

**East Carolina University  
2012-2013 Unit Annual Progress Reports**

**Unit: Academic Library Services**

**Unit Highlights:**

- **Academic Library Services partnered in the educational mission of the university to develop and inspire students to discover, access, and use information effectively for academic success, intellectual growth, and lifelong learning:**
  - 820 course-integrated instruction classes and orientation sessions were conducted, reaching 18,770 on-campus and online students. Students and other patrons were assisted via 36,600 individual research/reference consultations.
  - As a response to Division of Academic Affairs' faculty members' desire for more plagiarism education, Research & Instructional Services taught a class on academic integrity as part of the Passport Program, provided a handout on this topic for the Office of Student Rights and Responsibilities, and incorporated this information into COAD 1000 and ENGL 1100 instruction sessions. Several learning objects including citation tutorials, a video, and a plagiarism quiz were created for use in Blackboard and LibGuides.
  - Two librarians in Research and Instructional Services taught the three-credit-hour Honors College Research Colloquium during fall 2012 semester, including the creation of the syllabus, devising of content, instructional methods and assessment of students. In addition, the Student Outreach Coordinator met with the Honors Freshman Coordinator and revised the library instruction session for Honors College students.
  - As part of a BB&T leadership grant, the Research and Instructional Services Department collaborated with faculty in the Department of Hospitality Leadership and Laupus Library to create and embed beginning and advanced information literacy and evidence-based practice modules in two hospitality management courses.
  - In August 2012, the Teaching Resources Center joined Research & Instructional Services and the Music Library in offering research assistance via online chat/IM.
  - University Archives worked with the University Historian and faculty in the African and African American Studies program on plans to increase student use of its collections. A new instruction initiative by Manuscripts & Rare Books was targeted at students in the Maritime Studies program and successfully reached 100% of new students.

- ALS deployed ten additional large monitors for student use in the Collaborative Learning Center and study rooms. It also deployed 30 new circulating laptops and 53 new desktop computers purchased with student technology fees, including 19 iMacs and 10 MacBook Pros. All iMacs include video editing software. Two additional Mac Pro desktops were purchased to use for video editing with Final Cut Pro. In addition, ALS successfully integrated student use of iPads into library instruction sessions.
- Three Research & Instructional Services librarians served as personal librarians to 20 students enrolled in Project STEPP.
- The Music Library developed plans for a personal librarian program which will be implemented during fall 2013.
- **ALS assessed physical and virtual library spaces and made short-term improvements as well as long-term plans that supported the research and learning needs of all user groups, promoted the discovery and production of knowledge, and made efficient use of resources. Actions included:**
  - Partnered with the University Writing Center, the Office for Faculty Excellence, and University Facility Services to successfully construct space on first floor of Joyner Library for these groups. As part of the new floor plan for adjacent library space, ALS purchased four exhibit cases that will be used to introduce library visitors to materials from its Special Collections and for a rotating display of artifacts from the African Art collection.
  - In August, ALS participated in the grand opening of the Pirate CAVE in the basement of Joyner Library. The Government Documents & Microforms staff area, processing area and service area were successfully relocated to make room for the Pirate CAVE; additional computers and seating were placed in the basement; and rotating series of posters publicizing Library services and resources were placed on the stairwell leading to the Pirate CAVE.
  - Installed a new Circulation desk and wall cabinet system in August 2012. The desk includes a self-checkout machine to expedite transactions for patrons. During the first year of operation, 2,820 patrons used the self-checkout machine to discharge more than 5,015 items.
  - With Facilities Services, planned and began construction on the first floor of Joyner Library to create additional study/research space, a Starbucks, a new security office with enhanced monitoring and safety features, a new library instruction classroom to replace one lost during the University Writing Center construction, and renovated space for Interlibrary Loan and Circulation staff. Construction began in May 2013 and will be completed in August before fall semester begins. In addition, other physical changes and security improvements were made to prepare for 24-hour Library access, which will

start on August 19. The Circulation Department received a new SPA position for an Overnight Supervisor to work during the overnight hours.

- Installed three new emergency call boxes in the emergency stairwells in Joyner Library basement and brought the building up to new codes for handicapped patrons; installed three new cameras in the Pirate CAVE, increasing security in this heavily-used area; installed three panic alarm buttons in the Project STEPP area; provided updated floor plans to the ECU Police.
- Developed plans for the Janice Hardison Faulkner Gallery on second floor of Joyner Library. Construction is set to begin in December 2013.
- Developed several remodeling concepts for expanding the Music Library in conjunction with an architect and University Facilities Services.
- Implemented recommendations based on an assessment of recent Teaching Resources Center renovations, including extending service desk hours until 11 pm Sunday through Thursday, purchasing new book displays, and relocating materials from the “L” stacks with the goal of removing several ranges of shelving and creating additional student study space.
- Developed and implemented a single online catalog for all of the ECU Libraries which also included service consolidation and improvements to the overall interface. Consolidated services include single interfaces for requesting purchases of library materials, interlibrary loans, recalls and holds of items; for accessing course reserves and Ask a Librarian services; and for WorldCat Local.
- Designed and implemented a combined ECU Libraries landing page which is linked to from the main ECU website and within Blackboard; created a single search widget that operates across the Libraries to create a seamless search experience.
- Purchased and rolled out approximately 85 laptop and desktop computers to replace aging departmental, student employee, staff and faculty computers.
- **ALS made substantial progress in defining and communicating the ECU Libraries’ role in supporting the creation, discovery, sharing and preservation of the University’s scholarship, history and academic accomplishments. Actions included:**
  - Appointed William Joseph Thomas to be Assistant Director for Research and Scholarly Communication, effective July 1, 2013; committed a temporary staff position to support scholarly communication initiatives for a one-year period (March 2013-March 2014).
  - Grew ECU’s institutional repository, [The Scholarship](#), through the addition of a pilot group of five Honors College theses, five years of presentations from Hurricane

Workshops, presentations and agendas from the most recent three years of Research and Creative Activity Week activities, and presentation papers from the TESOL Applied Linguistics Graduate Students Conference, as well as 265 electronic theses and dissertations written at ECU during the year.

