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## Joyner Library



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### 2006-2007 Annual Report

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### East Carolina University

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## Academic Library Services

### Annual Report

July 1, 2006 – June 30, 2007

Academic Library Services celebrated East Carolina University's centennial year with a number of notable events. Highlights included:

- Larry Boyer began his first year as Director of Academic Library Services.
- The Eastern North Carolina Digital Library Grant Team received the East Carolina University Centennial Award for Ambition.
- Special Collections & Archives mounted a series of physical and online exhibits tracing the university's history. Thomas Jordan Jarvis was the focus of an exhibit in the North Carolina Collection. *Celebrating 100 Years of Teaching* was on exhibit in the Teaching Resources Center.
- COLUMNS, the library's newsletter, won two CASE awards and two APEX awards.
- Joyner Library and the Thomas Harriot College of Arts and Sciences collaborated to acquire a copy of the 1590 Theodor de Bry Latin edition of *A Briefe and True Report of the New Found Land of Virginia* written by Thomas Harriot.
- The Third Eastern North Carolina Literary Homecoming celebrated eastern North Carolina and its literature. William S. Powell received the 2006 Roberts Award for Literary Inspiration.

We focused on meeting student and faculty needs by:

- Undertaking a complete renovation of the two library instruction classrooms
- Implementing the Serials Solutions link resolver, electronic resources management system, and federated search products
- Creating a new library home page
- Implementing a Pull and Hold service for faculty, staff and students. This service allows patrons to place requests for materials owned by Joyner Library from their home or office and pick them up at the Circulation Desk later the same day.
- Launching an ILL-centered Purchase-on-Demand program through which items requested by patrons are purchased for the collection, rather than being borrowed through ILL.

A strong budget supported the licensing or purchase of a number of new electronic resources including Bibliography of Asian Studies, Black Studies Center, Blackwell Reference Online, Chronicle of Higher Education, Classical Scores Online, Compendex, Congressional Research Digital Collections, Education Research Complete, Eighteenth Century Collections Online, Europa World Plus, Gallup Brain, Historical Statistics of the United States, Human Relations Area File, JSTOR Biological Sciences Collection, Medieval and Early Modern Sources, Nature Journals Online, Oxford Journals Online, Oxford Reference Online, Proquest Historical Newspapers, Proquest Nursing and Allied Health, PsycBooks, Sage Journals Online,

Science, and Theatre in Video. Many of the resources were funded through the Virtual Library @ ECU initiative; all were licensed for all ECU students, faculty and staff.







Assessment and planning were major activities this year. R2 Consulting LLC conducted a thorough analysis of the library's Technical Services area and made a number of recommendations for improvement. These recommendations will be implemented in the upcoming year. To help us learn more about how distance education students perceive and use library resources and services, we administered the LibQual+ survey to 6007 undergraduate and graduate students enrolled in one or more online courses during spring semester, 2007. Analysis of the survey results helped identify areas of strength as well as areas needing improvement, and indicated the services most valued by this population. A number of actions have been taken in response to the survey. The library committed to a large-scale internal evaluation process, with the appointment of a Re-visioning Task Force and four work groups. A large proportion of staff and faculty are involved in these initiatives to identify future priorities and organizational improvements. A salary equity study of all SPA positions resulted in the allocation of approximately \$150,000 to make equity adjustments for a number of positions.

Future plans include adopting new vision and mission statements, conducting a space study, planning for a Collaborative Learning Center, completing and evaluating a pilot of the institutional repository, expanding services to distance education students, enhancing faculty outreach, reducing the size of the physical collection by ten percent, and implementing a new integrated library system.



## Joyner Library

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### 2006-2007 Personnel Changes

**Cynthia Jones** was hired as the Assistant Director for Library Employee Development, 7/1/2006

**Emily Gore** resigned from her position of Head of Digital Projects, 8/7/2006

**Michael Reece** was appointed as the Interim Department Head for Digital Projects, 8/7/2006

**Dorthea Taylor** resigned from her position of Library Technical Assistant II in the Music Library, 8/10/2006

**Tracie Hampton** was hired as a Library Assistant in the Preservation/Conservation section of the Acquisitions Department, 8/14/2006

**Laszlo Szabo** resigned from his position of Computing Support Technician II in the Reference Department, 9/2/2006

**Stefanie DuBose** resigned from her position of Head of Acquisitions, 9/16/2007

**Lisa Barricella** was appointed the Interim Department Head of Acquisitions, 9/16/2007

**David Hisle** transferred to the position of Evening Supervisor for the Circulation Department, 10/1/2006

**Harry Frank** was promoted to the position of Library Technical Assistant II for the Music Library, 10/1/2006

**Anna Hardee** resigned from her position of Library Assistant in the Special Collections Department, 11/3/2007

**Alex Baker** was hired as a Technology Support Technician for the Systems Department, 11/13/2006

**Pam Evans** was appointed as the Interim Department Head of Circulation, 12/1/2006

**Mark Sanders** was appointed as the Interim Department Head of Reference, 12/1/2006

**Carenado Davis** was promoted to a Technology Support Technician in the Reference Department, 12/4/2007

**Laura Hensley** was hired as a Library Assistant in the Circulation Department, 2/1/2007

**Sheri Black** was promoted to the position of Library Technical Assistant I in the Cataloging Department, 2/1/2007

**Ken Harbit** was hired as a Technology Support Technician for the Systems Department, 4/2/2007

**Latoya Jones** resigned from her Library Assistant position in ILL, 5/8/2007

**Emily Blankenship** was hired as a Teaching Instructor for the Reference Department, 5/16/2007

**Misty Joyner** was hired as a Library Technical Assistant in the Collection Development Department, 5/21/2007

**Sarah Davis** was hired as a Library Technical Assistant I in the Music Library, 6/12/2007

**Gypsy Legge** was hired as an Archivist I for the Special Collections Department, 6/25/2007

**Nancy Shires** retired from her position of NC Reference Librarian, 6/30/2007

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## Joyner Library



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### Mission Statement

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Adopted: 2007

Joyner Library is the intellectual heart of East Carolina University. We serve ECU's campus and distance education communities, act as a resource for the people of eastern North Carolina, and support ECU's contributions to the research community worldwide. We connect people to information and empower their lifelong learning by developing robust collections, superior services, and people-friendly spaces.

