

**East Carolina University**  
**Annual Progress Report: Academic Units**  
**2016-2017**

**Unit: Academic Library Services**

**Part One: Accomplishments**

**In response to each item in Part One, provide no more than five bulleted points and brief descriptions of accomplishments:**

1. **Teaching:** Summarize unit highlights in teaching during the reporting period. Indicate how these achievements support the unit's goals and objectives for the academic year.
  - ALS used innovative learning strategies and delivery methods to expand access to library resources, services, and programming that support academic success. The unit:
    - Delivered learning resources that supported student success while reducing students' expenses for course materials through the course-adopted text program, the alternative textbook program, and borrowing textbooks through interlibrary loan (see Unit Strategic Plan Update for more details).
    - Created a health information literacy course (Science Librarian in collaboration with a faculty member in Health Education and Promotion), received curriculum committee approval, and prepared to offer the course in spring 2018.
    - Planned and implemented a Living Learning Communities Spotlight Series at Gateway Sounds; met with advisors for the Jarvis Leadership, Athletics, Biology, Chemistry/Physics, Transfer, and Education LLCs, and delivered services tailored for these groups which included instruction sessions, LibGuides, a virtual tour, workshops, and customized promotional materials.
    - With the Writing Center and the Military Science department, piloted research and academic writing sessions for a research-based ROTC class assignment; pilot was successful and will become an annual event.
    - Completed curriculum maps for 13 departments and met with numerous curriculum coordinators and/or departments to review results, determine information literacy needs at the department and/or program level, and collaborate on ways to incorporate information literacy instruction at relevant points.
    - Recognized student excellence in research, writing, critical thinking and creative activity through the W. Keats Sparrow Award, the School of Art & Design Graduate Exhibition Awards, the Rhem/Schwarzmann Prize, the Marie & James Thompson Student Awards, and the Michael F. Bassman Honors Thesis Award.
    - Defined new desired student learning outcomes for library instruction sessions conducted for ENGL 1100/2201 and COAD 1000 classes.
    - Fully implemented browse functionality (title, author, subject, series, call number) and text messaging citation feature in the Blacklight interface for the library catalog.

- Created or updated web applications to improve discovery of resources and services for Circulation, Digital Collections, Teaching Resources Center, Music Library, and Special Collections & Archives.
  - Developed an online post-library instruction survey including a self-assessment component for Research & Instruction (RIS) Department and used data to set individual instructor goals for next review period.
  - Surveyed RIS Book-a-Librarian clients: 89% strongly agreed that the consultation helped with their research assignment or project; 85% strongly agreed that they learned skills they could use in the future; and 100% would recommend Book-a-Librarian to a friend.
  - Created online tutorials to introduce distance education students in the College of Education to the TRC; used a variety of media to publicize TRC services, including 3D printing, to faculty and students.
  - Conducted text mining of RIS chat transcripts to identify common themes, create shortcuts for assisting patrons online, and reveal areas for improvement.
  - Completed a thorough evaluation of discovery systems, made decision to switch from Summon to Ebsco Discovery Service. Substantial staff time was spent on the implementation but in May, NC LIVE announced that it had entered a six-year agreement with Proquest to provide the Summon discovery service to all participating libraries. After a new cost/benefit analysis, the ECU Libraries made the decision to stay with Summon.
  - An analysis of ILL textbook usage for the year indicated that 88 unique students requested textbooks through ILL; 132 textbooks (114 unique titles) were supplied to students; and the potential savings to these students for the received textbooks was \$14,657, with an average cost per textbook of \$111. One undergraduate student received nine textbooks through ILL for a personal savings of \$899.45.
- ALS enhanced physical and virtual library spaces that facilitate the discovery and production of knowledge. The unit:
    - Renovated the Music Library, adding a group listening/viewing/study room, creating a large quiet study area, and adding new furnishings and technology. An open house and donor recognition ceremony was held in January 2017.
    - Took steps to address two interrelated problems - a longstanding leak in closed compact shelving and need for additional shelving – by purchasing and installing 7,626 linear feet of compact shelving and relocating 3,600 linear feet of existing shelving from the closed compact area to the open area. The area affected by the leak has been stripped down to the concrete flooring and drywall cut away so that the source of water intrusion can be identified and corrected. A complex shifting and deselection project involving multiple library departments was completed so that Special Collections materials could remain in the portion of closed compact shelving that was not affected by the leak, materials from the General Collection could be accessed in the open compact area by all patrons, and physical materials available in online formats could be withdrawn.

