

Academic Library Services FY2016 Objectives  
July 1, 2015 - June 30, 2016

- (ALS 1) Use innovative learning strategies and delivery methods to expand access to library resources, services, and programming that support academic success.
  - o Access Services
    - § Expand faculty/staff office delivery service to make print and media resources more accessible to faculty/staff for their research
      - § Measure: Market office delivery to faculty throughout the year through a library newsletter article, emails to campus at the start of each semester, at least one library plasma screen announcement each semester, at least three library social media posts each semester, and bookmarks placed in interlibrary loan materials throughout the year
        - a) Number of promotions (emails, newsletter articles, social media posts)
        - b) Number of patrons receiving documents
        - c) Number of items delivered to offices
      - Timeline: Ongoing
      - Outcome: a) An email was sent to campus faculty in August. 1,668 bookmarks were placed in faculty ILL loans starting Aug 20 and lasting throughout the year (8/20/16-6/9/16). Plasma screen advertisements started rotation in August and ran throughout the year. A library e-newsletter article was published in September. Social media posts ran on 9/16, 10/14, and 12/9 on the library's Facebook and Twitter accounts.
      - b) Number of patrons receiving documents: 78 faculty/staff from 45 departments (7/1/16-6/9/16). The number of patrons served is 62% higher than the prior year. The number of departments served is 45% higher than the prior year.
      - c) Number of items delivered to offices: 395 (7/1/16-6/9/16). The number of items delivered is 290% higher than the prior year.
    - § Expand document delivery service to make book chapters, articles, and entries in print and microfilm materials readily accessible to faculty, students, and staff for their research
      - § Measure: Market document delivery to the campus throughout the year through a library newsletter article, emails to campus at the start of each semester, at least one library plasma screen announcement each semester, at least one library social media post each semester, and bookmarks placed in interlibrary loan materials throughout the year
        - a) Number of promotions (emails, newsletter articles, social media posts)
        - b) Number of patrons receiving documents
        - c) Number of documents provided
      - Timeline: Ongoing
      - Outcome: a) An email was sent to campus faculty, staff, and students in August. 1,668 bookmarks were placed in faculty ILL loans starting on August 20 and lasting throughout the year (8/20/16-6/9/16). A plasma screen advertisement started rotation in August and ran throughout the year. An article was submitted to the library e-newsletter in September, but was not included in the published newsletter or later ones. Social media posts ran on 9/1, 9/30, and 11/18 on the library's Facebook and Twitter accounts.
      - b) Number of patrons receiving documents: 280 patrons from 49 departments: Faculty (96), Graduate (102), Undergraduate (74), Staff (8). – as of June 9. This compares to the prior year of 213 patrons (an increase of 31%) from 44 departments (an increase of 11%).
      - c) Number of documents provided: 710. This compares to the prior year of 516 (a 38% increase).
  - o Application & Digital Services
    - § Complete Blacklight development and replace current library catalog.
      - § Measure: Functional requirements are completed based on input from Discovery Advisory Board.
      - Timeline:  
Outcome: Completed September 2015
      - § Measure: New Blacklight catalog is deployed, replacing the existing implementation.
      - Timeline: Dec-15  
Outcome: The new library catalog was deployed on December 21, 2015.
      - § Measure: Monitor usage and continue to make improvements as catalog gets used more broadly.
      - Timeline: Ongoing  
Outcome: Major update to version 6 of Blacklight occurred May 2015. Enhancements include: A-Z filter for facets with many items; new publication date plugin; saved items/search tied

to PirateId account; ability to place multiple item level holds; connection to Illiad for display of ILL data.

#### § Improve ECU Libraries' open source presence.

§ Measure: Investigate any policies or restrictions the university has for providing open source software.

Timeline: Sep-15

Outcome: No policies or restrictions were found. Also the library has previously provided an open source application called Pirate Source. Implementation details were published in College & Undergraduate Libraries.

§ Measure: Identify and develop functional requirements of a library-related project.

Timeline: Dec-15

Outcome: A library related project was identified in January of 2016 and functional requirements were defined. The project was intended to make it possible for a sequence of images from our JPEG2000 image server (Djatoka) to be displayed in an open source image viewer called OpenSeadragon. Existing products could perform this translation on one image at a time...the uniqueness of this project lies in the ability to translate a sequence.

§ Measure: Develop and release an open source project.

Timeline: June 2016

Outcome: A project called openseadragon-djatoka-sequence was developed in January of 2016 and released on GitHub in February 2016 -

<https://github.com/ECULibraries/openseadragon-djatoka-sequence>. A project called EcuMvcAuth was developed in June 2016 and released on NuGet.org -

<https://www.nuget.org/packages/EcuMvcAuth>

#### § Implement and/or support existing applications to improve discovery of resources and library services for the ECU Libraries.

§ Measure: Improvements or feature requests to existing applications are prioritized and/or addressed.

Timeline: Ongoing

Outcome: The Digital Resource Collection used by the School of Art was upgraded to the latest version and migrated to new hardware. Due to low usage, an alternate solution is being investigated.

#### o Collection Development

#### § Course Adopted Texts Project: continue pilot project in which ECU Libraries reduce student costs by acquiring and/or promoting online access to texts that are required for ECU Courses.

§ Measure: List created of e-resources that have been acquired/promoted is compiled

Timeline: Ongoing

Outcome: A LibGuide with this information is here: <http://libguides.ecu.edu/coursetexts> for Spring 2016. Dan Shouse also has an Excel file of previous semesters' acquisitions.

§ Measure: Total potential students savings has been estimated

Timeline: Ongoing

Outcome: Dan Shouse's Excel file can tabulate this information for each of the semesters we've done the CAT books. A conservative estimate of the savings for students over the first three semesters we've conducted the CAT program is \$91,067.

#### § Evaluate the extent to which New Titles List addresses patron needs

§ Measure: Use Google Analytics to assess use

Timeline: Aug-15

Outcome: Google Analytics were not turned on for this page. I have asked that they be turned on and will check them in August, 2016 after we've collected a whole year's worth of data.

§ Measure: Analyze check-outs for items on list since its inception

Timeline: Aug-15

Outcome: This was not feasible because we would've had to go through previous lists by hand and look up their circulation statistics. It was not done.

§ Measure: Collect qualitative feedback from faculty

Timeline: Aug-15

Outcome: Most faculty I talked with did not know about the list. I used this opportunity to educate them. I feel more education or outreach can happen on this topic and would like to work with our new Events and Programs Coordinator on this.

§ Measure: Talk to circulation staff to get their impressions on if it's being used

Timeline: August 2015

Outcome: I spoke with Circulation staff during their core meeting in August 2015. They had never had anyone ask about the list.

## § Streamline efforts to provide streaming video to patrons

- § Measure: In conjunction with ADS, develop a form by which faculty submit streaming requests  
Timeline: July 2015  
Outcome: Michael Reece created a form that works very well for what we need.
- § Measure: Collect streaming video requests via form  
Timeline: Ongoing  
Outcome: Both semesters of data for the streaming video requests were collected via the form and are in the format of Excel files that I have access to.
- § Measure: Budget for streaming video requests  
Timeline: Sep-15  
Outcome: We were able to get Student Technology Fee money from ITCS to pay the \$5,000 for our Swank package and were able to pay \$8,000 of our own money to fund Kanopy titles.

## § Ask all liaisons to write a short reflective report on what worked and what didn't throughout the year

- § Measure: Reports are sent to the Head of Collection Development  
Timeline: December 2015  
Outcome: Everybody did this, but it wasn't the most popular idea. Some people didn't take advantage of the exercise fully and simply described what they had done without offering any "lessons learned" type information. Those who went farther and were introspective got more out of the exercise. I will probably ask for these again as I found them helpful.

## o Digital Collections

### § Examine and improve the North Carolina Periodical Index to better serve users and increase efficiencies with workflows.

- § Measure: Analyze use of the index and workflows to identify problems, areas to expand, and areas for improvement.  
Timeline: November 2015  
Outcome: Planning for the improvements to the NCPI began in July 2015. Layne Carpenter, with the assistance of students, and with consultation with Special Collections Cataloging, made necessary changes to NCPI data.
- § Measure: Develop plan outlining changes to be made to the index.  
Timeline: January 2016  
Outcome: The first planning meeting for the NCPI took place July 30, 2015, and multiple conversations and meetings took place after this initial meeting. A plan for changes to be made to the index was in place by August 2015.
- § Measure: Work with Application and Digital Services to begin implementing changes to the index.  
Timeline: May 2016  
Outcome: On October 28, 2015, the new interface for the North Carolina Periodicals Index (NCPI) went live. Michael Reece, Lead Developer, designed the new system. The database now features more advanced sorting and search options.

### § Make ECU football films and other archival football material digitized in 2014 accessible online.

- § Measure: In collaboration with Application and Discovery Services, develop an interface to access films and other material.  
Timeline:  
Outcome: Members of Application and Digital Services worked to develop an interface to access the films. ADS made the decision to not build an interface from scratch but to embed the Internet Archive's video player. Ten football films are currently available online, and the rest of the films are stored on university servers.

## 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 by participating in various SirsiDynix BLUEcloud Strategic Partner Program initiatives, maintaining current awareness through webinars, articles, or meetings and supporting the activities of the Discovery Advisory Board. (also relevant to ALS 4)

- § Measure: Documentation of participation in SirsiDynix' Strategic Partner Program initiatives to provide input regarding future development of their applications  
Timeline: June 2016  
Outcome: SPP activity has slowed this past year with only one or two update webinars as SirsiDynix has focused on the programming of the projects in accordance with feedback received from the groups.

- § 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 2016  
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 COSUGI conferences; attended a number of webinars concerning new SirsiDynix BLUEcloud products such as eResource Central and Visibility, and the Symphony Ninja series
- § Measure: Documentation of the activities supported for the Discovery Advisory Board  
Timeline: Ongoing  
Outcome: Provided up-to-date documentation for Summon mapping discussion; Refreshed Serials Solutions records in Symphony database; Participated in discussions concerning new discovery tool options and new MARC record sources for electronic resources
- § Implement BLUEcloud products as they are released and determined to be relevant and/or viable for the libraries. (also relevant to ALS 4)
- § Measure: Document implementation of BLUEcloud products such as MobileCirc and BLUEcloud Cataloging.  
Timeline: Ongoing  
Outcome: Provided training and assistance with the use of MobileCirc for inventory functionality in various departments across Joyner Library; worked with TRC and Circulation to begin using MobileCirc for offsite patron registration; continued to evaluate BLUEcloud Cataloging
- § Participate/support the development of the Blacklight project for an e-Library replacement (also relevant to ALS 4)
- § Measure: Documentation of participation by ILS Services in the Blacklight project  
Timeline: Ongoing  
Outcome: Provided up-to-date bibliographic files on demand to refresh the Blacklight database; assisted in troubleshooting various issues during new functionality development; participated in joint catalogers' meetings to provide information and/or feedback for Blacklight functionality; developed procedures for outputting authority records from Symphony to be used in Blacklight to interface with browse indexes
- o IT Operations
  - § Support RIS and all library instruction by collaborating on new technology based delivery methods.
    - § Measure: New technologies purchased or campus licensed products introduced.  
Timeline: Ongoing  
Outcome: Room 1020 was fully renovated over the summer, and MediaSite has been deployed to 1020 and 1415 as a means for lecture capture.
- o Marketing Committee
  - § Review existing rack cards for clarity and accuracy. Suggest new subjects and content for production by Marketing Department.
    - § Measure: Documentation of reviews and new cards produced.  
Timeline: December 2015  
Outcome: Rack cards were reviewed and updated. Marketing Committee prioritized the 10 most popular rack cards for the target audience. We place 20 copies of each of those in each location.
  - § Assist Marketing Department with creating one poster series (4-5 posters) for the Pirate CAVE stairwell.
    - § Measure: Production and installation of poster series.  
Timeline: Jan-16  
Outcome: A poster series highlighting 3D printing was produced and displayed in the Pirate CAVE Stairwell.
  - § Contribute to the bi-monthly enewsletter.
    - § Measure: Submission of one article, blurb, photo, or suggestion for each enewsletter issue.  
Timeline: May-16  
Outcome: Changed to a semester schedule, producing 4 newsletters (August 2015, November 2015, February 2016, & April 2016).
  - § Social Media Group 1.1 Increase followers across all platforms via promotions and outreach.
    - § Measure: 10% increase in followers across social media platforms.  
Timeline: May-16

Outcome: Instagram: +72%;

Twitter: +18.6%;

Facebook: +13.6%

§ Social Media Group 1.2 Post content designed to engage followers, disseminate library information in an informal method, and foster a physical sense of community for both on-campus and online students.

§ Measure: Content about library resources, events, and research assistance posted at least 5 times per month.

Timeline: May 2016

Outcome: Content across all platforms was updated on average 5 times per week.

§ Social Media Group 1.3 Download, collect, and analyze monthly data reports from each account to demonstrate activities and patron interactions.

§ Measure: Completion and distribution of report analyzing 12 months of data.

Timeline: May 2016

Outcome: This goal was unmet.

§ Social Media Group: 1.4 Create and promote an Instagram hashtag campaign and install the photo exhibit, #thatECUlife. As part of the 2015 Instagram photo exhibit, the #thatECUlife campaign will encourage ECU students to document their college experiences photographically through the 2015-2016 school year. These photos will be collected and installed as part of the 2016 Instagram Photo Exhibit.

§ Measure: Installation of Instagram photo exhibit featuring student-submitted content of 40-50 images; documentation of feedback.

Timeline: December 2015

Outcome: This goal was partially met. The Photo exhibit was installed last summer, but the hashtag campaign was not successful. We tried to promote it by using it in our posts, but it did not catch on. We have decided not to do any more hashtag campaigns. We will continue to do the Instagram Photo Exhibits.

o Marketing Department

§ Revise existing rack cards for clarity and accuracy and produce new ones at the direction of the Marketing Committee.

§ Measure: Documentation of reviews and new cards produced.

Timeline: Dec-15

Outcome: Rack cards were reviewed and updated. Marketing Committee prioritized the 10 most popular rack cards for the target audience. We place 20 copies of each of those in each location.

§ Collaborate with Public Services to create one poster series (4-5 posters) for the Pirate CAVE stairwell

§ Measure: Production and installation of poster series.

Timeline: August 2015

Outcome: A poster series highlighting 3D printing was produced and displayed in the Pirate CAVE Stairwell.

§ Collaborate with Marketing Committee to produce bi-monthly newsletters. Design and distribute to campus community.

§ Measure: Documentation of collaboration with content submission; creation and distribution of issues.

Timeline: May 2016

Outcome: Changed to a semester schedule, producing 4 newsletters (August 2015, November 2015, February 2016, & April 2016).

o Research & Instructional Services

§ Develop web document that situates Joyner instruction within the ACRL Framework, including other documents from the "constellation of information literacy documents" that now supplement the old standards, including discipline-specific competency standards.

§ Measure: New Framework-informed Instruction document created.

Timeline: August 2015

Outcome: Hisle completed the Framework response in December 2015, with some revisions done in January 2016. It exists as a tab on the library instruction LibGuide, which can be found here: <http://libguides.ecu.edu/c.php?g=17392&p=2756437>. The RIS department may look into the Framework further now that we have hired the Coordinator of Instructional Assessment. As a group, we are working on creating a community of practice for teaching, and we expect this document will play a role in our further development as library instructors.

