

**East Carolina University**  
**Annual Progress Report: Academic Units**  
**2023 – 2024**

**Unit: Academic Library Services**

By August 1, Directors should forward the Annual Progress Reports to the Provost. Please copy Dr. Kristen Springer Dreyfus at [springerk@ecu.edu](mailto:springerk@ecu.edu) for SACSCOC documentation.

**Part One: Accomplishments**

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

1. Teaching & Student Learning: Summarize unit highlights in teaching during the reporting period (i.e., awards, significant improvements/initiatives, and curricular and/or pedagogical innovation).
  - ALS staff provided 428 scheduled research consultations, 6,612 additional research assistance transactions, and 488 instruction sessions with 12,886 participants. Research guides created by ALS staff were viewed 78,277 times, while YouTube tutorials created by the Research & Instructional Services department were viewed nearly 12,000 times. ALS also provided library modules in Canvas that numerous instructors added to their course materials. There were 9,964 unique logins to Joyner Library public computers and 428 to Music Library computers.
  - University teaching and research support were bolstered this year by multiple significant acquisitions. One-time purchases from Gale provide primary source coverage of United Kingdom State Papers, US Presidential records and Executive documents, the US Civil War, World War II and more. We also added collections from Adam Matthew such as Olympic History, Women’s Voices and Life Writing, and the East India Company, as well as Adam Matthew’s Research Skills modules on foundations of primary document research and “Interrogating Colonial Documents and Narratives.” We also added ebook collections and journal backfiles from Cambridge, Edward Elgar, Elsevier, Oxford University Press, Sage, and Wiley. Proceedings, ebooks, and standards from IEE, IET, and the American Society for Civil Engineering were acquired as well. Clarivate provided streaming media databases with content in dance, music, and contemporary global issues, along with Teletherapy Skills in Video and Forensic Nursing in Video. With the support of Academic Affairs, ALS was able to negotiate one-time purchases of JoVE science education titles in addition to expanded access to JoVE’s library of STEM videos for research, clinical practice, teaching, and training.
  - Over 600 items were purchased for Special Collections, the North Carolina Collection and the Ronnie Barnes Collection. Special attention was given this year to women’s writing and underrepresented subjects in our collections. Highlights among the new acquisitions include early editions of three novels by Jane Austen, Charlotte Bronte’s *Jane Eyre* and Mary Shelley’s *Frankenstein*. Other notable additions include early works by W.E. B. DuBois, Zora Neale Hurston, Ray Bradbury, and H.P. Lovecraft. A new collection of artists’ books will provide subjects of study for students in book arts and papermaking classes. The Music Library Collection added 1,812 items, enhanced metadata for 2,360 items, moved 231 less-used monographs to closed stacks, and managed the cataloging of 1,121 scores donated from North Carolina Wesleyan University.

