# East Carolina University
# Program Review
# Administrative and Support Units

William E. Laupus Health Sciences Library

April 1, 2013

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**East Carolina University**
**Program Review Guidelines for**
**Administrative and Support Units**

**William E. Laupus Health Sciences Library**

## I. Mission and Functional Responsibilities

### 1. What is the mission of the unit (and its subunits, if applicable)? Is the mission consistent with the present mission and strategic plans of the division and the university? How is the mission communicated to unit staff and constituents?

The William E. Laupus Health Sciences Library provides library and information services to the Division of Health Sciences (DHS) at East Carolina University and health care professionals in eastern North Carolina.

Laupus Library manages two subunits; Multimedia & Technology Services and the Country Doctor Museum.

Multimedia & Technology Services (MTS) is a division of the library whose, "…goal is to provide the faculty, staff, and students of the East Carolina University community with top quality, state-of-the-art service in the areas of Animation, Audiovisual, Classroom Support, Digital Imaging, Photography, Videography, and Web Design." The mission of MTS is, "To provide multimedia and educational technology services to the East Carolina University community."

The Country Doctor Museum in Bailey, N.C. (approximately 50 miles west of the ECU Campus). The museum is managed by Laupus Library and owned by ECU's Medical and Health Sciences Foundation. The Country Doctor Museum is dedicated to collecting, preserving, and interpreting artifacts and historical texts related to rural medicine between the late 18th and mid-20th centuries.

William E. Laupus Health Sciences Library
Vision
Leadership in access to information essential to quality health care delivery, education and research at East Carolina University and in eastern North Carolina.

Mission
The William E. Laupus Health Sciences Library will connect the education, research and clinical programs of ECU's Division of Health Sciences, Eastern Area Health Education Center (EAHEC),

and health care practitioners in eastern North Carolina with quality information at the point of need.

The library contributes to the university's education program by providing health sciences resources, library education programs, quality study space, and technology to support learning and research. Library faculty and staff participate in leadership development programs to become better leaders and contributors. The library's Outreach Department and Eastern AHEC (Area Health Education Center) Library Services deliver library and information services to clinicians throughout eastern North Carolina. Laupus Library's History Collections and Country Doctor Museum provide cultural enrichment and inspiration through the interpretation of the history of rural health care and health care delivery.

Laupus Library's mission is in alignment with the university's mission. Laupus Library's Strategic Plan (*Attachment I)* is centered on ECU's five Strategic Directions, as stated below.

ECU Mission Statement

To serve as a national model for public service and regional transformation by:

Preparing our students to compete and succeed in the global economy and multicultural society,

Distinguishing ourselves by the ability to train and prepare leaders,

Creating a strong, sustainable future for eastern North Carolina through education, research, innovation, investment, and outreach,

Saving lives, curing diseases, and positively transforming health and health care, and

Providing cultural enrichment and powerful inspiration as we work to sustain and improve quality of life.

**2. What are the functional responsibilities of the unit, and to whom does the unit report?**

Laupus Library's Unit Code (*Attachment II*) outlines the responsibilities and reporting structure for the library.

The director of Laupus Library reports to the vice chancellor for the health sciences.

In order to discharge its responsibilities, the Laupus Library will:

- Collaborate with Joyner Library/Academic Library Services in the creation and support of the Virtual Library @ East Carolina University and other projects of benefit to the ECU community;
- Identify, acquire and/or provide access to information resources in various media to support the university's teaching, research, and clinical programs in the health sciences;
- Identify and acquire a representative sample of information resources developed specifically for health care consumers;
- Assist faculty, staff, students, and health care professionals in achieving their individual and group educational goals not only by provision of appropriate information resources but by active participation in the educational process through group and individual instruction;
- Organize the collection and maintain records to provide users with prompt access and complete, accurate information on the available information resources;
- Inform those in the service community of the resources and services that are available to them;
- Maintain an intellectual and physical environment conducive to learning and research;
- Participate in the expansion of knowledge directly by conducting research investigations and by providing assistance to others conducting research;
- Explore new technological advances and evaluate their effectiveness for use in providing improved information services;
- Participate in cooperative programs with other institutions through networks and other systems that provide for sharing resources and/or services;
- Develop and strengthen channels of communication which will facilitate the library's response to clients' needs; and
- Develop and employ systems for evaluation of library resources and services.

**3. How does the unit compare with similar unites at peer institutions in terms of structure, responsibilities, size, and budget? Note: if additional institutions are used for comparison, what criteria were utilized to choose them?**

ECU maintains a list of designated peer institutions. Universities from the list that include health sciences libraries were used for comparison with Laupus Library. Information was added from the three other academic health sciences libraries in North Carolina; UNC at Chapel Hill, Duke University, and Wake Forest University. A total of twelve academic health sciences libraries were used for comparison. Sources for comparative information came from responses to the Association of Academic Health Sciences Libraries *35th AAHSL Annual Survey, 2012* and

the *33rd AAHSL Descriptive Library Services Survey, 2010*. Note: The number of institutions responding to selected questions may vary.

Structure: Laupus Library serves ECU's medical school and Division of Health Sciences schools and colleges. These include the Brody School of Medicine, the College of Allied Health Sciences, the College of Nursing, and the School of Dental Medicine. It is one of two peer health sciences libraries that report to a vice president or vice chancellor. Four of the other peer libraries report to a dean, vice dean, or associate dean of the medical college. Five of the peer libraries report to a university librarian position.

Laupus Library currently has 13.5 funded faculty librarian positions. Including the director, 45% (6) are tenured or tenure track positions; 40% (5.5) are fixed term and the remaining 15% (2) are presently vacant and being recruited. Due to a current review of the library's unit code the two vacancies must be filled as fixed-term appointments until the conclusion of that review.

At this time, this faculty structure matches appointments at four of its peer libraries. Three other peer institutions have tenure-track faculty appointments. One other library has faculty-like appointments with the remaining three institutions having no faculty appointments. (*Attachment III - Library Reporting Structure and Faculty Appointments*)

Responsibilities: Laupus Library maintains a large scope of responsibilities. (*Attachment IV – Library Related Activities)*

Laupus Library has full responsibility for cataloging but shares responsibility for metadata activities with Joyner Library, its academic library partner at ECU. Laupus manages its acquisitions, e-resources licensing, and serials (though Joyner Library administers VL funds for e-resources and serials purchases and maintenance). Interlibrary loan and document delivery for the Division of Health Sciences is managed by Laupus.

The library's website is managed by staff at Joyner Library. MTS develops and manages Websites for other Division of Health Sciences departments. An employee of MTS provides training and support for the learning management system at ECU's Brody School of Medicine. MTS is also responsible for all videoconferencing bridging on campus. MTS provides AV support and management for classroom and university events, including recordings, equipment loan and technical support services. MTS also designs and integrates audiovisual systems for auditoriums, boardrooms, classrooms, clinical rooms, and conference rooms.

Biomedical informatics activities and resources are shared among Laupus Library and the other educational, clinical and research programs throughout the DHS. Medical illustration services are shared between Laupus (graphic arts and illustration) and MTS (biomedical photography). Laupus Library also shares responsibility for consumer health information resources with Joyner Library**.** The university's institutional repository (the digital repository for ECU's scholarly output), copyright permissions, and faculty publication database support are shared with

Joyner Library. Laupus collaborates with the Division of Research and Graduate Studies on NIH policy and manuscript submission support and grant preparation.

Size: Laupus Library has a faculty of 13.5. This places it 4th out of 12 peer institutions. The library has a total of 39 paraprofessional and clerical staff (including MTS and Country Doctor Museum staff), ranking 1st among its 2 peers.

Laupus Library serves a total of 347 medical interns, residents and fellows (9th among 12 peers). The library also serves 1,440 academic and support staff, ranking 7 out of 10 among its peers responding to the AAHSL survey. There are approximately 2,650 students in the DHS.

Budget: Laupus Library reported a total budget of $4,322,188 in 2012, placing it 4th of 12 peer institutions.

**II. Goals and Objectives**

1. **What are the unit's goals and objectives? Are they consistent with the defined mission and functional responsibilities of the unit? What is the unit's method of developing goals/objectives and communicating them to unit staff and constituents?**

Laupus Library's Goals and Objectives are detailed in the library's Strategic Plan (*Attachment I*).

## Laupus Library Goals and Objectives

### Education for a New Century

Laupus Library Goal: A successful educational experience at ECU is made possible by appropriate, accessible library resources, library environment, and library/research skills to ensure student success

Objective: Provide physical collections and electronic resources that meet the curriculum needs of on campus and DE students in the Division of Health Sciences

Objective: Enable students to successfully access ECU Libraries electronic collections needed for their study and research

Objective: Provide an environment for students that is conducive to collaboration, individual and group study with state-of-the-art technology and tools for their use

Objective: Collaborate with Joyner Library to preserve and make available the scholarly output of the university, focusing on electronic theses and dissertations (ETD's) making them accessible via the Web through the institutional repository, *The ScholarShip.*

### The Leadership University

Laupus Library Goal: Laupus Library will develop its staff and faculty as leaders while contributing knowledge and skills to the library, the university community, and the profession

Objective: Improve leadership skills of Laupus Library faculty and staff by participation in leadership development opportunities at university, local and national levels at least once every two years for faculty and department heads

**Health, Health Care and Medical Innovation**

Laupus Library Goal: Increase awareness and use of health related literature and library services by the ECU health care community for medical research, patient care, and health care in the region

Objective: Deliver library services to support clinical services, teaching, and research by qualified liaison librarians assigned to DHS schools, colleges and departments

**Economic Prosperity for the East**

Laupus Library Goal: Partner with the health care community in the region to increase and improve access to library resources and research services

Objective: Improve resources, services, technology, and health related information access at ECU and in rural healthcare facilities through increased NN/LM (National Networks of Libraries of Medicine) awards and other external funding

Objective: Promote the use of health related information services, the resources of Laupus Library, and the NN/LM by increasing the number of health care personnel contacted at healthcare facilities in eastern NC by the EAHEC Librarian

**The Arts, Culture, and Quality of Life**

Laupus Library Goal: The History of Medicine Collections and the Country Doctor Museum, in Bailey, provide ECU students, faculty and area communities with an understanding, appreciation and context around the history of healthcare in this region and those who pioneered its delivery and development

Objective: Increase access to unique items and artifacts in Laupus Library's History Collections and the Country Doctor Museum by collaborating with Joyner Library's Digital Collections to digitize

Objective: Increase access to the History Collection lecture series by videotaping lectures and making them available via the Web

Objective: Enhance grade school curriculum related to N.C. history by increasing teacher and student participation in the Country Doctor Museum's outreach education program to schools

The Strategic Plan was developed by the library's management team with input and discussions with the library's faculty and staff. The library management team revisits ECU's mission statement and strategic initiatives annually to ensure that the library's goals and objectives are in alignment with the university's direction. The library's mission, goals, and objectives are developed in concert with the Division of Health Sciences' strategic directions in areas of education, research, and clinical programs, available resources, program development, and external trends.

The library's Strategic Plan is communicated to all faculty and staff. The Strategic Plan is posted on the library's website where it is accessible to library staff and users. The Strategic Plan is the foundation for establishing goals and objectives for library departments. Faculty members and library committees generate annual goals and objectives based on the library's strategic plan.

The Multimedia & Technology Services Goals and Objectives guide the services and support this unit provides to the Division of Health Sciences. ECU-TV provides programming across the ECU campus.

**Multimedia & Technology Services (MTS) Goals FY 2012-2013**

Obtain and manage MTS financial resources

- Achieve sustainable funding for MTS which is adequate to meet the current and emerging needs of MTS
- Obtain state funding for all MTS personnel funded from other sources
- Determine the place for MTS within the DHS

Build and develop a highly effective staff at MTS

- Recruit and retain MTS staff to meet changing needs
- Develop staff knowledge and competencies to address changing technologies

Support teaching and learning throughout the Division of Health Sciences

- Enhance the functionality of the newly redesigned computer lab
    - Upgrade lab computers to Windows 7 64-bit
    - Use shorter cabling to improve cable management
    - Replace existing lab chairs with a model that has armrests and better back support
    - Start a mobile device charging service
- Improve workstation support by using remote system management

- Increase the availability of technology-based collaboration areas throughout the library
- Expand the Equipment Loan Program
    - Purchase additional MacBooks or MacBook Airs
    - Evaluate new technologies to add to the loan program
    - Update existing equipment as necessary to stay current
- Expand educational technology resources available to BSOM faculty, staff, and students
- Collaborate with ITCS to provide audiovisual support for the entire Health Sciences campus
- Collaborate with the School of Dental Medicine on AV integration and training needed to support new technologies
- Collaborate with Family Medicine to manage the nStream recording solution and maintain HIPAA compliance
- Continue to provide videoconferencing support for ECU
- Collaborate with ITCS on the video network

Promote university activities to the community using ECU-TV

- Continue to expand and promote webcasting and video-on-demand capabilities to better serve a world-wide audience of ECU students, alumni, family members, and other members of the community
- Partner with the School of Communication to offer students a learning opportunity and a venue for student produced programming
- Collaborate with various academic departments to create new learning opportunities for students and other member of the community
- Continue to seek PEG status from other county and city governments
- Work with Suddenlink to get a High Definition signal for ECU-TV

Develop web resources to promote services available in the Division of Health Sciences

- Redesign the MTS web site
- Redesign the BSOM and ECU Physicians web sites
- Collaborate with ITCS on web related projects
- Promote health-related solutions with 3D animation
- Increase use of new web technologies used in departmental web sites
- Collaborate with other web designers on campus

A unit report is produced annually. (*Attachment V-Multimedia & Technology Services Annual Report 2011-2012*)

The Country Doctor Museum's latest Strategic Plan was created in 2011. The detailed Strategic Plan for the CDM is attached. *(Attachment VI – The Country Doctor Museum: Strategic Review and Update Progress & Next Steps)*

## Country Doctor Museum Goals

**Pursue Accreditation Recognition:** All collections work is aligned with accreditation benchmarks espoused by the American Association of Museums (AAM); the accreditation application is a rigorous process and there are several self-assessment programs in which the museum can participate prior to an accreditation application.

**Administration & Facility Maintenance:** Since March 2008, with the support of Laupus Library and East Carolina University, The Country Doctor Museum has continued its efforts to improve and maintain its campus in Bailey, North Carolina: entryways and tour areas were improved with ramps to meet ADA accessibility standards, the buildings and HVAC units receive annual maintenance and a new septic system was installed in 2010; the staff is cross-trained on operational and administrative procedures; and operational manuals for gift shop procedures and financial reconciling are complete.

**Collections Care:** Most of the collection artifacts are categorized in archival storage boxes in the collections storage building and Carriage House; the Collections Management Policy, Code of Ethics and Disaster Preparedness Plan are complete; an Education Collection was established and is now used by staff in outreach programming; Past Perfect instructions are documented and collection accessioning continues; staff continues to screen artifacts for de-accessioning and conservation; and a significant historic dentistry collection was recently donated and cataloged. Digitization of artifacts has begun in collaboration with Joyner Library's Digital Collections department. The CDM participated in a North Carolina Traveling Archivist Program in 2012. The museum (though Joyner administers VL funds for e-resources and serials purchases and maintenance) has begun implementing recommendations for best practices in archiving documents. Guidance for archival process was given by Joyner Library's Special Collections Department.

**Audience Evaluation:** Museum staff continues to informally survey guests regarding how they came to learn of the museum, the reason for their visit and from where they came; a formal audience evaluation survey has not been pursued to date.

**Marketing:** The museum newsletter, "House Calls," is produced each year; a museum article/presence is in each edition of Laupus Library's newsletter, "The Umbrella;" a membership group for the museum is in progress; some marketing goals include "Nash County Appreciation Day" and "national" recognition."

**Strategic Partnerships:** Relationships with local and regional tourism boards, museums and schools continue to expand including new ties with the Rocky Mount Tourism Board, Wilson Chamber of Commerce, the I-95 Visitors Center and new staff at the Tobacco Farm Life Museum; the museum experienced limited success with local gardening groups at the Garden Day Celebration in 2008; and the museum has formed a new connection with ECU's Maritime Archaeology academic department resulting in a graduate assistantship in conservation.

Through the Country Doctor Museum's "History Alive!" community event, the museum has developed relationships with numerous regional museums and science centers including the Aurora Fossil Museum, the Museum of the Coastal Plain, and the Rocky Mount Children's Museum and Science Center. Regional museums participate in the annual event by presenting hands-on activities or educational demonstrations for visitors, resulting in increased audience outreach and marketing opportunities. Museum staff reciprocates by attending public events and activities hosted by these regional museums.

**Museum Development & Advancement:** The museum has achieved limited progress in developing an annual fundraising plan. The museum has reached success with applications for specific projects including the Connecting to Collections Bookshelf Award, a 19th century midwifery artifact set donated by Providence Archives, and selection for the NC Traveling Archivist Program. The Museum recently raised $1000 from businesses in the Town of Bailey for a special event.

**Education & Outreach:** Museum staff has researched education & outreach programs at similar museums.

The 2013 Program Review Summary documents accomplishments, and current challenges. The CDM highlights progress in areas such as the recent digitization program with Joyner Library, and recommendations from the Traveling Archivist Program consultation regarding space concerns, the need for digitization, and specific space requirements. (*Attachment VII – The Country Doctor Museum Program Review Summary 2013)*

**2. To what extent have the present goals and objectives been achieved? What are the unit's notable accomplishments? How is achievement measured? Does measurement include feedback from the providers and recipients of the service/ product?**

Selected recent notable achievements towards reaching the library's goals and objectives are described below with measurements. Feedback from recipients is received through survey tools (AAMC Graduation survey, LibQUAL+, Laupus Library DE Survey). (*Attachment VIII –ECU SACS Comprehensive Standard 3.8.1 Assessment of Laupus Library description and summary)*

Progress towards meeting goals and objectives from the library's strategic plan is incorporated into a university-wide assessment tool, TracDat Assessment. (See Attachment IX) TracDat is an institutional assessment tracking system used by ECU for strategic planning purposes. TracDat holds all strategic action plans and unit assessment plans and reports. Library department annual reports document progress towards goals and objectives. Library committees submit annual reports that note accomplishments. The library prepares a unit annual report to the vice chancellor that summarizes activities, challenges, and progress for the year. (*Attachment IX – Laupus Library Unit Reports 2010-2011 and 2011-2012)*

Notable accomplishments below are from the library's TracDat assessment. (*Attachment X – TracDat Assessment Report)*

1. Accomplishment: Laupus Library supports a successful liaison librarian program. Librarian liaisons are assigned to specific schools or departments within the Division of Health Sciences. The liaisons' responsibilities are to deliver targeted library services, research support, instruction, and solicit input regarding the selection of library resources. The five liaisons participate on curriculum and research committees in their assigned colleges. They actively seek opportunities to participate, contribute, and collaborate with faculty and students. Liaison librarian contacts are tracked and measured as are contributions to education programs and classes.

Measurement: Liaison librarian client interactions are documented and summarized annually to measure growth of the liaison program. These interactions increased from 1,750 in FY 2011 to over 2,200 in FY 2012. Graduating Brody School of Medicine students reported that they feel they've gained the level of skills they need to search the medical literature, critically review published research and apply evidence-based information to medical decision-making. This is demonstrated in the AAMC (Association of American Medical Colleges) Graduation Questionnaire which has been included in the *ECU 2013 SACS Comprehensive Standard 3.8.1 assessment activities narrative; Assessment of Laupus Library* (See Attachment VIII)

2. Accomplishment: The library provides quality space and technology to support students and faculty. In 2006 the library moved into the new Health Sciences Building. The new space covered four floors and 74,000 square feet. Open user space, classroom and computer lab space, meeting rooms, group study rooms, and individual study carrels combine well with circulating collections, a gallery space, and a history collections suite with a preservation lab and a climate controlled rare book area. Three years ago, as a response to user feedback, the library renovated its third floor to increase group study rooms and collaborative workspace as well as add more power outlets for electronic devices. Subsequent feedback regarding library space indicates that the renovation has been successful in meeting user study needs.

Measurement: *LibQUAL+,* an academic library user satisfaction survey, offers a series of questions that focus on "library as place." These questions address users' perceptions of the library as offering community space, and as a place to study, collaborate, and learn. Laupus Library participated in the *LibQUAL+* survey in 2003 when the library was in an older building. It was surveyed again in 2007, one year after the Library moved into the new building. Using the perceived mean for *Library as Place* as a measurement, Laupus Library received a score of 7.26 in 2007. When the survey was administered in 2011 Laupus scored 7.74 in this area. The average score for the *Library as Place* dimension for the academic health sciences library cohort in 2011 was 7.53. (*Attachment XI – LibQUAL+ Survey Results Summary*)

| Year surveyed | | 2003 | 2007 | 2011 |
|---|---|---|---|---|
| Library as Place | (Laupus Library) | 6.95 | 7.26 | 7.74 |

3. Accomplishment: The library collaborates with ECU's Academic Library Services, Joyner Library, to provide electronic library resources. This collaboration has been in the form of joint committees and work groups, informal communication, and an atmosphere of transparency that has facilitated a productive working relationship benefitting ECU. The ECU Libraries ERRC (Electronic Resources Review Committee) conducted a rigorous review of the libraries' electronic journal commitments starting in 2008. The ERRC review resulted in cancelling duplicate, low or no use e-journals and databases. This review and subsequent cancellations saved the university over $575,000. The libraries were able to invest $105,000 of these savings to add new electronic journals and databases requested by ECU faculty and staff, netting a savings of approximately $470,000 over the last three fiscal years.

Measurement: This accomplishment has been documented in the TracDat Assessment Report, 2009-2012. Laupus Library's DE survey feedback (83%) indicated that the library has the resources students need. LibQUAL survey response in 2011 regarding Laupus Library users' satisfaction with the quality and appropriateness of collections was 7.70, an increase over the 2007 score of 7.43 and above the perceived mean for academic health sciences libraries.

4. Accomplishment: In the fall of 2009, MTS began to examine the possibility of lecture capture for the M-1 and M-2 classes. Would this technology be beneficial to both students and faculty? It was found students were very interested in having this as a resource. Some of the ECU BSOM (Brody School of Medicine) faculty were reluctant to have their lectures recorded because they believed the students would skip class and just watch the recordings. In the fall of 2010, MTS worked with a few BSOM teaching faculty and implemented lecture recording in the M1 and M2 classrooms. Mediasite lecture capture equipment was installed in these classrooms and a few faculty agreed to have their lecture recorded. However, the students were persistent in getting this service implemented in the majority of their classes. As technology has progressed, students can now access lecture recordings via mobile devices, making the content readily available anywhere.

Measurement: When this service began, only about 25% of the BSOM teaching faculty were participating, resulting in only 1/3 of the M1 and M2 classes being recorded. Since then, lecture recording popularity has grown tremendously with the students as well as the teaching faculty. To date, almost all faculty are participating in lecture recording, resulting in 90% of M1 and M2 lectures being recorded. The M1 and M2 students are currently watching an average of 400 hours of video per week

5. Accomplishment: ECU-TV is a 24/7 noncommercial television channel featuring scientific, scholarly, arts, sports and entertainment programming produced by experts in their fields. ECU-TV programming offers information in a wide range of subject areas that contributes to a lifelong pursuit of learning about the world around us, future developments in science and technology and an appreciation for art, drama and music. ECU-TV has made an effort to drive viewers to the station's website during the past 3 years. The website offers viewers an accurate program schedule, real-time streaming of ECU-TV and a video on demand service highlighting the top 100 ECU-TV programs. The website offers viewers alternative ways to connect to media that simply are not available on a cable television channel. The website moves beyond traditional mass media, adding value to the community at large. All programming is branded with the website address. In addition, the website is promoted by spot announcements and through ECU Official Announce email messages. ECU-TV is also developing program content designed to appeal to and be noticed by key influencers in the community. Recent examples are: "To Your Health," a short–form nutrition based program and the "Voyages of Discovery Lecture Series," featuring some of the most prominent scholars and experts in science, history and art. While much of this programming will not appeal to a "mass" or "general" audience, the hope is to reach a smaller targeted audience of key influencers who value ECU-TV as a source of information and entertainment and that these influencers will share this programming through our website beyond the reach of a traditional cable television channel. This marketing tactic and new focus on program content will compel influencers to share ECU-TV with others through word-of-mouth and electronic forms of social engagement.

Measurement: Consumption of originally produced content is difficult to measure, but visits to a website are far easier to quantify.

| Year | 2010-11 | 2011-12 |
|---|---|---|
| Stats | 2235 | 4395 |

6. Accomplishment: To increase access to the unique items and artifacts in their collections the Country Doctor Museum and Laupus Library's History Collections collaborate with Joyner Library's Digital Collections to digitize selected items and collections, add metadata tags (to make items searchable), and include them in the web-based Digital Collections. During the project's first year over 790 items were added to the online collection.

Measurement: Items were counted and progress reported in TracDat as an ongoing project.

User Feedback: Users contribute feedback on the library and its services through surveys of ECU students and faculty including *LibQUAL+* (faculty and students surveyed*), AAMC Graduation Questionnaire, Graduating Senior Surveys,* and the *Laupus Library DE* (Distance

Education) surveys, feedback at library skills classes provide librarians with information to improve library services and programs.

**3. Is the reward structure aligned with the unit's goals and objectives?**

Several criteria are considered by library administration when funding becomes available for salary increases. Exceptional performance is a primary consideration for awarding merit salary increases. Achieving and maintaining salaries for faculty and staff that are competitive in the current marketplace is another consideration aimed at retaining quality employees. Competitive salaries also enable the library to replace faculty with qualified personnel. Compensation for library support staff members is governed by a university-wide salary structure that has been reviewed, codified, and "banded" for specific career categories. The Unit Code, section VII, outlines Criteria for Salary Increases. (See Attachment II)

Fiscal constraints and budget cuts over the past several years have severely limited money available for raises for both SPA (staff) and EPA (faculty and professional) personnel. It has also prevented the library from moving forward with additional liaison services to the clinical and research areas of the DHS.

**III. Services Provided to Customers**

1. **What services/products does the unit provide? To what groups/individuals are these provided: students? staff? faculty? alumni? others? How does the unit make potential customers aware of available services/products?**

Laupus Library supports the mission of ECU and the Division of Health Sciences through its departments by providing the following services and products to the university and the health care community throughout the region.

**Access Services:** Manages circulation of materials, print and electronic course reserves, anatomical models, and the library's audiovisual collection.

**Collection Services:** Through collection development, acquisitions, and e-resources management activities, supports curricular, research, and professional information needs of the Division of Health Sciences by acquiring, organizing, and providing access to information in all formats in support of the library's mission. The department also maintains the quality and consistency of records in the library catalog and other systems for discovery of library materials. The department oversees the creation of digital collections which showcase the unique resources held by the Laupus Library History Collections and the Country Doctor Museum.

**Document Delivery:** Provides clients with access to needed materials from outside institutions and supplies other libraries with access to materials from the collections of Laupus Library.

**Eastern AHEC Library Services Program:** Supports ECU preceptors and students throughout 23 counties in the region in collaboration with the Eastern Area Health Education Center. The EAHEC Library Services program delivers training and support for area health care professionals both on campus and in the field.

**History Programs:** *History Collections*–Books and manuscript materials relevant to the history of health care are preserved and managed on the Library's fourth floor. Collections include a circulating book collection (integrated into the general circulating collection) and a rare book collection. A special collections reading room enhances client access to these resources. *Country Doctor Museum*–Located in Bailey, NC, the CDM interprets the history of rural health care in America. The Museum features collections of artifacts relevant to the history of healthcare during the 19th and early 20th centuries.

**Information Services:** Assists users in finding information appropriate to their needs. Information Services Librarians provide research consultations (liaison librarians), library skills instruction, and reference services.

**Communications & Development:** Manages fund-raising and institutional advancement for the Laupus Library and acknowledges gifts made to the library. This department is responsible for special events, exhibits, publications, marketing and public relations.

**Multimedia & Technology Services (MTS):** Responsible for providing multimedia and educational technology services to all units in the Division of Health Sciences. Services include: 2D and 3D animation, audiovisual technology support, classroom support, photography, videoconferencing, videography, web design and support, and operation of ECU-TV.

Additional programs, resources, and services include:

**Educational Programs**
Laupus Library's Information Services Department assigns librarians as "liaisons" to consult and collaborate with specific colleges, schools and departments within ECU's Division of Health Sciences. Library liaisons work with faculty and students to deliver customized services, library instruction, collection development support, and research support. Liaisons are available to contribute to the development of courses and curriculum and to partner with faculty and students on projects requiring evidence based information. In addition, they offer regular face-to-face classes and online tutorials on the most heavily used resources.

**Eastern AHEC Library Services and Outreach**
EAHEC Library Services and Laupus Library outreach programs serve ECU preceptors, students, and other health care professionals throughout 23 counties in eastern North Carolina. Working together they provide continuing education opportunities, library skills training, library improvement consultation services, collection development assistance and information services to those working and training in health care settings throughout the region. Outreach Services exhibits information about health sciences and consumer health library services and resources at regional health fairs and conferences.

**Computer Lab**
Laupus Library's computer lab contains state-of-the-art technology to provide a full range of computer services to ECU's health sciences community, including over 40 computers, a variety of scanners, and printers including a color printer. Several specialized software titles are available that complement the Division of Health Sciences curriculum.

**Computer Classrooms**
The computer classrooms support the library's instructional services program and are available for use by the Division of Health Sciences faculty, staff, and students. Each classroom is equipped with 30+ computers including an instructor computer, a printer, and a projection system. The classrooms are available for meetings, collaborative work sessions, seminars, lectures, exams, tutorials and training classes.

**Study Rooms and Meeting Space**
The library provides space for individual study, small group study rooms, meeting rooms, instruction, Collaborative Resources Center workspaces, a Teleconference Room, and a gallery. Some rooms require prior reservation while others are first come/first served.

**Laupus Library Customers**
Laupus Library serves the ECU community with a specific mission to support the Division of Health Sciences. This constituency includes students, faculty, researchers, and clinicians affiliated with the Brody School of Medicine, the College of Nursing, the College of Allied Health Sciences, and the School of Dental Medicine.

Laupus Library services extend to the region's health care providers. The library delivers information services and resources to the university's teaching faculty at Vidant Medical Center in Greenville and Vidant Health system affiliates across eastern North Carolina.

Through its Outreach Department and a library services contract with EAHEC (Eastern Area Health Education Center) the library serves health care professionals in 23 counties of eastern North Carolina and community health preceptors supporting ECU's health sciences students.

**2. How are services prioritized and scheduled, and by whom? Do any laws, regulations, or other requirements external to the university impact the provision of services/products? If so, please identify.**

Laupus Library's highest priority is providing library and information services to its users in the Division of Health Sciences and to clinicians in eastern North Carolina. Services are planned according to users' needs, relevant schedules, and location. Information is gathered through committee meetings (regarding exams and semester schedules), ECU administrative discussions, feedback from surveys and informal user feedback (users talking to librarians and staff or comments in suggestion boxes). Decisions about services are generally made at the department level. New services or changes in department procedures are usually discussed at Management Team meetings. Generally, if a new service is being considered, a team is formed to discuss and plan implementation, logistics, promotion ideas, resources needed, assessment considerations and impacts on other departments. A plan is then put in place to deliver the service. This may include a pilot or trial with assessment to allow for modifications or improvements to be made before a general rollout. If there is a need for additional resources a proposal must be made to library administration.

Library skills classes and librarian consultations may be scheduled in a librarian's office, classroom, or conducted in the user's department or office. Librarians attend medical rounds and clinical conferences to provide research services at the point of need. The EAHEC / Outreach librarian travels to medical clinics, offices, and hospitals around the region to conduct classes, and consult with staff, clinicians, clinical educators, and administrators regarding library

services and available resources. The library's user community prefers using technology for delivery of library resources and services. This has been documented through survey feedback. Surveys indicate that users value e-resources provided by the library. Electronic communication (e-mail, chat, video tutorials for library instruction) is also preferred by most of the library's busy students, faculty and health care practitioners.

Compliance with U.S. Copyright Guidelines, N.C. laws and regulations, ECU rules and regulations, and electronic resource licenses with library vendors impact the operation of the library and are carefully considered in day-to-day operations and procedures.