- Displayed art and artifacts highlighting ECU's history in the University Archives entrance hallway to make the space more attractive to visitors. Reorganized materials by record type so that tours can focus on various aspects of the collection.
- Completed the new roofing project and HVAC upgrades.
- Completed the TRC Stacks Reading Area, adding 32 seats and 12 computers.
- Added 20 Brody WorkLounge individual student study units on third floor and deployed additional new student seating.
- Relocated 3D printing to a larger space and added a Fusion F400-S printer and two scanners.
- Updated University Archives web pages; new features included updated building histories, list of chief executives, links to digital exhibits and resources, and comprehensive information about the Rhem/Schwarzmann Award.
- University Archives and Application & Digital Services (ADS) played major roles in designing and providing content for the new Heritage Hall website.
- Installed an art montage at the entrance area of Special Collections consisting of 40 images that highlight collection strengths as well as the varying work of the division.
- Completed the digitization of the audio and video content in the Institute of Outdoor Theatre (excluding 13 odd-format items).
- Collaborated with Academic Computing to convert Room 1019 to a Pirate Techs service center and then, when Pirate Techs outgrew this space, to create a larger Pirate Techs space in the RIS Department.
- Installed sound masking in 6 group study rooms.
- Installed 100 new electrical outlets in public areas to meet user need.
- Increased enforcement of quiet areas resulting in a 34% decrease in the number of noise complaints received by Security.
- Worked with Academic Computing to more than double wifi capacity in Joyner Library.
- Incorporated Joyner Library spaces into ECU's Campus 25Live system.
- Added Snapchat as a social media platform and more clearly established the type of content for each platform as well as the overall tone and audience. Created an installation of Instagram photos and tweets featuring student-submitted content. Twitter followers increased by 17%, Pinterest by 19%, Instagram by 18%, and Facebook likes by 5%.
- Increased equipment available for student checkout including 30 Macbook Airs, 2 projectors, a portable projector screen, 18 calculators, 9 universal cell phone chargers, 10 HDMI adaptors, 4 DSLR cameras and 2 GoPro cameras with accessories.
- Replaced 4 major servers.
- Through June 15, 18,545 users had logged onto Joyner Library public computers 316,741 times with an average session duration of one hour and 13 minutes.
- ALS responsibly developed, managed, and preserved physical and digital collections that support University curricula and research priorities and that document the

heritage and history of the University and region. It communicated and increased support for the creation, discovery, sharing, and preservation of the University's research, engaged scholarship, and creative activity. The unit:

- Acquired outstanding resources for the North Carolina Collection including
  - 1827 edition of Robert Squibb's *The Gardener's Calendar for the states of North-Carolina, South-Carolina and Georgia*
  - Clark's *Histories of Regiments and Several Battalions from North Carolina during the Civil War*, as well as a collection of 15 Civil War orders issued by the Union Army in New Bern
  - A volume containing 21 mid-19th century almanacs from Virginia and North Carolina
  - Royal Governor Arthur Dobb's *Essay on the trade and improvement of Ireland*
  - 1760 copy of *A new map of the Cherokee Nation with the names of the towns & rivers*
- Acquired collections for Manuscripts & Rare Books including
  - Papers of the A.C. Monk Tobacco Co. and Monk family of Farmville
  - Lindsay Stuart Savage photography collection
  - Eastern North Carolina Primitive Baptist Church Records
  - World War II maps of Cmdr. Lynn Forbes Barry
  - Organizational records of the Daughters of the American Revolution, Betsy Dowdy Chapter Records, and the National Maritime Alliance Records
  - Civil War diary of James F. Shapleigh of the 43rd Massachusetts
  - World War I diary of Carl Whittlesey, 313 Engineers, 88th Division
- Added new databases, streaming media, primary sources, e-journal backfiles, and other electronic resources including Raleigh News and Observer and Greensboro News and Record newspapers, various out-of-state historical newspapers, Women's Magazine Archive, NAACP Papers, Readex archival subject collections, Historical Statistical Abstracts of the US 1929-2012, Congressional Hearings Historical Archives and House and Senate Unpublished Hearings Archives, Proquest Executive Branch Documents, American Periodicals Series CRL Collection, Roper iPoll, Phil Papers, IPA Sources, Musical Theater Songs, Statistical Insight, JSTOR book collections, Gale Southern Studies and various Gale digital archives, Cambridge Digital Archive, Counseling & Therapy in Video, e-journal back files from Elsevier, Sage, Taylor & Francis, and Wiley, and the 18<sup>th</sup>, 19<sup>th</sup> and 20<sup>th</sup> century Parliamentary Papers.
- Obtained the papers of Dr. Andrew A. Best for University Archives. Best, who died in 2005, practiced in Greenville from 1954 to 2004 and served in a variety of leadership roles in the city and state. He was the first African-American member of the ECU board of trustees and one of the first African-Americans to serve on the University of North Carolina Board of Governors. Best was a staunch advocate for the creation of the medical school at ECU, and, working with the late Chancellor Leo Jenkins, helped develop a plan for the peaceful and successful integration of the university by African-American

students. The collection is currently undergoing preservation treatment before being processed and digitized.

