- **(ALS 1) Use innovative learning strategies and delivery methods to expand access to library resources, services, and programming that support academic success.**
  - Access Services
    - **Expand the document delivery service to provide scans from print and microfilm collections to on-campus undergraduate students**
      - Measure: Numbers of items delivered, instruction documents updated, training sessions held, and publicity announcements made; delivery turnaround time
        Timeline: July 2015
        Outcome: As of May, the service provided 453 article scans to all patrons, a 90% increase over the prior year; 64 were to on-campus undergraduate students. For items that had to be scanned from the print or microfilm collection, the average turn-around-time from time placed to time delivered by email was two days; for items found in electronic resources the average turn-around-time has been within several hours. FAQ and instructions were updated in July, 2014, and August, 2014. Circulation & ILL staff were trained about the new service in July, 2014. A mention of the service was included in the library's e-newsletter in September. Social media, plasma screen, and email publicity is planned for fall 2015.
      - Measure: Expanded document delivery service is implemented.
        Timeline: July 2014
        Outcome: The document delivery scanning service was expanded to on-campus undergraduates in July 2014.
    - **Establish an office delivery service to faculty and staff on the main campus for books and media**
      - Measure: Numbers of items delivered, instruction documents updated, training sessions held, and publicity announcements made; delivery turnaround time
        Timeline: June 2015
        Outcome: As of May, the service provided 165 items to 40 patrons in 26 departments through 108 unique deliveries. The average turn-around-time from day placed to day delivered was 1.2 days.
      - Measure: Service is implemented and publicized to campus.
        Timeline: August 2014
        Outcome: Service was implemented in August 2014. It was publicized at the New Faculty Orientation in August and in the library's faculty e-newsletter in both September and April. Social media, plasma screen, and email publicity is planned for fall 2015.
    - **Decrease Interlibrary Loan turnaround time by implementing available tools and modifying workflows**
      - Measure: Amount by which turnaround time decreases
        Timeline: Ongoing
        Outcome: ILL pull slips were revised in September to further speed handling. Increased training was provided to the ILL graduate assistant in September and the Evening Supervisor in August and September to assist with processing requests. The CCC's Get-It Now service was implemented in July, but has proven less useful than anticipated because it has limited content and a high cost per transaction. OCLC's KnowledgeBase was discussed with multiple departments and Laupus; an ASERL-requested webinar on it was attended by a group in September; other departments were hesitant to implement it, so it not pursued further. The Borrowing loan label and return shipping label were combined for faster, more accurate return processing. The Borrowing loan label was revised to make the patron's name easier and faster to be noticed at the Circulation desk. As of May, the Borrowing turn-around-time figure was reduced by 1.9 hours according to ILLiad's sampling statistics; Borrowing return processing time, while not tracked by the ILLiad system, has been approximately halved.
    - **Increase training of staff and student employees and update documentation to improve customer service**
      - Measure: Number of documents updated and training sessions held; numbers of equipment, tasks, and issues covered in training
        Timeline: June 2015
        Outcome: Three vacant staff positions were filled this year and each new employee was trained on expected tasks. The Circulation instruction manual was updated throughout the year. Reminders and changes were announced by email and in core meetings throughout the year. New comprehensive instructions were written in September and October for Music Library handling of ILL tasks. Discrepancies between the Circulation procedure document in

the library procedure manual and the one on the website were corrected in October. The Circulation procedure was reviewed with staff in a core meeting in February. The department in collaboration with Music and Laupus personnel worked throughout the year on writing new billing SOPs as directed by ECU Compliance Management. The new collections SOP was reviewed in detail with Circulation and Music personnel in May.

- o Application & Discovery Services
  - § Replace the e-Library catalog with Blacklight.
    - § Measure: Blacklight is deployed in beta for the Fall 2014 semester.
      Timeline: August 2014
      Outcome: A beta instance of Blacklight was deployed in August of 2014.
    - § Measure: Assessment of Blacklight in beta drives changes in preparation for full Spring catalog replacement.
      Timeline: December 2014
      Outcome: Assessment of Blacking is on-going since the project is still in active development.
    - § Measure: After Blacklight is stable and out of active development phase 2 (theme Summon with ECU Libs) and phase 3 (investigate using APIs to build a consolidated search results page) initiated in Spring 2015.
      Timeline: June 2015
      Outcome: Not addressed since active development is ongoing.
    - § Measure: Document Blacklight marketing efforts.
      Timeline: December 2014
      Outcome: Not addressed since active development is ongoing.
  - § Implement and/or support existing applications to improve discovery of resources and library services for the ECU Libraries. Projects in support of this goal for FY14/15 include: Buildings Upon the Past (Athletics), Desegregation Online Exhibit, Blacklight catalog replacement (with New Books List function), Database List (any changes resulting from UX work), check-in application for Greek Organizations, standardization of ILLiad(s) beyond the login page, rebuild and optimization of the ScholarShip, Copyright @ ECU, and VIVO scholar profiles.
    - § Measure: Projects are completed or in progress by end of FY14/15.
      Timeline: June 2015
      Outcome: Completed projects include: Greek life check-in application for both libraries, rebuild of the Scholarship, Copyright site, Vivo, and the Desegregation exhibit (not officially announced but should be completed by end of FY). Incomplete projects include Buildings Upon the Past (Athletics) and standardization of ILLiad pages. Changes to the Database List is rolling over to next FY.
- o Collection Development
  - § In collaboration with the Electronic Resources Review Committee, develop and implement successful strategies to better promote access to library collections and electronic resource trials in order to both develop library collections that will facilitate academic success and increase awareness within the ECU community of these collections.
    - § Measure: List created of strategies that have been successfully developed and implemented.
      Timeline: June 2015
      Outcome: Wainright created a Top 10 Database list; liaisons email departments and individual faculty members when there are trials they might be interested in
    - § Measure: Qualitative feedback from members of the ECU community (e.g., students, ALS personnel, and instructors) regarding the usefulness of the strategies.
      Timeline: June 2015
      Outcome: Received limited feedback from emails and no feedback from posters
  - § If pending proposal is approved, carry out a pilot project in which the ECU Libraries reduce student costs by acquiring and/or promoting online access to texts that are required for ECU courses.
    - § Measure: If approved, proposal is implemented.
      Timeline: December 2014
      Outcome: Proposal implemented for Spring 2015
    - § Measure: List created of e-resources that have been acquired/promoted, student savings has been estimated, and student feedback has been reviewed.
      Timeline: March 2015
      Outcome: List created; student savings estimated; student feedback being reviewed by Shouse
    - § Measure: If the project as implemented in the Spring 2015 semester is deemed successful, the project is implemented again during the Summer Sessions of 2015 and, midway through

the sessions, is evaluated using the same criteria for the Spring 2015 semester implementation.
Timeline: August 2015
Outcome: Project underway for implementation for Fall 2015 not for Summer Session 2015

- § Promote the newly developed New Titles List to faculty and evaluate the extent to which the New Titles List addresses faculty needs.
  - § Measure: List of ways in which liaison librarians and Collection Development Head have promoted the New Titles List.
    Timeline: June 2015
    Outcome: Liaisons have emailed faculty and talk with them about New Titles List
  - § Measure: Liaisons and Collection Development Head discuss faculty feedback and identify enhancements based on that feedback.
    Timeline: December 2014
    Outcome: More feedback is being sought; enhancements being considered
- o Digital Collections
  - § Formalize workflows for support of Special Collections exhibits that includes digitizing exhibit materials in advance of mounting of physical exhibit.
    - § Measure: Workflows established. Items for spring exhibits digitized in advance of mounting of said exhibits.
      Timeline: March 2015
      Outcome: The missionary exhibit was the "pilot project" for this goal. We successfully digitized 95% of the items at the time the exhibit went up. We proposed that all future large physical exhibits would have a matching collection page. ADS updated the request form to make it easier to transfer "ad hoc" jobs into the larger projects section. Now projects can be submitted in separate smaller jobs. They can more easily be grouped together for tracking and quality assurance purposes. For this goal to be successful moving forward, it will hinge on Special Collections planning the exhibits far enough in advance to allow processing, digitizing, cataloging and designing of any requested web pages.
  - § Complete digitization and OCR work on the Rare Books and Manuscripts card catalog to facilitate access to hidden collections.
    - § Measure: Cards digitized, OCR work and cleanup completed, associated metadata structured in a searchable format.
      Timeline: January 2015
      Outcome: The digitization and the OCR work have been completed. The cleanup is approximately 75% done. After losing 2/3 of the department with no replacements found, this goal had to be pushed back for a later deadline.
- o Electronic Resources Review Committee
  - § Develop and implement successful strategies to better promote access to library electronic resource collections and trials in order to both develop library collections that will facilitate academic success and increase awareness within the ECU community of these collections.
    - § Measure: List created of strategies that have been successfully developed and implemented.
      Timeline: June 2015
      Outcome: Top 10 databases poster was developed; Dawn Wainwright was made a member of the ERRC; worked closely with liaisons to share notices of trials.
    - § Measure: Qualitative feedback from members of the ECU community (e.g., students, ALS personnel, and instructors) regarding the usefulness of the strategies.
      Timeline: June 2015
      Outcome: ERRC Co-Chairs respond to individual faculty who fill out the trial response surveys.
- o ILS Services
  - § Continue to research and investigate new and current products in the library system and discovery tool markets and compare longer-term viability (also relevant to ALS Goal 4)
    - § Measure: Documentation of participation in SirsiDynix' Strategic Partner Program for BLUEcloud PAC and Cataloging initiatives to provide input regarding future development of their applications
      Timeline: June 2015
      Outcome: Attended three online meetings concerning the development of BLUEcloud PAC and Cataloging; due to close interaction of various modules and functionality items, separate SPPs for various modules and products were folded into two "'umbrella" SPPs - BLUEcloud Staff and BLUEcloud Patron Products; attended ILS demos arranged by ASERL
    - § Measure: Documentation of the number of opportunities such as webinars, articles, or meetings attended or promoted to library faculty and staff to learn about new features and development in the library system and discovery tool marketplace

Timeline: June 2015

Outcome: Forwarded e-mail messages to ALS, Laupus and ECSU personnel concerning webinars, meeting opportunities at ALA and Midwinter, and presentation/conference opportunities at national and regional COSUGI conferences

- § Measure: Documentation of the activities supported for the Discovery Advisory Board
  Timeline: Ongoing
  Outcome: Provided documentation and configuration information upon request;

§ Participate/support the development of the Blacklight project for an e-Library replacement

- § Measure: Documentation of participation by ILS Services in the Blacklight project
  Timeline: Ongoing
  Outcome: Provided Symphony/e-Library documentation and/or configuration information as requested for Blacklight functionality development; modified and tweaked script that transfers bibliographic records from the Symphony database to the Blacklight database

§ Develop a New Titles List functionality to promote new acquisitions to patrons

- § Measure: New Titles List specifications are identified; procedures to generate lists and create blog entries are developed; blog entries are posted on a weekly basis
  Timeline: September 2014
  Outcome: Worked with a group of people, primarily by e-mail, to identify the criteria for title inclusion on the list; created initial blog entry and made available for critique; generated procedures for the weekly log process; blog officially launched October, 2014; additional tweaking of categories done in June, 2015

o IT Operations

§ Continue to evaluate, improve, and support room 1418.

- § Measure: Migrate all iPads to the new iPad cart.
  Timeline: August 2014
  Outcome: Newer iPads were installed into the new cart. Swapped some of the cables with older cables and migrated half of the older ipads in to the new cart. Will work with RIS to possibly install the rest with the old cabinet in 1415.
- § Measure: Work with Smart Technologies to add enhanced AirMedia (wireless projection) to 1418.
  Timeline: December 2014
  Outcome: Wireless projection for ipads is now enabled in the room through the use of Reflector software and a private network.

§ Work with RIS and Marketing to develop strategies for Google Glass implementation in the classroom, and social media marketing.

- § Measure: Introduce Google Glass to RIS, and develop strategies for instruction.
  Timeline: Ongoing
  Outcome: The device is now being used by David Hisle. Unfortunately, Google has discontinued development on this product, and has ended the "Explorer" program.
- § Measure: Introduce Google Glass to Marketing, and use social media features to support marketing efforts.
  Timeline: December 2014
  Outcome: Purchasing this product turned out to be a mistake, at least so far. We could never get approval for the ECU network, and the product didn't live up to expectations when received. Google Glass lacked the apps available to be used in social media, and was too much of a "personal" device to be used by multiple people.

o Manuscripts & Rare Books

§ Partner with Research and Instructional Services and others within the Special Collections Division to improve bibliographic instruction marketing, lesson plans, and peer review.

- § Measure: Provide review training for combined lesson plan
  Timeline: September 2014
  Outcome: Combined lesson plan was redistributed in August 2014. Coordinated with Public Services Coordinator Matt Reynolds to ensure all relevant information to use and retrieve University Archives material was available to all Special Collections division members by start of Fall 2014 semester (August 2015). Combined lesson plan was used in all bibliographic instruction lessons.
- § Measure: Implement formalized peer review system for bibliographic instructors
  Timeline: February 2015
  Outcome: Implementation of peer review was halted on account of low bibliographic instruction requests for Spring 2015 semester. Other issues were raised concerning the need for more investigation into implementing peer review while maintaining critique

sensitivity. Improvement to instruction initiatives are tabled until a new Special Collections Public Services Librarian is hired in Summer/Fall 2015.

- § Measure: Develop marketing campaign to core-usage academic departments and document the number of departments reached.
  Timeline: April 2015
  Outcome: The Head of Public Services left his position with this goal incomplete.

- o Marketing Committee
  - § Review existing rack cards (flyers by elevator, etc) for clarity and accuracy. Suggest new subjects for production by the Marketing Department.
    - § Measure: Documentation of reviews and new cards produced.
      Timeline: December 2014
      Outcome: Several committee members reviewed and submitted edits to the rack cards in October. The Marketing Department made the revisions in November.
  - § Assist Marketing Department with creating two sets of 4-5 poster (series) for the Pirate CAVE wall. The first series is confirmed for E-resources. The topic for the second set will be determined by the committee.
    - § Measure: Production of two poster series. E-resources installed by October 2014. Second set installed by January 2015.
      Timeline: January 2015
      Outcome: The E-resources poster series was created by the Mktg Department with feedback from ERRC. The poster series was installed 10/6/14. The second set was created by Mktg Department and approved by Marketing Committee and installed 3/15.
  - § Social Media Group:
    1.1 Use social media outlets to engage followers and link academic achievement and the physical space of Joyner Library.
    - § Measure: Posting content about the physical space of Joyner 5-10 times per month (primarily Instagram and Pinterest).
      Timeline: May 2015
      Outcome: Instagram fulfilled this goal by posting between 2-10 times per month. Pinterest did not meet this goal. It was decided that it wasn't a feasible goal and a new direction is needed based on the capabilities and purpose of the platform. Twitter fulfilled this goal by posting about reserving study rooms. It also served as a means of communication whereby our account received tweets asking about hours and complaining about wifi. Facebook fulfilled this goal by posting about reserving study rooms, hours, services and resources (i.e. Book a Librarian), event invitations, scholarship opportunities and winners, and promoting features in the building.
  - § Social Media Group:
    1.2 Post content designed for students, including Distance Education, to foster a physical sense of community and disseminate library resources in an informal method.
    - § Measure: Posting content about library resources, events, and research assistance content at least 5 times per month (primarily Facebook and Twitter)
      Timeline: May 2015
      Outcome: : Facebook fulfilled this goal by posting about library resources, including online databases and tutorials, events, scholarship opportunities and winners, and research assistance at least 5 times per month. Twitter fulfilled this goal by posting about the Book a Librarian service, scholarly communications, and library events such as the Librarian to Librarian Networking Summit, for which Instagram posted content as well.
  - § Social Media Group: 1.3 Create, promote, and install the Instagram hashtag campaign and photo exhibit, #FirstYearECU (through August 2014). As part of the 2014 Instagram Photo Exhibit, the #FirstYearECU campaign will encourage Fall 2014/Spring 2015 freshman to document their experience photographically through June 2015. These photos will be collected and installed as part of the 2015 Instagram Photo Exhibit.
    - § Measure: Installation of an Instagram photo exhibit featuring student-submitted content, 40-50 images; feedback received.
      Timeline: June 2015
      Outcome: This goal was fulfilled. The photo exhibit went up and stayed until October 2014. A poster was displayed with the gallery and it was posted on Instagram, but there were no submissions for the #FirstYearECU hashtag campaign. There are plans to try it again with better publicity or do away with it completely.
  - § Social Media Group: 1.4 Increase followers across all platforms via promotions and outreach.
    - § Measure: Increase followership across social media platforms ranging from 10% to 25%. *Log followers for each platform on 6/27/14

Increase Facebook followers (1,117) by 10%; Increase Twitter followers (774) by 10%; Increase Instagram followers (374) by 20-25%; Increase Pinterest followers (67) by 20-25%.

Participation in outreach events such as Pet Therapy and promotions such as Instagram hashtag campaign to recruit followers.
Timeline: June 2015
Outcome: : Increase followership across social media platforms ranging from 10% to 25%.
*Log followers for each platform on 6/27/14:
Increase Facebook followers (1,117) by 10%
Increase Twitter followers (774) by 10%
Increase Instagram followers (374) by 20-25%
Increase Pinterest followers (67) by 20-25%.

