

East Carolina University
2010-2011 Unit Annual Progress Reports

Unit: Academic Library Services (ALS)

Unit Highlights:

- **Academic Library Services made further progress on its goal to design a user centered environment that supports collaborative and individual learning** by renovating the Teaching Resources Center (TRC), initiating loans of iPads and e-book readers, implementing free student printing, adding new technology, constructing an area for Project STEPP that includes 11 new group study rooms and an instruction room, and working with architects to plan renovations to spaces on first floor for Java City, Security, Circulation, and Interlibrary Loan that will improve and better integrate the services these areas provide. The TRC renovation includes a new centrally-located service desk, an instruction room equipped with a SmartBoard, additional electrical outlets and data ports, new tables and chairs that increase seating capacity by 50 persons, workstations for collaborative and individual work, and study booths. Loans of iPads and e-book readers allowed faculty, staff and students the opportunity to explore how these technologies can be used in the classroom and for self-directed learning. These popular services often have a waiting list. In response to student demand, 20 laptops were added to the laptop checkout program and additional scanners were placed in public service areas for use by students. A large flat screen wall monitor was installed in the Music Library to display library announcements. ITCS used student technology fees to underwrite free printing by students in Joyner Library during the spring semester on a trial basis, thus addressing the most frequent complaint students have about the Library (second most frequent complaint is the lack of parking). Assessment of the cost resulted in a revised plan implemented during summer session to limit student printing to 175 pages per year. In response to requests from faculty, four kiosks were installed in the book stacks on second and third floors to facilitate quick access to the library catalog. Group study rooms in the Project STEPP area feature walls with dry erase whiteboard paint and touchscreen monitors. The instruction room will be available for use by the Pirate Tutoring Center and students in the evenings. The reallocation of space for Project STEPP was made possible by a large-scale project that involved the withdrawal of thousands of print journal volumes for which ECU purchased permanent online archival access. Collection Development, Cataloging, Circulation, Electronic & Continuing Resources Acquisitions, Building Operations, and other staff collaborated on this project and successfully met all deadlines. Joyner Library's annual gate count was 746,028, a 9.6% increase over the previous year.
- **Initial assessment of the Collaborative Learning Center (CLC) shows that it is a success:** an ethnographic study showed that the area is heavily used by students working individually as well as collaboratively. Daily observation shows particularly heavy use of the large monitors. There were approximately 9,000 reservations for CLC group study rooms and 300 reservations for the

presentation practice room in the first year of operation. Reference desk transactions increased by nearly 3,500 over the previous year. Additional assessment data are being analyzed and changes to the center will be made based on the results.

- ALS reached its **goal of creating and funding the Donald R. Lennon University Archives Endowed Fund**, successfully raising \$100,000 in two years. A public program honoring Mr. Lennon was held on May 19, 2011 at Joyner Library. More than 75 people attended the event, which included recognition of Mr. Lennon's work in building the Archives and the East Carolina Manuscript Collection, as well as a presentation by University Historian Dr. John A. Tucker.
- Music Library staff members made arrangements with local music enthusiast and audiophile Conrad Sharpe for the **establishment of the Conrad Sharpe Music Library Endowed Fund through a planned gift**. Distributions from the Fund's income will be used to fund projects and purchase materials for the Music Library.
- **Joyner Library hosted a librarian from Claflin University's H.V. Manning Library as part of the [Association of Southeastern Research Libraries-Historically Black Colleges & Universities Library Alliance exchange program](#)**. The Coordinator of Instructional Services mentored the librarian during the visit and made a reciprocal visit to Claflin University in December 2010.
- The following achievements helped ALS accomplish its goal to **manage and develop physical and digital collections that support the evolving curricular and research needs of the university**:
 - Created the [Latino Leadership in Eastern North Carolina Oral History Archive](#). In April 2011, ALS, the ECU Department of Anthropology and the North Carolina Humanities Council hosted a panel featuring members of the local Latino community for a frank discussion about Latino leadership in eastern North Carolina and the many challenges facing this new and rapidly growing population.
 - Developed a comprehensive list of titles needed to complete the Roberts Collection of North Carolina fiction and acquired ten percent of the titles.
 - Signed a memorandum of understanding with the Association of Southeastern Research Libraries to participate in the [Collaborative Federal Depository Program](#) and serve as a Center of Excellence for government documents issued by the House Un-American Activities Committee and the House Committee on Internal Security.
 - Monographs in the literary collection of Dr. Stuart T. Wright, a noted bibliographer and collector whose work focuses on Southern poets and novelists, are being preserved and cataloged. The manuscript portion of the collection was reorganized and a draft container list completed.
 - The Music Library completed the purchase of all critical commentaries for the *Neue Mozart Ausgabe*, purchased missing volumes in its collected works inventory, set up a new collected works subscription for the *J.S. Bach Neue Ausgabe Samtlicher Werke, Revidierte*, and updated the *Arnold Schoenberg Samtliche Werke* set.
 - Following university-wide trials and evaluations, ALS licensed the following new online resources:
 - American Book Prices Current