- Garnered the support of the Academic Council to create and fund an Open Access Publishing Fund to be administered by the ECU Libraries; procedures and website have been created; activation is awaiting allocation of funds from the Academic Council.
- Reached agreement with Emerging Academic Initiatives whereby EAI will maintain Open Journal Systems software and provide access for ALS staff to work with editors to update their journals; set up a sample journal that features upgrades and customization options to show editors; uploaded backfiles of *Engineering Design Graphics Journal* and received approval from the Digital Collections Advisory Board for digitization of back issues of *North Carolina Libraries* by Digital Collections for future uploading to Open Journal Systems.
- Held two faculty forums in February on the topic of evaluating publishers, specifically focusing on open access and online publishers.
- Met with faculty individually to discuss scholarly communication topics including data management plans, data repositories, author rights, and evaluating publishers.
- Created a Journal Editors Faculty Interest Group, which has an email list and a blog and has met several times to discuss access issues, article-level linking, and preservation.
- Set up ECU's DataVerse through a partnership between the Odum Institute at University of North Carolina-Chapel Hill and NCDOCKS; uploaded one dataset for a faculty member.
- Managed a university-wide review and clean-up of college journal lists in Sedona.
- Collaborated with ECU and external partners on the enhancement and growth of the [North Carolina Coastal Atlas](#), including the purchase and installation of a new server, compilation of a bibliography and design of a new website.
- Created collection and donor web pages on the Music Library website, honoring those who made them possible and encouraging future donations.
- Mounted updated text files for all digitized ECU yearbooks.
- Moved towards goal of enabling self-submission of electronic records to University Archives and Records Management by developing online training for campus offices and departments.

- Upgraded DSpace repository software to improve functionality of *The ScholarShip*.
  - Organized and held the third Academic Affairs Faculty Book Awards program to recognize faculty who published books during the year.
  - Held four FaculTeas with speakers from several departments within the Thomas Harriot College of Arts & Sciences.
  - Conducted copyright workshops for students completing their theses and dissertations and provided copyright advice to faculty, staff, and students.
  - Digitized the entire run of the ECTC/ECC Student Government Association minutes, ECU Commencement Programs, and the Wright Speeches.
- **ALS met its responsibility to manage, develop and preserve physical and digital collections that support the evolving curricular and research needs of the University through a number of initiatives which included:**
    - Added new e-journal backfiles, e-book series, streaming video collections, and other electronic resources, including Art and Architecture in Video, Counseling and Therapy in Video Online Volume III, Emerald journal backfile add-on for 1994-2000, Ethnographic Videos Online Volume II, Health & Society in Video, Henry Stewart Talks, IEEE Explore Archive, InformaHealth Legacy archive, JSTOR Arts & Sciences XII, Legislative Insight, LGBT in Video, LGBT Thought and Culture, Morgan & Claypool Computer Science Collections 1-5, Oxford University Press journal backfile update, Project Muse UPCC e-book collections (History, Political Science, Ecology), Proquest History Vault: Vietnam War and American Foreign Policy 1960-1975, Rehabilitation Therapy in Video, Royal Society of Chemistry Archive Supplement, Sage journal backfiles for 1999-2009 and the 2013 backfile upgrade, Taylor & Francis e-journal backfiles for four disciplines (Behavioral Science, Education, Library Science, and Public Health & Social Care), and Twentieth Century Religious Thought Volume I. Purchase/subscription decisions as well as cancellation decisions were based on recommendations by the Electronic Resources Review Committee, which includes members from Joyner and Laupus Libraries.
    - Based on faculty input and internal evaluation, cancelled the following electronic resources: Gallup Brain, Cambridge Companions Online, Shakespeare Surveys Online, and Social Sciences Research Network. Reduced the number of concurrent users for several resources and took other measures to reduce costs and improve efficiencies.
    - Acquired outstanding titles for the Music Library including *Yehudi Menuhin: The Great EMI Recordings, 30 Years Outside the Box* (an 85 CD set featuring cellist Yo-Yo Ma), and approximately 70 revised volumes of the *Suzuki School* series for violin, viola, cello, and guitar; completed a major project to replace 182 VHS recordings with DVD reissues;

received gifts of 428 jazz CDs from the estate of William E. Haley, Jr. of Edenton, NC, and of 58 manuscript scores from retired ECU School of Music professor Barry Shank. The scores were penned by deceased former ECU music composition professor Gregory Kosteck and will be the nucleus of the Gregory Kosteck archive.