- Completed the transition to a print federal documents “legacy collection” by reducing ongoing print receipts and cataloging new Department of Defense monographs for the general stacks.
- Revised course reserves guidelines leading to a significant reduction in the number of items on permanent or long-term reserve.
- Created a guided reader collection in the TRC, partially funded by private donors. The guided readers were introduced to every Reading class visiting the TRC. Several classes had advanced sessions to learn how to effectively use guided readers in the classroom.
- Purchased first group of children’s e-books and incorporated additional children’s e-books provided by NC LIVE in the TRC online collection.
- Determined collection fund allocations using the Use Factor Formula and local expertise.
- Designed and offered a three-part workshop series for Research & Creative Achievement Week participants which was attended or viewed by 75 students, three of whom won first place in their respective categories.
- Gave more than 30 presentations on scholarly communication services for faculty and graduate students, including at the Graduate Research Series. Videos on searching grant databases were added to the Graduate School website.
- Administered the Open Access Publishing Support Fund. Sixteen faculty were funded in 2016-17. The list of articles funded will be posted on the Scholarly Communication website and an announcement shared on campus in the fall.
- Celebrated Open Access Week by developing and displaying posters featuring four faculty and a student at Joyner and Laupus Libraries and on social media platforms.
- Added 480 items to ECU’s institutional repository.
- Obtained non-recurring funds from the Division of Academic Affairs to purchase and implement digital archives storage.
- Developed and implemented procedures for processing and cataloging born-digital recordings from the School of Music.
- Processed 31 collections (310 cubic feet of new materials) including the J.C. Peele Papers and new sub-collections of the Stuart Wright Collection. Created or revised 44 container lists for the East Carolina Manuscripts Collection and established collection level finding aids for all 106 sub-collections of the Stuart Wright Collection.
- The 1733 Edward Moseley Map was loaned to the Muscarelle Museum of Art at the College of William & Mary in Williamsburg, Virginia, for display as part of the Building the Brafferton: The Founding, Funding and Legacy of America’s Indian School exhibition. The map was returned to ECU in January and has been digitized in color for the first time. A condition report was written and price quotes for conserving the map obtained.
- Completion of book cataloging for the Stuart Wright 2012 Ludlow purchase, approximately 1,500 books.

- Exceeded cataloging goals for nearly every category of material.
- University Archives & Records Center staff assisted multiple departments with the management and disposition of their records. This year 1,023 boxes were received and nearly 1,000 older boxes were destroyed in accordance with records retention statutes.
- Co-sponsored the third annual DISSH Symposium and participated as moderators, hosts and speakers and sponsored other events featuring faculty involved with digital scholarship. Two EHRA are members of the DISSH Advisory Council, another administers the DISSH listserv. Several librarians met with faculty to discuss possible digital scholarship collaborations. ALS continued to support the NC Coastal Atlas.
- Researched grant opportunities, coordinated the writing and submission of three grant applications (two of which were funded during the review period), and provided budget support for the grant submissions.
- Completed year one of the LSTA Project Literacy & Lifelong Learning Grant in the funding amount of \$85,793 for the project “Combined Alternative Textbook Program.” Awarded year two of the LSTA Project Literacy & Lifelong Learning Grant (2017-2018) in the amount of \$65,023.
- Received a North Carolina Arts Council Grassroots Grant in the amount of \$2,000 for the “Beyond Bricks and Mortar: Revisiting the Sycamore Hill Community” Project.
- ALS provided the University community and residents of eastern North Carolina and beyond with diverse cultural opportunities that improved quality of life.
  - Exhibits of student work included the Ninth Annual Graduate Student Art Exhibition, the Study Abroad Photo Contest, dataSTEAM: Art + Science: Parallel ways of thinking, different ways of knowing (also included faculty work), and the Research & Creative Achievement Week poster exhibit.
  - Faculty exhibits included Dan Elliott’s Rivers and Roads and Tim Christensen’s Ancient Photons.
  - Other exhibits included The People’s Theatre: The Institute of Outdoor Theatre and North Carolina Productions, Beyond Bricks and Mortar: Revisiting the Sycamore Hill Community, The Sick Room: Invalid Feeders and Bedside Necessities, North Carolina Political Campaign Memorabilia, Keris: The Magical Blades of the Indonesian Archipelago, Objects for Deployment (Veterans Book Project), 3D printing, items from the ECU African Art Collection, rotating Audubon prints, Catfantastic: Selections from the Schlobin Science Fiction Fantasy Collection, Robert Penn Warren and the Vanderbilt Poets, and an Instagram Photo exhibit.
  - Exhibits in the TRC included the 2016 Pitt County Schools Art Show, ECU School of Art and Design Art Afterschool Program Show, Banned Books, Don Tate display, the African-American Literary Timeline, ALA Youth Media Awards and the LGBT Pride Month display.
  - Music Library exhibits included the Music Library Reorchestrations: 1974-2017, Music Library Special Collections: Remembering School of Music Faculty Luminaries, TomtheJazzman photos, and Hand in Glove featuring a collection of vintage gloves and accessories.

