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2011-2012 Annual Report

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East Carolina University

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East Carolina University
2011-2012 Unit Annual Progress Reports

Unit: Academic Library Services (ALS)

Unit Highlights:

- **The following achievements helped Academic Library Services effectively manage and develop physical and digital collections that support the evolving curricular and research needs of the university:**
 - Added new e-journals and electronic resources, primarily one-time purchases: BBC Shakespeare Plays Collection; Sage Backfile Update; Scientific American Archive 1910-1947; Backfiles for Lecture Notes in Computer Science, Lecture Notes in Math, and Structure and Bonding; Classical Music in Video; iPoll (reinstated); Statista; Making of the Modern World, parts 1 and 2; 19th Century British Library Newspapers, part 2; Early American Imprints, Series 1 and 2; AAS Historical Periodicals Collections 1-5; Elsevier's Physics and Astronomy E-Book Series backfiles; Turpion journal backfiles; Transportation Research Record backfiles; Wiley-Blackwell Psychology collection; Oxford UP backfile update; Oxford Bibliographies Online – Music; Cambridge UP backfile update; Elsevier ebook series backfiles (from v. 1 to 2007) in psychology and chemistry; 18th Century Collection Online (ECCO), Part 2; National Geographic Historical Archive, 1888-1994; and JSTOR Arts & Sciences Collection XI. The following one-time electronic purchases were completed with end of year funding from the Division of Academic Affairs: Women & Social Movements, Scholar's Edition; Counseling & Therapy in Video, Parts 1 & 2; Education in Video; Ethnography in Video; Anthropology Online; Vogue Archive; House & Senate Unpublished Hearings, A & B; Geological Society of London Special Publications backfiles; Gale International Directory of Company Histories; Gale's The South database; and National Research Council Press journal backfiles. Responded to NCLIVE's cancellation of PsycINFO by subscribing to this database from EBSCOhost.
 - Based on faculty input and internal evaluation, cancelled the following databases: Compendex, Ingenta InTouch alerts, Passport GMID, Pop Culture Universe, PressDisplay, and Social Explorer. Reduced concurrent users (Social Work Abstracts and Philosopher's Index), changed in content (Knovel), and took other measures to reduce costs and improve efficiency.
 - Purchased the "Stuart Wright Collection Two" consisting of an archive of the Palaemon Press Limited (literary manuscripts, printed items, literary journals and little magazines), other related imprints produced and collected by Stuart Wright, and John H. Updike materials.
 - Established a demand-driven acquisition (DDA) model for electronic books with YBP. Librarians set up a profile identifying the types of books eligible for purchase through the program. Catalog records for books meeting the profile are downloaded to the library catalog on a regular basis. When use of an electronic book reaches a predefined level, the book is purchased. The DDA model provides a mechanism for increasing access to titles while conditioning purchase on actual use. DDA titles initially appeared in the library catalog on August 18, 2011. An acquisitions workflow for DDA titles has been developed and a staff member trained.
 - Established a film plan standing order for nominated/winning films in over 50 categories from seven festivals or awards.
 - Acquired outstanding titles for the Music Library including *Vierne Complete Organ Works*, *The Early String Quartet*, 81 Deutsche Grammophon opera performance DVDs, 178 CDs of iconic

- piano performances of key works, and 24 sets of G. Henle Verlag performance edition parts for string quartets of Haydn, Mozart, Beethoven, Mendelssohn, and Brahms.
- Reviewed, selected and added to the collection DVDs, CDs, books, scores, and other materials bequeathed to the Music Library by Conrad Sharpe. Mr. Sharpe, who passed away in March 2012, had previously established the Conrad Sharpe Music Library Endowed Fund through a planned gift.
 - Reviewed, selected and received portions of a gift from Sandra Walsh, past ECU professor of nursing and the widow of prominent violinist Thomas Moore. The gift is from Moore's collection of violin- and string-related CDs, DVDs, books and scores.
 - Acquired outstanding titles for the Reference Collection including *Atlas of Oceans: An Ecological Survey of Underwater Life*, *Stepping Out: Three Centuries of Shoes*, *International Encyclopedia of Political Science*, *Handbook of International Rivalries: 1494-2010*, *Food Cultures of the World Encyclopedia*, *Kirk-Othmer Encyclopedia of Chemical Technology*, and *Slavery in the Modern World: A History of Political Social, and Economic Oppression*.
 - Added 160 titles to the Ronnie Barnes African-American Resource Collection and 2970 titles to the Teaching Resources Center's curriculum collection.
 - Created and made available online new digital collections including the Laupus Health Sciences History Collection, Patent Medicine Trade Card Collection, Stereoscopic Skin Clinic Collection, Historic Microscope Collection, Country Doctor Museum Collection, and Sears Historical Dental Collection. Significant unique content was digitized including portions of the Elias Carr papers, the Barbour Boat Work collection, the Rodman Collection, and the Wright Chapel Talks.
 - Digitized and mounted the text and images for over 1,800 issues of *The Eastern Reflector*, covering 28 years of the newspaper.
 - Digitized the Denis B. Cashman Papers and made them available in the Digital Collections repository.
 - Implemented JPEG2000 as an access format for digital collections, allowing for viewing of higher quality images online and enhanced ability to zoom in on images.
 - Developed an application to organize and manage electronic records that are federally mandated for permanent or long-term retention.
 - Adopted a digital preservation and curation plan.
 - Developed a written plan for collecting ECU student life materials in the University Archives.
 - Developed a timeline interface for displaying the ECU History Collection.
 - Added more than 160 titles to the Roberts Collection of North Carolina Fiction and received a \$15,000 LSTA grant in June 2012 to purchase the remaining titles needed to strengthen this collection in the next fiscal year.
 - Purchased three important works by the early New Bern printer Francois-Xavier Martin for the North Carolina Collection: *A collection of the private acts of the General Assembly of the state of North-Carolina from the year 1715 to the year 1790* which was bound with *The Acts of the General Assembly of the State of North-Carolina passed during the sessions held in the years 1791, 1792, 1793 and 1794*; and *Cases determined in the Court of King's Bench, during the I, II, & III years of Charles I*. The Collection acquired several rare Baptist publications, including a run from 1869 to 1896 of the *Minutes of the Chowan Baptist Association*. The local history collections were bolstered by the addition of five volumes of the Grifton High School yearbook, the yearbook from the 1921 senior class of Bethel High School, and five volumes of the Depression era newspaper, *The Goldsboro Herald*, donated by the publisher's son Gene Roberts. The Collection also acquired a copy of the 1869 *History and medical description of the two-headed girl*, the story of the celebrated nineteenth century conjoined twins, Millie-Christine McCoy.
 - Acquired a variety of new manuscript collections by purchase or gift during the year including:

- Grady T. Davis Papers. This gift includes photographs of buildings and street scenes in Windsor, NC.
- Diary of Itinerant Photographer. Diary (May 1845 – January 1847) kept by a traveling New York daguerreotypist who visited and described Edenton, Plymouth, Williamston, Greenville, and Washington, NC.
- Van Ness Harwood Papers. This gift contains correspondence, clippings, newspapers and photographs related to Eleazer Van Ness Harwood, Jr.'s career as a newspaper journalist and to his family life. Harwood covered the Wright Brothers' 1911 flights at Kitty Hawk.
- Historic Halifax Garden Association Papers.
- Raymond J. Kragness Papers. The papers relate to Mr. Kragness's service in the U.S. Navy in the Pacific during World War II.
- Ormond Family Papers. Papers (ca. 1770-1925) include correspondence, land grants, financial records, and photographs pertaining to the Ormond and Turnage families of Greene and Pitt Counties.
- William and Daisy Rowe Papers. Papers (ca. 1963-2006) pertaining to the work of the Evangelical Baptist Mission in Franklin County, NC, and Guatemala.
- William Wilberforce Douglas Papers. Transcripts of 22 letters written by an officer in the Fifth Rhode Island Volunteers to his mother while stationed in coastal North Carolina from December 1861 until April 1863.
- Victor C. Faure Papers, Roscoe Jackson Papers, Nathaniel Pettit Joy Papers. Three collections of letters of U.S. Army soldiers and a sailor in Europe during World War I.
- David Y. Taylor Papers. Photographs of shipbuilding operations in Charleston and Savannah during World War II.
- Fry Family Papers. Letters and other documents relating to the work of a missionary in China and Belgium in the 1920s and 1930s.
- Acquired a number of rare nineteenth century books dealing with travel and exploration in South America.
- Posted collection development guidelines for ten areas.
- Converted three large sets of print reference sets to electronic format.
- Completed the weeding of the maps collection.
- Completed the processing of the manuscripts in the Stuart Wright Collection and created finding aids for all the subgroups of the collection. The targeted quantity of books (992) from the collection was cataloged during the year.
- Exceeded the goal for digital collections metadata creation by completing 484 items.
- Implemented the Fedora e-records management system for use by University Archives.
- Replaced older equipment in the check-out program with 20 iPad3's, 20 Lenovo laptops, and 10 MacBook Pro laptops.
- **Measures to improve accessibility, awareness and use of library collections and services included:**
 - Increased library weekend hours of operation (added seven hours per week) and expanded 24-hour coverage at the end of fall and spring semesters. Gate count totaled 797,110, an increase of 51,092 (6.8%) over the 2010-11 year.
 - Expanded evening hours for the Manuscripts and Rare Books Department, which was open from 5-7 p.m., Monday-Thursday. However, the average number of patrons per evening was less than one.
 - Conducted 40,345 reference transactions, circulated approximately 132,000 items, completed 17,456 interlibrary loan transactions, and taught 818 library instruction sessions.

- Successfully partnered with NC LIVE to add the North Carolina Periodicals Index, developed and maintained by Joyner Library, to NC LIVE's list of electronic resources.
- Created and maintained displays in the Circulation/Reserves area relating to the University's quality enhancement plan, leadership resources, and faculty publications.
- Made presentations to numerous academic departments to publicize library collections and services.
- Created a LibGuide for Summon One Search and incorporated it into the One Search web pages.
- Implemented new features in One Search including discipline scoped searching, search widgets, and "sticky searching."
- Met benchmark of responding to error reports relating to electronic resources in one working day or less.
- Completed database maintenance projects, including a long-term project involving federal documents records, to facilitate better discovery results for patrons using the library catalog.
- Improved library catalog access to score sets of the collected works of composers.
- Imported into the library catalog more than 235,000 MARC records for books contained in newly-acquired electronic resources.
- Added barcodes and/or item records for all (10,000+) serial volumes in the general stacks that lacked them.
- Consolidated News and Events, Announcements and the Dean's blog into one unified interface.
- Implemented second phase of the library website redesign by migrating content to new templates.
- Installed a forty inch touchscreen information kiosk in the library lobby to help answer frequently asked questions such as library hours, announcements, event times and locations, and way finding.
- Created and deployed computer availability maps on the library website and touchscreen kiosk.
- Placed a new sign for the Music Library in the Fletcher Music Center courtyard and installed a window sign that is visible from the Croatan and the street.
- Implemented LDAP (PirateID & Passphrase) authentication for patron login to ILLiad, the interlibrary loan request software, and improved the patron interface.
- Revised six interlibrary loan tutorials and created a new tutorial.
- Simplified the "Place Hold" procedure for patrons.
- Advertised the availability of document delivery services for patrons away from campus during the summer.
- Converted 22 North Carolina Collection subject pages and tutorials to LibGuides.
- Appointed three personal reference librarians to students in Project STEPP and provided services including a library tour, pre- and post-tests to measure research skills, library instruction sessions, and consultations.
- Implemented a geographic browse feature for accessing digital collections.
- Improved the functionality and usability of the Symphony online catalog in a variety of ways including adding Permalink and Bookmark features, a collection option for the Stuart Wright Collection, a link to the e-reader title list, and a "cite this item" link.
- Developed a long-range plan for the Teaching Resources Center to review and promote ECU middle school / secondary education materials in alignment with the North Carolina textbook adoption schedule through 2020.
- Expanded circulation privileges for several categories of users and revised the general Circulation policy to standardize guidelines, loan periods, etc.
- Examined priorities and backlogs in Preservation/Conservation and allocated staff time and supplies in a manner that ensures that higher need items are returned back to the collection as soon as possible.