- § Redevelop assessment tool for ENGL 1100 and 2201 sections in Qualtrics and bookmark link to form on each computer in instructional classrooms. Require minimum number of 3 authentic assessments by each RIS instructor per semester. PollEverywhere presented in Core meeting for training purposes and login distributed. Each instructor writes an annual assessment report that outlines results of the formal and informal assessment from their classes; goals developed for improving upon instruction from reviewing the results. Goal will go in to their annual goals for the following year (2016/2017).
- § Measure: Update Qualtrics authentic assessment and link on each computer in instructional classrooms. Train RIS employees on use of PollEverywhere. Data collected, analyzed, and assessment report written by each instructor.  
Standard assessment form redeveloped and distributed by August 2015. Assessment report from each instructor by June 1, 2016.  
Timeline: June 2016  
Outcome: Swindell and Hodges linked the Qualtrics assessment on the computers in the labs during the summer of 2015. Rhodes trained the entire department on the use of PollEverywhere before her departure in August of 2015. Webb used the software to teach a Psychology 1000 class of over 100 people in September of 2015. The software was not renewed for 2016/2017 due to low usage in the department. The assessment report did not get completed by the instructors in the RIS department. Due to the hiring of a Coordinator of Instructional Assessment, we decided to back off of this goal in preparation for the new hire to research and help shape decisions about the direction of the assessment program in the department. We have actually coopted the idea of the report for the 2016/2017 goals.
- § Curriculum Mapping project is carried out by RIS instruction and outreach team in consultation with RIS subject experts to investigate information literacy needs at the departmental level and assess the library's instruction and outreach via a SWOT analysis of each. Examples of data collected include capstone projects, writing intensive projects, syllabi, and course catalog data on degree structure.
- § Measure: A report is produced and presented to RIS and Assistant Director of Public Services that evaluates relationships between our current practices, the academic curriculum, and our intended learning outcomes. Select software, develop template, workflow. Complete curriculum mapping of 10 programs. Select software, develop template, workflow, and complete curriculum mapping of 5 programs by December 2015; Complete curriculum mapping of 5 additional programs by May 2016. Contact instructors from first round of mapped departments to offer instruction by January 2016.  
Timeline: January 2016  
Outcome: This project was assigned to the Instruction and Outreach team, which was formed in the early part of the fall 2015 semester. The team decided to continue with the format of the SWOT analysis that was used in Webb's pilot. Hisle completed one map of the English department. Wanucha completed a map of the Psychology department, meaning that only two were completed. After Wanucha's arrival, Hisle, Zuberbier, Andresen, Wanucha and Webb began to meet about curriculum-related matters. Curriculum mapping was again discussed and the group discussed Char Booth's mindmapping method. Curriculum mapping will be carried over into the goals for next year, but the work will be done by everyone in the department. The TRC will join in creating curriculum maps next year. The CDV department will also be consulted as to any data that can be harvested into Vivo. We have decided to discontinue the Instruction and Outreach team for 2016/2017 in favor of the Community of Practice model.
- § In order to improve the relevancy, usability and currency of the Reference Collection, identify, transfer or make format changes of reference resources from collection.
- § Measure: Weed and shift reference stacks and compact reference shelving to reduce print collection and remove one range. Remove encyclopedia case.  
Timeline: August 2015  
Outcome: This goal was satisfied in mid-August, with the majority of the work being done by Stillely, Whaley, and the graduate students. The encyclopedia cases were removed in June.
- § Conduct a tutorial inventory to identify gaps in instructional outcomes for online tutorials. Identify three new or existing tutorial topics to create an interactive tutorial using Articulate Storyline and create the tutorials.
- § Measure: Tutorial inventory completed and put in to Google docs. Create 3 Articulate Storyline tutorials. Tutorial inventory by December 31, 2015. Tutorials by August 31, 2016.  
Timeline: August 2016  
Outcome: A tutorial inventory was completed by August 1, 2015. The inventory was a successful endeavor, but it did not reveal a large number of holes in content for the

tutorials; in fact, it was helpful to see that many of the topics were well-represented in the ECU Libraries' offerings. We updated tutorials with an eye to changes in the lineup of databases and tools, such as the Database List and the catalog. Webb and Hisle created a number of tutorials with the Articulate Storyline software. Hisle recreated the Thinking Critically Blackboard module in this format. He has also created a module for the Graduate Student orientation Blackboard site that describes the different departments of the library. Webb has created a Scholarly Communications tutorial using Articulate for the Graduate 101 research tutorial. This tutorial was one of the major items missing from the lineup of tutorials. It was created with the guidance and feedback of Hoover.

- o Teaching Resources Center

- § Increase online services and resources to students within the College of Education and the Child Development and Family Relations Department.

- § Measure: Teach 100% of the online instructional sessions requested by the College of Education and the Department of Child Development and Family relations and create 100% of the LibGuides requested by these departments.

- Timeline: June 2016

- Outcome: Emails were sent to faculty at the beginning of fall and spring semesters reminding them library instruction sessions are available for online/DE courses, and suggestions were welcome for the creation or revising of research guides. Unfortunately, no instruction sessions for online/DE courses were requested nor were there any requests to update or create any research guides.

- § Measure: Review and prioritize requested tutorials. Create two tutorials.

- Timeline: June 2016

- Outcome: No tutorials were requested, however Dan Zuberbier and Leland Geletka created two tutorials titled "TRC Resources" and "TRC Services." Two graduate students from an EDTC 6040 class agreed to do the voice over but unfortunately, their final product was substandard and would need to be redone. The students did not share the master copies with Dan as originally agreed upon, so he must begin production of each tutorial from scratch. The tutorials will be completed in 2016/2017.

- § Measure: Work with Joyner Library's Public Communications Specialist to develop and implement a marketing campaign exclusively for College of Education graduate students solely enrolled in distance education classes.

- Timeline: September 2015

- Outcome: A direct mail marketing plan was created and approved by Alan Bailey and Dawn Wainwright during the late spring/early summer of last year. Unfortunately when Dawn vacated her position, the plan stalled. A direct mail marketing plan is a worthwhile endeavor since research shows DE students want to feel a connection and/or sense of belonging to their university. The direct mailing could do that, and give them tangible artifacts that would, hopefully, remind them of the services and resources provided by the TRC. This project will be revisited in 2016/2017.

- § Market children's e-book collection.

- § Measure: Create and post e-book bibliographies to the TRC webpage.

- Timeline: Jan-16

- Outcome: The curriculum materials budget experienced a 36% cut this year which prevented us from purchasing children's e-books. Since no e-books were purchased from Mackin, bibliographies were not created and posted on the department's website.

- § Measure: Emphasize e-book collection in appropriate instructional classes and continuously promote the collection (i.e. newsletters, plasma screens, email messages, social media, mailings, and flyers).

- Timeline: Ongoing

- Outcome: Although children's e-books were not purchased from Mackin, many are available via eBooks on EBSCOhost and ebrary. In all appropriate instruction classes, children's e-books were promoted and faculty and students were taught where to find these resources and how to use them. Children's e-books are also included in the "TRC Resources" tutorial slated for completion in 2016/2017.

Hazel Walker provided TRC student employees with a class focused on finding and using children's e-books. This knowledge was beneficial when assisting patrons at the service desk.

- (ALS 2) Provide the University community with library resources, services, and programming that facilitate leadership, continuing professional development and life-long learning.

- o Access Services

§ Market ILL Lending to community colleges, K-12 schools, and public libraries in the region so that they will know that Joyner Library can provide materials to meet their patrons' research needs

§ Measure: Contact community colleges in the region to explain the services and collections available

- a) Number of contacts made at targeted colleges
- b) Number of new registered users
- c) Number of requests placed and filled

Timeline: September 2015

Outcome: a) Letters were mailed in July to all 58 NC community colleges.

b) 7 new institutions registered for service (as of 6/9/16).

c) As of 6/9/16, 160 requests were placed by NC community colleges (an increase of 5% from the prior year) and 113 were able to be filled (an increase of 6% from the prior year) to 27 institutions (a decrease of 7% from the prior year).

§ Measure: Contact K-12 school district media center coordinators to explain the services and collections available a) Number of contacts made at targeted school districts b) Number of new registered users c) Number of requests placed and filled

Timeline: Sep-15

Outcome: a) Emails were sent in August to the principals of 681 eligible schools in the eastern region of NC.

b) As of June 9, 13 additional schools registered to use the service.

c) As of June 9, only 1 request was filled.

§ Measure: Contact public libraries in the region to explain the services and collections available

- a) Number of contacts made at targeted libraries b) Number of new registered users c) Number of requests placed and filled

Timeline: Mar-16

Outcome: a) Letters announcing the availability of the service were sent at the beginning of May to 62 public libraries, 8 military libraries, and 83 museums or other cultural institutions located throughout eastern North Carolina.

b) As of June 9, none of these contacted institutions had registered or inquired about the service.

§ Market ILL Lending to businesses in the region so that they will know that Joyner Library can provide materials to meet their research needs

§ Measure: Contact area Chambers of Commerce to explain the services and collections available

- a) Number of outreach methods attempted b) Number of new registered users c) Number of requests placed and filled

Timeline: Dec-15

Outcome: a) Letters announcing the availability of the service were mailed in May 2nd to 41 chambers of commerce throughout the eastern part of North Carolina.

b) As of June 9, no new registrations from businesses or inquiries had been received.

c) As of June 9, no requests from newly registered businesses had been placed.

§ Measure: Contact District Bar Association Officers to explain the services and collections available

- a) Number of outreach methods attempted
- b) Number of new registered users
- c) Number of requests placed and filled

Timeline: December 2015

Outcome: a) Letters were mailed on May 2nd to the North Carolina Bar Association and to the Eastern District of North Carolina Chapter of the Federal Bar Association.

b) As of June 9, no new registrations from new law firms or inquiries had been received.

c) As of June 9, no requests from new law firms had been placed.

o Administrative Services

§ Establish a Student Friends of Joyner Library group to serve as advocates for Joyner Library, provide feedback on Library initiatives and services, and advocate for the perspectives of the student body. Develop an online application form for membership.

§ Measure: Group is formed; online application form is active; number of members

Timeline: Mar-16

Outcome: After meeting with the Friends of the Library Strategic Planning Committee, the decision was made not to establish a Student Friends group, but to establish a Library Student Advisory Board instead. After consultation with the SGA, the ALS Director wrote a charge for the Board and the AD for Public Services and AD for Assessment & Engagement

solicited members for the Board. The Board met in February (17 attendees) and April (6 attendees) and made constructive comments and suggestions.

§ With Building Operations and IT Operations, develop a standardized method and gather feedback from presenters and audience members regarding the facilities and technologies used in the Faulkner Gallery and the conference rooms for use in further enhancing user satisfaction with these areas.

§ Measure: Analysis of feedback gathered.

Timeline: Dec-15

Outcome: This goal is ongoing and will be carried over in to the next reporting cycle.

o Electronic & Continuing Resources Acquisitions

§ Develop a Cross-Training program in the Electronic and Continuing Resources Acquisitions Department to ensure core functions are always covered by knowledgeable and well trained employees.

§ Measure: • Each member of the department identified one core job function for the cross training program.

Timeline: December 2015

Outcome: During the July 2015 Department meeting the group identified core job function for the cross training program. The job functions are:

? Angela D. will be Cate G. backup for discovery issues

? Angela D. will teach Cate G. renewals and the invoicing process.

? Debbie C. will review with James C. the workflows for processing invoices in Symphony. Debbie C. will also learn CORAL.

? James C. will cross train all that are interested in e-book and CORAL as well.

? Tracie H. is backup for Ramona O. Ramona O. is interested in cross training with James.

§ Measure: Each member has received training in a core job function identified in the cross-training program.

Timeline: June 2016

Outcome: Members of the department have learned the above mentioned new tasks.

o General Collections Cataloging

§ Each member of the department will participate in at least one 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 IT Operations

§ Provide facility and technology support for events and conferences in the library.

§ Measure: Number of events supported.

Timeline: Ongoing

Outcome: 5 major events were supported including the TRC Summit, Paraprofessional conference, College STARS, DISSH, and New Faculty Orientation.

§ Gather feedback on facilities and technologies used for events and conferences to further enhance the experience of attending an event in Joyner Library.

§ Measure: Work with Administration, Building Operations, and ADS to develop a standardized method of gathering feedback for events and conferences.

Timeline: December 2015

Outcome: We did nothing in IT Operations with this goal and will carry it over to next fiscal year.

§ Measure: Amount of feedback gathered.

Timeline: Ongoing

Outcome: We did receive a lot of anecdotal feedback at conferences and events, mostly pertaining to poor wifi access. Most of the issues are due to ITCS confusing login portal, which does not function as advertised.

o Research & Instructional Services

§ Document departmental procedures for accepting individuals for internships from ALA Accredited MILS programs in the RIS department; review ALS procedures for accepting interns and devise a basic outline for an instructional intern.

§ Measure: Checklist for incoming interns and basic outline of an internship created.

Timeline: January 2016

Outcome: A training checklist for potential interns was completed in October and November 2015, along with a training binder with other important information. This was tied in to the hiring of the STEM Librarian, in that we were able to review and update checklists and then consider each training topic for an intern. Lucas Berrini was accepted as our first intern. He did not complete the internship due to staffing shortages caused by a number of departures of staff from the Access Services department. RIS plans to create additional intake paperwork to assure that interns have enough time to complete the internship in one semester.

§ Conduct outreach to students and faculty about evening library services.

§ Measure: Host a Halloween book-themed Costume Contest by November 1, 2015. Host two game nights by March 2016. Reach out to professors teaching in the evenings to offer instructional services by February 2016. Document attendance at events.

Timeline: Mar-16

Outcome: Two game nights were hosted: the first was October 9, 2015 and the second was April 15, 2016. A committee was formed for planning these two events, and student groups (Tabletop Gaming and Video Gaming) were consulted for ideas. Blue Ox Games sponsored the April 15 event by providing funds for the event. The Halloween Costume Competition was not held, due to feedback from White. (There were multiple events happening in the building around Halloween. We also worried it may be a safety hazard.) The second event had 141 people at the April event, which was a 143% increase over the first event, which had 58 attendees. The first event took place on the Friday of Fall Break, which could explain the lower (but still good amount) of attendees. The coordinators also did a presentation at the Paraprofessional Conference in May on the topic. Stilley conducted outreach to professors teaching in the evening, as well. He contacted 14 professors by January 25.

o Staff Development Committee

§ The Staff Development Committee will offer monthly learning opportunities to all members of ALS, as well as plan and implement the annual Staff Development Day.

§ Measure: A minimum of 12 learning opportunities presented to ALS and the annual Staff Development Day completed.

Timeline: June 2016

Outcome: The Staff Development Committee offered 7 learning opportunities, 2 of which were multi-day online conferences. One of the multi-day online conferences was in conjunction with the Electronic Resources Unit. Attendance at these learning opportunities varied from some having just a handful of interested learners, to one being nearly standing room only. There was not a Staff Development Day, and as the Chair, the responsibility for that rests squarely with me. A good idea for SDD was agreed upon by the enthusiastic committee members, but when planning roadblocks presented themselves, I didn't push past them hard enough to ultimately be able to organize a SDD before June 30th.

o Teaching Resources Center

§ Provide beginning SMARTBoards classes, advanced SMARTBoards classes, and SMART lesson plan classes to students and faculty within the College of Education.

§ Measure: Teach three beginning level SMARTBoard classes.

Timeline: June 2016

Outcome: Dan Zuberbier taught six (6) beginning level SMART Board classes for five (5) professors.

As we move forward, the department is considering creating video tutorials for students to access at their point of need while reinforcing the option to schedule a consultation. We will continue providing face-to-face SMART Board classes to professors who request them.

§ Measure: Teach three advanced level SMARTBoard classes.

Timeline: June 2016

Outcome: No classes were taught due to the lack of requests. As we move forward, the department is considering creating video tutorials for students to access at their point of need while reinforcing the option to schedule a consultation.

§ Measure: Teach three SMARTBoard lesson plans classes.

Timeline: June 2016

Outcome: No classes were taught due to the lack of requests. As we move forward, the department is considering creating video tutorials for students to access at their point of need while reinforcing the option to schedule a consultation.

§ Measure: Administer an assessment tool to each person enrolled in all SMARTBoard classes.

Timeline: Ongoing

Outcome: The assessment link was shown to students at the end of each session, and a link to the assessment was emailed to each professor after each session with the request they share it with their students. Of the 161 students and faculty who attended SMART Board sessions, no students or faculty completed the assessment tool. As we move forward, time will be allotted at the end of each session for students to complete the assessment tool in class.

§ Measure: Analyze and share all assessment results with the Head of the TRC, the TRC Instruction Team, and the Assistant Director for Public Services. Revise all classes based on assessment results.

Timeline: Jun-16

Outcome: No data was collected to analyze.