Laupus Library contributes to accreditation reviews for the university, schools, and departments. The library makes every effort to comply with relevant SACS (Southern Association of Colleges and Schools) Core Requirements and Comprehensive Standards. The library documents, reports, and contributes to ECU's process and structure regarding SACS accreditation and reaffirmation standards.

Laupus Library is a Resource Library in the National Library of Medicine's (NLM) National Network of Libraries of Medicine (NN/LM) program. As a resource library it is held to standards of performance regarding sharing resources and collections. The library also participates in *Medprint*, a coordinated serials retention program of the NLM where libraries agree to cooperatively maintain back files of selected valuable health sciences journals.

**3. How does the unit make customers aware of priorities, policies, and procedures?**

The library's website is used to inform customers regarding changes in procedures and other notices that are of interest to users (hours, services, new resources, changes in procedures, exhibits, etc.). A Library News banner on the webpage highlights recent notices for library customers. ECU and DHS Announce services are used by the library to share information electronically that may be of interest to students and faculty about special events, exhibits, lectures, classes, changes in hours. A quarterly newsletter, *The Umbrella,* is published electronically to share library news, events, notices about new programs and services, awards, and other news. Additionally, the library hosts a blog to share information.

The library director is part of the senior administrator group in both the health sciences division and the academic affairs division where she can announce relevant changes, news concerning library operations, or discuss new services with fellow university leaders.

Liaison librarians participate in committees at their assigned schools and colleges where they share information about the library and have the opportunity to connect with students and faculty. Librarians attend curriculum committee meetings, research committees, student councils, and faculty meetings in their assigned schools and colleges. They're included in online discussion lists and contribute to *BlackBoard* course content for their assigned colleges.

**4. How does the unit learn about customers' needs and obtain feedback regarding service delivery? How well are customers' needs defined and met?**

The library uses formal and informal communication channels to gather feedback regarding services. Liaison librarians conduct evaluations in their classes to improve library skills training. They have opportunities at curriculum meetings to learn what the students and faculty need from the library and to hear about any issues or concerns.

Survey tools are used regularly to gauge user satisfaction and determine how well the library is training students in the library and research skills they need to be successful in their academic career and to continue to be lifelong learners.

The director attends senior administrative meetings for both the health sciences and academic affairs divisions where she can receive feedback. Information gathered at these meetings is shared with the management team and administrative council at the library.

These survey tools include:

AAMC Senior Survey (Association of American Medical Colleges) is an annual survey that measures how prepared medical school graduates are to access, search, and use the medical literature.

Distance Education Survey (Laupus) is distributed every other year. Laupus Library asks DE students about their satisfaction regarding the quality of library resources, ease of access, and library support.

Graduating Senior Survey/ECU is an annual survey. This survey includes questions about library use at ECU and satisfaction with the libraries and their resources.

LibQUAL+ has been distributed to DHS faculty and students every 4 years by Laupus Library to measure satisfaction with the library as a place, how they access and use the information it provides, and their service interactions with the library staff.

Feedback from these surveys is analyzed and shared with the management team and appropriate departments to develop plans to address any deficiencies or issues. Plans are then woven into department goals and objectives and measured at the end of the year. Survey results are also incorporated into relevant TracDat reports for the library.

**5. Are there services/products that customers need which the unit cannot provide? What would the unit need to be able to provide these?**

- If the library is to offer current, quality resources for DHS and the university, funding for the collections needs to be increased. Rigorous collection evaluation with Joyner Library has resulted in cancellations of duplicate, no-use or low-use e-resources. The libraries have managed to maintain serviceable collections during a period of budget cuts from 2008-2012. Databases are a recurring expense. DHS faculty have requested new and additional databases that the library is unable to add due to cost. If the libraries do not see an increase in funding to address both the increases in the cost of library resources and the impact of inflation, it is feared that user services and collections will deteriorate.

- If the programs and collections at the Country Doctor Museum are to grow and improve the museum needs more and better space for operations, collections and artifacts. The museum is housed in older buildings that lack adequate humidity or climate control. Improved museum space is needed to exhibit and store the museum's collections. Museum staff need additional and improved workspace. Should staff be added to the museum to expand services or educational programming, there is no room in the current buildings to accommodate them. More space, including a multi-purpose classroom/meeting room, is needed if the museum is to expand operations, especially in the area of educational programming.

- Building upon the success of liaison services to the academic programs, extending such professional information and research services to the clinical and research faculty and staff would enhance ECU's teaching, research, and patient care programs in the health sciences. Medical librarians with subject expertise who are part of the clinical team bring value to patient care decision-making, research, and teaching. To expand the library's librarian services to clinical departments would require support from the departments and funding for positions.

**IV. Structure, Organization, and Climate**

**1. What is the unit's organizational structure? (Please provide an organizational chart.) Is this form of organization appropriate to meeting the unit's goals and objectives? Do all critical staff functions have a backup?**

An organizational chart for Laupus Library is attached. (*Attachment XII*)

The library director reports to the vice chancellor for the Health Sciences. An associate director leads the MTS Division, which includes ECU-TV. The Communications and Development Department, the special projects librarian and three assistant directors report to the director. One assistant director oversees user services. Another assistant director manages collection services while a third manages administration and business office functions. Currently, this structure operates efficiently.

A need has been identified for a historian/curator position to provide leadership for the History Collections and to coordinate activities with the Country Doctor Museum. These two departments need the focus and dedication of a professional historian/curator to enable them to move forward and to grow synergistically.

The library has undergone some reorganization to address changing environments and to best meet library needs. However, the library operates with a barely adequate staff, considering its scope of responsibilities. There is cross-training provided in the departments and back up is available for key functions. The library has a business continuity plan that addresses shifting key administrative responsibilities when personnel are absent for an extended period of time.

Laupus Library operates at a good level of efficiency. There are no redundant or duplicate functions that could be further consolidated.

**2. For any services/products provided by the unit in conjunction with other units within the university, please describe the relationship. How is the work coordinated between or among units? How can such relations be facilitated?**

Multimedia & Technology Services collaborates daily with ITCS on projects ranging from Web Design to Classroom support. MTS provides the first line of support for the DHS campus and works very closely with ITCS on projects and to implement new technologies on campus. MTS also consults regarding technology for new building projects.

The Country Doctor Museum and History Collections collaborate with Joyner Library's Digitization Lab to digitize artifacts from its collections. The CDM and History Collections also collaborate with Joyner's Special Collections and the University Archivist to organize and document archival collections in accordance with established university standards. A beneficial relationship with the objects conservator in the Anthropology Department allows for

conservation students to gain professional experience while helping the CDM and History Collections stabilize and preserve fragile artifacts.

Collection Services works closely with Joyner Library in the following areas:

- Digital Collections - Joyner scans the materials and supports the software that hosts the collections
- Special Collections –Special collections staff has instructed CDM and History Collections staff on how to manage the archives
- E-Resources and Serials management – The libraries share ERM (electronic resources management) software and make joint decisions about how to manage shared resources and discovery services including the look and feel of the ILS (integrated library system)
- Web-based services –The libraries have merged some web-based technical services and will likely combine additional services in the coming months
- Scholarly Communications – Joyner and Laupus Libraries maintain the *ScholarShip* which is used to host theses, dissertations and other university scholarly input
- Virtual Library –Joyner and Laupus Libraries collaborate on how to best spend the funds to develop e-resources for ECU libraries' users. The Virtual Library also funds the ILS administrator. The ERRC (Electronic Resources Review Committee) makes recommendations for shared e-resources expenditures that are funded by the VL@ECU.

Student Services maintains staffed office space in the library for students who attend classes on the health sciences campus. They partner with the library to sponsor student events such as game evenings and coffee events.

The Writing Center has space in the library where staff offers assistance to health sciences students regarding improving writing skills.

**3. Are duplicate or parallel services offered within the unit or elsewhere in the University? Describe any overlap and discuss what changes might be indicated (e.g., centralization, coordination, elimination of duplication).**

Joyner and Laupus maintain separate missions to serve their respective populations on two separate campuses. They support separate print collections to serve their clients. Joyner and Laupus Libraries collaborate on the Virtual Library @ ECU (VL@ECU), an extensive collection of e-resources suitable for use by clients throughout the university. In addition, Laupus supports electronic resources specifically designed for the health sciences. Staff, faculty, processes, administration, facilities, technology, and collections are necessary at both libraries. Library services to the two campuses are delivered at both libraries as well as in the electronic environment.

The libraries' faculty and staffs work together on many committees, work groups, and task forces to address library projects, strengthen library programs, and to improve services and collections. They communicate freely regarding issues and mutual concerns whether these affect user services, technology, collections, assessment, or staffing. The libraries have found that sharing concerns or discussing ideas related to services results in outcomes that benefit both the libraries and their users at ECU. They share a catalog, discovery layer, institutional repository, e-resource portal and management solutions, and increasingly, a web presence which will include a shared database list. Consistent library procedures have been implemented over time to make the users' experience as seamless as possible. The two libraries recently coordinated licensing of their interlibrary loan software. This effort will result in savings, after implementation costs, of over $9,000 per year. Additionally, it will be easier for library users to register to request items. The libraries will host the product at ECU to have the ability to customize it for ECU which will make it easier for library users to navigate.

Since 2001 the VL@ECU has been structured to share fiscal responsibility for a large number of electronic resources used on both campuses as well as being an important component of ECU's distance education program. This has proven to be a valuable partnership. Since FY 2010 evaluation of e-resources by the libraries joint ERRC (Electronic Resources Review Committee) has resulted in recommending the elimination of duplicate e-resources and the cancelation of low use e-resources. This occurred during a period of severe budget cuts and constraints. The work of the two libraries over the three years resulted in cancellations totaling over $575,000. This allowed for some re-investment in new e-resources requested by faculty totaling over $105,000.

Other work groups between the two libraries have coordinated an efficient digitization project for the Country Doctor Museum and Laupus History Collections using Joyner's existing Digital Lab, personnel, and procedures. Some of Laupus Library's Technical Services functions have been moved to Joyner Library creating more efficient workflows and better use of staff.

As the libraries move forward it is believed that further efficiencies and reduced duplication in user shared library technology, electronic collections and user service improvements can continue to be achieved through informal committees and work group models like those that have already resulted in substantial improvements.

In 2011 a Program Prioritization Committee (PPC) was appointed by the Chancellor's office to review programs with an aim to increase operational efficiency and to make the best use of available funds in a challenging economic environment. The structure and operations of Joyner and Laupus Libraries were reviewed by the PPC. Recommendations regarding the libraries were made by the committee in April 2012. These recommendations are included below.

Following the PPC's report discussions began concerning increasing efficiencies and consolidation between Laupus and Joyner Libraries. The library staff has considered various options and

methods where efficiencies might be realized. (See: Overview of Program Prioritization at ECU below and an excerpt from PPC report).

**<u>Overview of Program Prioritization</u> at East Carolina University**

Current funding is under continuing downward pressure and few new resources are available for investment in strategic priorities. The university must use existing resources in the most efficient manner possible within and across all divisions. In order to increase the efficient use of our limited resources the university will prioritize programs. This prioritization process will create a roadmap for investment and reallocation over time. Our view of program prioritization is a positive one which emphasizes the importance of self-study and reflection that yields deeper understanding of our academic and service programs and the resources needed to support them. The process will identify opportunities for longer-term reallocation that will enable us to better achieve our mission. The intent is for this important process to be as inclusive and transparent as possible

**-ECU Website 5/3/2011**

**<u>PPC recommends</u> enhanced efficiencies within and between Academic Library Services and Health Sciences Library.** PPC recommends continued and improved coordination between Health Sciences Library (HSL) and Academic Library Services (ALS) to achieve even higher levels of administrative and operational savings than currently exist. This includes the movement of ECU-TV from HSL to ECU Communications, Marketing, and Public Affairs. These integrative steps are to be phased in over three years and should result from a joint strategic plan that addresses all aspects of library operations, including the analysis of the libraries (ALS and HSL) as code units.

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The areas of electronic resources, databases and user services lend themselves most readily to consolidation with Joyner Library. Efforts in these areas have already increased operational efficiencies and recognizable savings. There may be other departments at Laupus and Joyner Libraries that will lend themselves to similar efforts. With careful planning, this might result in greater efficiencies and improved operations in those areas. Consolidation of similar departments is another option for ECU to realize efficiencies and savings through reducing duplication but should only be done after very thoughtful discussion and analysis by key library participants in the targeted areas.

The accomplishments, efficiencies, savings, and improvements gained by collaboration between Joyner and Laupus Libraries is evidence that this type of internal evaluation, problem solving, and innovation should continue. The improvements thus far have had positive impacts on many levels including library technical operations, user services, budget savings, and improved processes.

Laupus and Joyner manage considerable technology, personnel, and library resources for the university. Through continued collegial interlibrary cooperation it is believed they can continue to provide responsible stewardship to support ECU's mission into the future.

**4. What are the unit's planning, decision-making, and evaluation processes? Who is involved in each?**

The Management Team is comprised of Laupus department heads. This group meets monthly to plan, coordinate, and evaluate library operations and strategic planning goals. The library's administrative council members are the director, associate director, and assistant directors. They meet three times a month to discuss decisions, review budget allocations, and set directions for the library.

The library faculty has an approved Unit Code to guide faculty governance. This document provides for hiring, promotion and tenure criteria, evaluation, expectations for faculty, and committee structure. Faculty participate in shared governance at ECU through representation on the Faculty Senate and adhering to the ECU Faculty Manual.

The director communicates with the vice chancellor for health science to discuss administrative concerns. It is important for the library director to be connected to leadership in the DHS in order to be knowledgeable about division initiatives and directions and to effectively plan for the library.

Library support staff receive an interim (November) and a final annual evaluation (May). Their evaluations are based on the *SPA/CSS Employee Handbook.* Support staff evaluations are included in the ECU online personnel management system, *PeopleAdmin.* Staff evaluations are completed by both the staff member and supervisor. The evaluation document is then discussed by the staff member and his/her supervisor.

EPA employees including faculty are evaluated annually. The *Guidelines for Evaluation of Laupus Library Faculty* document is used to document faculty accomplishments and areas needing development. The annual evaluation is based on annual goals and objectives set by the faculty member and his/her supervisor. A feature of this evaluation model is inclusion of the range of activities used by The Medical Library Association's Academy of Health Information Professionals (AHIP) for documenting professional achievement. This helps the faculty learn how to explore a wide variety of professional activities while fulfilling personal annual

performance goals. Cumulatively, it also assists the faculty member in attaining AHIP certification.

**5. Are work responsibilities clearly defined? How are these determined?**

Support personnel (SPA) are governed by *ECU's SPA/CSS Employee Handbook.* Work responsibilities are outlined in Work Plans. These are annually reviewed with their supervisor and updated as needed. Responsibilities are determined by the supervisor but created in accordance with specific job titles and ranks for SPA employees,

Faculty are governed by *ECU's Faculty Manual*. Faculty work duties and responsibilities are outlined in the position description that is used to advertise and recruit new faculty members. An existing position description is reviewed and updated before beginning a search for a new or replacement faculty member. The position description can be reviewed and modified as responsibilities change. This is the basis for establishing the faculty member's annual goals and objectives.

**6. What are the general morale, attitude, and culture of the unit? What measures are taken to ensure that the unit is appropriately sensitive to the cultural backgrounds of staff and customers?**

Laupus Library maintains a culture of collegiality and cooperation. Faculty and staff collaborate well together. Committees, task forces and work groups are created based on expertise needed to accomplish the task. It is clearly understood that service to the library's users is the top priority. The morale of the library is generally good. Faculty and staff get along well and there's good interaction and easy camaraderie.

The recent review concerning the libraries from ECU's PPC and questions surrounding the faculty's status vis-à-vis tenure, the Unit Code discussions, and the presence of consultants through the process has created a sense of uncertainty and uneasiness in the libraries. Both libraries would like to move through these processes and return their focus to their mission to support the faculty, students and the ECU community.

Laupus Library is committed to respect and diversity. The library supports a Diversity Committee. The committee has sponsored creative events to increase awareness for library staff and users. Library employees participate in diversity activities and groups across the campus. Librarians were involved in "Crossing Borders," in October 2012, an interdisciplinary education and diversity event sponsored by the Interprofessional Education Collaborative at ECU that asked students to consider other cultures, hidden misconceptions and their own beliefs.

**V. Resources**

**1. Provide a budget allocation and expenditure summary for the past three fiscal years. To what extent does the allocation and its utilization allow unit goals and objectives to be realized? What is the decision-making process for the distribution of budget allocations?**

A general summary budget history is included below. The library is primarily funded from two ECU sources; the Division of Health Sciences (DHS) and Academic Affairs (AA).

| **Laupus Library-Summary Budget History** | **2011/2012** | **2010/2011** | **2009/2010** | |
|---|---|---|---|---|
| | **AA** | **AA** | **AA** | |
| **Description** | **DHS** | **DHS** | **DHS** | |
| | | **111151 /111104** | **111151/111104** | |
| | **111151/111104** | | | |
| | **112151** | **112151** | **112151** | |
| Personnel Lines | 1,118,265.00 | 1,059,346.73 | 1,108,157.00 | |
| | 2,215,851.00 | 2,066,014.62 | 2,183,247.00 | |
| Library Materials | 672,071.00 | 753,516.00 | 589,443.00 | |
| | 488,216.78 | 456,876.00 | 551,833.00 | |
| Technology | | | | |
| | 91,525.84 | 135,999.13 | 230,406.75 | |
| | | 27,315.28 | | |
| | 226,300.00 | | 61,142.65 | |
| Travel | | | | |
| | 31,163.23 | 21,746.96 | 13,492.22 | |
| | 4,239.30 | 6,069.66 | 3,391.61 | |
| Travel | | | | Eastern AHEC Funds |
| | 11,357.70 | 17,282.70 | 10,384.18 | |
| | 6,815.79 | 6,031.89 | - | Discretionary Funds |

*Note: 112151 includes the Country Dr. Museum

***Note: FY 2010 and FY 2011 budgets were frozen before the end of the fiscal year**

**2. What is the space and facilities allocation? To what extent does the allocation and its utilization allow unit goals and objectives to be realized?**

The Laupus Library is in a seven year old building. During the library's tenure in the new building it was observed by staff and noted in survey feedback from students that more study space was needed. A recent renovation improved the space for the students by adding more power outlets for electronic devices and more group study rooms as well as additional table and chair seating in open areas. Feedback about the renovation has been positive. The group study rooms have been well used.

There is no student center on the Health Sciences Campus where students can meet, eat, and relax. Planning for such a center is currently underway. These plans call for ground breaking in the fall of 2014. Until that need is met Laupus Library recognizes that it can also serve as a place for students to gather, relax, and take a break from classes.

**3. Do employee skills match the unit's needs? Is additional training or cross training needed? If so, what kind? Is there a regular mechanism for providing training?**

Staff and faculty generally have the skills needed to meet their work responsibilities.
Staff responsibilities, and work plans, are reviewed on an annual basis. These plans can be modified if duties change. ECU provides on-site training for staff. Laupus employees take advantage of staff development opportunities on campus to improve skills. Both libraries also offer training for staff. Joyner Library hosts an annual training day for staff. There are many classes and training opportunities for faculty and staff offered on ECU's OneStop that are relevant to those working in the library.

Librarians at Laupus are encouraged to seek advanced certification through the Medical Library Association's AHIP (Academy of Health Information Professionals). This is done by completing a portfolio that includes professional service (committee work and leadership), professional development (continuing education), and professional competency. The AHIP model is the foundation for the research and service categories of the Laupus evaluation model. Therefore, with support of administration for professional development and permission to use work time to participate in service and research activities librarians can be successful in their professional performance at Laupus Library and complete their AHIP portfolio.

**4. What changes could be made to produce greater efficiencies or economies of scale (e.g. reduction, modification, or elimination of paperwork; structural reorganization)? What constraints (e.g., resources, personnel, and technology) must the unit address to achieve these?**

MTS collaborates with ITCS on a daily basis and is basically an extension of ITCS on the health sciences campus. It has been suggested that MTS could merge with ITCS. The merging of MTS into ITCS would reduce duplication and improve efficiencies related to technology. MTS provides the first line of technology support on the DHS campus. Despite the established collaboration with ITCS, having one department would simplify and clarify the lines of responsibilities between MTS and ITCS. Being part of ITCS would promote greater efficiencies and align resources and

personnel to create a more seamless service model for the entire Division of Health Sciences campus.

Merging the Collection Services department with Joyner Technical Services may be a logical next step due to the rapid changes in library technical services and e-resources but only if such a move will continue to produce greater efficiencies, economies of scale and enhance user services.

Close collaboration between Laupus Library's History Collections and the Joyner Special Collections department already takes place and should be encouraged in the future. Any future collaboration related to consolidation or elimination of the Laupus Library's preservation laboratory should be explored with thoughtful consideration for how this will impact the Country Doctor Museum. Thoughtful discussions would need to take place between colleagues at Laupus, the CDM, and Joyner about what the model would look like and examine all aspects (staffing, budgeting, and managing) of such a change.

Other areas of Laupus Library operations have inherent constraints that do not easily lend them to consolidation or economies of scale. Most notable of these operational areas is administration.

1. Separate Budgets:

Laupus and Joyner libraries have separate budgets. In fact, Laupus must operate with two budgets, one for Academic Affairs (16065) and one for DHS (16066) that cannot be merged. Each budget line carries specific guidelines and the organizational codes for each cannot be transferred between the two university divisions. Expenditures that require funding from both budget lines must be split coded and cannot be easily transferred for either single transactions or permanently.

2. Audit Requirements:

In August 2012, as a result of the new "UNC Fit" guidelines, university units were required to audit all revenue and expenditures for each funding source on a monthly basis. All units are required to have documentation on hand for each and every transaction. Accounting for revenue and expenditures between the two libraries would need to be constructed so as to comply with all audit requirements. This would not be efficient for either library and would make auditing difficult as the documentation needs to be with the library expending the money.

3. Reporting Within DHS:

During the challenging budget years of 2008 to 2012, many transactions required special, detailed justifications in order to spend money. This required continuous contact with the DHS Vice Chancellor's Office. Adding another layer of administration (a consolidated library administration) would hinder the timeliness of processing financial transactions within the DHS, especially those involving purchasing, when justifications, approvals and complex budget funding is involved.

4. Travel:

Processing travel is the single most complex administrative procedure at the Laupus Library Administration Department. After recent audit findings, the university's travel procedures were automated but still require hard-copies of receipts and extensive paper documentation. When Laupus Library assumed management of MTS in 2007 it was quickly learned that it saves time for travel processing to be done in the building where the employee works. This eliminates any paperwork needing to be sent through the mail or delivered in person, thus delaying travel expense reimbursements. Additionally, travel is subject to a very high level of audit review.

5. Time is of the essence in functions involving People Admin, Banner Finance and Banner Human Resources:

Despite being automated, each unit is responsible for routing transactions through many budget and human resources offices in a timely manner. Many transactions such as hiring documents and personnel contracts require paperwork as well as automated data transmissions. The necessity of having to route these to Joyner Library on the east campus would unnecessarily delay processing of critical human resource and payroll transactions related to personnel and budgets within the DHS and put paperwork at risk of being delayed or lost due to severe cutbacks in campus mailing services. Items that are mailed through campus mail can take up to two weeks for the delivery between east and west campuses. Any last minute items would need to be hand-delivered between the two libraries. There is currently no provision for a courier to take such documents across to the east campus and even if there were, the cost of such a service is questionable in this period of severe budget constraints.

**VI. Summary of Report and Strategic Directions**

**1. Overall, what are the unit's greatest strengths? How can the unit leverage the strengths that already exist? Can the strengths be improved upon?**

Laupus Library is known for providing quality library and information services in a timely manner.

Faculty health sciences expertise enables high levels of efficient service to practitioners, students, faculty, and researchers in the Division of Health Sciences. This expertise and continued training facilitates the partnerships between Laupus and teaching faculty in the Division. This partnership has resulted in publications, presentations, and opportunities for library faculty to contribute to classes, in person or via *BlackBoard*. This program is a strength that could be leveraged by adding more librarians, allowing each librarian liaison to become more embedded in their assigned areas.

Technology is a strong asset at Laupus Library. The library has invested in technology for library applications and for user services. MTS has encouraged and supported the acceptance of technology in the classrooms in the Brody School of Medicine. Laupus Library faculty and staff are generally early adopters of technology. They help to spread its use and application throughout the health sciences.

Collaboration and cooperation with Joyner Library enables high quality resources, services, research tools, and web presence for the ECU community. This cooperation has also served ECU by allowing the libraries to effectively manage costs of e-resources. The collaboration and cooperation between Joyner and Laupus has improved management of technology and applications for the libraries, technical services, special collections projects, the university's institutional repository (*The ScholarShip*), the shared library catalog, user services (circulation, document delivery).

These strengths can be built upon. The collaboration and cooperation between the two libraries is strong at this time. It is hoped that as the future unfolds that this collegial working relationship will strengthen so the libraries can work together to provide the best service to the ECU community.

The libraries' technology strengths can be leveraged to strengthen the link between the libraries and classroom instruction.

**2. What areas need improvement, and what recommendations can address these?**

**A. What, if any, changes are indicated in the unit's current mission, goals, and objectives?**

None

**B. What, if any, changes are indicated in the ways that achievement is measured?**

The addition of an assessment librarian, serving both libraries, could efficiently manage assessment activities for Joyner and Laupus Libraries. Such a position would enable better planning, reporting, and interpreting of assessment data. It would also allow the introduction of proactive assessment programs. This type of "built in" assessment could effectively link measurement of the libraries' services and programs with student learning and student outcome.

**C. What, if any, changes are indicated in the services/products provided by the unit?**

Moving ECU-TV from Laupus Library to the Chancellor's Division would enable ECU-TV to better serve the university and the community, as recommended by the PPC (Program Prioritization Committee) in its April 2012 report.

The Division of Health Sciences would benefit from the addition of a technical writer, housed at Laupus Library, to work with faculty to write grants and proposals. This service to PI's would complement and expand the library's existing roles in literature searching and research, bibliographic and citation management, manuscript formatting, etc. The library also provides training in using Pivot (formerly **Community of Science)** a tool for scientists and their institutions to bring together research opportunities, funding, and people.

**D. What, if any, changes are indicated in the unit's organizational structure, processes, and climate?**

There is concern about current hiring restrictions and the feeling that imposing a one-year contract model for all EPA positions will create a difficult recruiting experience.

The area of Collection Services (including collection development, management, e-resources management, digitization, and scholarly communications) is a complex and expanding subset of professional librarianship. Laupus has not added new professional positions to manage this area of the library in at least a decade. It would make sense that, if these areas of the libraries do not consolidate services, that at least one new professional position is added to the Collection Services department of Laupus Library.

The question surrounding changing the libraries' organizational structure has far-reaching implications for library operations, and user services as well as the management of resources attached to both libraries. In this current climate of change and fiscal challenge it is believed that the best course for the near future is for the libraries to continue their productive collaboration, discuss options for the future and seek out natural synergies.

**E. What, if any, changes are indicated in the unit's resources (budget, space, staffing, etc.)?**

MTS currently does not have a sufficient, permanent, sustainable operating budget. An adequate budget would enable thoughtful planning for the future. A budget would also allow for staff development planning.

Country Doctor Museum has a need for more space for museum operations and staff. It also needs improved space for collections and artifacts. Space for staff work, storage, collections and artifacts presents real constraints to program improvement and expansion. These needs were highlighted by the Traveling Archivist Program Report. (*Attachment XIII*)

Laupus Library needs to have, at a minimum, state funding that has been lost over the past four years restored to its budget. The amount lost exceeded $800,000. This level of budget cuts has impacted the library's ability to support collections, hire needed staff and faculty, sustain technological excellence, meet unexpected needs, and take advantage of new opportunities.

1. **Review the recommendations derived from 2A-E above. What priorities among these areas should be set? What is a realistic timetable for the achievement of the recommendations (l-, 3-, 5-years)? Within each time frame, prioritize the recommendations. How does the unit plan to monitor progress? Note: For the purpose of addressing this question, a chart that utilizes the following headings will suffice.**

**<u>One Year goals</u>**

| **Prioritized recommendation(s)** | **Measure(s) of progress** |
|---|---|
| 1. Implement results of Unit Code Review | 1. Approve revised new code for Laupus Library in FY 2014 |
| 2. Coordinate Strategic Planning between Joyner and Laupus Libraries to explore efficiencies | 2. Accomplish objectives in the Strategic Plan based on established timeline and priorities. Complete by close of FY 2016 |
| 3. Prioritize and begin planning to accomplish recommendations of Academic Program Review | 3. Establish work groups and report on plans developed to implement recommendations |
| 4. Establish library assessment program for Joyner and Laupus Libraries | 4. Create and fund assessment librarian position and hire personnel to establish program goals and objectives by close of FY 2015 |

**Three-year goals**

| **Prioritized recommendation(s)** | **Measure(s) of progress** |
|---|---|
| 1. Report on Strategic Plan achievements | 1 Report outcomes and recommend next steps in planning process based on achievements |
| 2. Assess implementation of Academic Program Review recommendations | 2. Report outcomes and improvements; recommend changes and modify implementation |
| 3. Plan coordinated projects or programs between Joyner and Laupus (possibly new Integrated Library System) as recommended by inter-library work groups | 3 Create comprehensive plan for specific projects (prioritize tasks and process, assign personnel-task forces etc., propose budget and timeline, space needed and other resources) |
| 4. Consolidate specific library operations between libraries to achieve efficiencies and cost savings | 4. Plan and implement consolidation and determine outcome measures by library work groups by FY 2016 |
| 5. Partner with engaged ECU clinical institutes and departments to implement Clinical Research Librarian program | 5. Fund and hire qualified librarians, to be embedded in clinical departments as members of patient care or research teams. Determine outcomes for measuring success (contacts, research, publication partnerships, participation in grant proposals, and funding, clinical impact, etc.) |
| 5. Establish an Interprofessional Office of Informatics to engage in research, applications projects, publications, and grants housed at Laupus Library in partnership with CAHS Health Information Management Chair | 6. Office is operational and reports on accomplishments by FY 2016 |

**Five-year goals**

| **Prioritized recommendation(s)** | **Measure(s) of progress** |
|---|---|
| 1. Develop coordinated Laupus and Joyner Library Strategic Plan | 1. Establish work groups and teams to accomplish objectives based on priorities and goals |
| 2. Efficiencies and recommendations from Academic program Review are in place and complete | 2 Assess outcomes and revise processes to meet expectations |
| 3. Expand Clinical Research Librarian program to other departments/ clinical institutes at ECU | 3. Secure funding, internal or external, to support librarians in additional clinical areas; hire and embed librarians in new clinical areas |

Assessment of Administrative and Support Units, Georgia State University --Revised 11-99)

# Attachments

## Attachment I

### Laupus Library Strategic Plan

### September 2011 Updated May 2012

**Education for a New Century**

Laupus Library Goal: A successful educational experience at ECU is made possible by appropriate, accessible library resources, library environment, and library/research skills to ensure student success

Outcome Objective: Laupus Library will provide physical collections and electronic resources that meet the curriculum needs of on campus and DE students in the Division of Health Sciences

Measures: By fall 2013, increase customer satisfaction with Library collections (adequate and appropriate to DHS programs and disciplines) by 10 percentage points, as measured by LibQUAL (standardized library user satisfaction survey) survey questions related to Information Control (IC). Student satisfaction as measured by LibQUAL IC survey questions

By spring 2013 increase DE student satisfaction survey participation by 10%. Results regarding the resources needed by students by 5%

Result: LibQUAL was administered in fall 2011. The increase in satisfaction with library collections was measured at 4% increase.

DE Survey was launched in March and ran into mid April 2012. Participation increased by over 20%.

Resources needed by students- survey results went from 87% for the 2010 survey to 61% in the 2012 DE survey.