- Acquired outstanding titles for the Research and Instructional Services Collection including *The Literature of War*, *Enslaved Women in America: An Encyclopedia*, *Climate Change: An Encyclopedia of Science and History*, and *American Dissidents: An Encyclopedia of Activists, Subversives, and Prisoners of Conscience*.
- Added 168 titles to the Ronnie Barnes African-American Resource Collection and 2,003 titles to the Teaching Resources Center's curriculum collection.
- Received, inventoried and appraised the "Ludlow" addition to the Stuart Wright Collection; received as a gift a limited signed edition of Eudora Welty's *Twenty Photographs* that formerly belonged to Dr. Wright.
- Acquired a variety of new manuscript collections by purchase or gift during the year including:
  - Boy Scouts of America, East Carolina Council Records (gift)
  - William Fillmore Papers. This gift contains images and documents related to the life of William Haydock Fillmore (1893-1966), who was married to the daughter of Elias Carr, Jr., of Edgecombe County. The materials cover his involvement in early aviation, his military career, and the Chosummeda farm in Edgecombe County to which he retired.
  - *City of Washington Statistical Map No. 1 showing the Valuation of Real Property as determined by the assessment of 1878 and corrected to July 1<sup>st</sup>, 1879; Virginiae Item et Floridae Americae Provinciarum, nova Descriptio* Map; *La Caroline dans l'Amérique Septentrionale Suivant les Cartes Angloises* Map (purchases)
  - Reid and Susan Overcash Literacy Collection: Vida Ammon Cox Papers. This gift consists of papers Mrs. Cox owned related to her brother, renowned poet A.R. Ammons.
  - Jacob Bell Cornell Notebook. This purchase from the Bobo Nischan Endowment is an 1870 student's notebook containing field notes of a survey of the coast of North Carolina done for the United States Coast Survey.
  - Greenville Industries Records. This gift covers records from 1950 through 2007.

- U.S. BRIG DRAGOON. This purchase from the Naval History Endowment contains a journal (Dec. 15, 1861-Apr. 15, 1865) kept by Isaac Liscomb, Master (Commander) of the Dragoon and containing an account of the Battle of Roanoke Island and of voyages the ship made to transport troops and supplies during the Civil War.
  - Harris-Redditt Family Papers. This gift consists of the papers (ca. 1890s-2003) of Nina Belle Redditt who lived in the George Edward Harris, Sr., house formerly standing on Cotanche Street adjacent the East Carolina University campus.
  - Jerome R. Worsley Papers. This gift contains items that document Worsley's life as a student at East Carolina Teachers College in the mid-1940s and as a member of the U.S. Army.
- Acquired collections of note for University Archives, including:
  - Eric Flannagan Papers, 1937-1968. The papers include blue prints, correspondence, and publications such as programs for building dedications.
  - Hal Daniel Papers, 1970-present. Papers of an emeritus professor of biology at East Carolina University include correspondence, his research and publications, and his poetry collection.
  - David Bumgarner Scrapbook. Mr. Bumgarner is from the class of 1965 and was the captain of two football teams which competed in post-season bowl games. The scrapbook contains publications, clippings, and photographs.
  - Seira Book Club, 1967-2012. This club was formed by the wives of ECU administrators. The collection includes scrapbooks and brochures.
  - William Waugh Papers. Dr. Waugh was one of the first faculty of the Brody School of Medicine. The collection includes correspondence, research, and publications.
- Developed guidelines for reviewing and negotiating license agreements for electronic resources.
- Expanded the Ebook demand-driven acquisitions (DDA) plan by adding publishers and expanding the profile. As of June 28, 2013, 311 titles had been purchased; 7,521 unpurchased DDA records are in the library catalog available for purchase.
- Launched a pilot print demand-driven acquisition program; 6,298 unpurchased records are in the catalog as of June 28, 2013; 74 books have been purchased.
- Implemented a new print-preferred Maritime History Approval Plan.

- Converted the access images in the Daily Reflector Image Collection to the JPEG2000 standard to provide access to higher quality files online.
- Enhanced the content and functionality of the University Timeline through the addition of text and additional photographs.
- Reached an agreement with John Humber to bequeath the papers of his father Robert Lee Humber to East Carolina University.
- Purchased the Roberts Collection of North Carolina of more than 3,200 books, pamphlets and journals. Treasures include the 1677 edition of Sir Walter Raleigh's *The History of the World; A Collection of several pieces of Mr. John Locke*, the 1718 edition of John Lawson's *The History of Carolina*, and a partial copy of Thomas Harriot's *Admiranda narration, fida tamen, de commodis et incolarvm ritibvs Virginiae*. The Collection includes a number of extremely rare copies of North Carolina legal materials from the nineteenth century.
- Expanded the Roberts Collection of North Carolina Fiction by more than 1,150 volumes using a \$15,000 LSTA collections grant and internal matching funds of \$3750.
- Received a gift of over 1,500 issues of *Zion's Landmark*, ranging from 1889 to the final issue of 2012. This publication documents the Primitive Baptist movement which originated in eastern North Carolina.
- Analyzed ALS's Federal Depository Library Program selection profile and percentage relative to those of peer institutions and the FDLP's recommended core collection for academic libraries; found that ALS's current selection profile matches well with peers and in terms of percentage of the recommended core collection selected.
- Prepared accreditation documents and met with accreditation teams for the School of Art & Design, the Department of Mathematics, Science & Instructional Technology Education; the Department of Library Science; and the Department of Technology Systems.
- Performed 11,750 preservation/conservation treatments on 2,442 items - 1,782 general collections and 660 rare and special collections.
- Managed special preservation/conservation projects including conservation treatments for government documents in the Cold War & Internal Security Collection and assessment and replacement of worn pamphlet binding on music scores.
- Added issues of the Vietnam War protest publications *Up Against the Bulkhead* and *Bragg Briefs* to Digital Collections.