- (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 Music Library

- § Repeat and assess outcome of the Conrad Sharpe Award for most outstanding music student paper.

- § Measure: Process repeated.

- Timeline: May 2016

- Outcome: Completed.

- § Measure: Assessed, and decision made whether to continue (decision contingent on there being an improvement in the overall quality of the papers, with at least one being of awardable quality).

- Timeline: June 2016

- Outcome: Completed. Decided not to continue on an annual basis due to music professors' inability to follow through with the tasks they agreed to participate in.

- o Research & Instructional Services

- § In collaboration with the Scholarly Communications Department, explore options to support student multimedia projects. This includes analyzing survey data collected by the Digital Humanities Task Force and identifying possible projects to include in ScholarShip.

- § Measure: Review of data from survey by December 2015. Needs assessment and report of proposed services submitted to AD of Collections and Scholarly Communication, AD of Public Services, and Director by May 30, 2016.

- Timeline:

- Outcome: Hoover and Webb met with Fraser on June 16, 2015 to discuss the progress of the Digital Humanities Task Force. At that time, he provided the results of the DH survey that had been circulated to faculty on the ECU campus, with the comments redacted. Webb and Hoover met to discuss the results later that month. They also called together a meeting on July 8, 2015 with Fraser, Lewis, Cook, Guill, Harrison, Hodges, Sanders, Thomas, White, Joyner, Shirkey, and Dragon. At that meeting, Lewis pledged support for the 2016 DISSH Symposium. White helped with the DISSH Symposium and set up a number of speakers throughout the year about DH. Shirkey agreed to set up and manage a DH listserv for campus, which she has done. Hoover met with Joyner about how DH would be handled by the Digital Collections at ECU. Fraser sent a further report that Webb reviewed, but there were no actionable items that came from the report. We did not conduct a needs assessment. Since a task force had been tasked with coming up with an action plan, we felt this would be work done in conjunction with the task force.

- o Teaching Resources Center

- § Based on the results of the assessment tool distributed to all online teaching faculty within the College of Education and the Department of Child Development and Family Relations during the 2014/2015 academic year, address the principal faculty needs.

- § Measure: Analyze and update the Joyner Library Blackboard Module for Education to promote both TRC and Joyner resources and services and be more inclusive of distance education faculty and students' needs.

- Timeline: August 2015

- Outcome: The Joyner Library Education Research Module was analyzed and updated. Basic changes included grammar, sentence structure, and terminology (language more appropriated for the target audience). The "Get Help!" sector and contact information were also updated. Moving forward, the TRC has discussed the possibility of creating, updating, and/or modifying the content to better reflect the needs of undergraduate, graduate, and DE students and faculty. Doing so would tailor the module(s) to meet the needs of the various programs within the College of Education.

- § Measure: Modules will be embedded in a minimum of five course pages.

Timeline: Jun-16

Outcome: The Education Research Module was embedded into five (5) courses during the 2015/2016 academic year. These courses included ADED 6454, CDFR 2001, LIBS 6031, LIBS 6014, and LEED 7411.

- § Measure: Offer a distance education training session highlighting both TRC and Joyner resources and services to all COE distance education faculty. Make the recorded session available to COE faculty and staff.

Timeline: Aug-15

Outcome: The development of Joyner Library's 3D printing service took priority over this measure, so it was pushed back to June 2016. A lesson plan for the training session has been developed, but it still needs to be recorded and shared with the COE's faculty and staff.

- § Continue marketing TRC service and resources to students and faculty within middle and secondary teacher education programs.

- § Measure: Identify all department chairs and faculty within these programs.

Timeline: August 2015

Outcome: All department and faculty members were identified.

- § Measure: Contact all department chairs within these programs and request to be placed on the agenda of a department meeting or offer to host a department meeting in the TRC. Document and report statistics.

Timeline: August 2015

Outcome: All department chairs were contacted by email and/or face-to-face. Two departmental meetings were held in the TRC. We will continue reaching out to these departments as we move forward.

- § Measure: Invite all faculty within these programs to bring their classes to the TRC for an orientation and teach 100% of the requested sessions. Document and report statistics.

Timeline: Jun-16

Outcome: All faculty within these programs were invited by email to bring their classes to the TRC. Two professors replied and the three requested classes were taught.

- § Measure: Market new TRC resources, services, and facility improvements to all faculty within these program areas (i.e. newsletters, email messages, plasma screens, social media, mailings, and flyers).

Timeline: Ongoing

Outcome: Resources, services, and facility enhancements were marketed to faculty through infographics on the TRC's website, a 3D display on the first floor of Joyner Library, a video titled "TRC News" targeted to COE faculty and staff, emails, articles in newsletters (TRC and Joyner Library), and flyers.

- (ALS 4) Enhance physical and virtual library spaces that facilitate the discovery and production of knowledge.

- o Administrative Services

- § In collaboration with IT Operations, renovate Room 2409 and enhance the space with improved A/V technologies.

- § Measure: Documentation of improvements; feedback from users

Timeline: May 2016

Outcome: Room 2409 was renovated and enhanced with improved A/V technologies in June 2016. There has not been the opportunity to get user feedback yet.

- § Work with Application & Digital Services to improve all web pages for which Administrative Staff are responsible and add additional relevant content.

- § Measure: Document improvements and additions.

Timeline: Jan-16

Outcome: The Friends of the Library and Giving pages were improved. Other pages were updated with relevant content.

- o Application & Digital Services

- § Bring Special Collections webpages into the new Joyner Library template

- § Measure: Content silos that exist on the website are identified in order to optimize the migration process.

Timeline: October 2015

Outcome: A document listing the content silos that exist in the Special Collections site has been created.

- § Measure: 100% of SPCL pages are brought into the new template.

Timeline: April 2016

Outcome: This goal has not been completed. It was determined that the amount of work it would take to bring 100% of the SPCL website content into the new template is too much for one fiscal year and that this will be an ongoing process.

§ Measure: Improvements are made to the Special Collections landing page.

Timeline: December 2015

Outcome: This goal will be completed on July 1 when the new SPCL landing page will be rolled out.

§ [Convert websites to use Google Tag Manager to improve tracking.](#)

§ Measure: Implement tag manager for Joyner and Laupus websites.

Timeline:

Outcome: Google Tag Manager has been deployed to both Joyner and Laupus websites and this goal is complete.

§ Measure: Implement tag manager for Digital Collections and Collection Guides websites.

Timeline: December 2015

Outcome: Google Tag Manager was successfully implemented for Digital Collections and Collection Guides sites in March 2016. Tag manager also setup for NCPI and Library Catalog.

o Building Operations

§ [Working with IPAR and Facilities to develop and complete building renumbering and room sign upgrades.](#)

§ Measure: Plan is developed and implemented to revise building numbering system and replace room identification signage.

Timeline: June 2016

Outcome: Unfortunately, this objective was delayed by both ALS and ECU Facilities and superseded by higher priority projects. It will be carried over to the next reporting cycle.

§ [Examine and identify improvements to library seating and study spaces.](#)

§ Measure: Shifting project in TRC department to be performed clearing space for additional/expanded soft seating area. All spaces examined/reviewed, Needs assessed and possible reconfigurations proposed, compile list of new furniture/equipment, procure estimate and place order. Install in designated areas.

Timeline: Dec-15

Outcome: The shifting in the TRC was performed to consolidate materials from the manipulatives and textbook collections and maximize shelving capacity. Bistro tables and soft seating options were installed and assessed. Six ranges of shelving were removed to create 600 additional sq./ft. of seating. Bistro seating seemed unpopular and was not pursued. Instead, a combination of new booth and soft seating was selected and ordered with Institutional Interiors. An additional 12 computer stations and 8 seats were planned and scheduled to be added. A partition wall and additional outlets will be installed during the coming goal cycle.

o Digital Collections

§ [Continue to work with Application and Digital Services to examine a potential transition to ArchivesSpace or another archival content management system](#)

§ Measure: Transition is complete.

Timeline: May 2016

Outcome: During the 2015 Society of American Archivists meeting, it became clear that participating institutions were having issues implementing ArchivesSpace. At the same time, members of ADS were exploring a potential move to ArchivesSpace. After consultation with ADS, we have decided not to move forward with a transition to ArchivesSpace at this time.

o Electronic & Continuing Resources Acquisitions

§ [Create a Libguide/website featuring electronic resources available to Alumni with Collection Development Department.](#)

§ Measure: Libguide(s)/website(s) of paid and open access electronic resources that permit Alumni access is created.

Timeline: June 2016

Outcome: an Unpublished libguide was started, but on hold until an alumni group is created in banner to facilitate authentication.

§ [Improve user access to electronic resources through the library website and discovery platform.](#)

§ Measure: Summon 2.0 and latest 360 Link enhancements are implemented

Timeline:

Outcome: Summon 2.0 was fully operational on 8/4/15. Ulrich's data is now available in Serials Solutions (November 2015), Altmetrics added in Summon (January 2016).

- o Exhibit Committee
  - § Coordinate the 8th Annual Joyner Library Graduate Student Art Exhibition in the Janice Faulkner Gallery.
    - § Measure: Awards will be given to artists and plus/delta following reception
    - Timeline: Jan-16
    - Outcome: Awards given during the opening reception on October 15 to Emily Branch, Brian Culbertson, Rachel Clark, Barbara McFadyen, and Amber Watts.
  - § 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 exhibitors involved with the cooperative exhibitions and feedback from the ECU Community.
    - Timeline: Ongoing
    - Outcome: We installed 3 exhibits in the RIS hallway from other departments on campus. These were: Insect Morphology in 3D (Biology Department), Study Abroad Photo Contest (Study Abroad Program), and Study Abroad in Russia: Moscow and St. Petersburg (Russian Studies Program). All received positive feedback.
  - § Plan and create an exhibit of art by employees of Academic Library Services, including Laupus Library, in the hallway leading to RIS.
    - § Measure: Feedback from ALS employees involved and the ECU community. Plus/Delta at conclusion.
    - Timeline: December 2015
    - Outcome: We replaced this potential exhibit with Study Abroad in Russia: Moscow and St. Petersburg, a collaborative project with the Russian Studies Program.
  - § Serve as a venue for the School of Art and Design Alumni Show, which occurs every four years in various venues around Greenville.
    - § Measure: Feedback from School of Art and Design and Greenville Community. Plus/Delta by hosting venues at conclusion of exhibition.
    - Timeline: October 2015
    - Outcome: We installed the artwork and held an opening reception on September 4, 2015.
- o General Collections Cataloging
  - § With cataloging colleagues at Joyner and Laupus Libraries, explore options for using OCLC's WorldShare Collection Manager to procure OCLC MARC records for some electronic resource sets and manage their OCLC holdings.
    - § Measure: Electronic resource sets are selected, procedures are documented and processes are in place to ensure effective management of these e-resource MARC records.
    - Timeline: January 2016
    - Outcome: This became part of the Electronic Resources Librarian's duties and is currently still in progress with input from the catalogers.
- o Green Committee
  - § Provide recreational reading opportunities for Joyner Library patrons by maintaining the Popular Periodicals Reading Collection using donated materials
    - § Measure: Ongoing donation of magazines by library employees, prompted by periodic request for new donations; monthly magazine replacements by committee members
    - Timeline: Ongoing
    - Outcome: One member of the committee maintained the Popular Periodicals Reading collection during the year using donated materials
  - § Reduce the amount of electricity that is wasted in Joyner Library Study Rooms (autotimer lights not included)
    - § Measure: Assess how often lights are on; Begin a program among committee members for turning lights off when appropriate
    - Timeline: Dec-15
    - Outcome: One member of the committee checked on a regular basis Joyner study rooms late on Fridays to see if lights were still on. Other committee members turned off lights in unoccupied rooms and encourage colleagues to reduce lighting load in the building.
- 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 by participating in various SirsiDynix BLUEcloud Strategic Partner Program initiatives, maintaining current awareness through webinars, articles, or meetings and supporting the activities of the Discovery Advisory Board. (also relevant to ALS 1)
    - § Measure: Documentation of participation in SirsiDynix' Strategic Partner Program initiatives to provide input regarding future development of their applications

Timeline: Jun-16

Outcome: SPP activity has slowed this past year with only one or two update webinars as SirsiDynix has focused on the programming of the projects in accordance with feedback received from the groups.

- § 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 2016

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 COSUGI conferences; attended a number of webinars concerning new SirsiDynix BLUEcloud products such as eResource Central and Visibility, and the Symphony Ninja series

- § Measure: Documentation of the activities supported for the Discovery Advisory Board

Timeline: Ongoing

Outcome: Provided up-to-date documentation for Summon mapping discussion; Refreshed Serials Solutions records in Symphony database; Participated in discussions concerning new discovery tool options and new MARC record sources for electronic resources

- § Implement BLUEcloud products as they are released and determined to be relevant and/or viable for the libraries. (also relevant to ALS 1)

- § Measure: Document implementation of BLUEcloud products such as MobileCirc and BLUEcloud Cataloging.

Timeline: Ongoing

Outcome: Provided training and assistance with the use of MobileCirc for inventory functionality in various departments across Joyner Library; worked with TRC and Circulation to begin using MobileCirc for offsite patron registration; continued to evaluate BLUEcloud Cataloging

- § Participate/support the development of the Blacklight project for an e-Library replacement (also relevant to ALS 1)

- § Measure: Documentation of participation by ILS Services in the Blacklight project

Timeline:

Outcome: Provided up-to-date bibliographic files on demand to refresh the Blacklight database; assisted in troubleshooting various issues during new functionality development; participated in joint catalogers' meetings to provide information and/or feedback for Blacklight functionality; developed procedures for outputting authority records from Symphony to be used in Blacklight to interface with browse indexes

- § Maintain and improve the functionality and usability of the Symphony OPAC interface

- § Measure: Documentation of identification and implementation of features that mesh into the overall vision and plan for the OPAC interface

Timeline: Ongoing

Outcome: No changes were made to the Symphony OPAC interface this past year; instead, efforts were focused on helping to facilitate the Blacklight catalog implementation; the Symphony OPAC will no longer be developed

#### o IT Operations

- § Upgrade room 1415 to current Smart Classroom standards.

- § Measure: Request STF funds to cover the cost of upgrades. Work with Classroom Technology to evaluate the room, and get quotes for upgrades.

Timeline: September 2015

Outcome: Request for 2015 was denied.

- § Measure: Replace tables and upgrade electrical and data in 1415.

Timeline: August 2015

Outcome: This was completed December 2015-January 2016.

- § Measure: Complete upgrades to the classroom.

Timeline: May-16

Outcome: We will try to ask for end-of-year STF funds for this room.

- § Renovate room 2409 and enhance the meeting space with modern A/V technologies. (In collaboration with Administration)

- § Measure: Seek funds for renovations from campus one-time funding requests.

Timeline: June 2015

Outcome: Jan approved paying for this out of the Operating budget.

- § Measure: Gather official quotes from A/V contractor to upgrade the room.

Timeline: September 2015

Outcome: Both I, and Classroom Technology tried to get quotes for this room from the Whitlock Group unsuccessfully. They initially worked up a quote in March 2015, but never actually sent the quote, nor responded to requests for it. We will be trying other vendors. Classroom Technology has acknowledged that their new relationship with Whitlock has not been productive in the long run. We did finally receive a quote for this room in March 2016 and are moving forward.

§ Measure: Complete upgrades 2409.

Timeline: May-16

Outcome: Upgrades were completed July 20th. There is one issue with the scaler/streaming device that will be resolved by Whitlock.

§ Collaborate with Public Services and TRC to deploy the Makerbot 3D printer in the Production Center.

§ Measure: Install printer deliver supplies.

Timeline: Jul-15

Outcome: The Makerbot was a complete disaster. However, we were able to return the device for a full refund. We have since purchased a Flashforge Pro, and Lulzbot which have both proven to be great purchases.

§ Measure: Train staff as necessary on the use and troubleshooting of the printer.

Timeline:

Outcome: Dan Zuberbier has taken over this project.

§ Measure: Develop cost-methods for fees related to 3D printing.

Timeline: August 2015

Outcome: This was done by Dan Zuberbier.