- Notable exhibits from University Archives included Racism and Propaganda in Jim Crow Popular Culture, Firsts: Brightening East Carolina's Future, A Salute to Service: ECU Veterans and ROTC, and Turn Back Time: Life at East Carolina 1916-1917.
- The Circulation/Interlibrary Loan Department hosted book displays on Study & Life Skills, Scary Movies, Veterans, New Year's Resolutions, African American Authors, Women's History, Games, Climate & Climate Change, and Travel.
- Events that supported this goal included the Friends of Joyner Library Spring Banquet with Vivian Howard, Beyond Bricks and Mortar: Revisiting the Sycamore Hill Community program, Sycamore Hill Baptist Church Community Scanning Day, Whichard Chair Lecture with Dr. Anne Whisnant entitled Campus History as Public History, Embodied Identities: Ethical Reading, Fat Fashion, and How Not to be a Troll, Pitt County's Season of Disconnect, 1971: A Killer Cop, Repression in the Schools and the Limits of Black Protest by Kenneth Janken, Veterans Day: Thank You for your Service exhibit and program, Keris: The Magical Blades of the Indonesian Archipelago lecture by Charles Saunders, Librarian to Librarian Networking Summit, Veterans Writing Project, African American Author Read In and the FaculTea series.
- The ALS Staff Development Committee offered 12 diverse learning opportunities for staff including guest speakers from UNC-Greensboro, the Recreation and Wellness Center, the Office of Equity and Diversity, and the Department of Communications.
- The SHRA Assembly planned and hosted the 13th Annual Paraprofessional Conference with 111 attendees.
- The Library Diversity Committee sponsored webinars and workshops that promoted a culture that affirms, respects, and celebrates diversity and inclusion in personnel, services, collections, and resources. It sponsored the Human Library event aimed at ECU students. There were 132 check-outs of human books and extensive coverage by local television stations.
- ALS demonstrated good stewardship of the resources entrusted to it and took steps to achieve maximum efficiency while maintaining the quality of core services, often in collaboration with Laupus Library.
  - ALS repurposed three vacant SHRA positions – one each in Circulation, Special Collections, and General Collections Cataloging. Two were used for additional SHRA positions in Building Operations and Security. One was reclassified as EHRA Fixed Term Faculty and used for the Data Services Librarian position. A temporary conservator position was made permanent, as was the Audio Digitization Specialist position. An SHRA position was designated for use for one year to process the Robert Morgan Papers in Special Collections.
  - ALS managed a permanent budget reduction of 1.37% (\$170,000) through cuts to the operating budget, including the elimination of three vacant SHRA positions (General Collections Cataloging, Records Management, and Teaching Resources Center).