- **ALS continued to improve accessibility and increase awareness and use of library collections, services and programs. Achievements included:**
  - Electronic publication of eight [newsletters](#), as well as print and electronic publication of an [annual report](#), fact sheets for [Special Collections](#) and [Circulation and Interlibrary Loan](#), and promotional materials for the Place Hold and Equipment Check-out services; creation of a new poster series displayed in Joyner Library and numerous promotional announcements for the website and digital signs; use of HootSuite for social media posts; and weekly posting of [Special Collections Staff Picks](#).
  - Created the [Cold War and Internal Security Collection](#), an Association of Southeastern Research Libraries-recognized Center of Excellence.
  - Developed and implemented a new room reservation system, a search interface for the Teaching Resources Center's [die-cut collection](#), and a new database for creating and searching frequently asked questions.
  - With Laupus Library, redesigned the functionalities and interfaces associated with submitting and tracking electronic resource error reports.
  - Edited new sets of MARC records for electronic resources and batch-loaded them in Symphony in a timely manner, thus providing catalog access to these resources.
  - Cataloged a large gift collection of DVDs.
  - Added barcodes and/or item records for all serial volumes in the general stacks and in the North Carolina Collection that were not in Symphony.
  - Set up a new courier service between Joyner and Laupus Libraries to speed delivery of materials requested via the document delivery service.
  - Deployed three new digital signs and implemented a new signage system, Xibo.
  - Created and used a new [LibGuide](#) in instruction sessions to help introduce students to primary sources in Manuscripts and Rare Books.
  - Linked encoded descriptions of additions to manuscript collections to existing EAD finding aids; completed 120 EAD finding aids for University Archives materials.
  - Added more than 3,000 entries to the [North Carolina Periodicals Index](#); also added new and retrospective titles.
  - Implementation of Solr for Digital Collections. Solr improves search and indexing and replaces TEXTML for a cost savings.

- Development of an API for the Library Hours application, including a dashboard for changing hours.
- Completed the backlog of music scores needing copy cataloging.
- Ranked over 1,100 databases in the Serials Solutions link resolver in order to increase the amount of successful full-text linking from discovery interfaces.
- **ALS provided the University community and residents of eastern North Carolina and beyond with educational resources and cultural opportunities that fostered engagement:**
  - The Ninth Eastern North Carolina Literary Homecoming, held in September 2012, featured readings, performances, panel discussions, and workshops with writers on the theme of *Litflix: Adapting North Carolina Literature into Film*. Charles Frazier was the keynote speaker. The Homecoming reached 735 audience members from 20 counties in North Carolina and four states. In addition to the September event, there were six community events.
  - The Eighth 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 34 sessions, for which they were eligible to receive 1.0 CEU. Award-winning author-illustrator Michael Dahl was the keynote speaker. He also gave a presentation to faculty and students in the College of Education.
  - The Fifth Annual Graduate Student Art and Design Exhibition was on display November-January. Prizewinners were recognized at a reception. Four faculty exhibited their work at the spring School of Art and Design Faculty Exhibition. Linda Fox's "The Return" went on exhibit in mid-June.
  - The Second Annual Edible Book Festival celebrated books, reading, creativity, food and fun. It was held in conjunction with the ECU Youth Arts Festival.
  - The Green Task Force planned Earth Day activities, including viewing and discussion of a film on fracking.
  - Preservation/Conservation staff members shared their expertise as guest speakers for two Maritime History class sessions, a presentation at the Librarian to Librarian Networking Summit, through a display and demonstrations during Preservation Week and the Edible Book Festival, and by providing hands-on training for colleagues from Elizabeth City State University. They also provided consultations to members of the ECU community, local residents, and other educational institutions.

- Georgann Eubanks, author of *Literary Trails of Eastern North Carolina*, spoke at the Friends of Joyner Library annual banquet.
- Poet Dave Smith, the Elliott Coleman Professor of Poetry at Johns Hopkins University, was keynote speaker for the opening of the Robert Penn Warren Exhibit at Joyner Library. Manuscripts & Rare Books mounted two additional exhibits: *We're Having Turkey for Thanksgiving* (significant new items from the Rare, Hoover, Schlobin and Wright collections) and *Selections from John James Audubon's Fifty Best Watercolors*. The opening of the Audubon exhibit featured brief talks by three faculty members on how this collection can be used as a teaching tool in diverse disciplines.
- 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.
- The North Carolina Collection mounted three exhibits: *The Civil War in Eastern North Carolina: The 1862 Burnside Expedition*, *Inaugurations in North Carolina*, and *The Paleontology of Eastern North Carolina*.
- The Music Library mounted five displays: *Rebekah Todd Artist Spotlight*, *Welcome to Pirate Nation*, *Celebrating 75 Years of America's First Symphonic Outdoor Drama: Paul Green's The Lost Colony (1937-2012)*, *Get to Know Your Music Library Staff!* and *William Duckworth: Memorial to an ECU Graduate*.
- The Teaching Resources Center displayed 39 exhibits including artwork from educational institutions in the area and book displays denoting special celebrations and featuring titles that pre-service teachers and area educators could integrate into the curriculum.
- **ALS managed fiscal and human resources in a manner that allowed it to grow and develop through actions that included:**
  - Successfully managed the expenditure of budgets totaling more than \$12 million. Managed the justification and submission process for recurring and non-recurring budget requests from the Division of Academic Affairs for 2013-2014 and 2014-2018; received approximately \$100,000 in non-recurring allocations for FY 2012-2013 and \$350,000 in end of year distribution of one-time funds used to purchase high priority resources, equipment and technologies.
  - Managed the hiring of approximately 200 undergraduate and graduate self-help and work-study student employees.
  - Evaluated the Lanter courier service used by the ASERL/KUDZU consortium and canceled the contract for 2013-14 after determining that the service did not provide savings in terms of cost or staff time and was not more reliable or faster than UPS.

