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2009-2010 Annual Report

2010 Annual Report: "Bridging History, Scholarship and Culture"
Unit Annual Progress Report
Unit Goals & Outcomes
Statistics

East Carolina University

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Last Updated: 2015-07-21

Unit: Academic Library Services (ALS)

Unit Highlights:

- **Joyner Library completely transformed the first floor of the library, creating the new Collaborative Learning Center (CLC).** Teaching and learning have changed radically over the last decade with more and more emphasis on collaboration and group projects and the incorporation of new technologies in research and publication. To accommodate these changes, Joyner Library installed a variety of comfortable, ergonomic furniture, increasing the number of seats on first floor from 340 to 525. There are new tables and workstations, large monitors, booths, and state-of-the-art computer technology, including a new viewing/presentation practice room. Space was repurposed to provide a new Graduate Student Lounge, three additional group study rooms and a library instruction classroom. Additional data and power make it easier for students to use laptops and other devices on first floor. The CLC was implemented with financial support from the university. Its implementation helped the library accomplish the initial phase of its goal to **design a user centered environment that supports collaborative and individual learning**.

- **To create a more user-centered environment**, the Music Library added accent walls, new table and floor lighting, task chairs, and comfortable seating options. It also altered the layout of its technology lab.

- **Joyner Library acquired the literary collection of Dr. Stuart T. Wright**, a noted bibliographer and collector whose work focuses on Southern poets and novelists. The collection consists of more than 3,000 printed works and 5,000 manuscripts. Included are portions of the private libraries of poets Richard Ghormley Eberhart and Donald Davie, and such Southern writers as Randall Jarrell, John Crowe Ransom, Peter Hillsman Taylor, and Robert Penn Warren, as well as many first editions of books they wrote. Many of the books contain significant inscriptions, annotations, and insertions that shed light on the writers' thought processes and their relationships with their peers. The collection also contains significant manuscript material, including notebooks, letters, and literary works by Madison Smartt Bell, Eberhart, Jarrell, Ransom, Taylor and Warren. Other writers represented by books or manuscripts include Cleanth Brooks, Robert Lowell, Merrill Moore, Katherine Anne Porter, William Styron, Allen Tate and Eudora Welty. Appraiser Lynn Roundtree described the collection as "an extraordinary accumulation of rare first printings, association copies, authors' copies, dedication copies, authors' presentation copies, and literary papers of many of the finest American poets, novelists, and short story writers of the 20th century." Preliminary inventories of the collection have been completed, and all materials are available for research in the library's Special Collections Department. Additional cataloging and processing will take place over the next two years. The collection, which supports the teaching and research interests of faculty and students in the Department of English, was acquired with funding provided by the university. Acquisition of the collection supports UNC Tomorrow's goals of preparing students for successful professional and personal lives, making UNC programs globally competitive, and promoting the arts and cultural enrichment in all regions of the state.

- "**Seeds of Change: *The Daily Reflector* Image Collection**" was launched to great acclaim in January 2009. The "Seeds of Change" online exhibit contains more than 7,500 images taken from 1949 to 1967 and digitized from the photographic negatives of *The Daily Reflector*, Greenville, NC's daily newspaper.

The photos document the trends and developments that influenced the eastern region of North Carolina during this period of major change in the United States. The collection's website also contains supplemental multimedia resources which offer historical context for the images, including a streaming video and full transcript of an interview with The *Daily Reflector*'s former editor and photographer; an essay written by ECU history faculty member Christopher Oakley on the history of Pitt County and Greenville during this period, and an illustrated timeline identifying the national and international events that shaped the era. All images have been cataloged and can be browsed by subject, facilitating users' entry into the collection. An exhibit with forty large images representing the eight themes of the collection was on display for several months and resonated with visitors from the community, who enjoyed sharing their own memories. Events connected with the exhibit included a ceremony recognizing the Whichard family's gift of the negatives to the library and the celebration of the 250th anniversary of Pitt County. The photography exhibit is available for loan to local museums and libraries. "Seeds of Change" received the national 2010 **Gale Cengage Award for Excellence in Reference and Adult Services**, given annually to a library for development of an imaginative or unique resource to meet patrons' reference needs. The award committee chair noted that the resource is "a model for visual literacy, incorporating history and news with powerful images of the time."

- **The Music Library celebrated its 35th anniversary** of service as a department of Joyner Library with events that included a birthday party on the first day of classes, an anniversary website, and a student composition contest. The winner of the contest was Rafael Valle and his piece, titled Fate, was premiered during the 2010 New Music@ECU Festival.

- **ALS successfully transitioned to Symphony**, a new integrated library system. The transition required extensive planning, database clean-up, system testing, staff training, creation and implementation of new work flows, new documentation, and end-user training. Symphony allows library users to search the catalogs of both Joyner and Laupus Libraries simultaneously, a tool that has been the single most requested library catalog feature in recent years.

- **Mandatory online submission of theses and dissertations to *The ScholarShip*,** ECU's institutional repository, was successfully implemented during spring semester, 2010. One hundred sixteen theses and dissertations were added by students who graduated in the spring. In addition, 29 theses and dissertations were added to *The ScholarShip* during the fall 2009 semester when submission was optional. Faculty deposited 85 items in *The ScholarShip*, an 85% increase over the previous year. The institutional repository supports ECU Tomorrow: Assuring Access, UNC Tomorrow 4.1.1, 4.4.1 and 4.7.4, and the ECU Integrated Plan E.2, E.4.

- The following achievements helped ALS accomplish its goal to **improve accessibility, awareness and use of library collections and services:**

  o Taught 800 instruction sessions, reaching approximately 16,000 individuals.
  o Conducted more than 35,000 individual reference transactions and consultations.
  o Published electronic annual report and monthly electronic newsletters to inform campus about new library acquisitions, services, and programs. Electronic newsletters specific to collection development and the Teaching Resources Center were also distributed.
  o In conjunction with ECU's Heritage and Social Justice Months calendar, provided displays that promoted library resources related to Native American Heritage Month, Hispanic Heritage Month, GLBT Awareness month, Social Justice Month, African American Heritage Month, Women's Heritage Month, Asian & Pacific American Heritage Month, and Holocaust Remembrance. The Circulation Department also created revolving displays of popular reading books and newly-

released DVDs. The Music Library celebrated African American Heritage Month and Women's Heritage Month with displays.

- Added five colleges in eastern North Carolina to the Cooperative Borrower program.
- Created digital collections for:
  - Centennial Oral History Project
  - Special Collections Oral History Collection
  - North Carolina Maps
  - A.R. Ammons Collection
  - Sustainable World: Student Projects in Interior Design
- Migrated several older Digital History Exhibits to the new digital collection repository. These included:
  - Alice Person: Good Medicine
  - Good Music, Bath Tricentennial
  - John Lawson, Naturalist
  - The Dwight M. Holland Ceramics Collections
- Scanned and added high priority maps, prints, and broadsides from the North Carolina Collection to the Eastern North Carolina Digital Library. Selected pamphlets relating to suffrage, slavery, and education have been scanned.
- Extended Interlibrary Loan's popular on-campus document delivery service from faculty only to include graduate students and staff. Expanded service to include scanning from microform materials.
- Registered 1,952 new patrons for ILLiad accounts, including 343 for distance education services.
- Following a successful trial, signed a license for RapidILL, a resource sharing system that will expedite interlibrary loan lending and borrowing of articles.
- Installed first full High Definition videoconferencing system with stereo sound on campus.
- Created more than 250 new LibGuides to help students and faculty with research, a five-fold increase from last year.
- Collaborated with Reference staff from Laupus Library to produce more than ten podcasts that highlight common resources and services.
- Created ten University Archives finding aids for key groups including the Board of Trustees, minutes of faculty meetings, and the records of two past university presidents.
- Designed and provided content for a website and supplemental materials to provide access to the transcripts and audio files of the ECU Centennial Oral History Project that generated interviews with twenty first-generation graduates of ECU. A public program held in March 2009 was attended by approximately 100 persons.
- Gave presentations about Teaching Resources Center outreach services at schools in five eastern North Carolina counties and promoted "Seeds of Change" and Eastern Digital Library resources at all of these presentations as well as at a national conference, three state conferences, and a community event.
- Added ten additional hours of reference services each week by extending service from 10:00 p.m. until midnight Sunday through Thursday.
- Produced a virtual video tour of the Music Library.
- Evaluated discovery tools and selected Summon, from Serials Solutions. With Summon, students can search the library catalog, numerous subscription databases, and local collections simultaneously, using one simple Google-like search box. Summon will be available on the library website in August 2010.
- Completed a large clean-up of items with a status of "Missing" in the library catalog. 17,866 titles were checked against the shelves, resulting in the finding of 4,764 titles and the deletion of 12,041 titles.

- o The first recipient of Special Collections' Research Travel Award, Dr. David Cunningham of the Department of Sociology at Brandeis University, visited in October 2009. For his study of the Ku Klux Klan during the Civil Rights Era, Dr. Cunningham used the James William Cole Papers, the Joseph F. Steelman Papers, and the Capus Waynick Papers, as well as printed sources in the North Carolina Collection. His book will be published by Oxford University Press in 2011 or 2012.

- Accomplishments in **managing and developing collections for the 21st century library** included:
  - o Transitioned approximately 300 print or print plus electronic journal subscriptions to online only formats.
  - o Implemented title-by-title ordering of e-books in YBP, the library's largest firm order vendor.
  - o Faced with a $900,000 cut in the acquisitions budget, the library reviewed all standing orders and serials subscriptions for currency, use, costs and relation to the curriculum. The library cancelled 305 standing orders for an approximate savings of $91,000 and cancelled 500+ serials subscriptions for a savings of more than $200,000. After an extensive review of electronic databases to identify overlap and need, 33 database subscriptions were cancelled, saving approximately $230,000 a year. Other strategies, such as reducing the number of simultaneous users, changing vendors, and negotiating price reductions, resulted in a net savings of $86,700. Cuts were also made to monographic acquisitions budget lines.
  - o Using end-of-year funds from Academic Affairs, purchased extensive online journal backfiles from Cambridge and Wiley-Blackwell, which allowed the withdrawal of print volumes in the library to open up space for other uses.
  - o Added E-book records to Serials Solutions, so that they can be located using the E-Journal/E-Book Portal
  - o Added the 12,000th abstract to the North Carolina Periodicals Index.
  - o Inventoried several specific collections and part of the general collection.
  - o Acquired significant manuscript collections by purchase or gift, including:
    - ▪ Karen Baldwin Folklore Archive. Archive (1974-2006, n.d.) of Eastern North Carolina folklore student research projects at ECU.
    - ▪ Howard Binkley Papers. Papers (1993-2004) documenting the work of a noted theatrical lighting designer and ECU graduate.
    - ▪ Robert Lee Ghormley Papers. Papers (ca. 1890-2008, undated) of Vice Admiral Ghormley, including correspondence, orders, diaries, memoirs, photographic prints and negatives, certificates and commissions, legal papers, scrapbooks, and publications related to his education, family, personal life, and naval career, including his World War II service.
    - ▪ Roy Hardee Papers. Papers (ca. 1867-2007, undated) including photographic negatives, prints, slides, manuscript materials, video cassettes and moving picture reels produced during his career as a photographer for *The Daily Reflector* newspaper and bureau chief for the *News and Observer*.
    - ▪ League of Women Voters of Pitt County Records. Records (1966-2006, undated) documenting the organization's activities.
  - o Acquired rare books, including:
    - ▪ Davie, John Constanse. *Letters from Paraguay*. London: Printed for G. Robinson, 1805.
    - ▪ Gage, Thomas. *The English-American, His Travail by Sea and Land*. London: Printed by R. Cotes, 1648.
    - ▪ Webb, William Henry. *Plans of Wooden Vessel Selected as Types*. 2 vols. [New York?: Webb, 1897?].
  - o Donations to the University Archives included:
    - ▪ Leo W. Jenkins Papers. Collection includes speeches, photographs, and scrapbooks.

- Gay Wilentz Papers. Collection includes the research and teaching materials from Dr. Wilentz's time as a faculty member at ECU.
- Added outstanding Music materials such as:
  - Standing orders for the new collected works sets for Gabriel Faure and Wilhelm Friedemann Bach.
  - Vocal collection of past ECU voice faculty member Donna Dease.
  - Piano music scores donated by retiring piano faculty chair Henry Doskey.
  - Numerous titles in the area of instrumental music.
- Added notable North Carolina Collection titles, including:
  - Hubbard, Charles. *Campaign of the Forty-Fifth Regiment Massachusetts*. 1882.
  - Moore, Frank. *Women of the War: Their Heroism and Self-Sacrifice*. 1866
  - Johnson, E.A. *Light Ahead for the Negro*. 1904
  - Brent, Linda. *Incidents in the Life of a Slave Girl*. 1861
  - *The By-Laws of the Perseverance Lodge, No. 59, of Free and Accepted Ancient York Masons, Held at Plymouth*. 1820
  - Schultz, L.T. *The Weldon Raid*. 1864
- Added outstanding electronic Reference titles, including:
  - *ARBA Online*
  - *Business Plans Handbooks*
  - *Encyclopedia of Library and Information Sciences*
  - *Guide to Reference Books*
  - *Ship Index*
- Added outstanding print Reference titles, including:
  - *Asian American History and Culture: An Encyclopedia*
  - *Encyclopedia of African American Education*
  - *Encyclopedia of Global Warming*
  - *Latino History and Culture: An Encyclopedia*
  - *The Princeton Encyclopedia of American Political History*
- Licensed new electronic resources:
  - African American Studies Center
  - American Geophysical Union Digital Library
  - ProQuest Theses and Dissertations FullText
  - SRDS TV/Cable, Radio, and Newspapers

- **ALS provided numerous educational and cultural opportunities for the university community and residents of eastern North Carolina**. These included:
  - The Sixth Eastern North Carolina Literary Homecoming, held in September 2009. It featured readings, performances, panel discussions and workshops with writers and poets Lenard Moore, Samm- Art Williams, Alan Gurganus, Robert Inman, and Alison Hedge Coke. Ten community events throughout the year extended the reach of the Homecoming and increased the audience size and diversity.
  - Ten exhibits in the first and second floor exhibit areas:
    - Sweetening the Sour Apple: Celebrating Women's Heritage Month
    - Dorsey: "a perception of events"
    - Telling Our Stories Photography
    - The Storm of the Century: Remembered
    - Fine Arts Prints Exhibit
    - Second Annual Joyner Library Graduate Student Art and Design Exhibition
    - First People Heritage Center Exhibit

- - "Energetic Surfaces" MFA Thesis Exhibition
  - Three Cups of Tea Exhibit
  - "Women Artists" Professors of the Studio
  - Exhibits in the North Carolina Collection on waterfowl traditions in eastern North Carolina and the use of privies/outhouses in the area. A major exhibit celebrating Pitt County's 250th anniversary was coordinated with a library reception for the Pitt County Historical Society and a similar exhibit in Special Collections.
  - Exhibits in Special Collections on diversity at ECU and Pitt County's history.
  - More than 45 exhibits in the Teaching Resources Center, including displays of public school artwork and seasonal displays promoting titles from the collection for pre-service teachers and area integrators to integrate into the curriculum.
  - The Ensuring Access to Democracy grant, undertaken in collaboration with the State Library of North Carolina and UNC-CH, was funded in July 2009. Under the grant, approximately 2,300 state government documents will be digitized and made available to the public. More than 60,000 pages have been digitized so far.
  - The Fifth Annual Librarian to Librarian Networking Summit which supports professional development of school media personnel through North Carolina. More than 175 persons attended; 27 sessions were held; attendees were eligible to receive 1.0 CEU.
  - The Teaching Resources Center faculty applied for and received two outreach grants from the National Endowment for the Humanities: *We the People Bookshelf* and *Picturing America*. These grants provided materials for more than 25 Pitt County schools as well as sets of materials for the TRC. TRC faculty collaborated with the Pitt County Director of Media Services and the Pitt County Director of Arts to offer sessions integrating materials into media centers and classrooms.