- § Social Media Group: 1.5 Document patron interactions for Twitter and Pinterest accounts between August 26-December 18, 2014.
  - § Measure: Reporting of patron retweets and pins for Twitter and Pinterest accounts.
    Timeline: December 2014
    Outcome: : Both accounts fulfilled this goal. Twitter had 77 retweets from August to December
    2014 and 138 retweets from January to April 2015. Pinterest had 17 repins and likes from August to December and 89 repins and likes between December 2013 (when it was created) and April 2015.
- o Marketing Department
  - § Revise existing rack cards (flyers by elevator) and create new ones at the direction of the Marketing Committee.
    - § Measure: Documentation of edits and new cards produced.
      Timeline: January 2015
      Outcome: Several members of the Marketing Committee submitted rack card edits. The Marketing Department made revisions in November.
  - § Produce two sets of 4-5 poster (series) for the Pirate CAVE wall.
    - § Measure: The first series is confirmed for E-resources. The topic for the second set will be determined by the Marketing Committee.

      Timeline: E-resources installed by October 1, 2014. Second set installed by January 9, 2015.
      Timeline: January 2015
      Outcome: The Marketing Department created the E-resources series with feedback from ERRC. The series was installed 10/6/14. The Marketing Department created the second series with the approval of the Marketing Committee. It was installed 3/15.
  - § Increase student and faculty awareness of Joyner Library and Virtual Library collections and trialed resources by promoting these collections and resources through the creation of digital and print materials (i.e., poster series, rack cards, plasma slides, web banners, digital flyers) at the direction of the Collection Development Department and the Electronic Resources Review Committee.
    - § Measure: Creation of digital and print materials; distribution at outreach sessions, via email, displayed on library walls, web site, and plasma screens.
      Timeline: May 2015
      Outcome: The Marketing Department created rack card, digital flyers, and plasma slides at the direction of ERRC including Top Five databases and Mango Languages. The Marketing Department promoted BrowZine on social media. The Marketing Department created a marketing plan for RIS Evening Services which included plasma slide, digital flyer, rack card, and social media promotions with budget requests for 2015-16.
- o Monographic Acquisitions & Preservation & Conservation
  - § Develop acquisitions process for the purchase of children's ebook titles through Mackin.
    - § Measure: Workflow for ebooks purchased through Mackin established, process documented, and task(s) assigned to staff member(s).
      Timeline: September 2014
      Outcome: The Mackin interface for ebook delivery was set up and customized with ECU branding but issues with getting it to work with EZ Proxy delayed implementation. By the time it was ready, the JCML allocation was mostly expended, therefore purchases of ebooks will occur during the 2016FY.
  - § Develop acquisitions process for EBL to be the second preferred ebook platform for firm order ebooks.

- § Measure: Work with E&CR Acquisitions members to establish platform, refine workflow for sharing information about activation and availability of MARC records, process documented, and task(s) assigned to staff member(s).
  Timeline: December 2014
  Outcome: The EBL platform was set up and customized with ECU branding and the workflow for EBL purchases duplicates the workflow that was already in place for Ebrary purchases. We have been making purchases of EBL titles since September 2014 and thus far have acquired 45 titles.
- § Market the monograph materials purchased for our collection; find avenues to raise awareness of the ways our collection supports the research needs of the university community.
  - § Measure: Newly received titles are posted on a regular basis to the library's social media presence.
    Timeline: Ongoing
    Outcome: This objective was not met because regular posts were not made. Some sporadic posts of new title information occurred. This will carry over and the plan is to give this as a regular assignment to our newest staff member due to interest and the available time to properly devote to it.
- o Music Library
  - § Revise personal music librarian program plan based on our assessment of the 2013-14 program, implement revised plan, and assess the new program with the goal of retaining or discontinuing the following year.
    - § Measure: Revision finalized
      Timeline: August 2014
      Outcome: Completed.
    - § Measure: Revised program implemented
      Timeline: March 2015
      Outcome: Grad reception completed with 4 of the 15 invitees in attendance; undergrad MUSC 1000 session completed 1/27/15 with 12 contacts out of 72; this is an 18% contact rate.
    - § Measure: Reassessment completed with a goal of 25% of patron participants making contact with their personal librarians, and the decision whether to continue made
      Timeline: June 2015
      Outcome: Completed; although 18% percent is far above the response rate of other personal librarian programs in the published literature, our conclusion is that it is not at a level that justifies our continued effort; we plan to continue with the MUSC 1000 sessions at the beginning of the spring semester, extending our desire to assist during these sessions and then allowing each student to self-choose their personal librarian; the department is planning a joint-authored article reporting our conclusions about the effectiveness of the traditional personal librarian program concept.
- o North Carolina Collection
  - § Implement chat reference for a combined Special Collections service point.
    - § Measure: Documentation of procedures, training and scheduling guidelines is complete.
      Timeline: January 2015
      Outcome: Documentation was in place by March 2015.
    - § Measure: 100% coverage of scheduled hours.
      Timeline: June 2015
      Outcome: The service is available at any time our service desk is staffed. Use by patrons, however, has been limited.
  - § Partner with Research and Instructional Services and others within the Special Collections Division to improve bibliographic instruction marketing, lesson plans, and peer review.
    - § Measure: Provide review training for combined lesson plan
      Timeline: October 2014
      Outcome: Combined lesson plan was redistributed in August 2014.
    - § Measure: Develop marketing campaign to core-usage academic departments and document the number of departments reached.
      Timeline: April 2015
      Outcome: The Head of Public Services left his position with this goal incomplete.
    - § Measure: Implement formalized peer review system for bibliographic instructors.
      Timeline: February 2015
      Outcome: Implementation of peer review was halted on account of low bibliographic instruction requests for Spring 2015 semester. Other issues were raised concerning the need for more investigation into implementing peer review while maintaining critique

sensitivity. Improvement to instruction initiatives are tabled until a new Special Collections Public Services Librarian is hired in Summer/Fall 2015.

- o Research & Instructional Services
  - § Fully implement tablet-based library instruction in room 1418.
    - § Measure: Train RIS employees on further use of instructional applications used on tablets.
      Timeline: September 2014
      Outcome: Hisle individually trained the RIS instructors who teach COAD on the Snap6 application. He researched iPads in instruction and produced and distributed a 12-page report for use by RIS instructors titled "iPads in Library Instruction: Best Practices." This report reviews the current literature, includes a before-and-after checklist for those teaching iPad-based classes in 1418, highlights important apps, and provides basic information on Airplay and iPad navigation.
    - § Measure: Schedule room 1418 for 25-30% of COAD 1000, ENGL1100, and ENGL1200 courses occurring in fall and spring semesters using tablets for instruction.
      Timeline: June 2015
      Outcome: This goal was not fully met. Based on the literature review and current best practices, iPad instruction was increased in COAD 1000 classes, while ENGL 1100 and ENGL 1200 classes continued to use laptops and desktops. 1418 was scheduled for 9 out of 107 ENGL 1100 courses (~8%), 6 out of 21 ENGL 1200 courses (~29%), and 13 of the 33 COAD courses (39%). This data was calculated from the room reservation system and does not count courses that did not happen in the building.
    - § Measure: Solicit feedback from instructors whose classes were conducted using iPads, either informally or through a more formal survey.
      Timeline: May 2015
      Outcome: Informal feedback was solicited from instructors after class. In addition to instructors, we solicited informal feedback from students using the Snap6 app. This feedback translated into direct improvements to the app, including two new "warning" messages before the activity completes and better integration of team names into the email completion form.
    - § Measure: Create a plan for enhancement for iPad instruction.
      Timeline: June 2015
      Outcome: Researched iPads in instruction and produced and distributed a 12 page report for use by RIS instructors titled "iPads in Library Instruction: Best Practices." This report reviews the current literature, includes a before-and-after checklist for those teaching iPad-based classes in 1418, highlights important apps, and provides basic information on Airplay and iPad navigation.
  - § Conduct a pilot study with COAD 1000 making use of a scavenger hunt to instruct students on learning outcomes related to locating a book in the catalog and stacks, as well as identifying key library locations.
    - § Measure: Complete the scavenger hunt for 75% of COAD1000 classes attending library instruction during the fall semester.
      Timeline: December 2014
      Outcome: COADs with an assignment or who requested specific instruction (by no means a small number) were not given the scavenger hunt, as that class time was used for other purposes. Of the COADS who did not have a specific research assignment, 100% were given the scavenger hunt in 1418. Additionally, Hisle and Webb presented the app to the COAD instructors during a training session on May 15, 2015. We hope this will increase the interest in the app.
    - § Measure: Assess the scavenger hunt in 100% of sections taking part in the scavenger hunt to see how well the student learning outcome was met.
      Timeline: February 2015
      Outcome: 100% of COAD 1000 classes using the Snap6 app were assessed, with a high rate of completion (a "click-out" usability issue encountered early by 2 groups was resolved in a later iteration of Snap6.) COAD instructors who specifically requested research-based instruction--usually owing to a specific assignment their students were working on--continued to receive laptop or desktop-based instruction on One Search and the multidisciplinary databases, as per current best practices with tablet devices in library instruction (see "iPads in Library Instruction: Best Practices".)
    - § Measure: Write a short report on the outcomes of the pilot.
      Timeline: February 2015
      Outcome: Hisle wrote a piece for the eNewsletter and presented a poster at the 2015 Think-In on the topic.

§

  § Measure: Survey current users of the consultation service to reveal what users expect from the service, level of satisfaction, and questions related to timeliness of service.
  Timeline: December 2014
  Outcome: A questionnaire was completed with questions informed by a listserv thread provided by Lewis and crafted by Hoover and Webb. The questionnaires were sent out by Skoczylas at the completion of any scheduled research consultation during the fall semester. Responses were considered by the department head during the fall semester and the winter intercession. Unfortunately, only five people responded to the Consultations Questionnaire on Qualtrics. Two of the respondents were undergraduate students and three were graduate students. No faculty members responded to the survey.

  § Measure: Consider alternative formats for consultation service and consider for a possible pilot.
  Timeline: May 2015
  Outcome: At the same time that the questionnaire was being circulated to users of the service, Webb read an article in the October issue of C&RL News outlining the use of the product YouCanBook.Me to schedule research consultations at Oakland University. Stilley, Hoover, and Webb tested the software during the course of the fall semester and deemed it fit for use for the needs of the department. In December, Hoover and Webb worked to customize the software and Reece customized the header and footer of the YouCanBook.Me interface to make it look as if it was part of the ECU Libraries' suite of pages. The name of the service was changed to "Book a Librarian," which was considered by the department to be more user friendly for undergraduates. The change was communicated to Andresen at Laupus Library at this point in the process and they set up their own version of the YouCanBook.Me software. A tryout session was scheduled and completed on January 9th, which allowed Skoczylas to test the process of scheduling Book a Librarian sessions with the rest of the people in the department. The tryout was a one hour session that included RIS faculty and staff going in to Book a Librarian in their own office, then filling out the form as a student. Skoczylas then received the faux bookings and scheduled the librarians for sessions. The site went live on the first day of the spring semester.

  § Measure: After doing this, revise marketing and form to better inform campus community what the service entails.
  Timeline: June 2015
  Outcome: The marketing materials for the service were revised by Wainwright in late January, with drafts circulated to the department around January 30. Marketing blurbs were sent to Announce, Official ECU Faculty, ALS, and the eNewsletter on February 4, 2015. So far, the verbal feedback is very good from faculty and users of the service.

  § Measure: Write a report on the results of this study and deliver to the DEC.
  Timeline: May 2015
  Outcome: Webb wrote and delivered a written report to the DEC about the process of changing the service in mid-December.

o Teaching Resources Center
  §
    § Measure: Based upon identified and documented faculty needs, 100% of the requested online instructional sessions are taught, 100% of the requested LibGuides are created, and two tutorials are created.
    Timeline: June 2015
    Outcome: 100% of the requested online instructional sessions were taught; 100% of the requested LibGuides were revised or created; since the Instructional Technology Librarian did not begin employment until December 1, 2015, no tutorials were created; two tutorials are scheduled to be completed by the end of August 2015.
  §
    § Measure: E-book bibliographies are created and posted on our webpage; the number of downloads are documented and reported.
    Timeline: December 2014
    Outcome: Not met; ECU and MackinVIA experienced numerous compatibility problems with establishing an EZ Proxy authentication being the major one; the problem has been resolved, but the TRC's allocation for the academic year was already depleted; children's e-

books will be purchased with 2015/2016 funds and bibliographies will be created and posted in the upcoming academic year.

- § Measure: The e-book collection is emphasized in all instruction classes, in the TRC's Fall and Spring newsletters, and via email and social media; these numbers, including the number of emails sent and social media posts, are documented and reported.
  Timeline: June 2015
  Outcome: Not met; this measure will be carried over to the 2015/2016 academic year.

- o University Archives and Records Management
  - § Partner with Research and Instructional Services and others within the Special Collections Division to improve bibliographic instruction marketing, lesson plans, and peer review.
    - § Measure: Provide review training for combined lesson plan
      Timeline: October 2014
      Outcome: Combined lesson plan was redistributed in August 2014. Coordinated with Public Services Coordinator Matt Reynolds to ensure all relevant information to use and retrieve University Archives material was available to all Special Collections division members by start of Fall 2014 semester (August 2015). Combined lesson plan was used in all bibliographic instruction lessons performed by University Archives and Records staff.
    - § Measure: Implement formalized peer review system for bibliographic instructors
      Timeline: February 2015
      Outcome: Implementation of peer review was halted on account of low bibliographic instruction requests for Spring 2015 semester. Other issues were raised concerning the need for more investigation into implementing peer review while maintaining critique sensitivity. Improvement to instruction initiatives are tabled until a new Special Collections Public Services Librarian is hired in Summer/Fall 2015.
    - § Measure: Develop marketing campaign to core-usage academic departments and document the number of departments reached.
      Timeline: April 2015
      Outcome: Multiple efforts to increase use of University Archives material have been implemented such as meetings with members of the English, History, Foreign Language, and Library Science faculty during Fall 2014 and Spring 2015 semesters. Additionally, presentations were made at the 1st DIISH symposium at East Carolina University (March 2015), the Pitt County Golden K club (September 2014), Greenville, NC Rotary Club (March 2015), and ECU Ambassadors (August 2014) to promote use of our collections among the campus and local community. Despite those efforts, bibliographic instruction statistics saw a decline from on campus departments. Efforts to increase usage of our materials among local users continues through outreach efforts to community leaders and civic groups.

- • (ALS 2) Provide the University community with library resources, services, and programming that facilitate leadership, continuing professional development and life-long learning.
  - o Administrative Services
    - § Establish a Student Friends of Joyner Library group or a student advisory group to serve as advocates and representatives for Joyner Library, provide feedback on Library initiatives and services, and advocate for the perspectives of the student body. Simplify the membership process by using an online application form.
      - § Measure: Group is formed; online application form is active; number of initial members
        Timeline: January 2015
        Outcome: We decided to establish the Student Friends group as an "ECU SGA-recognized group" which should help with publicity and sustainability. Unfortunately, this was a turbulent year for SGA with changes in leadership midway through the year. We were not able to complete the SGA approval process this year and will carry this objective forward to next year.
      - § Measure: Number of meetings, contacts, events; administrative feedback on usefulness of the group; feedback from members on usefulness of the group
        Timeline: Ongoing
        Outcome: This measure was dependent on the creation of the group so has not been accomplished.
    - § Develop a list of ECU emeritus faculty and a process for updating list and make at least one contact with emeritus faculty.
      - § Measure: List created; documentation of process; documentation of contacts and responses.
        Timeline: December 2014
        Outcome: List developed. Process for updating list established. Emeritus faculty group contacted regarding presenting a program at an emeritus faculty meeting.
  - o Exhibit Committee

- § Evaluate the viability of an annual faculty exhibition; consider changing it to every other year.
  - § Measure: Feedback from the Exhibit Committee and the SOAD Faculty
    Timeline: October 2014
    Outcome: The committee agreed change was needed to make the Faculty Show more successful. It was agreed to have the show every other year and to possibly open it up to all Faculty, not just SOAD Faculty. A SOAD Faculty Show was held with much success on March 25 - May 8, 2015. This exhibition was a replacement show for the Annual SOAD Faculty Show that is normally held at Gray Gallery.
- o IT Operations
  - § Work with Joyner Library tenants to develop Memorandum of Understandings about service expectations and develop lead time procedures.
    - § Measure: Meetings held and MOU's completed. Procedures developed.
      Timeline: September 2014
      Outcome: We met with OFE and STEPP, and delivered an MOU which included lots of great information about Building Operations, Security, Events, and IT support in the library. However, only STEPP has actually followed the procedures outlined in the MOU.
- o Manuscripts & Rare Books
  - § Increase access and use of department collections by collaborating with Digital Collections to digitize and make available online departmental materials.
    - § Measure: Using priorities established from assessments of collections, identify one collection for complete digitization.
      Timeline: February 2015
      Outcome: The Paul A. Putnam Papers was chosen to be fully digitized.
    - § Measure: Collection digitized and available to users.
      Timeline: May 2015
      Outcome: Members of the department identified the Paul A. Putnam papers for collection-level digitization. These papers consist of correspondence, diaries, photographs, clippings, citations and orders, all related to Putnam's career as a Brigadier General in the U.S. Marine Corps. The production team in Application and Digital Services will finish digitizing the collection by June 30, 2015.
- o Marketing Department
  - § Produce marketing materials for the Student Friends of Joyner Library (or student advisory group).
    - § Measure: Digital and print materials promoting the new Student Friends of Joyner Library and to recruit members are produced.
      Timeline: March 2015
      Outcome: The formation of the group was delayed so this objective was not completely met. However, a poster about a student Friends group was created and mounted on the stairwell wall leading to the Pirate Cave.
- o North Carolina Collection
  - § Continue to expand and improve the North Carolina Periodicals Index
    - § Measure: Report submitted to AD of Special Collections documenting possibilities for updating the public and production interfaces of the NCPI with time and cost estimates, and a recommendation for action.
      Timeline: May 2015
      Outcome: Recommendations for changes to the NCPI were submitted by June 2015.
    - § Measure: Document how the NCPI is being used by patrons and submit a report to the AD of Special Collections detailing how it will affect NCPI workflows and further actions.
      Timeline: March 2015
      Outcome: Statistics for use of the NCPI were collected by June 2015.
- o Research & Instructional Services
  - § Research the existing methods for providing multimedia software instruction (video editing, audio editing, etc).
    - § Measure: Conduct a literature review and review the websites of other institutions to learn about ways to provide multimedia software instruction.
      Timeline: December 2014
      Outcome: This goal was partially completed. Webb conducted a literature review and research project during October and November 2014 to look at multimedia software instruction at ECU and other universities. This multi-part research project took the form of a nine-page report that was delivered to Sanders and Lewis on December 1, 2014. It included an annotated bibliography, an environmental scan of ECU's websites and multimedia offerings, and a large-scale environmental scan of university libraries' websites to identify other

schools providing multimedia software instruction and the method for delivering that instruction.