- Collection management activities included a major project to remove more than 200,000 minimal records and 11,500 ejournal records from the online library catalog, resulting in more targeted and useful search results. The Teaching Resources Center collection is being refreshed, with more than 1,100 new items cataloged, a new vendor added, and more than 3,000 outdated or worn items withdrawn. Nearly 1,200 items were cataloged for the North Carolina Collection and Special Collections, including a large purchase for the Schlobin Collection. An ongoing inventory of the North Carolina Collections continued, with NC Reference being finished and NC stacks (the largest part of the collection) nearly completed by the end of the reporting period. More than 700 new and 320 retrospectively digitized electronic theses and dissertations were cataloged this year, and nearly 750 digital collections items. Reporting and batch editing of records will be enhanced because of the acquisition and implementation of the Symphony Data Control product. Symphony support for inventories, database maintenance projects, and batch editing benefited colleagues internally and externally, especially for a project related to special collections materials at Elizabeth City State University Library. Preservation and conservation staff repaired more than 1,700 general collections items and sent 422 items to a commercial bindery.
  - ALS recognized 36 ECU faculty members who authored books and/or completed the Affordable Textbook program in 2023-2024. ALS presented awards to four graduate students for works they displayed during the juried Annual School of Art and Design Graduate Student Art Exhibit. A reception was held to honor 3 student recipients of the W. Keats Sparrow Writing Award and 4 recipients of the Marie and James Thompson Student Employee Award. The Michael F. Bassman Honors College Research Award was presented at the Honors College Medallion Ceremony. Two students were selected to receive the Senator Robert Morgan Papers Student Research Award.
2. Research/Creative Activity: Summarize unit highlights in research/creative activity during the reporting period (i.e., awards, recognition, partnerships, and innovation).
- According to a Faculty180 report, ALS faculty scholarship increased over last year's production. Library faculty authored 5 published and 2 accepted articles, 1 conference proceeding, 1 research report, and 4 reviews, as well as 4 chapters, 10 creative activities, and 44 presentations, including at least a dozen to national audiences and 10 at the North Carolina Library Association's Biennial Conference. SHRA and EHRA-NF employees also published articles and made conference presentations.
  - ALS successfully applied for a State Library of North Carolina LSTA grant, *City of Greenville StoryWalk®*. Additionally, ALS was part of a successful application by Pitt County's America 250 committee for an America 250 NC Grant titled *Gathering Voices*.
  - ALS faculty and staff curated many exhibits on topics ranging from ECU football to North Carolina State Parks.
3. Service: Summarize unit highlights in service during the reporting period (i.e., awards, recognition, partnerships, and innovation).
- ALS provided a robust mentoring program for its employees during the reporting period. During this time, 15 mentees completed a successful mentorship. Survey responses were very favorable related to participants rating their overall experience with the program, averaging 4.6 out of 5. Five different mentor/mentee pairs also shared their experience with the program at a library forum event.

- University and unit service: The majority of library EHRA serve on university committees, ranging from the Global Affairs Committee to Title IX Hearing Committees. Library faculty provide leadership roles for several of the Appellate Committees and are involved across campus in such diverse venues as the EC Scholars Selection Committee and the Dowdy Student Stores Advisory Committee. In addition to university committees, ALS employees are engaged in university life as SafeZone, GlobalZone, and GreenZone volunteers, Digital Humanities Working Group members, Public Access Compliance Monitor, and ECU's Copyright Officer. Nearly all employees serve on unit committees, ensuring cross-departmental input on initiatives related to student services, collections, and shared governance. The SHRA and EHRA Assemblies continued to meet regularly and offer various programs and volunteer opportunities. One of the library's faculty members served as Chief Faculty Marshal, while another was selected to be a fellow of the 2024 ECU Leadership Development Academy. One faculty member served on two search committees for faculty hires in the Department of Interdisciplinary Studies.
- Community engagement included service on the African American Cultural Trail Committee, the Pitt County American 250 Committee, the Pitt County Historical Society, the Friends of the School of Art and Design, The Greenville Museum of Art, Pitt County Arts Council at Emerge, and the Friends of Sheppard Memorial Library. Employees judged National History Day projects, participated in the Adopt a Street cleanup program, and worked with the Eppes Heritage Society on several projects. Library employees also considered a wider sense of community, seen in their participation in transcribing correspondence of Frederick Douglass and documents from the Freedman's Bureau. The library's Stewardship Committee arranged several of these opportunities and offered additional events such as a toy and supply drive for the JOY Soup Kitchen, food drives for the Purple Pantry, and donation drives for Pitt County's Department of Social Services.
- The SHRA Paraprofessional Planning Committee planned and hosted the 20<sup>th</sup> Annual Paraprofessional Conference on May 10<sup>th</sup> as a hybrid event, with over 80 in person attendees and almost 350 total registrations. Seventeen sessions were offered.
- Professional service highlights include leadership within state and national organizations such as the North Carolina Library Association, Society of North Carolina Archivists, North Carolina Preservation Consortium, Carolina Consortium, Association of College and Research Libraries, Association of Southeastern Research Libraries, NASIG, CORAL Steering Committee, the Guild of Book Workers, and the American Library Association. Four of our faculty members served as external reviewers for promotion and/or tenure, and a half dozen EHRA serve as peer reviewers or editorial board members for journals. We have faculty who are active at the UNC System level, including one who is co-facilitator for the Open Pedagogy Incubator, and another who serves on the Systems and Implementation Committee for the shared library services platform that many of our sister institutions are adopting. Members of the ALS faculty chair, co-chair, or convene a dozen professional groups, and serve an officer for 15 more.
- ALS recognized 5 individuals with annual awards: Tomeka Jernigan for effective leadership, Patrick Cash for display of creativity, Charlotte Fitz Daniels for enhancing morale, and Kayla Hathaway and Jan Mayo for outstanding service. Martha Elmore received the Thornton W. Mitchell Award from the Society of North Carolina Archivists in recognition of over 40 years of outstanding service in the archives and manuscripts profession. Alston Cobourn was honored by the Society of American Archivists with the Ernst Posner Award in recognition for co-authoring "Toward Metaliteracy and Transliteracy in the History Classroom: A Case Study Among Underserved Students," which appeared in *American Archivist*.