- The following items helped ALS achieve its goal to **assess selected library services and collections**:
  - ALS administered the LibQUAL+ survey during the spring of 2009. 1,276 surveys were completed; 1,103 met the criteria for inclusion in the analysis. The 2009 results showed consistent improvement in student satisfaction levels as compared to results from earlier LibQUAL+ surveys conducted in 2003 and 2007. Faculty were not surveyed in 2007; comparison of the 2003 and 2009 scores showed significant, consistent improvements. Particularly notable is the 2009 score for faculty satisfaction with how faculty are treated at the library -- the highest satisfaction score seen in any of the surveys. To help libraries put their scores in context, LibQUAL+ calculates the average *Desired*, *Perceived* and *Minimum* scores for all of the colleges and universities that administer the survey during a cycle. 120 colleges and universities administered LibQUAL+ in spring 2009. Our LibQUAL+ dimension summary scores are very similar to the average scores, but it is notable that all four of our *Perceived* scores are above the average. Our *Desired* scores are the same or higher than the average, showing that our users have high expectations. Many of the actions discussed above were undertaken in response to our LibQUAL+ results, including:
    - Library as Place
      - ❖ Added 29 individual student studies and six group study rooms
      - ❖ Developed the Collaborative Learning Center
      - ❖ Installed large computer monitors for group work
      - ❖ Opened the Graduate Study Lounge and the presentation practice/viewing room
    - Information Control
      - ❖ Created online and video tutorials

- ❖ Introduced a new library catalog that allows searching of materials from both ECU Libraries
- ❖ Created more than 250 LibGuides to help direct students to relevant resources
- ❖ Added new Digital Collections
- ❖ Added journal subscriptions and databases to support new and growing programs
- ❖ Licensed the Summon integrated search product with planned implementation in August 2010
- ❖ Began redesigning the library website. Numerous pages have been migrated to the new format, while other pages are under development.

- o Reviewed cost and use data for electronic resources as well as data from the subject liaisons' summer 2009 focused review of print journals. Evaluation resulted in the evidence-based cancellation of about a third of the library's print journal collection, almost all remaining microform subscriptions, 50 e-journal subscriptions, and 33 database subscriptions. Hundreds of other subscriptions changed in format from print to online and/or changed vendors.
- o Conducted usability tests for *The Daily Reflector* project, *The ScholarShip*, the Ensuring Democracy grant site, and the old and new library websites.
- o Created the State of the Website report in the summer of 2009 to determine baseline information about the website prior to the redesign in 2010.
- o Evaluated the ILL Purchase on Demand program for effectiveness as a supplemental collection development initiative and decided to continue it.
- o Completed the Wisconsin-Ohio Reference Evaluation Program in the Music Library. The staff's score of 91% was 4% higher than the previous high scorer and 32% above the average for all 22 participating libraries.
- o Designed and implemented a formal library instruction assessment program.
- o Created evidence-based learning outcomes for COAD 1000, ENGL 1100, and ENGL 1200 courses and consistently used active learning exercises during instruction to achieve the desired outcomes.

- Efforts to **increase organizational efficiency and accountability** included:
  - o Reassigned responsibilities of faculty and staff in multiple departments in response to the loss of ten positions due to budget cuts.
  - o Implemented online review of timesheets.
  - o Managed the fiscal and reporting needs of five grants.
  - o Brought Circulation Department's procedures for billing into full compliance with ECU Auditor requirements and began using the NC Attorney General's Office and collection agencies to collect outstanding fines.
  - o Migrated Collection and Technical Services policies and procedures documentation to Drupal.
  - o Developed and executed a plan to reduce the physical size of the current periodicals section by 58%.
  - o Posted collection development guidelines for 21 areas.
  - o Cross-trained ILL and Circulation staff.
  - o Set up deposit accounts with two monographic vendors; as a result, there was a significant reduction in the number of smaller, weekly checks that had to be written to vendors over the course of the year.
  - o Updated the Joyner Library Circulation Policy, Music Library Circulation Policy, and Equipment Policy and ensured uniformity across policies to better serve users.
  - o Implemented new tracking procedures for the Web Development Team..

o Began using Google Analytics to track use of web pages.

- ALS made progress on its **goal to create and fund an endowment for University Archives** by raising approximately $12,000 for the fund. The Friends of Joyner Library are assisting in the fundraising by selling raffle tickets for a painting by Bob Pittman.

- **The following activities supported the ALS Diversity Action Plan**:
  o University Archives produced an extensive exhibit on diversity at ECU, which was on view from July 2009 until January 2010.
  o Heritage month book and film displays offered new insights and perspectives on diverse groups.
  o The Diversity Committee sponsored an open forum for all ALS faculty and staff to meet ECU's Chief Diversity Officer, who presented the ECU definition of diversity and provided an overview of campus diversity initiatives.
  o The Diversity Committee selected a member to represent Joyner Library on the newly-formed ECU Diversity Liaison Group.
  o The Diversity Committee joined the Director's Executive Committee for a meeting with the new Associate Provost for Equity, Diversity and Community Relations.
  o The ALS Diversity Plan was approved by campus leadership in March 2010.

- **Highlights in research/creative activity**:
  o Bailey, A. R. (2009). Early Essentials: Developing and Sustaining Birth-Kindergarten Library Collections. *Children & Libraries: the Journal of the Association for Library Service to Children*, *7 (3)*, 17-24.
  o Bailey, A. R., Shouse, D., Teel, L. M. , & Walker, H. J. (2009, October). *The Librarian to Librarian Networking Summit: Providing Professional Development through Partnerships*. North Carolina Library Association Biennial Conference, Greenville, North Carolina.
  o Barricella, L. A. & Reynolds, M. C. (2009). Collecting Ourselves: An analysis of holdings of North Carolina libraries of selected categories from the 'North Carolina Bibliography'. *North Carolina Libraries*, *67 (2)*, 19.
  o Barricella, L. & Thomas, Wm. J. (2009). *Squeezed between the E's: Electronic Resources (Print Monographs) Economic Woes*. Timberline Acquisitions Institute, Timberline Lodge, Oregon
  o Carr, P. L. (2009). Acquiring Articles through Unmediated, User-Initiated Pay-Per-View Transactions: An Assessment of Current Practices. *Serials Review*, *35 (4)*, 272-77.
  o Carr, P. L. (2009). Forcing the Moment to Its Crisis: Thoughts on Pay-Per-View and the Perpetual Access Ideal. *Against the Grain*, *21 (6)*, 14-16.
  o Coonin, B. R. & Younce, L. M. (2009-2010). Publishing in Open Access Journals in the Social Sciences and Humanities. *Proceedings of the 14th National Conference of the Association of College & Research Libraries*, American Library Association, 85-94.
  o Dragon, P. M. (2009). Authority Control of Names in Local Digitization Projects and the Eastern North Carolina Postcard Collection. *Library Resources and Technical Services*, *53 (3)*, 185-196. [Recipient of the "Best of LRTS" award for 2009]
  o Gee, W. & Shirkey, C. (2010). Giving Patrons What They Want: An Analysis of a Thesis and Dissertation Purchase-on-Demand Project at East Carolina University. *Journal of Interlibrary Loan, Document Delivery and Electronic Reserve*, *20*.
  o Gueguen, G. & Hanlon, A. (2009). A Collaborative Workflow for the Digitization of Unique Materials. *Journal of Academic Librarianship, 35 (5)*, 468-74.

- Gueguen, G. (2009). [Featured Collection: Joyner Library Digital Collections](). *D-Lib Magazine*, *15 (7/8)*.
- Gueguen, G. (2009). [Just keep clicking Till You Find It: Building a Library Digital Collection Interface with Browsing in Mind](). LITA National Forum, Salt Lake City, Utah.
- Gustavson, A. & Nall, H. C. (2009). [Evidence Based Librarianship in Assessment of Information Literacy Instruction](). 4th Annual Information Literacy Conference, Charlotte, North Carolina.
- Guill, K. L. (2009). [Arguing for Space in a User Focused Environment]() *Library and Archival Security*, *22 (2)*, 115-23.
- Krasniewicz, K., Ching, E., Clingman, P., Collins, M. M. , Dunkley, C. P. , Deborah B. Ford, Christy Schink, Grace Shanahan, Lisa Marie Smith, Linda Teel, and Bina Williams., (2009). [ALSC Children's Notable Video Committee List](). *School Library Journal*, *55 (4)*, 33-35.
- Lawrence, J. (2009-2010). [Lawrence Looks at Books](). Gale Group Reference Reviews.
- Lewis, J. S. (2010). [The Academic Library in Institutional Assessment: Seizing an Opportunity](). *Library Leadership and Management*, *24 (2)*, 13-25.
- Lewis, J.S. (2009). [Using LibQUAL+ "Library as Place" Results to Inform Space Planning Decisions.]() ALA Annual Conference 2009. Washington, DC.
- Newcomer, N. L. (2009). [Back to Basics: International Collection Development on a Shoestring](). *Collection Building* 28 (4), 164-169.
- Sanders, Mark. (2009). [Popular Reading Collections in Public University Libraries: A Survey of Three Southeastern States](). *Public Services Quarterly*, v. 5, no. 7.
- Sanders, Mark. (2009). [265010 JoynerRef: Text Message Reference Service @ ECU](). *North Carolina Libraries*. *67(1)*, 20.
- Sauter, B. D. (2009). Made Mechanically Correct: An Introduction to the Marietta Manufacturing Records, Pleasant Point, WV, 1906-1995. *The International Maritime Journal*. *21 (2)*, 287-300.
- Scott, R. (2009) [Wired to the World - Mozy vs Western Digital.]() *North Carolina Libraries*. *67(1)*, 49.
- Scott, R. (2009) [Wired to the World – Preszi](). *North Carolina Libraries*. *67(2)*, 49.
- Teel, L.M. & Walker, H. J. (2010). *Demonstrating Seeds of Change: The Daily Reflector Image Collection in Order to Integrate Primary Sources into the Classroom*. 2 presentations: North Carolina Council for the Social Studies, Greensboro, North Carolina and North Carolina Middle School Association, Greensboro, North Carolina.
- Thomas, Wm. J. (2009). '*The NIH Mandate One Year On: How Are Libraries Responding?*'. North American Serials Interest Group, Asheville, North Carolina
- York, M.C. (2009). A Tribute to Doris Betts. *North Carolina Literary Review (18)*, 180-183.
- York, M.C. (2009). [A Window on North Carolina in 1849, Part 1](). *Carolina Comments*, *57 (3)*, 91-95.

- Grants Funded
  - Gueguen, G., et al., *Ensuring Democracy through Digital Access* ($124,693) will fund the most comprehensive to date digital collection of core North Carolina state government documents, offering researchers a historical view of the development of the state's government and infrastructure. The grant partners include ECU, the State Library of North Carolina (SLNC), and the University Library at the University of North Carolina at Chapel Hill. In addition, the North Carolina Supreme Court Library and the Legislative Library are participating as contributing partners. The completed collection of state government documents, along with some supporting non-governmental resources, will be made available through the SLNC's CONTENTdm repository of current and historical North Carolina state government information and North Caroliniana. The material is not restricted by copyright. North Carolina ECHO / LSTA Digitization Grant Project.

- o Guill, K., *National Film Preservation Foundation Summer Grant* ($4,860), National Film Preservation Foundation.
  - o Walker, H., *We the People and Picturing America* ($20,000), National Endowment for the Humanities.

- Service Highlights
  - o Faculty members served on the following ECU Faculty Senate Committees and ECU administrative committees:
    - Academic Integrity Board (Sanders, chair; Gee, member)
    - Admission and Retention Policies Committee Chair (Thomas)
    - Calendar Committee Secretary (Teel)
    - Career and Continuing Education Committee (Newcomer)
    - Citation Appeals Board (Shouse)
    - Commencement Committee (Scott)
    - Copyright Committee Chair (Winstead)
    - Due Process Committee (Dembo)
    - Educational Policies and Planning Committee Secretary (Lewis)
    - Faculty Grievance Committee Chair (Mayo)
    - Grievance Board Chair (Coonin)
    - Honorary Degrees, Awards, Distinctions Committee (Shirkey)
    - Information Resources Coordinating Council (Winstead)
    - Intellectual Property & Patent Committee (Cook)
    - Parking and Transportation Committee (Scott, chair; Walker, member)
    - Reconsideration Committee (Scott)
    - Status of Women Committee Co-Chair (Winstead)
    - Student Scholarships, Fellowships, and Financial Aid Committee (Dembo)
    - University Benefits (Cook, York)
    - University Curriculum Committee Secretary (Scott)
  - o Faculty also served on numerous other university committees and task forces, including the Children of SPA Employees Scholarship Committee (Bailey), Constitution Day Committee (Dembo), Distance Education Advisory Committee (Whitehurst), Diversity Liaison Group (James), ECU Museum Task Force (York), ECU Network Administrator's Group (Stocks), Ethnic Studies Board (Shirkey), Faculty Manual Advisory Group (Thomas), Faculty Orientation Planning Team (Reynolds, Willis), Faculty Senate (Estep, Willis (alternate)), Freshman Residency Study Group (Thomas), Pirate Read Committee (Cook), Safe Zone (Bailey, Gee), SACS Compliance Readiness Council (Boyer, Chair; Lewis, member), SACS Outcomes Assessment Council (Lewis), SACS Steering Committee (Boyer), School of Art and Design Media Center Advisory Committee (Shirkey), Student Health Advisory Committee (Hursh), University Online Quality Council (Whitehurst).
  - o Faculty serving in leadership roles on national and state committees included:
    - Bailey: North Carolina Curriculum Materials Center Association, President
    - Bailey: Roundtable for Ethnic Minority Concerns, North Carolina Library Association (NCLA), Co-Director
    - Bailey: American Library Association (ALS) Coretta Scott King Book Awards Committee, Web Content Subcommittee: Chair
    - Barricella: ALA Association for Library Collections & Technical Services (ALCTS) Acquisitions Section, Policy and Planning Committee, Chair
    - Boyer: ALA Library Leadership & Management Association (LLAMA) Building & Equipment Section Library Buildings Awards Committee, Chair

- Boyer: University Library Advisory Council, Chair
- Carr: North American Serials Interest Group (NASIG), Awards and Recognition Committee, Co-chair
- Cook: NASIG Nominations & Elections Committee and Conference Planning Committee, Co-chair
- Cook: ALA ALCTS Annual Program Planner
- Coonin: NCLA Endowment Committee, Chair
- Coonin: Association of College & Research Libraries (ACRL) Science & Technology Section Program Planning Committee, Co-chair
- Dragon: ALA ALCTS Cataloging & Classification Section Subject Analysis Committee, Subcommittee on Genre/Form Implementation, Chair
- Dragon: ALA ACTS Council of Regional Groups, Secretary
- Erdman: Visual Resources Association, Digital Initiatives Advisory Group, Co-chair
- Estep: ACRL Law & Political Science Section, Chair
- Gustavson: ALA Reference & User Services Association MARS/RSS Virtual Reference Tutorial Subcommittee, Chair
- Gustavson: NCLA Bibliographic Instruction Group, Chair
- James: North Carolina Preservation Consortium, Executive Director
- Lewis: ALA LLAMA Measurement, Assessment & Evaluation Section, Data Collection for Library Managers Program Planning Committee, Co-chair
- Nall: NCLA Business Librarianship in North Carolina, Secretary/Treasurer
- Newcomer: Music Library Association, SirsiDynix Integrated Library System Music Users' Group, Co-chair
- Reynolds: NCLA Round Table on Special Collections, Board of Directors and Webmaster
- Sanders: NCLA Reference and Adult Services Section, Chair
- Sauter: NCLA Round Table on Special Collections, Chair
- Scott: NCLS Executive Committee and Editor, *North Carolina Libraries*
- Teel: ALA Ethnic and Multicultural Information Exchange Round Table, Executive Board
- Thomas: NASIG Publications and Public Relations Committee, Co-chair
- Walker: ALA Ethnic and Multicultural Information Exchange Round Table, Children's' Committee, Chair
- Whitehurst: ACRL Distance Learning Section, Liaison Committee, Chair
- Willis: NCLA College & University Section, Chair
- Winstead: ULAC Automation and Networking Committee, Chair
- York: Historical Society of North Carolina, Secretary
- York: ALA Library History Round Table, Executive Board

Key Issues to be Addressed:

- **Budget:** ALS is deeply appreciative of the end-of-year and reallocated funds it received from Academic Affairs and the university during fiscal year 2009-2010, which allowed the acquisition of the Stuart Wright Collection, the implementation of the Collaborative Learning Center, and the acquisition of online journal backfiles to support research and teaching at ECU. We also appreciate the one-time funding that cushioned the acquisitions budget cut and allowed for continued support for faculty professional development and service commitments. However, ALS starts off the 2010-2011 fiscal year with operating and acquisitions budgets approximately 1/3 lower than the base budget in FY 2008-2009, despite growth in the numbers of students, faculty, courses, and programs it supports and inflation rates of 5% of monographs and 6-8% for serials. The loss of 10 faculty and staff positions, combined with reduced budgets for Self-Help student workers and graduate

assistants, strains our ability to maintain existing service levels and plan and provide the new services needed by the ECU community. We are waiting to hear if the continuation budget will be funded; if it is, this will help immensely in our ability to maintain and improve the resources and services we provide.