- § Measure: Develop and implement a pilot project for an instructional series on this topic.
  Timeline: June 2015
  Outcome: When the department crafted the goal, we were convinced that Webb's prior experience with multimedia instruction and a lack of services for students on this topic would lead to RIS to create a small instructional pilot. At the time the goal was created, ECU did not have access to Lynda.com. The report did not include a key element of information needed to move forward: It did not uncover whether there is a dire need for multimedia instruction at ECU. Drop-in workshops at Joyner have not been well attended (RefWorks, etc). Therefore, further research is needed before Joyner Library jumps in to offering multimedia instruction. It would be helpful to know how many professors incorporate a multimedia assignment in their syllabus and assess demand at the course level. At this time, there has been no attempt by RIS or ECU Libraries to document local demand for multimedia services, but this will be our next step.

- o Teaching Resources Center
  - § Provide formal classes on standard operations of SMART Boards and creating SMART activities/lesson plans for students and faculty within the College of Education.
    - § Measure: Lesson plans for teaching SMART Board classes are developed.
      Timeline: February 2015
      Outcome: Three lesson plans were developed; one was geared toward faculty members and the remaining two were aimed at COE students; lessons included basic SMART Board features and functions, the TPACK framework, developing lesion plans, and sample activities educators can use as models when creating individual lessons.
    - § Measure: Three SMART Board standard operations classes are taught.
      Timeline: April 2015
      Outcome: Five classes covering standard operations of the SMART Board were taught; in addition to these five classes, two sessions were taught to students enrolled in EDTC 4001 classes.
    - § Measure: Three SMART Board activities/lesson plans classes are taught.
      Timeline: April 2015
      Outcome: Three classes teaching students how to develop SMART Board activities and lesson plans were taught; in addition to these classes, three classes were taught to students enrolled in EDTC 4001 and SCIE 3216 classes.
    - § Measure: An assessment tool is created and administered to 100% of the students enrolled in the classes and 100% of the instructors.
      Timeline: February 2015
      Outcome: Three Qualtrics surveys were created and used as assessment tools; one survey was designed for faculty who attended the SMART standard operations classes and a second survey was for students who attended the equivalent workshop; the third survey was designed for students who attended the SMART activities/lesson plans workshops; 100% of the faculty and students were encouraged to complete the assessment tool.
    - § Measure: Assessment results are analyzed and discussed with the head of the TRC and instruction team; 100% of the classes are revised based on assessment results.
      Timeline: July 2015
      Outcome: Assessment results were analyzed and discussed with the TRC's Head of Service; 100% of the lessons were revised based on the assessment results; the assessment tools were revised as well and an additional session, SMART Board Intermediate Level, will be offered during the 2015/2016 academic year.

- o University Archives and Records Management
  - § Provide research and material support to campus units in conjunction with improvements, events, and celebrations with historic value.
    - § Measure: To support Faculty Senate Anniversary, process faculty senate minutes and work with Digital Collections to digitize minutes.
      Timeline: May 2015
      Outcome: Scanning of Faculty Senate records was completed in March 2015. Access links were sent to Faculty Senate program coordinator Lori Lee that same month. Scanned images are available in Digital Collections under their own sub-heading (April 2015). Faculty Senate was pleased and indicated a desire to partner more closely with University Archives for future projects, including creation of historic faculty manual resource and the digitization of other documents in their possession which document shared governance at East Carolina.

- § Measure: To support ECU Career Center building anniversary, provide images and other content to event organizers.
  Timeline: August 2014
  Outcome: Images, text, and artifacts were provided to support Pop Up Event Open House held August 2014. A brief narrative of the history of the building and its occupants was also prepared and used in event planning. Additionally, UA supported research by University Historian Tucker to provide keynote speech for event regarding history of the Career Center building.
- § Measure: To support ECU Sports Hall of Fame renovation, provide content to renovation organizers.
  Timeline: August 2014
  Outcome: Images, research support, and scanned material were provided to Athletics Department Creative Services staff in August 2014, and were used in the newly opened ECU Sports Hall of Fame. Additional materials and research support will be given at such time any displays are changed, updated, or modified.
- **(ALS 3) Partner with faculty to prepare students with the information literacy and critical thinking skills needed to succeed in a multicultural and global society.**
  - o Digital Collections
    - § Promote "My Collections" by developing and distributing promotional materials for distribution to academic departments by their associated Joyner liaisons. Meet with interested faculty as requested.
      - § Measure: Distribute promotional materials (October, 2014), meet with faculty as requested (ongoing), report use as part of 2014-2015 reporting cycle.
        Timeline: June 2015
        Outcome: Before vacating the position Matt Reynolds sent out a couple emails promoting this feature. Additionally, he attended one university faculty event and asked for comments and feedback on the project. With Matt moving into a new role in the library, the failed search for the new head, and the lack of a replacement being found, this goal was not completed.
  - o Manuscripts & Rare Books
    - § Identify and meet with faculty from core-use academic departments to collaborate and offer course specific bibliographic instruction to improve information literacy in their fields. Partner with RIS to ensure consistent information for all types of instructional sessions are offered to faculty members.
      - § Measure: Document collaborative efforts with RIS.
        Timeline: August 2014
        Outcome: Met with Instruction Coordinator Hisle to discuss how to implement technology into bibliographic instruction in October 2014. Observed student use of 6 item tagging app in November 2014. Further discussed elements for strengthening promotion of Southern Literature materials in Special Collections with Hisle in January 2015. Some ideas were implemented in assisting ENGL graduate students working with the Stuart Wright Collection
      - § Measure: Number of faculty met
        Timeline: May 2015
        Outcome: Met directly with faculty members including these number from academic units: 5 history department (Procopowicz, Tucker, Dudley, Parkerson, Thompson, 1 communications (Tuttle), 3 English (Tedesco, Steen, Douglas), and library science (Harer).
    - § Demonstrate how Special Collections Division is currently partnering with faculty to develop critical thinking skills needed to succeed in a multicultural and global environment using primary source materials in innovative ways.
      - § Measure: Presentation developed with 2 or 3 examples.
        Timeline: September 2014
        Outcome: Example of partnership with Wade Dudley provided for library presentation.
  - o Music Library
    - § Develop, implement, and assess an undergrad award, funded by the Conrad Sharpe Endowment, for most outstanding music student paper.
      - § Measure: Concept developed
        Timeline: August 2014
        Outcome: Completed.
      - § Measure: Award implemented
        Timeline: May 2015
        Outcome: Completed, with no award made.
      - § Measure: Award assessed
        Timeline: June 2015

Outcome: Completed; we will repeat next year, emphasizing the need for professors to work with the students to thoroughly edit the papers and create better abstracts.

- North Carolina Collection
  - § Identify and meet with faculty from core-use academic departments to collaborate and offer course specific bibliographic instruction to improve information literacy in their fields. Partner with RIS to ensure consistent information for all types of instructional sessions are offered to faculty members.
    - § Measure: Document collaborative efforts with RIS.
      Timeline: August 2014
      Outcome: Met with Instruction Coordinator Hisle to discuss how to implement technology into bibliographic instruction in October 2014. Observed student use of 6 item tagging app in November 2014. Further discussed elements for strengthening promotion of Southern Literature materials in Special Collections with Hisle in January 2015.
    - § Measure: Number of faculty met.
      Timeline: April 2015
      Outcome: The Head of Public Services left his position without completing this goal.
  - § Demonstrate how Special Collections Division is currently partnering with faculty to develop critical thinking skills needed to succeed in a multicultural and global environment using primary source materials in innovative ways.
    - § Measure: Presentation developed with 2 or 3 examples.
      Timeline: September 2014
      Outcome: The presentation was developed with examples from the History Department and English Department by December 2014.
- Research & Instructional Services
  - § Design, implement and market instructional Blackboard modules to be included in courses.
    - § Measure: Complete and roll out plagiarism module created in spring of 2014.
      Timeline: October 2014
      Outcome: The plagiarism module was completed by the EDTC capstone students by August 2014. We had feedback from a few faculty members, including Phil Lunsford. This module has been embedded in 52 classes so far.
    - § Measure: Create module for Psychology department based on existing materials.
      Timeline: October 2014
      Outcome: The Psychology module was completed in August of 2014 in collaboration with Professor Amy Lyndon. Dr. Lyndon presented it to the entire PSYCH department at a departmental meeting and Rhodes sent out an email on August 25 to the entire department. It has been embedded five times. There is a quiz in the module, but Dr. Lyndon has left ECU so the RIS team has not pulled out the data from the quiz.
    - § Measure: Create a module dealing with the topic of critical thinking.
      Timeline: January 2015
      Outcome: The Critical Thinking module was completed by January 1, 2015.
    - § Measure: Market modules to the greater campus community through marketing to faculty members.
      Timeline: Ongoing
      Outcome: The modules have been heavily marketed in the following ways: Presentations to faculty through OFE and individual meetings, flyers handed out at New Faculty Orientation, a poster by Rhodes and Webb for the Think-In 2015, mass email through ECU Official and Announce, and the Joyner eNewsletter. The initial assessment plan included simply counting the number of times that the modules were embedded, but this does not take in to account how many times the courses are copied over. Since April of 2015, Rhodes has also started counting views of embedded YouTube videos coming from Blackboard, data from a "was this information helpful" poll on each module, and ECU page views to the Database List coming from Blackboard (using Google Analytics). Additionally, Rhodes is now asking for permissions on the Blackboard request form to go in and gather statistics from courses with embedded content.
  - § Work to expand instructional reach in the evenings. Conduct project to go through fall/spring catalog and make contact with instructors teaching after 5:00.
    - § Measure: Identify 100% of courses being taught after 5 PM.
      Timeline: October 2014
      Outcome: The Evening Librarian identified all classes taught after 3:00 PM by contacting and gaining this information from the Registrar's Office.
    - § Measure: Make contact with 30 instructors.
      Timeline: October 2014

Outcome: The Evening Librarian (Stilley) met the goal of contacting 30 instructors to offer instructional services.
- § Measure: Schedule 10 sessions.
  Timeline: December 2014
  Outcome: The goal to schedule 10 sessions was not fully met, but 8 sessions were scheduled. Good feedback was received from several professors. All of this was done. The identification portion was completed on October 1st, the analysis portion was done during October and November, and instructors were contacted during the week of January 12th.
- § Look for ways to collaborate with and reach out to faculty teaching Writing Intensive courses being offered on campus to offer course-integrated information literacy instruction. Review the catalog for Writing Intensive courses being taught in the fall and spring semesters. Conduct outreach to professors and adjuncts teaching these courses to offer instruction for research projects.
  - § Measure: Review the catalog for 100% of Writing Intensive courses.
    Timeline: October 2014
    Outcome: The Admin student went through the catalog and found all of the Writing intensive courses, but the RIS team decided to use the Writing Intensive Mentors listing to reach out to the WI instructors.
  - § Measure: Contact 20 instructors.
    Timeline: February 2015
    Outcome: The Writing Intensive Mentor list was divided up by the department and each person contacted 2-3 instructors. This means 43 instructors were contacted.
  - § Measure: 10 new instructional offerings provided to Writing Intensive faculty (examples include in-person class, LibGuides embedded in Blackboard, or embed Blackboard module).
    Timeline: April 2015
    Outcome: Dr. Kerbs brought in his two JUST 3200 course sections and we provided 32 Book a Librarian sessions to his students (his 64 students came in pairs). Since we did not add a special qualifier "check box" on the instruction request form, we did not track which incoming courses were writing intensive.
- § Demonstrate how ALS is currently partnering with faculty to prepare students with information literacy and critical thinking skills needed to succeed in a multicultural and global environment and how new partnerships can be developed by creating a presentation with examples from various departments and programs.
  - § Measure: Presentation developed with 4 examples. 3-5 departments/programs represented.
    Timeline: September 2014
    Outcome: In a presentation titled "Library and Faculty Instructional Partnerships for Student Success," testimonials from a diverse and active group of campus faculty were collected, edited, and presented in a 30-slide presentation highlighting important collaborations between Joyner Library and the faculty. These testimonials represented a range of disciplines, including English, Project STEPP, Recreation & Leisure Studies, Geology, Kinesiology, Engineering, Business, and History.
- o Teaching Resources Center
  - § Needs of online teaching faculty within the College of Education and the Department of Child Development and Family Relations will be assessed.
    - § Measure: An assessment tool is created.
      Timeline: December 2014
      Outcome: A Qualtrics survey was created.
    - § Measure: The assessment tool is distributed to all online teaching faculty within the College of Education and the Department of Child Development and Family Relations.
      Timeline: January 2015
      Outcome: The survey was distributed via email to the 122 COE faculty members and 12 CDFR faculty members who taught a DE course Fall 2014 or who were currently teaching a DE course during the Spring 2015 semester.
    - § Measure: Assessment results are analyzed and discussed with the head of the TRC and instruction team; a summary of the results are shared with Administration.
      Timeline: March 2015
      Outcome: Assessment results were analyzed and discussed with the TRC's Head of Service, the Instruction Team, and at a Core Meeting. The department's Head of Service shared a summary of the results with the Assistant Director for Public Services.
  - § Continue marketing TRC services and resources to students and faculty within middle and secondary teacher education programs.

§ Measure: All department chairs and faculty within these programs are identified; a TRC faculty member contacted all department chairs and requested to be placed on the agenda of a department meeting or offered to host a department meeting in the TRC; the number of meetings attended and held in the TRC are documented and reported.
Timeline: October 2014
Outcome: Not met; this measure will be carried over to the 2015/2016 academic year; a list of faculty has been generated and invitations will go out in August; two TRC faculty members attended a Department of Mathematics, Science, and Instructional Technology Education (MSITE) department meeting and discussed resources, services, and spaces the TRC can provide to both faculty and students.

§ Measure: All faculty within these programs received invitations to bring their classes to the TRC for an orientation.
Timeline: January 2015
Outcome: Not met; this measure will be carried over to the 2015/2016 academic year; a list of faculty has been generated and invitations will go out in August.

§ Measure: 100% of the requested tours are given.
Timeline: June 2015
Outcome: 100% of the requested tours were given.

§ Measure: Two open houses are held; the number of attendees and feedback are documented and reported.
Timeline: March 2015
Outcome: The TRC partnered with the College of Education to host the Fall Open House in October with 106 individuals in attendance; the TRC partnered with the College of Education to host Pirates Aboard in March with 50 individuals in attendance.

§ Measure: All faculty within these programs areas received emails highlighting new TRC resources, services, and facility enhancements and copies of the TRC's newsletter each Fall and Spring; these numbers, including the number of emails sent, are documented and reported.
Timeline: June 2015
Outcome: The Fall 2014 issue of The Treasure Chest was distributed via email to faculty within these teacher education program; the Education & Instructional Technology Librarian wrote seven blog posts for the COE's blog highlighting TRC resources and services.

§ Continue marketing TRC resources supporting K-12 Common Core Standards.
§ Measure: Common Core bibliographies are created and posted on the department's webpage; the number of downloads are documented and reported.
Timeline: December 2014
Outcome: Four Common Core bibliographies (Language Arts, Science, Social Studies, and Mathematics) were created and are available on the department's website.

§ Measure: Hard copies of Common Core bibliographies are available in the TRC; the number of copies distributed are documented and reported.
Timeline: December 2014
Outcome: Hard copies of four Common Core bibliographies (Language Arts, Science, Social Studies, and Mathematics) were created and are available in the TRC.

§ Measure: Resources and bibliographies were emphasized in 100% of the appropriate instructional classes, in the TRC's Fall and Spring newsletters, and via email and social media; these numbers, including the number of emails sent and social media posts, are documented and reported.
Timeline: June 2015
Outcome: Common Core bibliographies were emphasized in 100% of the appropriate instructional classes.