Quality Enhancement: An evaluation of the physical collection was completed early 2012. This data, when analyzed, will contribute to collection development improvement targets for fiscal year 2013.

| | |
|---|---|
| Outcome Objective: | Laupus Library will enable students to successfully access ECU Libraries electronic collections needed for their study and research. |
| Measure: | By fall 2013, use of the One Search discovery tool for accessing the library's electronic collections, will increase by 20 percentage points. |
| Results: | Average monthly usage of One Search for academic year 2010-11 was 311. This will serve as the benchmark for measuring future increases for One Search use.<br><br>One Search average monthly use for academic year 2011-12 was 503. *(July – April 2012).* |
| Quality Enhancement: | Determine what enhancements to One Search will further increase use of the tool to access electronic resources including databases |
| Outcome Objective: | Laupus Library will provide an environment for students that is conducive to collaboration, individual and group study with state-of-the-art technology and tools for their use |
| Measure: | By fall 2013, LibQUAL survey, Library as Place series of questions results will improve by 10 per cent over the previous survey regarding library space |
| Results: | Library as Place, survey results, 2011 LibQUAL survey indicated a 6% increase in user satisfaction with Library as Place. |
| Quality Enhancement: | In 2011 as a response to student input the library added 6 small group study rooms, a classroom, a large open study space, and increased available power outlets on the 3rd floor. |
| Outcome Objective: | Collaborate with Joyner Library to preserve and make available the scholarly output of the university, focusing on theses and dissertations, ( ETD's) accessible via the Web by increasing the number of entries in The ScholarShip, ECU's institutional repository |
| Measure: | 5% increase for ETD deposits into repository from Laupus Library per year |
| Results: | 82 deposits made by Laupus Library for the 2010-2011academic year. |

56 deposits made by Laupus Library for *July 2011 – March 2012*

Quality enhancement: Scholarly Communications Committee will continue work to define scope and objectives for the *ScholarShip*, Institutional Repository.

**The Leadership University**

Laupus Library Goal: Laupus Library will develop its staff and faculty as leaders while contributing knowledge and skills to the library, the university community, and the profession

Outcome Objective: Library faculty and staff will improve leadership skills by participation in leadership development opportunities at university, local and national levels at least once every two years for faculty and department heads

Measure: Faculty and staff contact hours spent in leadership development activities during the year.

Results: Inventory and assessment of leadership development activities indicated that faculty and staff invested 134.5 contact hours in leadership development during 2010-2011.

During 2011-12 faculty and staff invested approximately 62 hours in leadership training.

Quality enhancement: Publicize and promote leadership opportunities, especially local activities, to faculty and department heads. Instruct department heads to encourage their direct reports to engage in leadership opportunities.

**Health, Health Care and Medical Innovation**

Laupus Library Goal: Increase awareness and use of health related literature and library services by the ECU health care community for medical research, patient care, and health care in the region

Outcome Objective: Deliver library services to support clinical services, teaching, and research by qualified liaison librarians assigned to DHS schools, colleges and departments

Measure: Liaison librarians will increase total interactions with faculty and students in their assigned areas by 10% per year

Results: Liaison librarians had a total of 1,750 interactions with library clients in FY 2011. This will be the benchmark for measuring the increase in future liaison interactions.

During 2011-12 librarians had over 2,200 client interactions.

Quality enhancement: Document volume of liaison interactions and outcomes

**Economic Prosperity for the East**

Laupus Library Goal: Partner with the health care community in the region to increase and improve access to library resources and research services

Outcome Objective: Improve resources, services, technology, and health related information access at ECU and in rural healthcare facilities through increased NN/LM (National Networks of Libraries of Medicine) awards and other external funding

Measure: Increase by 10 per cent per year National Network of Libraries of Medicine NN/LM) awards dollar amounts received for outreach projects in regional health care facilities

Results: $9,720.00 funding awarded by NN/LM in FY 2011 used as benchmark to measure future award increases.

FY 2012 Laupus Library was awarded $34,468.00 through NN/LM contracts to purchase equipment,( hardware and devices) to access health information and to promote access and use of health and health-related information at regional sites through Laupus Library's Outreach/EAHEC Library Program to sites in the 23 counties in eastern NC.

Quality enhancement: Purchase and deploy NN/LM funded hardware and devices and increase awareness through training about available health information resources through training opportunities for health providers in healthcare facilities throughout the 23 counties in the region. Track use of information kiosks and information prescriptions to demonstrate impact and use of equipment and resources.

Outcome Objective: Promote the use of health related information services, the resources of Laupus Library, and the NN/LM by increasing the number of health care personnel contacted at healthcare facilities in eastern NC by the EAHEC Librarian

Measure: 10% increase in contacts with health care providers per year

Result: 248 contacts; 26 hospital visits; 10 conferences (1,081 attendees) in FY 2011. During FY 2012 there were 63 contacts with individual health care providers; 8 hospital visits; 11 conferences with a total of 1,616 attendees (*through March 2012 only)*

**The Arts, culture, and Quality of Life**

Laupus Library Goal: The History of Medicine Collections and the Country Doctor Museum, Bailey, provide ECU student, faculty and area communities with an understanding, appreciation and context around the history of healthcare in this region and those who pioneered its delivery and development

Outcome Objective: Increase access to unique items and artifacts in Laupus Library's History Collections and the Country Doctor Museum by collaborating with Joyner Library's Digital Collections to digitize

Measure: Add 150 items to the Digital Collections in 2011.
Increase number of items/records by 10% each year

Result: The first project of 149 historical dental artifacts were digitized in fall 2011
In FY 2012 *(July – March 2012)* Laupus Library added 642 items to the digital collections.

Quality enhancement: The library is receiving inquiries about History Collection resources recently digitized and mounted on the Web.

Outcome Objective: Increase access to the History Collections lecture series by videotaping lectures and making them available via the Web

Measure: Increase Web viewing and attendance at History Department sponsored lectures each year by 10%

Result: 125 lectures viewed FY 2011. This will be the benchmark used to measure increase in videotaped lectures viewed.

During 2011-12 164 Medical History Interest Group lectures were viewed.

Quality enhancement: Website hits will indicate increase in interest in MHIG lectures. MHIG lectures have been added to *ScholarShip*. Counts from both points of access, Web views and *ScholarShip* files will be used to measure views of the lectures.

| | |
|---|---|
| Outcome Objective: | Enhance grade school curriculum related to N.C. history by increasing teacher and student participation in the Country Doctor Museum's outreach education program to schools |
| Measure: | Increase in student and teacher participation |
| Result: | Reached 150 participants in 2011-12<br>20% increase in participants per year<br><br>CDM staff reached 138 fourth grade students during the 2011-12 school year. The Museum participated in the 4th & 5th grade science day where they met with 250 students. Total: 388 participants. |
| Quality enhancement: | Enrich outreach program content to reach various grade levels to expand school audience |

Revised 5/16/2012 SNS

## Attachment II

UNIT CODE OF OPERATIONS
DEPARTMENT OF/UNIT NAME The William E. Laupus, M.D. Health Sciences Library
SCHOOL/COLLEGE OF Division of Health Sciences
EAST CAROLINA UNIVERSITY

Laupus Library Code
Preamble

This Code allows for faculty participation in and establishes procedures for the Unit's internal affairs and is consistent with all applicable appendices of the *East Carolina University Faculty Manual* (hereafter referred to as the *Faculty Manual*).

I. Mission

The William E. Laupus, M.D. Health Sciences Library (hereafter referred to as the Laupus Library) provides leadership in access to information for healthcare education, service and research in Eastern North Carolina.
In order to discharge its responsibilities, the Laupus Library will:

Collaborate with Joyner Library/Academic Library Services in the creation and support of the Virtual Library @ East Carolina University and other projects of benefit to the ECU community;

Identify, acquire and/or provide access to information resources in various media to support the university's teaching, research, and clinical programs in the health sciences;

Identify and acquire a representative sample of information resources developed specifically for health care consumers;

Assist faculty, staff, students, and health care professionals in achieving their individual and group educational goals not only by provision of appropriate information resources but by active participation in the educational process through group and individual instruction;

Organize the collection and maintain records to provide users with prompt access and complete, accurate information on the available information resources;
Inform those in the service community of the resources and services that are available to them;

Maintain an intellectual and physical environment conducive to learning and research;

Participate in the expansion of knowledge directly by conducting research investigations and by providing assistance to others conducting research;

Explore new technological advances and evaluate their effectiveness for use in providing improved information services;

Participate in cooperative programs with other institutions through networks and other systems that provide for sharing resources and/or services;

Develop and strengthen channels of communication which will facilitate the library's response to clients' needs; and

Develop and employ systems for evaluation of library resources and services.

II. Organization/Composition

A. Personnel in the Laupus Library include:

1. Faculty: all persons who hold faculty appointments as defined in Appendix D of the Faculty Manual;
2. EPA (non-faculty): professional staff exempt from the State Personnel Act who hold a post-graduate degree appropriate for the position but who do not have faculty status;
3. SPA professional ***and support*** staff: who are subject to the State Personnel Act;
4. Temporary EPA and SPA employees;
5. Student workers, including graduate assistants.

B. Faculty

1. Definition

   The Laupus Library faculty shall be composed of all individuals who hold regular academic rank and fixed-term faculty who hold appointment in the Laupus Library.

2. Voting

   All faculty members, as defined above, shall be voting faculty on any issue except where the *Faculty Manual* defines the voting faculty so as to limit eligibility to vote on a specific issue. In such instances voting faculty shall be defined for that issue as defined in the *Faculty Manual*.

   All issues shall be decided by a simple majority vote of those in attendance except where the *Faculty Manual* specifies that a different percent of those eligible for voting on the issue is required.

C. Administrative Organization

1. For the purpose of the *Unit Code* and Appendices D and L of the *Faculty Manual*, the faculty will be organized as a single Unit and will not be further subdivided.
2. The Director is the chief administrative officer of the Unit. The Director shall be selected in accordance with the *Faculty Manual*. His/her tenure in office shall conform to the *Faculty Manual*.

The Director shall:

a. Represent the Laupus Library in its relations with other Units of the University;

b. Administer the affairs of the Laupus Library in accordance with the policies determined by the Unit, the Division, and the University. The Unit's faculty shall advise the Director in relation to policy through

the standing and special committees, through recommendations formulated at general faculty meetings or meetings of the heads of operational services, and through consultation with individual faculty;

c. Manage the operation of the Laupus Library administration office and have general responsibility for utilization of space, equipment, and supplies belonging to the Laupus Library;

d. Prepare the budget and annual report in consultation with the heads of operational services, discuss them annually with the faculty in a regular faculty meeting and be responsible for administration of the budget;

e. Recommend salary increments to the Vice Chancellor for Health Sciences (hereafter referred to as the Vice Chancellor), taking into consideration the principles and criteria recommended by the faculty;

f. Assist, as requested, the Personnel Committee in the recruitment of new faculty;

g. Develop and prepare strategic plans of operation in consultation with the faculty;

h. Serve, ex officio, as a member of the Faculty Affairs Committee;

i. Respond to recommendations of the heads of operational services, faculty standing and special committees and other Laupus Library committees, or the general faculty by reporting on action taken or not taken;

j. Forward faculty committee recommendations for promotion, permanent tenure, appointment, and reappointment to the Vice Chancellor, along with the Director's own recommendations on these matters.

k. Ensure that code procedures are followed.

3. In accordance with Appendices D and L, the Laupus Library is a code Unit and does not choose to organize into sub-units (e.g., departments). However, the Director and the Laupus Library faculty, in consultation with its permanently tenured faculty, may organize internal operational services and designate an associate director, assistant director(s) and/or heads of operational services as program needs require.

4. Laupus Library faculty serve the information needs of university programs at the undergraduate and graduate level. There is no differentiation among the Laupus Library faculty as to which academic populations they will serve.

III. Faculty Committees

All committee meetings shall be open to all faculty and EPA non-faculty of the Unit, except meetings of the personnel committees dealing with confidential personnel matters.

A. Standing Committee

Faculty Affairs Committee

The Faculty Affairs Committee is the standing committee of the Unit. The quorum for this committee shall be a majority of the members, excluding the ex officio members.

1. Composition

3. Terms of Office

The terms of office of the elected members of the Faculty Affairs Committee shall be three years and be staggered so as to allow for rotation of at least one member annually. Terms of appointment shall begin with the day of the August Laupus Library faculty meeting. The Committee shall annually elect a chair.

4. Functions

The Faculty Affairs Committee shall:

a. Make recommendations to the Director concerning policy and procedure changes.

b. Review the *Unit Code* periodically and make recommendations to the permanently tenured faculty of the Unit for its revision as specified in Appendix L of the *Faculty Manual* and Part IX of the *Laupus Library Code*.

c. Review the "Guidelines for Evaluation of Laupus Faculty" periodically and make recommendations to the permanently tenured faculty of the Unit for final approval.

d. Present recommendations to the general faculty in the above-mentioned areas or in any other areas of library concern.

B. Special Committees:

a. The Faculty Affairs Committee shall be composed of three faculty members, preferably one of whom is permanently tenured, in addition to the Director who shall serve as an ex officio member.

b. All faculty and EPA non-faculty shall be eligible to serve on the Faculty Affairs Committee.

2. Method of Selection

Members of the Faculty Affairs Committee shall be nominated by the Unit in general faculty meetings and elected by secret ballot by a simple majority of the Unit faculty and EPA non-faculty present. For such elections, a quorum shall be two-thirds of the faculty and EPA non-faculty.

b. Method of Selection

Election and membership of the Personnel Committee shall comply with the requirements of Appendix D.

c. Terms of Office

The terms of office of the members of the Personnel Committee shall be three years and be staggered so as to allow for rotation of at least one member annually. Terms of appointment shall begin with the day of the August Laupus Library faculty meeting.

d. Duties

The duties of the Personnel Committee shall be those defined in Appendix D and include the following additional duties:

1. Elect ad hoc search committees and the chairs of search committees for faculty positions. At least one member of the Personnel Committee shall serve on each search committee.

2. Receive the results of ad hoc search committees and make recommendations regarding appointments according to Appendix D.

3. Consult with the Director on the appointment or removal of heads of operational services.
4. Call meetings of the faculty, as needed, for discussion or voting on personnel matters.

2. Promotion Committee

The composition and duties of Promotion Committees shall be those prescribed in the ECU *Faculty Manual*, Appendix D.

3. Tenure Committee

The composition and duties of the Tenure Committee shall be those prescribed in the ECU *Faculty Manual*, Appendix D. The duties include consulting annually with the Director in the preparation of each probationary-term faculty member's progress toward tenure letter.

4. Ad Hoc Search Committee

a. Membership:

An Ad Hoc Search committee shall be comprised of sufficient members to accomplish the logistical needs of the specific search (a minimum of five members). A majority of the committee must be voting faculty of the Laupus Library. At least one member of the Personnel Committee must serve on the committee. The committee may include SPA staff of the Library. Depending upon the expertise required in the position being filled, other ECU personnel may be invited to serve.

b. Duties:

1. Prepare the advertisement for an open position in consultation with the Director and appropriate head of operational service.
2. Solicit and review applications for positions.
3. Select candidates for interview. Special committees of the Laupus Library shall consist of the Personnel, Promotion, Tenure, and Ad Hoc Search Committees. Membership in special committees will follow the "Description of 'voting faculty'" in Appendix D Section IV of the *Faculty Manual.*

1. Personnel Committee

a. Composition

1. The Personnel Committee shall be composed of three members. Two members must be elected from the permanently tenured faculty. One member must be elected from the permanently tenured or probationary-term voting faculty.
2. If the number of permanently tenured faculty drops below three, permanently tenured members will serve continuously until the number of permanently tenured faculty permits the resumption of rotation of permanently tenured members.
3. The committee shall annually elect a chair as specified in Appendix D.
4. Arrange interview schedules.
5. Submit results of the search and the recommendations of the search committee to the Personnel Committee.

IV. Appointment, Annual Evaluation, Reappointment, Promotion and Conferral of Permanent Tenure

A. Appointment

The criteria and procedures used for appointment of faculty shall meet the requirements specified in Appendix C, Appendix D, and Appendix L of the ECU *Faculty Manual.*

1. Fixed Term Faculty

Individuals with less than two years of relevant professional library experience will be considered for appointment only as fixed-term faculty. Initial fixed term contracts will be for a period of one year at the Research Instructor level.

After no more than two successive one-year contracts, fixed term faculty may apply for a multi-year contract**.** Faculty will be offered the choice of a fixed term contract or of applying for a probationary-term appointment. At the end of a fixed-term contract, faculty who choose to change to the tenure track will be required to participate in an ECU internal personnel search.

Appointments could also be made with the titles of Research Assistant Professor, Research Associate Professor, or Research Professor for faculty with more than two years relevant experience.

2. Probationary Faculty

a. Assistant Professor

Appointment at the Assistant Professor level may be made for those candidates who meet the qualifications as defined in Appendix C and have a minimum of two years of relevant professional library experience.

b. Associate Professor

Appointment at the Associate Professor level may be made for those candidates who meet the criteria for the previous rank, and, in addition, offer evidence of superior performance of professional duties, active and productive research, a minimum of 5 years of professional experience in an academic health sciences library, and a record of relevant professional activities and service commensurate with this professorial rank.

c. Professor

Appointment at the level of Professor is reserved for those candidates who meet the criteria for the previous rank and, in addition, hold a second Master's degree or earned doctorate in an area relevant to their appointment to the Laupus Library faculty, have a minimum of 10 years of experience in an academic health sciences library, and who present a record of professional performance, active and productive research, and professional activities and services commensurate with this senior professorial rank.

B. Annual Evaluation

Criteria and procedures used for evaluation shall be consistent with those specified in Appendix C Sections I.C., III, and IV of the *Faculty Manual;* however, for Laupus Library Faculty, "Performance of Professional Duties and Continuing Professional Development" shall be considered equivalent to "Teaching," and the evaluation of the "Performance of Professional Duties and Continuing Professional Development"

shall be used in lieu of the "Evaluation of Teaching." Evaluations shall take into account the following components with relative weight ranges as indicated:

1. Performance of Professional Duties and Continuing Professional Development (60-90%)
2. Creative Activity/Research (5-30%)
3. Service to the University, the Profession, and the Community (5-20%).

Criteria used in annual evaluation include any or all of the general criteria contained in the following section of this Code and more specific criteria contained in the document entitled “Guidelines for Evaluation of Laupus Faculty” approved by the Laupus Library faculty. Additional criteria specifically relating to reappointment, promotion, and conferral of tenure can be found in Appendix D Sections III and IV.

1. Performance of Professional Duties and Continuing Professional Development

Performance and professional development shall be evaluated based on:

a. Quality of job performance
b. Understanding and application of contemporary library methods
c. Effectiveness of judgment
d. Effectiveness of interpersonal interactions
e. Evidence of continuing education activities and/or completion of academic courses related to faculty assignments.

2. Creative Activity/Research

a. The nature and success of creative activity/research undertaken shall be considered in evaluating creative activity/research.
b. Types of publications shall include but not be limited to books, book chapters, journal articles, major bibliographic projects, and book reviews. Greater weight shall be given to first and/or senior authorship and to refereed over non-refereed publications.
c. Presentations at professional meetings via oral presentation or poster session. Greatest weight shall be given to solo presentations at international or national meetings.
d. Types of grant activities may include but not be limited to proposal writing, funded and non-funded projects, principal investigator, co-investigator and other activities. Greater weight shall be given to funded over non-funded projects.

3. Service to the University, the Profession and the Community

Service shall be demonstrated by active participation in the following:

a. Laupus Library committees
b. University service including university committees, service within the Division of Health Sciences, and/or committees jointly sponsored by Laupus and Joyner Libraries
c. Professional association service
d. Community service

Greater weight shall be given for leadership roles in any of the above activities.

Any revisions to the relative weights assigned to each of the above criteria shall be approved by the permanently tenured faculty of the Unit. Any such revisions shall be incorporated into the Unit's Code in accordance with the provisions of Appendix C. In no case, however, shall service be weighed more heavily than either Performance

of Professional Duties and Continuing Professional Development or Creative Activity/Research.

Annually, by July 1, each faculty member, in consultation with his/her head of operational service and the Director, will select relative weights to be applied to the criteria that are used in the annual evaluation of the individual's performance for the following year.

All faculty will receive an annual evaluation done in consultation between his/her head of operational service and the Director and based upon the relative weights determined by the previous July 1.

Performance, as evaluated using the Laupus Library's criteria and "Guidelines for Evaluation of Laupus Faculty" previously approved by the faculty and posted on the Library's Intranet, will be the primary determinant of eligibility for merit salary awards, although other factors such as salary inequities and the availability of salary increase funds in the recent past may be considered as well. Participation in any merit increases will be determined by the Director based upon the above guidelines, but in no case will a faculty member who fails to receive an evaluation of at least "meets job performance expectations" receive a merit increase.

Information on the contents of and procedures related to faculty personnel/evaluation files is in Appendix C Section VI of the *Faculty Manual*.

C. Evaluation, Subsequent Appointment, and Advancement in Title of Fixed Term Faculty

Evaluation, subsequent appointment, and advancement in title of fixed term faculty shall follow the policies and procedures in Appendices C and D and Part XIII of the *Faculty Manual*.

The Library has these policies: Laupus Library Portfolio for Contract Renewal of Fixed Term Faculty; Evaluation and Subsequent Appointment of Fixed Term Faculty; Advancement in Title of Fixed Term Faculty.

The "Guidelines for Evaluation of Laupus Faculty" document prescribes procedures, criteria, and relative weights for evaluation of fixed-term faculty.

D. Reappointment

Reappointment for probationary-term faculty shall follow policies and procedures in Appendices C and D and Parts XII and XIII of the *Faculty Manual.*

The suggested timelines below shall be used by those evaluating probationary-term faculty and shall also be used in preparing the progress toward tenure letters. These are guidelines, not mandates, for measuring performance.

1. Years One and Two
    a. Demonstrate performance of professional duties at least at the "meets expectation" level on the annual evaluation.
    b. Serve as a contributing member of Laupus Library committees.
    c. Regularly attend faculty meetings.
    d. Maintain membership in the Medical Library Association or a comparable national or international professional organization. Maintain eligibility for certification in a nationally recognized credentialing organization.
    e. Have evidence of progress towards tenure consistent with the relative weights selected for performance of professional duties and continuing professional development, creative activity/research, and

service to the University, the profession and community for each year served.

2. Year Three
    a. Demonstrate performance of professional duties at least at the "exceeds expectation" level on the annual evaluation.
    b. Serve as a contributing member of Laupus Library committees.
    c. Regularly attend faculty meetings.
    d. Maintain membership in the Medical Library Association or a comparable national or international professional organization. Maintain eligibility for certification in a nationally recognized credentialing organization.
    e. Have evidence of progress towards tenure consistent with the relative weights selected for performance of professional duties and continuing professional development, creative activity/research, and service to the University, the profession and community for each year served.

Reappointment beyond year three will be based upon cumulative evidence of: quality of performance of professional duties in years one, two, and three; evidence of continued professional growth and development; active and productive research and ScholarShip; a record of activity and leadership in Laupus Library and Division and/or University committees and a record of activity and leadership in professional organizations.

3. Years Four and Five
    a. Demonstrate performance of professional duties at least at the "exceeds expectation" level on the annual evaluation.
    b. Serve as a contributing member of Laupus Library committees.
    c. Regularly attend and contribute to faculty meetings.
    d. Maintain membership in the Medical Library Association or a comparable national or international professional organization. Maintain eligibility for certification in a nationally recognized credentialing organization.
    e. Have additional cumulative evidence of progress towards tenure consistent with the relative weights selected for performance of professional duties and continuing professional development, creative activity/research, and service to the University, the profession and community for each year served.
4. Years Six and Seven
    a. Demonstrate performance of professional duties at least at the "exceeds expectation" level on the annual evaluation.
    b. Continue to contribute to Laupus Library committees at a progressively higher level of leadership.
    c. Regularly attend and contribute to faculty meetings.
    d. Maintain membership in the Medical Library Association or a comparable national or international professional organization. Maintain eligibility for certification in a nationally recognized credentialing organization.

e. Have additional cumulative evidence of progress towards tenure consistent with the relative weights selected for performance of professional duties and continuing professional development, creative activity/research, and service to the University, the profession and community for each year served.

E. Promotion

Promotion for probationary-term and tenured faculty shall follow the policies and procedures in Appendix C Section IV, Appendix D, Part XII, and Part XIII of the *Faculty Manual*.

1. Criteria for Promotion from Assistant to Associate Professor

The faculty member must:

a. Have evidence of consistent performance of professional duties at least at the "exceeds expectation" level on annual evaluations

b. Have evidence of active, productive ScholarShip and creative activity/research.

c. Have a record of activity and leadership on Laupus Library and Division/University committees that demonstrates a breadth of activities and depth of contribution to these committees.

d. Be a member of the Medical Library Association or a comparable national or international professional organization and have a minimum of 5 years of experience in academic health sciences libraries.

e. Have established a history of leadership activities and positions in a variety of professional organizations.

2. Criteria for Promotion from Associate Professor to Professor

The faculty member must:

a. Have evidence of consistent performance of professional duties at least at the "exceeds expectation" level on annual evaluations.

b. Have an active and productive record of research and ScholarShip commensurate with that of a senior member of the faculty.

c. Have a record of continued contribution to Laupus Library/Division/University committees at a level commensurate with that of a senior member of the faculty.

d. Have maintained membership in the Medical Library Association or a comparable national or international professional organization and have at least 10 years of experience in an academic health sciences library.

e. Have a second Master's degree or an earned doctorate in a field related to or complementing the candidate's work in the Laupus Library.

F. Conferral of Permanent Tenure

Conferral of permanent tenure shall follow the policies and procedures in Appendix D and Parts XII and XIII of the *Faculty Manual*.

1. Criteria for Performance of Professional Duties and Continuing Professional Development

The faculty member must:

a. Have an established pattern of performance of professional duties at least at the "exceeds expectation" level on annual evaluations.

b. Demonstrate commitment to expanding his/her capacity for serving the University and the Laupus Library.

c. Be an active participant in departmental affairs including willingly serving on departmental committees and executing committee responsibilities effectively, attending departmental meetings and participating in discussions as appropriate.

d. Maintain/enhance his/her professional competence by holding membership in the Medical Library Association or a comparable national or international professional organization, maintain eligibility for certification in a nationally recognized organization and by attending appropriate meetings/seminars/workshops.

2. Criteria for Creative Activity/Research

The faculty member must:

a. Identify research topics and conduct research projects to completion.

b. Present the results of research via oral presentation or poster session at a professional meeting.

c. Prepare and publish the results of research in a peer reviewed journal.

3. Criteria for Service to the University, the Profession and the Community

The faculty member must:

a. Have served on professional association committees and/or have held office in such associations.

b. Volunteer for university service, accept university service assignments and execute responsibilities effectively.

V. Meetings

A. Meetings of the Unit shall be held in conformity with University policy. Either the Director or a majority of the members in residence shall have authority to call special meetings of the Unit. Regular meetings of the Unit shall take place monthly. One meeting may be omitted in the summer.

B. At the May faculty meeting, the faculty shall elect a convener to preside over the Unit meetings. The term of office is one year beginning in July. The convener may be re-elected.

C. The preliminary agenda for Faculty Meetings shall be circulated at least one week in advance. The agenda shall include all matters of Unit policy recommended by the faculty or any standing or special committee.

D. Requests to place items on an agenda should be made in time for inclusion of the item at the next scheduled faculty/committee meeting. In any event, such requests should not be delayed beyond the second meeting after the request is submitted to the convener or the committee chairperson.

E. EPA (non-faculty) personnel and temporary EPA employees may participate in faculty meetings.

F. A quorum shall be present at all meetings. A quorum shall consist of a simple majority of the Unit faculty members except as otherwise specified by the *Faculty Manual*. No votes shall be cast by proxy. Unit action shall be determined by those present and voting. Proceedings shall be conducted according to *Robert's Rules of Order Newly Revised*. Minutes of Unit meetings shall be kept and distributed to all members of the Unit.

VI. Evaluation of Unit, Unit Administrator, and University Administrators

A. Unit Reports, Strategic and Planning Documents

The Unit's reports, major planning documents, and other assessments of Unit operations shall be submitted to the faculty for its approval or disapproval prior to their submission to person(s) outside the Unit.

B. Evaluation of Unit

An evaluation of the Unit shall be conducted as specified in Appendix L of the *Faculty Manual*.

C. Unit Administrator Evaluations

The director of the Laupus Library shall be evaluated **in accordance with established University policies**

D. University Administrator Evaluations

Faculty shall participate in the annual evaluation of administrators **in accordance with established University policies**

VII. Criteria for Salary Increases

Performance, as evaluated using the weights dictated by this Code and the Laupus Library's criteria and "Guidelines for Evaluation of Laupus Faculty" previously approved by the faculty and posted on the Library's Intranet, will be the primary determination of eligibility for merit salary awards. The criteria upon which this eligibility will be based are the faculty member's performance of professional duties, research/creative activities, and service as well as contributions to the Laupus Library's mission and strategic plan.

Eligibility for merit pay awards will be determined annually during the faculty evaluation process using those weights mutually agreed upon by the faculty member and his/her supervisor. These elements will be documented in each faculty evaluation.

The Director, using eligibility information from annual faculty evaluations, will determine final distribution of merit pay based upon eligibility as well as other factors such as salary inequity, need to recognize special personnel milestones, and the availability of salary increase funds in the recent past. In no case will a faculty member who fails to receive an evaluation of at least "meets job performance expectations" receive a merit increase.

The Director discusses this assessment with the faculty at a Faculty Meeting.

VIII. Code Compliance

Unit administrators should ensure that code procedures are followed. The faculty also have a responsibility to ensure that Unit Code procedures are followed.

IX. Enabling

The original *Unit Code* and any revisions shall become effective upon the approval by a majority of the permanently tenured faculty of the Unit by secret ballot and after approval by the Faculty Senate and the Chancellor.

X. Amendment of Code

The Faculty Affairs Committee shall be responsible for reviewing the Laupus Library Code. Whenever revisions are considered necessary, the Faculty Affairs Committee will request suggestions from the entire faculty, and it will recommend to the faculty appropriate revisions. Proposed revisions must be submitted to the faculty at least seven university calendar days in advance of the vote to approve the Code amendment. Revisions must be approved by a majority of the permanently tenured faculty (see Appendix L) prior to submission to the Faculty Senate.