- **Space:** Academic libraries across the United States face many of the same space issues: student demands for safe, comfortable study space for extended hours (24/5 or 24/7, if possible), faculty concerns that print materials are being withdrawn or becoming less accessible, tension between the increasingly-electronic future of publishing and its print-based past, escalating demands for space for special collections, space for new services like digitization, and the need for more technology-enabled areas. In the case of Joyner Library, the relocation of the Pirate Tutoring Center and the University Writing Center and the planned move of the STEPP Program have intensified the concerns about space. Students undoubtedly have benefitted from having the Pirate Tutoring Center and the University Writing Center in the library. We anticipate that the STEPP Program also will be a good fit. To make room for STEPP, ALS is engaged in the massive withdrawal of print journal runs, which was made possible by the purchase of archival electronic access to these journals. After making room for STEPP, Joyner will be left with very little room for growth of the print collection, which we anticipate will increase by about 20,000 volumes per year for at least the next five years, before the shift to electronic monographs takes hold. Every floor of the library has space challenges: Basement: repurpose Copy-Serve area for staff and project needs; First floor: Renovate Circulation, Interlibrary Loan and Java City to make the area more user-friendly; Second floor: incorporate collaborative learning features and classroom simulation areas in the Teaching Resources Center; Third and Fourth floors: develop a plan for a combined North Carolina Collection and Special Collections & Archives service area that addresses security, preservation and accessibility of collections, and instruction needs, and provides a public space conducive to use by researchers. The Music Library has faced space challenges for years. Its priorities include an automatic entrance door, space for an instruction lab, and growth space for the collection.

- **Faculty/staff retention & development**: The skills required for library faculty and staff change rapidly, always becoming more sophisticated and complex. ALS regularly provides in-house training, encourages staff to enroll in training offered by ECU, and pays for online training and professional development sessions that are deemed to be cost-effective. Even online training can be costly, however, and the budget cuts led to reductions in expenditures for staff development last year. Intensified training will be needed for staff to stay current with new technologies and standards, particularly in areas like cataloging, digitization, and preservation. ALS faculty are encouraged to be active in state, regional and national organizations as members, officers, and conference presenters. While ALS has provided some financial support for these activities for at least the past ten years, the support has not kept pace with the expense of attending professional meetings and conferences. Many faculty members engage in professional development activities as well as fulfill service obligations at these conferences. Most also engage in activities directly related to their job responsibilities while at conferences, such as meeting with vendors, evaluating new products, purchasing books, etc., to the benefit of ALS and ECU. Additional financial support for faculty engaging in these activities is needed. Retention is a growing concern, as North Carolina state employees have not received raises for the past two years, and it seems unlikely that there will be raises in 2011. We understand that this is outside the control of ECU, but do think that it will become a key issue for us, as faculty and staff feel pressure to leave ECU in order to get a salary increase.

1. Design a user-centered environment that supports collaborative and individual learning.

Department / Committee / Task Force	Strategies	Outcomes
Administration	1.1 Participate in the development of a space plan and collaborative learning center design. (Building Operations)	1.1 Created floor plan and furniture layout for collaborative learning center; worked with committee to select furniture and fabrics; coordinated ordering and receipt with vendor; coordinated installation and placement of furniture. Added electrical and vinyl flooring to accommodate the addition of 3 vending machines to the area. Added electrical to the CLC to allow for more use of laptops by patrons. Removed cubicles from first floor and updated data and power to accommodate the new furniture. Converted Room 1101 to a Graduate Student Lounge,
Circulation	1.1 Work with Collaborative Learning Center (CLC) committee and Space Planning Steering Committee (SPSC) to provide suggestions for the arrangement of a more user-oriented Circulation/Reserve Desk. The Circulation/Reserve Desk should be more mobile and ergonomically efficient, with an added patron book-drop. Patrons entering the library should be able to clearly identify the Circulation/Reserve Desk and be able to easily discern what services are offered. Signs should be strategically placed outlining all the services available: Check-in, Checkout, Returns, ILL and Holds pick-up

1.2 Work with SPSC to identify adequate staging areas for books being processed for shelving

1.3 Work with SPSC to identify adequate shelving units or book cases to store books ready for pick-up, such as, Pull & Holds, Holds, Recalls and ILL books

1.4 Identify space near the Circulation/Reserve Desk for storing computer cabinets that will hold items to be checked-out including: laptops, video cameras, and tripods. Plan for additional storage for electronic/computer items that may be ordered later

1.5 Verify Kaplan learning materials held behind | 1.1 Circulation staff met with the space planners to discuss the current circulation service area and future needs. This goal will be carried forward as we meet with Institutional Interiors to discuss the redesign of the circulation service desk. One goal is to move the Circulation desk forward toward the entrance to be more of a presence when patrons enter the library.

1.2 Circulation staff met with the space planners and determined that the staging area could be reduced in size.

1.3 Circulation staff met with the space planners to discuss the circulation service area's current and future needs. A redesign presented by Institutional Interiors included a new book case to store laptop computers and other equipment available for check out. It also provided additional built in shelf space for pull and holds and newly acquired and recalled library items.

1.4 Completed: Circulation staff received computer and equipment cabinets for storage for laptops and other circulating equipment received from the dissolved DLC. The recent design received from Institutional Interiors provides Circulation with a large storage unit with slots for laptops and other storage cabinets for circulating equipment. |

	Circulation/Reserve desk are in the appropriate location and are being used	1.5 Completed: A staff member contacted the Kaplan Company and was informed this collection is no longer maintained by Kaplan. The documents were therefore removed from the Circulation/Reserve desk.
ILL	1.1 Assist with the planning for the implementation of a CLC in Joyner Library	1.1 Suggestions were provided to Robert on the entranceway area. 1.1. Feedback was provided to the CLC Taskforce. 1.1 Opinions were shared with Circulation on its plans for a new service desk and accent paint. 1.1 Input was provided about the STEPP program. 1.1 ILL and Circulation met with Robert and began planning to reduce our staff work areas so additional patron space can be created and/or so Java City can be relocated.
IT	1.1 Cross train faculty and staff in public service areas on library equipment. 1.2 Provide ongoing support for software upgrades that would affect public machines. 1.3 Provide information to library faculty and staff on new trends in technology. 1.4 Provide ongoing training to library faculty and staff on software 　-Provide structured training for software 　-Provide quick tips 　-Provide one on one instruction as needed	Provided LearnIT sessions on "Calendaring in Outlooks", "How to Backup Your computer" Provided quick tips for cleaning computers keyboards, mice, and screens due to H1N1 concerns; making file backups on laptops and workstations Provided support for iPad and e-book reader assessments and implementation
Music Library	1.1 Evaluate feasibility of altering the layout of the Music Library's Technology Lab to create a more user- and space-friendly environment. Criteria for success: -Evaluation complete and conclusions drawn.	Completed. We actually exceeded our goal in that we concluded it would be feasible to do this now, so we went ahead and implemented the redesign.
NCC	1.1 Work with space planners, Special Collections and Library Administration to develop a plan for a future combined service area that addresses security, instruction, and accessibility of collections in a practical and affordable manner. Criteria for success: A committee composed of faculty and staff from the North Carolina Collection and Special Collections develop and agree to a plan by February 15, 2010.	1.1 Discussion begun with Assistant Director and other unit supervisors regarding approach to a combined service point. These will carry over to the coming year.
Reference	1.1 Position the department within organizational and physical changes resulting from the start of a Collaborative Learning Commons. .	1.1 During the 2009-2010 period the Reference Department moved its offices and operations to the area formerly occupied by the Digital Learning

1.2 Prepare for IT user support when the DLC service desk closes	Center. The reference print collection was relocated and thousands of volumes were moved into the general circulating collection, compact reference, or discarded. Several members of the department collaborated with Building Operations and the Executive Committee to configure and purchase new furniture for the area. The department created three additional group study rooms that can be reserved online. Room #1019 was converted into a third instruction classroom. The reference desk was reconfigured to a more streamlined, interactive arrangement.
1.3 Welcome new Reference desk members and work with them to develop professional reference and instruction skills	
1.4 Collaborate with the Pirate Tutoring Center to offer students increased access to the library's resources and services.	
1.5 Begin brainstorming ideas for the improved look and functionality of library web pages including the reference department, distance education, instructional services, ask-a-librarian, and homepage. Communicate ideas to the Web Librarian and Web Development Team as appropriate.	1.2 The department created guidelines of IT categories and the corresponding protocol for troubleshooting problems. The guidelines clearly state what to support and what to refer to others outside of the Department.
	1.3. Reference welcomed Cindy Shirkey, Sanela Bektic, Joseph Thomas, Catherine Tingelstad, Jacquelyn Erdman, Ginny Boyer, and Robert James as reference desk guests. Training was provided as needed depending upon the individual's expertise.
	1.4. A meet and greet was coordinated by the Reference Department and held with the PTC and Writing Center. During the event we spoke about our services and availability for research consultations, classroom instruction, and any other ways the Department can support the new Centers. The Outreach Coordinator also provided similar information to PTC tutors during their training. The Department made storage space available in for the PTC in our supply closet and offered use of the bulletin boards in the former Reference area. The Department made available Room #1101 and #1014 for use during Pirate Tutoring nights. Information about PTC was integrated into reference service and instruction sessions.
	1.5. The department dedicated several core meetings to responding to the Web Librarian's questions regarding a website redesign and offered design and functionality suggestions. We completely revised the DE and Instructional Services page. Pirate Source and Class Web Pages were migrated to LibGuides. The How Do I? pages were completely updated. An inventory of the Reference subdirectory webpages was compiled and provided to the Web Services Librarian. Broken links were updated across all webpages.

TRC	1.1 Continue to assess TRC instructional area and needs in conjunction with the space planning recommendations focusing on studying and recommending technology and furniture for collaborative learning and bibliographic instruction in the TRC (long-range). Criteria 1.1 Review instructional area noting needs for future growth and technological updates. Recommend technology and furniture that will provide a collaborative atmosphere for student learning. Communicate and discuss needs with Associate Director for User Services.	1.1 Instructional area and future growth and technological updates were discussed with Assistant Director (Robert James) based on the space assessment plan completed. This goal will be continued for the 2010-2011 year so that the updates and growth may be addressed for the upcoming year based on funding.
Web Development Team	1.1 Work to better integrate online library resources and services into Blackboard in order to support student learning in their collaborative workspace.	1.1 The Web Services Librarian asked Matthew Long, Blackboard Administrator, about a more developed library tab in Blackboard. After a number of emails, he said that if we want to have different content for the library tab, he can change the URL to different Blackboard based web page that we create on our servers. He also said if we create library based materials, he can add it to the many files accessible to the ECU Faculty. The Web Services Librarian also found an article about how UNC-Greensboro was able to manipulate Blackboard in order to have relevant information show up depending upon what class the person is taking. At this time no further work has been done on this topic.

2. Launch the ScholarShip ECU Institutional Repository as a pilot project.

Department / Committee / Task Force	Strategies	Outcomes
Circulation	2.1 Provide support for graduate students transitioning from paper submissions of theses and dissertations to electronic submissions	2.1 Completed: Electronic submission information was posted on the circulation web page and only three graduate students asked to have their personal copies bound. The transition went smoothly and the graduate and doctoral students were well informed through their prospective departments.
Collections & Technical Services	Mono Acq Dept: 2.1 Assess staff responsibilities relative to vacant position and need for support of ingestion of information into ECU's ScholarShip Institutional Repository Coll. Dev. Dept.: 2.2 Increase internal knowledge of scholarly communication issues through professional development, faculty communication, and work with the institutional repository 2.3 Contribute to development of relevant	Mono Acq Dept: 2.1 Due to another vacancy within the dept we are unable to find staff time to devote to IR work Spec Coll Cat, Metadata & Auth Dept: 2.5 Head of the Department met several times with Head of Digital Collections to develop infrastructure, forms, and templates. 2.6 In collaboration with Laupus staff and IR programmers/developers, developed cataloging procedures for ETDs that allow for quick, nearly automatic creation of

	policies and guidelines governing items in the institutional repository 2.4 Conduct outreach to teaching faculty and researchers in order to recruit content for the institutional repository, including --Making personal and group contacts and --Distributing marketing materials Spec Coll Cat, Metadata & Auth Dept: 2.5 Collaborate with IR group in developing metadata infrastructure, including user-submitted forms, templates, etc. 2.6 Collaborate with IR group on workflow for various types and sources of material, including ETDs, faculty and student research, etc. -Assign metadata to projects as they are added to the repository.	very robust brief MARC records in Symphony from ProQuest-supplied metadata, and procedures for upgrading the brief MARC records with controlled vocabulary, authority control, etc. as well as enhancing the ETD metadata in the ScholarShip repository itself. All ETD's received to date have brief records in Symphony. We are currently upgrading the briefs.
Collections and Technical Services	Collection Development Department 2.1 Increase internal knowledge of scholarly communication issues through professional development, faculty communication, and work with the institutional repository 2.2 Contribute to development of relevant policies and guidelines governing items in the institutional repository 2.3 Conduct outreach to teaching faculty and researchers in order to recruit content for the institutional repository, including making personal and group contacts and distributing marketing materials	Collection Development Department: 2.1 Open Access Week activities took place during October 2009. ARL-ACRL Institute on Scholarly Communication webinar series was approved by administration and scheduled from the first one in March 2010. Liaisons were invited to attend 2.2 This goal is not relevant to the department as a whole; collection development librarians have had input to the process, which was primarily handled by the IR Steering Committee. 2.3 At least 29 individual meetings with faculty were noted on the liaison-reference contacts list, and 7 departmental meetings included the institutional repository, reaching about 120 faculty members.
Digital Collections	2.1 Support the infrastructure and perform critical updates for the dSpace software behind the ScholarShip as it enters phase two of its development Criteria for Success: -Configuration errors fixed and repository infrastructure stabilized -Individualized upload interface developed for Art School -Workflow established for the regular deposit of ETD -Interface enhancements and software uploads as necessary 2.2 Work with Collection Development and the IR Steering Committee to provide technical and programming support for the creation of a sustainable workflow for IR deposits by faculty Criteria for Success: -Self-submission interface for faculty is	2.1This goal has been accomplished. The repository was migrated to a new, more stable, Windows installation in the summer of 2009 and has been stable ever since. In addition, usability tests were carried out and changes to the repository were made accordingly. Work on administrative tools for the School of Art and Design (SOAD) to manage their project has been accomplished, and interface enhancements also allowed for customized upload forms based on document type. In the last month, the decision has been made to migrate the SOAD collection into a separate, more flexible, repository software. 2010-2011 goals have been updated to include further work on this new repository. 2.2 Updates were made to the faculty self-submission upload forms, tailoring them to specific document types, as a result of usability testing. Workflow for ETD deposit was worked out with Tech Services, Laupus Library, as well as IT. The IR Steering Committee decided that no additional workflow

	developed -Necessary tools for additional processing by Library Staff are created and implemented	tools are needed at this time.
ILL	2.1 Refer patrons and outside libraries to the IR for request fulfillment 2.2 Improve staff knowledge of scholarly communication and copyright	2.1 This was done, as requests deemed it appropriate. 2.2 William informed ILL staff of on-going library efforts and responded to questions about copyright and licensing, as needed.
Institutional Repository Task Force	2.1 Activate the online submission form 2.2 Develop guidelines for content to be included in ScholarShip 2.3 Accept content through the form from pilot participants 2.4 Develop a public relations/marketing plan to publicize ScholarShip to internal audiences and across campus 2.5 Plan for full implementation of ScholarShip in 2009-2010 2.6 Review the interface, recommending appropriate enhancements by summer 2009 2.7 Document staff procedures related to the most common types of materials added (including ETD's, Art School portfolios, and text-based articles) by fall 2009 2.8 Enlist campus partners who will advocate for and support the IR 2.9 Increase the prominence of the repository by contributing metadata to OAI harvesters and highlighting on library webpages 2.10 Draft policies related to the ongoing operation of the repository	2.1 Done 2.2 Done, see http://thescholarship.ecu.edu/about 2.3 Done, and exceeded: we have been able to accept content from external depositors as well. 2.4 Incomplete: a PR group was formed and met once or twice without going farther than encouraging both libraries to send liaisons out with brochures that we already have. There was not a comprehensive or clear plan drafted. 2.5 Done, we have a stable, functioning repository capable of ingesting, storing, and displaying deposited items. 2.6 Done--internal review and review with a group of volunteers led to interface enhancements 2.7 Partially complete: ETD workflow documented. We can develop any additional documentation as necessary to train new workers or to develop new procedures. 2.8 Incomplete: we have not created a sustained effort toward clearly defined audiences. Perhaps our Open Access Week activities will create a pool of likely supporters for future advocacy efforts. 2.9 Partially complete: the current library webpages do highlight the IR, and we have made our metadata freely available. One of the harvesters we were interested in, OAIster, has been bought by OCLC and it is unclear if they will be harvesting more content. Joseph has not followed up with UNCG on having NCDOCKSS harvest our metadata. 2.10 Ongoing--as we discover the need for additional policies we can add them.