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## MUSICAL PERFORMANCES AND PRODUCTIONS

- Hursh, David. Tenor soloist for Handel's *Messiah*; 12/4/06; Lenoir Community College, Kinston, NC; regional; invited; Lenoir Community College
- Hursh, David. Tenor soloist for Handel's *Messiah*; 12/10/06; Cape Carteret Presbyterian Church, Cape Carteret, NC; regional; invited; Crystal Coast Choral Society
- Hursh, David. Featured singer for madrigal dinner performances; First Presbyterian Church, Kinston, NC; regional; invited; First Presbyterian Church, Kinston, NC

## ELECTRONIC PUBLICATIONS

- Durant, David. War on Terrorism Research Guides: (<http://www.ecu.edu/cs-lib/govdoc/waronterror.cfm>)  
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## OTHER

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- Lewis, Janice. Electronic Resources in Libraries Conference, February 23, 2007, *Persuasive Proposals for Increasing Your Electronic Resources and Services* (with Virginia Cairns)
- Lewis, Janice. Association of College and Research Libraries, March 31, 2007, *East Carolina University's New Faculty Orientation Program: Success Through Collaboration* (with Mark Sanders)
- Lewis, Janice. *Company and Industry Research Using Euromonitor GMID*, June 17, 2006
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- Sanders, Mark. Association of College and Research Libraries, March 30, 2007 – *"East Carolina University's New Faculty Orientation Program: Success Through Collaboration"*. Association of College and Research Libraries National Conference. Baltimore, MD
- Sanders, Mark. University of North Carolina – TLT, March 22, 2006 – *"Using Camtasia tutorials to enhance library instruction"*. Teaching and Learning with Technology Conference. Raleigh, NC
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- Sanders, Mark. North Carolina Library Association, Oct. 16, 2006 – *"Reinventing reference: changing demographics, services and resources"*. Greensboro, NC.
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- Sanders, Mark. *Columns*. Spring 2006. The spring 2006 issue was selected as a winner for two Council for Advancement and Support of Education (CASE) awards at the 2007 CASE III Conference in Nashville, TN.
- Sanders, Mark. Joyner Library Reference Department brochure 2006/2007
- Sauter, Dale. Conceived and participated in a panel discussion entitled *Local Flavor: Outreach and Promotion Through Local History* at the SNCA bi-annual meeting at Elon University, Elon, NC on March 23, 2007
- Teel, Linda. American Association of School Librarians 15<sup>th</sup> National Conference, National Level, October 25-28, 2007, *Academic Library Outreach + K-12 Schools=Successful Partnerships*, Reno, NV. This proposal has been submitted for consideration in the Exploratorium session of the AASL conference. Group presentation. Acceptance is pending and based on proposal submission and peer review by a panel.
- Teel, Linda. NC ECHO Digitization Institute: Voices of Experience, State Level. May 10, 2007, *Developing a K-12 Educational Component in a Collaborative Grant*, Wilmington, NC. Invited to present to participants of the Institute on the collaborative efforts and development of the K-12 component of the *Eastern NC Digital Library Heritage Partners Grant*.
- Teel, Linda. 4th Annual Paraprofessional Enrichment Workshop for Eastern North Carolina, State Level. May 11, 2007, *Eastern NC Digital Library*, East Carolina University Joyner Library, Greenville, NC. Two sessions. Group presentation.
- Teel, Linda. Delta Kappa Gamma Society International, Eta State Convention. State Level. April 28, 2007. Consider the Possibilities of Valuable Resources at Your Fingertips—Free of Charge: The Eastern North Carolina Digital Library, Charlotte, NC. Group presentation. Acceptance based on proposal submission and review.
- Teel, Linda. 22<sup>nd</sup> Annual Computers In Libraries Conference 2007, National Level. April 18, 2007. *Museum-Library Digital Project Collaboration and the K-12 Community*, Hyatt Regency Crystal City, Arlington, VA. Group presentation. Acceptance based on a proposal submission, peer/panel review.
- Teel, Linda. 2007 Annual Meeting of the Society of North Carolina Archivists, State Level. March 23, 2007, *A Sampling of the Latest Digitization Projects in North Carolina*, Elon University, Elon, NC. Panelist. This session was accepted based on a proposal submission, peer review and acceptance by a panel.
- Teel, Linda. Fifth Annual Teachers' Clinical Conference, State Level. March 22, 2007, *The Eastern North Carolina Digital Library: An Online Resource for Your Classroom*, Greenville Hilton, Greenville, NC. Three sessions. Group presentation. This session was accepted based on a proposal submission, peer review and acceptance by a panel.
- Teel, Linda. 2007 North Carolina Museum Council Annual Meeting. State Level. March 1, 2007, *Improving Education Through Digital Resources*, Hickory, NC. Group presentation. This session was accepted based on a proposal submission, peer review and acceptance by a panel.
- Teel, Linda. Honor Society of Phi Kappa Phi Leadership Forum: Connecting Community Colleges and the Four-Year Institutions of North Carolina, State Level, October 23, 2006, *Wachovia Partnership East: Educational Opportunities Close to Home*, East Carolina University, Greenville NC. Group presentation with College of Education faculty. This session was accepted based on a proposal submission, peer review and acceptance by a panel.
- Teel, Linda. Southeastern Museum Council Annual Meeting. National Level. October 18, 2006, *Improving Education Through Digital Resources: How*

*Collaboration Helps Small Museums Make A Difference*, Chattanooga, TN. Group presentation. This session was accepted based on a proposal submission, peer review and acceptance by a panel.

