter was hired as the Manuscript Curator for the Special Collections Department, February 16, 2005.

Holly Harris was hired for the Library Technical Assistant I position in the Teaching Resources Center, February 16, 2005.

Dr. Carol Varner resigned from his position of Director for Academic Library Services, February 23, 2005.

Dr. Darryl Davis was appointed as the Interim Director for Academic Library Services, March 1, 2005.

Carol Wade was promoted to the position of Computer Systems Administrator I for the Systems Department, April 1, 2005.

Angela Davis, Library Technical Assistant II for the Music Library, resigned from her position on April 21, 2005.

Diana Williams resigned from her position of Computing Consultant III for Administrative Services, April 29, 2005.

Alan Bailey was hired for the position of Curriculum Specialist for the Teaching Resources Center, May 1, 2005.

Emily Gore was hired as the Systems Librarian for the Systems Department, May 1, 2005.

Jan Lewis was appointed as the Interim Associate Director for Systems, Reference, Cataloging and Acquisitions, May 1, 2005.

Beth Winstead was appointed as the Interim Associate Director for Public Services, May 1, 2005.

Nara Newcomer was hired as the Assistant Music Librarian for the Music Library, May 16, 2005.

Dorthea Taylor was hired as the Library Technical Assistant II for the Music Library, May 16, 2005.

Brian Hall resigned from his the position of Computing Consultant II for the Systems Department, May 27, 2005.

Mark Sanders was hired as the Student Outreach Librarian for the Reference Department, June 1, 2005.

Jessica Fischer resigned as the Interlibrary Loan Librarian, June 16, 2005.

William O'Neal was hired as a Computer Lab Coordinator for the Systems Department, June 20, 2005.

East Carolina University

East Fifth Street | Greenville, NC 27858-4353 USA | 252.328.6131 | Contact Us

© 2017 | Terms of Use |
Accessibility
Report an Accessibility
Barrier
Last Updated: 2006-04-21

ECU.

Joyner Library

Ask a Librarian | Library Catalog | Databases | E-Journal/E-Book Portal | Departments | Hours

BlackBoard
Help Desk
PirateID
Index
Email
Pirateport
Calendar

Printer Friendly

FACULTY ACTIVITIES 2004-2005

JOURNAL ARTICLES

• Coonin, Bryna R, Bogdanski, Sophie, Chang, Bao-Chu. 2005. Collecting Grey literature, an overview, with examples from the Sciences and Technology. Science & Technology Libraries. 25 No. 3. 35-70. (46930)

• Dembo, Jonathan. October 2002. Exhibit Featuring Works of Douglas Gorsline Comes to ECU. Columns. . 1 p.(46768)

• Hiebert, Jean T. April 2005. A New Kind of Weeding. College and Research Libraries News. 66. 298 - 300. (47641)

• Scott, Ralph L. Spring 2004. Wired to the World: Anti-virus Software. North Carolina Libraries. 62. p. 63. (46507)

• Scott, Ralph L. Fall 2004. Wired to the World: Finding Lost Files. North Carolina Libraries. 62. p. 171. (46509)

• Scott, Ralph L. Summer 2004. Wired to the World: Physical Security. North Carolina Libraries. 62. p. 118. (46508)

• Scott, Ralph L. Winter 2004. Wired to the World: Two New Search Engines. North Carolina Libraries. 62. pp.235-236. (46510)

• Willis, Carolyn N, Thomas, Wm. Joseph. Spring 2004. Information Literary Umbrella for Instruction. Academic Exchange Quarterly. 8. 51-55. (46875)

CHAPTERS IN BOOKS

• Dembo, Jonathan. 2006. Turning Points in Washington's Public Life. Organized Labor in Washington State, 1885-2005. George W. Scott. The Author-Partners. 20 p. (46774)

• Dembo, Jonathan. 2005. Chronicles of Pitt County, Vol. II. Special Collections Department. Patsy Moore. Pitt County Historical Society, Inc. 56-57. (46775)

• Shouse, Daniel, Glatthorn, A. 2003. Handbook of Research on Teaching the English Language Arts. Secondary English Classroom Environments. J. Flood, D. Lapp, J.R. Squire, & J.M. Jensen. Erlbaum Associates. 512-531. (45867)

BOOK REVIEWS IN PROFESSIONAL JOURNALS

• Scott, Ralph L. 2005. The Age of Sail. American Reference Books Annual. 36. 327. (46542)