3. Improve accessibility, awareness and use of library collections and services.

Department / Committee / Task Force	Strategies	Outcomes
Administration	3.1 Research and develop a 3 year marketing strategic plan for Joyner Library. (Marketing) 3.2 Develop a marketing byline for Joyner Library. (Marketing) 3.3 Work with Heads of Service to identify specific marketing needs for the fiscal year and raise awareness of product or services via electronic methods, bibliographic instruction classes, and subject liaisons. (Marketing/Project Development) 3.4 Define no/low costs marketing tools for Joyner Library. (Marketing) 3.5 Develop a general brochure for Joyner Library with inserts for all special collections and services. (Marketing) 3.6 Develop an annual report for fundraising and outreach. (Marketing) 3.7 Publish a calendar which promotes services and distribute to ECU campus and external constituents. (Marketing) 3.8 Develop and maintain networking relationships with ECU community through memberships on committees and outreach events. (Marketing) 3.9 Establish protocol for identifying grant opportunities and for vetting them. (Project Development)	3.1 Results: This goal was not completed. Trends and feedback from LibQUAL surveys and focus groups conducted with the Revisioning task force were reviewed. One evaluation to assess response to marketing for one event was conducted. Meetings with Core Team groups were begun to collect needs of Joyner staff and faculty. Because of the heavy workload constraints, there was not adequate time to complete the research needed for this task. 3.2 This was to come out of the previous goal and was not completed. 3.3 Interviews with most departments were held in the spring of 2010. There remain 2-3 additional department meetings. In addition, members of Director's Council were surveyed about the use of current marketing tools. Information gathered from these meetings is being incorporated into decisions regarding marketing for the library. 3.4 The annual report and most invitations moved from paper to electronic format. No new brochures were printed. Developed and sent out electronic monthly newsletters. The Eastern NC Literary Homecoming brochure was changed to a postcard and major marketing was conducted through the webpage and a new Facebook account. 3.5 It was decided that this was not needed. Most departments created simple bookmarks or other inexpensive tools for marketing and there was no need for a library wide brochure. 3.6 An annual report was developed and disseminated electronically. 3.7 This goal was accomplished with

		the monthly e-newsletter and on-going electronic marketing of events and programs in the library. In addition, the ECU campus calendar included Joyner events. We designed a new development website that will include a list of Joyner events. 3.8 The Marketing Director is a member of the campus wide Communications Committee. Coordinated and created marketing materials for 19 Joyner hosted events and two Friends of Joyner Library events. In addition, coordinated 10 community events connected with the Eastern North Carolina Literary Homecoming. 3.9 Meetings were held with several heads of service to survey interest in developing new grant projects and the response was a request to wait another year. Task Timelines for recurring grants were developed and sent to all parties involved with the grant writing process.
Circulation	3.1 To promote Cooperative Borrowing service to community colleges, colleges, and universities in Eastern North Carolina 3.2 Continue to identify appropriate educational institutions for Cooperative Borrowing opportunities in Eastern North Carolina 3.3 Collaborate with the Joyner Library's Marketing and Public Relations Manager in increasing utilization of the library's collections by: using library items in displays and advertising through the Joyner Library e-newsletter, announce list, and East Carolinian. Advertise a pilot program for Pull & Hold services for all library borrowers 3.4 Promote borrowing services to Area Residents in Eastern North Carolina	3.1 The Circulation Department Head mailed 22 invitations to local colleges in Eastern North Carolina to join the Cooperative Borrower program. As of the time of this report five colleges joined the program. This goal will be continued as other colleges and universities have been identified to be invited to join the Cooperative Borrowing Program. 3.2 This goal will be continued as other colleges and universities have been identified to be invited to join the Cooperative Borrowing Program. 3.3 The Circulation Department has maintained a monthly heritage and diversity book display throughout this current goal cycle. These displays were advertised through email announcements to the Vice-Provost for Equity, Diversity and Community Relations, the Chief Diversity Officer for the Office of Institutional Diversity, Joyner Library faculty and staff, Joyner Library's E-Newsletter and Circulation's Facebook

		page. A new book display was created for popular reading books and newly released DVDs. 3.4 The goal needs to be continued to complete the task.
Collections & Technical Services	All CD&TS Depts: 3.1 Articulate an effective customer service ethos by: --Developing a common understanding of what this means and developing measurable expectations --Continued expansion and enhancement of Section's web page --Development of marketing efforts to educate our internal customers about what we do and how it impacts their services --Develop a series of forums to highlight activities of interest to others in the Library --Establish Cataloging Policy Council with representation from all East Carolina Network libraries to ensure harmonious use of shared catalog. Mono Acq Dept: -Symphony acquisitions transition: (see details at ALS goal 7) Spec Coll Cat, Metadata & Auth Dept.: 3.2 Support the development of Encore, the digital objects repository by: --Finish involvement in DR grant (July 2009). --Finish finding aid project begun by J. Joyner to upgrade MARC records for manuscript collections encoded by Apex (#1-911). --Eliminate "invisible" backlog of metadata jobs. --Participate in digital selection team and projects coming out of it (e.g. Mini-Page). -Complete Special Collections Maps project (200 maps left) --Ensure personnel most efficiently deployed to accomplish. --Set monthly goals for completion. --Give regular status reports to Special Collections and AD for Collections and Technical Services on completion. Coll. Dev. Dept.: 3.3 Continue and increase marketing and outreach to our user community (specifically, faculty and graduate students, by:	Mono Acq 3.1 All fiscal year 2009-2010 purchasing and invoice processing was performed using the Symphony ILS Spec Coll Cat, Metadata & Auth Dept.: 3.1 Cataloging Policy Council established, with in-person meeting occurring August 2009. Subsequent meetings have been virtual, on an as-needed basis. 3.2 Work with Daily Reflector grant was completed. Over 7000 photos were cataloged by a grad student and by several members of the department. Quality assurance has been ongoing, in response to user comments received via the website. The hiring of a Metadata Technician in March, 2010 has enabled us to continue work on upgrading manuscript collection records, of which to date 387 out of 911 have been completed. Some of these were completed by an intern who worked spring semester 2010. With the Metadata Technician's work, assisted by the work of a volunteer who worked May-June 2010, we have also been able to reduce the backlog of metadata jobs by 30% despite an increasing rate of scanning. Stats and progress reports were provided to Special Collections and to the AD for Collections and Technical Services upon request. The Department Head participated in the Digital Collections selection team and communicated cataloging priorities to the department accordingly. The Special Collections maps project, which was too ambitious for one year, has fallen behind several other priorities

	--Redesigning the Coll. Dev. Web page --Issuing regular newsletters to promote library's collections Mono Cat Dept: 3.4 Maintain lack of or eliminate developing backlogs of print materials by: --Keep print cataloging tracker current --Set appropriate timetables --Coordinate re-lettering and changes in the online catalog as needed	this year. It will be worked on at a slower pace next year. Special Collections staff have agreed to this plan. Monthly goals for metadata completion were judged impossible to apply due to the extreme variance in complexity of metadata jobs. 3.3. The layout of the Collection Development web page has changed, and new information added regarding collection development librarians, the department's mission, and subject collection policies. Regular newsletters have been issued 3.4 Print cataloging tracker has been kept current. Backlogs of print and microfiche ECU theses and dissertations and original audiovisual materials have been eliminated. The Physical Processing Supervisor has worked with Circulation to ensure re-lettering and changes in the online catalog have occurred in a timely manner.
Digital Collections	3.1 Implement a sustainable plan for adding new collections and enhancements to several of Digital Collections projects including the repository and the finding aids collection. Criteria for Success: -Enhancements to Digital Collections Repository --Implement collection development plan that will provide a series of collections from within our holdings for digitization in the coming year --Finish and launch collection interface for the Seeds of Change grant --Create a collection for centennial oral histories --Begin to migrate ENCDL and past exhibits into the new repository search -Finding aids --Redesign interface for finding aids collection interface and experiment with new forms of navigation and interoperability with objects in the	3.1 A collection development plan was passed by the library assembly in the spring of 2009 and in-house digitization projects have begun. With the efficiencies in the digitization and metadata workflow that were developed in the previous year, the projects that involve significant digitization have been developed quickly and efficiently. A Digital Collections project proposal process has been implemented. An "advisory team" has been created with representation from across the library, to review projects and advise the department of their impact on teaching and research. The team has met three times to rank a combined total of 31 project proposals. Sixteen projects have been completed. Collections were created for the following: · Centennial Oral History Project

repository
--Develop a sustainable workflow for updating links in a finding aid when items are digitized
--Integrate University Archives finding aids with the current collection of Manuscript Collection Finding Aids
--Investigate addition to ArchiveGrid

3. 2 Work on department PR and collaboration initiatives

Criteria for Success:
-Increase visibility of Digital Collections and participation in collaborative networks
--Investigate the possibilities of creating a Flickr collection and other digital PR initiatives
--Host the Digital Collections Collaboratory Blog
--Investigate the possibility of adding books from our digitized collection to Openlibrary

·   Special Collections Oral History Collection
·   North Carolina Maps
·   A.R. Ammons Collection
·   Sustainable World: Student Projects in Interior Design

Preliminary work on the interface for the Seeds of Change project was completed in the spring of 2009. A focus group was then conducted to gather feedback in August, and a new test interface was developed for October workshops. The collection was completed and launched in December of 2009. It won the Gale Cengage Learning Award for Excellence in Reference and Adult Library Services in January of 2010 from the Reference and User Services Association (RUSA) of ALA.

Collections were also created to migrate several older Digital History Exhibits. Where possible, the exhibits were completely removed. However, if information could not be adequately migrated to the new repository, the exhibit was left intact:
·   Alice Person: Good Medicine and Good Music
·   Bath Tricentennial
·   John Lawson, Naturalist
·   The Dwight M. Holland Ceramics Collection

Work on migrating the Eastern North Carolina Digital Library has entered the planning stages in the spring of 2010. We expect to complete this migration in 2011.

In April of 2010 a redesign EAD repository was launched, now called Joyner Library Collection Guides in order to be more inclusive that the previous East Carolina Manuscript Collection Guides. The new repository includes 10 finding aids from the University Archives and plans have been made with that department to continue adding more as they are created. A new stylesheet has been developed to facilitate deeper interaction with the finding aid. Access to digitized objects referred to in the finding aid itself and a

		venue for collaboration through comments has been integrated. The workflow for updating links in the finding aid has been updated to make changes more efficiently. Addition to ArchiveGrid has not been investigated this year due to competing priorities. 3.2 Department PR initiatives have been undertaken including creating a Flickr collection that links back to Digital Collections and continued hosting of the North Carolina Digital Collections Collaboratory blog. Further cooperation with Openlibrary has been ruled out due to lack of response from the Internet Archive. Much good publicity was unexpectedly had from the launch of the Seeds of Change project. The collection was featured in The Daily Reflector paper several times and has been heavily visited by the local community. In addition, Joyner Library Digital Collections was reviewed in The Journal of the Society of North Carolina Archivists and was featured in D-Lib Magazine.
Exhibit Committee	3.1 Seek out the opportunity to do exhibits that will support and promote library collections.	3.1 The Exhibit Committee was responsible for the installation of seven exhibits this year. It also reviewed, accepted and provided support for the installation of three exhibits. They are: Sweetening the Sour Apple: Celebrating Women's Heritage Month, Dorsey: "a perception of events", Telling Our Stories Photography, The Storm of the Century: Remembered, Fine Arts Print Exhibit, Second Annual Joyner Library Graduate Student Art and Design Exhibition; First People Heritage Center Exhibit; "Energetic Surfaces" MFA Thesis Exhibition, Three Cups of Tea Exhibit, and "Women Artists" Professors of the Studio.
ILL	3.1 Increase awareness and use of ILL's various services 3.2 Revise the ILLiad interface in response to patron recommendations 3.3 Develop additional online tutorials that will provide basic guidelines and instructions on using ILL's various services and the ILLiad interface	3.1 Outreach efforts to eastern North Carolina institutions were curtailed by budget cuts. 3.1 The department's website and Facebook page were updated throughout the year. 3.1 A newsletter, brochure, and handout were created. 3.1 Various announcements and short statements were submitted to library

	3.4 Expand the pilot document delivery of print journal articles to graduate students 3.5 Investigate and implement other ways to further improve the services of ILL/DD. 3.6 Prepare for and implement the Symphony ILS and WorldCat Local. 3.7 Advise on the creation of and migrate to the new library website.	personnel for inclusion in newsletters, web announcements, digital flyers, etc. 3.1 Entered Alerts into ILLiad to update current patrons of changes, new features, etc. 3.1 William presented ILL/DD and ILLiad training sessions to DE education cohort groups and to a SecondLife early high school/college class. 3.1 By joining the LVIS and LYRA groups and renewing our ties with the ASERL and SOLINE groups, many additional free-lending libraries were added to our potential borrowing and lending strings, including some in North Carolina. 3.2 The login screens and request forms were edited in response to patron suggestions. 3.2 The main menu displays were customized by user status; now only forms appropriate to each status are displayed and these are now listed in the order most needed by each status. 3.2 An automated password reset feature was activated. 3.3 Nine additional tutorials were recorded and posted online, bringing the total so far to 16. 3.4 Graduate students and staff were added to the on-campus document delivery service that was previously only available for faculty members. 3.4 Microform materials, book chapters, and other short sections of documents were included in the service, in addition to the print journal articles. 3.5 Investigated, trialed, and began to implement the RapidILL service. 3.5 Configured and began training staff on ILLiad 8.0. 3.5 The interlibrary loan policy was completely rewritten to update and to clarify the service; it was approved by Library Assembly. 3.5 A new document delivery policy was written; it was approved by Library Assembly. 3.5 A new Pull&Hold policy was drafted. 3.5 In collaboration with Web Services, created and launched desk statistics programs for borrowing/document delivery and lending. 3.5 Investigated shipping options and changed shipping providers for various

		services to save money. 3.6 Extensive Symphony training sessions on the Circulation module were attended and processes were adjusted after implementation. 3.6 Individual training sessions were provided to patrons on how to use the Symphony OPAC and WorldCat Local. 3.6 Input was provided to the OPAC Taskforce and to the WorldCat Local Taskforce on desired changes. 3.7 Much feedback was provided to Web Services about the evolving website design. 3.7 The department's webpages were migrated.
IT	3.1 Provide IT support in the library during non-traditional office hours (8-5). --Have an IT staff member in the building during major special events.	Mike was moved to desktop support as Reference assumed responsibility for the DLC area; his position was vacated and not filled due to budgetary constraints. It has since been eliminated An IT staff member was available for assistance during the Librarian-to-Librarian Summit, the Literary Homecoming, and other major events as warranted.
IT	3.2 Implementation of Symphony -Personalize Joyner interface -Investigate additional products to better serve public such as discovery tools, enhanced content, etc	Implemented a number of changes and additional functionality including such notables as: modifying and updating search indexes, new titles list, a "back" button fix, changing labels, and incorporating a link to UNC Express (WorldCat Local) One member of the department participated on the Discovery Tool Task Force to help identify an appropriate discovery tool; an additional member was added to the task force to provide information and data from Symphony during the implementation phase; enhanced content decision delayed until the next fiscal year
IT	3.3 Increase service through videoconferencing to the University Community -Publicize videoconferencing facilities as a resource to the campus community -Provide more proactive contact with those assigned to use facilities	Installed first full High Definition videoconferencing system with stereo sound on campus Created and configured portable videoconferencing system
Music Library	3.1 Revise the music library's Facebook in	3.1 Completed. Migrated from a group

	order to make it a more effective outreach tool. 3.2 Contribute to the revision of Joyner's circulation policy. 3.3 Contribute to ECU's heritage month and ethnic/cultural celebration calendar events. 3.4 Plan and carry out a celebration of the Music Library's 35th anniversary. 3.5 Complete Symphony implementation and creatively adapt the system to our processes and patron needs. Criteria for success: -New creative ways to use Facebook to communicate music library activities to patrons developed and implemented; number of Facebook friends doubled. -Circulation policy input submitted by deadlines set by the Circulation Policy Task Force. -Devote one online or physical display/exhibit to an ECU heritage month or ethnic/cultural celebration theme. -Celebration completed. -Implementation completed and creative adaptation begun.	to a page and this resulted in graduated students not signing on to the page. Our fan count did, however, quickly grow to double what we were left with after the migration, and it has continued to gradually increase to over 100. 3.2 Completed. 3.3 Exceeded. Two display cases were devoted to ECU heritage month themes--Black History Month and Women's Heritage Month. 3.4 Completed. From all accounts, all celebration activities were appreciated by our patrons. 3.5 Completed.
NCC	3.1 Improve access to historical information in the clipping file by introducing a field to the database that indicates the quantity of items available under each subject heading. Criteria for success: Format of online records is revised to include indicators and the progress on updating records is demonstrated with substantial number of records converted.	3.1 No progress has been made on this goal. Other web-related issues were given a higher priority.
NCC	3.2 Improve access to local history and genealogy information by updating web guides, including Pitt's Past and the Daily Reflector Index. Criteria for success: Pitt's Past is updated to include articles through 2008; County records page includes recent acquisitions, 1900 Pitt Census Index is complete; and plan established for updating Reflector Index.	3.2 New abstracts were prepared for Pitt's Past and are being added to the appropriate web page. Selected web guides have been weeded or updated. The Daily Reflector Index has been converted to a LibGuide.