§ Market TRC services and resources to graduate, advanced certification, and doctoral faculty within the College of Education.
§ Measure: Orientations (online and face-to-face) are offered to all faculty within these areas.
Timeline: June 2015
Outcome: Two email messages were sent to all COE faculty offering either online or face-to-face orientations for them and/or their students; faculty members held two formal orientation classes to doctoral students highlighting the department's resources and services; weekend classes were held for doctoral students throughout the Fall and Spring Semesters; a rapport with several doctoral faculty members have been established and weekend classes will continue during the 2015/2016 academic year.

§ Measure: Faculty teaching these courses are receiving updates via email of new TRC

resources, services, and facility enhancements and receiving copies of the TRC's Fall and Spring newsletter; the number of email messages sent are documented and reported.
Timeline: June 2015
Outcome: The Fall 2014 issue of The Treasure Chest was distributed via email to faculty within these teacher education program; the Education & Instructional Technology Librarian wrote seven blog posts for the COE's blog highlighting TRC resources and services.

- o University Archives and Records Management
  - § Identify and meet with faculty from core-use academic departments to collaborate and offer course specific bibliographic instruction to improve information literacy in their fields. Partner with RIS to ensure consistent information for all types of instructional sessions are offered to faculty members.
    - § Measure: Document collaborative efforts with RIS.
      Timeline: August 2014
      Outcome: : Met with Instruction Coordinator Hisle to discuss how to implement technology into bibliographic instruction in October 2014. Observed student use of 6 item tagging app in November 2014. Further discussed elements for strengthening promotion of Southern Literature materials in Special Collections with Hisle in January 2015. Some ideas were implemented in assisting ENGL graduate students working with the Stuart Wright Collection
    - § Measure: Number of faculty met.
      Timeline: April 2015
      Outcome: Met directly with faculty members including these number from academic units: 5 history department (Procopowicz, Tucker, Dudley, Parkerson, Thompson, 1 communications (Tuttle), 3 English (Tedesco, Steen, Douglas), and library science (Harer). Additionally promoted use of Archival material to Athletic Director Compher, Vice Chancellor for Student Affairs Hardy, and Program Coordinator for Faculty Senate Lee.
  - § Demonstrate how Special Collections Division is currently partnering with faculty to develop critical thinking skills needed to succeed in a multicultural and global environment using primary source materials in innovative ways.
    - § Measure: Presentation developed with 2 or 3 examples.
      Timeline: September 2014
      Outcome: Examples researched and provided to AD for Special Collections Guill in September 2014. Informed information was passed onto Interim Dean (now Director) Lewis.
- (ALS 4) Enhance physical and virtual library spaces that facilitate the discovery and production of knowledge.
  - o Access Services
    - § Shift second floor physical collection to allow for growth in identified areas
      - § Measure: Number of Collection Development identified journal volumes moved to Closed Compact Shelving and number of shelves of materials moved to redistribute the freed space
        Timeline: September 2014
        Outcome: Journals in the B ranges identified by Collection Development were moved to closed compact shelving in summer 2014. Journals in the Ds and Gs were also evaluated for possible moving during the summer but were not moved because of space issues in the basement and lack of student assistance in the last half of the summer. Figures were obtained from Acquisitions on growth over the past three years in A-F and from ILS on titles in these ranges in October to determine where areas needing extra space would be. Plans to work more on the B, D, and G ranges were placed on hold when discussions of moving the Ls to the third floor began. The K section was moved on the third floor in May and June. Journals in the L and N ranges identified by Collection Development started to be moved to closed compact shelving in June. Shifts are underway in June of the closed compact shelves and of the Ns and Ps to make room for the Ls to be moved to the third floor.
    - § Revise ILLiad patron interface with assistance from ADS
      - § Measure: A mockup based on feedback from recent years is drafted
        Timeline: January 2015
        Outcome: A mockup of changes was created in July and August, 2014.
      - § Measure: 100% of request forms and number of other interface pages as needed are revised to consolidate options, reduce required fields, and improve usability
        Timeline: June 2015
        Outcome: All of the request forms and other interface pages were reviewed and updated as needed in August, 2014, to apply the new design elements, remove unnecessary fields and instructions, and make other changes. ADS assisted with altering a few lines of webpage

markup. Customized the WebCirc webpages in October. Edited seven webpages in April to correct errors.

- § Measure: 100% of instructional materials are updated and multiple training sessions are held
  Timeline: August 2015
  Outcome: FAQ entries were updated in August, 2014. Discussions were held with staff during core meetings and at other times one-on-one throughout the year.
- § Advise ADS on the design of the Blacklight OPAC replacement and other discovery tools
  - § Measure: Documentation of feedback provided on Access Services related features
    Timeline: Ongoing
    Outcome: Advised ADS on the My Account login features in September. Advised Chris of holds feature needs in December and January. Provided feedback on searching for ISBN/ISSN and OCLC numbers in February and March. Provided feedback on Advanced Searching in April. Worked with Tamara and Chris to create a disambiguation page for holds, recalls, and interlibrary loan requests in April. Provided feedback on the My Account features, holds, recalls, renewals, and balance owed throughout the year through various iterations.
- o Application & Discovery Services
  - § Deploy the new Joyner and Laupus Library website templates.
    - § Measure: Website templates are deployed to the Joyner and Laupus Library homepages.
      Timeline: August 2014
      Outcome: The new version 4 website templates have been deployed to both Joyner and Laupus Library homepages.
    - § Measure: Joyner and Laupus Library web pages are all migrated into the new template.
      Timeline: December 2014
      Outcome: All of the Laupus Library web pages have been migrated into the version 4 template while most of Joyner Library's website has been migrated. Work on migrating Joyner Library's webpages is ongoing.
    - § Measure: Clean-up projects resulting from the template deploy are initiated.
      Timeline: February 2015
      Outcome: Several projects resulting from the template deploy were started and completed (for example, the Instructional Services section of the website was revamped). There are still sections of the website that still need to be brought over into the new template (for example, the Special Collections section).
    - § Measure: ECU Libraries template is updated to harmonize with the Libraries' homepages.
      Timeline: August 2014
      Outcome: The ECU Libraries site template was updated to bring it in line with the Joyner and Laupus Library templates and was rolled out in August 2014.
- o Building Operations
  - § Working with ECU Facilities, complete rekeying project and selected room signage renumbering.
    - § Measure: 100% of doors rekeyed.
      Timeline: August 2014
      Outcome: All doors were rekeyed.
    - § Measure: 100% of selected rooms renumbered.
      Timeline: December 2014
      Outcome: This objective must be carried over to the next year.
  - § Examine spaces to identify best locations to add additional seating to the first, second and third floors, as well as update and standardize existing furniture.
    - § Measure: Space is examined; the number of new furnishings and cost estimate is documented and submitted to library administration.
      Timeline: December 2014
      Outcome: Space was examined and an order for new furnishings was compiled during the fall.
    - § Measure: 100% of new pieces are received and installed.
      Timeline: June 2015
      Outcome: Twenty portable whiteboards were received and distributed throughout the library. Booths, soft seating, chairs, tables and other furnishings were received and installed in assigned locations.
  - § Examine a reconfiguration of the area outside the building's loading dock to safely accommodate more vehicles, add additional dumpsters, and upgrade the recycling collection area.
    - § Measure: Space examined and desired changes, as well as outside agencies who need to be involved, are identified and documented; an initial reconfiguration plan is completed and submitted to library administration with cost estimate if appropriate.
      Timeline: June 2015

Outcome: Due to the impending construction of the new Student Center this objective was determined to not be viable.

§ Work with ECU and commercial sector representatives to conduct a preliminary investigation into meeting the library's offsite storage needs.
§ Measure: Number of meetings and conference calls with commercial representatives is recorded. Estimated costs are calculated. Scaled shelving and building models are created and reviewed. Communication and meetings with ECU affiliates are conducted as appropriate. All relevant work and actions are documented.
Timeline: July 2015
Outcome: In July Joyner Administration received layout configurations and cost estimates for several remote storage options.

o Digital Collections
§ Work with ADS to enhance Google Analytics to allow for more flexibility in the reporting of collection based statistics.
§ Measure: Ability to report collections based statistics developed and implemented for 2014/15 reporting period.
Timeline: May 2015
Outcome: Members of the ADS department are working to enhance Google Analytics for the reporting of collection-based statistics. Members of ADS will complete that goal during 2015-2016.

o Exhibit Committee
§ Install a mural, created by Amber Watts in the School of Art and Design, on the first floor hallway outside of the Security Office.
§ Measure: Successful installation and feedback from the ECU Community
Timeline: October 2014
Outcome: The mural was installed by Amber Watts and Joyner Library Building Operations staff the week of August 11, 2014. It has been well received and students have reported liking how it is interactive.

§ Coordinate the Annual Joyner Library Graduate Student Art Exhibition in the Janice Faulkner Gallery
§ Measure: Awards given and Plus Delta following reception
Timeline: July 2014
Outcome: The 7th Annual Joyner Library Graduate Student Art Exhibition was on display in the Faulkner Gallery from September 22, 2014 - January 15, 2015. Five awards were given out, including the $1,000 purchase award given by the Friends of Joyner Library to Alyssa Karpa for "He Was a Blind Carpenter, But that Isn't How He Lost His Finger". Michael Dorsey was the juror for the show and selected the 4 other awards: The UBE $100 gift card to Amber Watts, $150 Graduate School Dean's Award to Addison Brown, $400 SOAD Director's Award to Alison Bailey, and the $500 College of Fine Arts and Communication Award to Gaines Bailey. There was a good turn out of both students and faculty at the reception.

§ Work in conjunction with ECU Faculty/Staff and other departments to display exhibitions outside the Janice Faulkner Gallery that follow the "Use of Exhibit Space in the Library" procedure
§ Measure: Meet the needs of the exhibitors involved with the cooperative exhibitions and feedback from the ECU Community
Timeline: Ongoing
Outcome: Joyner Library hosted 6 other exhibits using other spaces around the library aside from the Faulkner Gallery. In the hallway on the 1st floor leading to RIS there were exhibits including, Joyner Library's Instagram Social Media Photo Exhibit, the 25th Anniversary of the Fall of the Berlin Wall by ECU's German Department, and the Study Abroad Photo contest, put together by the Study Abroad office. In the display cases on the 1st floor near the door to the courtyard there were two displays by the Music Library and Laupus Library and one display in conjunction with an exhibit in Special Collections entitled NC Missionaries.

o General Collections Cataloging
§ With cataloging colleagues at Joyner and Laupus Libraries, review and revise responsibilities regarding the management of non-Serials Solutions MARC records for e-resources acquired by the ECRA department in order to transition primary responsibilities for record coordination and management to cataloging personnel.
§ Measure: Responsibilities are documented and processes are in place to ensure effective management of the e-resource MARC records.
Timeline: December 2014

Outcome: After Jan Mayo and Virginia Bacon met about this, Virginia drafted a procedure and posted it in a shared location on September 22, 2014.

- o Green Committee
  - § Provide green recreational reading opportunities for Joyner Library patrons by maintaining the Popular Periodicals Reading Collection using donated magazines.
    - § Measure: Ongoing donation of magazines by library employees, prompted by periodic requests for new donations by the Committee; monthly replacement by Committee members of older issues with new donations.
      Timeline: Ongoing
      Outcome: Popular Periodical Reading Collection has been maintained by the Green Committee during FY2015. Magazines are updated monthly. We expect to renew this goal during FY2016.
- o ILS Services
  - § Reference objectives and measures/timelines under ALS Goal 1.
  - § Maintain and improve the functionality and usability of the Symphony catalog interface (primarily for ECSU)
    - § Measure: Documentation of identification and implementation of features that mesh into the overall vision and plan for the catalog interface
      Timeline: Ongoing
      Outcome: Work from ECSU's perspective was delayed because the new Blacklight catalog did not meet its original launch date; will be continued to 2015-2016
- o IT Operations
  - § Evaluate, improve, and support the Janice Faulkner Gallery.
    - § Measure: Work with vendor to improve projection quality by either re-calibrating, moving, or replacing the current short-throw projectors.
      Timeline: September 2014
      Outcome: Projection quality was initially deemed acceptable by Administration. Due to feedback from the events, we are investigating moving the projectors closer to the podium. This will help alleviate the field of view issues.
    - § Measure: Work with vendor to add AirMedia (wireless projection) to the Gallery.
      Timeline: September 2014
      Outcome: Airmedia will need to be enabled by Innertechnologies. ITCS discovered that it was actually installed, just not configured on our system.
  - § Work with Smart Technologies group to update room 1020. (Pending STF approval)
    - § Measure: Get quotes for replacement projection, smart podium, and projection screen.
      Timeline: October 2014
      Outcome: Assessment and quotes were completed. The room will be upgraded with STF. Contract assigned to The Whitlock Group. STF will also replace the workstations as part of the normal rotation.
    - § Measure: Complete upgrades of classroom.
      Timeline: May 2015
      Outcome: Work in this room will be completed over the summer.
- o Manuscripts & Rare Books
  - § Complete conversion to a single service point for Special Collections.
    - § Measure: All construction, reading room arrangements and revisions of procedures are completed.
      Timeline: September 2015
      Outcome: The Special Collections Division was serving patrons in a combined reading room by September 2014.
- o Music Library
  - § Work with architect on a final music library renovation plan, participate in fundraising as needed, and develop the logistical plan for the summer 2016 renovation (multi-year).
    - § Measure: Plan finalized
      Timeline: September 2014
      Outcome: Completed; basic plan finalized (final revisions will be made later in the process.
    - § Measure: Music library staff fundraising participation documented
      Timeline: June 2015
      Outcome: Completed; HOS and ML staff assisted with development/design of fund request brochure; HOS assisted development officer with identifying potential donors and groups of donors; HOS wrote funding request letters to potential donors and groups of donors; HOS visited a potential donor in New Bern, NC; HOS arranged for a SoM faculty rep and approached the SoM faculty about funding a study carrel; HOS shared funding materials

with the SoM Library Committee and asked student members of the committee to come up with a student fund-raising effort—two possibilities are in the works: one in honor of Joanne Bath, and another as a project for a music fraternity/sorority.

- § Measure: Logistical plan developed
  Timeline: April 2016
  Outcome: Timeline date goal not until next year.
- o North Carolina Collection
  - § Complete conversion to a single service point for Special Collections.
    - § Measure: All construction, reading room arrangements and revisions of procedures are completed.
      Timeline: September 2014
      Outcome: The Special Collections Division was serving patrons in a combined reading room by September 2014.
- o Research & Instructional Services
  - § Partner with colleagues in Applications and Discovery Services to share information about instruction and upcoming projects. The two departments will collaborate on projects such as:
    •Bento/ Dashboard Project. ADS will create the technological framework for a resource dashboard scoped by four-letter department code. RIS will select scoped resources for the tool based on LibGuides and other subject assignments.
    •Meetings between department heads. The department heads will meet bimonthly to bring developments back to Core meetings.
    - § Measure: Scoped resources created for 100% of department codes.
      Timeline: Ongoing
      Outcome: This goal was not completed. Due to the departure of Ginny Boyer last summer, it was not possible to continue meet, although we met monthly before she left. Furthermore, the Dashboard/Bento project has been tabled by the ADS department indefinitely.
    - § Measure: 6 meetings conducted between department heads.
      Timeline: Ongoing
      Outcome: Webb and Rhodes have met with the members of ADS regarding YouCanBook.Me and the UX initiatives, meaning that collaborations did continue despite Boyer's absence. Webb has been charged as the chair of the committee to replace the ADS HOS, which will hopefully create future collaborations between the departments.
  - § Investigate ways to partner with the School of Art and Design to revamp the art in the Collaborative Learning Center.
    - § Measure: Contact 2 faculty in the School of Art and Design to learn about capstone and service learning projects occurring in the SOAD as a possible collaboration.
      Timeline: January 2015
      Outcome: This goal is complete; however, we did not follow the route outlined by the goal. In July of 2014, Webb met with Interior Design faculty member Jaya Rose to discuss redesign ideas for the area. Professor Rose suggested doing an "ombre" effect on the poles in the main computer lab area with shades of purple. This idea was approved by the small team of Webb, Dougherty, and Willis, who were working on this goal together. Webb requested the changes in paint to Building Ops in August, but the painting was not able to be completed until during Spring Break 2015.
    - § Measure: Contact 4 student art guilds, including painting, photography, printmaking, and textiles.
      Timeline: February 2015
      Outcome: Webb additionally met with Sanders and Earley-Theile informally in December to discuss changing the artwork in the area to be more colorful and a larger format. During this meeting, Webb discovered that the library was in the process of getting the prints on a permanent basis, and that part of the agreement was that the artwork would continue to be displayed on the first floor. This resulted in a change of plans for getting new artwork. Instead, Earley-Theile conducted an inventory of the artwork and suggested changes in a meeting on April 15, 2015. Although the art has not yet been moved, the new format will have the Graduate Student Purchase Award winners on the back wall. The other prints will change locations, as deemed appropriate by Earley-Theile.
    - § Measure: Reach out to the Visual Arts Forum, which serves as a liaison to faculty and staff.
      Timeline: January 2015
      Outcome: This goal was not completed, due to the changes that occurred during the course of the year. This included the fact that the prints were becoming a permanent feature of Joyner Library and the idea to paint the area from Interior Design. A secondary project was started in December to print, frame, and hang Hubble Telescope pictures in the basement.

This was led by Dougherty. The murals have been printed and framed and RIS is waiting on Building Ops to hang the murals.

- § Measure: Document the outcome of contacts with individuals and create a report summarizing ways to partner with the School of Art and Design.
  Timeline: June 2015
  Outcome: This goal was not completed, due to the changes that occurred during the course of the year. This included the fact that the prints were becoming a permanent feature of Joyner Library and the idea to paint the area from Interior Design.