- ALS negotiated a five-year contract for SirsiDynix's Symphony integrated library system for ECU and Elizabeth City State University.
- Application & Digital Services updated documentation for all the applications it manages.
- ADS deployed Lucky Orange, a heatmapping software, to both libraries' websites and is exploring use of the open source product Piwik.
- ADS made the code for several applications freely available through GitLab. The most popular, called ecu-mvc-auth, is of use to developers working on custom LDAP authentication. It has been downloaded 435 times.
- ECU Libraries implemented BLUEcloud Analytics reporting software component for the Symphony integrated library system and used it to increase database accuracy.
- ECU Libraries collaborated on a redesign of the library equipment page.
- Joyner and Laupus librarians worked together to implement the management module of the CORAL electronic resources management system.
- Joyner Library's Electronic Resources Department implemented a new workflow for paying invoices between \$5,000 and \$30,000 and moved to online renewals for ProQuest, one of our primary vendors.
- ADS built an application for Security at both libraries that allows them to report and track incidents, record rounds, and keep statistics on the number of questions answered.
- Two preservation/conservation labs at Joyner Library were consolidated; staff members were cross-trained and took on additional responsibilities.
- Equipment to track and log humidity and temperature was purchased and deployed throughout Joyner Library.
- Several departments collaborated to implement a workflow for assessing materials for conservation treatment prior to digitization.
- ILLiad add-ons were created or expanded to further automate interlibrary loan/borrowing request processing, resulting in staff time savings of 200 hours this year, a number that will increase next year when the add-ons are in use for the entire reporting period.
- Scholarly Communication Boot Camp sessions enhanced expertise at both libraries in the areas of open access, digital scholarship and copyright.
- ALS completed its Continuity of Operations plan and the Disaster Response Team conducted a tabletop disaster exercise with ECU's Continuity / Emergency Planner.
- With the Office of Internal Audit, ALS completed an audit of leave and time records and developed and implemented a plan of action to correct errors and improve processes.
- Private donor support for ALS was approximately \$251,000 in monetary gifts and gifts-in-kind during the period July 1, 2016-June 22, 2017.

2. **Improvement of student learning:** Highlight 3-5 documented improvements in student learning/performance resulting from pedagogical or curriculum actions taken based on analysis of assessment results in your unit. Not applicable to Academic Library Services.



3. **Research/creative activity:** Summarize unit highlights in research/creative activity during the reporting period. Indicate how these accomplishments support the unit's goals and objectives for the academic year. Attach (where appropriate) the unit's one page graphical results from the Academic Analytics.

Academic Library Services faculty and staff produced 5 peer-reviewed journal articles, 1 book, 2 book chapters, 6 book/database reviews, 1 peer-reviewed column, 1 conference proceeding, 27 conference presentations, and 6 additional external presentations. Much of the research activity helped achieve the unit's goal to increase awareness and use of library collections and services. Selected research and creative activity furthered the unit's goal to provide residents of eastern North Carolina with educational and cultural opportunities. These research activities also furthered the unit's goal to engage in collaborations to share expertise and advance the profession of librarianship.

Faculty published in several high impact journals in the field: *Against the Grain*, *College & Research Libraries*, *Library Resources & Technical Services*, *Serials Review*, and *Serials Librarian*.

4. **Service:** Summarize unit highlights in service during the reporting period. Indicate how these accomplishments support the unit's goals and objectives for the academic year.

According to a Sedona report, ALS faculty members served on 14 Faculty Senate and ECU administrative committees and chaired five committees. Staff members served on SHRA Assembly and several additional ECU committees. A staff member co-chaired the Chancellor's Committee on the Status of Women.

Fourteen ALS faculty members served in leadership roles (chair, director, officer, board member) for national and state organizations. Nearly every faculty and staff member served on a unit committee or task force.

Faculty members served on the editorial boards of numerous journals, including *Serials Librarian*, *Against the Grain*, *Internet Reference Services Review*, *Journal of Business and Finance Librarianship*, *Library Leadership & Management*, *Music Reference Services Quarterly*, and *North Carolina Libraries*. They also served as manuscript reviewers for these and other journals such as *International Information and Library Review*, *Journal of Academic Librarianship*, and *Journal of Learning Spaces*. A faculty member guest-edited a special journal issue of *Serials Librarian* while others edited *Music Cataloging Bulletin* and *North Carolina Libraries*. Faculty members reviewed grant proposals for federal and state granting agencies.

The SHRA Assembly planned and hosted the Paraprofessional Conference for library paraprofessionals across the state and surrounding areas. It also held two bake sales with receipts going to Food Bank of Central and Eastern North Carolina and Relay for Life. Faculty and staff volunteered at the Food Bank as part of Pirate Nation Gives.

## **Part Two: Key Performance Metrics**

5. Based on review of the Key Performance Metrics included in the [Departmental Productivity Matrix](#) for 2015-16, what changes or improvements have occurred in enrollment, credit hour production, and research productivity? Provide up to five bullet points with descriptions (1 page). Productivity Matrix definitions can be found [here](#). Not applicable to Academic Library Services.