NCC	3.3 Take initial steps to expand coverage of the Eastern North Carolina Digital Library by identifying materials to digitize, including maps, prints, broadsides, pamphlets and selected books. Criteria for success: Two Digital Collections Large Volume Project Requests Forms are completed, one by the end of April for consideration as a summer project, and a second by the beginning of fall semester.	3.3 High priority maps, prints, broadsides have been scanned and added to Repository. In addition, selected pamphlets relating to suffrage, slavery, and education have been scanned.
Reference	3.1 Continue to develop LibGuides to support library instruction. 3.2 Complete the reference stacks weeding project. 3.3 Complete the federal documents weeding and shifting project. 3.4 Train for the rollout of Symphony. 3.5 Cross-train with Circulation to learn how to perform basic departmental functions. Offer cross-training within Reference for other departments. Cross-train within the Reference Department to familiarize colleagues about others' duties and responsibilities. 3.6 Continue collaboration with counterparts at Laupus Health Sciences 3.7 Continue to build upon our knowledge of tech-tools, e-reference, Second Life and instructional technology to support distance education. 3.8 Collaborate with Assistant Director for User Services to create monthly displays that highlight library resources and services.	3.1. To date more than 250 LibGuides have been published. 3.2. The first stage of the reference stacks weeding project was completed. 3.3. The federal documents weeding and shifting project was completed. 3.4. Several members of the department took leadership roles related to the OPAC Task Force to investigate changes for Symphony and problem solve. Changes to web pages and instruction materials were implemented based on changes to OPAC. Reference faculty and staff completed relevant Symphony training modules and contributed to implementation wiki. The department coordinated an instruction brainstorming session for teaching Symphony to classes 3.5 Documents/microforms conducted Tips and Tricks training sessions for Circulation, ILL, and Reference. Several members of the department trained on workflows module with Cataloging to complete weeding project. The entire Reference Department cross-trained with the Circulation Department for a session in the fall to learn basic departmental functions. 3.6 The DE coordinators at Joyner and HSL worked together to market services and collaborate in SL and LibGuides. Reference department members have collaborated with HSL to record more than 10 podcasts to highlight common resources and services. Both libraries

| | | have hosted several webinars and workshops attended by representatives from both campuses. Reference Department representatives have participated on the IR task force and New Faculty Orientation with colleagues at HSL.

3.7 The Department reviewed using Centra for DE instruction. The department continually reviews the use of LibGuides. We evaluated LibraryH3lp software during the fall semester. During core meetings we reviewed go2web20.net (repository of social networking tools) and Gliffy (online diagram software). We also evaluated WizIQ, Dim Dim, and Vyew to determine usefullness in DE instruction: online virtual classroom softwares. The DE Coordinator collaborated with Laupus and Academic Outreach on design of new library building in Second Life. The new EBSCO Mobile platform was promoted in instruction sessions.

3.8 Departmental faculty and staff worked to create displays for Women's Heritage Month and Asia-Pacific Islander Heritage month. Documents were also selected and shared for GLBT and Native American Heritage month displays. Departmental members of the GreenTask Force created a display about Earth Day and monthly bulletin boards on relevant topics. |
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| Special Collections | 3.1 Increase access to collections of the University Archives by implementing plan developed during the 2008-09 planning period to create EAD finding aids that present a unified look and feel with East Carolina Manuscript Collection finding aids.

Criteria for success:

Begin converting existing University Archives finding aids to EAD and, in cooperation with the staff of Digital Collections, make the finding aids available through the Special Collections interface. At least ten finding aids will be completed and made available in the new format by February 28, 2010. | 3.1 This goal was accomplished. The Univerity Archives created ten finding aids for key record groups, including the Board of Trustees, minutes of faculty meetings, and the records of Presidents Dennnis Hargrove Cooke and Leon Redfroe Meadows, and Digital Collections formatted these in a manner consistent with finding aids for the East Carolina Manuscript Collection. The finding aids for the University Archives can be browsed as a group (through the Browse by Repository option) or searched along with all finding aids.

3.2 This goal was accomplished. The public program was held on March 26, 2009, and approximately 100 persons |

3.2 Design and provide content for a website and supplemental materials to provide access to the transcripts and audio files of the East Carolina University Centennial Oral History Project that generated interviews with twenty first-generation graduates of ECU; with the Centennial Task Force, sponsor a public program in Joyner Library on March 26, 2009, to showcase the results of the project. Unveil the website at public program.

Criteria for success:

Staff of University Archives work with the staff of Digital Collections and the Web Development Team to develop the website by March 9, 2009; at least 50 people attend the public program on March 26, 2009.

3.3 Increase access to visual materials in the University Archives through reorganization of collections, creation of fuller descriptions in the University Archives database, and selection of material for future digitization projects.

Criteria for success:

By February 28, 2010, all photographs in the collection are re-numbered and entered into the University Archives database; information is transferred from the old database when appropriate. In the process, images for future digitization projects are identified. Staff members of Digital Collections are consulted to determine possible schedules for completion of these digitization projects. The re-numbering, re-organization, and description of the photographs will provide greater researcher access to many of the photographs and will greatly simplify in-take procedures for new photographs. Time spent locating existing photographs and processing new collections will decrease.

3.4 Re-design the websites of the University Archives and Records Center to promote greater access to collections of the Archives and to services of the Records Center.

Criteria for Success:

attended. The remarks of the interviewees were quite moving and members of the audience participated in the discussion. The interviews and ancillary material pertaining to the interviewees and East Carolina University were made available through a special Web site. The interviews were also made available through Digital Collections.

3.3 All photographs in the University Archives collection were re-numbered and entered into the University Archives database. However, development of the accompanying metadata for the images has not been completed.

3.4 Considerable work on this strategy was accomplished during the year. As a timetable for the migration of the library's Web pages developed, it was decided to complete these pages by August 1, 2010.

3.5 Instead of one public program, two programs were held. Digital Collections mounted in the Second Floor exhibit arear an impressive exhibition of forty large images from the Seeds of Change online collection. The images were organized within the eight categories used for the online collection. An essay accompanied each group of images, and captions explained the content of individual images. Also included were computer terminals at which visitors could explore the Web site and view a video interview with staff of the *Daily Reflector*. An invitation-only event honoring the Whichard family was held on January 21, 2010. This was attended by more than fifty persons. A public opening of this exhibit as well as major exhibits mounted by the Special Collections Department and the North Carolina Collection in commemoration of the 250th anniversary of the founding of Pitt County, was held on the evening of February 2, 2010. This event was co-sponsored with the Pitt County Historical Society. The speaker was local historian Roger Kammerer, who spoke on the history of the *Daily*

	A plan will be developed in collaboration with Web Services by April 2009. The Records Management section will be addressed first and will be completed by the end of August 2009. The University Archives' first-level pages will be completed by December 2009. The lower levels of the University Archives pages will be completed by February 28, 2010.

3.5 In cooperation with the staff of Digital Collections, the Major Gifts Officer, and staff in Administrative Services, sponsor a public program in the fall of 2009 showcasing the Seeds of Change website, honoring the Whichard Family, and soliciting feedback concerning unidentified images in the collection of digitized images produced by the Greenville *Daily Reflector*, 1949-1967.

Criteria for Success:

At least 50 people attend the public program held in September or October. At least 5 attendees provide additional information concerning images in the collection.

3.6 In cooperation with the staff of Digital Collections, make transcripts of oral histories in the East Carolina Manuscript Collection available on the website of the Special Collections Department.

Criteria for Success:

A committee decides whether to link transcripts to individual finding aids or to create a separate page for oral history transcripts. A proposal for the project is submitted to Digital Collections staff, and the committee will work with them to set a schedule for completing the first 100 transcripts by February 28, 2010.

3.7 In cooperation with the staff of Digital Collections, develop procedures for digital reformatting of materials and collections in the Special Collections Department (exclusive of the University Archives, which already has developed such procedures). The procedures would guide staff in fulfilling patron requests and in recommending items and collections that | *Reflector*. Approximately 80 persons attended this talk, which was held in the library's Administrative Conference Room. Attendees then browsed the three exhibits.

3.6 This goal was accomplished. To date, 110 transcripts have been added the digital repository. Some of these interviews include audio versions. Some of the transcripts have been linked to the finding aids for the interviews, and the remainder will be linked during the 2010-2011 fiscal year.

3.7 Procedures, including a decision tree for handling scanning requests, were developed and incorporated into the department's procedures manual.

3.8 The University Archives produced an extensive exhibit on diversity at East Carolina University, which was on view from July 2009 until January, 2010. The exhibit was viewed by many individuals and several groups. A second exhibit, "From the Vaults of Special Collections: Pitt County 250th Anniversary Exhibit, 1760-2010," opened on February 2, 2010. Many of the eighty persons who attended the opening of several exhibits in the library that evening visited the exhibit in Special Collections, and quite a few people viewed the exhibit later. The exhibit was scheduled to come down by October 1, 2010. |

	should be added to the library's digital repository. Criteria for Success: Procedures are developed and added to the department's Policy Manual by September 1, 2009. 3.8 Develop and publicize effective exhibits of materials held by the department. Criteria for success: A major exhibit (tentatively related to diversity at East Carolina University) is mounted in the Special Collections Department by July 1, 2009. One additional exhibit will be mounted by March 1, 2010.	
Staff Development Committee	3.1 Workshops on Wikis, RSS, Photoshop and other technology-based tools -Specifically, familiarize staff with Reference Wiki and the new Symphony system	3.1 Arranged and sponsored lectures / presentations on FMLA, Outlook, digital imaging, creating effective tutorials, Capoeira (a Brazilian martial art), preservation/conservation of photographic materials, and Windows 7.
TRC	3.1 Review and redesign online tutorials that provide basic guidelines and instructions on accessing and locating TRC educational materials and databases. 3.2 Continue and increase marketing and outreach to our user community. Criteria for success: 3.1 Continue to update knowledge on software (Camtasia and Symphony) used to produce online tutorials. Review storyboards and scripts updating information based on changes due to Symphony system. Edit tutorials as needed and upload them on TRC web page. Publicize new updates to users. 3.2 Expand, contact and/or promote TRC outreach services to four additional school systems offering access to ECU Joyner Library materials via the free Joyner Library Educator Card and other outreach services. Promote the Seeds of Change resources and the Eastern NC Digital Library resources providing at least five presentations. Inform users of TRC	**3.1** Faculty member updated knowledge on software attending several sessions regarding Camtasia and Symphony. Tutorials were edited and reviewed making changes based upon changes in Symphony. Additional tutorials were added for textbooks and DE. Current tutorials are loaded on website. Faculty members promoted tutorials in instructional classes as well with DE students. **3.2** Five counties in the Latham Clinical Schools Network were visited providing presentations in Lenoir, Beaufort, Bertie, Martin and Pitt counties. Elimination of travel funding limited outreach to some school systems. *Seeds of Change* resources and the *Eastern NC Digital Library* resources were promoted at all outreach presentations. In addition, the two resources were promoted at one national conference (ALA-Washington, DC), three state conferences (Council for the Social Studies-Greensboro, NC; NC Middle School Association Conference-Greensboro, NC; Eta State Conference-Asheville, NC) and locally

	Outreach Program if there are changes in Joyner Library Educator Card procedures.	at one community presentation.
Web Development Team		3.1 The WDT developed a plan to add a level of functionality to the website through the inclusion of metadata. This metadata would help link common web content together through a database called the Information Center. Due to this database driven design, users can sort and narrow the content based on limiters, tags, and themes. This design was applied to the databases and to all web content. The overall look and feel of the website was completely changed.
	3.1 Develop a look, organization, and plan to implement a change to the library's website in order to improve the ECU's community's ability to navigate the website.	In regards to improving ECU's community's ability to navigate the website, early results of assessment indicates that the databases added functionality has been well received although the About the Library content is still in need of improvement.
	3.1.1 Special attention will be made towards developing one landing page for all online library services (including the Music Library, Joyner Library, and Laupus Library) in order to make the different library's collections more visible to the other campuses. This page will replace the current http://www.ecu.edu/csecu/libraries.cfm page. All libraries have been contacted and are willing to explore this option further with the Web Development Team.	3.1.1 Discussions have taken place concerning this landing website without much work on it thus far. Although all the libraries are interested in improving this page, the joint work on the discovery tool implementation took presence as well as did the Joyner Library redesign. Plans to work on this web page need to be reviewed in the next year.
	3.1.2 Special attention will be made to the Distance Education web pages in order to improve their success at navigating the library's website	3.1.2 Distance Education is one of the many ECU statuses that people can choose to limit the content. By choosing Distance Education as a status, only the web pages that give information that such students would need appear. For example, information about exhibits happening in the library or fines for on campus students is not linked to the distance education status metadata. Overall, the library has made many video tutorials. The WDT has tried to improve the functionality of these videos by offering them both in Flash and Quicktime and linking similar videos together through metadata.

4. **Examine the role of physical and digital collections in the 21ˢᵗ century library.**
January 2009 perspective: Manage and develop collections for the 21ˢᵗ century library.

Department /Committee /Task Force	Strategies	Outcomes
Circulation	4.1 Improve accountability of general collections materials by using inventory program. We hope to finish the inventory for the general stacks collection by May 2009, before we switch to a new library circulation system 4.2 Monitor general circulation of collections to identify areas that need "weeding," compacting, or shifting. Contact Collection Development Head of Services for review of identified areas 4.3 Work with the Circulation/Reserve Policy & Procedure Task Force to merge and update the Joyner Library Circulation/Reserve Policy, Music Library Circulation Policies, and Equipment Policy for consistency of user-centered services 4.4 Perform an inventory of the library's audiovisual collections in order to organize and update the audiovisual materials 4.5 Perform an inventory of the library's reserve collections in order to organize and update materials currently needed for ongoing classes	4.1 The inventory could not be completed before we switched to a new library circulation system. This goal will continue in to next year's goals. 4.2 This goal will be continued due to funding for the STEPP project which will provide additional staff to "weed" the collection so it can be back-shifted. The flat and oversize in compact shelving was moved upstairs to the third floor; Special Collections will utilize some of the space in compact shelving. 4.3 Completed: The Circulation Policy was approved and imcorporated into the Joyner Library Policy Manual. 4.4 Completed: This goal has been completed; the VHS collection was inventoried during June 2009. 4.5 Completed: The Circulation Reserve Collection has been inventoried and combined under each professor's name. The Reserves Coordinator completed pulling all Reserve items into one shelf space alphabetized by the professor's name. Therefore we have permanently moved the Joyner Library books placed on Reserve by Faculty, behind the Circulation desk in our staging area to allow for better control and tracking of the books through check out at the Circulation Desk.
Collections & Technical Services	All CD&TS Depts: 4.1 Weeding of collections - continue this, with emphasis on: --Serial packages with perpetual access (as identified March 2009) --Judicious de-selection of monographs and other materials Mono Acq, Coll Dev, ECRA & ECRC: 4.2 Implement individual E-Books acquisitions workflow by fall semester 2009 ECR Acq. Dept: 4.3 Continue transition of print subscriptions to online only 4.4 Enhance and enrich the Serials Solutions ERMS by adding more scanned licenses and business terms	4.1 Staff and students have processed a total of 57,000 de-selected items. Mono Acq 4.2 While a few bumps in the workflow remain, liaisons were able to select and order title-by-title ebooks using firm order allocations via YBPs Gobi and the titles were ultimately activated in Serial Solutions and in the Symphony OPAC. 4.3 Transitioned approximately 300 print or print+online subscriptions to online only formats.