- Films on Demand (of particular importance to distance education students and faculty)
 - International Bibliography of Art
 - JSTOR Arts & Sciences IX
 - On the Boards.tv
 - Pop Culture Universe
 - Press Display
 - Public Library Data Services
 - Social Explorer
 - Times Literary Supplement Historical Archive
- In response to budget cuts and after a review of costs, usage statistics, overlap and campus need, ALS cancelled 125 subscriptions, including 49 print subscriptions, 65 online subscriptions, one CD-ROM subscription, six print plus online subscriptions, and three databases (African American Biographical Database, Local Market Audience Analyst, and Roper iPoll). In addition, ALS changed formats for 44 subscriptions to save money.
- Joyner Library expanded the number of e-books available to distance education students and faculty through the addition of 361 individual e-books selected by subject liaisons and 3100 new titles added to online book collections (Credo Reference, Cambridge Companions, etc.).
- Special Collections acquired significant manuscript collections by purchase or gift, including:
 - George T. Bowman Papers. Papers (1884-1948) of U.S. Army Brigadier General pertaining to his military service during the Spanish-American War, the Philippine Insurrection, and World War I.
 - Robin Brabham Collection. Papers (1864-66) pertaining to Civil War events, including those affecting members of the U.S. Colored Troops in eastern North Carolina, the U.S. Colored Heavy Artillery, and the Massachusetts Volunteers.
 - Gilbert Smith Galbraith Notebook. Notebook (1894-86) compiled by naval cadet while serving aboard the USS Columbia in and near Cuba, Germany and Nicaragua.
 - Betty Bonner Higgins Collection. Scrapbook (1943-45) relating to Higgins' World War II service in the W.A.V.E.S. (Women Accepted for Volunteer Emergency Service) for the U.S. Navy.
 - E.C. Winslow Records. Records (ca. 1905-ca. 1947) documenting the horse and mule business, farm operations, land transactions, saw mill operation, and other business enterprises of Edward Cyrus Winslow of Tarboro, N.C.
 - Wallace L. Wright Papers. Records (1942-45) of Wright's service in the Army Air Corps during World War II.
 - WVOT Collection. Scrapbook, circa 1948, with photographs, text and captions, and newspaper clippings pertaining to the organization and early development of a private radio station in Wilson, N.C. and including photographs of city businesses as well as an economic survey of the city.
- Acquired rare books, including:
 - Keith, William. *The History of the British Plantations in America. Part I. Containing the History of Virginia*. London: at the Expence of the Society for the Encouragement of Learning, by A. Millard, 1738.