- Teel, Linda. North Carolina School Library Media Association Conference, State Level. October 6, 2006, *NC History and Fiction Digital Library: An Online Resource for your Students*, Winston Salem, NC. Group presentation. This session was accepted based on a proposal submission, peer review and acceptance by a panel.
- Teel, Linda. Northeastern Regional Media and Technology Meeting, State Level. September 27, 2006, *The Eastern North Carolina Digital Library: An Introduction*, Hampton Inn Conference Center, Edenton, NC. Group presentation. This session was accepted based on a proposal submission, peer review and acceptance by a panel.
- Teel, Linda. 3<sup>rd</sup> Annual Proud To Be A Paraprofessional Enrichment Workshop for Eastern North Carolina, State Level. May 12, 2006, *Partnership Approach to Success*, East Carolina University Joyner Library, Greenville, NC. Co-presenter.
- Teel, Linda. 3<sup>rd</sup> Annual Proud To Be A Paraprofessional Enrichment Workshop for Eastern North Carolina, State Level. May 12, 2006, *North Carolina History and Fiction Digital Library*, East Carolina University Joyner Library, Greenville, NC. Co-presenter.
- Thomas, Joseph. "Journals Now Available Online." Pieces of Eight: ECU Faculty and Staff Newspaper. January 26, 2007: 10.
- Thomas, William Joseph. "Carolina Consortium to Benefit ECU Researchers." Pieces of Eight: ECU Faculty and Staff Newspaper. October 6, 2006. 3.
- Thomas, Joseph. "New online databases available at Joyner." *The East Carolinian*. Vol. 82 Issue 4 (September 7, 2006): 1.
- Thomas, Joseph. AEJMC/AJHA Joint Journalism History Conference, New York, NY, March 24, 2007. "The Cherokee Constitution, the *Cherokee Phoenix*, and American Newspapers."
- Walker, Hazel. Delta Kappa Gamma Society International Eta State 2007 Convention, State Level. April 27-29, 2007. *Consider the Possibilities of Valuable Resources at Your Fingertips –Free of Charge: The Eastern North Carolina Digital Library*, Hilton University Place, Charlotte, NC
- Walker, Hazel. 22<sup>nd</sup> Annual Computers In Libraries Conference 2007, National Level. April 18, 2007. *Museum-Library Digital Project Collaboration and the K-12 Community*, Hyatt Regency Crystal City, Arlington, VA
- Walker, Hazel. Fifth Annual Teachers' Clinical Conference, State Level. March 22, 2007, *The Eastern North Carolina Digital Library: An Online Resource for Your Classroom*, Greenville Hilton, Greenville, NC.
- Walker, Hazel. NC ECHO Heritage Partners Grant Workshop, State Level. March 19-20, 2007, *Best Practices for Using the Eastern North Carolina Library as a Resource for Classroom Teachers and Specialist Grades 4-12<sup>th</sup>*, Windsor, NC.
- Walker, Hazel. NC ECHO Heritage Partners Grant Workshop, State Level. March 8-9, 2007, *Best Practices for Using the Eastern North Carolina Library as a Resource for Classroom Teachers and Specialist Grades 4-12<sup>th</sup>*, Lillington, NC.
- Walker, Hazel. 2007 North Carolina Museum Council Annual Meeting. State Level. March 1, 2007, *Improving Education Through Digital Resources*, Hickory, NC
- Walker, Hazel. NC ECHO Heritage Partners Grant Workshop, State Level. January 25-26, 2007, *Best Practices for Using the Eastern North Carolina Library as a Resource for Classroom Teachers and Specialist Grades 4-12<sup>th</sup>*, Wilmington, NC.

- Walker, Hazel. NC ECHO Heritage Partners Grant Workshop, State Level. November 13-14, 2006, *Best Practices for Using the Eastern North Carolina Library as a Resource for Classroom Teachers and Specialist Grades 4-12<sup>th</sup>*, East Carolina University Joyner Library, Greenville, NC
- Walker, Hazel. Southeastern Museums Council Annual Meeting. National Level. October 18, 2006, *Improving Education Through Digital Resources: How Collaboration Helps Small Museums Make A Difference*, Chattanooga, TN.
- Walker, Hazel. NC ECHO Heritage Partners Grant Workshop, State Level. October 12-13, 2006, *Best Practices for Using the Eastern North Carolina Library as a Resource for Classroom Teachers and Specialist Grades 4-12<sup>th</sup>*, Wesleyan College, Rocky Mount, NC.
- Walker, Hazel. North Carolina School Library Media Association Conference, State Level. October 6, 2006, *NC History and Fiction Digital Library: An Online Resource for your Students*, Winston Salem, NC.
- Walker, Hazel. Northeastern Regional Media and Technology Meeting, State Level. September 27, 2006, *The Eastern North Carolina Digital Library: An Introduction*, Hampton Inn Conference Center, Edenton, NC.
- Walker, Hazel. NC ECHO Heritage Partners Grant Workshop, State Level. September 25-26, 2006, *Best Practices for Using the Eastern North Carolina Library as a Resource for Classroom Teachers and Specialist Grades 4-12<sup>th</sup>*, Harker's Island Elementary School, Harker's Island, NC.
- Walker, Hazel. NC ECHO Heritage Partners Grant Workshop, State Level. September 14-15, 2006, *Best Practices for Using the Eastern North Carolina Library as a Resource for Classroom Teachers and Specialist Grades 4-12<sup>th</sup>*, Manteo Middle School, Manteo, NC.
- Walker, Hazel. 3<sup>rd</sup> Annual Proud To Be A Paraprofessional Enrichment Workshop for Eastern North Carolina, State Level. May 12, 2006, *Partnership Approach to Success*, East Carolina University Joyner Library, Greenville, NC.
- Walker, Hazel. 3<sup>rd</sup> Annual Proud To Be A Paraprofessional Enrichment Workshop for Eastern North Carolina, State Level. May 12, 2006, *North Carolina History and Fiction Digital Library*, East Carolina University Joyner Library, Greenville, NC.
- Willis, Carolyn. Paper presented at LAUNC-CH, "One Brick at a Time: Building Reference and Instructional Services for Distance Education Students from the Ground Up", UNC-Chapel Hill, with colleague, Angela Whitehurst
- Winstead, Elizabeth. *Stress relief* Beta Alpha Chapter, Delta Kappa Gamma Greenville, NC February 2007
- Winstead, Elizabeth. *Consider the Web* Eta State Convention, Delta Kappa Gamma Charlotte, April 2007