Coll. Dev. Dept:
4.5 Manage libraries' collections to maximize access to scholarship within budget constraints:
--Review all standing orders for currency, use, costs, and relationship to curriculum
--Conduct a focused review of serials subscriptions (for fiscal year 2009-2010), then plan and conduct an expanded review of serials to make decisions for fiscal year 2010-2011
--Review paid electronic resources subscriptions for content, use, costs, and relationship to curriculum, on or before renewal

4.6 Judiciously de-select monographic materials no longer needed to support research and learning at ECU and those for which archival online access is available

4.7 Develop and Differentiate Service to Interdisciplinary Programs, PhD Programs, Research Centers, and Cross-Campus Programs

4.8 Stress cooperation with Laupus to prevent duplication and support interdisciplinary research

4.9 Conduct focused collection analyses as need arises

4.10 Investigate and track impact that Google Books settlement will have on future library services

ECR Cat Dept.:
4.11 Incorporate the cataloging of ebooks—packages and individual titles—into the regular work of the department (in cooperation with ECRA, Mono Acq & CD)
--Train designated staff person
--Create procedural documentation
--Determine appropriate productivity standards
--Publicize efforts in this area

4.12 Complete the integration of Serials Solutions Ebook package processing into department workflow (by May 2009)

4.13 Assess whether certain Ebook packages should be managed through Serials Solutions rather than direct from publisher or supplier

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4.4 Currently carrying out a project to more fully harness the capabilities of the ERMS. ECRA has reviewed all license agreements in the ERMS to remove duplicate license records and enter information on terms, signatory, and resources that licenses cover. The department has developed guidelines to consistently remap terms from all active license agreements into corresponding records in the ERMS and is in the process of carrying out this remapping. Once the ERMS is fully implemented, the department will endeavor to file gaps in the licenses on file by contacting vendors regarding license terms for e-resource acquisitions that do not have agreements on file and by requesting countersigned copies of agreements on file that only have an ECU signature.

4.5 Done. We cancelled 305 standing orders for an approximate savings of nearly $91,000; cancelled 518 serials subscriptions for a savings of more than $200,000; and advised ERRC as necessary to conduct their review

4.6 Ongoing

4.7 Did not meet this goal—perhaps we can return to this after we've had some time with changed liaison assignments

4.8:Several liaisons have contacted Laupus librarians regarding journals and service to departments. This should be increased as we purchase more electronic books.

4.9: Not done—our focus was rather on archival online journals packages and creating plans for Project STEPP weeding and shifting

4.10: Eleanor Cook and Cindy Shirkey have been tracking the Google Books Settlement and can advise the library if the need arises

4.11Three different staff people have been trained and some procedural documentation has been created, but rapid staff turnover has slowed the cataloging portion of this effort. This goal has not been completed.

4.12 E-serial profiles from Joyner and Laupus were merged and a joint profile for ebooks was developed and implemented. Serials Solutions records are added, updated

		and deleted on a monthly basis. 4.13 Initial assessment performed by HOS, ERC Acq. on existing ebook packages and some sets now have Serials Solutions records. Vendor records for new sets will be evaluated against Serials Solutions records by HOS, General Coll. Cat (formerly ERC Cat). Vendor records for existing sets will periodically be re-evaluated and Serials Solutions records will be used if quality is similar to or better than vendor records.
Digital Collections	4.1 Continue to make critical infrastructure updates and test developments through grant- funded and other special initiatives that will enhance our ability to create, sustain, and preserve digital initiatives Criteria for Success: -Critical infrastructure updates --Investigate switch to JPEG2000 --Set up OAI protocol for exposing our records for harvest --Investigate and advocate for a digital preservation solution for our data -Grants and special projects 4.2 Act as lead institution should the Ensuring Democracy through Digital Access grant be funded by NC ECHO 4.3 Develop a Mini Page project and full-text searchable database 4.4 Continue to support web development for the Seeds of Change grant in its second year	4.1 Testing of the JPEG2000 format was done in the spring as part of one of the in-house digitization projects. We plan to begin using this as the master image format in the next year. The OAI protocol for exposing records was implemented in early 2010. We registered both Joyner Library Digital Collections and The Scholarship with the two most prominent repository aggregating services. However, due to recent changes in OAIster, we are investigating further steps to have records available through this major database. A Digital Preservation Task Force was created late in the fall of 2009 and the Digital Initiatives Librarian served as the chair. The committee delivered a report with recommendations to the library in May of 2010. Several recommendations will be incorporated in Digital Collections in the coming year including the creation of preservation metadata records and creation of regular checks of MD5 checksums for detection of file corruption. Further changes will be undertaken with approval from the Executive Council. 4.2, 4.3, 4.4 The grant proposal for the Ensuring Democracy was funded and work has begun (see more information under Goal 5). A proposal for further work on the Mini Page project was not pursued. The digitization and web development portions of the Seeds of Change project were completed in December of 2009.
ILL	4.1 Provide ILL- usage data to subject liaisons and others to advise their decisions on weeding and relocating collections 4.2 Investigate the Google Books settlement with Technical and Collection Services	4.1 William provided 19 reports, ranging from all titles in the L range to groups of specific titles. 4.2 Since the settlement has not been approved or enacted, in fact since its Fairness Hearing was postponed after the US Department of Justice filed a brief claiming that the settlement violates anti-trust laws, no

		meetings were held with Technical and Collection Services to discuss the implications of the settlement on ILL, collection development, and acquisitions.
IT	4.1 Monitor developments in LOCKSS and other resources 4.2 Repopulate our own LOCKSS box 4.3 Set up a schedule to keep LOCKSS box up to date 4.4 Ensure equipment used to support the ScholarShip is maintained and updated	LOCKSS box content repopulated and is updated upon received notification from the LOCKSS community
Music Library	4.1 Revise the J.W. Pepper score approval plan. 4.2 Develop the circulating collections in the area of instrumental music. Criterion for success: -Revision completed. -Items identified and orders placed.	4.1 Postponed to next year due to collection development budget issues that needed attention and the suspension of the plan for budgetary reasons. 4.2 Completed.
NCC	4.1 Develop formal selection criteria and priorities for digitizing materials in the North Carolina Collection. Criteria for success: A collection development policy for digitizing NCC materials is drafted and approved.	4.1 Plan was developed to give priority to cataloged maps, broadsides and prints. For digitization of books and pamphlets, priority would be given to selected topics.
NCC	4.2 Develop a plan for expanding the coverage of the Roberts Collection to provide more comprehensive coverage of North Carolina related fiction of the past three decades. Criteria for success: By the end of the review period, criteria are established for identifying related materials from 1970 through 2000, and work has begun on a preliminary checklist.	4.2 Staff developed preliminary bibliography of North Carolina related fiction published between 1970 and 2009. The list was used to begin new acquisitions.
Special Collections	4.1 Make Stuart Wright Collection accessible to campus and remote users. Criteria for Success: By the end of December, 2009, the collection is unpacked and shelved; plans are set for undertaking an inventory of the collection as required in the contractual agreement with Dr. Wright. Based on priorities recommended by three professors in the Department of English, the inventory is begun by December 2009 and completed by May 1, 2010. As Inventories of the books and manuscripts are completed, make them accessible worldwide on the	4.1 The collection was unpacked and shelved on time. The inventories of the books and manuscripts were completed on time. Copies of the inventory are available in the Search Room and can be sent electronically to interested researchers. The university decided to purchase the collection. The inventories were of great value to the appraiser who evaluated the Collection in connection with the purchase. The Assistant Director for Special Collections helped draft the appraisal agreement, met with the appraiser, and faciliatated his week-long stay in Greenville. In addition, he reviewed sales documents and helped bring the sale to fruition.

	department's Web site. 4.2 In consultation with the staff of Building Operations and Administrative Services, develop a plan for accommodation of all collections for the 2010-2015 time period. Criteria for Success: A committee composed of faculty and staff who work with the University Archives, the book collections, and the East Carolina Manuscript Collection develops a plan by December 15, 2009. The plan provides for a minimum of five years of growth in the collections. 4.3 Complete ongoing revisions to collection development policies for the East Carolina Manuscript Collection, the Hoover Collection on International Communism, the Rare Book Collection, the Schlobin Collection, and the Special Collections Reference Collection. Criteria for Success: After consultation with appropriate ECU faculty, evaluation of the research needs of students, and research into the nature of any similar collections in North Carolina, the policies are completed by February 28, 2010, and submitted to the library's Operations Policy Review Committee for consideration. 4.4 Explore the feasibility of connecting the water alarms in Special Collections to an alert notification system for use when the area is unattended. Criteria for success: By May 31, 2009, a staff member determines whether a wireless system can be implemented, obtains a price quote for the work, and determines whether the library can fund this work in the 2010 fiscal year.	4.2 A committee was appointed to research this issue. After consultation with Building Operations and Library Administration, it was decided to allocate space in the compact storage area of the basement. Doors were installed on each side of the area for security purposes. The space allocated to the Special Collections Department in this area will be sufficient to accommodate at least five years of growth in the collections of the University Archives and East Carolina Manuscript Collection. 4.3 This goal was accomplished. Revised policies for all of these collections were developed, approved by the Library Assembly after consideration by the Operations Policy Review Committee, and added to the library's policy manual. 4.4 The department worked with The SA (Student Affairs) Office of Technology Services and Building Operations to replace the alarm system in Special Collections. During the process, it was decided to install new water alarm sensors in the stacks on the Fourth Floor and to add alarm systems in the University Archives stacks and in the North Carolina Collection closed stacks. All of these systems are connected to the ECU Police Department and to Joyner Security.
TRC	4.1 Judiciously de-select materials in the fiction and nonfiction curriculum collection. 4.2 Inventory TRC collection. 4.3 Revitalize the Mixed Media Collection as funding permits. 4.4 Develop a proposal for a permanent increase in the curriculum allocation in order to maintain and keep the collection current and meet projected increased user needs. Criteria Review fiction and nonfiction curriculum materials based on the de-selection criteria listed in the TRC Collection Development Policy deselecting items as necessary.	**4.1** Folklore and fairytales, natural sciences, applied sciences, and biographies (A-D)were identified as priority areas this fiscal year. More than 1,150 titles werewithdrawn from these areas. Deselection of biographies (E-Z) and fiction materialswill begin later this summer. **4.2** Inventory from 500-999 was completed with 5,814 items being inventoried. 553 items were misshelved and corrected; while, 17 collection/call number problems resolved. Maliha has been involved in working with Carol Wade on the beta testing of the Symphony Inventory Module; however, the testing is still in progress. No TRC Inventory has been accomplished using the Symphony

	Based on ongoing inventory project, inventory on materials from 500 to 999 will be completed. Training in Symphony will be necessary to accomplish this goal. Purchase materials based on the TRC collection development needs in conjunction with the current trends, technology and users' needs of the Mixed Media Collection. Research budget allocations in regard to FTE/student enrollment based on peer Institutions, school media centers and the College of Education projected enrollment increases. Using information, develop a proposal for an equitable permanent allocation which will allow for maintaining, increasing and updating the TRC curriculum collection.	system at this time. **4.3** Funding to enhance the Mixed Media Collection was requested, but denied due to budget restraints. Funding for this collection will be requested again for the 2010/2011 academic year **4.4** Research has been conducted for consideration in regard to budget allocations for the TRC. Proposal will be submitted to Joyner Executive Committee for 2010-2011 fiscal year.

5. Provide educational and cultural opportunities for residents of eastern North Carolina. January 2009 perspective: Provide educational and cultural opportunities for the university community and residents of eastern North Carolina.

Department / Committee / Task Force	Strategies	Outcomes
Administration	5.1 Define no/low costs marketing tools for Joyner Library. (Marketing) 5.2 Coordinate, fundraise and promote the Eastern North Carolina Literary Homecoming. (Project Development)	5.1 The annual report and most invitations moved from paper to electronic format. No new brochures were printed. Developed and sent out electronic monthly newsletters. The Eastern North Carolina Literary Homecoming brochure was changed to a postcard and major marketing was conducted through the webpage and a new Facebook account. 5.2 Wrote three grant proposal and three campus proposals for funding. Managed 10 community events and one two-day campus event involving eight artists. This included coordinating artist fees, travel, and program logistics. Coordinated marketing through mailings, web site, radio and newspapers. Managed registration and CEU credits.
Digital Collections	5.1 Pursue the Ensuring Access to Democracy grant in collaboration with the State Library of North Carolina and UNC Chapel Hill, to digitize approximately 2,300 state government documents available to all Criteria for Success: -Grant is submitted in February 09 -Should it be accepted, work will begin in July 09 with identifying volumes and shipping to UNC-CH for digitization and designing and populating the project website	5.1 The grant proposal was funded in July '09 and work has begun on this project. More than 60,000 pages have been digitized to date and an initial demo website has been completed and usability testing was completed in June of 2010. However, there have been some unavoidable setbacks on this project. The initial quote for the rate of digitization from UNC was incorrect and an additional year has been added to the project to get closer to the originally projected target numbers.
Exhibit Committee	5.1 Hold exhibits that will provide educational and	5.1 The Exhibit Committee was responsible for the

	cultural opportunities for university and community residents. 5.2 Continue the annual Joyner Library Graduate Student Art and Design Exhibition Fall Semester. 5.3 Continue the annual Major Exhibit held each Spring Semester.	installation of seven exhibits this year. It also reviewed, accepted and provided support for the installation of three exhibits. They are: Sweetening the Sour Apple: Celebrating Women's Heritage Month, Dorsey: "a perception of events", Telling Our Stories Photography, The Storm of the Century: Remembered, Fine Arts Print Exhibit, Second Annual Joyner Library Graduate Student Art and Design Exhibition; First People Heritage Center Exhibit; "Energetic Surfaces" MFA Thesis Exhibition, Three Cups of Tea Exhibit, and "Women Artists" Professors of the Studio. 5.2 The Second Annual Joyner Library Graduate Student Art and Design Exhibition ran October 8 - November 11, 2009. 5.3 "Women Artists" Professors of the Studio ran April 7, 2010 through June 30, 2010.
ILL	5.1 Promote awareness of ILL document delivery and lending services to public libraries, k-12 schools, community colleges, universities, private colleges, military bases, museums, and other agencies throughout eastern North Carolina	5.1 This outreach project was curtailed by administration due to budget concerns, but some of these libraries are members of the consortia we joined (see 3.1).
NCC	5.1 Market the North Carolina Periodicals Index to a wider audience, and ask the State Library to link to the index as part of the state information section of NC Live. Criteria for success: A formal request is made for NC Live to link to the Periodicals Index, and any concerns raised by the review committee are addressed.	5.1 Initial contacts with NC Live were very favorable, but there has been no response to follow-up communications.
NCC	5.2 Develop and publicize exhibits highlighting the research strengths of the collection. Criteria for success: At least three exhibits on NC related materials are mounted during the year.	5.2 Several successful exhibits were mounted in this review period, including examinations of North Carolina waterfowl traditions, the use of privies, and the history of Pitt County.
TRC	5.1 Offer the 5th annual Librarian to Librarian Networking Summit to support the professional development of school media personnel throughout the state of North Carolina (TRC). 5.2 Implement the Picturing America Grant which was awarded in February 2009 to more than 30 Pitt County Schools based on grant application submitted by TRC Outreach Coordinator. Criteria Plan, organize and implement the Summit based on needs of the school media personnel in North	**5.1** 5th Annual *Librarian to Librarian Networking Summit* was held on January 9, 2010 more than 175 attending. Twenty-seven sessions were offered. Attendees were eligible to receive 1.0 CEU. Carole Boston Weatherford was the keynote speaker. Evaluations noted that the summit was a success and well received. **5.2** Two grants in the area of outreach for the TRC, *We the People Bookshelf Grant* and the *Picturing America Grant,* both offered by the National Endowment for the Humanities were awarded. These two grants provided materials for more than 25 Pitt County schools per grant as well as sets of materials for the TRC. Faculty member collaborated with the

| Carolina. | Pitt County Director of Media Services and the Pitt County Director of Arts to offer sessions integrating materials into media centers and classrooms. Application for *We the People Bookshelf Grant* has been awarded for 30 schools including the TRC for the upcoming year. |

Partner with Pitt County Schools Art Director to integrate the Picturing America grant into more than 30 schools working with each school to provide outreach services and support for implementation of the grant. Additionally, an application has been submitted for the We The People Bookshelf grant. If awarded, this grant will be combined with Picturing America to extend the integration of art and reading into the classrooms of Pitt County Schools via this avenue.