- **Academic Library Services made progress on its goal to create comfortable, inviting and vibrant library spaces that support the research and learning needs of all patron groups, protect unique collections, promote the discovery of knowledge, allow for growth, and provide appropriate workspaces for staff. Actions included:**
 - Installed new maps on each floor of the library, call number signs in the stacks and other signage; created new digital maps for use on the website; planned for additional digital signage on each floor.
 - Worked with campus groups to plan for the construction of the Pirate CAVE Math 1065 Lab in the basement of Joyner Library, the relocation of the Government Documents/Microforms processing area, and the Office for Faculty Excellence/University Writing Center renovation.
 - Consolidated microforms in fewer cabinets and completed the weeding of ERIC microfiche; relocated microforms reader/printer/scanning equipment; reorganized the map collection.
 - Installed new comfortable patron seating in the basement and on second and third floors.
 - Approved architect's plans for first floor redesign (Circulation, Interlibrary Loan, Reserves, Security, and Java City) and scheduled most renovations for May 2013. The new Circulation Desk will be installed in July 2012 and the Security station will be completed in January 2013 as part of the Office for Faculty Excellence/Writing Center renovation.
 - Assessed the Collaborative Learning Center and implemented changes including adding iMac computers, video editing stations, stand-alone scanning stations, mobile tables, a digital kiosk, and dry erase whiteboards. The number of community access computers was reduced to increase availability for ECU students and faculty and PC Reservation software was installed to regulate their use.
 - Hired a student worker to provide technology support to users Sunday-Thursday evenings from 6:00 pm until midnight.
 - Installed a BayScan self-checkout system.
 - Held an open house to showcase the Teaching Resources Center (TRC) redesign. Following the redesign, TRC desk questions increased 23%, consultations increased 202%, TRC instructional sessions increased 25%, ETC room use increased 9%, and circulation of TRC books increased 10%.
 - Downloaded SmartBoard software to computers in the TRC and laptops available for checkout so that students, faculty and staff can use the three SmartBoards in the TRC for educational purposes.
 - Assessed space needs for the Special Collections Division, Library Technology Division, Collections and Technical Services Division, and portions of the Public Services Division.
 - With the Library Copy Center, deployed new copier/printers in Joyner Library.
 - Installed three by four foot dry erase boards in 35 group study rooms.
 - Added four Mac computers for use in the Music Library's private study carrels.
 - Commissioned artwork for permanent display in the Music Library Technology Lab. The selected piece, *Within Each and Every*, is a five by seven foot acrylic painting by ECU art major Rebekah Todd.

- **Actions that help established the ECU Libraries' role as a leader in campus scholarly communication initiatives and in providing access to the scholarly output of the university included:**
 - Organized and held the first Academic Affairs Faculty Book Awards program to recognize faculty who published books during the year.
 - Co-sponsored a panel presentation called "Journal Publishing and Faculty Authors" that discussed open access publishing and featured four faculty members as panelists and a Joyner Library faculty

member as moderator. The ECU Faculty Senate Libraries Committee and Laupus Library co-sponsored the presentation.