*ALS Library-wide Goals for 2006-2007*  
*Approved March 2, 2006*

*General:*

1. Three-year goal: base service and operation design upon an understanding of user needs and information seeking behaviors, as determined through systematic assessment, including participation in the LibQual survey in spring 2007.

*Collections:*

1. Improve access and use of library collections through such measures as inventorying the general circulating collection, integrating the de-selection of materials into the collection maintenance plan, collecting in-house use statistics and correctly identifying materials in compact shelving.
2. Fully integrate electronic books and documents into the library's collections.
3. Increase electronic access to ECU theses and dissertations, including retrospective conversion of selected print documents.
4. Identify a permanent structure within library administration that is charged with responsibility for collection development and management.

*Services:*

1. Make better use of relevant technologies to improve the way the library provides information resources and user centered services.
2. Further develop and improve the library website to provide accurate, current and comprehensive information about Joyner Library in a user-friendly environment; establish an assessment program that incorporates input from and by users.
3. Evaluate the videoconferencing and audiovisual services currently offered in the library.
4. Establish priorities and procedures for digitization efforts (grant-funded projects and ongoing digitization undertaken outside the context of grants).
5. Examine integrated library systems and come to a decision concerning whether to change systems, while continuing to integrate new features into the Horizon ILS.

6. Promote the services, resources, activities and interests of Joyner Library in support of its mission to serve the University and the citizens of Eastern North Carolina and beyond.

*Staffing:*

1. Foster teamwork and improved morale among library staff and faculty.
2. Provide information on career banding and the process for reviewing, upgrading and funding SPA positions.
3. Communicate serious security incidents to faculty and staff.
4. Through the leadership of the Human Resources officer, develop a meaningful program for fostering staff development and a plan for more fully utilizing the talents of support staff personnel in management of the library.

*Planning/Assessment:*

1. Systematically assess library-wide space needs and those of individual library departments on an annual basis, so that meaningful planning for offsite storage, library renovation, or library expansion can occur.
2. Clarify organizational responsibilities for assessment and provide the resources needed to carry out assessment activities on a regular basis.

*Physical Environment:*

1. Investigate the installation of an independent HVAC system in the Music Library in order to provide the consistent temperature and humidity needed to prolong the life of library materials.
2. Improve the overall safety for faculty, staff, and patrons in Joyner Library.
3. Establish a communication format for library staff to make suggestions regarding the enhancement of the library facility.

Academic Library Services

2006-2007 Annual Report Statistics

<b>Collections</b>	
Volumes held June 30, 2006	1,280,217
Number of monographic volumes purchased 2006-2007	20,578
Number of e-books	58,346
Number of current serials	2,012
Number of e-journals	45,120
Number of microform units	2,512,722
Number of Government Documents	539,403
Manuscripts and archives (linear feet)	10,901
Cartographic materials	112,222
Audio materials	21,065
Film and video	10,057
<b>Expenditures for Library Materials</b>	
Monographs	930,960
Current serials	1,089,936
Other library materials	2,455,227
Total library materials	4,476,123
Contract binding	77,417
Other operating expenditures	7,283,599
<b>Instruction</b>	
Number of library presentations to groups	688
Number of total participants in library presentations	14,532
<b>Reference</b>	
Number of reference transactions	39,589
<b>Circulation</b>	
Number of initial circulations	161,205
Total circulations	168,155
<b>Interlibrary Loans</b>	
Total number of filled requests provided to other libraries	8,219
Total number of filled requests received from other libraries	7,380

## **Summary of Academic Library Services' achievement of its 2006-2007 goals:**

### **General:**

**Three-year goal: base service and operation design upon an understanding of user needs and information seeking behaviors, as determined through systematic assessment, including participation in the LibQual survey in spring 2007.**

The major assessment effort this year was the LibQual survey. To help us learn more about how DE students perceive and use library resources and services, we administered LibQual+ to 6007 undergraduate and graduate students enrolled in one or more online courses during spring semester, 2007. 249 usable surveys were completed. Respondents rated the library highest in these areas:

1. Modern equipment that lets me easily access needed information.
2. Making electronic resources accessible from my home or office.
3. Employees who are consistently courteous.
4. Employees who have the knowledge to answer user questions.
5. Willingness to help users.

Items ranked "Most Desired" were:

1. Making electronic resources accessible from my home or office.
2. The electronic information resources I need.
3. A library Web site enabling me to locate information on my own.
4. Employees who are consistently courteous.
5. Modern equipment that lets me easily access needed information.