§ Measure: Advertise and promote the Makerbot.

Timeline: Sep-15

Outcome: This part of the project has been handled by Dan Zuberbier and Mark Sanders in collaboration with Marketing.

§ Measure: Gather feedback on 3D printing, and on the equipment used.

Timeline: Ongoing

Outcome: This piece is also being handled by Dan Zuberbier and User services.

o Music Library

§ Continue with preparations for the summer, 2016, music library expansion/renovation project. Participate in fundraising as needed, and develop and carry out a plan for preparing the library for the project (multi-year).

§ Measure: Music library staff fundraising participation completed.

Timeline: April 2016

Outcome: Completed.

§ Measure: Architectural plans finalized.

Timeline: April 2016

Outcome: Completed for original concept, but needs to be redone for scaled-down renovation-dependent on the architect.

§ Measure: Logistical plan developed and carried out, including: reference collection weeded, mini-score collection weeded, arrangements made for ML employee relocation to Joyner, relocate all library equipment, furniture, etc. to determined location(s).

Timeline: April 2016

Outcome: Completed, but objective had to be extensively revised due to the renovation being scaled back.

§ Measure: ML employees relocated to Joyner.

Timeline: May-16

Outcome: Not necessary due to the renovation being scaled back.

o Research & Instructional Services

§ Assist the members of IT Ops to shepherd in the new student printing system and put measures in place to reduce the number of printing questions at the RIS desk.

§ Measure: Train RIS employees on the new system, if necessary, by September 15, 2015.

Provide feedback to IT Ops on rules for public and determine methods for giving refunds as needed. Create permanent signage to instruct students of printing procedures based on print signage observed at Portland State University by December 2015. Training by September 30, 2015 (or later, if ITCS has delays)

Signage by December 31, 2015.

Timeline: December 2015

Outcome: Webb met with Heads of Service for Public Services to give feedback to Hodges during the process. No departmental training was needed, but Hodges remained in close

contact throughout and came to an RIS core meeting. Handouts for printing were created (also by Hodges) and put out at the RIS desk. In February, the plasma screen TV was moved over to the printer area when the old TV by the RIS desk stopped working. A printing slide was created and put into rotation by Webb.

§ **Begin taking statistics on chat interactions in order to be able to determine whether the chat interactions coming in are reference, technical, directional, or consultations.**

§ Measure: Begin taking RefAnalytics statistics on chat interactions.

Timeline: Jul-15

Outcome: This is complete. Webb updated the form on July 1 and mentioned this to RIS during the core meetings at the end of June. Email reminders were also sent.

o **Special Collections Cataloging**

§ **Provide cataloging support for the shifting/relocation of Special Collections materials.**

§ Measure: 100% of catalog updates made to support these moves.

Timeline: June 2016

Outcome: Completed the transfer of selected Special Collections Reference materials to other collections. Provided Special Collections with a list of items remaining in the Reference collection. Completed approximately 25% of the Schlobin physical processing and move, despite the retirement of the primary staff member responsible halfway through the year. This objective will continue into the new year.

o **Special Collections Public Services**

§ **Implement changes to third floor area (3300) and adjacent hallway suggested by Special Collections Space Reorganization Task Force.**

§ Measure: Implement changes to artwork.

Timeline: Oct-15

Outcome: Artwork was moved in the 3rd floor area to reflect suggested changes by October 2015. New framed images from the collections were added to the 3rd floor area in June 2016.

§ Measure: Shift general and closed stacks of the NC collections to provide larger holding area and more space for growth of collections.

Timeline: Sep-15

Outcome: The general and closed stacks of the NC collections were shifted by September 2015. The Roberts Collection was moved to the basement making room in the closed stacks for other purposes.

§ **Work with Application and Digital Services to update Special Collections web pages.**

§ Measure: Evaluate changes that need to be made to Special Collections web pages and identify pages that are no longer needed.

Timeline: Sep-15

Outcome: All Special Collections pages were evaluated for needed changes by December 2015. ADS provided lists of all Special Collections pages in Spring 2016 and pages no longer needed were identified.

§ Measure: Update Records Management web pages based on spring 2015 evaluation of pages.

Timeline: December 2015

Outcome: The Records Management web pages were updated and made available in 2015.

o **Teaching Resources Center**

§ **Expand seating in the TRC.**

§ Measure: Identify, pull, and transfer activity books currently housed in the L's to the TRC Professional Collection.

Timeline: July 2015

Outcome: Activity books appropriate for the TRC's Professional Collection we identified, pulled, and transferred to the Professional Collection.

§ Measure: Work with Building Operations to remove empty shelving after the L's are relocated to the 3rd floor.

Timeline: October 2015

Outcome: The L's were relocated to the 3rd floor and Building Operations removed ranges not needed in the TRC.

§ Measure: Assess new space, discuss the most effective use of the space, and make recommendations to the Assistant Director for Public Services.

Timeline: December 2015

Outcome: All TRC employees and selected faculty and students provided feedback on the potential designs/layouts for the new space. The plan was proposed and approved by Administration and architect overseeing the project. Furnishings were ordered, received,

and construction of the wall and installation of electrical outlets have been scheduled. The new area should open August or September 2016.

§ Enhance the Schwarzmann Production Center to further meet the needs of students, faculty, and area educators.

§ Measure: Conduct a literature review and search the Internet for established makerspaces within curriculum materials centers.

Timeline: October 2015

Outcome: Literature reviews and research was conducted.

§ Measure: Physically visit two innovative makerspaces to obtain information regarding equipment, software, furnishings, and effective use of space.

Timeline: June 2016

Outcome: Six makerspaces were visited including the Self Design Studio at UNCG, METRC at NCSU, ECU's Innovation Design Lab, and The Center for Design Innovation in Winston-Salem.

§ Measure: Survey and/or meet with students and faculty within the College of Education, West Campus students and faculty, and Area Educators to ascertain their needs.

Timeline: May 2016

Outcome: Members of the department met with students and faculty within the College of Education, Laupus Library, and area educators for feedback on the resources and services currently provided in the Production Center and steps the library could take to make the center a more modern makerspace. Their feedback was included in the TRC Makerspace Report and the TRC Assessment.

§ Measure: Assess the data received, write a plan for the production room, present plan to the Assistant Director for Public Services.

Timeline: Dec-16

Outcome: Data clearly indicates individuals within the target areas use the Production Center for a wide variety of reasons with their needs for the future being equally varied. Both the TRC Makerspace Report and the TRC Assessment were shared with all members of the TRC and the Assistant Director for Public Services. A departmental consensus was not reached, so the data collected this year will be used in 2015/2016 to assess use and desired enhancements to the Production Center.

• (ALS 5) Communicate and increase support for the creation, discovery, sharing, and preservation of the University's research, engaged scholarship, and creative activity.

o Application & Digital Services

§ Support scholarly communication activities.

§ Measure: An instance of Vireo is provided to the Honors College for submission of their theses and dissertations.

Timeline: June 2016

Outcome: An instance of Vireo was provided to the Honors College in September 2015.

§ Measure: An improved submission workflow for the ScholarShip is deployed.

Timeline: Dec-15

Outcome: In addition to submission workflow updates, a new theme was developed that uses Bootstrap.

§ Measure: The software for the ScholarShip (DSpace) is upgraded to version 5.

Timeline: Sep-15

Outcome: DSpace was successfully upgraded to version 5 in September 2015.

§ Support Special Collections activities.

§ Measure: Provide feedback to SC staff as they investigate e-record management software and assist in developing a workflow for accepting, managing, and preserving e-records.

Timeline: June 2016

Outcome: Options were explored and based on feedback given, SC staff and we have chosen to implement Archivemata in the 2016-2017 year.

§ Measure: Complete processing of the Collection Guide card catalog and develop an online interface for browsing.

Timeline: April 2016

Outcome: Digitization and OCR has been completed on the card catalog items in June of 2016. Cleanup of the data is ongoing. An interface was developed and is currently restricted to internal access until data cleanup has been completed.

§ Measure: Work with staff to review the NCPI application and make selected improvements. Included in these improvements will be making the site mobile-friendly.

Timeline: Jun-16

Outcome: Desired improvements to existing application were received in July of 2015. In addition to functional and visual improvements, there was a need to clean up the existing data since it had been recorded in a variety of different ways. The updated application was developed late summer early fall and was deployed live in October 2015. The data cleanup was done in conjunction with NCC staff and was completed in November 2015.

§ Measure: Support SPCL Access & Digitization grant via updates to Collection Guides application to include Laupus guides and the digitization of a small collection of items.

Timeline: June 2016

Outcome: Modifications to the existing Collection Guides application that allowed for the creation and display of Laupus and Country Doctor Museum collection guides was completed in January 2016.

o Research & Instructional Services

§ Conduct outreach to the participants of Research and Creative Week, Symposium on Engaged Scholarship, and other research-related groups and events on campus. Inform researchers about the Ask a Librarian service and Book a Librarian.

§ Measure: At least one member of the RIS team attends Research and Creative Week by March 2016 and reports back to the Core group. At least one member of the RIS team attends the Symposium on Engaged Scholarship by May 2016 and reports back to the Core group. Email or call the organizers of these meetings to offer to have a table at the events. Provide marketing information to Director to show at Academic Affairs Research Retreat by July 20, 2015.

Timeline: Jun-16

Outcome: Willis and Hisle served as judges; Wanucha, Cordova, and Webb attended sessions; Willis and Hisle met with RCAW co-chairs to offer services and sent an email offering Book a Librarian support. Webb came into a training session for RCAW researchers and offered library help and passed out handouts.

§ Collaborate with library marketing to plan, select, and execute the Keats Sparrow Awards and the recognition ceremony. Work with QEP and English department to change the requirements of the Keats Sparrow awards to better reflect assignments coming out of ENGL 2201.

§ Measure: Winners selected and receptions held. Keats Sparrow Awards requirements reviewed and updated by RIS staff in conjunction with QEP/ENGL faculty and staff. Sparrow Award will be presented in August 2016. Award criteria updated by March 2016.

Timeline: March 2016

Outcome: In consultation with Tracy Morse, Hisle reviewed requirements and updated the award materials. Hisle marketed the award with faculty and the composition program coordinator and received 39 entries. RIS staff is reviewing the applications, including Skoczylas. A selection will be made in the first week of July. We anticipate a ceremony date of August 24, 2016. Hisle and White are coordinating the ceremony.

o Research and Scholarly Communication

§ Administer SPIN database in conjunction with partners in the Office of Sponsored Projects and publicize the database to the university community

§ Measure: Approve user accounts, and conduct other negotiated administrative tasks. Conduct at least 2 trainings for East and West campus

Timeline: Ongoing

Outcome: Completed. This year, the department taught at least 10 SPIN sessions for students and/or faculty. Research and Scholarly Communication worked with Laupus to arrange SPIN sessions through the Office for Faculty Excellence (OFE) on both campuses (Laupus librarians taught an additional 4 sessions). SPIN classes outside of OFE included students or faculty in music, social work, dental medicine, and human development and family studies.

We approved at least 121 SPIN profiles from July 1, 2015- June 24, 2016.

§ Increase knowledge of Scholarly Communication topics for liaison librarians

§ Measure: Meet with liaison librarians at least once per semester to discuss scholarly communication services and topics

Timeline: June 2016

Outcome: Completed. In collaboration with the Collection Development Department, we developed a Scholarly Communication Boot Camp. A total of 12.5 boot camp sessions were held for Joyner and Laupus liaisons. All liaisons attended at least one boot camp session.

§ Increase outreach on Data Management services to faculty and graduate students

§ Measure: Organize at least one data management presentation/activity for faculty and/or graduate students

Timeline: June 2016

Outcome: Completed. An OFE session on data management was held in the fall. Additionally, an article on data management was shared with graduate students via their graduate newsletter. Information about data services for faculty were shared with seven Associate Deans for Research as of June 2016. Data management tools and services were mentioned in various faculty and student outreach events, including department meetings, individual faculty meetings, Graduate Research Series, New Faculty Orientation, and OFE's Teaching with Technology series. The department consulted with faculty as needed.

§ Create a Vireo submission process for Honors College theses

§ Measure: Collaborate with ADS to create a separate Vireo database for the Honors College. Work with the Honors College to begin submissions to Vireo

Timeline: May 2016

Outcome: Completed. With assistance from ADS, we created a second instance of Vireo for the Honors College. A demo for the Honors College administration was held during the summer. During the fall, 3-4 students piloted the submission system. This spring, 71 papers were successfully submitted to the IR via Vireo.

§ Increase sharing, harvesting, and locating additional content for the Institutional Repository

§ Measure: Increase the number of items in the I.R.

Timeline: June 2016

Outcome: Completed. At least 688 items were submitted to the IR between July 1, 2015 and June 21, 2016. Submissions included Honors College papers, Graduate School theses and dissertations, DNP projects, conference presentations/posters, ECU patents, articles from PubMed Central and BioMed Central, articles supported by the Open Access Publishing Support Fund, and others.

§ Establish a liaison to the new UNC Press initiative to explore options for ECU faculty

Measure: Contact UNC Press for information about the initiative

§ Measure: Contact UNC Press for information about the initiative

Timeline: December 2015

Outcome: Completed. The department assisted with the UNC Press campus visit in April 2016.

§ Increase awareness of the Open Access Fund available for faculty publications

§ Measure: Fully expend the fund

Timeline: Jun-16

Outcome: Completed. The Open Access Fund was fully expended before the end of the fiscal year. This year we funded 15 articles from 10 departments.

§ In collaboration with the Research and Instructional Services Department, explore options to support student multimedia projects on campus. This includes analyzing survey data collected by the Digital Humanities Task Force and identifying possible projects to include in ScholarShip.

§ Measure: Review of data from survey by April 2016. Needs assessment and report of proposed services submitted to AD of Collections and Scholarly Communication, AD of Public Services, and Director by May 30, 2016.

Timeline: May 2016

Outcome: Not completed. This goal shifted throughout the year. We reviewed the survey data and arranged for a group meeting with library representatives and Dr. Fraser. The Scholarly Communication Department linked the DISSHLab page to the Digital Scholarship page and added the lab details to VIVO. Additionally, the department met with faculty regarding two digital projects. We are working with Laurie Godwin to develop Omeka training for the upcoming year. A report has not been submitted at this time.

o Scholarly Communications Committee

§ Scholarly Communication Committee will help the Graduate School implement Vireo for the Graduate School's administration of all university theses and dissertations.

§ Measure: Dissertations and theses from all programs on campus which require them are submitted via Vireo.

Timeline: Dec-15

Outcome: Completed. About 1/3 of theses and dissertations submitted during Fall Semester 2015 were successfully submitted using Vireo. During Spring Semester 2016, all theses and dissertations (87 items) were submitted using Vireo.

§ The institutional repository will have a software upgrade, redesigned upload process, and redesigned landing and item pages.

§ Measure: New release of DSpace is installed and configured, and content rolled into it.

Timeline: September 2015

Outcome: Completed. With support from ADS, we updated to the new version of DSpace and all content was rolled into it.

§ Measure: Redesigned landing and item pages made live, and upload process redesigned.

Timeline: October 2015

Outcome: Completed. The redesigned landing and item pages were made live in August 2015.

A new uploading process was completed at the same time. Minor technical changes were made as needed.

§ ECU Libraries will sponsor or otherwise have a more visible presence during Research and Creative Achievement Week.

§ Measure: Library branding and/or messages are visible to participants in RCAW.

Timeline: April 2016

Outcome: Completed. The committee used social media to share information about open access and open education during Research and Creative Achievement Week.

§ Scholarly Communication Committee members will develop outreach and marketing opportunities for data management planning services and for data repository selection services.

§ Measure: At least 2 public messages regarding data management services are delivered to appropriate campus venues.

Timeline: Jun-16

Outcome: Completed. Information about data management tools and services were shared with graduate students during the Graduate Research Series and through the graduate newsletter. Additionally, information was given to seven Associate Deans for Research to share with faculty.

§ Measure: At least 2 outreach events are planned and delivered for campus researchers.