6. Assess selected library services and collections.

Department / Committee / Task Force	Strategies	Outcomes
Administration	6.1 In collaboration with the LibQual Task Force, examine the Spring 2009 LibQual results for those items the department identified as ones where it is directly relevant to outcomes or supports the outcomes. Identify areas of strength and areas where improvement is needed. Celebrate the former and develop an action plan to address the latter. (Administration)	6.1 Administrative Services identified itself as directly relevant to outcomes for 14 items on the LibQual survey. For each of these items, the *Perceived* mean exceeded the *Minimum* mean in the overall survey results. The lowest *Perceived* mean was 6.95 for *Giving users individual attention*; the highest was 7.77 for *In general, I am satisfied with the way I am treated at the library*. Survey results showed marked improvement from the 2003 survey. Actions involving Administrative Services that were taken in response to the survey include the creation of the Collaborative Learning Center, increasing the number of student studies, and adding additional group study rooms.
Circulation	6.1 Promote Cooperative Borrower privileges and conduct assessments to measure if the number of borrowers increases, and if we see an increase in the number of library items being checked-out by those borrowers 6.2 Review the number of errors in the inventory process and evaluate inventory procedures to plan for the next cycle of inventories to be conducted 6.3 Have Circulation/Reserve Systems Liaison work with Joyner Library's Web Librarian to revise the Circulation/Reserve web page 6.4 In collaboration with the LibQual Task Force, examine the Spring 2009 LibQual results for those items the department identified as directly relevant to their outcomes or supports their outcomes. Identify areas of strength and areas where improvements are needed. Celebrate the former and develop an action plan to address the latter	6.1 Five new colleges joined the Cooperative Borrower Program. This goal will be continued though 2010-2011 as a new library position for Borrower Card Manager was added to Circulation to continue to invite more colleges and universities to join the program and conduct assessments to measure the number of borrowers who use our services. 6.2 Completed: Missing items were searched and library records were reviewed so that appropriate items could be withdrawn from the catalog. The inventory procedures were revised so that the Stacks Manager will search for missing items once the report is produced by IT. 6.3 The Circulation Liaison worked with the Web Librarian to revise the Circulation web page. Circulation staff is still evaluating the

		new page to make additional changes as needed. 6.4 This goal will need to be continued over to 2010-2011 goals.
Collections & Technical Services	All CD&TS Depts.: 6.1 In collaboration with the LibQual Task Force, examine the Spring 2009 LibQual results for any items directly relevant to outcomes or that supports outcomes within the realm of departments within Collections & Technical Services. Identify areas of strength and areas where improvement is needed. Celebrate the former and develop an action plan to address the latter CD, Mono Acq & ECRA Depts: 6.2 Provide support for review of all electronic and continuing resources in order to meet budgetary constraints Coll. Dev. Dept.: 6.3 Conduct collection analysis (all formats): --Comparing Joyner's holdings to other UNC system schools --Comparing Joyner's holdings in specified subject areas to peers by program and/or schools identified by UNC General Administration	Mono Acq 6.2 Staff gathered and forwarded information regarding standing orders to help inform liaisons making cancellation decisions and also communicated cancellations to the appropriate vendors. 6.2 ECRA partnered with ERRC and Collection Development to analyze renewal options, review cost and use data and negotiate with vendors to achieve more favorable renewal terms. ERCA also reviewed and finalized data from the liaisons' summer 2009 focused review of print journals. Based on the review, the department investigated and resolved numerous queries regarding subscription status, online access, and bibliographic and fiscal control of the listed titles. In the end, evaluations resulted in the cancellation of around a third of the library's print journal collection, almost all remaining microform subscriptions, 50 e-journal subscriptions, and over 30 database subscriptions. Hundreds of other subscriptions changed in format from print to online and/or in vendor.
Digital Collections	6.1 Continue to implement usability testing of various projects to ensure sound development and assess our digital preservation risk Criteria for Success: -Carry out usability tests for the Daily Reflector and Ensuring Democracy grant project -Develop and plan a round of usability testing for the Digital Collections interface for fall 2009 -Use the TRAC assessment tool to evaluate our digital preservation risk 6.2 Use the result of the LibQual survey to assess Digital Collections services and make improvements accordingly Criteria for Success:	6.1 Usability tests were carried out for the Daily Reflector project, the Scholarship, and the Ensuring Democracy grant site. However, a second round of testing for the Digital Collections interface and a round of testing for Joyner Library Collection Guides were planned but were unable to be completed due to other priorities. The department experimented with a different kind of usability test at the spring game night, offering a homemade cookie in exchange for performing one task using the interface and providing feedback. The test had some moderate success and resulted in some small changes to the interface. 6.2 No changes were found to be needed based on LibQual results.

	-LibQual ratings are gathered by Digital Collections that are related to our services and products -A plan for implementing changes is created as appropriate	
ILL	6.1 Analyze ILL document delivery and lending by library type served. Use results to provide a focus for targeted outreach efforts to underserved communities in eastern North Carolina. 6.2 Evaluate the ILL Purchase on Demand program for effectiveness as a supplemental collection development initiative 6.3 In collaboration with the LibQual Task Force, examine the Spring 2009 LibQual results for those items the department identified as directly relevant to their outcomes or supports their outcomes. Identify areas of strength and areas where improvement is needed. Celebrate the former and develop an action plan to address the latter.	6.1 This project was curtailed by administration due to budget concerns. 6.2 Collection Development, Acquisitions, Administration, and ILL discussed the project and decided to continue it. 6.2 Collection Development proposed changes to the selection criteria, which ILL accepted. 6.2 Cindy Shirkey and William Gee analyzed the purchase of theses and dissertations for an article, which was published. 6.3 ILL was highly praised in the LibQual survey and in other library surveys and focus groups held in recent years. No changes were made as a result.
IT	6.1 In collaboration with the LibQual Task Force, examine the Spring 2009 LibQual results for those items the department identified as ones where it is directly relevant to outcomes or supports the outcomes. Identify areas of strength and areas where improvement is needed. Celebrate the former and develop an action plan to address the latter.	
Music Library	6.1 Complete the WOREP study. 6.2 Review Libqual results for pertinence to ML and develop implementation plan. Criteria for success: -Conclusions drawn and response (in the form of changes to reference service) completed. -Libqual results reviewed and implementation plan developed.	6.1 Completed. Response report submitted to library dean and associate director 6.2 Completed. Multiple music faculty members indicated lack of space was an issue. There was a single request for power and data ports at the tables in the reference area; we investigated possible solutions well in advance of receiving this complaint, but none were feasible due to these tables being located in the center of the room. There was also a request the ML be open later on Fridays and Saturdays; due to the budget crisis, this is not feasible. The ML staff members also felt that a more pervasive desire for longer hours on these days would be necessary before we could justify any action in this direction.
Reference	6.1 Pilot a formal instruction assessment in the spring semester. Modify as necessary based upon feedback from the department at the end	6.1 The instruction assessment program was completed and implemented. An assessment program for DE instruction was piloted for the

	of the spring. Implement the "permanent" program in the fall semester. 6.2 Create evidence-based learning outcomes for COAD 1000, ENGL 1100 & 1200 courses. 6.3 Review functionality of existing, lesser-used databases and recommend ones for de-selection to the ERRC. 6.4 Assess recent changes in staffing desk and electronic reference service and modify as necessary. 6.5 In collaboration with the LibQual Task Force, examine the Spring 2009 LibQual results for those items the department identified as directly relevant to their outcomes or supports their outcomes. Identify areas of strength and areas where improvement is needed. Celebrate the former and develop an action plan to address the latter.	fall semester. 6.2. These outcomes were created and placed upon the Departmental wiki, Instruction homepage, and Instruction Request Form. We implemented the outcomes and active learning exercises during instruction. 6.3 Review was done throughout the budget reduction and feedback process during the summer, fall and spring semesters. Several core meetings were dedicated to review databases for unique characterisitcs and content overlap. 6.4 We staffed the desk with cross trainers as needed to fill shifts lost during the permanent elimination of Department positions. We began instant message staffing from our offices from 8:00 - 4:00 Mon. - Thurs. This model was permanently implemented during the fall and spring semesters. We began staffing until midnight Sun-Thurs by a permanent staff member. 6.5 The department dedicated a core meeting to discuss findings with Associate Director and pinpoint areas for improvement.
Special Collection	6.1 Use the result of the LibQual survey to assess Special Collections services and make improvements accordingly Criteria for Success: LibQual ratings are gathered by Special Collections that are related to our services and products; a plan for implementing changes is created as appropriate.	6.1 This goal was not accomplished.
TRC	6.1 In collaboration with the LibQual Task Force, examine the spring 2009 LibQual results for those items the TRC identifies as directly relevant to their outcomes or supports their outcomes. Identify areas of strength and areas where improvement is needed. Celebrate the strengths and develop an action plan to address the area(s) where improvement is needed. Criteria 6.1 Review LibQual results identifying those comments and outcomes related to TRC materials and services. Department will develop a plan to address any improvements related to the TRC. Department will celebrate the areas of strength.	**6.1** LibQual results were reviewed. Chart indicating outcomes as they related to TRC materials and services was submitted to Associate Director. Outcomes were discussed at TRC core meeting.

| Web Development Team | 6.1 Develop best practices and methods for testing web and ADA standards in order to meet or surpass standards on the library's website

6.2 Conduct standards testing of a sample of web pages in order to determine a baseline of usability before any major changes to the library's website | 6.1 The WDT met with a member of the Disabilities Office to learn about ADA website compliance and how to use an ADA tool (Jaws), which we were given a copy. We dedicated a computer to use only for testing (surplus computer from IT). Other testing tools have been researched and are ready to be conducted in maintenance testing. The information concerning which standards we will fulfill and the tools we will use to do this has been posted on the WDT departmental page. These are ongoing projects that continue to be reviewed and revised as new tools and information is discovered.

6.2 One study concerning ARL libraries has finished the data collecting part of the project. The Web Services Librarian also spoke with ECU dept of research concerning developing a good usability study for the website and am in the brainstorming part of that project during the faculty orientation.

The Web Services Librarian then created the State of the Website report in the summer of 2009 in order to determine base line information about the website prior to the redesign of 2010. This process will be revisited for comparison once the website goes live.

Assessments of the new website were conducted at the Alpha stage (meeting with 22 students and library faculty/staff in a forum to gather feedback on the design concept in March, 2010), Beta stage (feedback from library faculty/staff, mini assessment in June with 39 ECU community members for initial feedback in June 2010; larger assessment with 21 ECU community members for a more in-depth assessment is scheduled for July, 2010). Each assessment was used to determine the next steps in the design evolution. |

7. Increase organizational efficiency and accountability.

Department / Committee / Task Force	Strategies	Outcomes
Administration	7.1 Work toward a resolution of the occupant loads issue. This goal was linked to the Master Building Plan but will be an ongoing project due to budget constraints. (Building Operations)	7.1 This strategy is ongoing. 7.5 While progress has been made, each event and grant presents unique challenges. Better

	7.2 Create a Building Operations reporting mechanism that will allow us to share accomplishments with the library. (Building Operations)	budget planning on the front end of each grant or event will continue to be the goal.
		7.6 With Maury York, Business Operations set up the University Archives Fund. Business Operations wrote the description for, and set up, the Collaborative Learning Center Fund.
	7.3 Create a building notebook for use by Building Operations as a quick reference tool which includes floor plans, room numbers, location of fire pulls, location of fire extinguishers, etc. (Building Operations)	
		7.7 Some process was made; this goal will continue into the next year.
	7.4 Identify and document all preventative maintenance routinely scheduled by facilities. Monitor the schedule and identify known broken items. Accompany the facilities reviewer and provide information on known broken items so they can be listed and repaired. (Building Operations)	7.8 Staff successfully assumed these duties. In particular, ordering of supplies and travel reimbursements have been done in a timely manner.
		7.9 The Business Operations Officer position was subject to a university RIF, meaning that the position was abolished. The duties of the Business Operations Officer have been reassigned to individuals within the department.
	7.5 Continue to work closely with the Library Development Team to refine the budget processes for special events and grants. (Business Operations)	
	7.6 Work with Library Development Team to ensure endowments are coordinated with appropriate ECU officials, set up and approved appropriately. (Business Operations)	7.10 Due to the death of the Assistant Director for Administrative Services in February 2010, the manual was not completed.
	7.7 Continue developing guidelines and procedures for the payroll, human resources and budget functions and placing them into the electronic Administrative Services Process folder. (Business Operations)	7.11 SPA and EPA employees began reviewing timesheets online during the spring of 2009. The Payroll & Student Hiring Manager sends leave records out quarterly.
		7.12 This goal has been removed, because ECU Human Resources plans to provide this information for the entire university.
	7.8 Re-assess duties reassigned due to the resignation of the Administrative Support Associate throughout the year to ensure response time is adequate to meet the needs of ECU, ALS Business Operation and the Dean of Academic Library and Learning Resources. (Administration)	7.13 This resulted in the addition of two group study rooms on second floor and better use of storage space.
		7.14 Completed on time.
	7.9 Hire, coach and mentor a new Business Operations Officer to provide a smooth transition. (Administration)	7.15 This was to be developed with the Major Gift Officer and was tabled to support the development of an advancement council and the development of the Seeds of Change exhibit and events which took considerable time.
	7.10 Draft and implement a new hire orientation manual suitable for all new hires and focused on welcoming new employees to the library. (Administration)	
		7.16 Managed the fiscal and reporting needs of five grants.
	7.11 Implement a new procedure for SPA and EPA leave records to streamline the process. (Business Operations)	7.17 Letters were developed and revised and

	7.12 Compile a notebook of every type of EPAF personnel action with explanations of when it is applicable and how to enter it correctly. The notebook will serve as a resource for future reference and training. (Business Operations) 7.13 Review the space available to Administrative Services office suite for rearrangement with the result being more space for group study rooms and better use of storage space. (Business Operations and Administration) 7.14 Coordinate the Final SPA review process. (Business Operations) 7.15 Develop a strategic plan to raise funds from donors giving under $2,000. (Marketing) 7.16 Manage fiscal and reporting aspects of grants. (Project Development) 7.17 Revise thank you letters to donors and individuals who join the Friends of Joyner Library. (Marketing/Project Development) 7.18 Support Friends of Joyner Library in the development of a strategic plan and provide assistance with implementing the plan. (Project Development)	used in the Friends annual membership drive. 7.18 A strategic planning session was held with the Board of Directors. As a result, the board began to hold two public presentations per year and worked to increase the membership base.
Circulation	7.1 Continue to review and update the Circulation/Reserve Department's procedures manual for accuracy 7.2 After resolution of SSN collection and use for billing, we will use the Attorney General's Office and collection agencies to reduce debt 7.3 Cross-train Circulation/Reserve staff with an assigned back-up Circulation/Reserve staff member to provide and ensure coverage of essential services and operations 7.4 Coordinate with Reference Department to cross -train and improve service reference skills for Circulation/Reserve staff 7.5 Coordinate with DLC staff to learn procedures for circulating laptop and video equipment 7.6 Begin cross-training Circulation/Reserve staff with staff in ILL as part of New Cash Management procedures in billing for ILL	7.1 Completed: The manual has been reviewed and corrections have been made in the paper copy. The Circulation Department Head will update the manual online. 7.2 Completed: The procedures for billing are in full implementation as required by the ECU Auditor and ECU Identity Theft Committee. 7.3 Completed: The current Circulation staff are cross-trained to back up one other staff member in the department to ensure coverage of essential services and operations. 7.4 Two Circulation staff members currently cross-train with Reference. We will encourage additional Circulation staff to cross-train to be able to provide basic Reference service when needed at the Circulation desk and continue to work some hours each week at the Reference desk for cross-training. 7.5 Completed: Circulation has written procedures and are now checking out all library

	books. This will assist each department during extended staff vacancies in maintaining that both Circulation/Reserve and ILL items are processed on time 7.7 Plan transition to Symphony Integrated Library System by participating in required training programs 7.8 Restructure the Circulation/Reserve webpage to facilitate easier access to online forms and Circulation/Reserve information	equipment that circulates. 7.6 Completed: Circulation has cross-trained briefly with ILL and will begin more regular training sessions throughout the upcoming goal year of 2010-2011. 7.7 Completed: All staff participated in all required training sessions to prepare for the transition so Symphony. 7.8 Completed: We restructured the Circulation page to separate the forms and general information and re-categorized the list to reflect all the available services.
Collections & Technical Services	All CD&TS Depts: 7.1 Investigate a more robust platform to replace current procedures wiki 7.2 Develop consistent and understandable procedures for collecting statistics 7.3 Complete Symphony transition: --Complete training for all staff --Perform "clean-up" tasks identified prior to the migration. --Participate in testing data prior to transition --Obtain all reports needed from Horizon before it is taken down --Institute new work flows to create new efficiencies --Document Symphony procedures to be placed on Technical Services wiki --Collaborate with others in Joyner, Laupus & Little Libraries to find new, better ways of accomplishing tasks in the new system. Mono Acq Dept: 7.4 Symphony acquisitions transition: --Clean up all old orders in Horizon prior to cutover (May 2009) --Cut off ordering early in preparation for cutover (April 2009) --Complete or cancel all outstanding orders by transition date (May 2009) --Recreate as few orders as possible in Symphony at beginning of new FY --Set up shelf-ready process in Symphony (June-July 2009) --Institute other new work flows to create new efficiencies --Implement "Newly arrived" feature (By fall semester, 2009) --Implement new fund code structure (in cooperation with CD & ECRA) --Implement new vendor code structure (in	7.1 Policies and procedures wiki has been migrated to Drupal. 7.3 General Coll Cat (formerly Mono and ECR Cat) participated fully in all tasks listed under 7.3. Gen Coll Cat was heavily involved in database clean up projects both pre- and post-migration. Mono Acq 7.4 Many of these completed, refinement and ongoing work still necessary for shelf-ready and also for implementation of a "newly arrived" title list 7.5 Vendors offering plans for automatic shipment of award winning films and for the ability to offer shelf-ready processing have been identified Pres/Con 7.6 Members of Pres/Con continue to share expertise and statistics, conduct training sessions for library staff, and participate in preservation/conservation and disaster committees as appropriate and necessary. 7.7 ECRA successfully transitioned from the Horizon to SirsiDynix Symphony ILS. For ECRA, this transition had a number of components, primarily involving acquisition and serials modules: -Provided input on the mapping of data from the old to new system. -Made decisions about default settings in serial check-in records. -Completed training necessary to carry out tasks in the new ILS. -Performed clean-up work regarding the data transitioning between systems.