**Part Three: Unit Strategic Plan Update**

**In response to each item in Part Three, provide an update on the unit’s progress toward implementing its 2014-19 Unit Strategic Plan:**

**Status of Unit Strategic Plan Implementation** (please mark an “X” in the appropriate cell below):

Academic Library Services – Joyner & Laupus Unit Objective	Current Status			
	Not Started	In Progress	Modified	Completed
<b>Student Success</b>				
1. Deliver course-related library managed learning resources that support student success while reducing students’ expense for course materials.		X		
<b>Public Service</b>				
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.		X		
<b>Regional Transformation</b>				
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.		X		

6. **Actions taken:** For Unit Objectives marked as “In Progress,” “Modified,” or “Completed,” please provide the following:
- a. Describe new or expanded actions implemented by the unit. Include budgetary or other resource investment/reallocation, if applicable.
  - b. Provide data for the metrics associated with each Unit Objective addressed.

**Student Success:** For fall 2016, Joyner Library identified 167 texts or other course-adopted materials that could be provided online, including 95 to which we already had access. It purchased 72 additional titles, totaling \$6,142. All were listed on a web page and direct links were sent to faculty who had agreed to use the online materials. Faculty were asked to share the links with their students and/or include them on Blackboard. The maximum potential savings for students would have been \$241,877 if all the nearly 5,000 students in these courses had purchased the new books from ECU’s book store. For spring 2017, Joyner purchased 73 books and listed 119 more books that we already owned, in support of 254 spring semester class sections taught by a total of 180 professors. The total maximum potential savings for students was \$243,723 for our \$4,758 in expenses. The resulting return on investment is more than \$51 for every \$1 spent for the spring semester. Approximately 140 students in these courses responded to a survey administered during spring semester. More than 70% were either extremely or somewhat satisfied with online access to the text as an alternative to obtaining the text in print.

In April, 2017, Joyner Library awarded 16 stipends of \$1,000 each to faculty who agreed to incorporate open textbooks, library subscription materials, and other free materials into their classroom to reduce textbook costs for students. A librarian was assigned to work

with each faculty member. All materials created through this program will be available for use under a Creative Commons license.

Several faculty who received stipends in 2016 participated in panel sessions to discuss successes and challenges and served as resources for their colleagues. A survey of 2016 stipend recipients found that more than 70% would “definitely” continue to use the alternative textbook in future semesters.

The 2016-17 course-adopted and alternative text programs were funded in part by an LSTA grant awarded to ALS and UNC Greensboro Library. Grant funds totaled \$67,423 with a match of \$22,393. In January, ALS was the lead recipient of a UNC General Administration award of \$32,750 to the University Librarians Advisory Council to begin the process of building a statewide program to reduce textbook costs for UNC students. The award funded two statewide workshops and UNC membership in the Open Textbook Network.

Laupus acquired 13 ebooks with unlimited student access for courses in the following programs: MPH, HSMA, NURS, PTHE, CSDI. The Blackboard module for Health Sciences resources was thoroughly updated with new content.

**Student Success Metric 1: Student savings on course-adopted materials:**

Joyner: \$241,877 maximum potential savings in Fall 2016 and \$243,723 in Spring 2017 from the course-adopted text program. Potential savings in the 2016-17 academic year from the 2016 alternative textbook program were estimated to be \$330,000.

Laupus: \$63,365 maximum potential savings during the academic year.

**Student Success Metric 2: The number of course-adopted materials available to students online via the ECU Libraries and the number of OERs (Open Educational Resources) created:**

Joyner: 167 course-adopted materials available in Fall 2016 and 192 in Spring 2017 through the course-adopted program and 14 through the alternative textbook program. Additionally, the TRC incorporates into instruction OERs including the MiniPage Archive, Learn NC, NCpedia, and two ALS-created open educational resources, the Eastern North Carolina Digital Library and the Daily Reflector Image Collection. North Carolina Collection staff continued to add content to the North Carolina Periodicals Index, which grew 13.75% during the year and now contains 27,300 entries. There were nearly 116,000 uses of the NCPI during the reporting period, a 92% increase. ALS faculty member Katy Webb created an OER called *Literature Search: a librarian’s handout to introduce tools, terms and techniques* in collaboration with the publisher Elsevier. As of June 30, the OER had 6,600 page views and 2,632 downloads of the handout. Webb and David Hisle, also an ALS faculty member, have written an open information literacy textbook but have not yet made it available online.

Laupus: 13 ebooks.

**Student Success Metric Three: The number of courses using library created or managed OERs and usage of OERs:**

Joyner: 254 course sections, plus 14 courses taught by faculty who received stipends.

Laupus: Five programs, plus courses that used the Blackboard module.