The library had the greatest superiority gap (difference between the desired and perceived scores) in the following areas:

1. A library Web site enabling me to locate information on my own.
2. The electronic information resources I need.
3. Print and/or electronic journal collections I require for my work.

Actions we have taken and/or plan to take in response to the survey include:

1. Redesign the library Web site to make it easier to use.
2. Implement federated searching (Serials Solutions' 360 Search).
3. Publicize electronic resources and services more effectively.
4. Offer Camtasia tutorials and virtual tours.
5. Conduct focus groups to learn more about student needs.
6. Buy/subscribe to additional e-journals and other electronic resources.

### **Collections:**

**Goal 1. Improve access and use of library collections through such measures as inventorying the general circulating collection, integrating the de-selection of materials**

**into the collection maintenance plan, collecting in-house use statistics and correctly identifying materials in compact shelving.**

- Technical Services implemented guidelines for accepting deselected materials for processing, evaluated the current use of student employees and projected future staffing needs to accommodate anticipated major increases in deselected materials. They discarded 7,274 items during the year.
- All materials in Compact Shelving have been appropriately labeled.
- The Music Library developed a ranked list of subject areas in need of improvement for their music monograph collection.
- Ten prints pertaining to the Civil War in eastern North Carolina were purchased added to the North Carolina Collection to support an artifact assignment given to English 1200 students.
- A database of North Carolina state government serials with equivalent electronic versions was created, and Cataloging will be asked to add the URLs to existing records in the online library catalog.
- The North Carolina Collection appraised their collection of uncataloged maps to prioritize them for future cataloging.
- The initial processing of the Horizon basefile was completed and the resulting bibliographic and authority records were imported into Horizon. Procedures were developed by Systems and Cataloging for receiving and importing the vendor's quarterly notification files and for sending new records to the vendor for ongoing authority processing.
- Systems made several changes to improve the Horizon Information Portal (aka library catalog) based on recommendations from the OPAC Working Group.
- TRC developed and implemented a weeding plan for fiction based on recommendations from last year's consultants' report. A temporary part-time faculty member was hired to focus on weeding the nonfiction collection as a result of the same report.
- An inventory on the "L" section of the general stacks was completed by TRC.
- Four new EAD finding aids were completed and mounted on the Special Collections web site; eleven additional finding aids were completed but have not been encoded yet.
- Interlibrary Loan shared their usage data to help aid in collection decisions. At least 13 data requests were fulfilled.

**Goal 2. Fully integrate electronic books and documents into the library's collections.**

- Guidelines for acquiring and cataloging electronic books have been developed on the group level.
- Reference developed and implemented an acquisitions and collection management plan for reference e-books. The following reference titles were licensed or purchased: Blackwell Reference Online, Cabell's Directories of Publishing Opportunities, CQ Historic Documents, CQ Researcher Archive, Europa World Plus, Gallup Brain, Historical Statistics of the United States, International Financial Statistics, Oxford Reference Online.
- Additional e-book purchases included Medieval and Early Modern Sources, Mergent Digital Corporate Manuals, NetLibrary Shared Collections III and VI, PsycBooks, and the Elsevier book series for Business, Management and Economics.
- Collection and/or item type codes were created by Systems and configured in Horizon as needed as new collections were acquired.



**Goal 3. Increase electronic access to ECU theses and dissertations, including retrospective conversion of selected print documents.**

- Cataloging completed a pilot project to add brief records for ECU theses to WorldCat and Horizon.
- Circulation began working with students to help them submit their theses and dissertations for electronic processing.
- The Associate Director began serving on the ECU ETD Task Force.

**Goal 4. Identify a permanent structure within library administration that is charged with responsibility for collection development and management.**

- This goal will be guided by recommendations from R2 Consulting and the Revisioning Task Force.

**Service:**

**Goal 1: Make better use of relevant technologies to improve the way the library provides information resources and user centered services.**

- Use of the AskRef instant messaging service increased by 39%, to 1,614 transactions. Email reference transactions via QuestionPoint and Outlook increased by 48%, to 1,625 transactions.
- A new Pull and Hold service for faculty, staff and students was implemented; nearly 1000 items were requested through this service.
- ILL and Acquisitions launched an ILL-centered Purchase-on-Demand program through which 101 titles requested by patrons were purchased for the collection, rather than being borrowed through ILL.
- TRC incorporated SmartBoard technology into instruction sessions, as a way to promote active learning and student engagement.
- Improvements in ILL services included scanning and electronic delivery of articles received via fax or mail and activation of the "database citation export direct to ILLiad" feature in databases that support it, to improve borrowing request processing and accuracy.
- A complete renovation of the library instruction classrooms was planned and begun. Sympodiums will be installed, along with new computers, furniture, and printers.
- The web-based custom-designed 3-2-1 assessment form was used to assess and improve library instruction sessions.
- The Music Library conducted a pilot I-Recital and assessed its success.
- The Cataloging Department developed and implemented procedures for working with authority records to improve access to information in the online catalog.
- LCD panel monitors were installed in four group study rooms to facilitate student collaboration; LCD panel monitors in the lobby were used to promote library events, resources and services.
- Users benefited from the installation of six flatbed scanners in the DLC and the implementation of fee-based wireless printing.

- Electronic resource management systems and link resolvers were evaluated. The decision was made to license the complete Serials Solutions suite. As a result, the library transitioned from SFX to Serials Solutions, increasing the number of serials offered through the A-Z periodicals list and the E-Journal Portal, as well as the accuracy of deep links.
- The Serials Solutions One Search federated search engine, which searches multiple databases at once, was integrated into the library web site.
- Systems and Circulation acquired, configured and implemented the Prenotifier application in Horizon which sends email “pre-notices” to library patrons a few dates before materials they have checked out are due.