# Attachment III

## Library Reporting Structure and Faculty Staff Appointments - 2010 data (source AAHSL 33rd Descriptive Survey)

Library type

| BML (Biomedical Library) | FMGL (Full Medical School and Graduate Biomedical Sciences Library) | FMOL (Full Medical School plus Other Schools Library) | OTHER (Other type of academic library serving the School or College of Medicine) |
|---|---|---|---|
| • Univ of Missouri at Kansas City | • Florida International Univ<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | • Duke Univ<br>• East Carolina Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota<br>• Virginia Commonwealth Univ | N/A |

Library Reporting Position

| Dean, Vice Dean, or Associate Dean of the medical school or college | University Librarian; Dean, Provost or Director of University Libraries; or other University Libraries administrator | Chief Information Officer | Vice President or Vice Chancellor for Health Affairs, or equivalent position (to whom the health sciences deans report) | Other (Specify with a note) |
|---|---|---|---|---|
| • Duke Univ<br>• Florida International Univ<br>• Univ of North Dakota<br>• Univ of South Carolina | • Univ at Buffalo<br>• Univ of Louisville<br>• Univ of Missouri at Kansas City<br>• Univ of N Carolina at Chapel Hill<br>• Virginia Commonwealth Univ | N/A | • East Carolina Univ<br>• Texas Tech Univ Health Sci Ctr | • Wake Forest Univ Schl of Med |

Library Reporting Organization

| Medical School | Other Health Science School | University Library | Health Sciences Center Administration | University Administration | Other (Specify with a note) |
|---|---|---|---|---|---|
| • Duke Univ<br>• Florida International Univ<br>• Univ of North Dakota<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | N/A | • Univ at Buffalo<br>• Univ of Louisville<br>• Univ of Missouri at Kansas City<br>• Univ of N Carolina at Chapel Hill<br>• Virginia Commonwealth Univ | • East Carolina Univ<br>• Texas Tech Univ Health Sci Ctr | N/A | N/A |

Categories of Staff at your library with Faculty Appointments

Library Director

| Tenure-track faculty appointment | Non-tenure-track faculty appointment | An "adjunct" or "visiting" faculty appointment in a school or department outside the library | Other faculty-like appointment (Please describe in a note) | NOT a faculty appointment |
|---|---|---|---|---|
| • **East Carolina Univ**<br>• **Univ at Buffalo**<br>• **Univ of Louisville**<br>• **Univ of South Carolina** | • **Florida International Univ**<br>• **Texas Tech Univ Health Sci Ctr**<br>• **Univ of Missouri at Kansas City**<br>• **Virginia Commonwealth Univ** | **N/A** | • **Univ of N Carolina at Chapel Hill** | • **Duke Univ**<br>• **Univ of North Dakota**<br>• **Wake Forest Univ Schl of Med** |

**F**aculty Appointments

Staff Librarians

| Tenure-track faculty appointment | Non-tenure-track faculty appointment | An "adjunct" or "visiting" faculty appointment in a school or department outside the library | Other faculty-like appointment (Please describe in a note) | NOT a faculty appointment |
|---|---|---|---|---|
| • Univ at Buffalo<br>• Univ of Louisville<br>• Univ of South Carolina | • East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of Missouri at Kansas City<br>• Virginia Commonwealth Univ | N/A | • Univ of N Carolina at Chapel Hill | • Duke Univ<br>• Univ of North Dakota<br>• Wake Forest Univ Schl of Med |

Other Professional Staff

| Tenure-track faculty appointment | Non-tenure-track faculty appointment | An "adjunct" or "visiting" faculty appointment in a school or department outside the library | Other faculty-like appointment (Please describe in a note) | NOT a faculty appointment |
|---|---|---|---|---|
| N/A | • Univ of South Carolina<br>• Virginia Commonwealth Univ | N/A | • Univ of N Carolina at Chapel Hill | • Duke Univ<br>• East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of Missouri at Kansas City<br>• Univ of North Dakota<br>• Wake Forest Univ Schl of Med |

Faculty Appointments Other Senior Staff Positions

| Tenure-track faculty appointment | Non-tenure-track faculty appointment | An "adjunct" or "visiting" faculty appointment in a school or department outside the library | Other faculty-like appointment (Please describe in a note) | NOT a faculty appointment |
|---|---|---|---|---|
| N/A | • Virginia Commonwealth Univ | N/A | N/A | • Duke Univ<br>• East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of Missouri at Kansas City<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med |

# Attachment IV

**Library and Related Activities – 2010 data (source AAHSL 33rd Descriptive Survey)**

Cataloging

| Full Responsibility | Shared Responsibility | Responsibility Outsourced | No Responsibility but Provided by Others | No Responsibility and Not Provided by Others |
|---|---|---|---|---|
| • East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | • Duke Univ | • Virginia Commonwealth Univ | • Univ at Buffalo<br>• Univ of Missouri at Kansas City | N/A |

Other Metadata Activities

| Full Responsibility | Shared Responsibility | Responsibility Outsourced | No Responsibility but Provided by Others | No Responsibility and Not Provided by Others |
|---|---|---|---|---|
| • Duke Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of N Carolina at Chapel Hill<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | • East Carolina Univ<br>• Univ of Louisville | • Univ at Buffalo<br>• Univ of North Dakota<br>• Virginia Commonwealth Univ | • Univ of Missouri at Kansas City | N/A |

Acquisitions

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Duke Univ<br>• East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | • Univ at Buffalo | • Virginia Commonwealth Univ | • Univ of Missouri at Kansas City | N/A |

Electronic Resource Licensing Negotiations

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | • Duke Univ<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Virginia Commonwealth Univ | • Univ of North Dakota | • Univ of Missouri at Kansas City | N/A |

Serials Management

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but</u> <u>Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Duke Univ<br>• East Carolina Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | • Florida International Univ<br>• Univ at Buffalo | • Virginia Commonwealth Univ | • Univ of Missouri at Kansas City | N/A |

Interlibrary Loan Lending / Borrowing & Document Delivery Services

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but</u> <u>Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Duke Univ<br>• East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of Missouri at Kansas City<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota<br>• Univ of South Carolina | N/A | N/A | N/A | N/A |

| | | | | |
|---|---|---|---|---|
| • Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | | | | |

Integrated Library Systems (ILS) Management

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Texas Tech Univ Health Sci Ctr | • Duke Univ<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | • East Carolina Univ<br>• Univ of North Dakota<br>• Virginia Commonwealth Univ | • Florida International Univ<br>• Univ at Buffalo<br>• Univ of Missouri at Kansas City | N/A |

Database Server Management

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Duke Univ<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota | • Univ of Louisville<br>• Univ of South Carolina | • East Carolina Univ<br>• Wake Forest Univ Schl of Med | • Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Missouri at Kansas City<br>• Virginia Commonwealth Univ | N/A |

Institutional Network Management

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility but Provided by Others** | **No Responsibility and Not Provided by Others** |
|---|---|---|---|---|
| • East Carolina Univ | • Univ of Louisville<br>• Univ of North Dakota | N/A | • Duke Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Missouri at Kansas City<br>• Univ of N Carolina at Chapel Hill<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | N/A |

Local Area Network LAN) Server Management

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility but Provided by Others** | **No Responsibility and Not Provided by Others** |
|---|---|---|---|---|
| • Duke Univ<br>• East Carolina Univ<br>• Univ of N Carolina at Chapel Hill | • Univ at Buffalo<br>• Univ of Louisville<br>• Univ of North Dakota | N/A | • Texas Tech Univ Health Sci Ctr<br>• Univ of Missouri at Kansas City<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | • Florida International Univ |

Website Server Management

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Duke Univ<br>• East Carolina Univ<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota | • Univ of South Carolina | • Virginia Commonwealth Univ | • Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of Missouri at Kansas City<br>• Wake Forest Univ Schl of Med | N/A |

E-mail Server Management

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| N/A | N/A | • Univ of North Dakota | • Duke Univ<br>• East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of Missouri at Kansas City<br>• Univ of N Carolina at Chapel Hill<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | N/A |

Wide Area Network Server Management

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility but Provided by Others** | **No Responsibility and Not Provided by Others** |
|---|---|---|---|---|
| • Univ of N Carolina at Chapel Hill | • Univ of North Dakota | N/A | • Duke Univ<br>• East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of Missouri at Kansas City<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | N/A |

Computer Account Management

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility but Provided by Others** | **No Responsibility and Not Provided by Others** |
|---|---|---|---|---|
| • Univ of North Dakota<br>• Univ of South Carolina | • Duke Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Wake Forest Univ Schl of Med | N/A | • East Carolina Univ<br>• Florida International Univ<br>• Univ at Buffalo<br>• Univ of Missouri at Kansas City<br>• Virginia Commonwealth Univ | N/A |

Library Website Development & Management

| Full Responsibility | Shared Responsibility | Responsibility Outsourced | No Responsibility but Provided by Others | No Responsibility and Not Provided by Others |
|---|---|---|---|---|
| • Duke Univ<br>• East Carolina Univ<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | • Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville | • Virginia Commonwealth Univ | • Univ of Missouri at Kansas City | N/A |

Website Development and Management for Other Units

| Full Responsibility | Shared Responsibility | Responsibility Outsourced | No Responsibility but Provided by Others | No Responsibility and Not Provided by Others |
|---|---|---|---|---|
| N/A | • East Carolina Univ*<br>• Univ of North Dakota<br>• Univ of South Carolina | N/A | • Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | • Duke Univ<br>• Univ of Missouri at Kansas City<br>• Univ of N Carolina at Chapel Hill |

*Not reported as such in 2010 survey – MTS provides website development in partnership with departments in Division of Health Sciences.

Learning Management Systems Support

| Full Responsibility | Shared Responsibility | Responsibility Outsourced | No Responsibility but Provided by Others | No Responsibility and Not Provided by Others |
|---|---|---|---|---|
| • East Carolina Univ<br>• Wake Forest Univ Schl of Med | • Duke Univ<br>• Univ of North Dakota | N/A | • Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ | • Univ of Missouri at Kansas City |

Computer Aided Instruction (CAI) Applications Management

| Full Responsibility | Shared Responsibility | Responsibility Outsourced | No Responsibility but Provided by Others | No Responsibility and Not Provided by Others |
|---|---|---|---|---|
| • East Carolina Univ | • Duke Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of North Dakota | N/A | • Florida International Univ<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | • Univ of Missouri at Kansas City |

Instructional Design (CAI and Multimedia program development)

| Full Responsibility | Shared Responsibility | Responsibility Outsourced | No Responsibility but Provided by Others | No Responsibility and Not Provided by Others |
|---|---|---|---|---|
| • East Carolina Univ<br>• Virginia Commonwealth Univ | • Univ at Buffalo<br>• Univ of South Carolina | • Univ of North Dakota | • Duke Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Wake Forest Univ Schl of Med | • Univ of Missouri at Kansas City |

AV Equipment Management and Delivery

| Full Responsibility | Shared Responsibility | Responsibility Outsourced | No Responsibility but Provided by Others | No Responsibility and Not Provided by Others |
|---|---|---|---|---|
| • East Carolina Univ | • Texas Tech Univ Health Sci Ctr<br>• Univ of North Dakota<br>• Wake Forest Univ Schl of Med | N/A | • Duke Univ<br>• Florida International Univ<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ | • Univ of Missouri at Kansas City |

Graphics, Illustration and Photography

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but</u> <u>Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Texas Tech Univ Health Sci Ctr<br>• Virginia Commonwealth Univ | • Duke Univ<br>• East Carolina Univ<br>• Wake Forest Univ Schl of Med | N/A | • Florida International Univ<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota<br>• Univ of South Carolina | • Univ of Missouri at Kansas City |

Bioinformatics Support

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but</u> <u>Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Univ at Buffalo | • Texas Tech Univ Health Sci Ctr<br>• Univ of N Carolina at Chapel Hill<br>• Wake Forest Univ Schl of Med | • Univ of North Dakota | • Duke Univ<br>• East Carolina Univ<br>• Univ of Louisville<br>• Virginia Commonwealth Univ | • Florida International Univ<br>• Univ of Missouri at Kansas City<br>• Univ of South Carolina |

Academic Computing Support

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| N/A | • Wake Forest Univ Schl of Med | N/A | • Duke Univ<br>• East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ | • Univ of Missouri at Kansas City |

Curriculum, Scheduling, and Other Instructional Support

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| N/A | • Duke Univ<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota | N/A | • East Carolina Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | • Univ of Missouri at Kansas City |

Consumer and/or Patient Health Information

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility but Provided by Others** | **No Responsibility and Not Provided by Others** |
|---|---|---|---|---|
| • Duke Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Louisville<br>• Univ of North Dakota<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | • East Carolina Univ<br>• Univ of N Carolina at Chapel Hill | N/A | N/A | • Florida International Univ<br>• Univ of Missouri at Kansas City |

Institutional Repository

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility but Provided by Others** | **No Responsibility and Not Provided by Others** |
|---|---|---|---|---|
| • Duke Univ | • East Carolina Univ<br>• Univ at Buffalo | • Virginia Commonwealth Univ | • Florida International Univ<br>• Univ of Missouri at Kansas City<br>• Univ of N Carolina at Chapel Hill<br>• Univ of North Dakota<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | • Texas Tech Univ Health Sci Ctr<br>• Univ of Louisville |

NIH Public Access Policy Manuscript and Submission support

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Univ of Louisville<br>• Univ of Missouri at Kansas City<br>• Univ of South Carolina | • Duke Univ<br>• East Carolina Univ<br>• Univ at Buffalo<br>• Univ of N Carolina at Chapel Hill<br>• Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | N/A | • Texas Tech Univ Health Sci Ctr<br>• Univ of North Dakota | • Florida International Univ |

Grant Preparation and/or Submission Support

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| N/A | • East Carolina Univ<br>• Univ at Buffalo<br>• Univ of North Dakota<br>• Virginia Commonwealth Univ | • Univ of Missouri at Kansas City | • Duke Univ<br>• Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of Louisville<br>• Univ of N Carolina at Chapel Hill<br>• Univ of South Carolina<br>• Wake Forest Univ Schl of Med | N/A |

Copyright Permissions Support

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Univ of Missouri at Kansas City | • Duke Univ<br>• East Carolina Univ<br>• Univ at Buffalo<br>• Univ of N Carolina at Chapel Hill<br>• Univ of South Carolina<br>• Virginia Commonwealth Univ<br>• Wake Forest Univ Schl of Med | N/A | • Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ of Louisville<br>• Univ of North Dakota | N/A |

Faculty Publications Database Support

| **Full Responsibility** | **Shared Responsibility** | **Responsibility Outsourced** | **No Responsibility <u>but Provided</u> by Others** | **No Responsibility <u>and</u> Not <u>Provided</u> by Others** |
|---|---|---|---|---|
| • Wake Forest Univ Schl of Med | • Duke Univ<br>• East Carolina Univ<br>• Virginia Commonwealth Univ | N/A | • Florida International Univ<br>• Texas Tech Univ Health Sci Ctr<br>• Univ at Buffalo<br>• Univ of Missouri at Kansas City<br>• Univ of N Carolina at Chapel Hill | • Univ of Louisville<br>• Univ of North Dakota<br>• Univ of South Carolina |

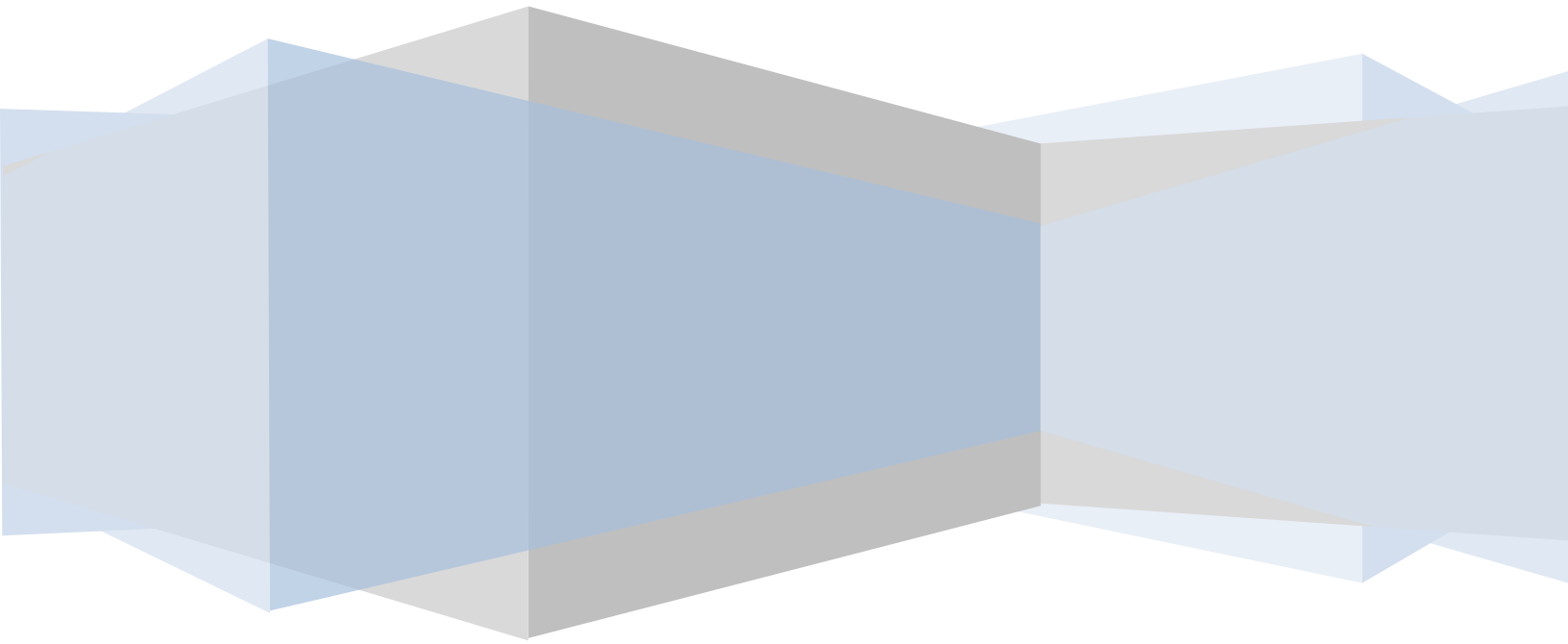
**Attachment V**

# Multimedia & Technology Services (MTS)

Annual Report

Donna McDonald, Associate Director

2011-2012



# Employees

| Name | Title | Dates of Employment |
|---|---|---|
| Donna McDonald | Associate Director | July 1987 – present |
| Matthew Ballengee | Asst Dir, Web Development | January 2000 – present |
| Doug Barnum | Multimedia Specialist | April 1997 – present |
| Larry Bone | Technology Support Technician | September 2010 – present |
| Adam Brewer | Instructional Technology Consultant | November 2008 – present |
| Norman Collins | Videographer | May 2004 – present |
| T. Michael Davis | AV Support/Consultant | October 1993 – present |
| Charles W. Elton | Videographer | April 2001 – present |
| Carl Herrmann | Web Designer | March 2012 – present |
| William Igoe | AV Support/Consultant | November 1994 – present |
| Elbert Kennard III | Photographer | September 1988 – present |
| Christopher Motteler | AV Support/Consultant | October 2007 – present |
| Michael Myles | Videographer | May 1997 – present |
| Wendy Peterson | Web Designer | March 2007 – present |
| Carolyn Reid | Office Manager | October 1990 – present |
| Nathan Saunders | Classroom Support Services Mgr | July 2006 – present |
| Samuel Saunders | Videographer | June 2005 – present |
| Thomas Skinner | ECU-TV & Video Services Manager | January 2009 – present |
| Timothy Smith | Classroom/AV Support Technician | October 2010 – present |
| Robert Spencer | Videoconferencing Technician | January 1998 – present |
| Johnny Stanley | AV Support/Consultant | October 2004 – present |
| Chad Waters | AV Technology Support Manager | October 2008 – present |

# Accomplishments

## AV Technology Support

- AV Technology Support completed 1171 work orders.
- AV setups completed 385 with support time of 401 hours.
- Provided proposal, design, and installation of AV equipment in:
    - Brody Outpatient (installed monitors)
    - Pediatric Outpatient Lobby
    - Brody Auditorium (installed new stage lights & mixer)
    - Surgery Outpatient
    - Pediatrics Room 3E131A
- MediaSite recordings for BSOM departments.
- Cardiac Cath Labs 7 case recordings and setup to review in another room.
- MTS continues to work with the School of Dental Medicine building project
    - Review and input on the AV design for the School of Dental Medicine building
    - Review and input on the AV design for the SODM Service Learning Centers
    - Design and equipment list for the Gross Lab 8th floor anatomy (video conferencing to 2E-100)
    - Design and equipment list for the Simulation Lab for the SODM (2nd floor old library space)
    - Design and equipment list for the 2E100 classroom for the SODM
    - MediaSite recordings in 2E100 for several weeks until permanent solution was installed
- Worked with Family Medicine on the nStream equipment and recording issues.
- Installed AV equipment for Laupus Library in rooms 1504, 3503, and 3510.
- Installed AV equipment in the MTS conference room 1E34.

## Vidant Audiovisual/Videoconferencing Support

- AV Technology Support completed 385 Vidant work orders.
- Preventive maintenance on local and remote rooms included in the Vidant AV Contract.
- Supported all videoconferences including the ones covered by the AV Contract.
- Supported the monthly IS meeting and supplied a DVD recording.
- Proposals for local rooms included the Surgi-Center staff lounge, Surgi-Center waiting area, Vidant ECHI Administration room, Vidant Martii cart, West End Building Salton room, Emergency Department conference room, Venture Towers projector move, Venture Towers conference room, and Trailer 11 Educational room.
- Proposals for remote rooms included the Beaufort Hospital Educational and Administration rooms.
- Heritage Hospital Administration room AV equipment install.
- Bertie Hospital Administration room AV equipment install.
- Radiology Conference room AV equipment install.
- Surgi-Center Staff lounge AV equipment install.
- Pathology Educational room AV equipment install.
- Doctor's Park #7 AV equipment install.
- West End Building Salton room AV equipment install.
- Assembled Telemedicine mobile carts and installed in Vidant Hospitals for the Telepsychiatry project:
    - Albemarle
    - Chowan
    - Bertie
    - Duplin
    - Roanoke-Chowan
    - Heritage
    - Outer Banks

  - Beaufort
- Children's Miracle Network Telethon setup and support.

### Telemedicine Support

- AV Technology Support completed 112 Telemedicine work orders.
- Installed mobile cart.
- NC Department of Corrections VPN connection completed.
- New Bern Port location network connection.
- Cherry Hospital mobile cart proposal.
- Kinston Community Center cart installation.
- NC Department of Corrections new site added.
- Provided regular support for Telemedicine booths and remote sites.

## Classroom Support

### Computer Lab, Resources & Services

- Hired (5) new student staff and trained as computer lab assistants.
- Computer Lab renovations included:
  - New Lenovo M90z All-in-One computers installed throughout the lab; additional power outlets now available in tables for users' mobile devices.
  - Installed 2 new HP LaserJet printers.
- Performed license updates/renewals for several programs in the computer lab and 2502G including SPSS, SAS, NVivo, JMP and Epi-Info.
- Coordinated with MTS Web Services to revise online poster request form in order to facilitate better tracking of printing by departments.
- Reverted back to using scripts in the computer lab in order to connect printers; deployment through Active Directory caused login delays that ultimately decreased lab traffic.
- Coordinated with ITCS on the replacement of the laser printers in the med student computer lab after continuous issues with the older models.
- Compiled equipment lists and submitted requests to ITCS to create two new collaborative spaces in Brody 2L-36 (similar to those in the Laupus Computer Lab); approved on BSOM Dean's request.
- Collaborating with ITCS and BSOM Student Affairs on additional renovations to the medical student computer lab including the installation of 20 new computers; the lab will be used starting this academic year as a temporary online testing center when needed (*in progress*).
- Coordinating the relocation of the computer lab's color printer, making this more of a student resource instead of a service we provide; this is the trend across campus as labs strive to make color printing more widely available to ECU students.

### Computer Classrooms & Reference Floor

- Installed secure browsers and certified Laupus 2502G for BSOM in-training exams.
- Conversion of Laupus 3503 to a computer classroom including coordinating the installation of power in the floor, wireless networking and the projection system; imaged and installed 30 new laptops and a laser printer.
- Upgraded the computers in Laupus 2502G to a Windows 7 image.
- Imaged and installed 32 new Dell M6520 laptops in 2502G.
- Upgraded the LabStats clients on all public computers to version 5.
- Performed many setups for classes, guest lectures, presentations, and other trainings in Laupus 1506, 2502G, 3503 and the 4$^{th}$ floor exhibit gallery throughout the year.

## Instructional Technology

- Conducted approximately 211 hours of training sessions and workshops with faculty on Blackboard, Camtasia, TurningPoint, and SecureExam.
- Provided approximately 815 hours of technical service and support concerning Blackboard, Camtasia, TurningPoint, and other instructional technologies as well as support calls in our classrooms: 2N-86, 2S-01 and LSB-202.
- Spent approximately 363 hours on multimedia and instructional development/design.
- Spent approximately 159 hours concerning ITC collaboration and committee duties.
- Conducted a Blackboard demo for UCLA's medical school.
- Conducted routine training with Blackboard, Camtasia and TurningPoint for new BSOM faculty.
- Conducted training for new BSOM administrative staff on classroom technology operation.
- Coordinated completion of equipment upgrades in LSB-202; in the process of getting the room "Tegrity-ready"; held several trainings for staff in that building to get acclimated to the new technology.
- Collaborated with ITCS to offer a Tegrity and Centra workshop for BSOM faculty/staff.
- Coordinated with ITCS on updates and downtimes for Blackboard and Mediasite for the BSOM.
- Assumed responsibility for the medical student computer lab, obtained 1Card access and keys to the rooms.
- Served on the software review committee in which E*Value was selected for use by the BSOM.
- Assigned to the BSOM Student Affairs Committee.
- Worked on the BSOM LCME Accreditation Committee - compiled data for report and participated in the accreditation site visit.
- Performed routine maintenance on equipment in BSOM classrooms.
- Collaborated with various ITCs on campus.
- Served on the M1-M4 curriculum committees.

## Workstation Support

- Classroom Support Services completed 194 work orders.
- Upgraded remaining Laupus faculty/staff to Windows 7.
- Configured a MacBook Air and Bluetooth scanner for more efficient scanning of inventory.
- Completed ECU inventory and technology inventory for Laupus.
- Compiled a list of MAC addresses for ITCS of all Laupus/MTS staff in the Health Sciences Building, in preparation for the VoIP phone upgrades.
- Acquired 3 used lab computers from ITCS that were going to surplus and repurposed as quick-reference computers on the library's 3rd floor; coordinated with staff from Collection Management to run them in kiosk mode with an interface allowing for the limited use they were intended for – catalogue searching, room reservations and Ask-a-Librarian.
- Made several trips to the CDM throughout the year to provide technical support and complete routine maintenance.
- Completing departmental rollout of faculty/staff computers – totalling just over 60 computers (*in progress*).
- Installed a new large-format flatbed scanner for Communications and Development.
- Setup a new book scanner for the History department and imaged and installed a new computer to go with it; trained the History staff on how to use.

**ECU-TV & Video Services**

- Video Services completed 276 work orders.
- Video on Demand activity was 2788 visits.
- Children's Miracle Network Telethon support.
- Several new programs have been created for ECU-TV and are also webcast to reach a broader audience including:
    - Medical Matters—an on-going informational series featuring the different departments and specialties of ECU Physicians.
    - To Your Health—an on-going series of nutritional information programs in a cooking show format.
    - Research Matters—an on-going informational series showcasing various medical research projects going on at the BSOM.
    - Promotional videos for ECU-TV website.
    - Produced and telecast the New Student Welcome and Convocation; the official welcoming ceremony of freshmen and transfer students to the university community.
    - School of Music Performance Series—symphony orchestra.
    - Special Events—BSOM White Coat Ceremony, Laupus Library Medical History Lecture Series, BSOM Medical Humanities and Bioethics Group, Health Disparities Lecture Series, Voyages of Discovery Lectures, ECU Alumni Awards banquet, Military Appreciation Day, College of Business Cunanan Leadership Speaker Series, BSOM Match Day, the annual Karel B. Absolon Medical History Lecture, and Founders Day.
- Academic Support (Not on ECU-TV):
    - BSOM Department of Family Medicine for patient information on a variety of subjects. The videos are used on the Family Medicine Website.
    - Worked with the School of Psychology to produce a series of training videos for mental health counselors treating victims of sexual assault.
    - Continued to support the East Carolina Heart Institute with video editing, audio and video support for: Da Vinci Master's classes, surgeries, and special presentations.
    - Support for the School of Dental Medicine including several internal presentations and roundtable discussions as well as a series of instructional videos for First Year Dental Students
    - Lectures were captured for East Carolina University's Gay, Lesbian, Bisexual and Transgendered Student Union for use in training faculty, students and staff.
    - Supported the Jean Mills Conference for Health Disparities, The School of Public Health Pastor's Conference, College of Allied Health Sciences and the College of Nursing Leadership conference.
    - Created a 7 minute promotional video targeting new students for the School of Social Work.
    - Two BSOM Physiology dissertation defenses were captured and made available to faculty and Ph.D. candidates for training.
    - A series of videos was produced for Facilities Services to document various water incursion tests on the Brody Building.
    - A video presentation was produced for the BSOM Strategic Initiative involving BSOM students and faculty.
    - Videos were also produced for: The ECU Center for Sustainable Tourism, EC Scholars and the Student Engagement and Outreach, History Department lecture series, Rehab Medicine, Joyner Library, the School of Music, and Speech and Hearing.
    - Video and technical support was also provided for the Children's Miracle Network Annual Telethon.

## Photography

- Photography completed 629 work orders.
- Individual portraits continue to be the number one request. There were approximately 400-500 portraits taken this year.

- School of Dental Medicine requests have increased this year as they continue to build their building and program.
- The number of operating room procedures being documented has also increased this year.
- We stopped printing pictures and giving CD/DVDs to clients, images are now copied to the clients' USB drive.
- Photography Projects during the past year includes:
    - School of Dental Medicine
        - Events, induction of Staff and Student development
        - Staff portraits and Group photos
        - Equipment images
        - Students in the Dental Lab
    - Group Photography of Departments and Staff
        - Anatomy Class
        - Bariatric
        - Breast Cancer Staff
        - Cardiology Physicians
        - Chief Residents
        - Adolescent Psychiatry
        - Dermatology Christmas Card and Group
        - Emergency Medicine on Helicopter Pad
        - Family Medicine Physicians
        - Internal Medicine Physicians, Interns and Residents
        - Nephrology
        - OB/GYN Residents Group
        - Pediatrics
        - Pulmonary
    - Medical and Research Labs:
        - Grand Rounds
        - Radiation and Oncology
        - Pulmonary
        - Pathology
        - Laupus Library
        - Hematology
        - Scanning 4 x 5 negatives
        - Sports Medicine
        - Family Medicine
        - Dermatology
        - Surgery Operating Room
        - Biochemistry
        - Molecular Biology
    - Events:
        - American Heart
        - East Carolina Heart Institute
        - Family Medicine Building
        - Joyner Library
        - Grand Rounds
        - Nurse 100 Event
        - White Coat Ceremony
        - String of Pearls
        - Medical Class Graduation
        - Masters of Public Health Graduation
        - Telemedicine
        - Dental School Orientation

## Web Development

- Web Development completed 143 work orders.

- Migrated the intranet server to a virtual server in Cotanche Bldg.
- Replaced the library's chat service from AOL Instant Messenger to LibraryH3lp.
- Upgraded ILLiad to version 8.1.
- Created web application for reserving study rooms in Laupus Library.
- Created web application, named KASA, for Department of Communication Sciences and Disorders.
- Collaborated with ITCS designing the university's new website template released in January.
- Created/Redesigned web sites for:
    - Agromedicine
    - Country Doctor Museum
    - Division of Health Sciences (in progress)
    - ECare-Diabetes
    - ECU Health Beat
    - ECU Physicians USB drive
    - Health Information Systems/Services
    - Friends of Leo Jenkins
    - Open Access Week
    - Regional Health Services (in progress)
    - School of Dental Medicine (in progress)

- Provided web site support for:
    - Agromedicine
    - Anatomy and Cell Biology
    - Bariatric Surgery
    - Biochemistry
    - Bioethics & Interdisciplinary Studies
    - Brody School of Medicine
    - BSOM Academic Affairs
    - Brody Women's Faculty Committee
    - BSOM Announce
    - Cardiovascular Sciences
    - Cell-Based Therapy & Tissue Engineering Lab
    - Center for Health Systems Research & Development
    - Clinical Skills Assessment and Education
    - Communication Sciences and Disorders
    - Continuing Medical Education
    - Comparative Medicine
    - Country Doctor Museum
    - Diabetes Education
    - Diabetes Fellowship
    - Division of Health Sciences
    - Division of Health Sciences News
    - ECU Physicians
    - ECU Physicians Administration
    - ECU Physicians Staff Development & Training
    - Emergency Medicine
    - Family Medicine
    - Global Health Plan
    - Graduate Medical Education
    - Health Sciences Personnel Administration
    - HIPAA
    - Infectious Diseases
    - Internal Medicine
    - Leo W. Jenkins Cancer Center
    - Multimedia & Technology Services
    - Obstetrics & Gynecology
    - Office of Compliance
    - Pathology
    - Pediatric Healthy Weight & Treatment Center
    - Pediatrics Residency
    - Physician Assistant Studies

  - Physical Medicine & Rehabilitation
  - Psychiatry
  - Pulmonary
  - Radiation Oncology
  - Surgery
  - Take Off 4 Health
  - Weight Loss Surgery
- Created/Redesigned animations:
  - Cellular electron transfer flow animation
  - HIV awareness animation for Infectious Diseases
  - Holiday greeting for Health Sciences Vice Chancellor, Allied Health Sciences, and Medical Foundation
  - Interactive NC map showing Dental Medicine student information
  - Interactive world map showing locations of people that have received ECHI training
  - 3D animated version of teeth model
  - Animations of an infant, child, and adult progressing from healthy to sick

**Other**

- Attended the following conferences/training sessions:
  - Think-in 2011 (poster presentation & to advertise MTS services/resources)
  - Learning Tree online training: HTML 5
  - University Travel Training class
  - PORT Webinar for ProCard users
  - Safety Training
  - Photoshop CS5 Seminar
  - HIPAA Admin Training
- Reclassification of two positions in MTS.
- Hired Carl Herrmann as a Web Designer in March 2012.
- Chad renewed two certificates DMC-D and DMC-E (Crestron Digital Media).
- Billy and Chad are Certified Technology Specialist (CTS).
- Generated Tech Excel tickets for MTS services and processed IDTs and invoices for work order billing.
- Processed IDTs for Poster Printing.
- Scheduled portraits and location shoots for Photographer.
- Purchased supplies, equipments, and renewed maintenance contracts for MTS:
  - Processed receiving reports for packages received
  - Monitored outstanding purchase orders (with shipping inquiries) and ProCard items for the end of the fiscal year
  - Reconciled ProCard statements for proper transactions
- Assisted with MTS audit for the billing/invoice process.
- Handled travel requests as needed.
- Processed facility services work orders as needed.