- Celebrated Open Access Week with six locally-produced videos and posters on the “Cost of Knowledge”; Laupus Library provided t-shirts to individuals who posted comments and/or participated in the videos. The videos were posted on the scholarly communication website, which saw nearly 400 page visits between October 2011 and February 2012.
 - Held three FaculTeas with speakers from the Departments of English and Foreign Languages & Literatures.
 - Added 325 new authors (including 225 authors of theses and dissertations) to *The ScholarShip* (ECU’s institutional repository).
 - Added a collection of Sociology conference proceedings to *The Scholarship*.
 - Automated the process for setting embargoes for electronic theses and dissertations.
 - Reached agreement to include Honors College theses in *The ScholarShip* beginning in fall 2012.
 - Conducted copyright workshops for students completing their theses and dissertations and provided copyright advice to faculty, staff and students.
 - Created a LibGuide on data management plans.
 - Coordinated a campus-wide project to correct errors in the journal lists in Sedona for every college and school.
 - Met with faculty to discuss scholarly communication topics including data management plans and the institutional repository.
- **ALS provided numerous educational and cultural opportunities for the university community and residents of eastern North Carolina:**
- The Eighth Eastern North Carolina Literary Homecoming, held in September 2011, featured readings, performances, panel discussions and workshops with writers on the theme of *Rewriting Nature: Impacting Change in the Environment*. The Homecoming reached 565 audience members from 21 counties in North Carolina and three states. In addition to the September event, there were 10 community events in six counties.
 - The *Civil War in North Carolina, 1861-1865* exhibit in Special Collections explored multiple facets of this divisive and devastating war in the state.
 - The *Civil War in Eastern North Carolina: The 1862 Burnside Expedition* in the North Carolina Collection documented the series of coastal battles fought between February and June of 1862.
 - Exhibits in the first and second floor exhibit areas included the *Graduate Student Art & Design Exhibition*, *Dr. Leo Jenkins and the Art of Giving*, *The Wright Brothers Discover Soaring*, *John F. Kennedy Visits ECU*, and the spring School of Art and Design Faculty exhibit featuring *Storm Season: Louisiana’s Disappearing Wetlands*, photographic work by faculty member Daniel Kariko.
 - *Stuart Wright: A Life in Collecting* exhibit in Special Collections. At an event to celebrate the exhibit opening, former North Carolina poet laureate Fred Chappell, a friend of Wright, spoke and read a poem written for the occasion.
 - Lecture by Harvard professor Stephen Burt on poet Randall Jarrell, whose works are included in the Stuart Wright Collection.
 - *Value of Service* exhibit in Special Collections focusing on ECU’s involvement in World Wars I and II, ROTC, extension programs, and veterans on campus.
 - The Music Library mounted two exhibits: *Spotlight on New School of Music Faculty* and *Kurt Weill and the Threepenny Opera: More than “Mack the Knife”*.
 - The First Annual Edible Book Festival celebrated books, reading, creativity, food and fun.

- Margaret Maron, bestselling author and North Carolina native, spoke at the Friends of Joyner Library annual banquet.
 - The W. Keats Sparrow ENGLISH 1100 and 1200 Writing Award, the Rhem/Schwarzmann Prize for Recognition of Student Research, and the Michael F. Bassman Honors Thesis Award helped foster a culture of excellence in undergraduate education in ECU.
 - The Library, in partnership with the Office of Student Transitions and First Year Programs, hosted seven orientations for incoming first year students.
 - The Seventh Annual Librarian to Librarian Networking Summit, *Keeping Pace with Change*, provided professional development for school media personnel in North Carolina, Virginia and South Carolina. More than 220 persons attended the Summit's 32 sessions, for which they were eligible to receive 1.0 CEU. James Ransome, national award-winning illustrator/author, was the keynote speaker. He also gave a presentation to the faculty and students in the College of Education.
 - TRC hosted 49 exhibits, including displays of public school and ECU artwork and seasonal displays promoting titles from the collection for pre-service teachers and area educators to integrate into the curriculum.
 - The TRC partnered with ECU, Greenville and Pitt County groups to provide the Youth Expressions Art Exhibit as an outreach project. It partnered with the ECU School of Art and Design to provide the Youth Arts Festival.
 - The Ninth Annual J.Y. Joyner Paraprofessional Conference, with the theme *Cyborgs in the Stacks: Merging Staff and Technology in Hybrid Libraries*, provided 16 sessions including a keynote address, hands on preservation lessons, interactive technology classes, panel discussions, and more. More than 140 people attended.
 - The library completed work on the digitization and educational components of the *Ensuring Access to Democracy* grant which provides access to historical state documents. TRC faculty designed and held a ten-day workshop at which school teachers developed lesson plans and activities using the *Ensuring Access to Democracy* website. The lesson plans and activities were posted on the teachers' portal portion of the website. TRC faculty promoted these resources at four educational and library conferences.
 - Preservation/Conservation staff demonstrated preservation and conservation techniques to the public at the Edible Book Festival and during Preservation Week, made presentations to an elementary school class and at two conferences, and created a display in the TRC.
 - The Circulation Department expanded the Cooperative Borrowing program to include Martin County Community College and extended circulation privileges to participants in ECU's Lifelong Learning Program.
 - The Green Task Force planned Earth Day activities including a webinar, a viewing of the film *Tapped*, and participation at the ECU Sustainability Fair.
- **Efforts to increase organizational efficiency and accountability included:**
- Implementation of U-Store and its use for online registration for the Eastern North Carolina Literary Homecoming, the Librarian to Librarian Networking Summit, and the Paraprofessional Conference.
 - Completion of narratives documenting compliance with SACS Comprehensive Standards 3.8.1, 3.8.2, 3.8.3 and 3.4.12 and Core Requirement 2.9, in cooperation with colleagues at Laupus Library and in ITCS.
 - Analysis of results of the fall 2011 survey of faculty and students in the Division of Academic Affairs and identification of action items to respond to concerns mentioned in survey responses.