**Goal 2: Further develop and improve the library web site to provide accurate, current and comprehensive information about Joyner Library in a user-friendly environment; establish an assessment program that incorporates input from and by users.**

- The Web Editorial Board analyzed statistical data and the results of a user survey to determine changes needed to the library home page. They created a new library home page based on this information, principles of design, and input from library employees and student testers. A site search feature was added. Plans to expand the staff directory are underway.
- Numerous web pages were brought into compliance with the ADA.
- The Reference and Systems Departments improved the appearance and functionality of the Databases pages. Approximately 60 resources were added to the Databases lists, with descriptive/explanatory information for each.
- The ILL web site was expanded to provide in-depth answers to frequently asked questions. ILL created material type specific request forms in ILLiad.
- Numerous library-created resources were added to the web site including the TopoNC GIS map database, resources on the 2006 election, a guide to tax resources, a “Computing Services Guide,” University Archives’ finding aids, a “Library Services for Faculty” page, and new class web pages for graduate courses. The North Carolina Collection updated the content and layout of all its subject guides.
- Various departments began creating Camtasia tutorials and laid the groundwork for the creation of additional tutorials and training sessions using Flash.
- Substantial progress was made on an online tour of the TRC.
- The Systems Department redesigned the intranet pages within the CommonSpot environment and expanded the information available on the intranet.

**Goal 3: Evaluate the videoconferencing and audiovisual services currently offered in the library.**

- The Systems Department compiled information about the videoconferencing services provided in Joyner Library for a campus committee that is reviewing the efficiency of all videoconferencing and multimedia services on campus. The committee’s report and recommendations are due before the start of the 2007 fall semester.

**Goal 4: Establish priorities and procedures for digitization efforts (grant-funded projects and ongoing digitization undertaken outside the context of grants)**

- The Scholarship digital archive, an institutional repository for research and creative materials products by faculty, staff and students of East Carolina University, will be one of the library's priorities for digitization efforts.
- The Digital Editorial Board reviewed proposals for digital projects and selected the Daily Reflector grant proposal to be developed for an NC Echo grant proposal.
- The Systems Department participated in the specification and acquisition process for equipment pertaining to the Heritage Partners grant project. It provided assistance in working with ITCS to create a test bed for the institutional repository pilot project.

**Goal 5: Examine integrated library systems and come to a decision concerning whether to change systems, while continuing to integrate new features into the Horizon ILS.**

- After examining several systems and Horizon 8.0, the library decided to move forward with Corinthian 8.1 from SirsiDynix. Subsequently, SirsiDynix announced that it would focus development on the "Symphony" ILS product. The library decided to migrate to this product.

**Goal 6: Promote the services, resources, activities, and interests of Joyner Library in support of its mission to serve the University and citizens of Eastern North Carolina and beyond.**

- The Eastern North Carolina Digital Library Grant Team received the East Carolina University Centennial Award for Ambition for its work developing and promoting the Eastern North Carolina Digital Library. The requirements of the third and final year of the grant were successfully completed.
- The library planned and held the Third Eastern North Carolina Literary Homecoming, attended by more than 150 persons.
- East Carolina's centennial celebration provided the focus for many exhibits mounted at Joyner Library during the year. Special Collections mounted a series of physical and online exhibits tracing the history of the university. The North Carolina Collection developed an exhibit reflecting North Carolina holdings pertaining to East Carolina University and an exhibit about Thomas Jordan Jarvis, "founder" of the university. The Teaching Resources Center mounted a centennial display entitled *Celebrating 100 Years of Teaching*.
- University Archives and the North Carolina Collection sponsored an official centennial talk entitled *Up Harrington Hill* and a book-signing by Professor and University Historian Henry Ferrell. University Archives provided extensive support during Professor Ferrell's research and writing of two books about the university.

- Special Collections supported the university's commemoration of Constitution Day by developing an exhibit that was displayed in Mendenhall Student Center, *Constitutional Amendments: The Ongoing Battle*.
- Exhibits at the Music Library included *Spotlight on Sacred Music @ ECU* and *Sounds of Summer*.
- TRC and ILL supported the Wachovia East Partnership teacher education program and the Educator Card school program through outreach and education efforts and ILL services.
- The Music Library made their CDs and tapes available for interlibrary loans.
- The TRC expanded its Outreach Program to five new counties (Martin, Lenoir, Wayne, Craven, and Cumberland).
- TRC hosted the Second Annual Librarian to Librarian Networking Summit, which drew more than 100 participants.
- The SPA organization sponsored *Support Staff: What a Valuable Resource! Enrichment Workshop for Eastern North Carolina*.
- The library used newsletters to promote the library to various audiences. These included *DE Cove* aimed at distance learning students, *Notes from the North Carolina Collection*, and *Pirate's Treasure*, published by Special Collections.
- The North Carolina Collection continued its monthly outreach column in the *Daily Reflector*.
- The library engaged in numerous campus outreach activities, including residence hall presentations, Move-In, ice cream socials, and a Halloween jack-o-lantern contest.
- The library developed partnerships with campus and community groups such as the Division of Student Life, the First Year Center, Viva Greenville, and the Center for Faculty Excellence to promote information literacy and raise the visibility of the library.
- The library hosted a popular reception for new faculty, which included tours and introductions to library subject liaisons.
- Publications this year included the Summer 2006 and Summer 2007 issues of COLUMNS and the Joyner Library 2007 calendar.
- The Spring 2006 issue of COLUMNS won the Grand Award for Tabloid and Newspaper Publishing Improvement, as well as a Special Merit Award for Improvement in Design, in the 2006 CASE Awards competition. In addition, this issue received two APEX Awards for Publication Excellence.
- Marketing efforts included advertisements in TEC, Pirate Preview, and other university media and the distribution of promotional items at special events. New brochures were produced for the Music Library, Reference Services, New Faculty Orientation, Freshman Orientation, Special Collections, and the East Carolina Manuscript Collection.
- Photographs from the University Archives were displayed on first floor of the library to raise awareness of the unique resources in Archives and highlight the history of the university.