Timeline: June 2016

Outcome: An OFE session on data management was held in November 2015. A representative from UNC Press Office of Scholarly Publications held two open sessions with faculty/researchers and held meetings with individual faculty and small groups. In addition, information about data management services was shared at various outreach events, including department meetings, individual faculty meetings, Graduate Research Series, New Faculty Orientation, and OFE's Teaching with Technology series.

§ Scholarly Communication Committee members will plan for and offer events during Open Access Week 2015.

§ Measure: At least two events surrounding Open Access Week will be offered, either online or in person.

Timeline:

Outcome: Not completed. The committee created OA advertisements for social media, but they were not sent due to technical issues. Additionally, our focus shifted towards Open Educational Resources (OER) this year. Committee members assisted with four OER presentations during the fall. Additionally, committee members created a student OER outreach event in order to gather feedback on costs of textbooks.

§ Establish a pilot program for Open Educational Resources in the context of textbook affordability. Partner with another unit on campus if possible.

§ Measure: Report on the pilot program delivered to library administration.

Timeline: June 2016

Outcome: Completed. The Alternative Textbook Program was established during Spring Semester 2016. Committee members shared announcements and volunteered for the selection committee. Fifteen faculty were selected for the program and they will use their new texts this fall. A short report will be delivered to library administration by June 30, 2016. A full report will be delivered to library administration at the conclusion of the Fall Semester 2016 pilot.

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 before next is delivered.

Timeline: Ongoing

Outcome: Cataloged 189 ETDs, including those from all departments on campus, before passing this duty to General Collections Cataloging in January. Documented in Joyner Laupus Collaboration tracker.

o Teaching Resources Center

§ Assess and revise the TRC webpage.

§ Measure: Assess the landing page and all linked pages.

Timeline: December 2015

Outcome: The landing page was assessed and the suggestions received were used to redesign the page. Many linked pages were also assessed and redesigned but one major page, the Production Center, was not completed before the Technology Coordinator, Leland Geletka

resigned. His former position was recently filled by Anna White and she will continue the project. Since information changes frequently, assessing and revising the department's webpage will be ongoing.

§ Measure: Work with Application & Digital Services to update landing page and linked pages.

Timeline: May 2016

Outcome: With the assistance of Michael Tucker in ASD, the landing page has a clean new look. The long list of links was consolidated and many of the links were renamed to reflect language easily understood by users. Since the enhancements have been made, patrons are able to navigate the site with greater ease.

- (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 Access Services

- § Shift the collection to create additional study space in the Teaching Resources Center and additional space for growth of the print collection in designated sections

- § Measure: Move lesser used materials from the second and third floors to the basement

- a) Number of items moved to the basement

- Timeline: September 2015

- Outcome: 40 carts of books in total were moved from the Ns and Ls to the compact shelving in the basement: 35 carts (70 shelves) of Ns and 5 carts (10 shelves) of Ls.

- § Measure: Move the L stacks from the Teaching Resources Center to the third floor a) Number of items moved to the third floor

- Timeline: Sep-15

- Outcome: 1,518 shelves of materials in the Ls were moved from the second floor to the third floor by October.

- § Measure: Shift the basement, second, and third floors to redistribute space to areas of growth a) Number of ranges shifted in the basement and on the second and third floors

- Timeline: Dec-15

- Outcome: The number of shelves shifted were 1,275 in the basement, 406 in the Ks, 1,175 in the Ns, and 1,767 in the Ps. Figures of shifting on the second floor were not kept as the various shifts were relatively minor, a few books from one shelf to another along various ranges to add some space extra space here and there where needed.

- o Application & Digital Services

- § Enhance Digital Collections JP2000 Viewer

- § Measure: Known weaknesses with the existing viewer are documented, functional requirements for the improved viewer are formalized, and most appropriate software for implementation is selected.

- Timeline: October 2015

- Outcome: Deficiencies with the previous viewer and improved functionality requests were formalized with Digital Collections in September of 2015. The desired software, OpenSeadragon, was selected in January 2016.

- § Measure: New viewer is developed, tested, and deployed.

- Timeline: Jun-16

- Outcome: The new OpenSeadragon implementation was developed, tested, and deployed in February 2016. Major improvements include: image rotation, retaining zoom level while paging, and downloading an image of the current view.

- § Increase content of the Digital Collections repository.

- § Measure: Provide access to 100% of the Daily Reflector negative collection sleeves originally digitized for the Daily Reflector grant.

- Timeline: June 2016

- Outcome: 12,487 sleeve titles have been generated and entered into our job tracking system. All of the JPEG2000 image files have been created and have been assigned numerical identifiers. Roughly 2500 sleeve images have been added to repository and linked to the Daily Reflector finding aid. The remaining 10,000 files will be added the finding aid no later than July 31st.

- § Measure: Add 100% of the existing NC Libraries issues to the Digital Collections repository

- Timeline: December 2015

- Outcome: All back issues of NC Libraries were added to Digital Collections in December 2015.

- o Collection Development

- § Shift and deselect 5% of the L's

- § Measure: Shift the L's into 3rd floor gap

Timeline: Aug-15

Outcome:

§ Measure: Remove 5% of the L's

Timeline: Nov-15

Outcome:

§ [Maintain growth space by selective deselection on 2nd floor](#)

§ Measure: 5% of targeted areas is deselected

Timeline: May 2016

Outcome:

§ [In conjunction with ERRC, meet with Faculty Senate Libraries Committee and get their input on how to communicate database cuts with faculty.](#)

§ Measure: Attend a Faculty Senate Libraries Committee meeting

Timeline: December 2015

Outcome:

§ Measure: Some sort of communication strategy is devised and carried out

Timeline: Dec-15

Outcome:

§ [Conduct collection analysis on Federal Documents to determine baseline extent to which they are being used](#)

§ Measure: Appropriate collection analysis measured used.

Timeline: Jun-16

Outcome:

§ [Integrate special Collections Reference Collection into main stacks when appropriate](#)

§ Measure: Former Special Collections Reference items are either withdrawn or changed to general stacks

Timeline: August 2015

Outcome:

§ [Facilitate the transition of nutrition resources from Joyner to Laupus.](#)

§ Measure: Physical materials are transferred to Laupus.

Timeline: Aug-15

Outcome:

o Digital Collections

§ [Provide access to born-digital materials in folklore collection.](#)

§ Measure: Process electronic files.

Timeline: November 2015

Outcome: In October 2015, the folklore electronic files were arranged and assigned basic descriptive metadata. They are now stored on a secure server for further processing.

§ Measure: Make electronic files accessible to users.

Timeline: May 2016

Outcome: In January 2016, we hired a new Digital Archivist, who is currently developing a digital preservation plan and a way to better accession born digital files and make them accessible to users. The folklore files will be used to test this new system. This goal will be carried over to the next reporting year.

§ [Work with Manuscripts and Rare Books, University Archives, and the Music Library to select and prioritize audio materials for digitization in-house.](#)

§ Measure: Materials are selected and vetted for digitization.

Timeline: October 2015

Outcome: 1. Institute of Outdoor Theater - Manuscripts and Rare Books

2. Oral History Collection - Manuscript and Rare Books

3. Music School Material - University Archives

4. Music Library Material - Music Library

The material was prioritized using the following criteria; preservation risk, collection size, historical importance, and the degree to which the collection was processed. Justin met with a representative from each of the departments and inspected all the material. None of the collections represented an extreme preservation risk. The IOT material ranked highest because it was completely processed and could be digitized within a year. The Oral History collection was chosen because of the content and it represented a slightly higher preservation risk because the analog media that it was recorded on. The University Archives and Music Library material have overlapping content and a portion of the Music Library tapes were created from the University Archives reels.

o Electronic Resources Review Committee

§ [Materials funds are not overexpended at the end of the 2015-2016 fiscal cycle.](#)

- § Measure: Materials funds spent as close to \$0 as possible without going over budget.
  - Timeline: Jun-16
  - Outcome:
- § [Electronic Resources Collection Development procedure reviewed and revised as needed.](#)
  - § Measure: Any needed revisions sent to OPRC.
  - Timeline: June 2016
  - Outcome: This did not happen as the review of the main collection development policy, upon which this was dependent, did not happen.
- Exhibit Committee
  - § [Complete the Joyner Library Public Art Inventory and create a searchable virtual gallery on the Joyner Website. Provide consistent labels for all public art in the building.](#)
    - § Measure: The virtual gallery going live on the website.
    - Timeline: May 2016
    - Outcome: Art Inventory completed and will be made available on the library webpage. Revising the remaining part of the goal for 2016-2017.
- General Collections Cataloging
  - § [Catalog new ebooks in a timely manner.](#)
    - § Measure: 100% of new purchases (up to 1000 items) will be cataloged.
    - Timeline: June 2016
    - Outcome: 100% of new purchases received (628 titles) were cataloged.
  - § [Catalog new print items for the general stacks and RIS in a timely manner.](#)
    - § Measure: 100% of new purchases (up to 1200 items) will be cataloged.
    - Timeline: Jun-16
    - Outcome: As of May 31, 100% of new purchases received had been cataloged. Statistics will follow in July.
  - § [Catalog DVDs and other audiovisual materials in a timely manner.](#)
    - § Measure: 200 items (up to 100%) will be cataloged.
    - Timeline: June 2016
    - Outcome: 100% of new purchases received (280 titles) were cataloged.
  - § [Catalog new federal government documents in a timely manner.](#)
    - § Measure: 1400 items (up to 100%) will be cataloged.
    - Timeline: June 2016
    - Outcome: As of May 31, 100% of new purchases received had been cataloged. Statistics will follow in July.
  - § [Retrospectively catalog federal government documents subject areas as directed by the Federal Documents Librarian.](#)
    - § Measure: 100% of SuDoc subject area Y4 (up to 10,000 items) will be cataloged.
    - Timeline: Jun-16
    - Outcome: As of May 31, 90% had been cataloged. Statistics will follow in July.
  - § [Resolve cataloging and physical processing problems with materials submitted by other departments in the library.](#)
    - § Measure: 1000 items (up to 100%) will be processed.
    - Timeline:
    - Outcome: As of May 31, 100% of problems submitted by other departments in the library had been resolved. Statistics will follow in July.
  - § [Continue cataloging microform sets, as prioritized by Collection Development.](#)
    - § Measure: Next 10 microform sets on priority list will be cataloged.
    - Timeline: June 2016
    - Outcome: Unable to get a clear idea of what still remains to be cataloged, plus the microforms are being evaluated for potential replacement by online resources.
  - § [Perform database maintenance projects in Symphony, as needed, to facilitate better discovery results for patrons.](#)
    - § Measure: Develop a series of small projects based on Symphony reports of Ask at Reference Desk items and resolve 17,000 (up to 25%)
    - Timeline: Jun-16
    - Outcome: Determined a way to automate this clean up project that is currently being tested.
- Monographic Acquisitions & Preservation & Conservation
  - § [Conduct a time/path study for general collections materials which come to the pres/con lab.](#)
    - § Measure: Study is conducted and results are analyzed to develop benchmarks and identify potential areas of improvement.
    - Timeline: March 2016

Outcome: Not completed. Due to a retirement, the remaining staff member in the pres/con unit needed to focus on other matters during this time period and was unable to plan for and implement the study. It will be revisited as a potential objective for the 2017-18 cycle.

§ Complete in-house pres/con training videos.

§ Measure: All videos are completed and available for access to students for initial training as well as refresh training as necessary.

Timeline: April 2016

Outcome: Prior to her retirement, Gloria completed the set of training videos that she had planned to produce. They are accessible from the Joyner shared drive.

§ Normalize the workflow for acquisition of streaming videos.

§ Measure: Documentation of workflow is developed and staff members are identified to be responsible for tasks which become part of their regular, on-going duties.

Timeline:

Outcome: The monographic acquisitions staff member who maintains and updates the purchase order for streaming videos was identified and trained.

§ Normalize the workflow for the acquisition of course-adopted texts.

§ Measure: Documentation of workflow is developed and staff members are identified to be responsible for tasks which become part of their regular, on-going duties.

Timeline: Feb-16

Outcome: The monographic acquisitions member who is responsible for sending JCAT orders onward to YBP and for maintaining and updating the purchase order was identified and trained.

§ Develop documentation and identify common procedures of EDI invoicing in Symphony to potentially facilitate the development of a workflow for Electronic and Continuing Resource Acquisitions.

§ Measure: Documentation created and assistance with testing of workflow for E&CR Acq.

Timeline: Feb-16

Outcome: Ended up happening backwards, E&CR did testing this past spring and they plan to do next renewal invoice by EDI. Many pieces are in place for monographic acquisitions and implementation is a 2016-17 objective. If successful, we will work with E&CR to document the workflow and create a guide.

o Music Library

§ Create collection and donor web pages, including the Kosteck Collection.

§ Measure: Pages designed and live.

Timeline: Dec-15

Outcome: Completed.

§ • Develop collection in the area of music education/therapy.

§ Measure: At least two thousand dollars of collection development monies expended in the area of music education/therapy.

Timeline: February 2016

Outcome: Completed.

§ Complete the M1-M2 and M3.1 inventory project.

§ Measure: Acquisition and cataloging of all missing M1-M2 and M3.1 volume purchases, and all catalog record clean-up completed.

Timeline: Jun-16

Outcome: Completed. This wraps up a 4-year project to: 1) inventory; 2) purchase missing volumes for; and 3) clean up and update catalog records for our extensive monuments-to-music and complete-works-of-composers collection, the backbone of a quality scholarly music collection.

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

§ Measure: An additional fifteen hundred Mallison CDs cataloged, and all Shingleton CDs received to date cataloged.

Timeline: Jun-16

Outcome: Completed and exceeded. The Shingleton portion of the objective was dropped due to the donor discontinuing giving activity. The initial Mallison objective was completed by 12/15, and a new measure (to complete at least 8,000) set in 01/16 due to the temporary cataloger being retained for an additional 6 months. The new goal was completed by 5/1/16, with a total of 8,756 now cataloged and approximately 15,000 yet to be processed.

§ Complete the weeding/shifting project of remote storage, the closed stacks, and the M-MT portions of the collection begun last year.

§ Measure: Closed stacks weeded.

Timeline: Aug-15

Outcome: Completed.

§ Measure: Ms weeded/shifted.

Timeline: September 2015

Outcome: Weeding completed, shift In process. See next measure for complete explanation of the circuitous route this project took.

§ Measure: MLs and MTs weeded/shifted.

Timeline: December 2015

Outcome: Weeding completed, and shift in process. We actually expanded our goal and completed it. We first decided not to shift at this time after being told the whole collection must be moved for the upcoming renovation. Instead, we added the weeding of the VHS collection, which was completed by 9/15. When we were told in 04/16 the renovation would not proceed in its entirety (i.e., that we would not have to relocate the collection) we proceeded with the shift, which included the addition of the reference, mini-score, choral, and sheet music collections, all of which were completed, along with the closed stacks, by 6/7/16. The shift of the Ms-MTs began on 6/8/16.

o Special Collections

§ Complete an NHPRC-awarded grant for processing materials from the Institute of Outdoor Drama.

§ Measure: AIOD records are processed.

Timeline:

Outcome: AIOD records are processed by September 1, 2015.

§ Measure: An online exhibit of AIOD material is developed.

Timeline: Sep-15

Outcome: An online exhibit featuring AIOD material was online by September 15, 2015.

§ Measure: EAD finding aid describing the contents of the AIOD records are available online.

Timeline: Sep-15

Outcome: An EAD finding aid featuring AIOD materials was online by September 15, 2015

§ Process manuscript collections identified as priorities.

§ Measure: Process the E.C. Winslow Records (17.5 cubic feet.).

Timeline: December 2015

Outcome: Finished processing the E.C. Winslow Records by December 2015.

§ Measure: Process the Elizabeth Van Moore Papers (18.25 cubic feet).

Timeline: December 2015

Outcome: Processed by June 1, 2016.

§ Measure: Process other collections identified in the ECMC assessment as processing priorities.

Timeline: May 2016

Outcome: By May 2016, The Henry Jackson Conger Papers (.07 c.f.) and The Mary Lawrence Perkins Williams Papers (2 c.f.) (contains important African American outreach A/V material to be scanned) were processed. (20.7 total cubic feet) Another 15 collections totaling 11.5 cubic feet were processed by students before May 2016.