**Public Service:** At Joyner Library, numerous programs, events, and exhibits were offered by a variety of departments. Many involved partnerships with other campus and/or community groups. While two of the largest celebrations of diversity and inclusion were the Beyond Bricks and Mortar: Revisiting the Sycamore Hill Community exhibition and the Human Library, these values were incorporated in the majority of the programs, events, and exhibits. The Joyner Friends of the Library provided funding for several programs and events. Laupus Library hosted Medical History Interest Group lectures, Art as Avocation exhibits, and History of Medicine exhibits. It offered live streaming for several lectures.

**Public Service Metric 1:** Number of attendees and web views for lectures, activities, community events, exhibits, and programs sponsored by the libraries:

Joyner Library hosted 100 events in 2016-17 (36 in fall 2016, 51 in spring 2017, and 13 in summer 2017). There were more than 2,500 attendees, including students, faculty, and the community. Joyner Library sponsored six exhibits in the Faulkner Gallery. A total of 400 people attended opening receptions for these exhibits. Joyner Library hosted a Community Scanning Day at Sycamore Hill Missionary Baptist Church in March.

Laupus hosted eight Medical History Interest Group (MHIG) lectures which were open to the public. There were 154 in-person attendees, plus more than 200 attendees at the Laupus co-sponsored Voyages of Discovery Lecture in January on the History of Pain. Three of these lectures were live streamed on Facebook for an additional 282 views.

Laupus also hosted two Art as Avocation (AAA) exhibits and five History of Medicine exhibits. Receptions were held for three events with nearly 200 attendees, and an additional estimated 1,000 viewed the materials during the time they were displayed.

Laupus created and delivered two Healthier U consumer health educational sessions at Sheppard Memorial Library and as part of the ECU Lifelong Learning series, respectively, with a total of 16 attendees.

**Public Service Metric 2:** Increase in the availability and discoverability of unique items from the libraries' special collections, especially artifacts and materials that reflect the diversity, history, and culture of the university and region.

Laupus and the Country Doctor Museum produced or updated 50 archives collections.

University Archives created 9 new collection guides as a result of processing 86 linear feet of material. Manuscripts & Rare Books processed 31 collections (310 cubic feet of new materials) including the J.C. Peele Papers and new sub-collections of the Stuart Wright Collection. 44 container lists for the East Carolina Manuscripts Collection were created or revised and collection level finding aids were established for all 106 sub-collections of the Stuart Wright Collection. As of May 31, Special Collections Cataloging had cataloged 552 items from the Stuart Wright Collection, at least 50 other Special Collections items including the Gene Roberts Civil Rights Collection, and 742 items for Digital Collections. Approximately 40 manuscript collections were cataloged.

Digital exhibit views through June 22 included:

- Buildings Upon the Past – 1,641
- Country Doctor Museum Collection – 1,366
- Daily Reflector Image Collection – 59,648
- ECU Icons – 2,274
- ECU Timeline (ECU History Collection: Chronological Sort) – 524
- Historic Microscope Collection - 254
- Institute of Outdoor Theater Exhibit – 180
- Laupus Health Sciences History Collections – 288
- Patent Medicine Trading Cards – 372
- Stereoscopic Skin & Anatomy Collections - 177
- Tearing Down the Wall: Desegregation at East Carolina University- 1,075
- Veterans Gallery – 63 (became available in Nov. 2016)

**Regional Transformation:** 6 SPIN/Grant Database sessions were scheduled through the Office for Faculty Excellence and taught by a Joyner or Laupus Librarian. Other instruction included a session in collaboration with Division of Research, Economic Development, and Engagement, Graduate Student Grant Workshop, and a social work class. Individual consultations on research topics were completed as requested. Information about data management tools and repositories were shared during the Graduate Research Series in the fall and spring. Dataverse open source data repository software was presented to the graduate program directors in the fall. Joseph Thomas was a leader in the planning and implementation of Faculty 180.

**Regional Transformation Metric 1:** Increase the use of ECU Library-curated tools that identify research funding sources and research partners as well as the number of ECU researchers with enhanced profiles in expertise systems by 5% annually

At least 67 SPIN accounts were approved, a 17.3% increase over the previous year. No researcher profiles were enhanced in NC REACH, as this service has been discontinued by the UNC system. Faculty publication information in VIVO increased by 61 items, with 12 faculty profiles added. Extensive outreach and work on VIVO was not completed this year due to questions related to the role of Faculty 180 as a researcher profile tool.

The library was involved with the export of data from Sedona to Faculty 180 and the definition and standardization of data fields in Faculty 180. The Research & Scholarly Communication Department monitored and maintained compliance with the National Institute of Health's Public Access Policy.

**Regional Transformation Metric 2:** Increase by 5% annually the number of librarian systematic review services produced for faculty and researchers related to research.