## Part Two: Progress Update for 2023-24 Priorities and Goals

**In Spring 2023, the Provost requested that each unit define at least one priority under each university commitment and specify a goal for that priority. Please summarize actions taken and progress toward achieving the goal.**

### **Commitment One: Student Success**

**Priority:** We offer transformative experiences for all students during their time at ECU and beyond.

- **Goal:** Expand access to and participation in transformative experiences and experiential learning through internships, student employment, instruction, programs, and use of advanced technologies and collaborative spaces.

**Actions Taken and Progress Toward Achieving the Goal:**

- The library held two events for its 60+ student employees. These events provided a time to connect with other student workers and library staff and gain helpful resources for their employment and school experiences. Each event included helpful information such as onboarding/training, Kronos use, setting goals, and gaining insight on the library's mission and vision. In addition, the Student Hiring Manager offered quarterly events for students that highlighted important aspects of career readiness.
- RIS and Scholarly Communication librarians served as practicum mentors for at least 8 UNIV 4990 students. ALS faculty and one SHRA supervised 8 students completing internships.
- RIS hosted three online panel sessions for ECU MLS students. Sessions included "Incorporating AI into Modern Libraries," "Interviewing for Library Jobs: What to Expect," and "Library Employees: Beyond the books." Sessions were recorded and distributed on the ECU MLS listserv. Other librarians were guest lecturers in MLS classes, participated in mock interviews, and served on the MLS Program Advisory Board.
- Early coding robot kits with instructions and lesson plan ideas were added to the TRC collection to increase access to innovative technology tools for pre-service teachers and area educators.
- Undergraduate student research shared through the institutional repository included 2 posters, 2 award winning papers, and 130 Honors College projects or theses.
- Students co-curated library exhibits on ECU orientations, *A Pirate's Life for Me*, women's suffrage, and the B1-Navy band (the first African American band in the U.S. Navy). Two Digital Collections students, both master's students in Maritime Studies, helped create the Ralph L. Scott Memorial Exhibit. The exhibit showcased *Dunderberg*, a ship commissioned for the US Navy, but eventually sold by the builder to France. In addition, the students digitized two volumes of *Plans of wooden vessels selected as types: from one hundred and fifty of various kinds and descriptions, from a fishing smack to the largest clipper ships and vessels of war, both sail and steam*.
- A student employee in the North Carolina Collection edited and transcribed oral histories and videos that will be added to Digital Collections. She also created an introduction to Special Collections video that can be used with online classes.
- ALS replaced all first-floor learning area computers with new Macs and PCs. The PCs in RIS all have dual monitors, while the Macs have Apple Studio monitors. Additional individual workspaces were added to the area.
- A new Campus Reads program offered bite-sized portions of Edgar Allen Poe's *The Premature Burial and Other Stories* during fall semester. To celebrate 100 years of women's suffrage, the spring Campus Read paired the novel *The Sturdy Oak* with nonfiction pieces written by notable

suffragists. By using works in the public domain, the Campus Reads program modeled creative ways to incorporate open resources for teaching and learning.