§ Expand the coverage of the North Carolina Periodicals Index.

§ Measure: Local history and culture articles are added for back runs of The Greenville Times and Charlotte Magazine.

Timeline: May 2016

Outcome: Entries for the back runs of The Greenville Times and Charlotte Magazine were completed by October 2015, allowing the department to target other regional publications. More than 2,500 new entries have been made to the index during this review period.

§ Complete inventory of the North Carolina Collection.

§ Measure: Inventory completed for all North Carolina Collection books and serials.

Timeline: May-16

Outcome: The initial inventory of the North Carolina is complete. Over the past two years, this project, combined with the bar-coding of serials in the collection, has provided improved accountability for over 10,000 items in the collection.

§ Complete processing of the Roberts Collection of North Caroliniana.

§ Measure: Cataloging and retention decisions for 1,000 pamphlets are completed and materials are forwarded for processing.

Timeline: May 2016

Outcome:

§ Move the Schlobin collection from the basement to the 4th floor and make the collection browseable to improve access to the materials.

§ Measure: Collections is moved to 4th floor.

Timeline: October 2015

Outcome: Seventy-five percent of the collection has been moved to the 4th floor. Shelving will be added in the summer of 2016 to accommodate the remainder of the collection.

§ Measure: Change in access to the collection is marketed.

Timeline: Oct-15

Outcome: The collection will be promoted with exhibits, speakers, and events once the collection move has been completed.

o Special Collections Cataloging

§ [Catalog items for the Stuart Wright Collection.](#)

§ Measure: 500 items (up to 100% of available items) cataloged.

Timeline: Jun-16

Outcome: Cataloged 5 Stuart Wright items. We have been unable to work on this this year due to the need to wait for some work to be completed by Manuscripts and Rare Books before the books with enclosures could be cataloged.

§ [Catalog other \(besides Stuart Wright\) items for Special Collections.](#)

§ Measure: 100 items (up to 100%) cataloged.

Timeline: June 2016

Outcome: Cataloged 282 items, or 277% of the goal.

§ [Catalog items for NC Collection.](#)

§ Measure: 700 items (up to 100%) cataloged.

Timeline: June 2016

Outcome: Cataloged 1014 items, or 145% of the goal.

§ [Catalog items for TRC.](#)

§ Measure: 1500 items (up to 100%) cataloged.

Timeline: June 2016

Outcome: Cataloged 1417 items, or 94% of the goal. TRC sent fewer things for cataloging this year than they had in prior years, and there are no backlogs.

§ [Catalog items for Digital Collections.](#)

§ Measure: 2000 items (up to 100%) cataloged.

Timeline: June 2016

Outcome: Cataloged 3670 items, or 184% of the goal.

§ [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 goal was not accomplished. It will be rolled into next year.

§ [Process each quarter's Backstage authorities reports in Symphony.](#)

§ Measure: Reports processed before the next quarter's reports are posted.

Timeline: Ongoing

Outcome: Processed July, October, and January reports. Responsibility for Backstage reports was shifted to General Collections Cataloging in January.

§ [Process general cleanup reports; data management.](#)

§ Measure: Each member of the department will contribute to data cleanup projects as directed.

Timeline: Ongoing

Outcome: Department members have managed projects updating outdated terminology with regard to representing diverse populations in metadata, and updated metadata in response to patron comments. They have standardized treatment for the Schlobin collection materials, and done various authorities cleanups in Symphony as well as cleaned up nonstandard terms used in Digital Collections.

§ [Contribute NACO RDA records to national authority file.](#)

§ Measure: 50 NACO records contributed.

Timeline: Jun-16

Outcome: Contributed 32 records, or 64% of the goal. I am intending to explore new workflows to generate candidates for NACO records next year.

o Special Collections Public Services

§ [Develop an outreach plan aimed at under-represented populations in Eastern North Carolina with the eventual goal of building collections related to those populations.](#)

§ Measure: Develop and implement plan that includes services offered, exhibits and events, and donation information.

Timeline: Oct-15

Outcome: An outreach plan was developed for both campus and community outreach by December 2015. The plan includes outreach to underrepresented populations and focus on service and collaborations rather than donation.

- (ALS 7) Provide the University community and residents of eastern North Carolina and beyond with diverse cultural experiences that improve quality of life.
  - Exhibit Committee
    - § Coordinate an exhibition reflecting Eastern North Carolina's diverse population.
      - § Measure: Feedback from the community and plus/delta at conclusion of exhibit.
      - Timeline: June 2016
      - Outcome: We organized and installed the Humans of Greenville Exhibit and held an opening reception on April 12, 2016.
  - Green Committee
    - § Plan and execute Earth Day educational activities for the ECU community
      - § Measure: Documentation of Earth Day activities
      - Timeline: Apr-16
      - Outcome: Committee participated in Earth Day with a table in front of the Student Recreation Center. Handouts including water bottles were provided to Earth Day visitors
    - § Encourage the ECU community to recycle goods
      - § Measure: Hold recycling drives throughout the year (e.g. cell phone drive, cork drive)
      - Timeline: Jun-16
      - Outcome: Committee held several recycling events during the year: battery recycling, cork recycling and cell phone recycling.
  - Marketing Committee
    - § Choose one ALS event that promotes diverse cultural experiences and assist Marketing Department in creating and implementing a diverse marketing plan to target groups not typically reached with regular marketing efforts.
      - § Measure: Documentation and implementation of marketing plan.
      - Timeline: Apr-16
      - Outcome: Collaborated on Humans of Greenville/Human Library events that promoted diverse cultural experiences. Used events to target new and diverse groups through social media and area media outlets not typically used. Documented and implemented marketing plan. We received positive feedback from participants and new patrons.
  - Marketing Department
    - § Collaborate with Marketing Committee on selecting one ALS event that promotes diverse cultural experiences and create and implement a diverse marketing plan to target groups not typically reached with regular marketing efforts.
      - § Measure: Documentation and implementation of marketing plan. Feedback on event and attendance.
      - Timeline: Apr-16
      - Outcome: Collaborated on Humans of Greenville/Human Library events that promoted diverse cultural experiences. Used events to target new and diverse groups through social media and area media outlets not typically used. Documented and implemented marketing plan. We received positive feedback from participants and new patrons.
  - SPA Assembly
    - § Host the annual Paraprofessional Conference for library staff across the region.
      - § Measure: Administer survey to elicit feedback. Document attendance and report results.
      - Timeline:
      - Outcome: The conference was a success. The sessions were well attended. A majority of attendees acknowledged through a post conference survey that they found the conference useful and were looking forward to attending next year. As a result we will hold the conference again next year.
  - Special Collections Public Services
    - § Hold of a number of events highlighting various collections and materials.
      - § Measure: Hold two events for the North Carolina Studies program during the year.
      - Timeline: May-16
      - Outcome: The Fall event was moved to the Spring because of scheduling conflicts. On April 14, 2016 Jonathan Blake Edwards presented on "Southern Women and the Belgian Congo: progressivism, the social gospel, and womanhood in the mission fields."
    - § Develop exhibits that highlight the holdings of Special Collections.
      - § Measure: In collaboration with Tom Douglass of the English Department, develop an exhibit featuring the papers of Peter Taylor.
      - Timeline: Dec-15
      - Outcome: The Peter Taylor exhibit was cancelled.
      - § Measure: Develop a poster exhibit for the second floor highlighting University Archives materials related to football.

Timeline: September 2015

Outcome: The topic of the poster exhibit was changed to basketball which was more inclusive.

The eight-poster

exhibit "A Century of East Carolina Basketball" went on display on November 1, 2015.

§ Measure: Develop an exhibit highlighting the Schlobin collection.

Timeline: March 2016

Outcome: The exhibit of the Schlobin collection was intended to promote the move of the collection to make it available for browsing. As that project was not completed by Spring 2016, the exhibits were moved until Spring 2017.

§ Measure: Two exhibits highlighting NC Materials are mounted.

Timeline: May 2016

Outcome: "Rip Van Winkle No More: North Carolina in the 1840s" opened in September 2015 and "Langford North Carolina Collection Presents: a Cornucopia of New Acquisitions" opened January 2016.

o Teaching Resources Center

§ [Host the 11th Annual Librarian to Librarian Networking Summit.](#)

§ Measure: Plan, host, and assess the event. Document and report results. Analyze survey results and make necessary changes to future summits.

Timeline: February 2016

Outcome: The event was held on March 19th with more than 150 school media coordinators, library science students, and other library professionals in attendance. Young adult author, J.J. Johnson, and Betty Debnam Hunt, Creator of "The Mini Page," served as featured guests.

§ [Explore collaborative STEM opportunities with ECU affiliates, K-12 schools, and other agencies within eastern North Carolina.](#)

§ Measure: Make five STEM focused contacts.

Timeline: December 2015

Outcome: Contacts were made with Go Science, A Time for Science, STEM CoRE, C-STEM, and the College of Engineering & Technology.

§ Measure: Document and report results.

Timeline: December 2015

Outcome: Although Dan and Hazel are still engaging in collaborative conversations with a number of agencies, several partnerships have already begun or will begin this summer and fall. These collaborations include co-authorship of two proceeding papers for the June American Society of Engineering Education Conference, assisting with the 3D printing demonstration during High School STEM Day, co-authorship of two grants (the LSTA EZ Literacy & Lifelong Learning Grant and the Golden Leaf Foundation's Open Grant Program), teaching a 3D printing class for the Summer Ventures in Math and Science program, issuing Group Educator Cards to A Time for Science and Go Science, and more.

§ [Build relationships with schools, academic libraries, and other agencies involved in the K-12 open access/open education movement.](#)

§ Measure: Research K-12 open access/open education initiatives in schools, academic libraries, and other agencies.

Timeline: Ongoing

Outcome: The K12 OER was strengthened this fall when the Department of Education announced its #GoOpen campaign. Unfortunately, there is little leadership in this sector from the NC DPI concerning digital instructional materials. We believe the TRC can take a leading role among the state's curriculum materials centers in discussing, curating and developing a resource with links to lead pre-service and in-service teachers to OERs. In addition, we can lead the discussion of educating pre-service and in-service teachers in how to use digital instructional materials, OERs specifically, in their own classrooms and begin to advocate COE faculty to model their use in ECU's teacher preparation program.

§ Measure: Contact and discuss current and future initiatives with individuals at three schools, academic libraries, or other agencies.

Timeline: May 2016

Outcome: This past fall Dan Zuberbieber talked with the director of technology, the district school library media specialist, and district instructional technology facilitators in three counties (Pitt, Bertie and Sampson) to assess where they stand on the development and/or integration of OERs in the curriculum. He is also on Joyner Library's Scholarly Communications Committee which has allowed him to keep up to date with the OER movement in higher education, and support the Alternative Textbook Initiative Joyner Library advertised to the campus this spring.

§ Measure: Document and report results.

Timeline: Jun-16

Outcome: Pitt County Schools is by far, the furthest along in advocating for and integrating digital instructional materials into the curriculum. They are still in transition to using 100% digital materials, and, in that transition, they are using a combination of OERs (NC LOR, Khan Academy, DPLA, Library of Congress, etc.) and paid subscriptions (WebPath Express). They are looking to further expand the use of OERs over time. Bertie County is currently relying on NC Live and NC WiseOwl for their digital instructional material. They were unclear as to what OERs were, and were concerned about the professional development teachers would need to use them in class and understand copyright issues surrounding the use of digital materials. They have yet to develop a collection development plan for e-books or craft a vision on how digital instructional materials will be integrated into district schools. Sampson County doesn't have a county wide plan as of this fall, but is showing signs of transition. While they do pay for WebPath Express, they do try to utilize NC WiseOwl, NC Live, and have already begun collecting more e-books in their school libraries using Follett(\$), Epic Books and Tumblebooks(\$). Their teachers do use some web-based OERs, and they are able to embed those resources in Destiny to provide teachers easy access to them.

• (ALS 8) Cultivate an inclusive environment through cooperation, collegiality, and diversity.

o Access Services

§ Improve customer service provided at the Circulation desk

§ Measure: Hold customer service training sessions for staff and student employees by September

a) Number of sessions held and attendance

Timeline: Ongoing

Outcome: Dedicated customer service trainings were not held due to time constraints and other priorities. Customer service issues were addressed as they arose one-on-one, through department emails, and in core meetings. Records were not kept as they should have been to document these interactions for objective reporting purposes.

§ Measure: Everyone who comes to the Circulation desk is greeted pleasantly and promptly and provided with high quality service

a) Number of patron complaints

b) Observation of staff and student employee behavior

Timeline: Ongoing

Outcome: a) There was one official written complaint received. It related to a patron being required to pay for a lost book and the tone of staff explaining the situation to her. Due to an oversight, complaints simply made to staff were not tracked throughout the year. These complaints were often made about situations over which staff have no control, including printing costing money, parking, failures of the computer network, needing IDs to checkout, and limited public computer use. Some complaints were the result of patron misunderstanding, for example multiple complaints that we had lost materials they vividly remember having returned (which they later found and apologetically returned) or from their failure to read email notifications to them. Some few complaints were legitimate ones, for example coming to the desk to pick-up an item on hold or received through interlibrary loan and then the item not being able to be found; at times the hold times had expired and the items had been returned to the stacks or returned to the lending library, but a few times the items had indeed been misplaced and were not immediately found. There were a few comments made about employee tone, speed, or their having to look up instructions or ask a coworker for assistance.

b) Coworkers and supervisors reminded each other throughout the year about expectations and best practices, but records were not kept as they should have been to document these interactions for objective reporting purposes.

o Administrative Services

§ 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 provisional Code is approved by the Chancellor.

Timeline: Ongoing

Outcome: Completed: name change from Library Assembly to EPA Assembly made in various documents and email list; committee lists and composition were updated to be in compliance with provisional Code. New processes called for by the provisional Code were implemented.

- § Work with Staff Development and Diversity Committees to plan and execute a series of training/development sessions that are of interest and value to ALS personnel.
  - § Measure: Number of sessions; number of attendees; attendee feedback
  - Timeline: Jun-16
  - Outcome:
- o Building Operations
  - § : Continued collaboration with ECU Housekeeping to improve service level provided in Joyner Library.
    - § Measure: Daily communication with Housekeeping supervisors and management, meetings and conference calls documented. Housekeeping's work schedule and assignments are developed and communicated to Joyner Building Manager. All work, action and feedback are monitored and documented.
    - Timeline: Ongoing
    - Outcome: Departmental meetings with Housekeeping administrators and ALS faculty and staff were held on Feb. 9th and Feb. 16th. The Housekeeping Supervisor for Joyner began meeting with Joyner's Building Manager meet every other week to walk building and address any issues. The Building Manger communicates issues and receives feedback immediately. Additionally, they communicate almost every day on the phone or by text. A weekend shift was added for the spring semester.
  - § Increase individual/departmental accountability through restructuring/refortifying current departmental tasks, responsibilities and workflow. Increase the department's effectiveness, efficiency and overall presence in the Library and for public and patron awareness.
    - § Measure: Daily interaction is initiated with Security manager and Night Supervisor. Discussions and meetings held and documented to review, revise, improve and/or reestablish security procedures (key issuance, reports, observation/rounds, processes for collection of statistical information, Banned individuals criteria, etc.) as needed.
    - Timeline: Dec-15
    - Outcome: All measures have been implemented. There is a new electronic system for key issuance. There is daily communication between the HOS, Lead Security Officer and Evening Supervisor. The JSECURITY email is used to communicate among all guards. An SOP for guard training procedures is being developed.
  - § Staff and Student worker training for emergency evacuations, lockdown procedures (active shooter incident) is reviewed, revised as needed and offered/mandated for participants.
    - § Measure: Three to five sessions are held per year.
    - Timeline: June 2016
    - Outcome: Sessions were held on August 21, January 20, and January 27.
- 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
    - Timeline: June 2016
    - Outcome: One member of the Committee is chair of the university Sustainability Committee Outreach/Publication sub-committee. Other members attended Sustainability Committee during the year.
  - § Examine the state of sustainability committees at other academic libraries within the UNC System.
    - § Measure: Complete a survey of green committees in academic libraries in the UNC system
    - Timeline: Jun-16
    - Outcome: One member contacted several UNC System Green Committees. We were especially interested in the UNC-G library Green Committee which has a long standing film series. We plan to have a film series next year.
- o Library Diversity Committee
  - § Sponsor events that promote a culture that affirms, respects, and celebrates diversity and inclusion in personnel, services, collections, and resources.
    - § Measure: Host two diversity events each semester.
    - Timeline: June 2016
    - Outcome: Two Title IX session were held fall semester and the Human Library Event was held spring semester.
  - § Measure: Collaborate with the Staff Development Committee and provide one diversity focused professional development activity to Joyner employees each semester.
    - Timeline: June 2016
    - Outcome: Although contact was made between the chairs of both committees, a true

collaboration did not develop. This measure has been deferred to the 2016/2017 academic year.