- o Security
  - § Open all floors of the building 24/5 during at least the final weeks of the fall semester.
    - § Measure: Other departments are consulted as needed about plan. The necessary work and adjustment to workflows completed and documented. Security is staffed with necessary temporary guards. All floors of the building are open 24/5 during the final three weeks with no major incidents reported.
      Timeline: December 2014
      Outcome: All floors were opened 24/5 during the final weeks of the fall semester. No major incidents were reported. During the entire spring semester, all floors were opened 24/5. Only one isolated incident involving a community member required ECU PD and medical attention.
  - § Reduce the number of thefts and noise complaints through heightened awareness and stepped up patrols.
    - § Measure: Security documents instructions to guards to heighten awareness and stepped up patrols. In the Monthly Security Report, the number of thefts between August and April are reduced below 20 and noise complaints are reduced below 40.
      Timeline: April 2015
      Outcome: For the entire academic year the number of larcenies was 11 and the number of noise complaints was 28.

- o Teaching Resources Center
  - § Continue assessing the use of stacks study area to determine if current furnishings meet student study needs.
    - § Measure: Current space mapping statistics for this area are reviewed monthly; data received determined if frequencies of observational walks (sweeps) were increased; statistics are documented and reported; frequency of sweeps are documented and reported.
      Timeline: December 2014
      Outcome: Sweeps were held for seven days each month and statistics were gathered, compiled, and analyzed.
    - § Measure: Recommendations from 15 TRC students regarding desired furniture for study area is gathered, documented, and reported.
      Timeline: December 2014
      Outcome: Informal conversations were held with faculty and staff, and the results were gathered, documented, and reported.
    - § Measure: TRC employees discuss student recommendations and share documented results with the assistant director for public services.
      Timeline: December 2014
      Outcome: Discussions were held at Core Meetings and the Head of Service shared these results with the Assistant Director for Public Services.
    - § Measure: Current furniture is deemed effective or new furniture is purchased and arranged.
      Timeline: June 2015
      Outcome: The high bistro tables and chairs were deemed ineffective and were replaced with soft seating and ottomans; mobile writing tables and whiteboards have also been added to the area; further analysis determined a great need for additional seating in the department as a whole – not solely in the study stacks area; currently the L's are being relocated to the third floor to add approximately 30 additional seats in the TRC.

- o University Archives and Records Management
  - § Standardize informational fields used to populate University Archives Finding Aids
    - § Measure: Finding aids data entry procedures are changed to reflect needs of style sheet.
      Timeline: October 2014
      Outcome: Coordinated with Digital Archivist Joyner to create standard data entry style sheet to create consistent EAD output in September 2014. UA staff have completed conversion of all high use collections to new style guide as of January 2015. Efforts continue on some low use collections, mostly campus publications which are rarely pulled for use by patrons as of March 2015.

- § Measure: Location codes will display on Aeon generated patron call slips.
  Timeline: October 2014
  Outcome: Worked with ADS and Digital Archivist to modify style sheet to display UA location codes on Aeon patron receipts. As of November 2014, all aeon retrieval slips for processed University Archives material features the aisle and shelf location for the box. This step eliminates any need to undertake a collection storage shifting project on account of growth within collections.
- § Complete conversion to a single service point for Special Collections.
  - § Measure: All construction, reading room arrangements and revisions of procedures are completed.
    Timeline: September 2014
    Outcome: Supported selection of furniture, tools, and resources for renovated reading room in August 2014. Organized tours of new facility for various groups: September 2014 (invited faculty), February 2015 (prospective students), and March 2015 (SNCA).
- (ALS 5) Communicate and increase support for the creation, discovery, sharing, and preservation of the University's research, engaged scholarship, and creative activity.
  - o IT Operations
    - § Support migration of the old Scholarship server to the new one.
      - § Measure: Server is configured and old server is retired.
        Timeline: August 2014
        Outcome: The Scholarship migration was successfully completed in October. It was late due to delays in ITCS.
  - o Music Library
    - § Complete the cataloging of the Kosteck archive items, including artifacts, and develop a plan for promoting the collection.
      - § Measure: Cataloging completed and promotion plan developed
        Timeline: June 2015
        Outcome: Cataloging and pres/con treatments completed; Chris Holden is working on promotion plan, which will move to his personal objectives in the coming year.
  - o North Carolina Collection
    - § Secure funding for the digital conversion of historic East Carolina University student newspapers and Complete digital conversion of ECU newspapers for years 1925 through 2000.
      - § Measure: Sufficient state, endowment or donated funds are secured to outsource digitization of microfilm (approximately $9,000).
        Timeline: January 2015
        Outcome: An initial estimate from the vendor, Creekside Digital, was considerably less than expected, prompting the North Carolina Librarian to consider paying the expenses through the Wiggins Endowment. In the event, the director provided state allocations to cover most expenses ($4,575), and endowment funds were only needed to cover a second invoice of $855.
      - § Measure: Digitization by vendor is complete and delivered on hard drive
        Timeline: June 2015
        Outcome: Although not complete, digitization of the student newspapers is progressing well. The vendor has provided multiple opportunities for us to provide feedback on the quality of the test files that they produced. Final delivery of images and text files is expected within ten weeks.
  - o Research & Scholarly Communication
    - § Expand Coastal Atlas Bibliography
      - § Measure: The number of new appropriate articles added.
        Timeline: June 2015
        Outcome: The Bibliography now has 838 papers in it, and we have done some testing with Zotero, to change the bibliography from Mendeley to Zotero.
    - § REACH NC profiles updated
      - § Measure: Provided Harvester is working, 100% of contributed CV's are uploaded and matched
        Timeline: June 2015
        Outcome: REACH NC never got Harvester working, so goal could not be accomplished.
      - § Measure: Profile Enhancer completed on behalf of at least 80% of the faculty who request delegate authority
        Timeline: June 2015
        Outcome: Met with representatives from 3 different colleges and enhanced at least 134 profiles.
    - § Core Labs, their equipment and services entered to Eagle-I / Resource Finder

- § Measure: Initial list of all core labs we can find entered and then updated as necessary
  Timeline: June 2015
  Outcome: Information on 29 labs, their equipment and services have been entered both to Eagle-I and to VIVO.
- § Administer SPIN database in conjunction with partners in the Office of Sponsored Projects.
  - § Measure: Approve user accounts, and conduct other negotiated administrative tasks.
    Timeline: Ongoing
    Outcome: All user accounts approved; at least 4 training sessions have been scheduled through the Office of Faculty Excellence, and some training sessions have been conducted individually and in small groups.
- o Scholarly Communication Committee
  - § Test, pilot, and implement Vireo, including deposits to ProQuest and the IR and evaluating its usefulness as a source for catalog records.

    - § Measure: Documentation of outcome of ProQuest test deposit
      Timeline: August 2014
      Outcome: Email from ProQuest rep that the outcome was successful (and it shows up in PQDT Global).
    - § Measure: Documentation of evaluation of metadata from Vireo as potential source for catalog records
      Timeline: September 2014
      Outcome: Metadata evaluated and discussed in person.
    - § Measure: Student testing and piloting conducted in conjunction with Graduate School
      Timeline: December 2014
      Outcome: One student tester completed the process all the way from submission through approval and deposit (out of the 3 or 4 students who were recruited).
    - § Measure: Documentation of test deposit to institutional repository, including mapping to appropriate communities, and automatically embargoing/setting campus access
      Timeline: August 2014
      Outcome: Documentation not yet completed.
    - § Measure: Vireo promoted to appropriate groups in conjunction with Graduate School
      Timeline: May 2015
      Outcome: Separate Vireo training session was offered (and recorded) for the two pilot groups. Vireo LibGuide created and linked from Grad School webpages.
    - § Measure: Live implementation of Vireo campus-wide
      Timeline: May 2015
      Outcome: Grad School has decided rollout campus-wide should take place during the summer of 2015; this is in progress.
  - § Plan and promote at least 2 activities on scholarly communication topics focusing on audiences EXTERNAL to the library
    - § Measure: Descriptions of activities and total number of attendees (if in-person) or online measures (site visits, comments, etc., if online)
      Timeline: June 2015
      Outcome: Sessions scheduled and offered through the Office of Faculty Excellence: Selecting a Citation Manager (3), Data management (17), Identifying and Evaluating Journal Publishers (14), Using Zotero (2), Linking, Embedding, and Streaming Videos (5).
      Additionally: Physical therapy department (16); met with Post-Docs (9); Technology Systems dept forum (8); panel on writing books (28); Health Sciences Research Mingle (40).
  - § Plan and promote at least 2 activities on scholarly communication topics focusing on audiences INTERNAL to the library
    - § Measure: Descriptions of activities and total number of attendees (if in-person) or online measures (site visits, comments, etc., if online)
      Timeline: June 2015
      Outcome: Hosted webinars on "SHARE and CHORUS Update" (8) and on 'Scholarly Communication Initiatives at Academic Libraries" (7) for Open Access Week. Webinar NASIG and Scholarly Communication Competencies (8)
  - § Raise awareness and encourage use of DMPTool 2.0
    - § Measure: DMPTool is marketed by several methods
      Timeline: June 2015
      Outcome: DMPTool appears on the Data Management LibGuide and was incorporated into two OFE sessions on data management (see above).

- § Investigate expanded functionality and potential new features for IR
  - § Measure: After discussion by Committee, request sent to ADS for any new features or upgrade.
    Timeline: December 2014
    Outcome: A sub-committee has been working with ADS on redesigning the home page, item pages, displaying views and download counts, and redesigning the upload process. These changes will be incorporated after upgrading to the next version of DSpace.
- § Determine the potential services ECU Libraries can offer for ECU editors generally, including editors who use Open Journal Systems.
  - § Measure: Recommendation to library administration
    Timeline: June 2015
    Outcome: Report has not yet been written and will likely need to be delayed until after contacting the UNC Press. The SC librarian convened several meetings of journal editors, began an email list and a wiki for editors, and worked with a few campus editors on issues like getting an ISSN, getting indexed in ProQuest and EBSCO databases, and getting backfiles into OJS. Also worked with two student journals on publishing agreements.
- § Create guides and conduct outreach for the SPIN database, which is taking the place of the COS Pivot database to discover funding opportunities.
  - § Measure: LibGuide and directions for how to take info from COS Pivot to recreate in SPIN are both completed
    Timeline: August 2014
    Outcome: Information in LibGuide, which is available online.
  - § Measure: Advertise SPIN in various ways, including Faculty-L email message, Faculty Senate announcement, announcements at Associate Deans for Research Meetings, etc.
    Timeline: Ongoing
    Outcome: These announcements have been made, and SPIN orientation sessions have been scheduled and promoted through the Office of Faculty Excellence.
- o Special Collections Cataloging
  - § Catalog each semester's batch of ETDs in The ScholarShip.
    - § Measure: 100% of annual receipts (up to 300) ETDs cataloged, each batch finished before next batch received (3 batches per year).
      Timeline: Ongoing
      Outcome: 100% of annual receipts were cataloged, including 3 batches (spring 2014, summer 2014, and fall 2014), totaling 256 ETDs.
- (ALS 6) Responsibly develop, manage, and preserve digital and physical collections that support University curricular and research priorities and that document the heritage and history of the university and region.
  - o Application & Discovery Services
    - § Enhance the Digital Collections and EAD Finding Aids.
      - § Measure: EAD Finding Aids are migrated to a new server and Solr search is implemented.
        Timeline: June 2015
        Outcome: This migration is currently in process and is on schedule to be completed by end of June 2015.
      - § Measure: Digital Collections administrative and cataloging forms are migrated to a new server.
        Timeline: December 2014
        Outcome: All Digital Collections forms were successfully migrated in December of 2014. In addition to migration, the forms style was updated and some minor functionality enhancements was added.
      - § Measure: African Art Collection and Folklore Archive are migrated into the Digital Collections.
        Timeline: December 2014
        Outcome: It was determined that ADS would not pursue migration of the African Art Collection. Investigation of grant opportunities and more planning is needed.
  - o Collection Development
    - § Evaluate general collections in the context of projected funding scarcities and make recommendations for changes in collections that prevent materials funds from being overexpended while also minimizing negative impacts on the ECU community.
      - § Measure: List created of the resources that have been evaluated along with criteria used for evaluations and department decisions concerning the evaluated resources.
        Timeline: June 2015
        Outcome: Databases, serials, standing orders and approval plan have all been evaluated with

an eye towards cutting 6, 9, 12 and 15%. Some cuts have already been enacted based on usage reports, circulation reports and selector feedback.

- § Measure: Material funds are not overexpended.
  Timeline: June 2015
  Outcome: By and large the monographic funds were not overexpended but we chose to spend down EBSCO credit to avoid even more cancellations than we had planned.

- § Review and revise collection development procedures (including procedures concerning gifts to the library) and statements for general circulating collections, government documents, and Music Library in order to update these procedures to reflect the evolving needs of the ECU community and in order to more closely align the procedures' structures and provisions.
  - § Measure: Government documents collection development procedure reviewed, revised, and submitted to Operations Procedures Review Committee.
    Timeline: August 2014
    Outcome: OPRC presented procedure before Library Assembly and got it approved.
  - § Measure: General circulating collections and Music Library collection development procedures reviewed, revised, and submitted to Operations Procedures Review Committee.
    Timeline: April 2015
    Outcome: General collection development procedure not updated due to upheaval in department. Music Library collection development procedure updated and waiting for next Library Assembly in August to be approved.
  - § Measure: Collection development fund statements and government documents collection development procedure are reviewed and revised in light of the newly revised general circulating collections collection development procedures.
    Timeline: August 2015
    Outcome: Not done because general circulating collection procedure was not revised.

- § Recommend updates to collection development procedures managed outside of the Collection Development Department in order to more closely align those procedures' structures and provisions with the structures and provisions of the general circulating collections collection development procedure.
  - § Measure: Meetings occur with all managers of collection development procedures who work outside of the Collection Development Department in order to recommend ways in which the procedures could be revised to be more closely aligned with the structures and provisions of the general circulating collections collection development procedure.
    Timeline: August 2015
    Outcome: Not done because general circulating collection procedure was not revised.

- § In collaboration with the Electronic Resources Review Committee, more clearly delineate the department's responsibilities in relationship to the responsibilities of the Electronic Resources Review Committee.
  - § Measure: Relevant conversations occur at Electronic Resources Review Committee meetings and in meetings with collection development liaison librarians.
    Timeline: March 2015
    Outcome: List created and displayed on ERRC Wiki
  - § Measure: Committee charge and Departmental responsibilities revised as needed.
    Timeline: April 2015
    Outcome: No revision necessary

- § In collaboration with the Electronic & Continuing Resources Acquisitions Department, identify freely accessible online resources that support university curricular and research needs and that should be made accessible through collection access points.
  - § Measure: Workflow developed, implemented, and documented to facilitate identification process.
    Timeline: August 2014
    Outcome: Not done because lead on project, Bacon, left.

- § Develop and clearly document procedures and workflows for the identification, acquisition, and evaluation of streaming video collections.
  - § Measure: Procedures and workflows are developed and documented.
    Timeline: August 2014
    Outcome: Shirkey worked with Mayo and Barricella to develop workflows for the acquisition of streaming video. workflows put on CDV Wiki.

- o Digital Collections
  - § Create prioritized plan for the digitization of Faculty Senate minutes in support of their 50th anniversary celebration.
    - § Measure: Plan for prioritized digitization developed, materials wholly digitized and accessible.

Timeline: May 2015

Outcome: Members of Digital Collections, University Archives, Application and Digital Services, and Cataloging met several times and created a detailed workflow for this project. The initial selected material was digitized and posted online for the Faculty Senate 50th anniversary celebration. They were very happy with the end product. We achieved the proposed objective and had the entire run of 36 boxes online by May 2015.

§ Develop plan for the implementation of an ECU history portal in concert with University Archives.

§ Measure: Plan developed and submitted to AD for feedback, resources selected for inclusion in portal.

Timeline: December 2014

Outcome: This goal was not completed because the search for the new Digital Collections Librarian failed and there was no replacement hired.

§ Formulate more fully-developed procedures for the digitization of audio/video holdings to foster more effective planning.

§ Measure: Procedures developed and disseminated.

Timeline: December 2014

Outcome: This goal was not completed; however, these procedures will become more fully developed when the new Audio Digitization specialist begins in July 2015.

o Electronic & Continuing Resources Acquisitions

§ Train James Cardin to create and manage license records in CORAL.

§ Measure: James is able to independently create and manage license records.

Timeline: August 2014

Outcome: Complete; Cardin is able to create and manage license records.

§ In collaboration with the Collection Development Department, identify freely accessible online resources that support university curricular and research needs and make them accessible through collection access points.

§ Measure: Workflow developed, implemented, and documented to facilitate identification process.

Timeline: August 2014

Outcome: Not done because project lead, Bacon, left ECU.

§ Measure: Selected resources made accessible through Serials Solutions.

Timeline: December 2014

Outcome: Not done because project lead, Bacon, left ECU.

§ With cataloging colleagues at Joyner and Laupus Libraries, review and revise responsibilities regarding the management of non-Serials Solutions MARC records for e-resources acquired by the ECRA department in order to transition primary responsibilities for record coordination and management to cataloging personnel.

§ Measure: Responsibilities are documented and processes are in place to ensure effective management of the e-resource MARC records.