Laupus librarians produced and taught a course on systematic reviews to interested colleagues at Joyner Library. Additionally, 30 systematic review requests were submitted to Laupus from the DHS; 12 were accepted; three are ongoing from last academic year. This is a 300% increase in reviews from the previous year.

7. **Actions planned:** Describe the Unit Objectives and Actions to be implemented for the next reporting year.

#### **Student Success Unit Action 1:**

Joyner: We will complete year two of the LSTA grant. One librarian will attend week-long Open Textbook Library training in Minneapolis in August, then will lead one or more workshops at ECU about the OTL. She will also lead regional workshops for UNC faculty on other campuses. Faculty who attend a workshop and review a textbook in the OTL will receive a \$200 stipend. The Director of ALS will attend the OTL Summit. We will continue to assist faculty who received stipends in April 2017 with the identification and incorporation of open materials into their courses. We will work collaboratively with academic departments, schools, and colleges to raise awareness of existing open textbooks and resources available to assist with creation of new open educational materials. We will assist with adoption and implementation when appropriate. We will revise the language of the "unit action" and the metrics to more closely match recent developments and our planned actions.

Laupus: Laupus Library will continue to add course-adopted materials to its collection in 2017-18.

#### **Student Success Unit Action 2:**

Laupus: Laupus Library will integrate new OER content into School of Dental Medicine instructional materials in 2017-18.

#### **Public Service Unit Action 1:**

Joyner: In 2017-18, Joyner Library will emphasize events and exhibits that support the library and university mission as well as the library's strategic framework for 2017-2022, focusing on diverse cultural experiences that improve quality of life.

Laupus: In 2017-18, Laupus Library will continue to host MHIG and AAA events and promote these with co-sponsors whenever possible. We will also find ways to better promote the Healthier U events to the community.

**Public Service Unit Action 2:**

Both libraries will implement ArchivesSpace as a replacement for Archivists' Toolkit.

**Regional Transformation Unit Action 1:**

Joseph Thomas will be reassigned 75% of his time to work on Faculty 180 in 2017-18.

**Regional Transformation Unit Action 2:**

Joyner: Joyner will hire a Data Services Librarian to develop and deliver data management services and support to the ECU community. We will determine which electronic resources are or can be licensed for the Millennial campus for a reasonable fee.

Laupus: In 2017-18, Laupus will hire a Research Librarian to head and formalize the Systematic Review program and offer instruction and support related to the research lifecycle to the DHS. We will revise Unit Action 2 to read: Establish a formal systematic review program and create and market a program of support services for DHS researchers.

8. **Reflection:** Provide brief descriptions and **no more than five bulleted points** of key opportunities, uncertainties, or challenges that may have impacted or will impact the implementation of the unit's strategic plan
- While the ECU Libraries benefitted greatly this year from non-recurring and end-of-year funds and has received some enrollment increase funding, the recurring permanent budget for the Virtual Library is still inadequate to fund the comprehensive e-journal packages that the university needs. Enrollment increase funds have not offset the annual price increases of 4-5% included in our multi-year consortial agreements. One of these agreements ends this calendar year with three others ending Dec. 31, 2018. Without a budget increase, the ECU Libraries may not be able to commit to multi-year agreements with one or more of these publishers. The Elsevier agreement has gotten the most attention, but the Springer/Nature, Wiley, and Cambridge agreements are also at risk. For effective planning, the Libraries need to have a stable permanent budget adequate to provide the resources ECU faculty and students require.
  - The adoption of WordPress as the university's CMS offers an opportunity to improve our website. The lengthy timeline for implementation and the amount of flexibility we will have with regards to WordPress features present challenges.
  - The construction boom on campus and in the university/Uptown Greenville vicinity represents an opportunity for the Libraries to reach new audiences, but presents a challenge in that construction makes it difficult for people to access the physical facility. Competition with newer, more attractive facilities poses a challenge.
  - Open educational resources and alternative textbooks present an opportunity to save students money, provide updated and engaging materials, and improve student retention



and success. ECU is a leader statewide already and there is the potential for increased activity at this level as well as through cooperative efforts nationally. Open educational resources are also gaining traction in K-12 education and the Teaching Resources Center can support these efforts.

- University Archives and Records Management is now collecting and preserving electronic records, but is not providing public access to these records in their original format (the records are available by request, meeting public record requirements). The creation of an electronic access plan is required to ensure open access to material as required by law without the need for individualized processing of patron requests. Related to this, the ECU Libraries need to adopt a plan of long-term maintenance and preservation of Digital Collections. This is a problem many mid-size academic libraries are now facing.