Redacted personnel files to meet ECU Human Resources guidelines.

# Key Issues

- Need appropriate permanent funding for MTS operations.
- Need support for staff development and technical training to maintain skills and knowledge of employees.
- State funding is needed for two positions currently funded from other sources.
- The AV support contract with Vidant Health was not renewed this year.
- The future of MTS.

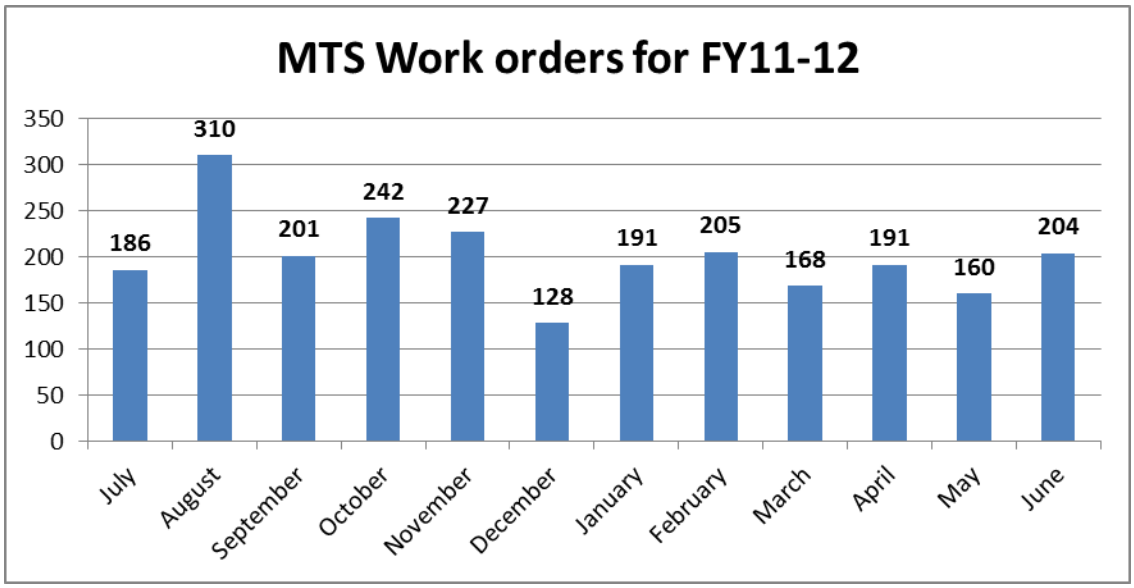
# Statistics

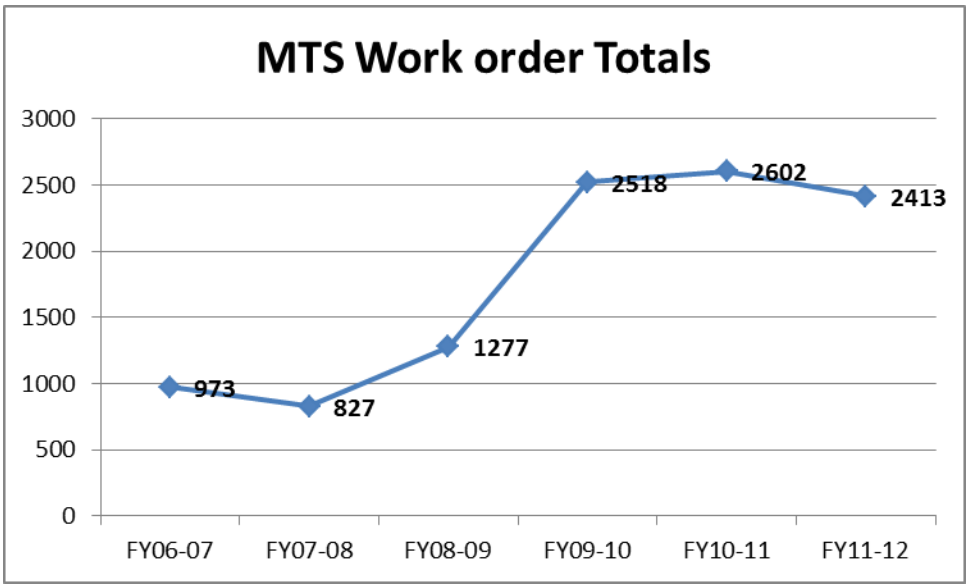
| | |
|---|---|
| 2413 | TechExcel work orders completed |
| 622 | Videoconferences |
| 2,287 | Hours of AV Support for Vidant |
| 1,147 | Posters printed |
| 1,599 | Equipment loans/renewals from Computer Lab |
| 29,959 | Exams graded through OpScan service |
| 1,114,682 | Pages printed in the Computer Lab [1] |
| 1,570,114 | Pages printed in the Reference Floor area [1] |
| 19,755 | Client logins in the Computer Lab[2] |
| 67,994 | Client logins in the Reference Floor area[2] |
| 518,084 | Visits to the Laupus Library web site |
| 10,428 | Visits to the MTS web site |
| 4,395 | Visits to the ECU-TV web site |
| 5,378 | Visits to the Country Doctor Museum web site |
| 250 | Division of Health Sciences web pages modified |

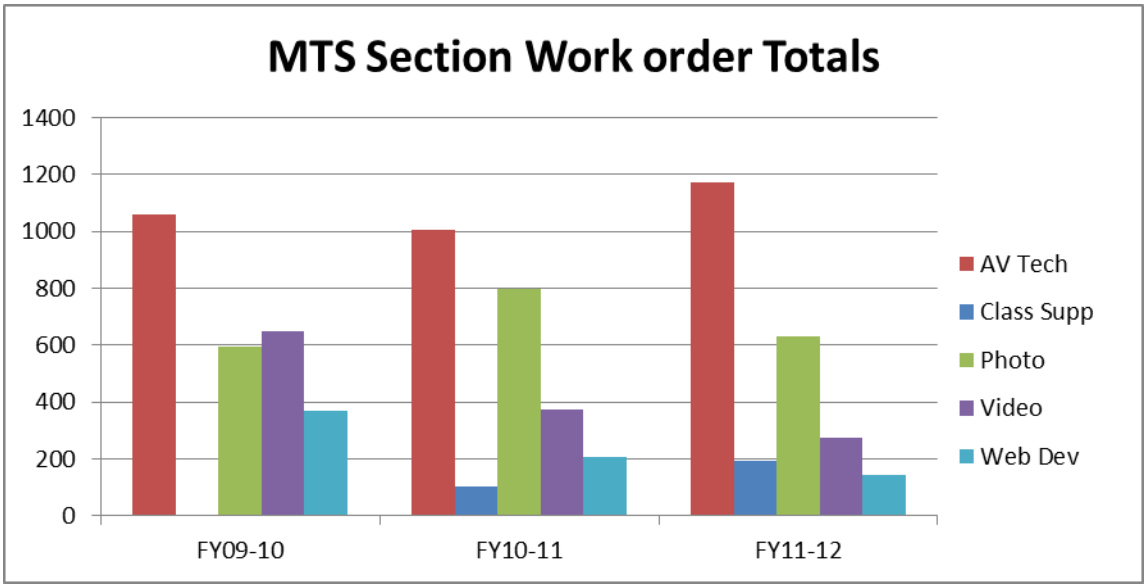
[1] statistic does not reflect total amount of paper used since most printing is double-sided

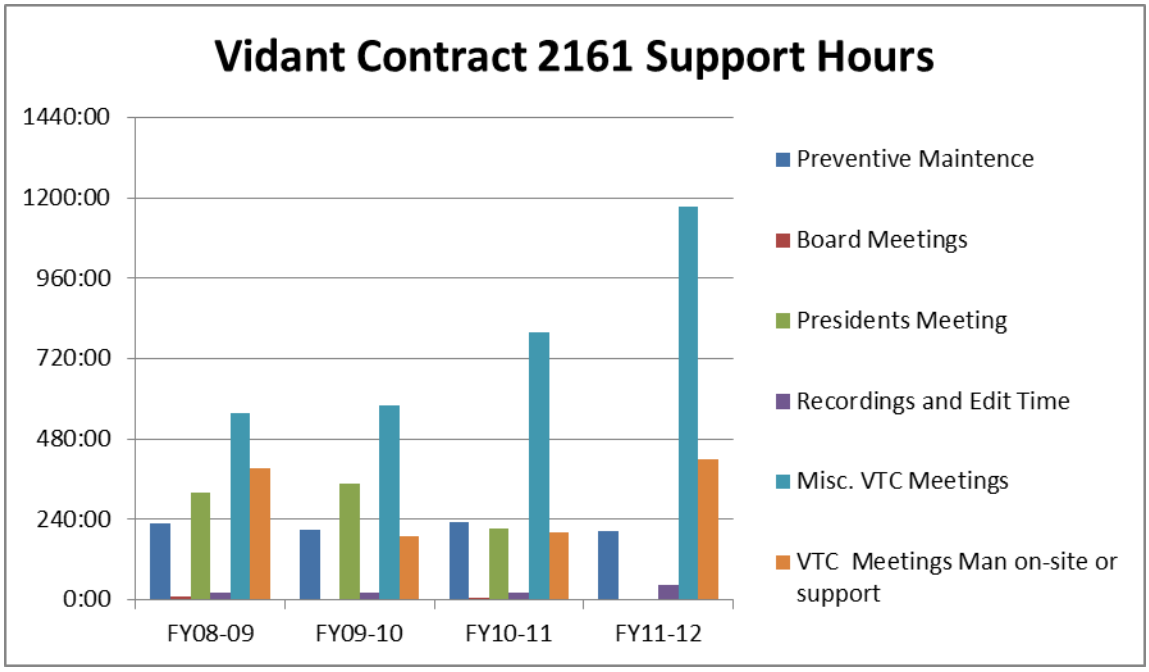
[2] Computer usage in the library shifted drastically this fiscal year mainly because of login issues that we experienced in the computer lab. The previous method of connecting printers was increasing the logon times for students who therefore, went to the Reference Floor instead. The issue was corrected later in the fiscal year.

# Graphs/Charts



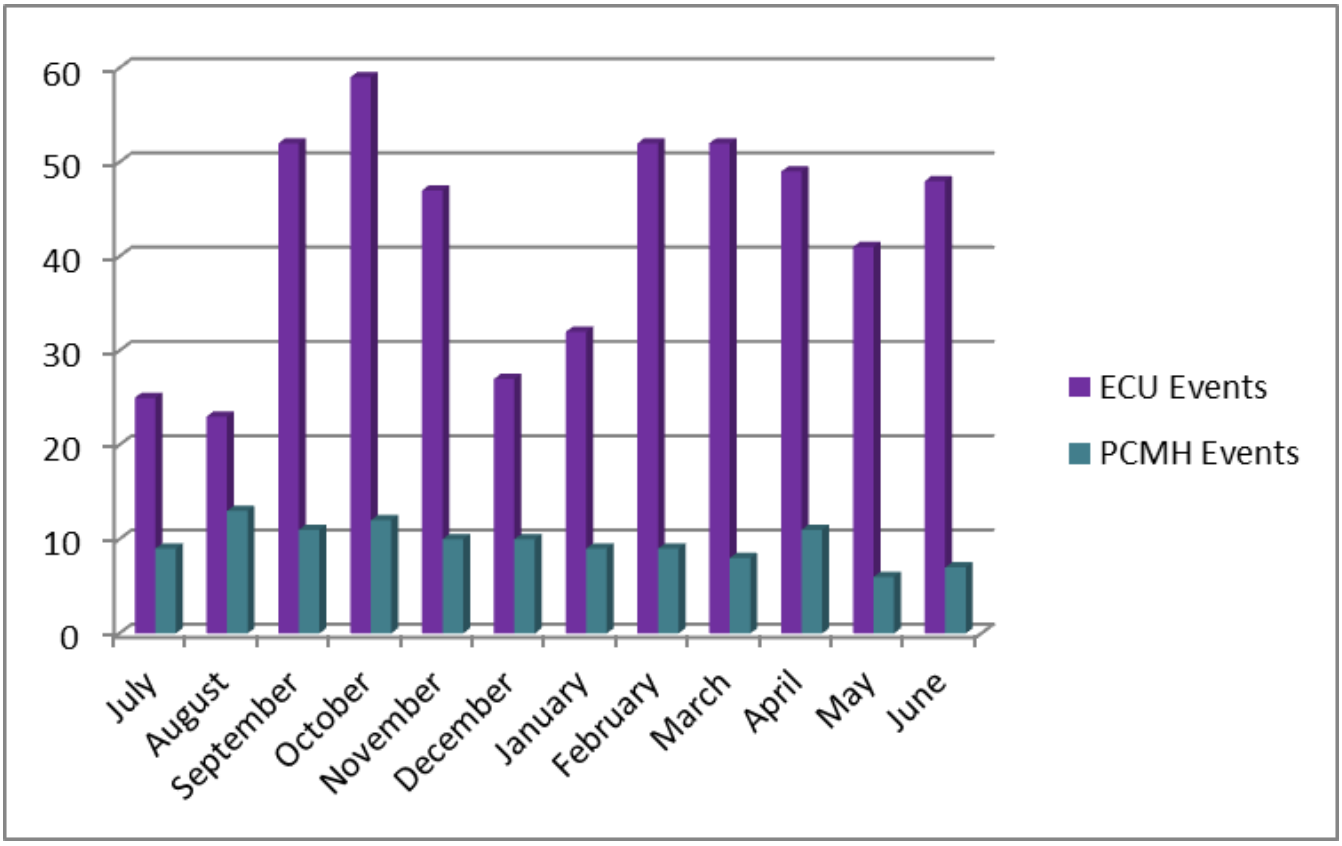



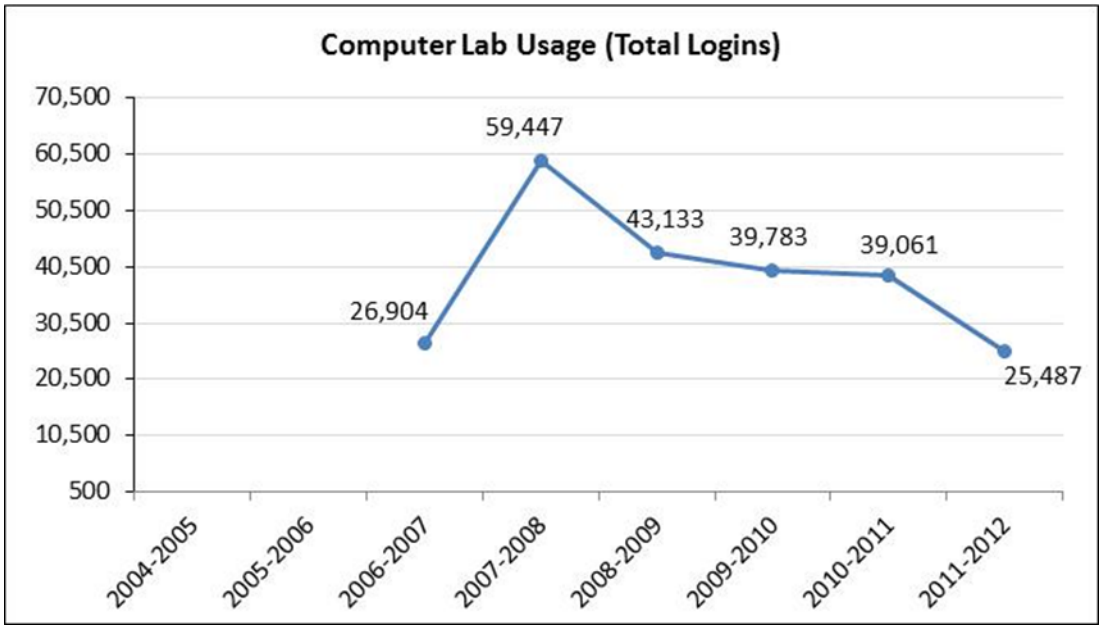

MTS Section Work order Totals
1400
1200
1000
800
600
400
200
0
FY09-10
FY10-11
FY11-12
AV Tech
Class Supp
Photo
Video
Web Dev


Vidant Contract 2161 Support Hours
1440:00
1200:00
960:00
720:00
480:00
240:00
0:00
FY08-09
FY09-10
FY10-11
FY11-12
Preventive Maintence
Board Meetings
Presidents Meeting
Recordings and Edit Time
Misc. VTC Meetings
VTC Meetings Man on-site or support

# Videoconference Events

| Month | ECU Events | PCMH Events |
|---|---|---|
| July | 25 | 9 |
| August | 23 | 13 |
| September | 52 | 11 |
| October | 59 | 12 |
| November | 47 | 10 |
| December | 27 | 10 |
| January | 32 | 9 |
| February | 52 | 9 |
| March | 52 | 8 |
| April | 49 | 11 |
| May | 41 | 6 |
| June | 48 | 7 |
| **Totals** | **507** | **115** |




Computer Lab Usage (Total Logins)
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60,500
50,500
40,500
30,500
20,500
10,500
500
26,904
59,447
43,133
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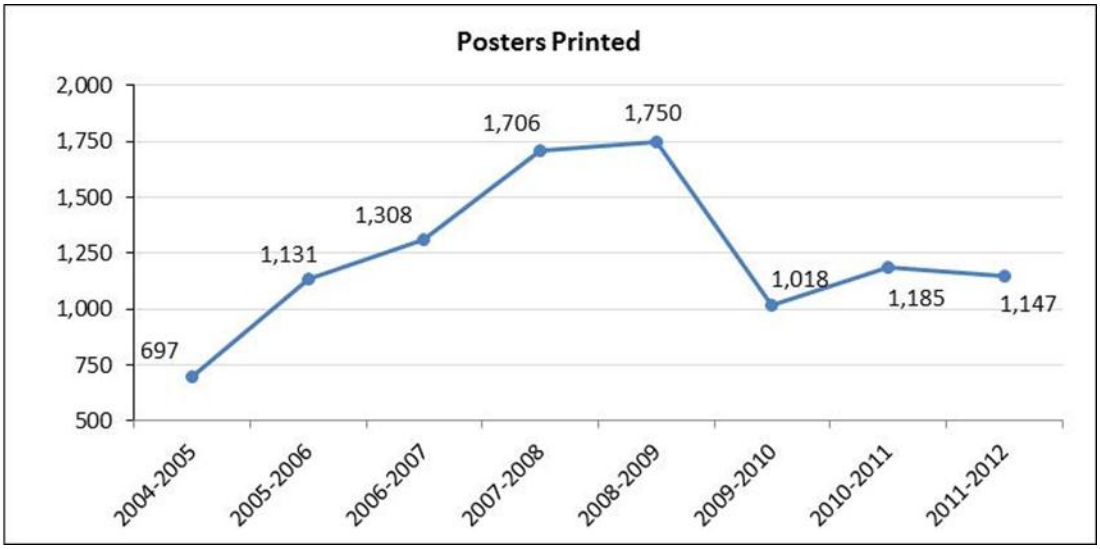
39,061
25,487
2004-2005
2005-2006
2006-2007
2007-2008
2008-2009
2009-2010
2010-2011
2011-2012


Posters Printed
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1,000
750
500
697
1,131
1,308
1,706
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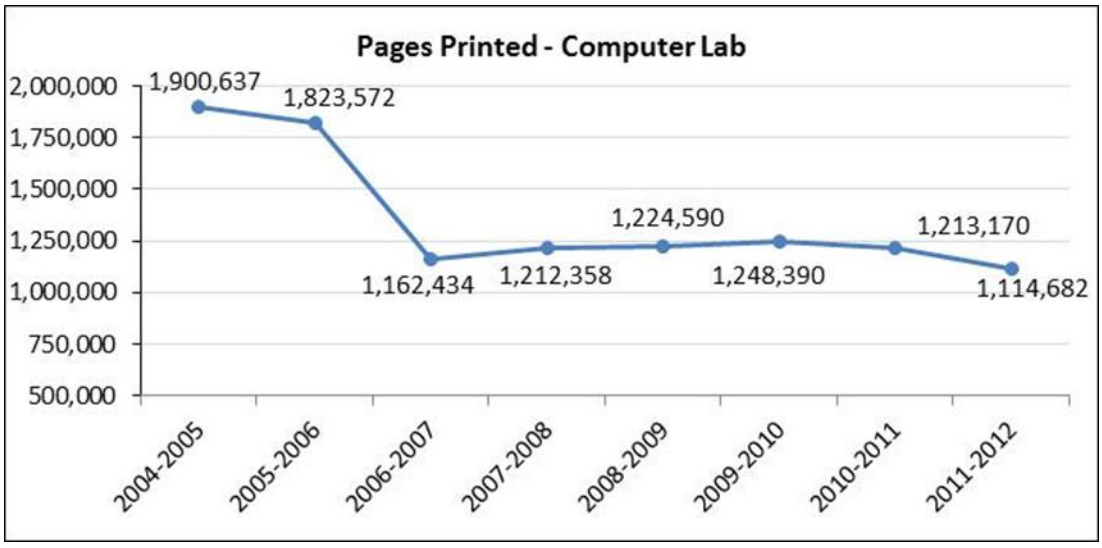
1,185
1,147
2004-2005
2005-2006
2006-2007
2007-2008
2008-2009
2009-2010
2010-2011
2011-2012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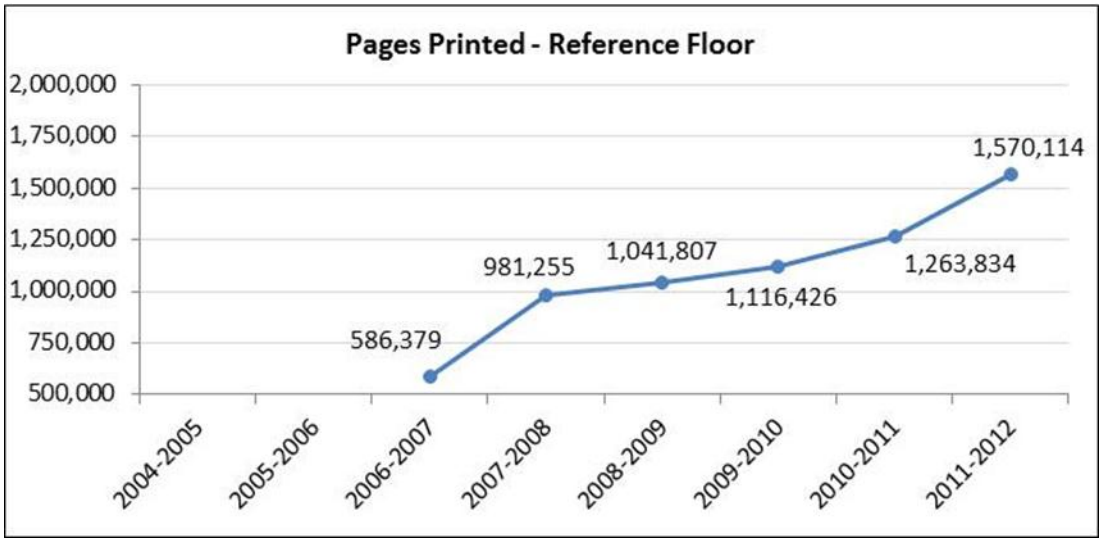
2005-2006
2006-2007
2007-2008
2008-2009
2009-2010
2010-2011
2011-2012


Pages Printed - Reference Floor
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1,500,000
1,250,000
1,000,000
750,000
500,000
586,379
981,255
1,041,807
1,116,426
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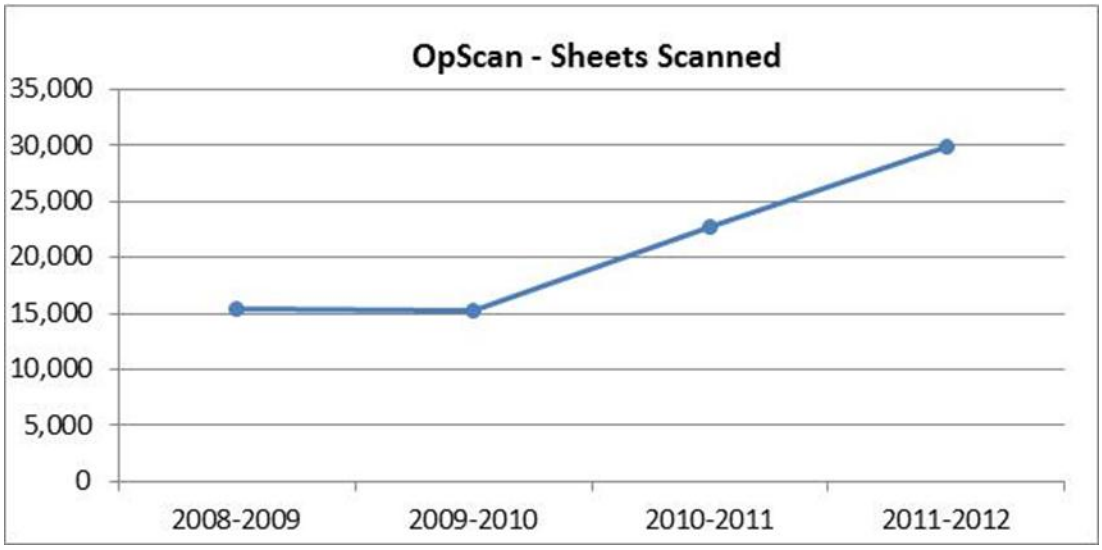
1,570,114
2004-2005
2005-2006
2006-2007
2007-2008
2008-2009
2009-2010
2010-2011
2011-2012


OpScan - Sheets Scanned
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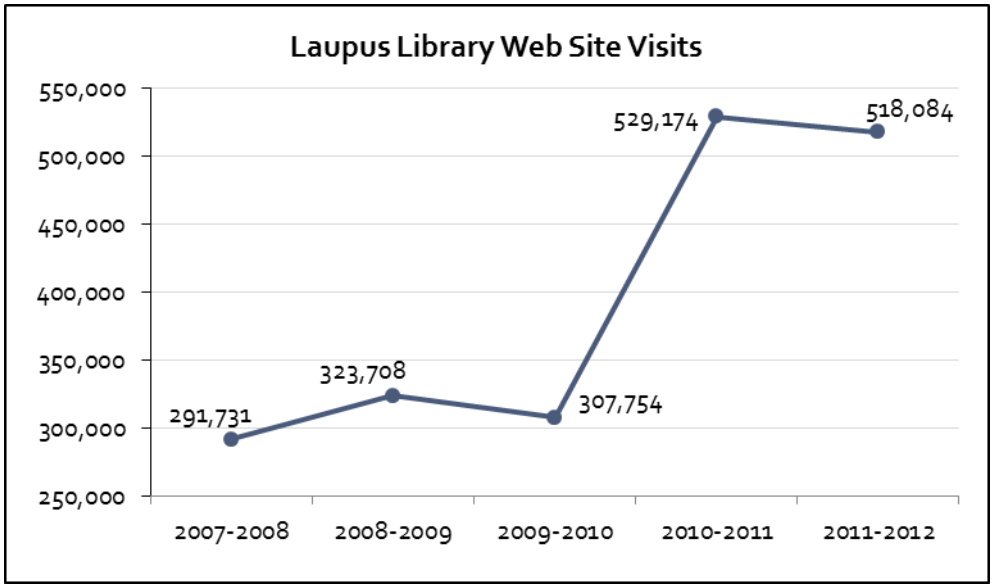
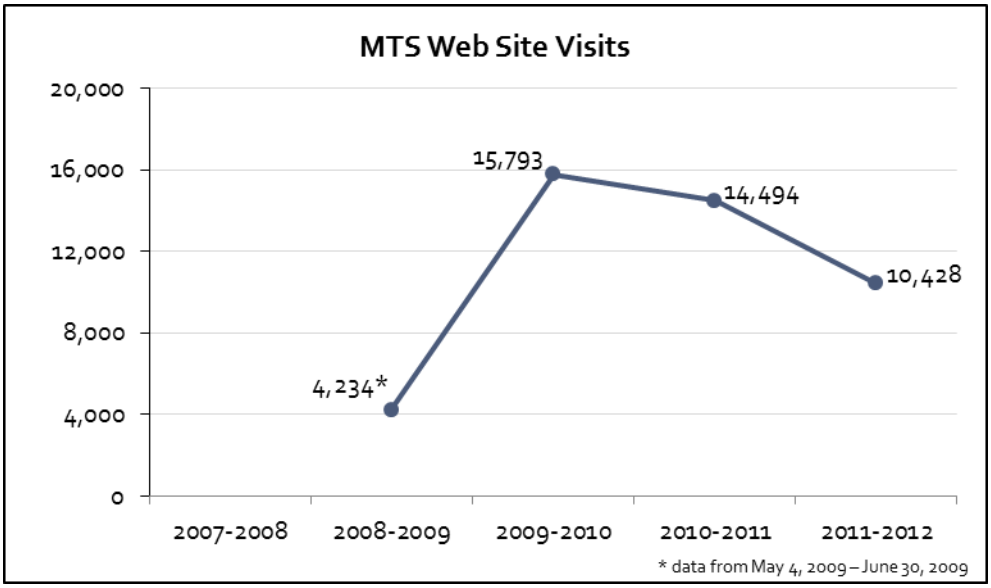
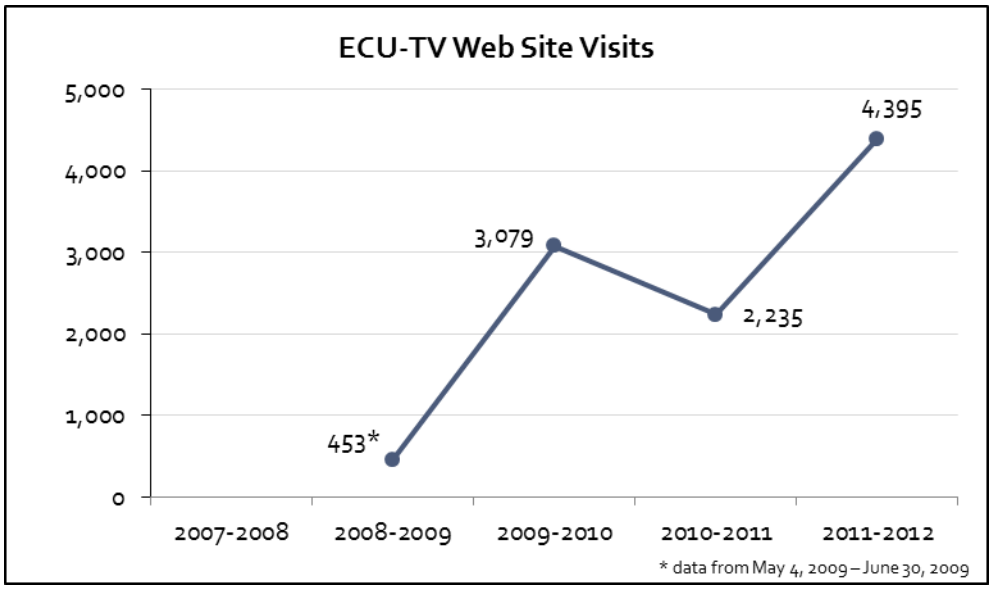
2008-2009
2009-2010
2010-2011
2011-2012


Laupus Library Web Site Visits
550,000
500,000
450,000
400,000
350,000
300,000
250,000
291,731
323,708
307,754
529,174
518,084
2007-2008
2008-2009
2009-2010
2010-2011
2011-2012


MTS Web Site Visits
20,000
16,000
12,000
8,000
4,000
0
4,234*
15,793
14,494
10,428
2007-2008
2008-2009
2009-2010
2010-2011
2011-2012
* data from May 4, 2009 – June 30, 2009


ECU-TV Web Site Visits
5,000
4,000
3,000
2,000
1,000
0
453*
3,079
2,235
4,395
2007-2008
2008-2009
2009-2010
2010-2011
2011-2012
* data from May 4, 2009 – June 30, 2009

## Attachment VI

# The Country Doctor Museum Strategic Review and Update

# Progress and Next Steps

# October 2011

Contents


- Progress on goals stated in the strategic plan update, March 2008
  Includes recommendations for upcoming opportunities
- Museum Improvements: Tier I
  Suggested improvements that can be implemented relatively easily
- Museum Improvements: Tier II
  Suggested improvements to the museum's educational program
- Museum Improvements: Tier III
  Ideas and suggestions to consider for long range improvements and planning
- Museum Concerns
  Historic and current challenges facing the Museum


East Carolina University's (ECU) Laupus Health Sciences Library began managing The Country Doctor Museum in 2003. Laupus Library facilitated a three-phase strategic planning process in early 2005. Phase I was an all-day planning retreat attended by University, Foundation and community stakeholders who identified over 25 strategic issues. Phase II was a modified Delphi study of these issues and Phase I participants were asked to rank the issues on an online survey instrument. Phase III brought the participants together for a half-day discussion to suggest specific goals and strategies for further planning. The resulting strategic plan for the museum was updated in January 2007 and March 2008 by museum and library staff.