• Scott, Ralph L. 2005. Weather, a visual guide. American Reference Books Annual. 36. 715. (46552)

• Scott, Ralph L. 2005. A Change in the Weather. American Reference Books Annual. 36. 714-715. (46551)

• Scott, Ralph L. 2005. The 1950s. American Reference Books Annual. 36. 555-556. (46549)

• Scott, Ralph L. 2005. The Abrams Encyclopedia of Photography. American Reference Books Annual. 36. 453-354. (46548)

• Scott, Ralph L. 2005. Collector's Guide to Antique Radios. American Reference Books Annual. 36. 441. (46547)

• Scott, Ralph L. 2005. Warman's Antiques and Collectibles Price Guide. American Reference Books Annual. 36. 437. (46546)

• Scott, Ralph L. 2005. Antique Trader Antiques and Collectibles Price Guide 2005. American Reference Books Annual. 36. 436. (46544)

• Scott, Ralph L. 2005. The Museum of Broadcast Communications Encyclopedia of Radio. American Reference Books Annual. 36. 433-434. (46543)

• Scott, Ralph L. 2005. Historical Atlas of the Renaisance. American Reference Books Annual. 36. 228-229. (46540)

• Scott, Ralph L. 2005. Aviation Century: World War II. American Reference Books Annual. 36. 732. (46553)

• Scott, Ralph L. 2005. Telecommunications Directory. American Reference Books Annual. 36. 703. (46550)

ART EXHIBITIONS

• Scott, Ralph L. March 11-21, 2005. Bear It. (46564)

• Scott, Ralph L. February - October 2004. ECU Faculty Authors Exhibit. (47210)

• Scott, Ralph L. February - October 2004. Harriett Beecher Stowe Uncle Tom's Cabin. (47208)

• Scott, Ralph L. March 11-21, 2005. Inclusions III. (46565)

• Scott, Ralph L. March 11-21, 2005. Voo Two. (46563)

EDITORSHIPS - PROFESSIONAL JOURNALS

• DuBose, Stephanie M. June 2005. Against The Grain. 17. 94. (48799)

• Scott, Ralph L. 2004/05. North Carolina Libraries. 62. 250. (46561)

EDITORSHIPS - BOOKS

• Dembo, Jonathan. 2005. Autobiography of Brigadier General George W. McIver, 1858-1947. . 380 p. (44807)

• York, Maurice C. 2004. North Carolina Library Association Centennial Handbook, 1904-2004. . 82. (46393)

MUSICAL PERFORMANCES AND PRODUCTIONS

• Hursh, David W. April 8, 2005. Musical review. (47427)

• Hursh, David W. Dec. 6, 2004. Oratorio performance. (47426)

ELECTRONIC PUBLICATIONS

• Dembo, Jonathan, Elmore, Martha G., O'Neal, William, Sauter, Dale. 2000-2005. Guides to J. Y. Joyner Manuscript Collections on the Web. (47180)

• Dembo, Jonathan, Hardison, Nanette. 2000-2005. Special Collections Department Web Page. (46778)

• Dembo, Jonathan. 2005. The Man Who Raised the Merrimac: New Light on John Luke Porter and the CSS Virginia. 269 p. (46766)

OTHER

• Dembo, Jonathan. 13 February 2005. Bath Tricentennial Exhibit, 1705-2005. (48304)

• Dembo, Jonathan, Rea, Adrienne D. February 2005. Bath Tricentennial Exhibit, 1705-2005 Catalog. (47188)

• Dembo, Jonathan, Hardison, Nanette. August 2004. Special Collections, J. Y. Joyner Library, East Carolina University Brochure. (46779)

• Dembo, Jonathan, Rea, Adrienne D. October 2004. Tarheel Elections Exhibit, 1787-2000 Catalog. (46776)

• Scott, Ralph L. 2004. ECU Faculty Authors Exhibit. (47207)

• Scott, Ralph L. 2004. Harriett Beecher Stowe Uncle Tom's Cabin Exhibit. (47206)

• Shires, Nancy P. July 18, 2004. Fort Johnston Pivotal in NC History. (48433)

• Shires, Nancy P. February 20, 2005. The Truth About Pitt County Finances, and Other Interesting Facts. (48432)

East Carolina University

East Fifth Street | Greenville, NC 27858-4353 USA | 252.328.6131 | Contact Us