§ Measure: Host one "OUCH! That Stereotype Hurts" training session each semester.

Timeline: June 2016

Outcome: Due to weaknesses in the facilitator guide, the "OUCH" subcommittee decided to table the sessions until members meticulously reviewed the guide and made substantial revisions to the script and PowerPoint presentation. Because it is a complexed session to facilitate, assistance will be requested from the Office of Equity and Diversity and Human Resources training specialists.

§ Measure: Sponsor Joyner Library's 3rd Annual Human Library Event.

Timeline: June 2016

Outcome: A successful event was held on April 12, 2016 with more than 60 participants and 30 human books. Human books were checked-out 100 times.

§ Encourage library employees to participate in campus and community events that promote a culture that affirms, respects, and celebrates diversity and inclusion in personnel, services, collections, and resources.

§ Measure: Forward emails announcing diversity events to Joyner faculty and staff.

Timeline: Ongoing

Outcome: Diversity centered emails were forwarded to all Joyner Library employees when appropriate.

§ Measure: Post flyers announcing diversity events in prominent areas throughout Joyner Library.

Timeline: Ongoing

Outcome: Diversity centered flyers were placed on three prominent bulletin boards in the building; these boards are located near the main stairwell on first floor, employee entrance, and employee breakroom.

o Marketing Committee

§ Collaborate with Marketing Department and ADS on redesigning the Employment Opportunities landing page. The Committee would create the content and Department would supply photos.

§ Measure: Creation of engaging content and photo selection to ADS for updating the web page.

Timeline: Oct-15

Outcome: The marketing committee reviewed peer institution webpages and generated ideas to revise the look and feel of Joyner's webpage. The final product was submitted to ads to upload. The page went live in May 2016

o Marketing Department

§ Support the Marketing Committee with generating content and photography for the redesign of the Employment Opportunities landing page. The Committee would create the content and Department would supply photos.

§ Measure: Creation of engaging content and photo selection to ADS for updating the web page.

Timeline: Oct-15

Outcome: The marketing committee reviewed peer institution webpages and generated ideas to revise the look and feel of Joyner's webpage. The final product was submitted to ads to upload. The page went live in May 2016

§ Assist Administration in creating a new Joyner Library internship program and promote campus wide.

§ Measure: Creation of program and implementation of marketing plan.

Timeline: August 2015

Outcome: This goal was unmet and will be carried over in to the next reporting cycle.

o Research & Instructional Services

§ Hire and provide initial training to STEM Librarian.

§ Measure: Position filled. Training scheduled devised and implemented.

Timeline: November 2015

Outcome: Leah Cordova began working at Joyner Library on October 16. The training binder and schedule for Cordova was created in late September and early October by Webb (the entire department gave feedback on the contents of the binder). Cordova hit the ground running with the checklists and had made her way through the majority of the items in the first 4 weeks. She also co-taught two BI sessions with Webb in November.

§ Appoint permanent Assistant Head of Research and Instructional Services and create an Instruction and Outreach Team to lead the development of new initiatives in the department.

§ Measure: Assistant Head of Service appointed. Training schedule and activities will be developed and implemented by Head of Service. Change reporting structure on the organizational chart to reflect the new team. Appointment made July 2015. Reporting

structure changed by August 2015. Collaborative meetings between the HOS and Assistant HOS will occur at least on a monthly basis, more frequently as needed, to familiarize Assistant HOS with new duties, procedures, and guidelines until training is completed in spring 2016. Instruction and Outreach team will meet monthly, or more frequently as needed.

Timeline: August 2015

Outcome: Hisle appointed in July of 2015, but training started in May of 2015 and went through the summer. Reporting structure was changed by Sweatte before August 2015. Instruction and Outreach team met three times and communicated heavily via email. This team will be disbanded due to the 2016/2017 goal of creating a Community of Practice.

- o Special Collections Cataloging

- § Undertake professional development and improvement of communications.

- § Measure: Each member of the department will participate in one of the following in most months: duty-related webinars, classes, meetings beyond the department, conferences, library committees, library or campus events, public service, and report it in their monthly report.

- Timeline: Ongoing

- Outcome: Members of the department participated in webinars on the future of technical services, Bibframe, digital preservation, and efficient Outlook usage. They attended and volunteered at the Paraprofessional Conference and the DISSH Symposium. They met with staff in other departments to discuss issues and priorities, and attended interviews with candidates for positions.

- (ALS 9) Continue and expand collaborations with Laupus Library to maximize efficiencies while maintaining the quality of core services.

- 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: June 2016

- Outcome: Beginning in December, the ALS Library Director starting meeting monthly with the Interim Director of Laupus Library. Laupus had a number of staff vacancies which delayed the review of processes and identification of new efficiencies. Efficiencies regarding administration of the Virtual Library, paying split invoices, and security staff were maintained. Marketing/Communication efficiencies and processes are under discussion.

- o Application & Digital Services

- § Increase consistency between Joyner and Laupus websites

- § Measure: Major functional areas of the websites will be mapped out and reviewed for opportunities to make more consistent.

- Timeline: Sep-15

- Outcome: This goal has been completed. The information architecture for Joyner and Laupus websites were analyzed and a plan generated for making the two sites more consistent.

- § Measure: Identified areas will be updated to increase consistency.

- Timeline: December 2015

- Outcome: Identified changes for improvement of consistency between the two sites (including the Ask a Librarian pages and the second-level Research, Services, and About Us pages) were made.

- o Digital Collections

- § Manage the LSTA Project Access and Digitization Grant to make Laupus Library History Collection finding aids available online and to digitize 200 items.

- § Measure: Project archivist is hired for grant.

- Timeline: Sep-15

- Outcome: We hired Ashley Williams as the project archivist, and she started in this position on October 1, 2015.

- § Measure: Content is imported into Archivist's Toolkit.

- Timeline: December 2015

- Outcome: Content was imported into Archivists' Toolkit in January 2016, and we have continued to add and edit content throughout the granting period.

- § Measure: Finding aids are available online.

- Timeline: April 2016

- Outcome: All Laupus Library History Collections finding aids became available online in early February 2016; however, they were not included in the Digital Collections search results. After members of the Laupus Library History Collections staff and the Curator of The Country Doctor Museum made suggestions for improvements, we made the necessary

corrections. The finding aids were made available in the Digital Collections search in April 2016.

§ Measure: Digitized material already in digital collections repository is evaluated and problems are corrected.

Timeline: February 2016

Outcome: All metadata for existing Laupus Library and Country Doctor Museum material in Digital Collections has been updated with the correct identifiers.

§ Measure: 200 items from the Laupus Library History Collection are digitized.

Timeline: May-16

Outcome: Over 200 items have been digitized from the Laupus Library History Collections.

o Electronic & Continuing Resources Acquisitions

§ [With Colleagues at Laupus Health Sciences Library, improve department and external workflows by fully implementing CORAL.](#)

§ Measure: Create documentation for Resource Records entry.

Timeline: October 2015

Outcome: Documentation completed and uploaded to department website before October 2015.

§ Measure: Create Resource Records for all databases and ejournal packages.

Timeline: Jun-16

Outcome: All Resource Records were added in Coral

§ Measure: Create documentation for SUSHI implementation.

Timeline: December 2015

Outcome: Created documentation for SUSHI implementation.

§ Measure: Implement SUSHI for top 20 most used electronic resources.

Timeline: February 2016

Outcome: Not completed, however significant progress towards implementing SUSHI was made; about 20 resources are set up. Will be implemented by June 2017.

§ Measure: Implement Terms tool or other methods to display licensing terms to the InterLibrary Loan department or other interested parties.

Timeline: June 2016

Outcome: Not complete, will move forward to next year.

o Electronic Resources Review Committee

§ [Review resources paid on the Virtual Libraries fund to maximize the use of the fund without overexpending it.](#)

§ Measure: Resources may be moved to a Joyner or Laupus fund, cancelled, or renewed on the Virtual Libraries fund.

Timeline: June 2016

Outcome: Some resources were moved from Virtual to Joyner, but not enough to achieve this goal. The Joyner budget line couldn't have sustained as much transferring as would have needed to be done to save Virtual.

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: Worked with librarians from Joyner and Laupus Libraries to coordinate the transfer of Nutrition materials from Joyner to Laupus.

o ILS Services

§ [Support the single e-Library interface for ECU Libraries](#)

§ Measure: Documentation of identification and implementation of features that mesh into the overall vision and plan for a joint OPAC interface for ECU Libraries

Timeline: Ongoing

Outcome: No changes were made to the Symphony OPAC interface this past year; instead, efforts were focused on helping to facilitate the Blacklight catalog implementation; the Symphony OPAC will no longer be developed

§ [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 2015-2016 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 2016

Outcome: Visits were made to ECSU on 8/13/2015, 8/20/2015, and 4/6/2016 to provide training on reports, statistics, reserves, and other items to the new Head of Circulation; a visit to ECU by the new Head of Circulation and the new Music Librarian was arranged on 9/24/2015 so that they could meet with peers about Symphony issues/questions; a meeting was held with Laupus public services personnel on 2/25/2016 to explain the holds and recalls process in Symphony

- § Measure: Documentation of efficiencies achieved through coordination of efforts between the libraries where overlaps exist and number of agreements negotiated

Timeline: June 2016

Outcome: Continued work from 2014-2015 concerning the streamlining of debt collection procedures at Joyner, Music, and Laupus; loaded Films on Demand records sets for ECSU; began modifying Symphony patron address form to consolidate number of addresses and tweak information requested to complete the form for all Symphony libraries; began work on tweaking the recall and related notices process for Joyner, Music, and Laupus

- § Measure: Document participation and support of initiatives and projects for individual departments in the libraries; examples include e-mail receipts for circulation departments, replacement of electronic resource MARC records for cataloging departments, inventory projects, and reports/statistics

Timeline: June 2016

Outcome: Assisted with inventory projects for North Carolina Collection, TRC, and Music Library and began incorporating the use of BLUEcloud MobileCirc in the process; participated in the project to transfer nutrition subject-related items to Laupus; enhanced and revamped reserve statistics; consolidated Stuart Wright Symphony subcollections; coordinated with 1Card office, ITCS' ODS group, and ADS to generate major information concerning students who use the TRC Production Center; implemented an e-mail checkout receipt routine for ECU Libraries; conducted a refresh of Serials Solutions-provided MARC records for electronic resources; participated in ECU Libraries' discussions regarding MARC record sources; tested EDI invoicing for EBSCO serial invoices for Joyner

- o Library Diversity Committee

- § Collaborate with Laupus Library on events that promote a culture that affirms, respects, and celebrates diversity and inclusion in personnel, services, collections, and resources.

- § Measure: Invite Laupus Library's faculty and staff to participate in events and professional development opportunities taking place in Joyner Library.

- Timeline: Ongoing

- Outcome: Laupus Library employees were invited to attend programs sponsored by the Library Diversity Committee, and diversity centered emails were forwarded to these individuals when appropriate.

- o Monographic Acquisitions & Preservation & Conservation

- § Develop an understanding of pres/con workflow and needs at Laupus Library to identify potential further areas of collaboration.

- § Measure: Discussions and/or meetings held with key personnel at both libraries. Development of an assessment report.

- Timeline: November 2015

- Outcome: Due to retirement, this objective has been pushed to 2016-17 reporting cycle.

- o Research & Instructional Services

- § Align the instructional and outreach goals of the RIS department with the teaching team at Laupus Library.

- § Measure: Meet and collaborate with Laupus representative on supporting instruction and updating shared flyers. Conduct one combined meeting of Core groups, to share information with them, including meetings with head and assistant heads. All meetings and collaborations completed by end of spring semester 2016.

- Timeline: May 2016

- Outcome: Hisle and Andresen worked together to coordinate shared instruction flyer during the beginning of the fall semester. Hisle, Wanucha, Webb, Andresen, and Zuberbier began meeting as an informal "Non-Curriculum Non-Committee" in April and have been sharing ideas for common instructional goals among the different departments, including Curriculum Mapping and LibGuides. The Laupus librarians are taking part in the LibGuides Summer Project with Joyner librarians. Hisle and Andresen have worked on many projects together during this period, including a Thesis and Dissertation Boot Camp, which was planned in conjunction with the Writing Center. They also worked together on the Graduate Research Series. They collaborated on a template for DE student outreach. Webb and

Cordova attended a Laupus core meeting in October and Cordova got a tour. Andresen and Webb worked to plan a meeting between RIS and Laupus, but due to scheduling, it was hard to come up with a time.

- 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: \*\*Department staff consulted with Laupus staff on issues related to the LSTA finding aids grant at Laupus, including updating and providing cataloging procedures, fielding questions, and performing some quality checks. Documented in Joyner Laupus Collaboration Tracker.

- \*\*Department staff consulted with Laupus staff on issues related to MESH indexing in Symphony (during ECU catalogers meetings) and MESH processing by Backstage when Backstage instituted a change of their policy this year. Documented in Joyner Laupus Collaboration Tracker.

- o Teaching Resources Center

- § Encourage students and faculty on west campus to utilize the resources in the Schwarzmann Production Center.

- § Measure: Meet with librarians at Laupus library and inform them of the resources housed in the production center.

- Timeline: August 2015

- Outcome: Hazel Walker attended a liaisons meeting to discuss the Schwarzmann Production Center and the resources and services that we provide. A committee composed of members from Laupus and the Teaching Resources Center was formed to meet on a regular basis and determine what steps and actions are needed to promote the Schwarzmann Production Center to Laupus Library and the West Campus community.

- § Measure: Market the production center and provide support to faculty and students within the College of Nursing, College of Allied Health Sciences, and Brody School of Medicine.

- Timeline: Dec-15

- Outcome: A display of resources and services available in the Schwarzmann Production Center is planned for fall semester at Laupus Library. Additional items such as TRC bibliographies have been discussed and a plan for sharing these resources is being developed.

- § Measure: Continuously market the production center to west campus students and faculty.

- Timeline:

- Outcome: Monthly meetings with Laupus Library personnel will be beneficial in marketing the Production Center to west campus students and faculty.

- (ALS 10) Demonstrate good stewardship of the resources entrusted to Academic Library Services.

- o Administrative Services

- § Provide budget support to comply with all grant and project tracking requirements for the National Historic Publications & Records Commission grant, the LSTA Project Access & Digitization grant, and any additional grants ALS receives during the reporting period.

- § Measure: Grant funds are accurately tracked.

- Timeline: June 2016

- Outcome: Completed.

- § Complete the Music Library Reorchestrated fundraising campaign.

- § Measure: Amount contributed; number of donors; donor recognition event planned

- Timeline: September 2016

- Outcome: \$25,481 contributed; 31 donors; donor recognition event tentatively scheduled for Sept. 16.

- o Building Operations

- § Work with ECU and commercial sector representatives to plan the impact of the Music Library's renovation.

- § Measure: Communications and meetings with ECU affiliates are conducted as appropriate. Number of meetings and conference calls are documented. All relevant work and actions are documented and communicated to library stakeholders.

- Timeline: Ongoing

- Outcome: Four meetings were held with ECU Facilities to finalize the initial project design.

- After they bids came in much higher than expected, the project was substantially reduced in scope. The revised project includes only the construction of a SOM advising office external to the Music Library and a group listening room within the Music Library. Other renovations - including furnishings, technology and aesthetics - will be incorporated as they are deemed viable.