- Webb, William Henry. *Plans of Wooden Vessels Selected as Types*. 2 vols. [New York: Webb, 1897].
 - Donations to the University Archives included:
 - Clarence Stasavich Papers, UA 90.07. (ca. 1940s-1970s) of former East Carolina University football coach, athletic director, and physical education instructor, including photographs, correspondence, awards, memorabilia, and books pertaining to the construction progress of Dowdy-Ficklen Stadium, the growth of the ECU Education Foundation (Pirate Club), and ECU's promotion to NCAA Division I Athletics upon their acceptance into the Southern Conference.
 - Don Edwards Film Collection, UA 65.02.01. 8 mm. films, including footage of the aftermath of Hurricane Donna (1960), various parts of New Bern and Greenville, and presidential candidate John F. Kennedy's campaign visit to Greenville during the 1960 campaign.
 - Added more than 425 volumes to the North Carolina Collection and updated microform holdings of *The East Carolinian*, *The Greenville Times*, and three minority newspapers. Important titles include:
 - *Memoir and Poems of Phillis Wheatley, a Native African and Slave; also Poems by a Slave* the latter being works by North Carolina slave George Moses Horton [1838 edition]
 - Verne, Jules. *Facing the Flag* [first English edition]
 - Goss, Warren Lee. *In the Navy* [story of the Civil War in North Carolina written by a Union veteran captured at Plymouth]
 - *Gastonia, a Graphic Chapter in Southern Organization*
 - *The Burlington Dynamite Plot*
 - Created a digital version of a portion of the *Eastern Reflector* (Greenville, N.C.).
 - Added outstanding print and electronic Reference titles including:
 - *American Women during World War II: an Encyclopedia*
 - *American Women Theatre Critics: Biographies and Selected Writings of Twelve Reviewers, 1753-1919*
 - *Encyclopedia of Geography*
 - *Encyclopedia of Literary and Cultural Theory*
 - *Encyclopedia of Muslim-American History*
 - *Encyclopedia of Research Design*
 - *Feminism and Women's Rights Worldwide*
 - *Nuevo tesoro lexicográfico del español*
- Measures to **improve accessibility, awareness and use of library collections and services included:**
 - Implemented the **Summon discovery tool** which provides users the ability to conduct "[One Search](#)" that accesses many subscription databases, the joint Joyner/Laupus catalog, and digital collections. Faceted searching and limiters then allow users to narrow their results as desired.
 - Changed the ECU Libraries tab in Blackboard to link to One Search.
 - Created a six-module [Research Basics](#) tutorial that introduces students to the library and teaches basic research skills. The tutorial was selected for inclusion in the Association of College & Research Libraries Instruction Section's [PRIMO](#) (Peer-Reviewed Instructional

Materials Online Database) and was selected as “PRIMO Site of the Month” in September 2010.

- Joined the [RapidILL](#) resource sharing system, which provides interlibrary loan (ILL) borrowing with faster article fulfillment and streamlined article request processing while requiring ILL to fulfill article requests within 24 hours. Many ILL requests are now filled in just hours, not days.
 - Created new [LibGuides](#) and updated existing ones to help students and faculty with research. More than 340 guides provide resources for most disciplines at ECU.
 - As a trial, extended evening weeknight hours for the Special Collections Search Room.
 - Purchased and put into production the BookDrive DIY scanner for digital collections.
 - Began using the JPEG2000 format as the master file format for digital collections, developed a zoomable/page-turning book viewer and a geographic browse feature, and increased the rate of text output through the use of lightweight standards for text encoding.
 - Posted a link resolver on Blackboard to allow access to e-journals and online articles as a first step to expanding e-reserves to include materials contained in licensed resources; further integration options available in Blackboard 9 will be explored.
 - The DVD, Popular Reading and New Books collections were relocated to better accommodate their size. DVDs were shelved in call number order, in response to requests from faculty.
 - Resolved problems concerning how “in process” items in the library catalog display to patrons.
 - Began a massive clean-up project of electronic government documents catalog records to provide one-click access to the full-text of the documents.
 - Installed Labstats and created maps that display on large public monitors to help patrons easily locate free computers.
 - Improved the functionality and usability of the library catalog by implementing a *New Titles* list, enabling searching by specific collections, displaying book cover images, adding/modifying labels and data fields to clarify data display for patrons.
 - Completed original cataloging of LPs donated by “Tom the Jazz Man” Mallison and full cataloging of ECU School of Music recordings.
 - Conserved/repaired 7992 items.
 - Expanded borrowing services through Interlibrary Loan to include retired ECU faculty and staff and current members of the Friends of Joyner Library.
 - Offered Records Management training to all ECU offices and departments; held 16 training sessions.
 - Created University Archives finding aids for the first six university presidents’ materials, four faculty organizations, and 23 university publications.
 - Created and contributed name authority records, primarily for Eastern North Carolina names, to the [national authority file](#).
 - Designed a new ALS website with the goal of implementing a soft rollout throughout the Fall 2011 semester.
 - Developed a mobile ALS website.
- **ALS provided numerous educational and cultural opportunities for the university community and residents of eastern North Carolina and beyond.** Many highlighted **diversity awareness**. Opportunities included:

- The [Seventh Eastern North Carolina Literary Homecoming](#), held in September 2010, featuring readings, performances, panel discussion and workshops with writers, photographers and poets. The Homecoming served 739 participants through the main campus event and seven community events held throughout the year in a four county area.
- Exhibits in the North Carolina Collection on *Pitt County History, Tracing the Jewish Experience in North Carolina, Have a Seat: Early Turned Chairs of the Tar and Roanoke River Basins, Native North Carolinians, 1585: The Theodor de Bry Engravings of the John White Drawings from the Collection of Michael N. Joyner*, and *Moonshining: A North Carolina Perspective*.
- Eight exhibits in the first and second floor exhibit areas including the *Graduate Student Art & Design Exhibit, Faculty Art & Design Exhibit, Laura Woods Exhibition, Manuscripts & University Archives Photograph Exhibition, Art Without Borders Photography Exhibition*, and *Middle East Print Exhibition*.
- Music Library displays titled *From Cat-alog to Check-out: A lolcat's Journey Through the Stacks, The Music Library Celebrates GLBT Month, What Are Collected Works?, Purple Haze: A Jimi Hendrix Retrospective, The Music Library Celebrates Native American Heritage Month, Looking to the East: Celebrating the Centennial of Alan Hovhaness*, and *Celebrating the Women of Mahler's Life 100 Years After His Death*.
- 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 at ECU.
- Items in the [Pitt County 250th Anniversary exhibit](#) were digitized, placed in Digital Collections as a discrete collection, and linked to finding aids of the manuscript collections in which they are located.
- An exhibit in Special Collections, "Western Impact & Involvement in China: From the Vaults of Special Collections, 1905-1975," opened on November 1, 2010 and remained on view through June 30, 2011. Students in an Asian Studies class viewed the exhibit and wrote essays explaining their perceptions of it.
- The Sixth Annual Librarian to Librarian Networking Summit - [Libraries: Blazing New Frontiers](#) provided professional development for school media personnel in North Carolina, Virginia and South Carolina. More than 175 persons attended the Summit's 36 sessions, for which they were eligible to receive 1.0 CEU. The keynote speaker, Vaunda Nelson, was the 2010 Coretta Scott King Author Award winner. Ms. Nelson also gave a presentation to faculty and students of the College of Education.
- TRC exhibits included displays of public school artwork, the Youth Excelling for Success Program at the Lucille W. Gorham Intergenerational Community Center, 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 at the Greenville Mall. It partnered with the ECU School of Art and Design to provide the Youth Arts Festival held on campus.
- The Eighth Annual J.Y. Joyner Paraprofessional Conference – [Captains and Crew Collaborating](#) – the only conference of its type in North Carolina, which facilitates professional growth for area paraprofessionals by providing a variety of sessions including provocative keynote speakers, hands on preservation lessons, interactive technology classes, panel discussions, and more.

- Developed and hosted the ALS “Green” Film Viewing Series targeted at the ECU Community and created book displays to celebrate Earth Day and the United Nation’s International Year of Forests.
 - Continued work on the digitization, access and educational components of the Ensuring Access to Democracy grant.
 - ALS’s Staff Development Day featured Dr. Michael “Mykee” Fowlin’s one-person show titled [*You Don’t Know Me Until You Know Me*](#) that addresses issues of race, discrimination, violence prevention, personal identity, suicide, gender equality, homophobia, and the emotional pain felt by children in special education programs.
 - Circulation staff coordinated monthly Heritage and Hot Topic book displays.
- **Scholarly communication initiatives included:**
 - Sponsored a series of presentations by noted copyright expert [Peggy Hoon](#).
 - Added 320 theses and dissertations, 262 articles, and Institute for Coastal Science and Policy Technical Reports to ECU’s institutional repository, [The ScholarShip](#).
 - Created a separate repository for School of Art and Design senior portfolios.
 - Added 723 metadata records for items in *The ScholarShip* to the [NC DOCKS](#) repository, a cooperative effort to make the scholarly output of the University of North Carolina System more available to the world.
 - With the Graduate School, conducted workshops for graduate students, thesis advisors, and program directors that address copyright, authors’ rights, and other scholarly communication topics.
 - Integrated content about plagiarism, copyright and scholarly communication into the library instruction curriculum of COAD 1000 and ENGL 1100 classes, the Library 101 tutorial, LibGuides, and instruction sessions for upper-level courses as appropriate.
- **Efforts to increase organizational efficiency and accountability included:**
 - Required learning outcomes and assessed student learning outcomes for all synchronous instruction sessions. More than 2,700 students who received library instruction were assessed through the use of the 3-2-1 Assessment, Minute Paper, or quizzes.
 - Implemented the Aeon system, which allows Special Collections to register patrons online, to track requests from the time they are made until the materials are reshelved, and to generate statistics, thus freeing staff time that had been devoted to these functions.
 - The Special Collections Division completed studies and submitted reports addressing the possible combination of service desks in the North Carolina Collections and Special Collections and future needs for staff, collection, processing and storage spaces. The reports were submitted to the Dean on June 29, 2011 and will be reviewed in July.
 - Implemented recommendations of the Special Collections Processing Task Force, including use of Archivists’ Toolkit as a content management system for manuscript collections, assignment of accessioning to the Manuscript Archivist, and the streamlining of procedures for processing collections.
 - Increased use of the ProCard for payment of acquisitions invoices.
 - Initiated the sale of headphones via a vending machine instead of the Circulation Desk, resulting in a savings of staff time.