## Progress on goals stated in the strategic plan update, March 2008

- Pursue Accreditation Recognition: All collections work is still aligned with accreditation benchmarks espoused by the American Association of Museums (AAM); the accreditation application is a rigorous process and there are several self-assessment programs the Museum in which the museum can participate prior to an accreditation application. Recommendation: The American Association of State and Local History (AASLH) offers the Steps program (Standards and Excellence Program for History Organizations.) The self-study workbooks cost $150 for AASLH members and assist the organization review its standards in the following areas: mission, vision and governance; audience; interpretation; stewardship of collections; stewardship of historic structures and landscapes; and management. The Steps program is an excellent pre-curser to a MAP self-study review offered by the AAM. The MAP programs helps fund a peer

review visit to the organization and the cost share amount for the CDM would be approximately $350.

- Administration & Facility Maintenance: Since March 2008, with the support of Laupus Library and East Carolina University, The Country Doctor Museum has continued its efforts to improve and maintain its campus in Bailey, North Carolina: entryways and tour areas were improved with ramps to meet ADA accessibility standards, the buildings and HVAC units receive annual maintenance and a new septic system was installed in 2010; the staff is cross-trained on operational and administrative procedures; and operational manuals for gift shop procedures and financial reconciling are complete.

- Collections Care: Most of the collection artifacts are categorized in archival storage boxes in the collections storage building and Carriage House; the Collections Management Policy, Code of Ethics and Disaster Preparedness Plan are complete; an Education Collection is used by staff in outreach programming; Past Perfect instructions are documented and collection accessioning continues; staff continues to screen artifacts for de-accessioning and conservation; a significant historic dentistry collection was recently donated and cataloged; digitization of artifacts has begun with the purchase and implementation of CONTENTdm software. The CDM will participate in the State's Traveling Archivist Program in 2012. Recommendation: An online course, "The Basics of Archives," covers the basics of archival management and practices and is offered by AASLH. The fee for this course is $85, the duration is 15-20 hours, self-paced and can be taken between Jan. 16 – Feb. 10 2012 (for CDM Curator).

- Audience Evaluation: Museum staff continues to informally survey guests regarding how they came to learn of the museum, the reason for their visit and from where they came; a formal audience evaluation survey has not been pursued to date. Recommendation: Online webinar training class sponsored by AASLH at no cost, "Redefining Audiences," a class about demographic change and the valuable ways history organizations can use census data. Scheduled for January 27, 2012 (for CDM Curatorial Director).

- Marketing: The museum newsletter, "House Calls," is produced each year; a museum article/presence is in each edition of Laupus Library's newsletter, "The Umbrella;" a membership group for the museum is in progress; some marketing goals including "national" recognition, "Nash County Appreciation Day," and the re-establishment of a "Country Doctor Award," are not currently being pursued. The museum received periodic coverage from regional outlets and advertising for museum events, such as "History Alive!" is promoted to local newspapers.

- Strategic Partnerships: Relationships with local and regional tourism boards, museums and schools continue to expand including new ties with the Rocky Mount Tourism Board, Wilson Chamber of Commerce, the I-95 Visitors Center and new staff at the Tobacco Farm Life Museum; the museum experienced limited success with local gardening groups at the Garden Day Celebration in 2008; and the museum has formed a new connection with ECU's Maritime Archaeology academic department resulting in a graduate assistantship in conservation.

- Museum Development & Advancement: The museum has achieved limited progress in developing an annual fundraising plan; the museum has reached success with applications for specific projects including the Connecting to Collections Bookshelf Award, a 19th century midwifery artifact set donated by Providence Archives, and selection for the NC Traveling

Archivist Program; and a friend's group is in the process of development. The Museum recently raised $1000 from businesses in the Town of Bailey for a special event.

- Education & Outreach: Museum staff has researched education & outreach programs at similar museums; a 4th grade in-classroom education program has been formalized and is requested each year at local schools where staff have established relationships including Bailey Elementary School and Jones Dairy Elementary School; an oral history of a retired dentist was recorded as part of curating his dentistry collection; although a relationship with Summerset Planation has not been established, the museum participates in numerous outreach activities and temporary exhibits throughout the eastern North Carolina region. Recommendation: Online webinar training classes sponsored by AASLH at no cost, "Telling a Good Story," about creating meaningful tours (November 17, 2011, for CDM Curatorial Director).

### Museum Improvements: Tier I

While the CDM offers a one-of-a-kind interpretive tour on the history of medicine in rural America, there are steps the museum can take to make the thematic experience more contemporary and creative.

- Relevant and sensory experiences within the CDM tour: The museum can update the interpretive tour with connections to contemporary health care issues and introduce objects visitors can touch and handle. For example, exhibit updates can be created on the long standing crisis of access to dental care, as well as recent pharmaceutical recalls compared to the historic Massengil cough syrup recall. The museum can offer a reproduction pill-roller guests can try or a balance/scale with weights and measures for the guests to manipulate. Other "please touch" instruments to add to the tour may include bone rongeurs, dental forceps and texturized poison bottles. The museum has duplicates of these instruments so that the finest examples can still be protected and mid-level examples can be used for handling by the visitors.

- Memory Stations: The museum can provide opportunities for guests to record a memory of a family doctor or other health care experience whether on paper, with an audio recorder or online. Many museum guests are seniors who can personally relate to the legacy of country doctors and the museum is currently missing any mechanism to capture and document their individual recollections.

- Online presence: In today's digital age, the museum needs to strengthen its online presence and this goal can be accomplished through a variety of additions to the museum's website: a memory station format, a museum blog, digitized collections, biographical information about country doctors, a founder's page about the museum's founding volunteers, or a garden page with the museum's garden diagram and annual planting scheme. A digitization application to the NNLM was recently submitted to digitize one of the museum's collections of artifacts and journals.

### Museum Improvements: Tier II

The Country Doctor Museum can build a robust and revenue generating educational program. Even within the current challenging economic environment, the museum needs to find a way to reach out to area schools to be relevant in today's culture.

- A 4th grade education program aligned with the NC Standard Course of Study has already been created and piloted with 4th grade classrooms. This in-class fieldtrip program is ready to be implemented on a larger scale. Transportation and supply costs can be covered by student fees until a more long term solution can be achieved.

- The museum will begin marketing the education program to 4th grade teachers in the Nash, Wilson and eastern Wake counties. Marketing can be achieved through mailings, emails and school visits.

- The museum will take advantage of the two part-time docents while they are on staff. The 4th grade education program requires two museum educators to visit each classroom, usually two classes in a day. While the docents are employed at the CDM, some of their work time in the winter months can be used visiting schools while other staff remains at the museum during operational hours for tours. If and when the museum loses the docents due to budget considerations, the educational program can still be offered by considering a change to the museum's weekly operational schedule. During the traditional school year, the museum can alter its weekly schedule by offering school visits on Monday and Tuesdays, closing the museum campus for tours on these two days. The museum can be open for tours during the remainder of the work week.

  By allowing two days to make school visits, the museum staff will promote the museum's mission to many more individuals than who would come to the museum for a tour, generate much needed revenue for the special funds account and create more relationships with area educators.

- As the economy improves, the museum will continue to strive for a full-time education position to be added to the staff. This position is included in a possible grant application and will help the museum generate additional programs for other primary and secondary grade levels, expanding the museum's outreach to new audiences.

### Museum Improvements: Tier III

The Country Doctor Museum is approaching its 10-year anniversary with East Carolina University in 2013. The following ideas are suggestions for long-term and more substantive changes to the museum:

- Strategic plan: The museum's 2005 strategic plan was updated in 2007 and 2008. A new, streamlined strategic plan can be developed by current staff of the CDM and Laupus Library to guide the museum in the near future until such time when a more robust planning session can be scheduled and implemented.

- Redesign interpretive labels: Most of the exhibit labels in the museum were created when the museum first opened under the auspices of ECU in 2004. Although the content of the labels is not incorrect, the design and interactive nature of the labels can be reviewed and updated. Jason Cottle has created a signature brand image for the museum and this style can be

replicated on the museum's display labels. This project would entail a time commitment from his department although it can be completed in phases.

- Education building: Prior to the national economic downturn, ECU enlisted the help of an architectural firm to create plans for a new education building at the CDM campus in Bailey. While the cost of this building is prohibitive, if the CDM should remain in Bailey for the long term, the museum is still in need of flexible, multi-purpose space and adequate administrative space. Research into less expensive building options should be considered as part of a long range plan to operate in Bailey.

- Revise interpretive tour: The museum can research current trends in museum tours and interpretive techniques. The museum's interpretive tour was revised several years ago and provides a balanced overview of medical history and the museum's collection. However, as learned at the recent AASLH conference in Richmond, some organizations are using a more conversation-based interpretive tour to keep their visitors engaged. Research may indicate that a revision to the museum's tour is in order.

- Reorient museum experience through the Freeman-Brantley building: Visitors to the CDM currently begin the interpretive tour in the apothecary room of the Freeman-Brantley building and then continue through the back 2nd and 3rd rooms of the building. During most tours, guests appear somewhat burned out or overwhelmed by the amount of information provided to them by the time they reach the 3rd room. The 3rd room is problematic as it has a myriad of different types of objects and there is very limited seating for guests who are tired and need a rest.

  An alternative, more interactive concept would be to start the tour in what is now the 3rd room (the 3rd room entrance door would need to be made ADA accessible.) This room would be interpreted as a doctor's waiting room. Here the visitor can be given a 19th century identity with a list of symptoms and a diagnosis while learning about common diseases and medical technology of the day.

  From the "waiting room," the visitor would move into the 2nd room exhibited as the doctor's office, similar to its current exhibit. Then the visitor would move to the apothecary room where the visitor would experience what medicine might offer their symptoms some relief. The visitor would also learn about other pharmacy topics and view the demonstration on pill rolling.

  Guests would exit out the front of the building. This new tour would be more engaging and reflective of current museum interpretive techniques. The highlights of the museum collection would still be explored with museum guests.

- Create a new museum/library paradigm: Digital technology has blurred the lines between libraries, museums and archives. With the purchase of CONTENTdm, the museum's collection will become discoverable through the library's search engine. Laupus Library and the museum are in the unique position to create a new operational template for collaboration, organization and service. If the museum were to be based at ECU in Greenville, rather than in Bailey, the museum's collection could be dispersed throughout the ECU campus in exhibit cases on a rotating schedule. There would be no need for a separate brick and mortar building. Perhaps the 4th floor of the Laupus Library could offer office space or space for displays in portable or movable cases. The displays in various points around the medical campus could be places of

respite for visitors of loved ones at Pitt Memorial Hospital or sources of conversation for students on their way to class. Pitt County schools and other off-site venues offer a much wider marketing base for the museum's educational programs. Reasons to move the museum are included in the next section of this report.

## Museum Concerns

Whether the museum is operating in a strong economic climate or during a downturn, several museum management issues and operational limitations related to the site in Bailey, North Carolina, continue to be a source of concern for the long term sustainability, growth and effectiveness of the museum. Other long term concerns for the museum field in general may also have an impact on the future of the Country Doctor Museum. As the years pass, the Curatorial Director and Associate Curator of the museum strongly believe the museum faces great challenges in the rural town of Bailey that have stunted the museum growth in the past and will continue to do so in the future. These challenges are outlined below.

1. Visitation: Since opening under ECU stewardship, the annual museum visitation rate is around 2000 guests and despite repeated efforts to garner additional visitors through specials events, marketing and outreach, the visitation rate remains flat. A potential marketing idea to advertise on a billboard along the I-95 corridor was put on hold due to budget constraints. Although visitors appear to enjoy the small town atmosphere of Bailey, a trip to the museum is often not a spontaneous decision and the museum experience requires effort on the part of the visitor to reserve a block of time to travel and tour the museum.

2. Location: With the opening of The Bailey Café (an independent restaurant in town), museum guests now have an option to connect their museum tour with a suitable and enjoyable place for lunch. However, the overall economic prosperity of Bailey has decreased with the closing of several businesses in town including the Chevrolet dealership and the 8-year continuation of the sewer moratorium preventing any new hook-ups to the town sewer system. While the town has covered the water costs of the museum for decades, general support of the museum and its mission is low. Most of the museum's individual supporters in the area are elderly and just a few businesses were able to offer financial support for the museum's fall 2011 special event.

3. School groups: The physical size of the museum buildings greatly restricts the number of guests that can be accommodated on a single tour. A group of 15 individuals is the maximum number that can participate in a tour and when groups of greater number arrive, museum staff split the group accordingly, allowing the groups to rotate through the buildings for their tour. Some large groups must be turned away. For example, Nash Central Middle School wanted to bring their 8$^{th}$ grade class to visit the museum as part of a day long field trip which also included visiting the Tobacco Farm Life Museum. The Country Doctor Museum is not equipped to facilitate tours for a school bus full of students in one day.

4. Maintenance costs: A significant portion of the museum's annual budget is applied to necessary maintenance work on the museum's historic buildings, physical campus and climate systems.

5. Staffing: With the economic downturn beginning in 2008, the museum weathered calls for closure and instead sustained operational and staff budget cuts as did many other university

sections. By August 2009, with a staff of one full-time site director and one .75-time curator, the CDM maintained its operation with reduced out-reach programming and limited operation hours during the slower winter months (closed for tours on Saturdays, October - February.) Due to an extended medical leave by the curator, two part-time temporary docent positions were added to the museum's staff in February 2011. Currently, these positions will remain in place until June 2012. The uncertainty of available staff positions over time has limited the outreach programs of the museum.

6. Distance from ECU: The museum has difficulty attracting university students for internships and graduate assistantships due to mileage and driving time considerations. The museum also plays a limited role in ECU's public history program other than an annual tour for one class section. Museum staff is often unable to participate in University functions or programs due to time and distance constraints.

7. Visitor connection to the "country doctor": Similar to other person- or event-specific organizations, public audiences may perceive that they do not relate to the museum. (A regional example of a person-specific museum is the Ava Garner Museum in Smithfield.) Only our senior guests can remember doctors who used to make house calls or may have an older sibling who was born at home. Most of our younger guests do not appear to have any personal connection to the "country doctor" concept unless they know of an ancestor in their family tree who was a country doctor. As the museum moves forward, programs and interpretation need to take into account this potential disconnect with audiences.

## Attachment VII

# The Country Doctor Museum Program Review Summary – 2013

**Summary of Strengths and Weaknesses**
Originally founded in 1967, The Country Doctor Museum (Museum) became part of the East Carolina University (ECU) community in 2003. Under the management of Laupus Library, the Museum has made noteworthy improvements to its physical campus in Bailey, North Carolina, as well as in areas related to collections management, operational policies, interpretation and education. The Museum's particular strengths include its historically significant collection, its connection to the Division of Health Sciences of ECU and a growing classroom-based education program. Additionally, the local response to special events hosted at the Museum in recent years is also an important strength. Challenges and concerns of the Museum include a flat rate of visitors, a notable lack of marketing efforts, its location in a small, rural town, and a narrow focus of the Museum's collection and mission that limits its appeal to a wide variety of people.

**Statistical Trends**
Attendance and revenue data reveal a fairly flat rate of attendance from year to year. Seasonal increases are constant over the years and revenue is closely correlated to attendance. The attached graphs depict attendance records and gift shop revenues for the previous three fiscal years. As expected, senior tours account for the most frequent visitor to the Museum. Student tours are equally as high although these records also include both school group visits to the museum and classroom based programs. Attendance drops off dramatically in the winter months while the spring and summer months are the Museum's busiest season. Attendance drops significantly in the month of September when students return to school but rebounds in October with an increase in senior tours.

**Current Program Focus**
Collections Management and Exhibits
Guests to the Museum learn about the history of healthcare in rural America through an introductory video, interpretive tours led by trained docents, hands-on demonstrations and sensory exploration in the medicinal garden. Conversation and discussion of health care experiences are encouraged and add personal connections to the tour. Building on the strength of its collections, the Museum has recently re-aligned artifact displays throughout the museum campus. Expanded exhibits on the history of dentistry and women in healthcare are now part of the tour. Off-site displays are rotated in a large new exhibit case on the health sciences campus of East Carolina. The Museum is also actively implementing recommendations from a state of North Carolina archivist to improve the care, preservation and access to archival materials in the collection.

Education and Outreach
The Museum's 4$^{th}$ grade in-class field trip program brings authentic artifacts and hands-on activities to students in schools throughout the region. Outreach efforts through special events allow the Museum to reach a wider, more diverse audience. The Museum has enjoyed enthusiastic community response to "History Alive!" an annual special event on the Museum's Bailey campus. The event offers an open house of the Museum, historic interpreters, regional museum demonstrations and activities, and horse

and carriage rides through the town of Bailey. The event has gained financial sponsorship from numerous businesses in town. Mobile screening resources, such as mammogram radiography units and vaccine clinics, are currently being researched and scheduled to be held at the Museum.

**Future Directions**

In the next five years, the Museum plans to continue its efforts in expanding its outreach to a wider audience through events, off-site exhibits and educational programs. Developing additional school-based educational programs will allow the Museum to target more grades, reach more students and increase the scope of health related instruction. Museum staff will also continue to organize, document and streamline the collection to reduce redundancies and storage space. Increased efforts to expand the Museum's virtual presence through social media outlets, digital collections and online exhibits will be explored. The Museum will also work with East Carolina University to develop a marketing plan, as well as a membership or fundraising program. The Museum's proximity to the I-95 corridor provides untested opportunities to market to travelers along the eastern seaboard. Museum staff would also like to consider raising admission prices to reflect higher rates charged at other regional museums.

**Fulfilling Needs**

The Museum's path forward is based on a variety of sources that indicate how the Museum might best meet the needs of its community. Museum visitor statistics reveal the Museum is most popular with an older population. The conversational nature of the guided tours allows Museum staff to inquire about guest expectations, what brought them to visit the museum and their historical interest. Many of the Museum's group tour visitors appreciate the format and length of the guided tour. Some individual visitors do not have enough time to take a tour and from their input, as well as others who cannot physically come to the Museum, the increased online presence will help them access information from the Museum. Interviews and surveys from participating teachers also indicate that there is a lack of integrated history and science educational programs that are available to students in a classroom setting.

Additionally, statistics in the museum field show that with an aging population, more opportunities for visitors and volunteers must be balanced with decrease of available spending money for discretionary travel due to high fuel prices and higher health care costs. Moreover, as minority populations become more prevalent making up 20% of today's population, only 9% of museum visitors are of minority cultures. The narrow focus of the Museum's collection and educational mission causes concern about how minority cultures and younger populations may relate or connect to the history of the "country doctor" and the Museum as a whole. The changing cultural landscape indicates the Museum must plan to meet the changing needs of the community.

**Resources Needed**

As part of the East Carolina University, the Museum will continue to need administrative support, technical assistance for increased online presence and graphic assistance for ongoing updates to interpretive displays. The Museum will continue to take advantage of these resources already in place. With the hiring of a new development officer for the Joyner and Laupus libraries, the Museum hopes to receive assistance in developing marketing and fundraising plans. Increased operational funds to adequately staff the Museum and its programs, improve exhibit and work space at the Museum, and improve the care of the collections are also needed.

## Attachment VIII

ECU 2013 SACS Comprehensive Standard 3.8.1 Assessment activities narrative; Assessment of Laupus Library

*Assessment of Laupus Library Facilities*

The *LibQUAL+ Survey's Library as Place* results measure user perception of Library space. Laupus Library participated in the LibQUAL+ survey in 2007, one year after the Library moved into the new building. Using perceived mean for *Library as Place* as a measurement, Laupus Library received a score of 7.26 in 2007. When the survey was administered again in 2011 Laupus scored 7.74 on this item. The average score for the *Library as Place* dimension for the academic health sciences library cohort in 2011 was 7.53.

| Year surveyed | 2003 | 2007 | 2011 |
|---|---|---|---|
| Library as Place (Laupus Library) | 6.95 | 7.26 | 7.74 |

Strategic planning interviews conducted in 2010 with faculty and staff elicited positive comments from faculty, staff and students indicating that they regarded the Library as a good, comfortable, safe place for study.

Gate count is used to measure traffic entering the Library and to evaluate patterns of building use. This information is used to determine hours of operation and staffing levels. In 2010 Laupus Library began extending hours during final exam periods in response to faculty and student requests and documented increased late night use. Friday and Saturday evening hours were extended in 2012 in response to students' expressed need, especially in the medical school, for later hours.

The American Association of Medical Colleges (AAMC) Senior Survey results tracked over five years indicate that medical students at ECU are generally satisfied with the Library and student study space. The past five years reflect student experience since the Library moved into the new building. 2011 AAMC questions on library instruction and satisfaction show that ECU scores are generally in alignment with the average scores for all schools surveyed.

**2011 Medical School Graduation Questionnaire-Brody School of Medicine, ECU**

Summary of Library-related Questions and Responses:

1. Do you believe that instruction in conducting systematic literature reviews was:

| | Adequate | Excessive | | |
|---|---|---|---|---|
| ECU | 80.4% | 0% | = | 80.4% |
| All Schools | 82% | 6.2% | = | 88.2% |

2. I am confident I have the knowledge and skills to carry out sophisticated searches of medical information databases

| | Agree | Strongly Agree | | |
|---|---|---|---|---|
| ECU | 58.7% | 26.1% | = | 84.8% |
| All Schools | 50.8% | 34.0% | = | 84.8% |

3. I am confident I have the knowledge and skills to critically review published research

| | Agree | Strongly Agree | | |
|---|---|---|---|---|
| ECU | 60.9% | 15.2% | = | 76.1% |
| All Schools | 49.9% | 28.6% | = | 78.5% |

4. I have basic skills in clinical decision making and the application of evidence based information to medical practice

| | Agree | Strongly Agree | | |
|---|---|---|---|---|
| ECU | 47.8% | 43.5% | = | 91.3% |
| All Schools | 56.0% | 37.8% | = | 93.8% |

5. Student level of satisfaction with Library

| | Satisfied | Very Satisfied | | |
|---|---|---|---|---|
| ECU | 40.9% | 47.7% | = | 88.6% |
| All Schools | 43.2% | 42.6% | = | 88.5% |

Results of the ECU 2010 Graduating Senior Survey (Table 6) show that approximately 34% of ECU students come into the Library (Joyner and/or Laupus) daily or weekly.

*Assessment of Laupus Library Services*

*LibQUAL+ Affect of Service* scores were used to measure user perception of library services at Laupus Library in 2011. The Library received a perceived mean score of 7.73 for this dimension which was equivalent to the perceived mean score of 7.71 for academic health sciences libraries but 0.10 lower than the 2007 score of 7.83.

A Medical History Interest Group Lecture Series survey in 2010 provided feedback on programs and gave the steering committee direction for future lectures. This feedback was used to identify optimum times to offer lectures, decisions to videotape lectures, and suggested future topics. Actions taken as a result of the survey led to an increase

in instructors requiring students to attend relevant MHIG lectures and more diverse attendees.

As noted above, graduates of the Brody School of Medicine complete the AAMC Senior Survey. This tool includes several questions about library skills instruction. The Library is represented on the Executive Curriculum Committee which reviews the survey results and makes recommendations. Overall survey results indicated that:

- Laupus Library provides the appropriate level of instruction in conducting systematic literature review
- Students agree or strongly agree that they have the knowledge and skills to carry out sophisticated searches of medical information databases
- Students agree that they have the knowledge and skills to critically review published literature.

LibGuide statistics by discipline have been tracked by the Library. Examination of use of LibGuides prompted librarians to produce additional guides. During the summer of 2011, they updated and enhanced existing guides

Annual statistics for reference questions and Library instruction indicate that although traditional reference desk questions are declining, the Library is seeing an increase in the number of participants in face-to-face Library skills sessions. As a result librarians modified their schedules so they have more time for these consultative sessions. Class evaluations for both online and face-to-face instruction are used to improve class content and instruction.

Laupus Library conducts an online survey of distance education students every two years to assess Library use and satisfaction. Student comments indicated that the Library needed to make it easier for students to fully use all the Library's e-resources. *One Search*, the Libraries' discovery tool, was launched in August 2010. Survey results, from 2010 and 2012, increasingly indicate that distance education students would use Library mobile resources on handheld devices. This information was used to justify the acquisition of iPad 2s for loan to users. The Library also added mobile content for *MD Consult, Procedures Consult, Johns Hopkins ABX Guide,* and *RefWorks*.

Summary of Responses from Division of Health Sciences Distance Education students

| | 2010 | 2012 |
|---|---|---|
| Used the Library's online services | 57% | 69% |
| Library has the resources students needed -Yes | 94% | 83% |
| Library provides support needed by students –Yes | 87% | 61% |
| Students would use resources on hand held devices- Yes | 54% | 67% |
| E-mail preferred method of contact from Library | 88% | 85% |
| Are aware of their department's liaison librarian-Yes | 73% | 73% |

*Assessment of Laupus Library Collections*

The *LibQUAL+* survey's *Information Control* dimension is used to gauge user satisfaction with the quality and appropriateness of collections. In 2011, Laupus Library received a perceived mean score of 7.70 which exceeded its 2007 score of 7.43. This score exceeded the 7.5 perceived mean score of other academic health sciences libraries surveyed in 2011.

Results of the 2010 DE Survey showed that 94% of the respondents felt that "The Library has the resources students needed."

Print books are assessed by internal and external circulation along with their information currency and age. The Library's Collection Development Committee reviews resources identified for discontinuation, and reviews and approves criteria for weeding the collections.

## Attachment IX

**East Carolina University**
**2010-2011 Unit Annual Progress Reports**

**Unit: Laupus Library**

**Unit Report**

**Performance of Professional Duties (Teaching):**

Laupus Library does not offer "For Credit" classes. Since our faculty does not teach distance education classes using Blackboard we do not currently participate in annual DE training. In the future, should our teaching circumstances change; we will ensure our faculty meets the annual DE training requirements.

**Departmental Highlights for FY 2010-2011:**

ADMINISTRATION

- Asst. Director, Teresa Tripp, earned her MS in Instructional Technology from ECU, December, 2010.
- Asst. Director Tripp developed a Blackboard module on Administration Office Procedures used for orientation and in-service development for employees in the Administration Department.
- Asst. Director Tripp designed and administered a DE User Survey to CON and CAHS related to their experiences using Laupus Library. Results of this survey were used to improve Laupus Library services to DE clients (students and faculty). This survey will be revised and administered again to all ECU DE students and faculty in advance of the 2012 SACS accreditation report.
- Asst. Director Tripp was asked to serve on the Task Force to design uniform unit monthly funds tracking as part of the UNC FIT guidelines initiative.
- Fund 111151 received a $17,984 cut in equipment purchases but also received $207,716 in enrollment increase funding. Fund 112151 received a $92,253 cut in library materials funding.
- Based upon budget cuts and the annual May travel date for attending the Medical Library Association meeting, the library will no longer issue travel advances to ensure all travel reimbursements can be paid by the need of the fiscal year.
- Planned renovations to the Library's 3rd Floor were completed between April and June, 2011.

COLLECTION DEVELOPMENT

- Revised the Collection Development Policy.
- Integrated "ebrary" eBooks titles into the approval plan as a selection option.
- Worked with SoDM faculty to determine curricular and research needs and began subscriptions to a core set of journal titles.
- Planned and executed three events in support of Open Access Week.
- Established a deposit account with BioMed Central for open access article submission for faculty.
- Began subscription to SMART Imagebase and BMJ Clinical Evidence.
- Weeded aging AVtitles and formats. Replaced them with current titles in contemporary formats.
- Cancelled duplicate eBook and journal subscriptions as identified.
- Worked with Patrick Carr and Joseph Thomas at Joyner Library to move all major journal packages to the shared Virtual Library account.
- Participated on key joint library committees related to collection development including the Copyright, Scholarly Communications, Electronic Resources and Discovery Tool Implementation committees.
- Represented ECU at the Carolina Consortium Meeting, Greensboro, April 2010.
- Attended the Charleston [Collection Development] Conference, Charleston, SC November 2010.
- Awarded ScholarShip to attend e-Science Boot camp, Charlottesville, VA, March 2011.

COLLECTION MANAGEMENT

- Patty Greenstein retired as head of Collection Management in April, 2010.
- Ginny Boyer appointed Head, Collection Management and Metadata Librarian, October 1, 2010.
- Collection Management personnel now purchase commercially produced cataloging services from OCLC, minimizing the amount of copy cataloging which must be done in the department. As future anticipated retirements occur, the department will expand purchase of shelf-ready services to include all necessary book labels and printed documentation to further save on clerical labor needed to process print materials.
- Collection Management staff evaluated existing workflows, developed needed documentation on individual processes and strategized how to streamline operations, and provide greater efficiencies in collection management services to Laupus Library and its clients.
- Conducted major clean-up and maintenance of existing cataloging data.
- Assisted in the weeding of the AV collection.
- Conducted an inventory of the library's general collection.
- Worked with Matthews Medical Books and OCLC to make delivery of eBooks into the library's collections a seamless electronic process.
- Processed ECU electronic theses and dissertations into ScholarShip, ECU's Institutional Repository.
- Helped design and execute the digitization of the Sears Dental Collection in collaboration with the Country Doctor Museum.

- Consulted with the Country Doctor Museum in the selection of Content DM, a networked software tool, which will compliment and eventually replace the Past Perfect software currently used by the CDM.
- Continued to organize surplus print materials for shipment to Moldova as part of the NC partnership with that country.
- Collection Management staff participated in webinars and online conferences related to the introduction of the new RDA metadata cataloging protocols.

EAHEC/OUTREACH SERVICES

- Negotiated a Mutual Aid Agreement and Memorandum of Understanding for disaster preparedness in conjunction with UNC-CH, Duke and Wake Forest Universities and the other nine NC AHEC Libraries.
- Exhibited library information at 10 conferences in support of EAHEC /ECU DHS programs.
- Assisted Beaufort Regional Health System and Carteret General Hospital to receive NN/LM contracts awards for computer equipment to improve information technology access in support of their clinical programs.
- Made 26 outreach visits to regional hospitals and public health departments to foster greater awareness and use of information technology resources and current health information databases and tools.

HISTORY COLLECTIONS /COUNTRY DOCTOR MUSEUM

History of Medicine

- The highlight of this year was the visit to Laupus Library of Jeffrey Reznick, Interim Director, History of Medicine Division, National Library of Medicine Mar 14-16, 2011. During his visit, Dr. Reznick presented "The National Library of Medicine and the Future of the History of Medicine" as part of our History of Medicine Lecture Series. Dr. Reznick was the guest of honor at a reception provided by the Friends of Laupus Library following his lecture. Dr. Reznick also visited the Country Doctor Museum during his visit to ECU.