- Assessment of first-year and upper-level library instruction classes by Research & Instructional Services faculty and staff.
 - Use of Qualtrics to collect assessment data for instruction sessions.
 - Use of wikis on pbworks to facilitate committee work.
 - Collaboration with colleagues at Laupus Library to ensure that the two libraries did not duplicate subscriptions to e-resources and to evaluate, acquire and manage new resources.
 - Improvements in workflows and response times for electronic and continuing resources.
 - Reduction in the number of invoices sent to Accounts Payable through increased use of ProCards to pay invoices.
 - Reestablishment of shelf-ready processing for appropriate monograph approval plan shipments.
 - Creation and implementation of an online computer equipment asset tracking system.
 - Creation of a digital repository for all technology audit documentation.
 - Increased automation of interlibrary loan request processing.
 - Creation of a metadata assignment guide and a manual for assigning metadata using the Digital Collections administrative interface.
 - Evaluation of alternative interfaces for the library's intranet and decision to transition to SharePoint.
- **The culture of leadership within Academic Library Services was enhanced** by the participation of nearly every staff and faculty member in at least one professional development activity during the year. These included training and development sessions offered by Human Resources, EEO, Materials Management, ITCS and other ECU departments; conferences and programs offered by state and national organizations; and numerous webinars offered onsite. The North Carolina Office of State Personnel conducted a two-day EEO Institute exclusively for Joyner Library staff and faculty. A week-long Leadership Symposium Series was delivered as a webinar and supplemented by local discussion sessions each day. The Staff Development Committee sponsored a two-day online conference, *Trends in Library Training and Learning: Developing Staff Skills for the 21st Century* as well as Staff Development Day, which focused on *Social Media in Academic Libraries*. The Diversity Committee sponsored three well-attended sessions, *Let's Talk About Islam*, *What Is a Melungeon? Am I Melungeon?* and *Overview of Equity & Diversity at East Carolina University*. An SPA mentoring program was initiated to support staff members interested in earning an MLS and/or seeking a librarian position. The Friends of Joyner Library supported ongoing development of SPA staff by funding \$2000 in registrations and travel costs.
- **In May, the Joyner Library Advancement Council committed to its first major project - raising \$150,000 to create the Janice Hardison Faulkner Gallery.** Approximately \$45,000 had been donated or pledged as of June 30, 2012. Betty Debnam Hunt donated \$100,000 to establish the Betty Debnam Hunt and Richard M. Hunt Endowed Fund. A *Case for Giving* brochure was produced to assist with advancement efforts. The Friends of Joyner Library contributed more than \$16,000 to various projects including support for the W. Keats Sparrow Award and the Eastern North Carolina Literary Homecoming, the annual report, the Stuart Wright exhibition and reception, a Graduate Student Art Award, and a new student intern scholarship.
- **Highlights in research/creative activity that support ALS goals and objectives:**
 - Blake, M.W. (2011). *Bringing Patrons in and Giving Them Somewhere to Go – Designing an Effective Library Website*. Library Technology Conference, St. Paul, MN.
 - Carr, P.L. (2011) “The Commitment to Securing Perpetual Journal Access: A Survey of Academic Research Libraries,” *Library Resources & Technical Services*, 55 (1), 4-16.

- Carr, P.L. (2011). Edited a special section of the journal *Against the Grain* (Volume 23, Issue 4) called 'Preservation's Role in the Transition from Print to E-Resource Collections.'
- Carr, P.L. (2011). "Assessing Return on Investment for E-Resources: A Cross-Institutional Analysis of Cost-Per-Use Data," a presentation at the South Carolina Library Association (Charleston, South Carolina, October 20, 2011).
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- Cook, E.I., Tennent, B., & Bauer, M. (2011). Literary Homecoming as Collaboration: Eastern North Carolina Libraries Connect with the Creative Sector. *Collaborative Librarianship*, 3(2), 79-89.
- Cook, E.I, and Ginanni, K. (2012) Weeding Déjà vu: New Solutions for How to Dispose of Withdrawn Materials Responsibly, North Carolina Serials Conference.
- Cook, E.I. and Hurst, M. (2012) Making Beautiful Music: The State of the Art in Mobile Technology and How We Can Make the Most of it in Libraries, North American Serials Interest Group Conference.
- Coonin, B.R. (2011). Open Access Publishing in Business Research: The Author's Perspective. *Journal of Business & Finance Librarianship* 16 (3), 193-212.
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- Gee, C.W. (2012, March). Beyond Out of the Box: Customizing the ILLiad Patron Interface. International ILLiad Conference, Virginia Beach, VA.
- Gee, C.W. (2011, July). *Assessment and Evaluation of ILL*. North Carolina Interlibrary Loan Users Group, Greensboro, NC.
- Gee, C.W. and L.K.G. Legge. (2012). Unthinkable Horror or Emerging Best Practice? Exploring Access to Special Collection Materials through Interlibrary Loan. *North Carolina Libraries*, 70 (1), 2-14.
- Gustavson, A.R & Nall, C. (2011). Freshmen Overconfidence and Library Research Skills: A Troubling Relationship. *College & Undergraduate Libraries*, 18 (4), 291-306
- Gustavson, A. (2011). Using ILIAC to Systematically Plan and Implement a Library Information Literacy Assessment Program for Freshman Classes. *Public Services Quarterly*, 8 (12).

- Gustavson, A., Dale, J., & Harris, A. (2011). *Meet ADDIE: Designing Successful Learning Outcomes*. North Carolina Library Association Biennial Conference, Hickory, North Carolina.
- Gustavson, A., & Whitehurst, A.P. (2011). *Surviving SACS Reaffirmation Using Systematic Library Instruction Assessment Design*. North Carolina Library Association Biennial Conference, Hickory, North Carolina.
- Gustavson, A. & Whitehurst, A.P. (2011). Laying the Information Literacy Foundation: A Multiple-Media Solution. *Library Hi Tech*, 29 (4), 725-740.
- Hoover, J.K. (2011). Green Chemistry Web Resources. *Issues in Science and Technology Librarianship*, 67.
- Hoover J., Cable, K. & Ketterman, E. (2011). LIBotomy: Creating a Shared Neuroscience Collection Development Policy. MAC/MLA Conference. Richmond, VA.
- Hoover, J.K., Nall, C. & Willis, C. N. (2012). STEPP into the Library: Research Assistance for Students with Multiple Learning Disabilities. Library Orientation Exchange Conference, Columbus, OH.
- Hursh, D. (2011, October). *What do Patrons Really Do in Music Libraries? An Ethnographic Study*. Southeast Music Library Association Annual Meeting, Chapel Hill, NC.
- James, R. & Hoff, R. (2011, Oct.) NCPC Preservation Grants. NCLA Biennial Conference, Hickory, NC.
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or Portal? Enhancing Undergraduate Learning through Special Collections and Archives. ALA: Chicago, IL.