- Merged the separate ILLiad databases for Joyner Library and Laupus Health Sciences Library and implemented a shared software license to achieve \$10,000 in annual savings.
  - Implemented the free OCLC Article Exchange service in place of the subscription-based Ariel delivery system.
  - Expanded the use of PDFs saved directly from databases, when permitted by license agreements, for interlibrary loan lending; also increased number of microform documents scanned directly to PDF.
  - Began checking out interlibrary loan materials from the Circulation desk to provide more accurate tracking.
  - With Laupus Library, assessed the effectiveness and return-on-investment of the subscription to 360 Resource Manager, identified and compared alternatives, and recommended implementation of the CORAL open source product, resulting in an annual cost savings of approximately \$19,000.
  - Proposed an alternative method for allocating the firm order component of the materials acquisitions budget which will be presented to the Libraries Committee in the fall of 2013.
  - Continued fundraising for the Janice Hardison Faulkner Gallery; total amount contributed as of June 30, 2013 was approximately \$127,000.
  - Hosted the dedication of the Betty Debnam Hunt Instructional Technology Classroom in recognition of an endowment established by Mrs. Hunt and her deceased husband Richard M. Hunt.
  - Implemented Zasio Versatile Professional, a new database for records management.
  - Managed the hiring of seven EPA, eight SPA and ten temporary staff.
- **The culture of leadership and participation within Academic Library Services** was enhanced by the participation of every staff and faculty member in at least one professional development activity during the year. The SPA Assembly conducted a Climate Survey early in 2013. Analysis of the survey results indicated that there was a need for training on career banding, communication, and trust. ECU Human Resources conducted workshops on these three topics in May. All supervisors of SPA were required to attend the career banding session. All employees were required to attend at least one of the other sessions on communication and building trust and teamwork. Staff and faculty also attended webinars, professional development sessions offered by the Library and University, state and national conferences, and online training sessions. Sessions on emergency evacuation, lockdown and campus safety

procedures were attended by 86 people. The Friends of Joyner Library provided \$2000 to support development opportunities for staff. One department piloted a self-directed achievement program. In addition, all SPA employees were invited to meet with the interim dean to provide input into their supervisor's and/or assistant dean's evaluation. Before interim appointments were made in Special Collections and the Teaching Resources Center, nearly every employee in these areas met with the interim dean to provide input. Many staff and faculty provided service at the department, unit, university, community, state, regional and national levels. The SPA Assembly sponsored a roadside clean-up and held several charitable fundraisers. The Green Committee collected gently used winter clothing for the REAL Crisis Center and sent 26 pounds of corks to ReCORK which will recycle them into shoes, floors and other products.

- **As described above, ALS engaged in numerous campus and external collaborations to expand access to collections, improve services, share expertise, and advance the profession.**
  - Collaboration with Laupus Library resulted in a single online catalog interface for all of the ECU Libraries; single interfaces for making requests of various types and for accessing course reserves and Ask a Librarian services; a combined ECU Libraries landing page linked to from the main ECU website and within Blackboard; and a single search widget. The Libraries also identified and resolved inconsistencies in their circulation policies.
  - Collaborations with ECU faculty were critical to the success of the FaculTeas, the Eastern North Carolina Literary Homecoming, the Graduate and Faculty Art Exhibits, as well as other exhibits and events.
  - The Instructional Design Librarian worked with Blackboard administrators to create Library modules for embedding in the course management system.
  - The Teaching Resources Center collaborated with the College of Education to host and provide tours for the Extended Open House for more than 100 new students and their parents. It partnered with Greene County Early College Program to provide resources, services and materials for student research; participated in the Pitt County Schools TechFest, the ECU Gifted Conference, Earth Day Expo, the Youth Arts Festival, and Book Buddy Literary Camps; and partnered with the Greenville Museum of Art, Nancy Darden Child Development center, Pitt County Schools, Homeschoolers Art Program, State Library of N.C., Library of Congress, and various ECU departments on art displays.
  - Collaborations with the Faculty Senate Libraries Committee and the Division of Research & Graduate Studies led to joint educational efforts in the areas of publishing, improved management of the University's scholarly output, improvements to Sedona, and more. The Chair of the Libraries Committee served as a member of the ECU Libraries Scholarly Communication Committee.

- ALS worked with the ECU News Bureau to develop the *Buildings Upon the Past* website and with the Office of Student Transitions and First Year Programs to host orientation sessions for incoming first year students and the families.
- ALS partnered with the Office for Faculty Excellence to provide several workshops on Community of Science Pivot, teaching with technology, and other topics.
- ALS worked with librarians at Elizabeth City State University's library to successfully configure the Symphony integrated library system to include ECSU's new music library branch and to advise ECSU librarians on circulation, collection and preservation issues relevant to the music library.
- Digital Collections provided the vast majority of images included in two books authored by ECU faculty and published by Arcadia Press about the history of the University and of Greenville. It also completed design work for faculty exhibits and for an exhibit in Edenton on Inglis Fletcher.
- ALS participates in several projects in collaboration with other members of the Association of Southeastern Research Libraries. The Cold War & Internal Security Collection was developed as part of ASERL's Collaborative Federal Documents Program. ALS also participates in the ASERL journal retention project. Librarians and SPA regularly participate in free educational webinars sponsored by ASERL both as presenters and as audience members. As a result of a recent ASERL partnership with the Washington Regional Library Consortium, the ALS Interlibrary Loan Department extended free, preferential lending to the members of the latter group and will receive such privileges in exchange.
- Through its participation in the UNC University Librarians Advisory Council, ALS was a key contributor to an e-journal efficiency study conducted at the request of UNC General Administration and to a working group that facilitated completion of recommendations arising from the study, including expanding and curating an e-journal data repository, developing a system-wide plan for dealing with higher-risk publishers, developing e-journal licensing templates, and evaluating the potential of open access publishing. The last item led to the creation of an open access force task force that includes an ALS representative. Other ULAC collaborative initiatives include investigations of consortial e-book purchases and development of best practices for service areas. ALS has representatives on these groups, as well.
- ALS participation and involvement in the Carolina Consortium has resulted in ongoing cost-savings on e-journal and database subscriptions.