- Purchased 33 titles ranging from 19th to 21st centuries for addition to the history collection, including 15 dentistry titles and 8 reprints important to the history of nursing in America.
- Accepted about 150 books on relevant subjects being weeded by Joyner Library for retention in our history collection.
- Presented 8 Medical History Interest Group (MHIG) presentations and one History of Medicine Lecture during the year. All presenters gave permission for their presentations to be mounted on the Library's website at http:/www.ecu.edu/cs-dhs/laupus library/HOM/historyofmedicinearchives1011.cfm
- Mounted 7 exhibits including:
  - Everyday Miracles: Medical Imagery in Ex Votos. (Aug.-Nov, 2010) from NLM.
  - Home Births: Turn of the Century Midwifery Supplies. (October 2010-February 2011).
  - Native American Flag Memorial (November 11-12, 2010) in collaboration with Mandy Plucker, Campus Living & Dining.

  - The Three Great Early English Microscope Makers: James Smith, Andrew Ross and Hugh Powell. (September 2010 - December 2010) Curated by Dr. Donald R. Hoffman.
  - English Microscopes (December, 2010 - May, 2011) Curated by Dr. Donald R. Hoffman.
  - Adaptive Design Project Chairs (April-May, 2011) in collaboration with Prof. Hunt McKinnon and ISDN 4500 - Universal Design students.
  - Wearing Our Insides Out: Women's health & Art (May - August, 2011) in collaboration with Catherine Billingsley and Marie Modlin, ECU SOAD.
- Presented 5 additional cabinet displays
- History Reading Room was open to visitors during all Friends of Laupus Library events.
- History Reading Room was used as a setting for videotaping:
  Research First Aid (August 2010)
  Psychology department Counseling Modules (February 2011)
  Dean Sylvia Brown for CON accreditation (May 2011).

<u>Country Doctor Museum</u>

Administration

- The Gift Shop register was replaced with one capable of producing point-of-sale inventory reports; inventory updated with bar code tags; Gift Shop inventory audited by ECU.
- Acquired a new copier/printer/fax machine and a digital camera.
- Two part-time docents were hired to fill in while Associate Curator, Anne Anderson takes medical leave.
- William Rogers participated in a work program sponsored by the Upper Coastal Plain Area Agency on Aging. Mr. Williams provides assistance with museum maintenance and operations, excluding tours and working with the cash register. Funding for his position is provided by the UCPAAA.
- Dr. Jeffrey Reznick, Interim Director, History of Medicine Division, National Library of Medicine, visited the museum on March 15th as part of a two day visit to ECU/Laupus Library.

Facilities, maintenance and improvements

- A new septic system was planned and installed in the Farmer Annex in consultation with the Nash County Health Department.
- The Medicinal Herb Garden was planted with herbs and flowers for the spring/summer interpretive seasons. Other gardens receives regular gardening services including mowing, mulching, gutter debris removal, parking lot weed mitigation and fall leaf clean-up.
- ECU delivered sand bags for use at low-lying doors and access areas during hurricane season.
- NC Dept. of Health & Human Services visited the museum to evaluate the museum for deaf and blind visitors. Constructive suggestions were offered and have been implemented.

- Kelly Schook from ECU's Environmental Health and Safety Dept. visited the museum in May, 2011. She will provide the museum with recommendations in a follow-up report.

Education and Outreach

- Associate Curator, Anne Anderson contributed an article on the "History of the Country Doctor" for the forthcoming volume of the Encyclopedia of the American South.
- Tours with a hands-on educational activity are offered to summer camp groups, traditional classes and home school groups visiting the museum. All 4th graders from the Bailey Elementary School visited the museum in 2010-2011.
- Outreach exhibits were presented at the Theater of the American South in Wilson, NC, a teacher's conference held at ECU and the Johnston County Genealogical Society.

Museum Marketing, Development and Advancement

- Museum personnel participated in the NC Tourism day at the NC Welcome Center in Roanoke Rapids. A small exhibit on the CDM was later installed at the Welcome Center on I-95.
- The Museum joined the Wilson and Bailey Chambers of Commerce and the Southern Hospitality (SOHO) group of Nash County.
- Jenny Schindler met with the Tobacco Farm Life Museum Director to explore possible collaborative marketing and outreach opportunities. She also met with the director of the Rocky Mount/Nash County tourism.
- Alex Naar, Coordinator of Sustainable Tourism Outreach at ECU visited the museum in May 2011.

Museum Statistics: July 2010-June 2011

| | |
|---|---|
| Student Tours: | 461 |
| Adult Tours: | 231 |
| Senior Tours: | 423 |
| | |
| Donations: | $257.43 |
| Gift Shop Sales: | $2,935.17 |
| Sales Taxes Collected: | $227.52 |
| Total Funds Deposited: | $7,610.12 |

MULTIMEDIA & TECHNOLOGY SERVICES

Administration

- Participated in Think-In 2010 to advertise MTS services.

Computer Lab

- The Computer Lab renovation project was completed. This area is now more open for collaboration among students.
- New poster printer was installed in the computer lab.
- A Laupus Computer Lab wiki was created as a centralized information resource for student lab assistants as well as backup staff.

- Updated/Added new equipment to the Laupus Library Equipment Loan Program.

ECU-TV

- ECU-TV schedule created and posted on the ECU-TV website.
- Several new programs have been created for ECU-TV and are also webcast to reach a broader audience including:
    - Medical Matters—informational series featuring the different departments and specialties of ECU Physicians.
    - To Your Health—an on-going series of nutritional information programs in a cooking show format.
    - Research Matters—informational series showcasing various medical research projects going on at the BSOM.
    - School of Music Performance Series—recent productions include guitar, symphony orchestra, and the 2011 New Music Festival.
    - Special Events—Founders Day Awards, State of the University Address, Voyages of Discovery Lectures

Facilities Design

- MTS is heavily involved with the School of Dental Medicine and Family Medicine building projects.
- Consulted on the Laupus Library renovation

Support to Brody School of Medicine

- Bb9 videos and training sessions were completed for the BSOM faculty.
- M-1 and M-2 classroom equipment was updated by ITCS. Mediasite equipment was also added to be able to record lectures.
- Installed new AV equipment in the Brody 2-West area and in the auditorium.
- Installed new AV equipment in 2E-92 to make it a HD videoconferencing facility.
- Moved the Broadcast Pix used for the Children's Miracle Network telethon from the MTS studio to the Brody auditorium. This will keep all CMN telethon support personnel in the same area.
- Researched and purchased new LED lights for the Brody auditorium. Students were complaining about the lighting while taking exams. These new LED lights are brighter and will last longer than the old bulbs.

Web Design Services

- Laupus Library website re-design was completed and released in August 2010.
- Assisted DHS departments with websites and animation projects.

**USER SERVICES**

Statistics

| | |
|---|---|
| Service Desk Transactions..... | **'09-'10'10-'11** |

| | | |
|---|---|---|
| Desk Questions | 5492 | 3940 |
| Email/Chat Questions | 532 | 242 *(stat log failed Nov.19, 2010)* |
| TOTAL | 6024 | 4182 |

| Education Statistics | **'09-'10** | **'10-'11** |
|---|---|---|
| Attendance | 1143 | 1596 |
| Number of Sessions | 214 | 232 |
| Program Hours | 207 | 166 |

| Interlibrary Loan Statistics* | **'09-'10** | **'10-'11** |
|---|---|---|
| Document Delivery | | |
| Received | 1262 | 1364 |
| Filled | 1149 | 1404 |
| Interlibrary Borrowing | | |
| Received | 1056 | 1082 |
| Filled | 646 | 865 |
| Interlibrary Lending | | |
| Received | 3424 | 3384 |
| Filled | 2402 | 2324 |

Access Services & Document Delivery/ILL

- Audit - ECU conducted an audit of our records for Access Services and DocDel/ILL – we were commended by the auditors on our practices and clean recordkeeping
- AV & Model Weeding – Access Services assisted Collections Management and Collection Development in assessing and weeding the AV collection, and in adding new and replacement anatomical models
- Extended Exam Hours – coordinated with Access Services staff to extend operating hours of the library during final exams
- Renovation/Construction – coordinated the creation of signs and posters, and ordered disposable ear plugs to be freely available to any library patron
- Pastoral Services (PCMH) – worked with Dean Luther to assume their collection, cataloging it and making it accessible to PCMH employees
- Reserves – coordinated with Ginny Boyer to redesign how reserves are managed in the catalog. Patrons are now able to search more easily and find reserves based on instructor name or class number.
- Policy Review – coordinated a review of Access Services & Document Delivery/ILL policies, making updates as needed

Information Services

- Health Sciences Author Recognition (HSAR) –
- Filled Librarian Vacancies

  - Conducted 2 faculty searches for CAHS liaison, and CON liaison positions
  - Hired Jen Walker – November 2010 (CON)
  - Hired Christine Andresen – March 2011 (CAHS)
- Reference Collection Weeding & Reduction – coordinated the weeding and reduction of the print Reference Collection. Removed 4 book shelves from the Reference Floor
- Mobile Study Furniture – assisted with the purchase of movable study tables for the casual seating area on 2nd floor.

**Professional Development Activities [as reported though Sedona]:**

Workshops: 11
Research related conferences: 4
Professional Development: 11
Distance Education /Professional development: 7
Professional Internships: 1
Other Professional Development: 1

**Total Professional development Activities: 35**

**Honors and Awards:**

Susan N. Simpson - Selected to be an NLM/AAHSL Fellow 2010-2011
Roger G. Russell - Awarded an AAHSL Leadership ScholarShip to the Harvard Library Leadership Institute, Harvard University, summer, 2010.

**Unit Highlights in Research and Creative Activity [as reported through Sedona]:**

| **Research Activities:** | | **Types of Activity:** | |
|---|---|---|---|
| Peer Reviewed Journals: | 12 | Learning & Pedagogical ScholarShip: 3 | |
| Books: | 3 | Contributions to Practice | 23 |
| Chapters | 5 | Discipline-Based ScholarShip: | 25 |
| Peer Reviewed Papers | 1 | | |
| Peer Reviewed Presentations | 7 | **Total:** | **51** |
| Faculty Workshops: | 5 | | |
| Non-Peer Reviewed Journals: | 14 | | |
| Other: | 4 | | |
| **Total:** | **51** | | |

**Highlights of the Research Year Include:**

- Overall increase in the number and variety of scholarly activities.
- Three peer reviewed evidence-based journal articles co-authored with physicians and published in either the American Family Physician (1 article) or the Journal of Family Practice (2 articles) as part of the Family Physician Information Network (FPIN).
- Ketterman, E., & Besaw, M.E. (2010). An evaluation of citation counts, search results and frequency of updates in Dynamic and UpToDate. Journal of Electronic Resources in

Medical Libraries, 7(4), 273-380. This analysis of the two most heavily used point of care tools was published in time for clinical librarians to use the findings to make critical decisions on cuts to their collections.

**Unit Highlights in Service [as reported through Sedona]:**

- **Institution Service Activities:**
  - Departmental Committees:Chair = 6; Member=31.
  - College/Division Committees: Member =12.
  - University Committee: Chair= 1; Member =10;
  - State-wide Committee: Member = 2.

- **Professional service Activities:**
  - State = 1
  - Regional = 4
  - National = 10

- **Community Service Activities:**
  - Local = 2

**Highlights of Progress on Laupus Library strategic plan:**

- Working in collaboration with Joyner Library, statistical data is being reviewed and used to prepare the SACS compliance report Working in collaboration with Joyner Library, statistical data was reviewed and used to prepare SACS compliance reports.
- .1.2.4.1. Laupus Library continues to contribute data to the annual ASRL and AAHSL statistical reports and use this data for benchmarking improvements in programs and services.
- 1.2.4. LibQual will be administered to Laupus Library clients in the fall, 2011. Results will be used to support SACS compliance.
- 1.4.1.1. The Summon Discovery Tool was added to the Virtual Library in FY 2011.
- 2.3.1.1. Two library liaison positions were filled in FY2011.
- 2.3.1.2. The Guidelines for Evaluation of Library Faculty was revised in FY 2011 and is awaiting final approval and adoption by the faculty in August 2011.
- 2.3.3. Laupus Library and MTS personnel are encouraged to participate in ECU sponsored in-service training as appropriate. This is a primary training strategy during the current budget crisis.
- 3.3.4.1. Laupus Library, MTS and ITCS continue to maintain a positive, proactive working philosophy and practices.
- 4.2.2.1. Laupus Library renovated the 2$^{nd}$ floor to add electrical outlets to accommodate increased use of computers and other equipment by users. The 3$^{rd}$ floor was renovated to add a 30-seat classroom, 9 swing office/group study rooms and a large conference room plus additional tables and chairs for study. A total of 132 new seats were added to the library with this renovation.

- 5.1.1. The History of Medicine Lectures presented another successful series of lectures. A special lecture was presented by Dr. Jeffrey Reznick, Interim Chief, History of Medicine Division, National Library of Medicine during a two-day visit to Laupus Library and the Country Doctor Museum. Planning is underway for the 2012 lecture series.
- 5.1.2.2. Whitney Munger, a graduate student from the History Dept., curated the Sears Dental Collection gift during the summer of 2011. This project has laid the foundation for a broader collaboration with the Curation Studies program headed by Dr. Suzanne Grieve. Plans call for her students to do more conservation projects during the 2012 academic year. This partnership and collaboration will benefit both Laupus Library and the Country Doctor Museum.

**Key Issues:**

**Laupus Library**

- Need to fill SPA vacancies created by normal attrition. If we cannot fill them in 2012 or 2013, can we secure the positions to be filled in later fiscal years as money becomes available?
- Need to fund and staff a permanent SoDM liaison.
- Need to fund and staff liaison positions for each of the DHS research institutes.
- Need a revised and strengthened development plan for Laupus Library as our the President of the M&HS Foundation retired and in June 2011 and our half-time Major Gifts Officer will retire on Spetember 30, 2011.
- Need to revise and continue strategic and business planning activities of the Museum Task Force.
- Concern for outcome of the proposal to consolidate Laupus Library with Joyner Library into a University Library System.

**MTS**

- Need appropriate permanent funding for MTS operations.
- Need support for staff development and technical training to maintain skills and knowledge of this group of unique technicians.
- GIS funding is needed for all personnel currently funded from other sources.
- The future of MTS.

**Conflict of Interest Reporting:**

All COI documentation was filed on time as required.

**East Carolina University**
**2011-2012 Unit Annual Progress Reports**

## Unit: Laupus Library

**Unit Report**

### Performance of Professional Duties (Teaching):

Laupus Library does not offer "For Credit" classes. Since our faculty does not teach distance education classes using Blackboard we do not currently participate in annual DE training. In the future, should our teaching circumstances change; we will ensure our faculty meets the annual DE training requirement.

### Departmental Highlights for FY 2011-12:

**ADMINISTRATION**

- The budget for FY 12 totaled $4,670,849 in state funding after $336,739 in permanent cuts which were later augmented by $96,907 in DHS/AA enrollment increase and a onetime allocation of $5,000 in lapsed salary funds.

- This was the first fiscal year in four years that the library was able to spend budget through the end of the fiscal year.

- The Administration Department began monthly auditing all e-print report transactions of all funds for revenue and expenses. Business Manager Teresa Tripp met with the Country Doctor Museum, the Laupus Library Document Delivery Department and Multimedia &Technology Services to confirm that all required university procedures related to the receipt of money, accounting checks and balances and proper documentation were in use.
- Leslie Edwards, Administrative Support Specialist (Budget Officer) joined the Administration staff. She processes the payments for all accounts payable and purchases supplies, furniture and equipment for the library and MTS. She cross-trained with Carolyn Baker to serve as a backup for travel reimbursements and is responsible for the auditing of expenses from all funding sources.

- Carolyn Baker attended Online Travel Training and assumed responsibility for implementing the new on-line travel system. Due to her reassignment to travel support, Carolyn's former duties related to acquisition of standing orders and audiovisual materials was transferred to Michelle Messer in Collections. Carolyn

and Michelle will continue to balance expenditure accounts on a weekly basis and Carolyn will provide back-up to Collections in the event of Michelle's absence.

- Colie Cashwell, Human Resources Support Specialist, assumed management of the Director's calendar effective July 10, 2012. This task had previously been managed by Carolyn Baker. Due to a recent external audit of the university personnel files, all medical- disability related information and other required confidential information was redacted from all Laupus employee personnel files by the July 31, 2012 deadline.

- David Roberson, Shipping and Receiving, attended workshops for the active shooter tabletop and safety representative training.

- Teresa Tripp, Asst. Director for Administration, meets regularly with Mr. Vanderpool and the west campus financial group She attended all of the sessions for the "Shooter Drill" tabletop and safety training for west campus. Teresa also attended the online travel training session and EPA HR workshops throughout the year. Teresa was chosen to participate in the UNC Bridges leadership development program for women employees of the UNC system.

- Older files maintained by Administration were reviewed by the appropriate administrative staff members in preparation for authorized removal to the University Archives or disposal by shredding.

- The need to move all Laupus Library and Country Doctor Museum items from ABC Storage was recommended in a report sent to Dr. Spencer by Whitney Munger, a conservation GA who worked for the library during FY11. Ms. Munger identified specific deficiencies and hazards she found at the ABC facilities in her report. All furniture, equipment and other materials from the Country Doctor Museum and Laupus Library stored at ABC were moved to Confidential Records Management, Inc., 310 Staton Road, Greenville, NC. In an effort to provide better climate- controlled, environmentally clean storage for these items. We shared information about this storage alternative with the Joyner Library director who has similar storage needs and concerns.

- As a result of the installation of voice over IP phones, the library was able to purchase speakers to tie in with the phones and provide the library with paging capabilities to allow announcements within the library. This will facilitate closing announcements and other announcements related to hazardous weather and related safety concerns.

## COLLECTIONS

### Collection Development & E-Resources

- A project begun in 2009 to find, digitize, upload and tag all original e-resources licenses in the Serials Solutions ERM module has been completed. Original paper documents are now all in Laupus administration archival files for safekeeping.

- An assessment of the print circulating collection was conducted with input from staff in Collection Management. Data retrieved will assist the librarians in revising their selection of titles for the book and e-book collections.

- Michelle Messer, formerly of Laupus Library Access Services, assumed the new role of Collection Development Coordinator.

- The AV weeding project begun at the end of 2010-11 was completed. This effort involved input from all liaisons. The outcome is a more focused, current, clinically relevant collection that is almost exclusively in DVD format. It also created space for more study tables in the AV area which have been highly used.

- Laupus Library participated in the NLM & NN/LM's MEDPRINT print journal retention program. We identified 8 titles from our collection that met the criteria for retention to support a national strategy to retain essential print copies of journals to be used as back-up to titles now used primarily in e-format.

### History Programs

- The Medical History Interest Group presented eight lectures in FY 2012 with 194 total attendees.

- Several collections and books, including a unique set of pharmacy trade cards, were digitized for inclusion in the Digital Collections at East Carolina University http://digital.lib.ecu.edu/ . The actual digitization was done at Joyner Library. Laupus Library's Collection Management Dept. helped plan the project and metadata is currently being added to the newly digitized collections by personnel in History Programs and Collection Management. These will become part of the ECU Digital Collections upon completion.

- Based upon recommendations from the graduate student conservationists, the History Collections Preservation Laboratory was updated with a chemical safe, eye wash fixture at the sink and a fire extinguisher. The lab passed its first annual inspection done by Environmental Health & Safety for laboratories where hazardous chemicals are being used and stored.

- Many of the artifacts in the Sears Dental Collection have been identified, cleaned, and conserved, as needed. This work was done by two graduate students from Maritime Studies in consultation with the Country Doctor Museum. Most of the work was done in the History Collections Preservation Laboratory. The CDM owns the Sears Collection.

- Melissa coordinated the local arrangements and the Laupus Library hosted the fall 2011 meeting of the Association of North Carolina Health and Science Libraries (ANCHASL) on Sept. 16, 2011. Approximately 30 librarians from throughout North Carolina attended.

<u>Country Doctor Museum</u>

- New exhibit projects focused upon the curating and preparation of the Sears Dental Collection. Currently housed at Laupus Library, this collection will be the central piece in an exhibit planned to commemorate the opening of the SODM's Ross Hall in August 2012.

- The CDM was selected to participate in the "Traveling Archivist Program" sponsored by the NC State Archives. The report, Dated April 12, 2012 provided by the visiting archivist strongly recommended conversion from the Past Perfect museum software to. "Content DM" the networked digitization software currently in use at Laupus Library. Completion of cataloging of all museum holdings was also strongly recommended. Due to limited staffing, the CDM has never completed the back-log of cataloging from the initial gifting of the museum.

- The Museum established a new networking partnership with the Ricky Mount Tourism Board, Wilson Chamber of Commerce, the I-95 Visitors Center and the new staff at the Tobacco Farm Life Museum.

- *House Calls*, the museum newsletter, is published electronically once a year and is available on the museum website. A CDM column or feature is included in each issue of *The Umbrella,* the electronic newsletter of Laupus Library.

- The In-class Field Trip programs served 138 students during the FY 12 school year. Information about the In-Class Field Trip program was distributed to area schools in late spring, 2012 in time for science teachers to pre-plan visits for classes in the FY 13 school year.

- A "History Alive" event was held in November, 2011. Activities included a troupe a volunteer Civil War re-enactors. Marketing was done collaboratively with the Bailey Methodist Church which has also scheduled an event for that date. Estimated attendance was 600. This event was considered a great success by all involved and will likely be repeated again in 2012. (Free Admission event).

- Jennie Schindler participated in an online webinar, "Telling a Good Story" about creating meaningful tours in November 2011 and "Redefining Audiences" about demographic change ant the ways history organizations can use census data to help expand audiences in January 2012. Both sessions were sponsored by the American Association of State and Local History (AASLH).

- CDM curator, Anne Anderson and History Programs librarian, Melissa Nasea have taken the online course, "The Basics of Archives" recommended by the Traveling Archivist Program's visiting archivist. This training will help improve staff skills in the area of documents and non-artifact materials managed by both the CDM and History Programs.

- CDM Statistics for FY 2012

  - Student Tours: ..... 473 @ $3 = $1419
  - Adult Tours: ..... 331 @ $5 = $1655
  - Senior Tours: ..... 499 @ $3 = $1996
  - Total Paid Visitor Tours:..... 1,303 = $4571
  - In-class field trip student participants: 138 @ $2 = $276 plus transportation costs
  - Bailey elementary "Town Tour" participants: 125 (n/c for Freeman-Brantley only tour)
  - Total Admission/Teaching receipts: ..... $4,847.00
  - Monetary Donations:..... $1,186.00
  - Gift Shop Sales:..... $9,212.00
  - Total Cash Income..... $15,245.00

## COMMUNICATIONS AND DEVELOPMENT

- "Wearing our Insides Out" exhibit: May 2011 – August 2012.
  Opening exhibit and panel program was attended by 70.

- Art as Avocation Series Premiers with its inaugural exhibit January 30- March 27, 2012.
  Over 100 attended the opening reception for Dr. Lew Everett's watercolor exhibit, "Humble Beginnings".

- NLM's "Binding Wounds" exhibit: August 15 – September 23, 2012.
  Opening reception and panel program attended by 50.

- Health Sciences Author Recognition Award Program: November 15, 2011
  Attended by 150 authors and "Friends". Event was partially sponsored the Friends of Laupus Library and Matthews Medical Books.

- "Friends of Laupus Library" 2011-2012
  Founding Friends Campaign completed: 93 Friends; 24 Founding Friends. A total of $27,636.80 has been raised in the initial three-year membership campaign. Donor wall to be completed in late 2012.

- Communications personnel participated in the development and continued writing of the new DHS Blog, 'Health Beat". The blog launched in January, 2012.

- Room 1504 was reprogrammed as a special events group and is managed by the Communications and Development department.

- Print and electronic publications included: "The Umbrella" e-newsletter; Updated Friends brochure (print); and a new History Reading Room brochure (print).

- Created and updated websites for:
  Friends of Laupus Library

  Health Sciences Author Recognition Program registration

  The Art as Avocation exhibit series registration

- Graphic Support for Special Events and Exhibits:
  Medical History Interest Group posters and flyers for all lectures in FY 2012

  Art as avocation series graphic posters, flyers, exhibit programs and web design

Web badges and banners for various library programs and activities

Health Sciences Author Recognition design for website, program, posters, flyers, certificates, and invitations.

Open Access Week logo, banner and flyer

Country Doctor Museum “History Alive” event promotions

Binding Wounds exhibit website, poster, and flyer

Wearing Our Insides Out exhibit website, postcards, flyer, posters and panel discussion flyer

Health Reform Day tri-fold exhibit poster and bookmarks

- Graphic support for Laupus Library departments and user programs
  Library signage

  Computer kiosk graphics

  History Program’s Sears’s collection timeline and photography

  MLA presentation posters for liaison librarians

  2012 ECU Libraries graphics

  Diversity Committee “Kindness” poster reformat

  ECU-TV Web Badges converted to gif format

  ECU Digital Collections website – History Collections web banner

  Trade Cards digital sub-collection banner

  Laupus Library 2012 desk calendar

  Study room reservation posters, web banner and instruction sheets

  MAC/MLA conference poster

- Graphics services to units in the Division of Health Sciences:
  College of Nursing Book Club bookmarks

  Brochures for the College of Nursing

  DHS Blog basic design template, header and web badge

Family Medicine Fact Sheet

ECU Medical & Health Sciences Foundation posters and flyers for special events and programs

SODM posters and flyers for signage, programs and special events.

ECU Mobile App icon

## USER SERVICES

- A liaison relationship was started in the SODM. Working with the SODM was problematic due to the complex nature of SODM 1st year operations. Participation in standing meetings was almost impossible to arrange. Most interaction occurred between Roger Russell and individual faculty. A LibGuide for the SODM was developed. http://libguides.ecu.edu/dentistry.

  Funded by FY12 enrollment increase funds from the DHS budget, a new position, Instructional Design Librarian/Liaison to the SODM was developed and candidate interviews are currently (July 2012) in process. One of the duties of this new position will be as the permanently designated liaison to the SODM. We believe a liaison with instructional design skills will make a very complimentary fit with the SODM as it expands to two full classes and a growing faculty.

- Chat Service using Library H3lp (chat service provider) was implemented. This initial effort has been well received. Plans call for improvements in the alert feature for incoming chat questions, enabling multiple librarians on chat at one time, and providing for login and field questions from any internet location.

- Study Room standard operating procedures were updated, the Joyner Library reservation system was modified by Michael Tucker for use at Laupus Library, and the reservation system was implemented in mid-October 2011 after an initial pilot test using 6 study rooms.

  - Number of Reservations per room, since October 2012
  - Rm. 3532 – 100\
  - Rm. 3534 – 60
  - Rm. 3536 – 76

- Rm. 2546 – 228
- Rm. 3510 - 327

- The Education Committee reviewed educational methods and discussed needed improvements in:
  - Standards for information literacy and information skills instruction and assessment
  - Adoption of established Information Literacy Standards (ACRL or MLA standards)
  - Establishing a peer observation process for liaisons to provide better feedback on their instruction
  - The Need to recruit a full-time professionally trained education librarian for the department.
  - Increased marketing and awareness for Laupus Library programs and special events
  - Proposed and sponsored a "Game Night" on April 26, 2012.
  - Planned better signage for improved way finding within the library building
  - Planned how to provide give away materials for use in marketing the library.
    - Solicited donated items from the Student Recreation Center for give away
    - EAHEC/Outreach helped obtain donated vendor items.

- Library Instruction
  - Jen Walker and Dr. Linda Mayne (CON) conduct research study approved by the IRB.
    The project used the UNLV student assessment model (Kingsley et al. BMC Medical Education 2001, 11:17 http://www.biomedcentral.com/1472-6920/11/17) The Entire project from initial Information Literacy Skills assessment to learning intervention assignment and final evaluation of learning has been completed on one class (Fall Semester 2011), and data from the spring semester is being analyzed.

  - Worked with Jeff Coghill on Kiosk project – NN/LM funded project to purchase several information kiosks for placement at Family Practice Center and affiliate practices

- **Eastern AHEC and Outreach Library Services**

  - Three National Networks of the Library of Medicine Awards totaling $34,468 were completed for three Eastern AHEC institutional clients. The

goals of these awards are to raise awareness of the AHEC Digital Library, to guide medical professionals to current medical information and to provide technology to hospital libraries and other regional entities which have endured years of negative budgets.

| | |
|---|---|
| Lenoir Memorial Hospital, NNLM SEA Award* | $1,756.00 |
| Kiosk Project, NNLM SEA Award** | $29,468.00 |
| MERCI Clinic, NNLM SEA Award*** .. | $5,000.00 |

- There are a total of 726 registered AHEC Digital Library users in the Eastern AHEC Region. Those users registered 4,476 AHEC Digital Library Portal uses. For those databases that report usage, 301 distinct users were reported for databases in the AHEC Digital Library.

- The AHEC Digital Library was demonstrated and Document Delivery services were explained to groups in the region. All of EAHEC's ADL users are able to easily access full-text in over 750 journals, 113 e-Books, 69 databases, patient information (in English & Spanish), AHEC and other CE opportunities. In addition to these identified areas, the Outreach Department participated in the following:

- Reference assistance was provided to the entire EAHEC region. A total of 78 questions were answered, including technology-based questions, reference questions and mediated literature searches. Sixty-two full text journal articles were sent to EAHEC users.
- EAHEC providers and other community users were provided 2 orientation sessions to introduce the resources available at Laupus Library and through the AHEC Digital Library. Content presented included Laupus Library collections and services, other ECU resources, the AHEC Digital Library and how to evaluate freely available online content. A total of 32 providers participated.

- The AHEC Librarian also made 9 visits to local regional hospitals for orientations to the AHEC Digital Library.

- Displays on information about the AHEC Digital Library, library services, and topical bibliographies were exhibited at 13 regional conferences throughout the year. The Eastern AHEC Librarian was aided by librarians from East Carolina University's Laupus Library staff to the conference rotation working in conjunction with the Eastern AHEC/Outreach Librarian. An estimated 1,881 conference attendees had the opportunity to interact with EAHEC and East Carolina University librarians.

## SPA STAFF CONTRIBUTIONS 0F NOTE

- Kelly Dilda served her 4th year as an ECU Staff Senator; served her 4th year on the Staff Senate Communications and Marketing Committee.

- Kelly Dilda and Jason Cottle served as Laupus Library's SPA reps to the State Employees Combined Campaign. Together they helped raise over $5000 from Laupus Library for the FY 12 campaign.

- Teresa Tripp was re-elected to the Staff Senate. She served on the Departmental Review Steering Committee for Auditing Procedures for the university. She is serving on the Health Sciences Student Union Task Force for discussion of needs for that new building.

- Teresa Tripp was named to the Bridges program for women's leadership development for 2012.

## FACULTY ACHIEVEMENTS

Laupus Library faculty librarians for FY 2012 included:

Christine Andresen
Megan Besaw
Ginny Boyer
Kathy Cable
Jeffrey Coghill
Elizabeth Ketterman
Melissa Nasea
Katherine Rickett
Roger Russell
Susan Simpson
Dorothy Spencer
Jennifer Walker

**Unit Highlights in Research and Creative Activity in FY 12 as reported through Sedona.**

| Research Activities | | Type of Activity | |
|---|---|---|---|
| Peer Reviewed Journal Articles | 6 | Learning and pedagogical | 3 |
| Book Chapters | 1 | Contributions to Practice | 12 |
| Peer reviewed paper presentations | 2 | Discipline Based ScholarShip | 8 |
| Non-peer reviewed journals | 4 | | |
| Other | 3 | | |
| | | **Total** | **23** |

- Elizabeth Ketterman was named to the Library Advisory Board of the Journal of Visualized Experiment. This is a new video publication that visually explains laboratory procedures and protocols.