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- Teel, L.M. and Walker, H.J. (2012). American Library Association-Anaheim, CA (2012). “Using Academic Digital Collections to Enrich K-12 21st Century Learning”. Conference Presentation.
- Teel, L.M. (2011). North Carolina Curriculum Materials Centers Biannual Meeting-Boone, NC (2011). “East Carolina University Teaching Resources Center Renovation Project.” Invited Presentation.
- Thomas, W.J. (2011). Trusting Digital Preservation for Print Collection management, Or How Librarians Should Learn to Stop Worrying and Love the “E”. *Against the Grain*, 23 (4), 24, 26, 28.
- Thomas, W.J. (2012). Guest editor for *The Serials Librarian* volume 60, special issue *NASIG Proceedings*.
- Walker, H.J. (2012). “Building a Successful Outreach Program” in *Curriculum Materials Collections and Centers: Legacies from the Past Visions for the Future*. ACRL.
- Walker, H.J. and Teel, L.M. (2011). *Demonstrating Seeds of Change: the Daily Reflector Image Collection in Order to Integrate Primary Sources into the Classroom*. Delta Kappa Gamma, Eta State Convention, Rocky Mount, North Carolina.
- Whitehurst, A.P (2011). The Assessment Portfolio: A Possible Answer to the Distance Education Dilemma. *Internet Reference Services Quarterly*, 16 (3), 91-97.
- Whitehurst, A.P. (2011). *Going the Distance: a Closer Look at Uniting with Remote Users*. ACRL Conference, Philadelphia, PA.
- Whitehurst, A.P. (2011). *Distance Education Librarians: Removing Boundaries and Barriers to Information*. ACRL/NY Annual Symposium, New York, NY (invited speaker).
- Willis, C. N (2011). *Event Planning Without Tears*. North Carolina Library Association Biennial Conference, Hickory, NC.
- York, M. C. (2012). The North Carolina State Library as a Cultural Resource, 1812-1914. *North Carolina Historical Review*, 89 (1), 1-26.
- **Service highlights that support ALS’s goals and objectives:**
 - Faculty members served on the following ECU Faculty Senate Committees and ECU administrative committees:
 - Academic Integrity Board (Carr, Cook, Sanders)
 - Admission and Retention Policies Committee (Thomas, chair, Durant)
 - Calendar Committee (Scott)
 - Citation Appeals Board (Gustavson, Shouse)
 - Committee on the Status of Women (Winstead, Bylaws Committee Chair)
 - Copyright Committee (Winstead, chair, Hoover)
 - Distance Education and Learning Technology Committee (Reynolds)
 - Due Process Committee (Dembo, Winstead)

- Faculty Grievance Committee (Mayo, chair)
- Faculty Manual Advisory Group (Thomas)
- Faculty Senate Committee Chairs (Thomas)
- Faculty Senate Hearing Committee (Dragon)
- Grievance Board (Barricella, secretary, Coonin, York)
- Honors College Faculty Advisory Committee (Sanders)
- Information Resources Coordinating Council (Chang)
- Online Quality Council (Kavanagh)
- Parking & Transportation Committee (Scott, chair, Sanders)
- Reconsideration Committee (Scott)
- SACS Compliance Council (Boyer, Lewis)
- SACS Institutional Effectiveness Council (Lewis)
- SACS Quality Enhancement Plan Council (Gustavson, Reynolds)
- SACS Steering Committee (Boyer)
- SACS Working Group on Educational Support Services (Lewis)
- SACS Working Group on Technology and Library Resources (Lewis, chair, Boyer, Gustavson)
- Student Scholarships, Fellowships, and Financial Aid Committee (Willis)
- University Benefits Committee (Cook, chair, York)
- University Curriculum Committee (Scott, Whitehurst)
- Matthew Reynolds served as ALS's Faculty Senator; Carolyn Willis was alternate.
- Faculty also served on numerous other university committees and task forces, including the Chancellor's Diversity Leadership Cabinet (James), ECU African American Male Mentoring Program (Bailey), ECU Black Alumni Chapter, Listserv Administrator (Bailey); ECU Disc Golf Club Faculty Advisor (Sanders), ECU Pirate Read Committees/Subcommittees (Gee, Holland, Hoover), ECU Teleworking Task Force (Reynolds), EC Scholar selection subcommittee (Sanders, chair), Ethnic Studies Board (Shirkey), Ledonia Wright Cultural Center AC2ES Mentoring Program (Bailey), Literary Homecoming Planning Committee (Tennent, chair, Cook, Holland), New Faculty Orientation Planning Team (Reynolds, Willis), SafeZone Leadership Team (Bailey, Gee), School of Media and Design Media Center Advisory Committee (Shirkey).
- Faculty serving in leadership roles on national, state and local committees and boards included:
 - Bailey: African American Male Librarians Association (AAMLA), Newsletter Editor and Listserv Administrator; Coretta Scott King Book Awards Committee, Secretary; Coretta Scott King Book Awards Committee, Web Content Subcommittee, Chair; Roundtable for Ethnic and Minority Concerns (REMCo), North Carolina Library Association, Co-Director, Executive Board
 - Carr: North American Serials Interest Group (NASIG) Executive Board; ALCTS Continuing Resource Section, College & Research Libraries Interest Group, Chair
 - Chang: *Library Hi Tech* Editorial Board