§ Graduate students are hired, trained and scheduled to assist with Building Operations projects, Mail Services back-up and other duties. Increase response time to request and the overall quality of Building Operations services.

§ Measure: At least one student is hired, trained and continuously employed for a semester. Student(s) performance meets supervisor's expectations and is judged to reduce response time

Timeline: December 2015

Outcome: A graduate student was hired and employed for 10 months. He started as a mail services student and gradually became trained to perform Building Operations tasks. While he was here his performance met his supervisor's expectations and service response time increased.

§ Examine current identification and logging procedures for incoming parcels to streamline the delivery process and reduce errors.

§ Measure: Review current procedures and implement any revisions and changes that would increase the efficiency and accuracy of delivery of parcels.

Timeline: Ongoing

Outcome: The department is updating the SOP for Mail Services. Forms for insurance and other administrative tasks have gone online. The department has implemented a bar code scanner for receiving parcels.

§ Work with Campus Recycling department to restructure and improve the process of removal/collection of recyclable materials in the building.

§ Measure: Explore the possibility of having stations located throughout the building where presort of materials can be done and monitored by departments. Improve the collection process by possibly purchasing larger collection bins. In coordination with the possible redesign or modification of the Shipping and Receiving area, create an improved holding area and pick up process for the materials.

Timeline: Ongoing

Outcome: This goal was not met

§ Examine and assess need for additional cameras locations throughout building. Specifically TRC Department and Loading dock area at Freight elevator

§ Measure: Discuss and examine need. If additional cameras are needed, procure cost estimate and determine relevant installation logistics.

Timeline: June 2016

Outcome: The library determined that three locations merited camera installation (West Wing, Circulation and the Loading Dock). Cameras have been purchased and will be installed soon.

§ Collaborating with ECU Life Safety and Tyco Simplex/Grinnell representatives to update the naming of the smoke detector devices throughout the building on the Fire Safety annunciator display made necessary due to the recent building renovations

§ Measure: Scheduled meetings and discussions to identify the changes needed. Have Tyco Simplex/Grinnell representative perform changes to annunciator display.

Timeline: December 2015

Outcome: This goal was not met.

o Electronic & Continuing Resources Acquisitions

§ Streamline renewals, invoicing, and payment workflows.

§ Measure: Implementation of EDI invoicing with EBSCO.

Timeline: October 2015

Outcome: all of our PO numbers and EBSCO numbers are matched, Symphony reports are set up to pull EDI files, and final glitches have been reported to Symphony Support for resolution. Fully expect to run the 2017 renewal invoice through EDI.

§ Measure: Implementation of EDI invoicing with Cox.

Timeline: Jun-16

Outcome: Delayed due to moving large number of titles to Cox, will finish in 2017.

§ Measure: Reduction in the number of paper renewals and invoices.

Timeline: Ongoing

Outcome: ProQuest Renewal and invoice process is completely online. Requested several invoices to be sent by PDF only.

§ Measure: Problems with order records are documented and a plan is in place prior to the FY 17 Rollover to ensure that all order records are current and balances in Symphony are correct.

Timeline: Jun-16

Outcome: This was a complex problem to diagnosis. I first tried to receive orders to bring the balance in line, but this did not work. This rollover period, I will alter the template to

ensure that non-invoiced orders are not rolled forward. This should bring us closer to having a balanced fund.

§ Measure: Problems with Procard payments are documented and a plan is in place prior to the FY 17 Rollover to ensure that Procard payments are handled efficiently.

Timeline: Jun-16

Outcome: After a review, there were no major problems with Procard payments. This year, it was determined that Debbie Cobb should handle all invoicing including check and procard.

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/or modified as new workflows or processes were designed or tweaked; copies were distributed to ILS Services departmental members and stored on the department's PirateDrive space

§ Continue to organize staffing so specialties and efficiencies can be developed

§ Measure: Documentation of changed workflows, staff development and training provided

Timeline: Ongoing

Outcome: Projects were divided/assigned to enable departmental members to develop specialties and to streamline interdepartmental contacts

o IT Operations

§ Assess the individual technology related needs of all faculty and staff of Joyner Library to facilitate a more efficient and productive workplace.

§ Measure: Assign departments to assess to each IT Operations team member.

Timeline: August 2015

Outcome: Due to workload demands and unrelated factors, we were not able to accomplish this goal and it will carry over to next fiscal year.

§ Measure: Compile and prioritize technology requests/needs.

Timeline: October 2015

Outcome: Due to workload demands and unrelated factors, we were not able to accomplish this goal and it will carry over to next fiscal year.

§ Measure: When feasible, procure technology or make requested changes.

Timeline: Ongoing

Outcome: Due to workload demands and unrelated factors, we were not able to accomplish this goal and it will carry over to next fiscal year.

o Marketing Committee

§ Assist Marketing Department with production of the 2015 Annual Report.

§ Measure: Documentation of committee involvement with writing articles, editing Word document and layout drafts; deadlines met. Content generation by July 15, 2015. Layout edits by August 7, 2015.

Timeline: August 2015

Outcome: In collaboration with the Marketing Department, the 2015 Annual Report was completed, printed, and distributed in the fall of 2015.

o Marketing Department

§ Produce an informative and engaging glossy Annual Report for 2015 for donor and outreach activities with more content generation responsibility while collaborating with Marketing Committee.

§ Measure: Content and photo generation completed per the production schedule in collaboration with the Marketing Committee. Content generation by July 15, 2015. Layout edits by August 7, 2015. Number of copies distributed; feedback received. Distribution early November 2015.

Timeline: November 2015

Outcome: 2015 Annual Report was completed, printed, and distributed in the fall of 2015.

§ Identify best practices for creating and writing academic library marketing plans and use those best practices to create a new ALS marketing plan.

§ Measure: Measure: Research conducted, including review of at least 8 academic library marketing plans, award-winning marketing campaigns, and secondary literature on best practices in academic library marketing. Timeline: November 30, 2015. Measure: Findings submitted to Library Director and discussion held. Timeline: January 31, 2016. Measure: ALS marketing plan revised Timeline: May 31, 2016

Timeline: May-16

- Outcome: This goal was unmet and will be carried over in to the next reporting cycle.
- o Monographic Acquisitions & Preservation & Conservation
    - § Determine the return on investment for the streaming videos purchased via Kanopy and Swank.
      - § Measure: Complete a report which analyzes the cost per title, number of views, course type and enrollment.
      - Timeline: May 2016
      - Outcome: Full report to be included in Departmental Narrative, but preliminary results show that streaming video shows a good return on investment. For instance from July 2015-June 2016, on one of the platforms we spent \$4800 and had 2384 video plays.
    - § Determine the return on investment for print DDA titles.
      - § Measure: Complete a report which analyzes the cost per title, number of checkouts, and classification of requester.
      - Timeline: Jan-16
      - Outcome: Full report to be included in Departmental Narrative but results are mixed if going strictly by the financials. For example: for FY 2015 we purchased 188 print DDA titles at an average cost of \$44.68. We paid for shipping & handling for 115 of them at an average cost of \$15.82. Only 21 titles circulated two or more times. 122 titles circulated only once, and unfortunately it appears that 45 did not circulate at all. However, if we look at value from the perspective of what patron group most utilizes this service, 50% of the requests come from faculty and another 25% come from graduate students so it would appear that "researchers" are more apt to take advantage of this service.
  - o Music Library
    - § Complete the implementation of the new billing processes to improve the collection of fines and fees in compliance with university rules.
      - § Measure: Contribution to development of bankruptcy SOP completed, bankruptcy SOP training completed, and departmental processes to carry out both the collections and bankruptcy processes developed and in place.
      - Timeline: Jun-16
      - Outcome: Completed.
  - o Special Collections
    - § Assessment report is completed for all materials in the East Carolina Manuscript Collection.
      - § Measure: Identify collection priorities for digitization, processing, offsite storage and UNC joint digitization projects.
      - Timeline: Sep-15
      - Outcome: Ten collections identified as priorities for processing and ten collections for digitization were also identified. Three collections were identified as appropriate collections for off-site storage.
    - § Measure: Identify changes needed for current collection development guidelines for the ECMC.
      - Timeline: October 2015
      - Outcome: The ECMC collection development guidelines were reviewed and the Head of Manuscripts and Rare Books and the AD of Special Collections made the decision to make only minor changes to the guidelines. Instead a five-year collection strategy will be developed and the strategy will be reviewed annually.
    - § Conduct a review of preservation spaces, services, needs, and priorities in Special Collections.
      - § Measure: Complete assessment of preservation needs.
      - Timeline: December 2015
      - Outcome: The Special Collections Preservation Technician completed an assessment of all ECMC collections using the Archivists Toolkit assessment tool.
      - § Measure: Work with a consultant to document preservation priorities and space needs.
      - Timeline: March 2016
      - Outcome: In October 2015, Tomas Claeson from LYRASIS completed a preservation site survey of Special Collections. A final report was delivered November 25, 2015.
  - o Special Collections Public Services
    - § Develop standards for all Special Collections exhibits, an exhibit calendar, and best practices for working with university community to develop exhibits.
      - § Measure: Create a Special Collections exhibit manual that outlines guidelines and best practices for all exhibits.
      - Timeline: December 2015
      - Outcome: The Special Collections exhibit manual was completed by April 2015. The manual will be presented to the division in the summer of 2016 and will be implemented in the Fall of 2016.

- § Measure: Develop an exhibit schedule for all Special Collections exhibit spaces and create provisions to keep schedule updated.  
Timeline: Aug-15  
Outcome: An exhibit schedule for Special Collections was created by August 2015. The schedule was maintained throughout the 2015-2016 year.
- § Measure: Develop a checklist for working with the university community on the creation of exhibits.  
Timeline: September 2015  
Outcome: The checklist was developed by October 2015 and is included in the Special Collections exhibit manual. The division has not yet had the opportunity to test the checklist.

- (ALS/Laupus Libraries Joint Objective 1) Deliver course-related library managed learning resources that support student success while reducing students' expense for course materials.

- o Access Services

- § Expand the course reserves service to provide more required course materials to students at no cost

- § Measure: Market course reserves to faculty throughout the year through a library newsletter article, emails to campus at the start of each semester, at least one library plasma screen announcement each semester, at least three library social media post each semester, and bookmarks placed in interlibrary loan materials throughout the year.

- a) Number of promotions (emails, articles, posts, etc.)
- b) 10% more faculty adding materials to course reserves
- c) 10% more items added to physical course reserves
- d) 10% more items added to BlackBoard
- e) 10% more course reserve items circulated

Timeline: Ongoing

Outcome: a) An email was sent to campus faculty and students in August. 1,668 bookmarks were placed in faculty ILL loans starting Aug 20 and lasting throughout the year (8/20/16-6/9/16). Two plasma screen advertisements started rotation in August and ran throughout the year. An article was run in the library e-newsletter in September. Social media posts were scheduled to run on 9/8, 10/7, 11/4, and 12/2 on the library's Facebook and Twitter accounts.

b), c), d) Figures for comparison to 2014-2015 were not available, as was expected when this objective was written. 538 physical items were added during this year. 181 documents were added to faculty Blackboard pages. 125 faculty placed items on course reserves, either physical or Blackboard. There are about 2,100 items on physical course reserves placed there by 185 faculty; many of these materials are carried-over by faculty from prior years.

e) There were 2,994 circulations of items on physical course reserves in 2014-2015. From July 2015 through May 2016, the circulation increased to 3,538 (an 18% increase).

- § Provide students requesting course textbooks through interlibrary loan with them at no cost

- § Measure: When requested by students, attempt to borrow required course textbooks through interlibrary loan

- a) Number of textbooks attempted to borrow
- b) Number of textbooks successfully borrowed

Timeline: Ongoing

Outcome: a) 98 textbooks were requested in the fall semester and 72 were requested in the spring semester, for a total of 170.

b) 85 textbooks were successfully borrowed in the fall and 68 were in the spring, for a total of 153 (or 90%). The possible savings to students in the spring was \$7,789.23 [cost savings figures are not available for the fall semester]. The highest priced book in the spring was \$329.30; the average cost was \$108.18.

- o Teaching Resources Center

- § Build relationships with schools, academic libraries, and other agencies involved in the K-12 open access/open education movement.

- § Measure: Research K-12 open access/open education initiatives in schools, academic libraries, and other agencies.

Timeline: Ongoing

Outcome: The K12 OER was strengthened this fall when the Department of Education announced its #GoOpen campaign. Unfortunately, there is little leadership in this sector

from the NC DPI concerning digital instructional materials. We believe the TRC can take a leading role among the state's curriculum materials centers in discussing, curating and developing a resource with links to lead pre-service and in-service teachers to OERs. In addition, we can lead the discussion of educating pre-service and in-service teachers in how to use digital instructional materials, OERs specifically, in their own classrooms and begin to advocate COE faculty to model their use in ECU's teacher preparation program.

§ Measure: Contact and discuss current and future initiatives with individuals at three schools, academic libraries, or other agencies.

Timeline: May 2016

Outcome: This past fall Dan Zuberbier talked with the director of technology, the district school library media specialist, and district instructional technology facilitators in three counties (Pitt, Bertie and Sampson) to assess where they stand on the development and/or integration of OERs in the curriculum. He is also on Joyner Library's Scholarly Communications Committee which has allowed him to keep up to date with the OER movement in higher education, and support the Alternative Textbook Initiative Joyner Library advertised to the campus this spring.

§ Measure: Document and report results.

Timeline: June 2016

Outcome: Pitt County Schools was, by far, the furthest along in advocating for and integrating digital instructional materials into the curriculum. They are still in transition to using 100% digital materials, and, in that transition, they are using a combination of OERs (NC LOR, Khan Academy, DPLA, Library of Congress, etc.) and paid subscriptions (WebPath Express). They are looking to further expand the use of OERs over time. Bertie County is currently relying on NC Live and NC WiseOwl for their digital instructional material. They were unclear as to what OERs were, and were concerned about the professional development teachers would need to use them in class and understand copyright issues surrounding the use of digital materials. They have yet to develop a collection development plan for e-books or craft a vision on how digital instructional materials will be integrated into district schools. Sampson County doesn't have a county wide plan as of this fall, but is showing signs of transition. While they do pay for WebPath Express, they do try to utilize NC WiseOwl, NC Live, and have already begun collecting more e-books in their school libraries using Follett(\$), Epic Books and Tumblebooks(\$). Their teachers do use some web-based OERs, and they are able to embed those resources in Destiny to provide teachers easy access to them.

- (ALS/Laupus Libraries Joint Objective 2) The ECU Libraries will develop and promote diverse cultural experiences, resources, and programming for lifelong learners in the university community and in the region.

- (ALS/Laupus Libraries Joint Objective 3) We will collaborate with the Division of Research and Graduate Studies and others to develop and provide robust tools to create, discover, share and preserve the University's research and creative activity.

- o Research and Scholarly Communication

- § Promote Research Compass to the university community

- § Measure: Two public demonstrations on using Research Compass

- Timeline: June 2016

- Outcome: Completed. Demonstrated Research Roadmap to Laupus Library liaisons, September 10, the Department of Engineering, September 28, and Joyner Library faculty, October 2. During the month of November, the Research Roadmap was demonstrated to the Department of Physical Therapy and the Department of Health Education and Promotion.

- § Represent ECU research with faculty profile systems

- § Measure: Submit master lists to ReachNC. Work with ReachNC on changing the platform to Pure.

- Timeline: May 2016

- Outcome: Completed. We submitted new lists to ReachNC during the summer. Additionally, we attended training on the chosen platform, Pure. However, ReachNC was defunded in December and focus for this goal switched to VIVO.

- o Special Collections Cataloging

- § Catalog each semester's batch of ETD's in The ScholarShip.

- § Measure: 100% of annual receipts (up to 300 ETDs) cataloged, each batch before the next is delivered.

- Timeline: Ongoing

Outcome: Cataloged 189 ETDs, including those from all departments on campus, before passing this duty to General Collections Cataloging in January. Documented in Joyner Laupus Collaboration tracker.