## ECU 2024-2028 Strategic Plan

### M1.1: Strengthen graduation and retention strategies while closing equity gaps to advance opportunity for all.

#### Unit Strategies:

1. Academic Library Services will strengthen graduation and retention strategies while closing equity gaps to advance opportunity for all by providing instructors with resources to encourage and support their creation or adoption of free and low-cost textbooks and related materials for course use to reduce costs and increase accessibility for students.
2. Academic Library Services will strengthen graduation and retention strategies that contribute to a healthy student success ecosystem by providing excellent resources and services to students, measuring our success by student survey results.

#### Actions Taken:

- Strategy 1: Textbook Equity: In 2023-24, there were \$482,428 in maximum potential savings for more than 9,300 students whose courses were served by eTextbook (CAT) program and another approximately \$44,000 for course sections served by the alternative textbook program. Academic Library Services personnel provided 311 course-adopted books in all, including the addition of 119 new ebooks at a total cost of \$17,961. We also selected 25 print textbooks for high-enrollment undergraduate classes to have on reserve in the library. At least 185 streaming media titles were licensed for use by more than 2,700 students in 59 courses across a wide variety of subject areas from English and History to Dance, Nursing, and Educational Leadership. Eleven faculty from 6 colleges participated in the alternative textbook award program and were partnered with individual librarians. A team of librarians surveyed and interviewed faculty who participated in the CAT and alternative textbook programs to better understand their motivations and their perceptions of the programs' impacts on student engagement and success.

The Circulation Department searched textbook lists for titles owned by ALS, asked faculty if 137 identified titles should be placed on course reserves, and subsequently placed 76 of the titles on reserve for fall 2023. Faculty who taught online classes were referred to Acquisitions staff, to see if online versions of the books were available for library purchase. Physical course reserves circulated 420 times.

- Strategy 2: Resource/Service Provision: Graduating Senior Survey satisfaction ratings and Graduate Student Exit Survey quality of support rankings:
  - The 2023-2024 Graduating Senior Survey (GSS) mean ratings of 4.5 for both *hours of operation* and *library services overall* were the highest ratings on the survey. The eight satisfaction means for library services ranged from 4.1 to 4.5 and were in the upper quartile of GSS satisfaction ratings.
  - One question on the Graduate Student Exit survey asks students to rate the quality of support in 14 areas. The Office of Research Administration received the highest mean rating of 4.3, but over  $\frac{3}{4}$  of survey respondents selected "N/A" for this item. The library item, *library and electronic research resources*, received the lowest percentage of "N/A" responses (7.2%) and tied with four other survey items in this section for the next-highest mean score of 4.2. Another section of the survey focused specifically on the library. Among other things, it assessed *effectiveness of online library resources for your learning experience* and *satisfaction with library space for individual student work*. Both had mean ratings of 4.6, the highest on the survey.

### Reflection on Progress:

- The university's implementation of Barnes & Noble's First Day Complete program for undergraduate courses likely will shift our CAT book purchases to focus on texts that support graduate students, although we may still list currently-owned ebooks that support undergraduate students. We will monitor whether the First Day program influences recruitment for the alternative textbook program. Among the fall 2023 and spring 2024 CAT books were 6 titles listed as OER (generally from OpenStax), and they accounted for 65 course sections—this is welcome growth but might not be fast enough to keep the First Day prices low. Survey responses from faculty members who had CAT books indicated a greater lack of awareness than we would like, and interview data provided encouragement to notify faculty earlier about the library's provision of CAT books. Survey and interview data both confirmed that one of the most important reasons for faculty to participate in the CAT and Alternative Textbook programs was their concern over high textbook costs for students. If they believe that the First Day program solves that problem, recruiting faculty for the library's alternative and affordable textbook programs may prove to be difficult.