Timeline: December 2014

Outcome: Complete--responsibilities were reviewed and documentation drafted for managing e-resource MARC records.

§ With colleagues at Laupus Health Sciences Library, complete implementation of the CORAL electronic resources management system.

§ Measure: Procedures are documented for the creation and management of license records, vendor contact information, and administrative credentials.

Timeline: September 2014

Outcome: In process--the new Head of Electronic Resources will need to complete review of procedures.

§ Measure: Clean-up and standardization of data imported into CORAL is completed.

Timeline: August 2014

Outcome: In process--the new Head of Electronic Resources and the new Electronic Resources Librarian will need to complete their review of imported data.

§ With colleagues at Laupus Health Sciences Library, extend use of CORAL beyond replacement of 360 Resource Manager functionalities to replace various departmental spreadsheets used to track e-resource subscriptions and acquisitions.

§ Measure: Documentation of the functionalities (in whole or in part) of the departmental "E-Resources Acquisition and Access Tracker" and other spreadsheets that are included in CORAL.

Timeline: June 2015

Outcome: Suspended--the Head of Electronic Resources is investigating how best to use CORAL itself rather than a series of spreadsheets, for the acquisition and access process.

- § Provide Electronic Resources Review Committee with usage data and pricing information for currently-subscribed electronic resources in order to facilitate their assessment of electronic collections in the context of projected funding scarcities during the 2014-2016 fiscal cycles.
  - § Measure: Requested data provided in time to meet deadline given by ERRC.
    Timeline: Ongoing
    Outcome: Complete--all data requests have been fulfilled.
- o Electronic Resources Review Committee
  - § Evaluate electronic resource collections in the context of projected funding scarcities and make recommendations for changes in collections that prevent materials funds from being overexpended while also minimizing negative impacts on the ECU community.
    - § Measure: List of the currently-subscribed electronic resources that have been evaluated along with criteria used for evaluations and committee recommendations concerning the evaluated resources.
      Timeline: June 2015
      Outcome: Evaluative criteria included CPU and overlap in content area, and these criteria helped committee members develop 4 lists of databases for cancellation scenarios.
    - § Measure: Materials funds are not overexpended at the end of 2014/2015 and 2015/2016 fiscal cycles.
      Timeline: June 2015
      Outcome: Materials funds are not overexpended for FY2015.
  - § Review and revise collection development procedures for electronic resources to update these procedures to reflect the evolving needs of the ECU community.
    - § Measure: Collection development procedures are reviewed, revised, and submitted to Operations Procedures Review Committee.
      Timeline: April 2015
      Outcome: Goal needs to be carried over to next fiscal year.
  - § More clearly delineate the committee's responsibilities in relationship to the responsibilities of the collection development department.
    - § Measure: Relevant conversations occur at Electronic Resources Review Committee meetings and in meetings with collection development liaison librarians.
      Timeline: March 2015
      Outcome: Spreadsheet checklist delineating responsibilities of ERRC and CDV is saved to the ERRC wiki.
    - § Measure: Committee charge and Departmental responsibilities revised as needed.
      Timeline: April 2015
      Outcome: No revisions were necessary.
  - § Analyze changes to the NC LIVE 2015-2017 database line-up in order to identify any resultant gaps or redundancies in the ECU Libraries collection and then make recommendations to attempt to eliminate gaps and reallocate expenditures for redundant resources.
    - § Measure: Collection gaps and redundancies are identified and addressed.
      Timeline: December 2014
      Outcome: During the cut scenarios developed (see other goal), redundant databases recommended for cancellation.
- o General Collections Cataloging
  - § Catalog new print items for the general stacks and RIS.
    - § Measure: 100% of new purchases (approximately 3000 items anticipated) cataloged.
      Timeline: June 2015
      Outcome: 100% of new purchases received, totaling 1309 items, were cataloged.
  - § Catalog DVDs and other audiovisual materials.
    - § Measure: 100% of new purchases (approximately 1000 items anticipated) cataloged.
      Timeline: June 2015
      Outcome: 100% of new purchases received, totaling 133 items, were cataloged.
  - § Catalog new and CWIS federal government documents.
    - § Measure: 100% of new and specialized collection items (approximately 1200 items anticipated) cataloged.
      Timeline: June 2015
      Outcome: 100% of new purchases received, totaling 1674 items, were cataloged.
  - § Retrospectively catalog federal government documents subject areas as directed by the Federal Documents Librarian.
    - § Measure: 100% of SuDoc subject area E cataloged.
      Timeline: December 2014
      Outcome: Completed August 2014.

- § Measure: 5% of SuDoc subject area Y 4 (approximately 3000 items anticipated) cataloged.
  Timeline: June 2015
  Outcome: Over 50% of SuDoc subject area Y4, totaling 10,435 items, were cataloged.
- § Resolve cataloging and physical processing problems with materials submitted by other departments in the library.
  - § Measure: 100% of submitted problems (approximately 2000 items anticipated) processed.
    Timeline: June 2015
    Outcome: 100% of problems submitted by other departments in the library, totaling 724 items, were resolved.
- § Continue cataloging microform sets, as prioritized by Collection Development.
  - § Measure: Next 10 microform sets on priority list cataloged.
    Timeline: June 2015
    Outcome: This objective was not met due to staff vacancies.
- § Perform database maintenance projects in Symphony, as needed, to facilitate better discovery results for patrons.
  - § Measure: All 18,000+ federal government documents microforms with the current location "Ask at Reference Desk" accessible
    Timeline: December 2014
    Outcome: Completed ahead of schedule in July 2014
  - § Measure: New project to further upgrade or eliminate "Ask at Reference Desk" items in Symphony developed, and ready to begin when current project ends
    Timeline: December 2014
    Outcome: 1) An additional 3,000+ Ask at Reference Desk online resources and microfiche records were identified and distributed to student employees to correct. 2) All Ask at Reference Desk items for visual materials have been corrected or deleted.
- § With support from ILS Services, develop a more cohesive means of collecting and collating meaningful statistics now that the latest release of Symphony can generate reports providing a user ID for every action performed on a record
  - § Measure: Generation of monthly cataloging statistics pulled from Symphony implemented.
    Timeline: December 2014
    Outcome: This objective was not met. Even with the latest release of Symphony, generating meaningful monthly statistics for individual productivity is not possible.
- o Manuscripts & Rare Books
  - § Conduct collection and preservation assessments for the East Carolina Manuscript Collection and use the resulting data to better provide the needs for all patrons.
    - § Measure: 100% of assessments are completed.
      Timeline: December 2014
      Outcome: The East Carolina Manuscript Collection assessment plan continued and is approximately three-quarters completed. William O' Neal has entered basic assessment information into Archivist Toolkit and continues this effort. The Manuscript Curator is using this information and other materials to come up with top collection candidates for digitization, processing, moving offsite and UNC joint projects. He is also considering any future changes needed for current collecting development guidelines.
    - § Measure: Documentation is created for use of assessments to set priorities for curatorial decisions.
      Timeline: January 2015
      Outcome: The Manuscript Curator is using this information and other materials to come up with top collection candidates for digitization, processing, moving offsite and UNC joint projects. He is also considering any future changes needed for current collecting development guidelines.
  - § Process and produce an online EAD finding aid for the Institute of Outdoor Drama (AIOD) records using an NHPRC-funded grant
    - § Measure: Processing Archivist hired.
      Timeline: October 2014
      Outcome: The Processing Archivist was hired.
    - § Measure: Graduate student hired.
      Timeline: June 2014
      Outcome: A graduate student was hired and assisted moving records from the Erwin Building to the library. Within a few months, we were able to hire two more graduate students to assist in the project.
    - § Measure: 50% of records processed.
      Timeline: March 2015

Outcome: 50% of the nearly 200 cubic feet of records were processed. In addition, the conservation assessment for audio-visual materials and resulting report were completed, an initial press release was widely distributed, the project was featured in at least two articles, a blog was created and the archivist attended several related conferences where she featured an exhibit on the project.

§ Measure: 100% of records processed.
Timeline: September 2015
Outcome: The grant has continued on time, and has even surpassed in number of images added per the original timeline (nearly 125 items have already been digitized.) We also recently submitted the grant's interim report and got good feedback from the NHPRC director. In addition, the Project Archivist had indicated she may finish ahead of the scheduled deadline.

§ Produce a collaborative exhibit with ECU English professor Laureen Tedesco relating to translated Bibles and missionary work.

§ Measure: Exhibit completed and opening event held.
Timeline: May 2015
Outcome: The exhibit entitled "Sent Out to Serve: NC Women Missionaries, 1987-1994", conceived by Laureen Tedesco, was complemented with a lecture given by Tedesco's friends Ed and Catherine McGuckin on April 9th. The physical exhibit has received great feedback as well.

o Music Library

§ Review and revise the music library collection development procedure for currency, as well as for alignment with Joyner Library's general collection development procedure structures and provisions.

§ Measure: Procedure reviewed and revised by department and sent to Joyner Collection Development for structure and provision review (April 1)
Timeline: April 2015
Outcome: Objective revised to not include Joyner Collection Development prong. The music library staff members completed their review and edit and also created a condensed version for the public procedure manual at the request of the OPRC. The condensed version will be brought to the EPA Assembly in September.

§ Measure: Joyner Collection Development review completed and procedure submitted to OPRC (April 15)
Timeline: April 2015
Outcome: This measure withdrawn by Joyner Collection Development.

§ Develop collection in the area of instrumental music.

§ Measure: Two thousand dollars of collection development monies expended in the area of instrumental music
Timeline: February 2015
Outcome: Completed.

§ Acquire and catalog as many missing monuments to music and selected collected works of composers volumes as possible, and convert all parent-level catalog records for these sets to analytic-level records.

§ Measure: Seventy-five percent of missing volumes acquired and cataloged, and all records converted
Timeline: June 2015
Outcome: Inventory analysis of the monuments collection completed, with 43% of titles declared as complete as desired; 74% of missing volumes earmarked for purchase have been ordered, 47% received, and 18% cataloged; 100% of M1-M2 catalog record conversion completed; work on the remaining 57% of monuments titles that are incomplete and/or in need of catalog clean-up and the M3.1 portion of the project will be carried over to next year.

§ Continue processing and cataloging the Mallison and Shingleton CD donations (multi-year).

§ Measure: Three thousand Mallison CDs cataloged, and all Shingleton CDs received to date cataloged
Timeline: June 2015
Outcome: Completed, with 3,200 CDs cataloged.

§ Complete in-process inventory of the entire music library collection.

§ Measure: Inventory complete
Timeline: January 2015
Outcome: Completed.

- § Plan and carry out a weeding/shifting project of remote storage, the closed stacks, and the ML and MT portions of the Music Stacks.
  - § Measure: Project planned and remote storage completed (12/1/14), closed stacks completed (3/15/15), MLs and MTs completed (6/15/15).
    Timeline: June 2015
    Outcome: Had to revise the plan due to the departure of a staff member, which set things back: Project planned and closed stacks completed by 4/1/15 (completed); closed stacks completed by 8/1/15 (closed stacks are well underway and on target for completion by the specified date).
- o North Carolina Collection
  - § Continue inventory of the North Carolina Collection.
    - § Measure: Inventory is completed for North Carolina Reference and Stacks materials
      Timeline: May 2015
      Outcome: The first full inventory of the NC reference and general stacks collections was completed during the spring semester and revealed that those collections were at least 20% larger than previous estimates indicated.
  - § Continue processing of the Roberts Collection of North Caroliniana.
    - § Measure: Cataloging and retention decisions for 1,500 books are completed by the end of the review period
      Timeline: May 2014
      Outcome: With the exception of very few known duplicates, cataloging decisions have been made for all the books within the Roberts purchase. With the exception of some rare titles, cataloging is also complete for most of these titles.
    - § Measure: Identify digitization priorities within Roberts Collection.
      Timeline: May 2015
      Outcome: Digitization priorities have been identified within the Roberts Collections. The Liberty Boys publication will be the first collection to be digitized.
- o Special Collections Cataloging
  - § Catalog items from the Ludlow (2012) Stuart Wright purchase.
    - § Measure: 100% of purchase (1400 items) cataloged.
      Timeline: June 2016
      Outcome: This is the first year of a two-year goal. Out of a goal of 700 items by June, 2015, we cataloged 673, so achieving 96% of our goal for this year. We were slowed somewhat because many of the books had enclosures, and we need to wait for manuscript finding aids to be published listing the enclosures.
  - § Catalog items for Special Collections.
    - § Measure: 150 items (up to 100%) cataloged.
      Timeline: June 2015
      Outcome: 102 items were cataloged, but there is zero backlog.
  - § Catalog items for NC Collection.
    - § Measure: 800 items (up to 100%) cataloged.
      Timeline: June 2015
      Outcome: 1131 items were cataloged, which is 141% of the goal. Many of the items resulted from a large Roberts purchase.
  - § Catalog items for TRC.
    - § Measure: 1500 items (up to 100%) cataloged.
      Timeline: June 2015
      Outcome: 2542 items were cataloged, or 169% of the goal. TRC items are flowing through the department quickly.
  - § Catalog items for Digital Collections, including providing support for the NHPRC Outdoor Theatre records grant.
    - § Measure: 1000 items (up to 100%) cataloged.
      Timeline: June 2015
      Outcome: 1796 items were cataloged, or 180% of the goal. Many of the items were from the Outdoor Theater grant. Metadata needs in this area continue to increase.
  - § Upgrade Digital Collections and catalog records to ensure two-way links to/from catalog.
    - § Measure: Links added for all cataloged items.
      Timeline: June 2016
      Outcome: This is the first year of a two-year goal, and work has not begun in earnest on this yet.
  - § Process each quarter's Backstage authorities reports in Symphony.

- § Measure: Reports processed before the next quarter's reports are posted.
  Timeline: Ongoing
  Outcome: 2 regular quarterly reports were processed (July 2014, April 2015). The remaining two reports were replaced by the RDA enhancement, which occurred in December 2014. Reports from this activity were massive, and work continues on them now.
- § Contribute NACO RDA records to national authority file.
  - § Measure: 50 NACO records contributed.
    Timeline: June 2015
    Outcome: 41 NACO records were contributed, so slightly shy of the goal, but still a healthy contribution. Most were names drawn from manuscript collections, or from the ECU icons digital project.
- o Teaching Resources Center
  - § Develop a children's e-book collection.
    - § Measure: The number of e-books purchased and added to the collection is documented and reported.
      Timeline: June 2015
      Outcome: Not met; this measure will be carried over to the 2015/2016 academic year.
  - § Create a teaching aids collection.
    - § Measure: Teaching aids begin circulating.
      Timeline: September 2014
      Outcome: Teaching aids are being circulated.
    - § Measure: All teaching aids from the Nash County cohort are cataloged and circulating.
      Timeline: December 2014
      Outcome: 100% of the teaching aids are cataloged and circulating.
    - § Measure: The number of teaching aids added to the collection is documented and reported.
      Timeline: June 2015
      Outcome: The number of teaching aids added has been documented and will be included in the TRC's Annual Report.
  - § Revise the TRC Rare/Reserve Materials procedures.
    - § Measure: Current procedures are revised and implemented; final document is included in the TRC Procedures Manual.
      Timeline: April 2015
      Outcome: Procedures have been revised and are being reviewed by the Head of Services; the document will be distributed to all TRC employees, revised, and included in the TRC Procedures Manual.
- (ALS 7) Provide the University community and residents of eastern North Carolina and beyond with diverse cultural experiences that improve quality of life.
  - o Access Services
    - § Include library materials relating to cultural issues in the Staff Picks display
      - § Measure: Four diverse cultural themed Staff Picks displays will be hosted
        Timeline: Ongoing
        Outcome: Seven themed staff picks displays of books and media from the circulating collection were provided. The topics covered were: miscellaneous suggestions from library employees in July; study and life skills and college success titles in August and September; LGBT History in October; Native American History in November; classic novels in December; New Year's resolution topics in January; and Black History in February. To make more space for the New Books, the Staff Picks display was discontinued in March.
  - o Administrative Services
    - § Offer Friends of Joyner Library maps and prints for sale online.
      - § Measure: Creation of online form accessible from Library website.
        Timeline: December 2014
        Outcome: Completed.
    - § Offer the ability to join and renew membership to the Friends of Joyner Library online.
      - § Measure: Online form is operational.
        Timeline: June 2015
        Outcome: Completed.
  - o Collection Development
    - § Conduct two public events tied to the Cold War & Internal Security Collection.
      - § Measure: Two public events tied to the CWIS Collection are conducted.
        Timeline: April 2015
        Outcome: One lecture and one movie screening held.
  - o Exhibit Committee

- § Coordinate an African American Life in Eastern North Carolina Exhibition in the Janice Faulkner Gallery.
  - § Measure: Feedback from the ECU and Greenville Community.
    Timeline: March 2015
    Outcome: The African American Life in Eastern North Carolina was on exhibit from February 6 - March 20, 2015 with a public celebration on February 27th. Four awards were given out, including a Joyner Library Purchase Award for $750 to Bryce Chapman for his photo entitled, "That's What They Told Me." Funding for this exhibit and celebration was provided by a NC Arts Council Grassroots Grant and the Friends of Joyner Library. Over 100 people attended the reception and it was mentioned by Provost Mitchelson as a wonderful exhibit to have to ECU.
- § Create an exhibit that supports the Edible Book Festival in the Janice Faulkner Gallery.
  - § Measure: Community feedback at the Edible Book Festival, Plus Delta following the reception.
    Timeline: June 2015
    Outcome: There is no planned Edible Book Festival for the July 1, 2014- June 30, 2015 fiscal year as of the time of this report. However, there will be an art exhibit in the Faulkner Gallery during the late spring/summer called Upcycle! which is a group show of art created by the Durham Books Arts Group containing books made of recycled objects and art objects made from books. A reception is planned for Saturday, May 30th.
- o Green Committee
  - § Plan and execute Earth Day educational events for the ECU community (e.g., a lunchtime video).
    - § Measure: Documentation of Earth Day activities.
      Timeline: April 2015
      Outcome: The Green Committee hosted an educational brown bag lunch that included a short video and presentation on biking in Greenville by Katy Webb. The committee promoted the event through social media.
  - § Sponsor a green activity or project for library employees, possibly to coincide with Earth Day programming.
    - § Measure: Selection of activity or project by January 1, 2015; documentation of activity or project.
      Timeline: June 2015
      Outcome: The Green Committee sponsored a winter clothing drive during December and January. Clothing was donated to the REAL Crisis Center. The committee also sponsored an ongoing cork drive. Corks were sent to ReCork for recycling. The committee cosponsored a tree planting event on Arbor Day with ECU Grounds Services.
  - § Provide green tips and committee initiatives via Joyner Library's Facebook page (at least one posting submitted to Social Media committee per month) and e-newsletter (at least two articles are published).
    - § Measure: Number of Facebook updates sent to Social Media Committee: number of e-newsletter articles
      Timeline: June 2015
      Outcome: The Green Committee submitted at least three items for the e-newsletter during FY2015. The committee had at least 6 posts on Facebook. While we did not meet our goal for once month, we plan to increase our presence on Joyner's social media platforms during FY2016.
- o IT Operations
  - § Support the library in its partnership with the The College of Engineering and Technology to provide a 3D printing lab in Joyner Library that will be available to the regional community.
    - § Measure: Installation of equipment for 3D printing lab.
      Timeline: September 2014
      Outcome: 3D printing lab was installed and an orientation session was held with some library staff.
    - § Measure: Collaborate with TECS as necessary to review procedures, facilities, and effectiveness of 3D printing lab.
      Timeline: Ongoing
      Outcome: To our knowledge, the room has not been used by anyone other than training or practice. This will be an ongoing experiment.
    - § Measure: Collaborate with Public services to develop procedures and guidelines for using the printing lab.
      Timeline: September 2014
      Outcome: Public services set guidelines for use of the space, though it has not yet been determined who will promote this space. It does not appear to have been used yet.