### **Staffing:**

**Goal 1: Foster teamwork and improved morale among library staff and faculty.**

- Security Guards walked the building and made contact with staff as a presence to foster good will.
- Administrative Services coordinated ALS staff and faculty sit-down lunches and monthly birthday luncheons
- Many employees took advantage of library and ECU training opportunities and participated in library staff development activities, including the May 7 Library Staff Development Day.
- The Reference Department started a Library Book Club and continues to host a monthly book discussion among the library's faculty and staff.
- Intramural sports (softball & kickball) teams were organized.
- The Social Committee planned and held several library-wide gatherings.

**Goal 2: Provide information on career banding and the process for reviewing, upgrading and funding SPA positions.**

- A review of all SPA job descriptions not reviewed since the year 2000 was completed.
- Position 42317 was upgraded from a Processing Assistant V to an Administrative Assistant I; 42359 from a Library Assistant to a LTAI; 42387 from a Cashier II to a LTAI; 42410 from a Library Assistant to a LTAI; 42360 from a LTAI to a LTAll; 42407 from a Library Assistant to an Archivist I; and 42321 from a Library Assistant to a LTAI.
- A salary equity study of all SPA positions was completed. Approximately \$150,000 was used to make equity adjustments for a number of positions.
- Special Collections added an additional ten hours per week for the conservation specialist position.
- The Assistant Director for Library Employee Development took the responsibility for ensuring communication related to career banding and SPA job description processes. Guidelines for job description reviews and in-range requests were written and distributed to everyone in the library. Throughout the year, questions pertaining to these processes were researched and answered promptly. Assistance with writing job descriptions was provided to supervisors and library employees.

**Goal 3: Communicate serious security incidents to faculty and staff.**

- A Security Task Force was established by the Interim Director and guidelines were established as to who would be notified of particular types on incidents based on ECU Police guidelines.

**Goal 4: Through the leadership of the Human Resources officer, develop a meaningful program for fostering staff development and a plan for more fully utilizing the talents of support staff personnel in management of the library.**

- Personal counseling and career counseling sessions were held, training opportunities and staff development workshops were arranged, guidelines and procedures were written and shared with everyone in the library.
- The Library Fellowship Committee implemented a program which allows for a SPA staff member who holds a MLS to apply for an annual fellowship. The first annual fellowship has been awarded to Leigh Younce. It will begin on July 1, 2007.
- Many staff members worked on the Re-visioning Task Force and on the RTF's workgroups.

## **Planning/Assessment:**

**Goal 1: Systematically assess library-wide space needs and those of individual library departments on an annual basis, so that meaningful planning for offsite storage, library renovation, or library expansion can occur.**

- Based on the assessment and recommendations of the TRC Consultant Report, the TRC service desk was modified to produce a more customer friendly approach, new carpet was installed, and 125 new rolling chairs were purchased for the center.
- Special Collections completed a departmental assessment to determine the needs for increased processing and collection storage space, especially for large format and special format materials.
- Special Collections received new shelving and map cases for maps, plans and oversize materials.
- Acquisitions implemented the guidelines developed by the Ad-hoc Gifts Committee to assist in determining space needs.
- Technical Services began evaluating current space configuration with anticipated growth in personnel and changes in processing; this goal will continue in 2007-2008.
- All departments submitted reports to Building Operations in order to project the current and future space needs of their department.
- A RFP was developed to contract a space planning consultant in order to address more efficient use of the building as well as provide planning for the future Collaborative Learning Center. Plans were placed on hold pending approval from ECU Materials Management offices.

**Goal 2: Clarify organizational responsibilities for assessment and provide the resources needed to carry out assessment activities on a regular basis.**

- The Associate Director was charged with the responsibility of coordinating assessment for the library.
- Interlibrary Loan Services supplied and maintained records of transactions based on requests for information in support of assessment initiatives.
- The ERRC has submitted goals based upon the selection of products to support all University programs, investigation of the capabilities of Serials Solutions products and shared online space to support the work of the Committee, and recommendation regarding long-term digital archival storage to Library Administration.
- R2 Consulting LLC was contracted as a consultant to provide an assessment of the Technical Services area.

## **Physical Environment:**

**Goal 1: Investigate the installation of an independent HVAC system in the Music Library in order to provide the consistent temperature and humidity needed to prolong the life of library materials.**

- Though there has been discussion with the ECU Facilities Department, a long-term solution has not yet been formulated.

**Goal 2: Improve the overall safety for faculty, staff, and patrons in Joyner Library.**

- An ad hoc Security Task Force completed and compiled a new set of guidelines and recommendations to support library safety.
- Library security staff increased the number of daily building walk-throughs to help ensure the safety of patrons and staff and to identify potential problems and hazards.
- Library-wide security training classes were held by library security staff at the recommendation of the Security Task Force.
- Remote library service desks received second sets of wireless panic buttons for staff use.
- Several fire doors in the building have been tied directly into the fire system via magnetic holdbacks that automatically allow the doors to close in case of a fire.
- The library instituted a three tiered secure access system for public access computers in the building as requested by ITCS.
- The Joyner Systems Department held a series of mandatory computer security awareness training sessions for library staff.
- To enhance collection security, the Special Collections Department mounted a new camera system in their research room.
- Two additional lights were added to the loading dock area to better light the area for staff entering and leaving the building via the back door.