**Highlights in research/creative activity that support ALS goals and objectives:**

- Andresen, C., Hisle, D., Gustavson, A., & Reynolds, M. (2012). Tending the garden: Growing your own green library committee. In M. Antonelli & M. McCullough (Eds.), *Greening Libraries* (pp. 93-103). Los Angeles, CA: Library Juice Press.
- Bacon, V. & Carr, P.L. (2013). Assessing value through cross-institutional comparisons: A discussion of the 2012 University of North Carolina system-wide e-journal survey. *Serials Review*, 39(2), 86-92.
- Bacon, V. & Carr, P.L. (2012). Collaborating to analyze e-journal use data: A discussion of cross-institutional cost-per-use analysis projects within the UNC system. *Proceedings of the Charleston Conference*, Charleston, SC .
- Bailey, A. R. (2012). *Developing and sustaining a core print collection for preschoolers*. New York, NY: Neal-Schuman Publishers, Inc.
- Barricella, L. & Shirkey, C. (2013). *Adding a use factor measure to a materials allocation plan for books in an academic library*. Presented at the Acquisitions Institute at Timberline Lodge, Timberline Lodge, OR.
- Boyer, G. M. & Besaw, M. (2012). A study of librarians' perception and use of the Summon discovery tool. *Journal of Electronic Resources in Medical Libraries*, 9(3), 173-183.
- Boyer, G. M. (2012). InfoRX: Films on Demand. *Journal of Electronic Resources in Medical Libraries*, 9 (3), 204-213
- Carr, P.L. & Wolf, R. (2013). *The 2012 UNC system-wide e-journal survey: A discussion of processes, data, and outcomes*. Presented at the North Carolina Serials Conference, Chapel Hill, NC.
- Carr, P.L. (2012). *Many questions, few answers: Analyzing the impacts of Summon on e-resource use at East Carolina University*. Presented at the North Carolina Summon User Group Meeting, Durham, NC.
- Carr, P.L. (2012). *Serials resource management at East Carolina University*. Presented at the Charleston Conference, Charleston, SC.
- Carr, P.L. (2012). *E-Resources, use Data, and collaboration: Positioning the library as a user- (and usage-) constructed technology*. Presented at the Springer eBook Summit, Atlanta, GA.
- Cook, E., Barricella, L., James, R., Mayo, J., Sanders, M., & Scott, R. (2012). E-book readers come to eastern North Carolina. *North Carolina Libraries*, 20(2), 14-21.
- Cook, E. & Hurst, M. (2013). Making beautiful music: The state of the art in mobile technology and how we can make the most of it in libraries. *The Serials Librarian*, 64(1-4), 141-150.
- Coonin, B. R. (2012). *The development of the U.S. Census from its inception to the present day*. Presented at the North Carolina Library Association Government Resources Section Annual Meeting, Elon, NC.

- Coonin, B.R. & Levine, C. (2012). Reference interviews: Getting things right. *The Reference Librarian*, 54(1), 73-77.
- Durant, D. (2013). Al Qaeda's cultural jihad: Violent censorship by Al Qa'ida and associated movements, 2001-2011. In N. Lean & J. Roshandel (Eds.), *The moral psychology of terrorism: Implications for security* (pp. 213-234). Newcastle upon Tyne, UK: Cambridge Scholars Publishing.
- Gee, C.W. (2013). *Making space for interlibrary loan*. Poster presented at the ILLiad International Conference, Virginia Beach, VA.
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Walker, H. (2012). *Using academic digital collections to enrich k-12 21<sup>st</sup> century learning*. Presented at the American Library Association Conference, Anaheim, CA.

Walker, H. (2012). *Librarian to librarian networking summit*. Presented at the North Carolina School Library Media Association Conference, Winston-Salem, NC.

#### **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 (Durant, chair)
- Agenda Committee (Scott)
- Calendar Committee (Scott)
- Citation Appeals Board (Dembo)
- Committee on the Status of Women (Cook)
- Copyright Committee (Gee)
- Distance Education and Learning Technology Committee (Reynolds)
- Educational Policies and Planning Committee (Thomas)

- Faculty Senate Committee Chairs (Durant)
- Faculty Senate Hearing Committee (Dragon)
- Grievance Appellate Board (Barricella, secretary)
- Honors College Faculty Advisory Committee (Sanders)
- Institutional Assessment Advisory Committee (Lewis)
- Libraries Committee (Lewis)
- Online Quality Council (Kavanagh)
- Parking & Transportation Committee (Sanders)
- Reconsideration Committee (Scott)
- SACS Academic and Support Services Working Group (Lewis)
- SACS Compliance Certification Council (Lewis)
- SACS Quality Enhancement Plan Council (Reynolds)
- SACS Working Group on Technology and Library Resources (Lewis, chair)
- Sedona Task Force (Lewis)
- Service Learning Committee (Boyer, Kavanagh)
- Student Scholarships, Fellowships, and Financial Aid Committee (Willis)
- Survey Oversight and Review Committee (Gee)
- Teaching Grants Committee (Sauter)
- University Curriculum Committee (Whitehurst)
- University Environment Committee (Holland)
- Matthew Reynolds served as ALS's Faculty Senator; Carolyn Willis was alternate.