### **Commitment Two: Serve the Public**

**Priority:** We focus our efforts with the community in mind and to achieve goals that enable us to be more engaged citizens.

- **Goal:** Increase public engagement with and access to educational and cultural offerings, focusing on those related to the history, culture and people of eastern North Carolina and those that illustrate the breadth and depth of resources offered by and through the library for adults and the K-12 audience.

### **ECU 2024-2028 Strategic Plan**

#### **M2.1: Increase public engagement with and access to educational and cultural offerings.**

##### Actions Taken:

- The Teaching Resources Center donated 600 titles – mostly second copies - to Northampton County Schools, a district in which all schools except the Early College High School are designated as school-wide Title I schools. It also presented workshops to 45 high school students and potential ECU education majors as part of the “NC Future Teachers Symposium” sponsored by the College of Education. It presented customized, half-day professional development sessions for educators from Wilson, Beaufort, Franklin, and Pitt County Schools.
- Librarians presented TRC resources and services at two *NC DPI Digital Teaching & Learning Boot Camp* events for school media coordinators and technology specialists from the northeast region of the state, connecting with over 70 school librarians and technology coordinators.
- We provided integrated library system training and consultation to staff at G.R. Little Library at Elizabeth City State University.
- More than 10,000 searches were conducted using the open access *North Carolina Periodicals Index*, with 38,700 page views.
- ECU News stories brought library events and resources to the public eye. Features included the football exhibit, the library's role in the ECU-Marshall football series, the Air Force ROTC 75<sup>th</sup> anniversary, faculty awards, a student employee profile, a collaboration with the Coast Guard Auxiliary to enhance that collection, and a research study on AI integration into university operations.

- ALS hosted 150 events and programs with 5,796 attendees. One-third were student outreach events, which drew about 4,550 participants. Highlights include the Lego Challenge Series, Fall Exam Slam, Spring Exam Slam, and Game Night.
- Exhibitions in the Janice Hardison Faulkner Gallery included *No Quarter; The History of ECU Football and Dowdy Ficklen Stadium*; the *16th Annual SOAD Graduate Student Art Exhibit*; and *For the Love of Birds*, a photography exhibition by ALS faculty member Rebecca Tatterson. The *Light and Air* exhibit featured large framed photographs by NC artist Bayard Wootten. It was paired with a display of 50 postcards with Wootten-created images and a lecture by Stephen Fletcher, photography archivist at UNC Chapel Hill Library.
- Other library exhibitions included *Rightfully Hers: American Women and the Vote*, in collaboration with the North Carolina Collection, *The Joy is in the Going*, another photo collection by Bayard Wootten, *ECU Campus Life*, and *K-12: Works by Pitt County Art Students*. *Notice the Water*, an exhibition featuring photographs and narratives by individuals experiencing homelessness, was paired with remarks by the director of Open Door Shelter in Washington.
- University Archives curated the Air Force ROTC exhibit in celebration of the detachment’s 75th anniversary and, with the AFROTC commander, organized a panel discussion with former AFROTC instructors. The discussion was recorded and added to Digital Collections. Special Collections curated its first exhibition in the Music Library, a physical and online exhibit about the life and work of School of Music Professor Emeritus Otto Henry. An exhibition entitled, “The King of North Carolina Moonshiners: The Story of Percy Flowers” for Spring 2024 was curated by two Special Collections staff members.
- The Friends of Joyner Library offered a series of genealogical workshops for the community. North Carolina Collection Librarian Jennifer Daugherty and colleagues taught them. The Friends’ annual meeting was open to the public and featured a talk by NC Spin host and newspaper columnist Tom Campbell.
- The 5 most-viewed Digital Collections were the video *Little Medicine Thing: Emma Dupree, Herbalist*; Original Pepsi-Cola formula; *A New and Correct Map of the Province of North Carolina*; *They Passed This Way: A Personal Narrative of Harnett County*; and *A General History of the Pyrates*.