- Cook: *Against the Grain* Editorial Board; Brill Library Advisory Board; Oxford University Press Library Advisory Board; *Serials Librarian* Editorial Board; North Carolina Library Association, Secretary
- Coonin: *Internet Research Services Quarterly* Editorial Board and column editor; *Journal of Business and Finance Librarianship* Editorial Board
- Durant: ASERL Collaborative Federal Documents Program Steering Committee; NCLA Government Resources Section Vice-Chair/Chair-Elect
- Gee: Rethinking Resource Sharing, Chair, User Services Committee; Member, Steering Committee
- Gustavson: NCLA Bibliography Instruction Group, Chair; ALA Library Instruction Round Table Adult Services Committee, Chair
- Hursh: *Music Reference Services Quarterly* Editorial Board: Archivist, Southeast Music Library Association; Secretary/Treasurer, ECU chapter, Pi Kappa Lambda National Music Honor Society
- James: NC State Historical Records Advisory Board; NC Preservation Consortium Board of Directors
- Lewis: *Library Leadership & Management Journal* Editorial Board; Library Leadership & Management Association Measurement, Assessment and Evaluation Section Executive Board
- Newcomer: ALCTS e-Forum: Discovery Tool Selection and Implementation, Co-moderator/facilitator ; Southeast Music Library Association, Nominating Committee Chair; Music Library Association, SirsiDynix Integrated Library System Music Users' Group, Chair; Music Library Association, Music Discovery Requirements Group, Leader
- Reynolds: ALA Library Instruction Round Table Liaison Committee, Chair
- Sanders: NCLA Reference and Adult Services Executive Board
- Sauter: North Carolina Digital Heritage Center Advisory Board
- Scott: NCLA Executive Board; *North Carolina Libraries*, editor and columnist (*Wired to the World* and editorials); Chair of the Sheppard Memorial Library Board of Trustees; UNC Faculty Assembly delegate
- Shirkey: ALA Association for Library Collections & Technical Services Collection Management Section Interest Group, Chair
- Teel: ALA Ethnic Multicultural Information Exchange Round Table, Executive Board
- Thomas: ASERL Journal Retention Interim Steering Committee; North American Serials Interest Group Proceedings Editor
- Walker: ALA Ethnic Multicultural Information Exchange Round Table Awards Committee, Chair
- Whitehurst: NCLA Distance Learning Interest Group, Chair
- Willis: NCLA College & University Section Executive Board
- York: State Library of North Carolina Library Services and Technology Act (LSTA) Advisory Committee

- Crystal Morgan served on the ECU Staff Senate.
- 2011 Servire Society members: C. William Gee, Janice S. Lewis, Linda M. Teel
- 2012 Centennial Award for Excellence in the category of Service: Janice S. Lewis
- African American Male Librarian Association's Outstanding Service Award: Alan Bailey
- **Multi-year trends that support the unit's strategic goals, activities, and products:**
 - Annual increase in gate count, group study room reservations and equipment checkouts.
 - Continued demand by students for more group and individual study space, by graduate students for dedicated space and by faculty for quiet research space.
 - Longitudinal results of LibQUAL+ surveys (2003, 2007, 2009, 2011) show continued improvement in mean scores, indicating that the Library successfully responds to user needs and is committed to service quality improvement.
 - Increase in student enrollment, number of faculty, grant activity and faculty research productivity at ECU, all of which require additional library resources and services.
 - New scholarly communication and publishing models require extraordinary flexibility, creativity and innovation on the part of library faculty and staff.
 - Changes in the way people access information, particularly through the use of smartphones and tablets: the Library must ensure that its resources and subscription databases can be accessed through these devices.
 - User demand for seamless access to resources through an intuitive interface.
- **Key issues still to be addressed in the unit in order of importance (i.e., resource needs, space, pending challenges).**
 - **Space:** Academic libraries across the United States face many of the same space issues: student need for safe, comfortable study space for extended hours (24/5 or 24/7), faculty concerns that print materials are becoming less accessible, tension between the increasingly-electronic future of publishing and its print-based past, growing need for space for special collections (and at Joyner Library, University records), and the need for more technology-enabled areas. The relocation of the Pirate Tutoring Center to the Old Cafeteria building helped relieve the pressure for study space and reduced the noise level on first floor; however, Joyner Library will lose additional physical space when the renovations for the Office for Faculty Excellence, the University Writing Center and the Quality Enhancement Plan occur (construction is slated to begin in December 2012). One of the library instruction classrooms, the public access computers, and the photocopy/print station will have to be relocated. In addition, the Math 1065 Lab (Pirate CAVE) will open in Joyner in August 2012. Its location in the basement necessitated the relocation of the Federal Documents/Microforms processing area, microforms equipment, workstations and finding aids, and microforms cabinets. There is very little room left in the basement for growth of the collections housed there. Joyner also faces pressures for growth of its other collections. We anticipate that general print collections will increase by about 20,000 volumes per year for the next four years before the shift to electronic monographs takes hold. Special collections in a broad sense (manuscripts, rare books, North Caroliniana, music, archives, etc.) will continue to grow indefinitely. While we are fortunate to have been able to acquire many notable collections by gift and purchase during the past few years, these acquisitions have intensified the pressure for climate-controlled collections space. Due to the recent acquisitions, we are close to filling the compact storage space that just last year was projected to be sufficient until 2017. An automated storage and retrieval system will address many of the Library's

space needs. It is included in the ECU Master Plan as “an immediate campus need” but planning is not scheduled to start until 2023 with completion in 2025. In the meantime, adequate offsite storage solutions must be identified. Finding a way to hasten construction of the automated storage and retrieval system would help immensely. The Music Library is also facing space pressures and needs space for a group viewing/listening room, an instruction lab and collection growth. The cost of construction to meet these needs must be weighed against the proposed construction of a new Performing Arts Center, which would include space for the Music Library.