Faculty and staff also served on numerous other university committees and task forces, including the Chancellor's Diversity Leadership Group (James), CIO Search Committee (Sanders), ECU African Male Mentoring Program (Bailey), ECU Black Alumni Advisory Workgroup (Bailey), ECU Disc Golf Club Faculty Advisor (Sanders), ECU Foundation Board (Lewis), ECU Pirate Read Committees (Gee), EC Scholar selection subcommittee (Sanders), Ethnic Studies Board (Shirkey), Information Resources Coordinating

Council (Hodges), Literary Homecoming Planning Committee (Tennent, chair, Cook, Holland), New Faculty Orientation Planning Team (Hoover, Kavanagh), Pi Kappa Lambda Fraternity (Hursh, secretary-treasurer), SafeZone Leadership Team (Bailey, Gee), School of Art and Design Media Center Advisory Committee (Shirkey), Staff Senate (Morgan), Volunteer and Service Learning Center Associate Director Search Committee (Kavanagh).

Faculty serving in leadership roles on national, state and local committees and boards included:

- Bailey: Chair, Coretta Scott King Book Awards Committee: Web Content Subcommittee; Co-Director, Executive Board, Roundtable for Ethnic Minority Concerns, North Carolina Library Association; Secretary, Coretta Scott King Book Award Committee.
- Carr: Board Member, North American Serials Interest Group; Chair, ALCTS Continuing Resources Section, College & Research Libraries Interest Group.
- Cook: Board Member, Brill Library Advisory Board; Board Member, Oxford University Press Library Advisory Board; Secretary and member of the Executive Board, North Carolina Library Association; Chair, ALA ALCTS, Acquisitions Section Nominations Committee.
- Coonin: Editorial Board, *Internet Research Services Quarterly*; Editorial Board, *Journal of Business and Finance Librarianship*.
- Dragon: Chair, ALCTS CAMMS CC:DA Task Force on Chicago Manual of Style and Task Force on Changes Affecting RDA in the 16th Edition of The Chicago Manual of Style.
- Durant: Vice-Chair/Chair-Elect, North Carolina Library Association Government Resources Section; ASERL Collaborative Federal Documents Program Steering Committee.
- Gee: Chair, Rethinking Resource Sharing User Services Committee.
- Holland: Webmaster, NCLA Round Table on Special Collections.
- Hoover: Officer, North Carolina Chapter of the Special Libraries Association.
- Hursh: Editorial Board, *Music Reference Services Quarterly*; Archivist, Southeast Music Library Association.
- James: NC State Historical Records Advisory Board; NC Preservation Consortium Board of Directors.
- Kavanagh: Board Member, Library Information Technology Association, Technology and Access Committee.
- Lewis: Editorial Board, *Library Leadership & Management Journal*; Executive Board, Library Leadership & Management Association Measurement, Assessment and Evaluation Section.

- Mayo: Editor, Online Audiovisual Catalogers, Inc.; Secretary, NC SirsiDynix Users Group.
- Reynolds: Panelist, OCLC Libraries Rebound Embracing Mission, Maximizing Impact, Philadelphia, Pennsylvania; Chair, NCLA Round Table on Special Collections; Chair, ALA Library Instruction Round Table Liaison Committee.
- Sauter: Board Member, North Carolina Digital Heritage Center Advisory Board.
- Scott: Executive Board, North Carolina Library Association; Editor and Columnist, *North Carolina Libraries*; Chair and Past Chair, Sheppard Memorial Library Board of Trustees; Delegate, UNC Faculty Assembly.
- Shirkey: Chair, ALA ALCTS Collection Management Section Interest Group.
- Stocks: Officer, Beta Alpha, Eta State, The Delta Kappa Gamma Society International.
- Teel: Executive Board Member, ALA Ethnic and Multicultural Information Exchange Round Table.
- Thomas: Board Member, ASERL Journal Retention Interim Steering Committee; Editor, North American Serials Interest Group Proceedings.
- Walker: Chair, ALA Ethnic and Multicultural Information Exchange Round Table Awards Committee.
- Whitehurst: Chair, NCLA Distance Learning Interest Group; Officer, ACRL Distance Learning Section, Executive Committee.

**Multi-year trends that support the unit's strategic goals, activities, and products:**

- Annual increase in gate count and group study room reservations.
- Continued demand by students for 24-hour library access and for more group and individual study space and by graduate students for a larger dedicated space.
- Patron-driven, or demand-driven, acquisition models are a prominent trend affecting how ALS selects and acquires books. ALS adopted this model first for Ebooks and then for print. Expanding these plans and moving the print plan from the pilot stage to full adoption will help ALS deal smarter and more efficiently with budget cuts and will help build a collection that receives more use.
- Open access publishing is gaining traction nationwide as the federal government and some private funders expand requirements to make funded research available. At the same time, some online journals are of poor quality, meaning that authors must be very careful to screen journals, editors and publishers. Helping faculty authors vet open access publications is an expanding service for academic librarians. Providing guidance for developing data management plans and identifying repositories (including ECU's institutional repository, *The ScholarShip*), establishing author identifiers, helping faculty interpret alternative and article-level metrics, digital humanities, and providing support throughout the grant cycle are other growth areas.