Strategy #	Metric	2022-23 Baseline	2023-2024	Target by 2028
1. Community programming	Number offered; number of participants; qualitative feedback	93 programs offered; 4,205 participants; positive qualitative feedback	150 programs; 5,796 participants	100 programs; 6,000 participants; summary of feedback and activities
2. Increase Digital Collections size	Mounting of Minority Voice complete by 2023; Daily Reflector complete by 2025; Expressions and other publications by 2026	62,045 items	20,246 items added for a total of 82,291 items	109,245 items

3. Increase Digital Collections Use	Usability studies conducted by 2024; changes implemented by 2025; marketing on a continuous basis	Unique page views not available	355,469 unique page views	3% annual increase in views
-------------------------------------	---	---------------------------------	---------------------------	-----------------------------

**Commitment Three: Lead Regional Transformation**

**Priority:** We evaluate our success by the development of our region, informed by local and global perspectives.

- **Goal:** Strengthen the regional workforce by promoting open educational resources as well as resources licensed for use by NC residents, emphasizing skill development, digital citizenship, and technology skills.

**2024-2028 ECU Strategic Plan**

**M3.3: Advance regional economic prosperity and sustainability.**

**Unit Strategies:**

1. Through leadership and investments in open and sustainable scholarship, Academic Library Services will provide opportunities for ECU researchers to make the output of their scholarship publicly available and thereby contribute to the knowledge base required for regional economic prosperity and sustainability.
2. Demonstrate leadership in open scholarship by providing infrastructure for use by the ECU community such as DMPTool, Open Journal Systems, PressBooks, Dataverse, Omeka, and Open Science Framework.
3. Support researchers in navigating changes in the information landscape and as creators of new types of scholarly output.

**Actions Taken:**

- **Strategy #1, Knowledge Base Expansion:** Use of the Institutional Repository was recorded as 131,685 page views, 103,472 unique views, and 25,578 downloads. There were 422 new items added to the repository during the reporting period for a total of 10,620 documents. Due to ALS’s library publisher agreements and memberships, at least 136 articles by ECU authors were published open access. The largest share of these, 81, were with Wiley, in the second year of a fruitful agreement. In addition, 7 articles were supported by the Open Access Publishing Support Fund.
- **Strategy #2, Infrastructure:** Three journals hosted by ALS published 6 new issues using the Open Journals Systems software. ECU had 16 new data plans recorded in the DMPTool, and 21 new registered users during the review period. In total, there are 168 ECU plans and 268 users in the DMPTool. There were 49 new projects on Open Science Framework and 8 data sets published through our Data Verse. The library implemented PressBooks publishing platform, which now hosts 3 completed projects. Library personnel upgraded the Vireo ETD management software and began preparing for a new release of the DSpace software used for the Institutional Repository. Library faculty assisted faculty in the School of Art and Design on a grant to conduct oral histories and make them available in an online Omeka exhibit.
- **Strategy #3, Support Researchers:** Scholarly Communications personnel provided 30 workshops and presentations in support of ECU researchers, and conducted 20 consultations. There were at least 27 meetings with faculty and other researchers on Scholarly Communications topics, including meetings with the majority of the Associate Deans for Research.