- **Budget:** The inflation rate for serials, databases, and monographs is predicted to be 6-7% in 2013. The state has not provided continuation funding for “Library Inflation” for several years. Combined with budget cuts at the state and University levels, this has had a huge deleterious effect on the Library’s buying power. An annual increase equal to publishers’ inflationary increases would stabilize the buying power of Joyner Library’s acquisitions budget and the Virtual Library budget at FY2011-2012 levels. For FY2012-13, this amount would be approximately \$265,000. This of course would not provide the full funding necessary to support new and growing programs or faculty research, but would keep the Library from losing more ground to inflationary price increases.
- **PPC recommendation:** The PPC recommended “continued and improved coordination between Health Sciences Library (HSL) and Academic Library Services (ALS) to achieve even higher levels of administrative and operational savings than currently exist. This includes the movement of ECU-TV from HSL to ECU Communications, Marketing, and Public Affairs. These integrative steps are to be phased in over three years and should result from a joint strategic plan that addresses all aspects of library operations, including the analysis of the libraries (ALS and HSL) as code units.” Coupled with the upcoming retirement of the Dean of Academic Library and Learning Resources, the Library faces a period of uncertainty and stress. Analysis of ALS and HSL as code units was not discussed in any of the fora leading up to the final recommendations or in the PPC’s earlier drafts. The 37 ALS faculty understandably are concerned about the implications of this recommendation. While ALS welcomes every opportunity to improve services to the campus, achieve efficiencies and repurpose staff to meet new priorities, we do not anticipate high dollar savings to result from this process in light of the significant cuts the Library has already undergone (including 15+% to the ALS budget in 2009 alone and the elimination of ten positions including two in administration) and the need to repurpose the savings realized to meet growth areas including data curation, digital resource management and preservation, assessment, scholarly communication, and support for faculty instruction and student learning.
- **Symphony integrated library system:** The vendor continues to be unable to resolve numerous problems with the system and, even if resolved, the ILS is unlikely to meet user expectations for seamless, intuitive searching of multiple types of content. Like many academic libraries across the nation, the ECU Libraries have started investigating alternatives to the ILS. Two products currently under development – Quali Ole and OCLC WorldShare Management Services – offer promise as “discovery to delivery” services, but neither is ready for implementation at an institution of ECU’s size.
- **Faculty/staff retention & development:** Retention is a growing concern, as state employees have not received raises for the past four years. Turnover has increased at ALS during the past year, due in large part to stagnant salaries. At the same time, the skills required for nearly every position have increased. Intensified training will be needed for staff to stay current with new technologies and standards, particularly in the areas of web and mobile services, instructional design, social media,

cataloging and digitization. While technology competencies often receive the most attention, the need for advanced critical thinking, problem-solving and analytical skills are just as important. Ongoing training, development and coaching are needed to help faculty and staff develop and improve their skills. ALS faculty are required by the unit code of operations to be active in state, regional and/or national organizations as members, officers, and presenters. While ALS has provided financial support for these valuable activities, the level of support has not kept pace with the expense of attending professional meetings and conferences. Most faculty engage in professional development activities as well as fulfill service obligations at conferences. Many also engage in activities directly related to their job responsibilities, such as meeting with vendors and evaluating new products. Additional financial support for faculty development and service is needed. Should the Library continue to be unable to recruit tenure-track faculty, or at the very least to offer long-term contracts, the Library will face continued difficulties in recruiting and retaining professional librarians, especially in leadership roles, and may become a training ground for new librarians who then leave for more secure positions.

- **Description of the unit's future plans in view of the Program Prioritization Committee's report and campus reorganization:**

At the direction of the Provost and the Vice Chancellor for Health Sciences, consultants will be engaged to assess the overall needs of the Libraries in terms of the PPC report and the expected outcomes and develop a detailed project plan to assist the Libraries with joint strategic planning and a review of the Libraries as code units. The consultants' first visit is scheduled for late August. Their work is currently scheduled to be completed by late October to comply with the PPC's timeline.

Faculty in various departments at Joyner and Laupus Libraries have already begun discussions about ways to achieve operational efficiencies.

- **Verification that faculty who offer courses using online instruction have completed annual training about distance education:** ALS does not have any faculty who offer courses using online instruction. Angela Whitehurst, Acting Head of Research and Instructional Services, regularly offers training sessions through the Office for Faculty Excellence about distance education for ECU faculty who do offer such courses.

Academic Library Services 2011-2012 Statistics

Services

Visits to the library (gate count)	862,561
Informational transactions	66,127
Virtual reference transactions	8,744
Instructional sessions & presentations	818
Library materials checked out	131,840
Number of database searches (COUNTER compliant)	3,425,080
Use of items in digital collections	1,210,706
Interlibrary Loan	
Lent to other libraries	12,078
Borrowed from other libraries	5,378

Collections

Titles held June 30, 2012	1,571,408
Number of monographs purchased (including eBooks)	227,178
Number of serials (print and online)	66,133
Number of items in digital collections	119,936