§ Provide technical support for the numerous conferences and events held in advanced library spaces.
  - § Measure: Number of events in which support is provided.
    Timeline: Ongoing
    Outcome: 10 events with direct and planned IT Ops support, though we responded to several requests for support for various smaller events in the space.
  - § Measure: Feedback from events.
    Timeline: Ongoing
    Outcome: Much of the feedback for events is positive. The only negative feedback IT Ops receives is typically in regards to having to turn to face the projectors. We are working on fixing that in the coming fiscal year.
- o Music Library
  - § Promote the music library by investigating and installing a permanent music library display case in the school of music lobby for the purpose of presenting displays that complement or enhance school of music events while highlighting music library collections and services.
    - § Measure: Feasibility determined
      Timeline: January 2015
      Outcome: Completed; determined to not be feasible—based on feedback from the SoM Library Committee and SoM administration, this concept will not be possible due to limited space in the SoM lobby; instead, we will use already-existing enclosed wall display boards if any worthwhile display/promotion concepts present themselves.
    - § Measure: Installation completed
      Timeline: June 2015
      Outcome: No installation done because it was determined to be infeasible.
- o Research & Instructional Services
  - § Support the Diversity Committee by helping with the Human Library event.
    - § Measure: 5 RIS staff will take part in staffing the event.
      Timeline: March 2015
      Outcome: This goal was completed. The Human Library was a great success. Skoczylas, Coonin, Willis, Rhodes and Hoover helped as librarians for the event. Stilley and Hisle covered the desk and Whaley and Stilley helped with the cleanup of the event. Others in the library assisted, but RIS was by far the most well-represented department in attendance.
- o SPA Assembly
  - § Host the 11th Paraprofessional Conference.

    - § Measure: The event will be planned and hosted. All pertinent statistics such as sessions, attendees, speakers, etc. will be recorded.
      Timeline: May 2015
      Outcome: This goal was completed. The conference was a success. All sessions went very well. After conference survey generated positive feedback from conference participants; the result is that the SPA Assembly will host the conference again in 2016.
- o Teaching Resources Center
  - § Host the 10th Annual Librarian to Librarian Networking Summit.
    - § Measure: Event is planned and hosted; the number of participants, sessions, and facilitators is documented and reported; the event is evaluated by participants, and the findings are documented and reported.
      Timeline: February 2015
      Outcome: The summit was held and was evaluated by participants, and the findings were documented and reported.
- o University Archives and Records Management
  - § Partner with ADS to create Phase II of the Buildings Upon the Past virtual campus map. Phase II will cover the growth of the southern end of campus, commonly referred to as the Athletics Complex.
    - § Measure: Phase II of Buildings Upon the Past is available for use.
      Timeline: April 2015
      Outcome: As of June 2015 ADS continues working to improve the interface designed by ECU Creative Services on behalf of mobile users. Additionally, the redesign will better orient the map into a more intuitive orientation, particularly for those comfortable with popular mapping tools, such as Google Earth. Assistant University Archivist Tolar has begun capturing modern digital born images to improve upon the available gallery for each image (May-June 2015) and we are investigating efforts to improve discoverability by potentially

linking building blurbs to other digital projects such as the ECU Icons Gallery. Work will continue during A.Y. 2015-16 to implement the upgrades and offer a more complete resource.

- (ALS 8) Cultivate an inclusive environment through cooperation, collegiality, and diversity.
  - o Ad Hoc Code Committee
    - § Revise the ALS Code of Operations to more fully recognize the contributions and expand the participation of fixed term faculty, EPA Non-Faculty personnel, and SPA personnel in library governance.
      - § Measure: Feedback from faculty, staff and EPA Non-Faculty personnel; approval of the revised Code by the tenured faculty of ALS.
        Timeline: September 2014
        Outcome:
  - o Administrative Services
    - § Incorporate the new Library Staff Directory in new employee orientation, provide directions for uploading photographs, and institute a process for regular verification and updating of employee information.
      - § Measure: Documentation and process are created.
        Timeline: October 2014
        Outcome: Staff Directory has been incorporated in new employee orientation. Process has been instituted for regular verification and updating of employee information.
      - § Measure: 100% of employees are included in the directory within five days of start date; verification and updating are performed at regular intervals.
        Timeline: Ongoing
        Outcome: Admin staff are meeting this measure.
    - § Revise internal ALS human resources procedures and documentation as needed to reflect changes made by the revised ALS Code of Operations.
      - § Measure: Procedures and documentation are updated; feedback from internal clients.Timeline is 60 days from the date the Code is approved by the Chancellor.
        Timeline: Ongoing
        Outcome: The Provisional ALS Code of Operations was approved by the Chancellor on June 15, 2015. Work has started to update procedures and documentation and will be completed by August 15, 2015.
    - § Work with the Staff Development and Diversity Committees to plan and execute a series of training/development sessions that are of interest to ALS personnel and that meet identified needs.
      - § Measure: List of identified needs; number of sessions; number of attendees; attendee feedback.
        Timeline: June 2015
        Outcome: Admin Services staff were active participants on the Staff Development and Diversity Committees. Number of sessions and attendees will be reported by those committees.
    - § Engage in lifelong learning through monthly activities documented via the department's Self-Directed Achievement program.
      - § Measure: Documentation of activities by each member of the department.
        Timeline: June 2015
        Outcome: Completed.
  - o Diversity Committee
    - § Sponsor events for library employees to facilitate educational outcomes that encourage a diverse workplace.
      - § Measure: 'Ouch: This Stereotype Hurts' and 'Ouch: Your Silence Hurts' trainings are hosted during FY14/15.
        Timeline: July 2015
        Outcome: Two "OUCH! That Stereotype Hurts" sessions were held during the year. The first session was held in Joyner Library on May 26, 2015, and a second session was held in Laupus Library on June, 11, 2015.
      - § Measure: ECU Human Resources contacted to host a 'True Colors' workshop during FY14/15.
        Timeline: July 2015
        Outcome: A member of ECU's Human Resources Department facilitated a "True Colors" session on March 9, 2015 (Staff Development Day).
      - § Measure: Education opportunities offered through ECU's EEOO office are distributed to ALS employees.
        Timeline: July 2015

Outcome: Since the Office of Equity and Diversity sends their professional development opportunities via email to all ECU employees, they were received by ALS employees. However, the committee did redistribute several sessions of high interest to ALS employees and encouraged them to attend.

§ Sponsor the Human Library with university partners to facilitate educational outcomes that encourage diversity within the university.
  § Measure: Human Library is held within Joyner Library during FY14/15.
  Timeline: July 2015
  Outcome: The Human Library event was held on February 25, 2015 with 106 "checkouts" over the 3-hour period. Two shifts were held with 26 human books available for checkout on the first shift and 11 books during the second shift.

o General Collections Cataloging
  § Each member of the department will participate in 2-6 of the following, and report it in his/her monthly report: duty-related webinars, classes, or conferences, library committees, library or campus events, public service.
    § Measure: Participation happens and is reported.
    Timeline: Ongoing
    Outcome: All staff attended training as needed.

o Green Committee
  § Participate with campus Sustainability Committee to assist in creating a sustainable campus.
    § Measure: Green Committee member attends at least one of the two yearly meetings; documentation of committee assistance with sustainable activities when appropriate.
    Timeline: June 2015
    Outcome: Three committee members have attended the ECU Sustainability Committee meetings. Jeanne Hoover is chair of the Communications Subcommittee and Jennifer Joyner is a member. The committee members also assisted with the ECU Sustainability Committee's Earth Day Fair.

o Marketing Committee
  § Create/build/volunteer for the ALS float in the 2014 ECU Homecoming Parade.
    § Measure: Development of a float theme that fits the Homecoming theme; design, creation/building of float; participation during the parade; number of individuals from the committee and ALS who participate in any float-related activity.
    Timeline: October 2014
    Outcome: ALS created a float for the Land of the Free Home of the Pirates parade. We featured free ALS resources & services to coordinate with the ECU theme. Only 4 committee members plus chair participated in construction and/or parade. The project would not have been completed without the help of ALS employee volunteers. Recommendation for next year: no float (truck/trailer/construction) but participate with a banner and walkers/candy throwers from the marketing committee plus ALS volunteers or remove as a Committee goal and no longer participate in the parade.

o Marketing Department
  § Support the Human Library event with publicity and marketing services.
    § Measure: Promotion to University community and local news media; number of Human Library books; number of attendees; feedback received.
    Timeline: March 2015
    Outcome: The Marketing Department issued a press release and created a paid ad in The East Carolinian promoting the event. Also worked with event coordinator promoting the event campus wide. The Daily Reflector provided coverage of the event.

o Research & Instructional Services
  § Support students with learning disabilities by better integrating Universal Design for Learning (UDL) into our tutorials and teaching.
    § Measure: Create a list of what we have already have completed regarding UDL.
    Timeline: January 2015
    Outcome: This was completed by October 22.
    § Measure: Create a written plan for next steps documenting options for inclusion of students with physical or learning disabilities.
    Timeline: February 2015
    Outcome: This was completed by October 22.
    § Measure: 100% of the video tutorials to have text options and 100% of links on our LibGuides to have descriptive text.
    Timeline: June 2015
    Outcome: This was part of the LibGuides Summer Project, which concluded in late June 2014.

- o Special Collections Cataloging
  - § Each member of the department will participate in one of the following in most months, and report it in his/her monthly report: duty-related webinars, classes, meetings beyond the department, conferences, library committees, library or campus events, public service.
    - § Measure: Participation happens and is reported.
      Timeline: Ongoing
      Outcome: Members of the department have individually satisfied this goal. They have worked at public services desks, attended a number of webinars, various conferences including the Paraprofessional Conference and Staff Development Day, candidate interviews and presentations, SPA Assembly, and specific job-related training sessions and classes.
- o Staff Development Committee
  - § Objective: Plan and implement a staff development day that fosters collegiality among library employees.
    Measure and Timeline: Staff development day successfully planned and implemented by 6/15/15.
- (ALS 9) Continue and expand collaborations with Laupus Library to maximize efficiencies while maintaining the quality of core services.
  - o Access Services
    - § Achieve efficiencies by further aligning Laupus, Music, and Joyner Access Services procedures, websites, request forms, and office processes
      - § Measure: Documentation of changes made and efficiencies achieved
        Timeline: Ongoing
        Outcome: Extensive cooperation occurred year-round on billing and collections initiatives, including the revisions of all email notices and the drafting of the Circulation Collections SOP, ILL Collections SOP, Write-Off SOP, and Bankruptcy SOP – Joyner/Music and Laupus were required to have individual SOPs by ECU Compliance Management. Joyner/Music course reserves procedures were combined in January; the new combined online reserves forms were still being created by ADS in June. Joyner/Music and Laupus Circulation procedures were compared in September; sections present in Laupus' procedure that were missing from Joyner's were added as appropriate in March. Due to differences in procedures because of the different populations served, the combination of the separate circulation procedures was not pursued. Joyner ILL created new written instructions for Music in September; training was offered in August and October. Consolidation of the Joyner/Laupus ILLiad webpages was discussed in August and September, but was decided against in October due to the desire to maintain independent branding and help information.
  - o Administrative Services
    - § With colleagues at Laupus Library, review processes and identify any efficiencies that can be obtained in Administrative Services while maintaining the quality of core services.
      - § Measure: Documentation of review process; list of efficiencies.
        Timeline: February 2015
        Outcome: Human Resources and Budget Services began managing security officers for Laupus (hiring and termination paperwork, payroll, and budget), with Laupus transferring funds to Joyner twice a year. An MOU documents these processes. Budget Services managed transfers to the Virtual Library from other Laupus and Joyner budget lines. Budget Services managed the split coding of several invoices with Laupus.
  - o Application & Discovery Services
    - § Partner with ECU Libraries staff to improve our user experience to facilitate discovery and use of the Libraries services and resources.
      - § Measure: Student Advisory Group is utilized for user experience studies of products and services
        Timeline: May 2015
        Outcome: Incomplete due to staff changes.
      - § Measure: Library Resources Dashboard is developed and embedded on the ECU Libraries page in collaboration with Joyner and Laupus RIS departments.
        Timeline: January 2015
        Outcome: Incomplete due to staff changes.
      - § Measure: Monthly meetings are held with the Libraries' RIS departments to discuss opportunities to improve our user experience.
        Timeline: Ongoing
        Outcome: Monthly meetings were not held, but communication with RIS was maintained on an as-needed basis.

- § Provide comprehensive web support for the ECU Libraries.
  - § Measure: Website support tickets are addressed in a timely manner.
    Timeline: Ongoing
    Outcome: Web support tickets and requests have been addressed in a timely manner. No issues have been expressed.
- o Diversity Committee
  - § Collaborate with the Laupus Library Diversity Committee to offer educational opportunities that promote diversity in the Libraries.
    - § Measure: Educational opportunities and trainings are shared with the chair of the Laupus Library Diversity Committee for distribution at Laupus Library.
      Timeline: July 2015
      Outcome: Employees of Laupus Library were invited to attend all events sponsored by the Library Diversity Committee. The Chair of their Diversity Committee served as one of the co-facilitators for the "OUCH! That Stereotype Hurts" training session with one session held at Laupus Library.
- o General Collections Cataloging
  - § Seek avenues of increased cooperation in technical services with Laupus Library.
    - § Measure: Changes made and documented when opportunities for improvement arise.
      Timeline: Ongoing
      Outcome: 1) Conferred with Marlena Barber from Laupus Library about cataloging issues, particularly concerning e-serial holdings discrepancies between OCLC and Serials Solutions. 2) Worked with librarians from Joyner and Laupus Libraries to coordinate the upcoming transfer of Nutrition materials from Joyner to Laupus.
- o ILS Services
  - § Support the joint library system implementation for Academic Library Services, Laupus Health Sciences Library, and ECSU's G.R. Little Library by visiting Laupus and Little Libraries 2-3 times during 2014-2015 to identify areas that need assistance and provide training, by implementing features, by resolving problems, and by providing training
    - § Measure: Documentation of visits to Laupus Health Sciences Library and G.R. Little Library to identify areas that need assistance and provide training; document visits; documentation of outcomes
      Timeline: June 2015
      Outcome: Provided report training to Laupus personnel (January 2015); modified circulation policies when changed (April 2015); developed procedures to batch load Films on Demand MARC records for ECSU; arranged for ECSU Music staff person to come to ECU to tour the Music Library, receive some brief music catalog training, and network with Preservation & Conservation folks concerning best practices for music material binding (October 2014); visited ECSU to provide additional demand management configuration and discuss circulation policy changes (October 2014)
    - § Measure: Documentation of efficiencies achieved through coordination of efforts between the libraries where overlaps exist and number of agreements negotiated
      Timeline: June 2015
      Outcome: Worked over the course of the year with circulation departments at Joyner, Music, and Laupus to continue to streamline debt collection procedures and bring them into compliance with university and state procedures; adapted Symphony's "books by e-mail" module to assist Circulation staff from Joyner and Laupus in developing a workflow for on-campus delivery of physical materials to faculty and staff (July-September 2014)
    - § Measure: Documentation of participation and support of initiatives and projects for individual departments in the libraries; examples include Circulation's transfer of billing compliance to Cashier's Office/Banner, TRC's creation of a Teaching Aids Collection, inventory projects, New Titles List
      Timeline: June 2015
      Outcome: Worked over the course of the year with circulation departments at Joyner, Music, and Laupus to continue to streamline debt collection procedures and bring them into compliance with university and state procedures; adapted Symphony's "books by e-mail" module to assist Circulation staff from Joyner and Laupus in developing a workflow for on-campus delivery of physical materials to faculty and staff (July-September 2014); developed and launched a weekly New Titles blog for Joyner and Music Libraries; configured policies and rules for TRC's new Teaching Aids collection
- o Research & Instructional Services
  - § Collaborate with Laupus Library to complete the 3rd annual LibGuides Summer Project.
    - § Measure: 100% of published LibGuides reviewed and prepared for the rollout of LibGuides 2.0.