- Developed procedures to ensure accuracy and timeliness of daily cash deposits.
 - Developed procedures to track carrel deposits and refunds.
 - Reorganization of the technology and digital areas of the Library to report to the new Assistant Director for Library Technology.
 - Began implementation of U-Store online shopping cart application for credit card transactions. Created the registration and payment form for the 2011 Eastern North Carolina Literary Homecoming.
 - Installed three new blogs for dissemination of information.
 - Finalized guidelines for the population of the Serials Solutions electronic management system (EMS) with current licensing, access, and business terms. Updated ILL lending permissions in the EMS to ensure that ILL staff can take full advantage of ECU's electronic resources in fulfilling requests.
 - Created a shared Joyner/Laupus EBSCO account for e-resources that are ordered through EBSCO and paid from the Virtual Library fund.
 - Maximized use of space in Closed Compact Shelving through selective de-accessioning and shifting.
 - Adopted a proposal to reconfigure Joyner Library's liaison program in order to centralize collection development.
 - Revised the Music Library Collection Development Policy.
 - Cross-trained several Circulation staff members on Interlibrary Loan & Document Delivery services.
 - Joyner Library was awarded the Resource Sharing Star for its high score on the [Rethinking Resource Sharing Initiative's](#) best practices checklist.
 - Upgraded ILLiad, the interlibrary loan management system, with the first complete redesign of the staff interface since its launch over ten years ago; upgraded Ariel, an electronic document delivery system.
 - Reinstated shelf-ready processing for firm order shipments from YBP, the Library's primary book vendor.
 - Participated in the UNC University Library Advisory Council's system-wide contract for consortial purchases of titles from YBP, resulting in a slightly larger percentage discount and reduced subscription charges for YBP's GOBI service.
 - Updated serial records for reference materials in the North Carolina Collection to include item records.
 - Trained members of disaster recovery salvage teams in techniques for treating damaged library materials.
 - Implemented LibraryH3lp for chat reference service.
- **Highlights in research/creative activity that support ALS's goals to lead in campus scholarly communication initiatives and enhance the culture of leadership within ALS:**
 - Bailey, A.R. (2010). *From the Media Center to the Classroom: Bringing Coretta Scott King Award Winning Books Alive in the Classroom*, North Carolina School Library Media Association Conference.
 - Carr, P.L. (2010). [The Dual Mission Paradigm: A Ranganathanian Critique](#). *Against the Grain*, 22 (6), 44-45.