**Reflection on Progress:**



- New publisher agreements with Springer Nature and IGI Global began this reporting period, and uptake of open access publishing with Wiley grew significantly compared to the prior year. Applications to the OA Publishing Support Fund were down this year, so in 2024-2025 personnel will reassess the publishers that were supported and the program's application procedures in the event we need to reassess our level of support for this fund. ALS increased support for open access monographs via JSTOR's Path to Open, the Central European University Press, and ebook collections from Knowledge Unlatched.
- The implementation of the Nelson Memo, which is intended to expand free, immediate public access to federally funded research, may have an impact on ECU-authored publications and on the library's journal packages. We are well positioned to offer help to ECU researchers to meet public access requirements, since we already serve as the NIH Compliance Monitor. However, we will need to periodically evaluate the so-called Big Deals for their mix of open and subscription-access content.
- Initiating new infrastructure investments and selecting additional publisher agreements may be limited without new funding, and these investments are in tension with the university's research and teaching needs for subscription-only (pay walled) content.

## **V1.2: Bolster online course and program offerings.**

### **Unit Strategies:**

1. Academic Library Services will bolster online courses and program offerings by providing electronic resources that support students in online courses.
2. Academic Library Services will bolster online courses and program offerings by providing online assistance to students and instructors via Canvas modules, online tutorials, videos, research guides, consultations, and other services.
3. Academic Library Services will bolster online courses and program offerings by supporting Project Kitty Hawk.

### **Actions Taken:**

- Strategy #1, Electronic Resources: Use of electronic resources by student populations (as measured by number of authentications via OpenAthens) totaled nearly 359,000 for the reporting period, compared to roughly 58,000 for faculty and staff. The top 5 resources used by students were EBSCO databases, ProQuest's Ebook Central, Elsevier, Wiley, and Taylor & Francis. In addition to the broad journal coverage offered by EBSCO and extensive journal offerings with Elsevier, Wiley, and Taylor & Francis, these platforms are the ones we use to provide access to Course-Adopted eTextbooks. Total Digital/Electronic Circulation or Usage as reported to ACRL/ASERL was 925,257. This combined figure counts all usage of digital/electronic books, streaming media, and ejournals whether viewed, downloaded, or streamed.
- Strategy #2, Online Assistance: reporting of this item will begin in 2024-2025.
- Strategy #3, Project Kitty Hawk (PKH): reporting of this item will begin in 2024-2025.

### **Reflection on Progress:**

- For PKH, the Psychology liaison librarian presented an analysis of current collection holdings to the Psychology department and was assured that current offerings are sufficient at present to meet the needs of PKH faculty and students. Two librarians scheduled a meeting with PKH planners early in the next reporting period to discuss library support.

## **Part Three: Resource Allocation**

Briefly describe how resources have been allocated or invested (i.e., personnel, financial, space/renovation, marketing, training/development, software) to accomplish unit 2023-24 priorities and goals listed in Part 2.