**Goal 3: Establish a communication format for library staff to make suggestions regarding the enhancement of the library facility.**

- The Joyner Systems Department developed an anonymous feedback form accessible through library's intranet to allow for these kinds of communications to be sent to the library director.
- The Revisioning Task Force started a blog that allows for library staff to pass communicate comments about and suggestions for changes in the library either in name or anonymously.
- Library staff was canvassed for suggestions for changes by work groups established by the Re-visioning Task Force.

## **Academic Library Services 2006-2007 General Revenue Budget**

### **Salaries**

Faculty	\$2,088,937	
Graduate Assistants	272,985	
Staff Salaries	2,304,417	
Fringe Benefits	927,297	
Student Wages	137,632	
SubTotal		\$ 5,731,269

### **Operating**

Supplies	\$ 239,561	
Communications	78,170	
Printing	60,471	
Repairs	130,144	
Online	219,148	
Travel	70,407	
Miscellaneous	69,164	
SubTotal		\$ 867,064

Maintenance	\$ 123,844	
Equipment	\$ 313,947	
SubTotal		\$ 437,791

### **Materials**

Approval Books	\$ 955,538	
Serials	2,131,598	
Electronic/Virtual Library	1,763,679	
Other	21,815	
SubTotal		\$ 4,872,631

Grand Total		\$11,908,755
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**EAST CAROLINA UNIVERSITY FACULTY SENATE  
ACADEMIC, APPELLATE, AND SENATE COMMITTEE  
ANNUAL REPORT**

**2006-2007 Academic Year**

**DUE: May 1, 2007**

**COMMITTEE: LIBRARIES**

**1. Membership (include ex-officio members).** Salman Abdulali , Lawrence Boyer, Lilian Burke, Katherine Cable, Juan Daneri , Darryl Davis, Thomas Douglass, Michael Duffy, Cole Jones, Elmer Poe, Dorothy Spencer, Marianna Walker, Beth Winstead, James Wirth

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

**September 20, 2006** - Salman Abdulali , Kathy Cable, Jeff Coghill (representing Dorothy Spencer), Juan Daneri , Darryl Davis, Michael Duffy, Marianna Walker, Beth Winstead

**October 18, 2006** - Salman Abdulali , Larry Boyer, Kathy Cable, Juan Daneri, Michael Duffy, Elmer Poe, Dorothy Spencer, Marianna Walker, Beth Winstead, James Wirth

**November 15, 2006** - Larry Boyer, , Lillian Burke, Kathy Cable, Juan Daneri, Tom Douglass, Michael Duffy, Ginny Sconiers (for Elmer Poe), Dottie Spencer, Marianna Walker, Beth Winstead, James Wirth

**January 17, 2007** - Salman Abdulali, Larry Boyer, Kathy Cable, Sharon Collins (for Elmer Poe), Juan Daneri, Michael Duffy, Dottie Spencer, Marianna Walker

**February 21, 2007** - Salman Abdulali , Larry Boyer, Jeff Coghill (for Dottie Spencer), Juan Daneri , Michael Duffy, Ginny Sconiers (for Elmer Poe), Marianna Walker, Beth Winstead, James Wirth

**March 21, 2007** - Salman Abdulali , Larry Boyer, Kathy Cable, Thomas Douglas, Michael Duffy, , Dottie Spencer, Marianna Walker, Beth Winstead

**April 11, 2007** - Salman Abdulali, Thomas Douglas, Juan Daneri, Michael Duffy, Dottie Spencer, Marianna Walker, Beth Winstead, James Wirth

**3. Subcommittees established during the year (include progress and/or completion of work).**

Not applicable

**4. Accomplishments during the year, especially as addressed through committee goals.**

**Please include recommendations made to any University agency other than the Faculty Senate that will be noted under #5.**

- Better understanding of the role of information technology and digital archives in the present

library system and University environment

- Report on the uses, costs and procedures of document delivery and interlibrary loan
- Announcement of special events held at Joyner and Laupus Libraries
- Report on task-force initiative in the reorganization of the library system
- Library administrations share information with the libraries committee on the different parts of the library system budgets for 2006-2007.

**5. Reports to the Faculty Senate (Include dates and resolution numbers)**

April 17, 2007 – Marianna Walker presented the University libraries budgets for 2006-2007 including ALS Services, Laupus Library, and Virtual Library. She also discussed the Institutional Repository and Rising Costs of Electronic Journals/Databases.

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

- Inviting a member of the Division of Research and Graduate Studies at ECU to attend a Libraries Committee meeting
- Discussion of the adoption and implementation of an institutional repository
- Explore services to faculty needing resources at both libraries.

**7. Evaluation of the committee (include anything that hindered or assisted the committee's work during the year).**

A. Charge: The committee was enhanced by the presence of the new ALS Director, Dr. Larry Boyer, who regularly attended the committee meetings. It was apparent that Dr. Spencer and Dr. Boyer worked collaboratively on library goals and in presenting information to the committee. During this year, the reports to the committee, from the library directors, were outstanding which served to keep the committee up to date on library activities and needs.

B. Personnel: The committee was well representative of the university faculty and divisions, administration, and library personnel.

C. Attendance: Committee attendance was outstanding; however, the student representative never attended a meeting.

D. Responsibilities: The committee continues to function in its advisory role to the libraries and works to keep the faculty informed of the changing face of the libraries, and how the library works to serve the university community.

E. Activities: For the past three years, the committee (Chair) has presented the libraries budgets to the faculty senate. No questions have been asked, at each meeting and there has not been a request to present the budget from the faculty senate. Therefore, the committee has voted to discontinue presentation of the library budget to the faculty senate, annually, unless requested by the faculty senate.

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

None for this academic year

**9. Does the Committee's organizational meeting next year need to be earlier than the date set this year?**

No

If yes, when do you prefer: \_\_\_\_\_

Signed: Chairperson \_\_\_\_\_

Secretary \_\_\_\_\_