- Carr, P.L. (2011). *Assessing Return on Investment for E-Resources: A Cross-Institutional Analysis of Cost-Per-Use Data*. American Library Association Midwinter Meeting, San Diego, CA. [Also gave this presentation at the Carolina Consortium Annual Meeting, the North Carolina Serials Conference, and as an Association of Southeastern Research Libraries Webinar]
- 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.
- Chang, M. (2011). [An Agile Approach to Library IT Innovations](#). *Library Hi Tech*, 28 (4), 672-689.
- Chang, M. (2011). *A Digital Dashboard for Library IT Operations*. EDUCAUSE Southeast Regional Conference, Charlotte, NC.
- Chang, M. (2011). *From Data to m-Dashboard*. Third International m-Libraries Conference, Brisbane, Australia.
- Coonin, B.R. & Younce, L.M. (2010). [Publishing in Open Access Education Journals: The Authors' Perspectives](#). *Behavioral & Social Sciences Librarian*, 29 (2), 118-132.
- Coonin, B.R. (2011). *The Authors' Perspective on Open Access: Cutting Edge, Mainstream, or Fringe*. North Carolina Serials Conference, Durham, NC.
- Custer, M. & Joyner, J. (2011). *Approaching Authority: A Preliminary Implementation of Encoded Archival Context at East Carolina University*. Society of North Carolina Archivists' Spring Meeting.
- Dembo, J. & Custer, M. (2010). [An Experiment to Increase Online Archival Accessibility: Using Unique Page Views to Measure Online Efficiency](#). *North Carolina Libraries*, 68 (2), 2-11.
- Gee, C.W. (2011). *Broadening Interlibrary Loan Services*. International ILLiad Conference, Virginia Beach, VA.
- Gee, C.W. (2010). WWJP: Where Would Jesus Publish?. *Christian Librarian*, 53 (3), 98-100.
- Gustavson, A. & Nall, H.C. (2011). *'I already know how to do research!' Connecting with Overconfident Students through Evidence-Based Active Learning Techniques*, 2011 ACRL Conference, Philadelphia, PA.
- Gustavson, A. & Whitehurst, A. (2010). *Closing the Assessment Cycle with Research Basics 101: An Adventure in Systematic Assessment Design*. NCLA - Library Instruction at the Point of Need Conference, Thomasville, NC.
- Lewis, J.S. & ACRL Research Planning & Review Committee (2010). [2010 Top Ten Trends in Academic Libraries](#). *College & Research Libraries News*, 71, 286-292.
- Lewis, J.S. & ACRL Research Planning & Review Committee (2011). [ACRL Environmental Scan 2010](#).
- Nall, C. & Gustavson, A. (2010). *Surviving the Tenure Process: A Model for Collaborative Research*. *Endnotes: the Journal of the New Members Round Table*, 1 (1).
- Newcomer, N.L. (2011). [Summon](#). *Music Reference Services Quarterly*, 14 (1), 59-62.
- Newcomer, N. L. (2010). *'Summon'-ing Music: A Discovery Tool Journey*. Southeast Music Library Association Annual Meeting, Columbia, SC.

- Sauter, B.D. (2011) So Near Heaven and Surrounded by Hell: An In-depth Look at the Memoirs and Personal Character of WW II Hero Pilot and North Carolinian, General Frank A. Armstrong, Jr. *North Carolina Historical Review*, 88 (2).
 - Scott, R. (2010). [Wired to the World – The Internet Kill Switch](#). *North Carolina Libraries*, 68 (2), 29.
 - Shirkey, C. & Cook, E. (2010). [Gale Powerspeak Languages](#). *Charleston Advisor*, 12 (2), 19-24.
 - Shirkey, C. (2011). [Taking the Guesswork Out of Collection Development: Using Syllabi for a User-Centered Collection Development Method](#). *Collection Management*, 36 (3), 154-164.
 - Teel, L. (2010). [Activities and Strategies for the Inclusion of a K-12 Educational Component in Digitization Grant Projects of Academic Libraries](#). *Education Libraries*, 33 (2), 36-46.
 - Teel, L. M. & Walker, H. J. (2010). *Integrating Primary Resources into the Kindergarten-12 grade Classroom through Academic Library Digitization Projects*. ALA Annual Conference, Washington, DC.
 - Thomas, W.J. (2011). Evolving Collection Development Strategies for Electronic and Serial Resources: A Panel Discussion. North Carolina Serials Conference, Durham, NC.
 - Whitehurst, A.P. (2011). [Information Literacy and Global Readiness: Library Involvement Can Make a World Of Difference](#). *Behavioral & Social Sciences Librarian*, 29 (3), 207-232.
 - Whitehurst, A.P. (2010). *DE Instructional Assessment: One Library's Experiment*. Off-Campus Library Services Conference, Cleveland, OH.
 - York, M. C. (2010). Remembering Ed Holley: A Brief Biography. *LHRT Newsletter*, 10 (1), 6-7.
 - York, M. C. (2010). A Window on North Carolina in 1849, Part II. *Carolina Comments*, 58 (2), 57-63.
- **Service Highlights**
 - Faculty members served on the following ECU Faculty Senate Committees and ECU administrative committees:
 - Academic Awards (Willis)
 - Academic Integrity Board (Sanders, chair)
 - Admission and Retention Policies Committee (Thomas, chair)
 - Calendar Committee (Carr)
 - Citation Appeals Board (Shouse)
 - Continuing & Career Education Committee (Reynolds)
 - Copyright Committee (Reynolds, Winstead)
 - Due Process Committee (Dembo, Winstead)
 - Educational Policies & Planning Committee (Lewis, secretary)
 - Faculty Grievance Committee (Mayo, chair)
 - Faculty Manual Advisory Group (Thomas)
 - Faculty Senate Hearing Committee (Dragon, alternate)
 - Faculty Welfare Committee (Dembo)
 - Parking & Transportation Committee (Scott, chair; Walker, member)
 - Reconsideration Committee (Scott)