- Rapid changes in the way people access information, particularly through the use of smartphones and tablets: the Libraries must ensure that its resources and subscription databases can be accessed and content managed through these devices.
- User demand for seamless access to resources through an intuitive interface, coupled with rapid and ongoing changes in the industry landscape for discovery tools positioned as additions to or substitutes for the traditional multi-module integrated library system, require close analysis and planning.
- The need to reduce library space devoted to general collections has been a trend seen in academic libraries across the country. ALS has dealt effectively with this issue thus far by concentrating weeding efforts on journal volumes to which we own archival online access, shifting journal runs to compact shelving, and doing some target monographic deselection with faculty input invited. Joyner has also begun participating in a shared print repository program. At the same time, more space is needed for special collections of various types.
- Increased collaboration and partnership with Laupus Library on collections, services, and positions.
- As the ECU Libraries' collections continue to transition from print to online formats, there are increased opportunities to synergize and streamline departmental workflows.
- The ongoing development by vendors and open-source creators of new methods to further automate interlibrary loan request processing, combined with cross-training interlibrary loan and circulation staff to process requests, has the possibility of further improving accessibility to research materials and of increasing delivery speed while also improving the Library's ability to better manage fiscal and human resources.
- Continued growth in the use of locally-created online guides and digital resources highlights the need for sustained commitment to digitizing unique and rare materials and providing access to these materials through cataloging/metadata work.
- The decline in the number of in-person transactions at some service desks coupled with a steady or increased use of online service transactions requires examination of staffing models.

**Key issues still to be addressed in the unit in order of importance (i.e., resource needs, space, pending challenges):**

- Reductions in state support for higher education which have resulted in five years of cuts to the Library's budget.
- Restrictions on hiring and salary increases, which affect the Library's ability to hire and retain faculty and staff, develop leaders, and reward excellence.
- Space needs for University Archives, the Records Center, Manuscripts & Rare Books, the North Carolina Collection, and the Music Library, in particular, are critical. While the Library was fortunate to have been able to acquire many notable collections by gift or purchase over the past few years, these acquisitions have intensified the need for climate-controlled, secure collections space. An automated storage and retrieval system will address many of the Library's 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. Finding a way to hasten construction of

the ASRS would help immensely. The Music Library needs space for a group viewing/listening room and instruction space as well as room for 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.

- During the spring of 2012, the Program Prioritization Committee recommended the “analysis of the libraries (ALS and HSL) as code units.” Since then, this issue has been discussed and analyzed by various groups including the Joyner and Laupus Faculty Affairs Committees and both Faculties, the ECU Faculty Senate and its Libraries Committee, consultants engaged by the University, and the external review teams for both Libraries. ALS’s response to its external review report will be submitted in August. Following the submission of that report, it is hoped that this issue can be resolved in a timely manner.
- Following the receipt of the visiting team report for Joyner Library, ALS needs to write its response, address each of the team’s recommendations in an action plan, and engage in a joint strategic planning process with Laupus Library.
- Adoption of an evidence-based materials allocation formula to use for appropriately and fairly dividing the funds available for monographs purchases. Following approval within ALS, the plan will be presented to the Faculty Senate Libraries Committee.
- Implementation and assessment of 24/5 Library hours beginning August 19, 2013.
- University Archives and Records Management is now collecting and preserving electronic records, but is not providing public access to the records online (the records are available by request, meeting public record requirements). An immediate issue is to determine how and where these records will be made available while complying with public records and privacy laws.
- Implementation of a system that allows for online payment of Circulation fines and fees.
- Project management for investigating, selecting, and implementing a new web-based integrated library system.

**The unit’s future plans with respect to growth or reduction and the way in which the unit will address the UNC Strategic Plan:**

- ALS plans keep its staff size at approximately the same level. Some vacant positions may need to be cut to meet its as-yet-undetermined budget cuts for FY2014 and FY2015. Positions have been and will continue to be examined to ensure that they are serving the needs of ALS and the University. Positions have been and will continue to be shifted to growth areas. The needs of both Laupus and Joyner Libraries will be considered, as well the need to realize efficiencies.
- ALS’s budget needs to grow in order to maintain the same level of support for the teaching, research and service needs of the University. The predicted inflation rate for serials, databases, and monographs continues to exceed the overall inflation rate by a significant amount. 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. It also restricts the Library’s ability to offer new services requested by faculty, such as support for journal publishing, digital scholarship, and cultural enrichment.

- The UNC Strategic Plan will eventually translate into changes in degrees and programs offered at ECU. ALS will shift its purchasing patterns in response.
- Driving forces behind the Strategic Plan include accountability and maximizing efficiencies. ALS is committed to making evidence-based collections decisions that are informed by cost per use data as well as other factors. As shown in the *Highlights* section of this report, ALS and Laupus Libraries have already achieved a number of efficiencies. The Libraries are committed to continuing to identify areas of overlap that can be consolidated and procedures that can be streamlined, particularly regarding the integrated library system, discovery systems, and resource acquisition, management, and preservation. Campus interest in accountability may create opportunities for discussions surrounding open access publishing and campus support for open access to its research products. ALS will be prepared to take advantage of these opportunities and to help the University best represent ECU research in REACH NC and other portals.
- The UNC Strategic Plan goal to strengthen academic quality includes foci on teacher education, e-learning and distance education. ALS will support this goal through intentional decisions concerning collection content and format, correlation and alignment of Teaching Resources Center resources and services with the Common Core Standards and North Carolina Essential Standards, and expanded services to online students and faculty. It will contribute to strengthening academic quality and improving retention by growing the information literacy instruction program to teach students not only how to use the Library, but to critically evaluate the information they find. The new Music Library personal librarian program will also contribute to these goals.