- Provided \$45,271 to support employee travel and professional development.
- Used \$180,000 in lapsed EHRA salaries to pay graduate student employees.
- Supported multiple sustainable scholarship priorities with financial and personnel resources.
- Submitted successful justifications for \$3,179,896 in end of year funds primarily for online resources, equipment, and space improvements.
- Replaced all first-floor learning area computers with new Macs and PCs; added power outlets and charging ports to most computer workstations; replaced carpeting in second floor public areas and selected public areas on third floor; replaced 250 chairs in public areas; reupholstered booths and chairs; purchased new coffee tables and end tables. Removed second floor study carrels and replaced them with Brody study pods.
- Purchased vinyl-cutting equipment to create efficient and inexpensive lettering and signage for projects rather than purchasing externally.
- Technology equipment continues to circulate at high numbers – at about twice the rate of books. Equipment offerings were reviewed in fall 2023, in comparison with selected peer libraries and requests made at the service desk. As a result, the library purchased additional calculators and chargers, accessible keyboards, sound machines, fidget kits, mini-PA systems, and art kits.
- RIS successfully integrated the academic poster printer serving the main campus into its services, including allocation of staff time and physical space. Nearly 1,000 academic posters were printed, and ALS purchased a new poster printer to replace was that was out of warranty.
- For the Music Library, purchased Ableton Push 3 controllers and Ableton Live music production and creation software licenses, Bluetooth pedal controllers for music score readers on electronic mobile devices and computers, and 4k Zoom video cameras, and added a vinyl listening station.
- Purchased new iPad kiosks, a large format scanner, and a FRED forensic workstation for Special Collections, as well as multiple VM servers for ILL, Open Journal Systems, Elastic, and Blacklight.
- Reconfiguration of student printing to be serverless, thus alleviating printer mapping issues and better aligning the library with the printing experience across campus.
- The University History and Records Department audited all records stored at ABC Storage, transferring or destroying them in compliance with the records retention schedule. ALS no longer has any materials stored at ABC Storage, eliminating this expenditure.
- Created and implemented new applications for events, instruction scheduling, central authentication, born-digital app for Digital Curation, and a new Digital Collections request form.
- Upgraded the Graduate School Vireo system used for managing electronic theses and dissertations; will upgrade the Honors College Vireo system in Fall 2024.
- Purchased three Clover point of sale terminals to expedite financial transactions at the Circulation desk.
- Refreshed the ALS Administrative suite and conference rooms with new paint, carpeting, furniture, blinds, and accessories to provide a professional and welcoming environment. Refreshed the first-floor drum staff area with new carpeting and paint. Provided a more open and inviting space by removing unneeded carrels and shelving units.
- Began paying \$1,000 supplemental pay to EHRA who supervise ECU students completing internship requirements in any department or program. Set up Formstack forms to manage the process and track all internships supervised by ALS employees, regardless of whether they meet the criteria for supplemental pay.

Describe how you plan to allocate resources for the upcoming year to achieve the unit's 2023-2028 Strategic Alignment Plan.

ALS hired a Head of Service for the Circulation Department who started June 28. In 2013, ALS created a combined Circulation/Interlibrary Loan department, with the faculty Head of Service for Interlibrary Loan assuming responsibility for the merged departments. Over the past decade, the job responsibilities and services provided by each area have evolved in distinct directions. The decision to allocate an additional faculty position to this area and revert to the previous organizational structure aligns with the structure at most other academic libraries, including eight of ECU's eleven institutional peers. It provides better support to both areas and strengthens overall services.

Continue the supplemental pay program for internship supervisors.

Renovate 57 small study rooms, seating 1-2 people, and 31 group study rooms seating 3-6 people. During FY2024, library study rooms were reserved more than 86,500 times.

Work with the School of Music faculty to create a mobile production rig that will provide ECU music students with access to audio/visual equipment designed for creating professional-quality music videos of student performances.

Devote resources to implement a self-directed assessment project for library technology services and equipment.

Obtain final approval from the university to use ePADD for email archiving and implement the process for using it.

Continue collection surveys and inventories of University Archives and the Manuscripts Collections to improve physical and intellectual control of materials, maximize use of existing space, and set digitization priorities.

Implement a decision tree for how ALS represents electronic resources in our discovery tools.

Allocate staff time and financial resources to position the library as a key source for student education and experimentation with generative artificial intelligence to help prepare them for careers that incorporate its use. This may include workshops, modelling, hands-on experience, online learning modules, resource guides, and support for instructors.

Collaborate with Laupus Library's new Research Librarian and Data Librarian as well as the new Chief Research Officer, associate deans for research, and academic departments to increase awareness of and ensure compliance with federal public access policies.

Allocate funds for the alternative textbook program and the open access publishing support fund. Use acquisition and Virtual Library budgets to pay for existing and possibly additional transformative publishing agreements, if these can be successfully negotiated.

Transition ECU GROW to a Student Success program for our student employees, under the guidance of a workgroup made up of student supervisors.

Create a plan to redesign the Teaching Resources Center to make collections more accessible, provide adequate instructional space, and mirror a school library more closely.