- Student Scholarships, Fellowships, and Financial Aid Committee (Dembo, vice-chair)
 - University Benefits Committee (Cook, York)
 - University Curriculum Committee (Scott, Willis)
- Matthew Reynolds served as ALS's Faculty Senator; Carolyn Willis was alternate.
- Faculty also served on numerous other university committees and task forces, including Constitution Day Committee (Dembo); Distance Education Advisory Council (Whitehurst); Diversity Liaison Group (James); Foundations of Excellence subcommittees (Gustavson, Willis); Ledonia Wright Cultural Center Mentoring Program (Bailey); New Faculty Orientation Committee (Gustavson, Reynolds, Willis); Pirate Read Subcommittees (Cook, Gee, Hoover); SACS Compliance Readiness Council (Boyer, chair; Lewis, member), SACS Working Group on Technology & Library Resources (Lewis, chair; Boyer, member); SACS Steering Committee (Boyer); Safe Zone Leadership Team (Bailey, Gee); School of Art Design Media Center Advisory Committee (Shirkey); Student Health Advisory Committee (Hursh); and University Online Quality Council (Whitehurst).
- Faculty serving in leadership roles on national and state committees and boards included:
 - Bailey: Roundtable for Ethnic Minority Concerns, North Carolina Library Association (NCLA), Co-Director
 - Bailey: American Library Association (ALA) 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: ALA ALCTS Continuing Resources Section, College & Research Libraries Interest Group, Chair
 - Carr, North American Serials Interest Group (NASIG) Executive Board
 - Cook: Brill Library Advisory Board & Oxford University Press Library Advisory Board
 - Cook: NASIG Nominations & Elections Committee and Conference Planning Committee, Chair
 - Coonin: NCLA Endowment Committee, Chair
 - Custer: Society of North Carolina Archivists, Publications Chair
 - Dragon: ALA ALCTS Council of Regional Groups, Secretary
 - Guill: Society of American Archivists, Spotlight Award Subcommittee, Chair
 - Gustavson: NCLA Bibliographic Instruction Group, Chair
 - Hursh: Music Library Association, Carol June Bradley Award Committee, Chair
 - Hursh, Music Reference Services Quarterly Editorial Board
 - Hoover, North Carolina Special Libraries Association, Board Member & Communications Team Leader/Editor
 - James: North Carolina Preservation Consortium, Executive Director
 - Mayo, Online Audiovisual Catalogers, Inc., Conference Proceedings Editor
 - 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
 - Sauter: NCLA Round Table on Special Collections, Chair
 - Scott: NCLA Executive Committee and Editor, *North Carolina Libraries*
 - Shirkey: ALA ALCTS Collection Management Section, Administration of Collection Development Committee, Chair
 - Teel: ALA Ethnic and Multicultural Information Exchange Round Table, Executive Board
 - Thomas: NASIG Publications and Public Relations Committee, Co-chair
 - Thomas: NASIG Conference Proceedings, Editor
 - Walker: ALA Ethnic and Multicultural Information Exchange Round Table, Children's Committee, Chair
 - Whitehurst: NCLA Distance Learning Interest Group, Co-chair
 - Willis: NCLA College & University Section, Chair
 - Willis: NCLA Library Instruction at the Point of Need Conference, Chair
 - York: ALA Library History Round Table, Executive Board
 - York: State Library of North Carolina Library Services and Technology Act (LSTA) Advisory Committee.
- 2010 Servire Society members: C. William Gee, Janice S. Lewis and Linda M. Teel.