Timeline: September 2014

Outcome: This goal is complete. In conjunction with Andresen at Laupus Library, Webb created and organized the first ever ECU Libraries LibGuides Summer Project. Webb developed the outline for the week-by-week project that meant to prepare LibGuides to the change over from 1.0 to 2.0. The TRC and Special Collections also took part in the process of updating the guides. Biweekly instructional units included unveiling the new software, checking for currency in the guides, checking that all catalog boxes were changed over, changing the database list links, and updating navigation options. The units were completed at Joyner by June 17, before Webb left for FMLA. The change from LibGuides 1.0 to 2.0 did not happen until the end of the summer and was led by Andresen. This project was a model of good collaboration between the two libraries. The 4th annual LibGuides Summer Project for summer 2015 has been shared with last years' stakeholders, as well.

- o Special Collections Cataloging
  - § Seek avenues of increased cooperation in technical services with Laupus Library.
    - § Measure: Changes made and documented when opportunities for improvement arise.
      Timeline: Ongoing
      Outcome: The head of the department has served on the Discovery Advisory Board along with Laupus librarians, convened the ECU catalogers group including representation from all libraries to discuss cataloging issues such as Blacklight and the WorldShare knowledgebase, and attended a planning meeting for the Laupus finding aids grant.
- (ALS 10) Demonstrate good stewardship of the resources entrusted to Academic Library Services.
  - o Access Services
    - § Cross train staff to have at least one fully trained backup for every Circulation and Interlibrary Loan task role
      - § Measure: Documentation is made of all tasks and current assignments and of a training plan
        Timeline: August 2014
        Outcome: Job descriptions and tasks for all employees were discussed by department head and assistant department head in July and August. The updated job descriptions and competencies for all ten staff positions were finalized and discussed with staff in February after the staff three vacancies were filled. The new duties and competencies were not loaded into PeopleAdmin due to difficulties with PeopleAdmin and due to time-sensitive billing tasks required by Compliance Management. We now plan to input the duties and competencies into PeopleAdmin as soon as the problems with the software are resolved this summer.
      - § Measure: Number of staff trained on number of tasks
        Timeline: June 2015
        Outcome: Andrew and Rebecca trained on working at the Circulation desk during summer and fall 2014. Erin was trained on course reserves in August and September and on ILL Borrowing processing in September and October. Pam was trained on holds, recalls, and campus office delivery processing in September. William and Pam trained throughout the year on all aspects of the billing process and Garrett trained on some billing processing in the spring. Garrett trained on equipment maintenance in March. Pam and all staff were trained on study carrel processing in the spring. Erin and Garrett are being trained on stacks maintenance in June. Lucas trained on stacks maintenance in the fall. Remaining cross training areas will be addressed in 2015-2016.
    - § Write off outstanding debt declared by ECU to be uncollectable
      - § Measure: Documentation is made of outstanding debt considered eligible for write off and is sent to financial services for review
        Timeline: October 2014
        Outcome: Evolving rules interpretations by Office of Compliance Management resulted in a phased implementation of write offs with verifications at each step. The write-off SOP was drafted in March, was returned in May, and is currently being revised.
      - § Measure: Number and amount of outstanding debt authorized for write off that is written off
        Timeline: December 2014
        Outcome: Approval for a write-off of student balances greater than $10 in the amount of $73,304.46 covering 1994-2014 was received in July from the VC for Administration and Finance and finished in September. A write-off of $31.50 for faculty/staff debt that was less than $10 and of $2,453.84 for non-active faculty /staff debt that was beyond the statute of limitations was finished in the fall. Permission was received in December 2014 to write-off the $20,897.30 debt for materials that were stolen by a couple using false IDs in 2013; the debt was written-off in January, 2015. Approval was requested in January 2015 from the VC for Administration and Finance to write-off debt from 1994-2015 in the amount of

$42,633.61 for non-active student and non-active faculty/staff debt and $28,327.57 for non-ECU borrowers (including educators and area residents) and interlibrary loan debt; as of June, the write-off is still pending approval.

§ Complete the implementation of the new billing processes to improve the collection of fines and fees in compliance with University rules
   - § Measure: Documentation is made of updated procedures, instructions, and workflows
     Timeline: August 2014
     Outcome: Evolving interpretations by Office of Compliance Management resulted in a phased implementation and agile development of instructions and workflows throughout the year. The Circulation Collections SOP and Bankruptcy SOP were finalized after months of revisions in May. The draft Write-Off SOP was first submitted for OCM review in March; it is still being revised. The draft ILL Collections SOP was first submitted for OCM review in April; it is still being revised.
   - § Measure: Number and amount of outstanding applicable debt that is transferred into Banner Finance for students, sent to HR for faculty and staff, and to either the AG's Office or collection agencies for non-affiliates in accordance to new workflows and timelines
     Timeline: August 2014
     Outcome: Evolving interpretations by Office of Compliance Management resulted in a phased implementation and agile development of workflows throughout the year. The amount of debt collected will be reported in the statistics report in July.

o Administrative Services
   § Provide budget support to comply with all grant and project tracking requirements for the National Historical Publications & Records Commission and the Library Services & Technology Act Innovation grants and any additional grants ALS receives during the reporting period.
      - § Measure: Activity codes are set up and NHPRC grant funds are accurately tracked.
        Timeline: September 2015
        Outcome: Activity codes were set up. Funds are being accurately tracked.
      - § Measure: Activity codes are set up and LSTA Innovation grant funds are accurately tracked.
        Timeline: June 2015
        Outcome: Activity codes were set up and funds are being accurately tracked.
   § Plan the efficient and timely expenditure of the operating budget, endowment distributions, special funds, and other sources (including non-recurring and end-of-year funds allocated to ALS) so that the appropriate funding source is used and all conditions for use are met.
      - § Measure: Operating budget allocations are encumbered and/or expended by April 15, 2015
        Timeline: April 2015
        Outcome: Accomplished.
      - § Measure: External deadlines for making or submitting expenditures are met.
        Timeline: June 2015
        Outcome: All external deadlines were met.
   § Simplify process for requesting support for library events by merging the existing set-up and special events forms.
      - § Measure: Revised forms are available on the library intranet.
        Timeline: August 2014
        Outcome: Decision was made not to merge the set-up and special events forms. Instead, a new process was developed with new forms to implement it.
   § Initiate and manage a new fundraising campaign in collaboration with the Joyner Library Advancement Council.
      - § Measure: Amount contributed or pledged; number of donor contacts; number of donors.
        Timeline: June 2015
        Outcome: $18,000 has been contributed or pledged for the Music Library campaign; approximately 100 donor contacts were made; there are 17 donors to date (spouses/partners counted as one). Total donor support (gifts and gifts-in-kind) to ALS for the fiscal year was approximately $140,000.
   § Develop engagement plan for "Library Alumni" (former student employees) and make at least one contact with Library Alumni.
      - § Measure: Documentation of plan; documentation of contacts.
        Timeline: June 2015
        Outcome: An initial plan was developed. ALS Director emailed all "Library Alumni." Further development of an engagement plan will be undertaken when the development officer position is filled.

o Application & Discovery Services

- § Conduct an applications audit to identify efficiencies, specifically to improve workflows, reduce duplicative efforts, and improve interfaces to foster an enhanced user experience.
  - § Measure: Audit completed and results documented.
    Timeline: October 2014
    Outcome: Application audit was completed via a Google spreadsheet. The department plans to migrate the applications documentation into Trello.
  - § Measure: Areas identified for improvement and plans identified to improve existing applications.
    Timeline: February 2015
    Outcome: Due to staff changes maintenance and development of existing applications has been the priority.
  - § Measure: Based on audit results, realign staff to adopt more of an agile development model, incorporating user assessment activities into the development lifecycle.
    Timeline: February 2015
    Outcome: Incomplete due to staff changes.
- § Complete a SWOT analysis to assess the suitability of CommonSpot as the Libraries' content management system.
  - § Measure: SWOT analysis completed.
    Timeline: February 2015
    Outcome: SWOT analysis completed May 2015.
- § Implement and/or support existing applications to improve internal ALS/HSL operations. Projects in support of this goal for FY14/15 include: Joyner Library Inventory Database, CORAL ERM, ECU Libraries staff directory API and administrative interface, ECU Libraries nav bar as a web service, and Vireo integration w. the ScholarShip for ETD delivery.
  - § Measure: Projects are completed or in progress by end of FY14/15.
    Timeline: June 2015
    Outcome: All project completed except for ECU Libraries nav bar as a web service and Inventory database (which will roll over to next years goals)
- o Digital Collections
  - § Train-up new Digital Collections Librarian upon their hiring; examine existing positions for possible job description re-writes.
    - § Measure: Transition to new leadership (October, 2014), rewrite existing positions if necessary.
      Timeline: March 2015
      Outcome: The search for a new Digital Collections Librarian was unsuccessful, and the search was officially closed October 9, 2014.
- o Electronic & Continuing Resources Acquisitions
  - § With colleagues at Laupus Health Sciences Library, review and update "Electronic Resources Use Guidelines" in order to better comply with license agreements.
    - § Measure: Guidelines updated and made available on the ECU Libraries website.
      Timeline: December 2014
      Outcome:
  - § Review ECRAD staff workflows in the areas of bindery and invoice processing in order to increase efficiencies and ensure accurate records management.
    - § Measure: Workflows are reviewed, revised if necessary, and documented.
      Timeline: April 2014
      Outcome:
- o Green Committee
  - § Explore ways to have sustainable elections during Library Assembly.
    - § Measure: Documentation of options explored and of changes, if any, made to election process.
      Timeline: February 2015
      Outcome: The Green Committee submitted a request to add electronic voting to the provisional code for ALS.
- o ILS Services
  - § Continue to document procedures, workflows and customizations
    - § Measure: Create documentation as new procedures and workflows are required and as new customizations are implemented
      Timeline: Ongoing
      Outcome: Procedures were created and modified throughout the year as new workflows or processes were identified or tweaked. Copies were distributed as needed to ILS Services departmental members and also stored on the department's PirateDrive space .
  - § Continue to organize staffing so specialities and efficiencies can be developed
    - § Measure: Documentation of changed workflows, staff development and training provided

Timeline: Ongoing

Outcome: Projects are divided among department members; responsibilites are assigned such that specialties can be developed

- o IT Operations
  - § Continue evaluating server systems that can be combined, phased out, or replaced with less expensive virtual systems.
    - § Measure: Review list of replacements that are due this fiscal year.

      Timeline: September 2014

      Outcome: A list of replacements was generated and tentatively approved. There may be additional servers needed for ADS. The systems identified for replacement can wait until next fiscal year if needed. 2 systems up for replacement will not be replaced with servers, but with purchased pirate drive space. These systems are only file servers, and are no longer necessary for this type of service.
    - § Measure: Complete service level agreements for server replacements, receive quotes, and purchase servers.

      Timeline: December 2014

      Outcome: SLA's were completed in May 2015. Purchases have moved forward.
    - § Measure: Complete migrations of new servers.

      Timeline: April 2015

      Outcome: Server migrations will likely take place over the summer.
- o Marketing Committee
  - § Assist Marketing Department with creation of an informative and creative ALS annual report for 2014 with an earlier distribution date than 2013.
    - § Measure: Documentation of committee involvement with writing articles, following up with authors, and/or editing Word document and layout drafts; deadlines met. Content generation by July 15, 2014. Edits by August 15, 2014.

      Timeline: August 2014

      Outcome: The Committee assisted the Marketing Department with 2014 annual report production with article and photo submissions. Jennifer Joyner and David Hisle served as editors. The report was distributed mid-September, meeting the earlier deadline.
- o Marketing Department
  - § Plan the expenditures of 2014-15 Marketing Department budget in a timely and efficient manner.
    - § Measure: Price comparisons for purchases with ECU approved vendors. Purchases are encumbered or expended by April 15, 2015.

      Timeline: April 15, 2015 for marketing budget expenditures. June 15, 2015 for recoding.

      Timeline: June 2015

      Outcome: Purchases were made before April 15th.
  - § Create a simple process for requesting creative services from the Marketing Department.
    - § Measure: Creation (with ADS) of a web based "Marketing/Graphic Design Request Form" listing all creative services offered. Availability of the form on the intranet with links to the Marketing Department Frequently Asked Questions and the new special events/set up form.

      Link to special events/set up form by August 31, 2014.

      Timeline: July 2014

      Outcome: The Marketing FAQ and Marketing Request Form was finalized and online by 7/15/14. The form was revised 2/15 based on user experience.
  - § Produce an informative and creative ALS annual report for 2014 with an earlier distribution date than previous years.
    - § Measure: Content generation and editing completed on schedule in collaboration with Marketing Committee. Creation of a production schedule with hard deadlines. Number of copies distributed; feedback received.

      Timeline: Content generation by July 15, 2024. Distribution week of September 15, 2014.

      Timeline: September 2014

      Outcome: The Marketing Department produced the 2014 annual report with a distribution date of 9/17/14. Article & photo submissions from the Marketing Committee & others were coordinated by the Marketing Department.
- o Monographic Acquisitions & Preservation & Conservation
  - § Establish EDI invoicing in Symphony for YBP invoices in order to streamline data entry and reduce manual processes.

- § Measure: Functionality in Symphony tested, refined and established, loading of invoice data created as a regular routine, process documented, and task(s) assigned to staff member(s).
  Timeline: February 2015
  Outcome: Testing of process and confirmation of the steps/workflow involved has occurred. The writing of documentation and assignment as a regular duty to a staff member is underway.
- § Document process for data collection and analysis for the Use Factor Allocation Formula and make guidelines available in shared drive space.
  - § Measure: Guidelines put into written form with step-by-step directions so that in future years it can be recreated.
    Timeline: October 2014
    Outcome: The draft of this document has undergone editing and revision but still needs to be put into a central spot.
- § Keep subject liaisons and collection development librarians regularly informed of the amount of firm order money they have expended and have yet to spend.
  - § Measure: Beginning with the creation of the new fiscal cycle in Symphony, bi-weekly budget reports will be sent out via email until the Christmas break. After the Christmas break, weekly reports will be sent until such time that the deadline for firm order money to be expended is reached.
    Timeline: Ongoing
    Outcome: This objective was met. Bi-weekly emails were sent to collection development liaisons until the holiday break. Weekly budget emails were sent from January until the date by which all firm order requests had to be submitted.
- § Assess pres/con workspace & layout for increased efficiencies and cost saving opportunities.
  - § Measure: If deemed feasible, movement of equipment and staff or student workstations occurs creating a more logical design of the floorplan. Increased efficiency in flow of materials through the unit and a reduction in some duplication of supplies needed to furnish multiple workspaces.
    Timeline: May 2015
    Outcome: Although actual floorplan/footprint of the pres/con lab was not deemed as necessary, streamlining of supplies and equipment furnishing the student workstations occurred. A color coded flag system was implemented for general collection materials and resulted in increased efficiency. New sewing techniques were implemented to better address various textblock and paper damage.

- o Research & Instructional Services
  - § Reorganize 1109 Workroom and look for other ways to improve space in the area.
    - § Measure: Conduct and document an informal needs assessment for room 1109.
      Timeline: August 2015
      Outcome: Team members from the Research and Instructional Services department (Stilley and Swindell) met over the summer to discuss changes and come up with ideas for reorganization of 1109. They emailed the assistant department head with ideas and updates.
    - § Measure: Complete a reorganization of the room.
      Timeline: September 2015
      Outcome: The work of reorganizing the room took place the week of July 28th. This goal is satisfied.

- o University Archives and Records Management
  - § Work with legacy, new, and potential donors to promote use and preservation of materials
    - § Measure: Hold Archive Open House event
      Timeline: May 2015
      Outcome: University Archives staged three events which allowed users to view materials unique, rare, or important to the region and University. Two events focused on historical items and rare books from the entire Special Collections (September 2014 and December 2014). The third event hosted the Golden Alumni Class of 1965 and focused on material related to their time at East Carolina. The Alumni Office has requested a similar event for the 1966 class.
    - § Measure: Partner with ASD and Development to investigate creation of web-based "Giving to the Archives" program
      Timeline: May 2015
      Outcome: During Fall 2015, began to coordinate efforts with Development Officer Teague to identify resources and collections that might bolster fund raising and collection development. Teague's resignation halted those efforts. In April 2015 Special Collections

HOS meeting, need to update both print and electronic literature to better reflect how donated funds are used to support our collections and education initiatives. Division members will continue to focus on improving fund raising efforts and will participate in the recruitment of a new development officer.