	cooperation with CD & ECRA) 7.5 Review vendors for AV materials Pres/Con: 7.6 Implement strategies to support findings of Preservation Task Force report ECR Acq Dept: 7.7 Symphony serials transition: --Successfully transition check-in records and recreate order records --Implement EDI invoicing for serial renewals --Implement new fund code structure (in cooperation with CD & Mono Acq) --Implement new vendor code structure (in cooperation with CD & Mono Acq) 7.8 Consider possibilities for and, when appropriate, streamline procedures for processing print materials, including check-in, claiming, and binding. 7.9 Assess ABLE bindery software to see if transition is feasible (in cooperation with Mono Acq) 7.10 Begin using the EBSCONET Claim Checker for claiming EBSCO subscriptions 7.11 Develop and execute a plan to reduce the footprint on the current periodicals section, using various methods by which to achieve this (e.g. cancelation, transition to online) Coll. Dev. Dept: 7.12 Develop Consistency in Training and Approaches to Developing Collections by: --Drafting a Collection Development Manual --Conducting Regular Meetings on Training Topics --Writing Collection Development Guidelines for All Subject Funds --Explore new platforms to replace wiki and other online venues for sharing and cooperative planning Spec Coll Cat, Metadata & Auth Dept.: 7.13 Increase efficiency through delegation and ensuring all work is done well by well-trained and appropriate personnel : --Delegate more metadata work to staff after appropriate training. --Delegate to a staff member the processing of transfers to and from Special Collections, with the exception of early materials.	-Set-up check-in records for all current print subscriptions. -Created dated order records for all current Joyner and Virtual Library subscriptions. -For order processing purposes, created brief bibliographic records for all subscriptions in electronic formats. ECRA has not yet implemented EDI invoicing but hopes to do so in the future for EBSCO and Swets invoices. In collaboration with CD and Mono Acq, fund and vendor codes have been updated in Symphony. 7.8 This is an ongoing area of focus. More urgent priorities (e.g., subscription changes due to budget reductions, ILS transition), took precedent over 7.8 but the department did revise procedures to reduce the claiming workload and decrease materials requiring bindery processing. 7.9 We continue to consider options for bindery software tools. 7.10 EBSCONET Claim Checker is now being used. 7.11 This goal was met. The Joyner Current Periodicals area was decreased in size by 58 percent. Spec Coll Cat, Metadata & Auth Dept.: 7.3 Completed Symphony training for all staff, clean-up tasks, and testing. Development and improvement of new workflows in Symphony are ongoing, as are the documentation of procedures. Collaborated across TS departments to determine workflows for ordering, receiving, and cataloging. Worked with Laupus staff on procedures for bound-withs and other procedures. Worked with Little staff on procedures when copies of the same item are ordered for different libraries. Incorporated Little's catalog, which did not have authority control, into Backstage outsourced quarterly authority processes. 7.12: In process: --Collection Development Manual: Not done; we should return to this goal in the future.

	-- Ensure staff is appropriately trained to do original cataloging with the goal of reducing to the minimum the amount of cataloging that must be revised by the Head of the department.	--Regular Meetings: Ongoing --Collection Development Guidelines: in process--21 guidelines are posted, and Joseph has received others to review and post. --New platforms: Ongoing. The University created access for all faculty and staff to Microsoft Office Communicator, which has created additional communication channels. Collection development librarians, with several others in technical services and reference, experimented with Google Chat for several months, eventually preferring Communicator. Collections and Technical Services has moved its procedures to a Drupal content management site 7.13 Hired a full-time Metadata Technician in March 2010, enabling much metadata work to be delegated to appropriate staff. Staff trained to do transfers to and from Special Collections, as well as selected rare book copy cataloging. Training on original book cataloging continues, with Head reviewing and commenting on staff work.
Exhibit Committee	7.1 Work closely with Library Development to strengthen collaboration of marketing and promotion of exhibits.	7.1 The committee and Library Development successfully collaborated on marketing and publicity of exhibits. See the Development report for more details.
ILL	7.1 Update procedures and tips in the ILL Department's wiki 7.2 Cross train ILL staff to ensure coverage of essential services and operations 7.3 Coordinate with Circulation to cross-train and to share tasks and personnel 7.4 Collaborate with Circulation's Billing Manager to reduce overdue items in ILL lending 7.5 Cross train with head of service for Circulation to increase interdepartmental effectiveness and ensure continuity of service	7.1 Many pages were either updated or created to reflect the ever-changing processes in ILL. 7.2 ILL student workers received training on all three areas and floated between them. 7.2 ILL staff also floated and cross-trained with each other to ensure they were current on each others' primary areas. 7.3 Catherine Tingelstad received additional training in using ILLiad so she could process Borrowing requests whenever she is able from the front desk. 7.3 Circulation loaned ILL student workers on a variety of occasions; each loaned student was trained on the tasks needed of them. 7.3 Circulation student workers and staff pulled materials on a variety of nights and weekends for ILL. 7.3 Circulation student workers and staff banded borrowed materials several times. 7.4 Pam, June, William, and Jackie agreed on a revised process, invoice template, and record keeping methods and began clearing the backlog of overdues and collecting for lost

		items.
		7.5 Pam Evans received a number of training sessions on various aspects of ILL from William. More are planned for the entire Circulation staff. 7.5 William and ILL staff members were shown a number of tasks that Pam and others in Circulation perform, in addition to the Symphony Circulation training that had already been received during the transition to Symphony.
IT	7.1 Be a good steward of state resources during economic down turns -Keep current equipment in good condition -Require justification of new equipment -Investigate how current equipment could be used to serve multiple functions -Seriously evaluate replacement needs	Purchased new laptops and use laptops replaced via the faculty/staff rollout to supplement and replace the inventory of of laptops made available for checkout at the Circulation Desk Acquired two portable screens for use by faculty and staff for presentations, conferences, and in library events to allow for more flexibility. Reassessed replacements needs to utilize equipment after warranties expire. Keeping out of warranty equipment on site if could be repaired or used for replacement parts.
Library Assembly Executive Committee	7.1 Hold library fora that foster professional development.	7.1 Sponsored fora on principles of web design, EZ Archives at Home: basic skillsand methods for preservation and conservation of personal collections; ACRL Immersion Program; disaster planning and recovery; Digital Preservation Primer for Librarians; and Back to Basics: International Librarianship on a Shoestring.
NCC	7.1 Develop proposal for implementing RFID, both as a means of improving security of rare materials in the NC Collection and as a pilot project for the general collection. Criteria for success: Costs are identified and a proposal is presented to the Executive Committee for consideration in the new budget year.	7.1 Examination of several RFID products did not yield any examples that would not be conspicuous in rarae materials. Some are potentially damaging to the very materials we are trying to protect.
NCC	7.2 Upon migration of the Horizon system, spot check and review holdings information for the collection's serials and special locations to insure the accurate transfer of appropriate information. Criteria for success: Selected records are tested in the preliminary and final versions of Symphony. If problems are identified, a plan for addressing such issues is developed and implementation begun.	7.2 The migration was successfully completed without any apparent loss of holdings information.

Staff Development Committee	7.1 Workshops related to career banding 7.2 Workshop on Family Medical Leave Act (FMLA) 7.3 Refine current orientation procedures for SPA and Faculty 7.4 Workshop on using the calendaring system in Outlook	7.1 Not completed. 7.2 Workshop was held. 7.3 Not completed. 7.4 Workshop was held.
TRC	7.1 Collaborate with and participate on the Circulation Policy & Procedure Task Force working to merge and update the Joyner Library Circulation Policy, Music Library Circulation Policy, and Equipment Policy for consistency of user centered service. Criteria 7.1 Suggest appointment for a member of the TRC department to serve on this team. Collaborate with TRC team member to provide input and feedback on suggestions for updating the policies for consistency. Have TRC team member update the TRC department at core meetings on the progress of the task force. Meet as necessary to discuss and provide feedback for the TRC task force member to provide to the task force.	**7.1** Maliha Farhadi was appointed as a representative from the TRC to the Circulation Task Force. The Task Force collaborated to create one circulation policy that would be consistent with the departments affected. The policy was submitted to and approved by the OPRC and Library Assembly. New policy is effective.
Web Development Team	7.1 Evaluate and make changes to current departmental workflow, procedures and projects in order to develop the scope of the Web Team's service to the library and to establish acceptable workloads for the Web Development Team members 7.2 Develop a database to maintain records and internal statistics in order to produce comprehensive annual reports for the Web Development Team, and make this database accessible to the library at large 7.3 Research new ways to distribute the web statistics and train library members on how to use the statistics in order to support the library in gathering better data for their assessment projects 7.4 Develop a virtual sandbox for the Web Development Team to experiment with all new tools and ideas in order to provide a testing platform for feedback on the tools while not affect the general library website	7.1 After learning about each person's role within the WDT I rewrote their job descriptions and spoke with the group about their new roles within the team. I also implemented a number of record keeping procedures in order to keep better track of work progress, workloads, and to identify lags in projects. 7.2 Nick built a complex database structure, which ties the work requests made by members of the library to a main web based site. The team can make updates on their progress on projects and the library member who requested the project can log in to review where their project stands. 7.3 ECU changed to Google Analytics. The WDT can set up accounts for library members so they can monitor their own statistics as well as continue to offer reports online. 7.4 Kendall has developed the Joyner Library Website Pastry Lab which is updated as new content is created. There are comment spaces

		for people to leave feedback. A banner ad was created to give access to the website and also to notify library patrons of the plan for a redesign. The WDT would like to also create a mirror server so that in the future all new products/coding/tests can be made to a replica website before anything is implemented.

8. Create and fund an endowment for University Archives as part of the Second Century Campaign.

Administration	8.1 Develop marketing materials needed for the campaign (Marketing). 8.2 Assist with the development of events for campaign needs (Project Development).	8.1 Developed brochures for the marketing of the raffle painting. Developed photo panels and marketing materials for the Lobster Fair Exhibit. 8.2 Organized and participated in the Lobster Fair exhibit. Supported the development of and coordinated a raffle program for the Pittman Painting to raise funds for the endowment.

9. Develop and implement a 3-5 year plan for diversity objectives aligned with the University Diversity Action Plan.

Department / Committee / Task Force	Strategies	Outcomes
Staff Development Committee	9.1 Workshop on developing elements for the Diversity Action Plan.	9.1 This strategy was not completed.

10. Academic Library Services will evaluate its operations to incorporate sustainable practices and procedures. January 2009 perspective:
Academic Library Services will incorporate sustainable practices and procedures in its operations.

Department / Committee / Task Force	Strategies	Outcomes
Administration	10.1 Investigate and implement green initiatives appropriate to Administrative Services (Administrative Services)	10.1 Java City added recycling bins; ALS started recycling plastic; duplex printing increased; paper in the recycling bin was used for note paper; three events used china cups instead of paper; event attendees were invited to bring their own non-disposable cups.
Circulation	10.1 Continue to institute more "green" and environmentally-sustainable practices as recommended by the Joyner Library Green Task Force and Administration: recycling containers for plastic bottles, newspapers, boxes, paper, etc 10.2 Develop a Wiki for sharing department information, increasing the efficiency of employees and reducing the amount of paper used by the department	10.1 We currently recycle plastic bottles, newspaper boxes and paper. We have donated plastic recyclables for patrons to use when they check out books. 10.2 Completed: A wiki has been set up for Circulation.

Collections & Technical Services	All CD&TS Depts: 10.1 Improve sustainable practices by reducing printer/paper use	Mono Acq 10.1 Most orders now placed with vendors/suppliers require website entry or email communication so printing of purchase orders has declined considerably. Spec Coll Cat, Metadata & Auth Dept.: 10.1 The department has ceased to print records on a regular basis for review and statistics. Much of the department's work is now on virtual materials, eliminating the "printout enclosed in the book" habit.
ILL	10.1 Investigate and implement green initiatives appropriate to ILL	10.1 ILL began using the Ecofont for use on pull slips, shipping labels, and draft documents. 10.1 ILL continued to reuse shipping boxes, bags, and packaging materials as much as possible. 10.1 ILL began turning off computers and printers over the weekends, on breaks, and on some nights. 10.1 ILL continued to work to use scanners whenever possible rather than photocopying for requests. 10.1 Lending and Document Delivery began to print pull slips on the other side of used paper. Borrowing continued to make its banding strips from used paper. 10.1 ILL obtained an OCLC study released in mid-February, 2010, on how libraries are greening their ILL operations.
IT	10.1 Increase recycling among departmental staff Seek best practices for managing the volume of public equipment for balance between accessibility and sustainability	Increased number of laptops several of these were from repurposing staff machines when they were replaced.
Music Library	10.1 Investigate and implement a " green plan" specific to the music library.	Completed. Green plan is posted in the music library as a reminder to music library personnel.

	Criteria for success: -Green plan developed and implemented.	
NCC	10.1 Take steps to insre the proper recycling of microform/printer toner cartridges.	10.1 Toner cartridges are delivered to the Mail Room, which returns them to the appropriate recycler.
Reference	10.1 Strive to integrate more "green" and sustainable practices into the departmental workflow	10. 1 The Reference Department began recycling plastic bottles and aluminum cans within the departmental and public areas of Reference. We significantly reduced paper consumption for instructional classes by using the LibGuides platform. The Documents Department institutes electricity savings by turning off computers, light switches, and printers each night.
Special Collections	10.1 Reduce the amount of paper and color toner used in the Special Collections Department by making fewer copies, printing in grayscale unless color printing is absolutely necessary, "duplexing" copy jobs, using paper that would otherwise be recycled for scrap paper, and other means. Criteria for Success: Consumption of photocopy paper is reduced by 25% during the year. Fewer color toner cartridges are purchased.	10.1 Overall, this goal was achieved, although two areas of consumption did not decline. Unless otherwise indicated, the figures below are for the period March, 2008-February, 2009: *Office Depot paper for networked printer (all sizes)* 2008-2009 – 82 reams 2009-2010 – 41 reams Decline – 50% *Permalife Bond paper (all sizes)* 2008-2009 – 27 reams 2009-2010 – 19 reams Decline – 30% *Black and white toner cartridges for networked printer* 2008-2009 – 5 2009-2010 – 5 *Color toner cartridges for networked printer*

		2008-2009 – 12
		2009-2010 – 6
		Decline – 50%
		Black and white copies made on Copiserv copier
		August 2008-February 2009 – 34, 982
		August 2009-February 2010 – 31,395
		Decline – 10%
		Color copies made on Copiserv copier
		August 2008-February 2009 – 3,364
		August 2009-February 2010 – 4,253
		Increase – 21%
Staff Development Committee	10.1 Plan for Staff Development Day 2010 10.2 Consider Staff Development Committee budget in overall operation expenditures	10.1 Staff Development Day was held on May 11. 10.2 Speakers at Staff Development Day were paid a stipend by the library.
Web Development Team	10.1 The Web Development Team will turn off and unplug all electronics in the suite every night (except the printer due to technical concerns) in order to lessen the draw of wasted power throughout the night.	10.1 Some members are turning their machines off and unplugging them each night with the acceptation of the color printer. The original color printer was wax based and by turning the machine off, it means the wax hardens overnight and must melt before it can be used again the next day. The melting process holds up workflow and causes an unpleasant odor. Now that the new CopiServe printer is in the suite, it has its own energy saver setting.

Academic Library Services 2009-2010 Statistics

Services	
Visits to the library (gate count)	754,743
Reference / directional transactions	65,600
Virtual reference transactions	6,722
Instructional sessions & presentations	837
Library materials checked out	179,762
Number of database searches	4,093,233
Use of items in digital collections	476,082
Interlibrary Loan	
Lent to other libraries	9,334
Borrowed from other libraries	6,866

Collections	
Titles held June 30, 2010	1,415,374
Number of print monographs purchased	45,474
Number of serials (print and online)	60,521
Items in digital collections	25,930
Expenditures for Library Materials	$5,542,130
Other State-Funded Expenditures	
Operating expenses	$853,722
Salaries, wages & benefits	$6,757,738