Key Issues to be Addressed:

- **Budget:** The ECU Libraries rank in the bottom half of its peer group in terms of total materials expenditures (10th of 16 Association of Southeastern Research libraries at institutions that do not qualify for membership in the Association of Research Libraries). The recent budget cuts hit ALS particularly hard, as it started off the 2010-2011 fiscal year with operating and materials budgets approximately 1/3 lower than the base budget in FY2008-2009, despite growth in the numbers of students, faculty, courses, and program it supports and inflation rates of 5% for monographs and 7-9% for serials. The seven percent cut in FY2011-12 will further erode these budgets. It is hoped that this year's enrollment increase money will be distributed to the ECU Libraries according to the established formula and that continuation and inflationary money will be available. Otherwise, the ECU Libraries will fall further behind their peers. In particular, the cuts in the materials budget have affected the humanities disciplines which are most dependent on print monographs, new programs, and the TRC curriculum collection. Budgetary restrictions on filling faculty and staff vacancies are also a key issue for ALS, as it is still dealing with the loss of ten positions during earlier reductions. Compounding the problem is the reduction in the number of student workers ALS can afford to hire and reductions in work/study funds available to students.
- **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 demand for space for special collections, and the need for more technology-enabled areas. After making room for Project STEPP, the Pirate Tutoring Center and the University Writing Center, Joyner Library is left with very little flexibility with regard to its physical space. We anticipate that print collections will increase by about 20,000 volumes per year for the next five years, before the shift to electronic monographs takes

hold. An automated storage and retrieval system is included in the ECU Master Plan, but is at least ten years off. This fiscal year, Academic Affairs paid for design work for renovating spaces on first floor for Java City, Security, Circulation, and Interlibrary Loan and a portion of the space in the basement. Moving ahead on these needed renovations (apart from the Java City move, which will be paid for by Dining Services) will likely be dependent on receiving one-time non-recurring funds from Academic Affairs. A related issue is the need to address the noise level on the first floor through architectural/design solutions. Other pressing space issues include the need for climate-controlled collections space for Special Collections and Archives and renovations to consolidate service points for the Special Collections Division. The Music Library needs space for a group viewing/listening room, an instruction lab and collection growth, but its most pressing is for an automatic entrance door to make the library more accessible to users with mobility limitations.

- **The EPPC recommendation to consolidate Joyner and Laupus Libraries** will be a key issue to address in the upcoming year. The amount of savings from a consolidation is questionable, as the two libraries already benefit from shared licensing of electronic resources and discovery tools, share administration of the integrated library system and the institutional repository, and have agreed not to duplicate digitization services or print acquisitions. ALS will work to identify other areas of cost-savings and collaboration, including website and mobile application development, technical services, and assessment.
- **Symphony integrated library system:** The ECU Libraries “successfully” transitioned to Symphony during the 2009-2010 reporting period. This year, experience with the system has revealed numerous problems that the vendor has been unable to resolve. These range from limitations on searching and display capabilities through the catalog’s public interface to authority data problems, inability to make global changes to records, cumbersome acquisitions and cataloging workflows, and the inability to run certain reports. Unless the vendor can resolve these issues, the ECU Libraries will need to investigate other integrated library systems or web-scale management alternatives. Longer-term, the Libraries will need to implement a “discovery to delivery” service that provides a more seamless interface to all enterprise systems.
- **Faculty/staff retention & development:** The skills required for library faculty and staff changes rapidly, always becoming more sophisticated and complex. Intensified training will be needed for staff to stay current with new technologies and standards, particularly in areas such as cataloging, digitization and web services. ALS faculty are encouraged to be active in state, regional and national organizations as members, officers, and presenters. While ALS has provided financial support for these valuable activities, it 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 these conferences. Most 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. Retention is a growing concern, as state employees have not received raises for the past three years. It is feared that talented faculty and staff will feel pressure to leave ECU in order to get a salary increase.
- **Major Gifts Officer:** The decision by University Advancement not to fill the position of Major Gifts Officer for Joyner and Laupus Libraries upon the retirement of the current MGO is of great concern, as the university has stressed the need for all units to increase private giving.
- **Data curation and digital preservation** are concerns for many universities. ALS will be an active partner in finding and implementing solutions at ECU.

- **ALS will roll out a new website** during the summer and fall of 2011. The transition of hundreds of departmental pages, online tutorials, LibGuides content, databases, etc. to the new website and the effect on reference and instruction are key internal issues for ALS departments.

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, the ALS Distance Education Coordinator, regularly offers training sessions through the Center for Faculty Excellence and Emerging Academic Initiatives about distance education for ECU faculty who do offer such courses.