**Unit Highlights in Service in FY 12 as reported through Sedona.**

**Professional Service Activities**

- National = 21
- Regional = 7
- State = 5
- Local = 1
- Total professional activities = 34

**Institutional Service Activities**

- Department:
  Chair: = 10

  Member = 33

- College/Division:
  Chair = 0

  Member = 16

Other = 1

- University:
  Chair = 1

  Member = 17

  Other = 1

- State-wide:
  Chair = 0

  Member = 1

Total Institutional Service Activities = 90

**Ttt**

**Issues and Concerns**

- Funding is needed to replace more than $800,000 lost by Laupus Library during the Great Recession (2008 -2012).
  - Inflation in the cost of library materials and resources
  - Review and funding to raise librarian salaries due to salary compression of SPA multimedia and technology personnel salaries especially after only 1.2% raise in four years
  - Cost of supporting state-of-the-art technology

- Informatics in the Division of Health Sciences
  - The Informatics Task Force Report project needs to be completed.
  - Laupus Library provides knowledge-based information as an informatics partner on the developing DHS informatics team. Laupus personnel have the needed research and service support skills to serve as an initial clearinghouse for informatics development within the Division.
  - Laupus Library should be considered as a "neutral" home for future development of an Office of Informatics for the DHS. This office could support grant seeking, collaborative research, and sharing of resources

- Open Access to scholarly information is a growing movement in the academy.
  - ECU needs to address the expanding Federal requirements to deposit data paid for with grant funding for open access by the public.
  - The Library can play a role in assisting researchers with metadata tagging for their new grants and in metadata tagging final research data and results.
  - How to hand the growing "Big Data" requirements of collaborative research need to be addressed at ECU.

- Additional liaison librarians are needed to serve the research institutes and funded grants.

- The Museum Task Force needs to be reconvened and a strategic plan for museums activities at ECU needs to be developed. An overall ECU strategic plan for museums is needed for planning for the long–term role and support for the Country Doctor Museum

**Trends Supporting Strategic Goals, Products, Services**

# Laupus Library 2010-2012

## Education for a New Century

Laupus Library Goal: A successful educational experience at ECU is made possible by appropriate, accessible library resources, library environment, and library/research skills to ensure student success

Outcome Objective: Laupus Library will enable students to successfully access ECU Libraries electronic collections needed for their study and research.

Measure: By fall 2013, use of the One Search discovery tool for accessing the library's electronic collections, will increase by 20 percentage points.

Results: Average monthly usage of One Search for academic year 2010-11 was 311. This will serve as the benchmark for measuring future increases for One Search use.

One Search average monthly use for academic year 2011-12 was 503. *(July –April 2012).*

The library will continue to track use of One Search, as the primary entry point for university libraries' electronic resources. We also monitor user feedback regarding student success related to accessing and using library supported e-resources.

## Health, Health Care and Medical Innovation

Laupus Library Goal: Increase awareness and use of health related literature and library services by the ECU health care community for medical research, patient care, and health care in the region

Outcome Objective: Deliver library services to support clinical services, teaching, and research by qualified liaison librarians assigned to DHS schools, colleges and departments

Measure: Liaison librarians will increase total interactions with faculty and students in their assigned areas by 10% per year

Results: Liaison librarians had a total of 1,750 interactions with library clients in FY 2011. This will be the benchmark for measuring the increase in future liaison interactions.

During 2011-12 librarians had over 2,200 client interactions.

The volume of client interactions would indicate that liaisons are providing increasing support and services to their respective schools.

## Economic Prosperity for the East

Laupus Library Goal: Partner with the health care community in the region to increase and improve access to library resources and research services

Outcome Objective: Improve resources, services, technology, and health related information access at ECU and in rural healthcare facilities through increased NN/LM (National Networks of Libraries of Medicine) awards and other external funding

Measure: Increase by 10 per cent per year National Network of Libraries of Medicine NN/LM) awards dollar amounts received for outreach projects in regional health care facilities

Results: $9,720.00 funding awarded by NN/LM in FY 2011 used as benchmark to measure future award increases.

FY 2012 Laupus Library was awarded $34,468.00 through NN/LM contracts to purchase equipment, (hardware and devices) to access health information and to promote access and use of health and health-related information

Outreach projects funded by NN/LM provide access to quality health information for providers and consumers. These projects include hardware ranging from iPads to information kiosks in addition to training and librarian consultation.

## The Arts, culture, and Quality of Life

Laupus Library Goal: The History of Medicine Collections and the Country Doctor Museum, Bailey, provide ECU student, faculty and area communities with an understanding, appreciation and context around the history of healthcare in this region and those who pioneered its delivery and development

Outcome Objective: Increase access to unique items and artifacts in Laupus Library's History Collections and the Country Doctor Museum by collaborating with Joyner Library's Digital Collections to digitize

Measure: Add 150 items to the Digital Collections in 2011.
Increase number of items/records by 10% each year

Result: The first project of 149 historical dental artifacts were digitized in fall 2011.

In FY 2012 *(July – March 2012)* Laupus Library added 642 items to the digital collections.

The digitized items are accessible and discoverable via the Web through the East Carolina University Digital Collections. Collaboration between Laupus and Joyner Library facilitated processing of Laupus collections using Joyner's existing digital lab. Established workflows enabled historical health-related collections, managed and cataloged at Laupus Library, to be digitized and processed by Joyner Library for inclusion in the ECU Digital Collections.

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

- Continued growth in the educational programs in the Division of Health Sciences
- Expansion in funded research at ECU, especially within the Division of Health Sciences.
- New university and regional opportunities and challenges requiring quality health sciences information and information services posed by the Affordable Care Act (Obamacare).

- Increased collaboration with Joyner Library to achieve economies and efficiencies in the operation of ECU Libraries in support of the entire university including distance learners.
- Growth in unique digital collections developed and housed by the ECU Libraries including content from the Country Doctor Museum.

## Key Issues for FY 2013

### CDM Projects for FY 2013

Seek grant funding and other strategies to complete inventory and digitization of the CDM artifact collection. This data will improve provenance documentation, help streamline collection holdings and provide digital images to enhance the museum website. The ongoing consolidation and review of CDM archival materials will also aid in the documentation, conservation, access and use of the collections.

Improve programming and visitor experiences on-site, off-site and online through:

- Expanding use of the CDM collections for exhibits at ECU including a new exhibit case in ECU's Family Medicine Center. Update exhibits at the CDM to improve interpretation during the guided tour to offer multiple historic perspectives and opportunities for hands-on and sensory artifact discovery. Examples include "please touch" items such as instruments, apothecary weights and measures and pill rolling equipment. Incorporate information about contemporary health care initiatives and technology alongside their historic counterparts to expand the CDM's relevancy to current issues.
- Strengthening the CDM's education and community outreach. Continue emphasis on building the CDM's in-class field trip offerings to elementary students and expand the program's scope to address contemporary health care concerns, such as presenting healthy oral hygiene practices within a context of dental history. The CDM's signature community event, "History Alive!" offered each fall, introduces new visitors to the CDM's campus and collections, and offers new experiences for returning guests.
- Improved online presence by adding expanded resources, such as a memory station format, a museum blog, digitized collections, biographical information about country doctors, a founder's page about the museum's founding volunteers, a garden page with the museum's garden diagram and annual planting scheme, etc. The CDM increases online activity with communication through social media outlets including Facebook.

### Completion of the PPC mandated strategic plan and unit code review

Complete the mandated PPC strategic plan in collaboration with Joyner Library. This strategic plan will focus upon greater administrative and operational economies and efficiencies between the two libraries. It will also include a review of the unit codes of both

libraries.  Use this plan to guide future Laupus decision related to operational changes, estimated needs for funding and EPA/SPA staffing needs.

## Attachment X

East Carolina UNIVERSITY

# ECU ASSESSMENT REPORT

## Division of Health Sciences - Laupus Library

**Program Mission:** The William E. Laupus Health Sciences Library will connect the education, research and clinical programs of ECU's Division of Health Sciences, Eastern Area Health Education Center, and health care practitioners in eastern North Carolina with quality information at the point of need.

| Outcomes | Means of Assessment & Criteria for Success | Results | Action Taken (Use of Results) & Follow-Up to Action Taken |
|---|---|---|---|
| Division of Health Sciences - Laupus Library<br>**Outcome:**<br>Online Database Instruction<br>Students should be competent in choosing appropriate database or research tools to address their information needs<br>**Outcome Types:**<br>Program Learning Outcome<br>**Start Date:**<br>10/15/2007<br>**End Date:**<br>09/15/2011<br>**Outcome Status:**<br>Not Currently Being Assessed | **Means of Assessment:**<br>Case study comparing Camtasia, Power Point, MediaSite to produce identical online tutorials.<br>**Criterion for Success:**<br>Measured feedback from 23 faculty and students on usability, accessability, cost and time required to creat the tutorial. | **Result:**<br>**Reporting Year:** 2010-2011<br>**Date:** 10/06/2009<br>Camtasia is the most suitable software for creating tutorials for our patrons<br>**Related Documents:**<br>Blevins/Besaw | **Actions Taken (Use of Results):**<br>**Date:** 08/09/2011<br>Tutorials updated in 2011 using Camtasia.<br>**Actions Taken (Use of Results):**<br>**Date:** 07/14/2011<br>Camtasia now primary tool used by Information Services Librarians for creating tutorials. Cross training happens among librarians and MTS production staff.<br>**Follow-Up to Action Taken:**<br>**Date:** 07/14/2011<br>Online tutorials updated in 2010 and 2011 as Library Education Program revised to focus on JIT online and DE instruction for students. |
| Division of Health Sciences - Laupus Library<br>**Outcome:**<br>Access to E-Resources<br>On campus and DE (Distance Education) students will increase use of library | **Means of Assessment:**<br>DE Survey conducted every two years will provide feedback from students about how they access and use library resources, and concerns about using library e-resources. | **Result:**<br>**Reporting Year:** 2011-2012<br>**Date:** 07/15/2012<br>During 2011-12 academic year One Search (Summon) use was 503/month. Increased One | **Actions Taken (Use of Results):**<br>**Date:** 02/11/2013<br>One Search was reviewed for contract renewal and the ECU Libraries recommended to continue this Discovery |

| Outcomes | Means of Assessment & Criteria for Success | Results | Action Taken (Use of Results) & Follow-Up to Action Taken |
|---|---|---|---|
| **Outcome:**<br>Access to E-Resources resources.<br>**Outcome Types:**<br>Program Learning Outcome<br>**Start Date:**<br>08/01/2010<br>**End Date:**<br>09/15/2013<br>**Outcome Status:**<br>Currently Being Assessed | **Criterion for Success:**<br>The library is successful when DE surveys show continued increased use of library online resources and decreasing evidence that students are not able to access and use these resources.<br><br>OneSearch use should continue to increase by at least 10% per year for the next several years as more users discover and use the tool for efficient searching and locating resources.<br><br>LibQUAL surveys will demonstrate library success when the Information Control measurement reaches 8.0. | Search use indicates that more students are using the discovery tool to access online library resources.<br><br>**Result:**<br>**Reporting Year:** 2011-2012<br>**Date:** 05/30/2012<br>DE Survey results in 2012 showed that 69% of DE students used the library's e-resources (see Documents). This is an increase in library e-resource use from 57% in the 2010 survey. This demonstrates that more students are using the library's e-resources, and using the available OneSearch discovery tool to access e-resources.<br><br>**Related Documents:**<br>DE Survey 2012.docx<br><br>**Result:**<br>**Reporting Year:** 2010-2011<br>**Date:** 08/09/2011<br>DE Survey conducted in 2010 (see Documents) indicated that 57% of DE students used the library's online resources. Survey results contained comments that some students did not feel they were adequately accessing library resources and databases.<br><br>**Related Documents:** | tool for 2012-2013.<br><br>**Actions Taken (Use of Results):**<br>**Date:** 01/29/2013<br>The library has added Research Help to its webpage to aid students as they do library research online. (see Documents) Research Help topics were updated and expanded between 2010 and 2012.<br><br>**Actions Taken (Use of Results):**<br>**Date:** 07/30/2010<br>The library has added Research Help to its webpage to aid students as they do their library research online. (see Documents) An Off Campus/Distance Education Information webpage was added to the website in July 2010. This online resource is directed to support DE and off campus students.<br><br>**Actions Taken (Use of Results):**<br>**Date:** 08/09/2010<br>In August 2010 OneSearch (Summon), an online comprehensive discovery tool, was implemented by ECU to make searching library online resoureces easier and more comprehensive. It is hoped that this tool will increase online resource use by DE and on campus students. the library also is adding online research tips and instruction modules to its webpage for students to use as they do their research |

| Outcomes | Means of Assessment & Criteria for Success | Results | Action Taken (Use of Results) & Follow-Up to Action Taken |
|---|---|---|---|
| **Outcome:**<br>Access to E-Resources | | | through the library's portal. |
| | | DE Survey 2012.docx | |
| | | **Result:**<br>**Reporting Year:** 2011-2012<br>**Date:** 08/09/2011<br>Average monthly use of One Search (Summon) for academic year 2010-2011 was 311/month. One Search is a discovery tool that searches through a massive collection of books, scholarly journals, newspaper articles, e-books, dissertations, conference proceedings, and numerous databases. Rather than search for all of these things separately, One Search finds them all at once. One Search results are tied directly to what is available through the East Carolina University Libraries. | **Actions Taken (Use of Results):**<br>**Date:** 05/30/2012<br>Continue to evaluate Summon, One Search, and its use by students as a tool for accessing the library's e-resources by measuring and tracking hits on the system annually. |
| | **Means of Assessment:**<br>LibQUAL Survey administered by Laupus Library every 4 years<br>**Criterion for Success:**<br>LibQUAL will show an increased score for Information Control. | **Result:**<br>**Reporting Year:** 2011-2012<br>**Date:** 05/30/2012<br>The 2007 LibQUAL survey was administered by Laupus Library to all (on campus and DE students and faculty) Division of Health Sciences faculty and students. Responses indicated that Information Control was measured at 7.43 (“LibQUAL+ measures three dimensions of library service quality: Information Control, Affect of Service, and Library as Place. Each dimension has a number of questions associated with it. Together, those questions comprise the 22 core survey items. The eight questions in the Information Control dimension relate to whether users are able to find the required information in the library in the format of their choosing, in an independent and autonomous way.” (ex: Making electronic resources accessible from my home or office) -LibQUAL<br>Laupus Library LibQUAL 2011 Information Control responses measure increased to 7.70. | **Actions Taken (Use of Results):**<br>**Date:** 05/30/2012<br>E-Resource Help Sheets on the library's website were increased, reviewed and updated from 2010-2012 to help students access and use e-resources |

| Outcomes | Means of Assessment & Criteria for Success | Results | Action Taken (Use of Results) & Follow-Up to Action Taken |
|---|---|---|---|
| **Outcome:**<br>Access to E-Resources | **Means of Assessment:**<br>The library annually monitors student use of One Search(Summon) as the Discovery tool, used to comprehensively accessing the library's online resources.<br><br>**Criterion for Success:**<br>The library should see an increase n One Search use by 10% per year. | **Related Documents:**<br>LibQUAL Adequacy Charts only.docx | |
| | **Means of Assessment:**<br>The library runs the LibQUAL standard survey tool every 4 years. (“LibQUAL+ measures three dimensions of library service quality: Information Control, Affect of Service, and Library as Place. Each dimension has a number of questions associated with it. The eight questions in the Information Control dimension relate to whether users are able to find the required information in the library in the format of their choosing, in an independent and autonomous way.” (ex: Making electronic resources accessible from my home or office) -LibQUAL<br><br>**Criterion for Success:**<br>LibQUAL results for Information Control will show increase every survey period. | | |
| Division of Health Sciences - Laupus Library<br>**Outcome:**<br>Best Practices Committee<br>Librarians on the BP Committee conduct literature review as foundation for study to determine proven best practices in the field to establish order sets for PCMH clinicians that will positively impact patient outcomes and resource use. | **Means of Assessment:**<br>Order sets with documentation are incorporated for clinical use at PCMH - patient outcomes.<br><br>**Criterion for Success:**<br>Good patient outcomes from use of order sets. | **Result:**<br>**Reporting Year:** 2009-2010<br>**Date:** 08/19/2009<br>Policies adopted for improved clinical efficiencies based on evidence-based best clinical practices | |

| Outcomes | Means of Assessment & Criteria for Success | Results | Action Taken (Use of Results) & Follow-Up to Action Taken |
|---|---|---|---|
| **Outcome:**<br>Best Practices Committee<br>**Outcome Types:**<br>Administrative Outcome<br>**Start Date:**<br>07/01/2009<br>**End Date:**<br>06/01/2010<br>**Outcome Status:**<br>No Longer An Outcome | | | |
| Division of Health Sciences - Laupus Library<br>**Outcome:**<br>VL@ECU E-journal assessment<br>ECU Libraries will provide high demand quality resources by regularly evaluating e-resources to eliminate unnecessary duplication, negotiate best pricing from vendors, and discontinue low use or no-use e-resources. This will allow the libraries to reallocate budget dollars for library e-resources that are requested and recommended by library users.<br>**Outcome Types:**<br>Program Learning Outcome<br>**Start Date:**<br>07/01/2009<br>**End Date:**<br>06/15/2014<br>**Outcome Status:**<br>Currently Being Assessed | **Means of Assessment:**<br>Joyner/Laupus Libraries ERRC (Electronic Resources Review Committee) reviews and evaluates e-resources to eliminate duplication by deleting low use or no use e-resources. Input is sought from teaching faculty, subject expert librarians and other stakeholders.<br>**Criterion for Success:**<br>Meaningful review of resources by representatives from both libraries. Saving gained from canceling low use e-resources. Savings enables addition of recommended or requested e-resources for ECU users. | **Result:**<br>**Reporting Year:** 2011-2012<br>**Date:** 07/01/2012<br>ERRC reviewed e-resources held by both libraries. 240 journal titles or databases were cut or modified (ex: print subscription cut, online subscription maintained or individual title access re-negotiated with vendor). Savings totaled $115,569.<br><br>**Result:**<br>**Reporting Year:** 2010-2011<br>**Date:** 07/11/2011<br>ERRC reviewed ECU libraries' e-resources and cancelled or changed access for 122 titles. Savings totaled $92,546.<br><br>**Result:**<br>**Reporting Year:** 2009-2010<br>**Date:** 07/11/2010<br>ECU Libraries' ERRC reviewed e-journals and databases (e-resources) and recommended cancelation or re-negotiated format for over 550 titles (canceling print and keeping online, canceling low use databases or re-negotiating titles in larger "packages" of resources). Savings from cancelations was over $350,000.<br><br>**Result:**<br>**Reporting Year:** 2008-2009<br>**Date:** 08/19/2009<br>Review of e-resources revealed that some content | **Actions Taken (Use of Results):**<br>**Date:** 07/01/2012<br>37 new e-resources were added to the libraries' collection at a cost of $18,668.<br><br>**Actions Taken (Use of Results):**<br>**Date:** 02/11/2013<br>The ECU Libraries were able to add 29 new titles at a cost of $66,536.<br><br>**Actions Taken (Use of Results):**<br>**Date:** 07/01/2010<br>12 new e-resources were added at a cost of approximately $4,000.<br><br>**Actions Taken (Use of Results):**<br>**Date:** 02/11/2013<br>42 new e-resources were added to the |

| Outcomes | Means of Assessment & Criteria for Success | Results | Action Taken (Use of Results) & Follow-Up to Action Taken |
|---|---|---|---|
| **Outcome:**<br>VL@ECU E-journal assessment | | in Science Direct package was low use or low quality. Savings of $75,000 resulted from changes recommended by the ERRC to the Science Direct e-resources package - cessation of low use and low quality resources. | ECU Libraries' collections at a cost of approximately $16,800. |
| Division of Health Sciences - Laupus Library<br>**Outcome:**<br>Accessible quality library e-resources support clinical decision-making and medical education<br>Collection Development/E-Resources committee evaluated e-resources and recommended cancellation of those with low use. Assessment of low use titles resulted in dropping 4 e-resources in 2010. Funds resulting from those cancellations were used to purchase DynaMed a point-of-care, or evidence-based medicine tool.<br>**Outcome Types:**<br>Program Learning Outcome<br>**Start Date:**<br>04/15/2009<br>**End Date:**<br>05/30/2011<br>**Outcome Status:**<br>No Longer An Outcome | **Means of Assessment:**<br>This study examines two point-of-care products: DynaMed® and UpToDate®. These resources were evaluated based on four criteria: search result counts, search result answers, reference counts, and currency of updates. The results of the study suggest that of the four areas evaluated, two indicate a statistical advantage of one database over the other. DynaMed contained updates that were more current, and UpToDate had a more significant total number of references used in a topic. The other two criteria, of initial search result counts and if there was an exact answer to the clinical question, did not produce a statistically significant difference<br>**Criterion for Success:**<br>Laupus Library chose DynaMed as its point-of-care, EBM tool based on product reviews, the above study, and cost per use. | **Result:**<br>**Reporting Year:** 2010-2011<br>**Date:** 05/30/2011<br>DynaMed was added to the library's e-resources. This resource has been well received and well used - 4717 Sessions and 13,318 Searches conducted over 15 months. | **Actions Taken (Use of Results):**<br>**Date:** 05/30/2011<br>DynaMed will continue to be used going forward. This outcome will no longer be assessed. |
| Division of Health Sciences - Laupus Library<br>**Outcome:**<br>Study Space for Individual and Groups of Students in Laupus Library<br>Laupus Library will support student learning and success by providing individual space for individual and group study and collaboration. | **Means of Assessment:**<br>Laupus Library distributed the LibQUAL standard survey in 2007 to Division of Health Sciences faculty and students. LibQUAL has 5 questions that address "Library as Place dimension" providing feedback on how users perceive the physical environment such as "a getaway for study, learning, or research." | **Result:**<br>**Reporting Year:** 2008-2009<br>**Date:** 10/15/2007<br>Resulting LibQUAL score for the Library as Place dimension was 7.26 which is below the desired average mean of 7.29. | **Actions Taken (Use of Results):**<br>**Date:** 08/15/2009<br>Based on student LibQUAL survey results and staff observations the library planned a renovation on the 3rd floor to increase study room space and add power outlets in the floor. Space was made available by the removal of empty book stacks resulting from a major weeding project and shift to |

| Outcomes | Means of Assessment & Criteria for Success | Results | Action Taken (Use of Results) & Follow-Up to Action Taken |
|---|---|---|---|
| **Outcome:**<br>Study Space for Individual and Groups of Students in Laupus Library<br>**Outcome Types:**<br>Administrative Outcome<br>**Start Date:**<br>03/01/2010<br>**End Date:**<br>12/15/2015<br>**Outcome Status:**<br>Currently Being Assessed | **Criterion for Success:**<br>A maximum score on LibQUAL would be 8.0. The desired average mean expressed by our survey respondents was 7.29. With a new building we would expect to exceed the 7.29 average mean score. | | e-resouces. |
| | **Means of Assessment:**<br>Staff observed that students were filling all existing study rooms and study carrels during exam periods and at the beginning of the semester. Staff also observed that there were insufficient power outlets for students to charge or use laptops in the library.<br><br>**Criterion for Success:**<br>To have sufficient study space for students to work during exams and peak library use times such as start of the semester. Students not sitting on the floor or in hallways to study and not laying cords across floors to charge devices. To have a sufficient number of power outlets so students could safely and adequately charge devices in the library. | | |
| | **Means of Assessment:**<br>LibQUAL student/faculty survey conducted in Fall 2011.<br><br>**Criterion for Success:**<br>To have sufficient study space and power outlets for students to work during exams and peak library use times such as start of the semester. LibQUAL survey results should show an increase over last survey, 2007 where this dimension scored 7.29 | **Result:**<br>**Reporting Year:** 2011-2012<br>**Date:** 10/15/2011<br>Staff observe that the new study rooms and power outlets are well used by students. Less congestion in the library's public areas during heavy use times- exam periods and beginning of semester. More student traffic observed on renovated 3rd floor.<br><br>LibQUAL survey conducted in fall 2011 showed Library as Place scored 7.53, an increase over the 2007 survey. | **Actions Taken (Use of Results):**<br>**Date:** 03/28/2013<br>Laupus Library will design and implement a room reservation system to facilitiate efficient use of the new group study rooms. This system will allow measuring the volume of use for these new rooms. |
| | **Means of Assessment:**<br>An online room reservation system was put in place in 2011 to track the use of selected study rooms on the library's | **Result:**<br>**Reporting Year:** 2012-2013<br>**Date:** 02/13/2013<br>For the calendar year, 2012, the six study rooms | |

| Outcomes | Means of Assessment & Criteria for Success | Results | Action Taken (Use of Results) & Follow-Up to Action Taken |
|---|---|---|---|
| **Outcome:**<br>Study Space for Individual and Groups of Students in Laupus Library | 2nd and 3rd floors.<br><br>**Criterion for Success:**<br>A reasonable goal would be to have the 6 rooms reserved for a total of 6,000 hours per year. | were reserved for a total of 2,678. This was the first year the room reservation system was in use. | |

## Attachment XI

# *Laupus Library*

# *LibQUAL+ 2011 Survey Results Summary*

# *Association of Research Libraries*

LibQUAL+ is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality.

The LibQUAL Survey instrument measures library users' minimum, perceived, and desired service levels of service quality across three dimensions:

1. Affect of Service

2. Information Control
(Does the library have the resources users need and are users able to access resources?)

3. Library as Place

Laupus Library has conducted 3 LibQUAL surveys since 2003. Prior to 2003 Laupus populations had been surveyed as part of Joyner Library's LibQUAL survey. Data from Division of Health Sciences students, faculty, and staff was not able to be separated from Joyner Library users. Since 2003 AAHSL institutions have been able to conduct LibQUAL surveys as separate entities. They can now compare their results against other academic health sciences libraries.

In 2003 Laupus Library received 78 responses to LibQUAL. The next survey in 2007 received 92 responses. In 2011 the library's LibQUAL survey received 206 completed surveys, a 6.8% response rate.

The LibQUAL survey is sent electronically to faculty, staff, and students in the schools of Medicine, Dentistry, Nursing and Allied Health Sciences. Users are asked to respond to 22 questions on a 1-9 scale (9=most favorable) indicating their response to library related asking for their Minimum, Desired, and Perceived levels of library service.

*Populations Responding to LibQUAL 2011 for Laupus Library*

*User Groups*

| | |
|---|---|
| Undergraduate students n=78 | 36% |
| Graduate students n=112 | 54% |
| Faculty n=13 | 6% |
| Staff n=7 | 3.5% |
| Library staff n=1 | .5% |

*Discipline*

| | |
|---|---|
| Graduate School n= 19 | 9.5% |
| College Allied Health Sciences n=39 | 20% |
| School of Dental Medicine n=13 | 6.5% |
| Brody School of Medicine n=60 | 30% |
| College of Nursing n=68 | 34% |

*Core Questions: The list below displays the dimensions used to present the results in the 2011 notebooks, along with the questions that relate to each dimension.*

**Affect of Service**
[AS-1] Employees who instill confidence in users
[AS-2] Giving users individual attention
[AS-3] Employees who are consistently courteous
[AS-4] Readiness to respond to users' questions
[AS-5] Employees who have the knowledge to answer user questions
[AS-6] Employees who deal with users in a caring fashion
[AS-7] Employees who understand the needs of their users
[AS-8] Willingness to help users
[AS-9] Dependability in handling users' service problems

**Information Control**
[IC-1] Making electronic resources accessible from my home or office
[IC-2] A library Web site enabling me to locate information on my own
[IC-3] The printed library materials I need for my work
[IC-4] The electronic information resources I need

[IC-5] Modern equipment that lets me easily access needed information
[IC-6] Easy-to-use access tools that allow me to find things on my own
[IC-7] Making information easily accessible for independent use
[IC-8] Print and/or electronic journal collections I require for my work

**Library as Place**
[LP-1] Library space that inspires study and learning
[LP-2] Quiet space for individual activities
[LP-3] A comfortable and inviting location
[LP-4] A getaway for study, learning or research
[LP-5] Community space for group learning and group study

*Highest Survey Scores – All Populations – Undergraduate Students, Graduate Students, Faculty, Staff*

All populations ranked **Employees who are consistently courteous (AS)** among their 5 highest scores

4 of 5 populations ranked **Readiness to respond to users' questions (AS)** among their 5 highest scores

3 of 5 populations ranked the following among their 5 highest scores:

**A comfortable and inviting location (LP)**

**Modern equipment that lets me easily access needed information (IC)**

**Willingness to help users (AS)**

2 of 5 populations ranked the following among their 5 highest priorities:

**Employees who deal with users in a caring fashion (AS)**

**Employees who understand the needs of their users (AS)**

*Lowest Survey Scores – All Populations – Undergraduate Students, Graduate Students, Faculty, Staff*

4 of 5 populations ranked the following among their lowest scores:

**Giving users individual attention (AS)**

**Community space for group learning and group study (LP)**

3 of 5 populations ranked the following among their lowest scores:

**A library Web site enabling me to locate information on my own (IC)**

**Employees who instill confidence in users (AS)**

2 of 5 populations ranked the following among their lowest scores:

**Quiet space for individual activities (LP)**

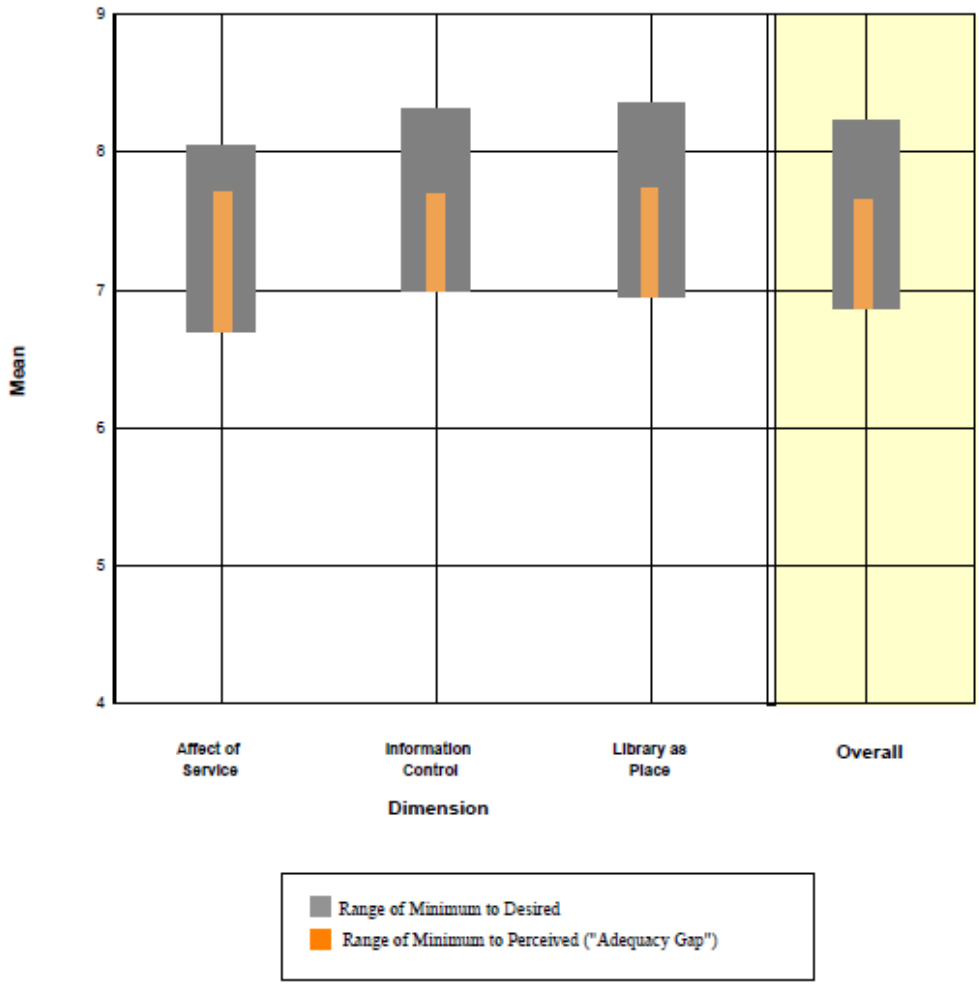
**Easy-to-use access tools that allow me to find things on my own (IC)**

**Printed material I need for my work (IC)**

*Total Responses*

### 3.2 Core Question Dimensions Summary

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.




*Total Five Overall Highest Scoring Services- Perceived Mean* *high to low*

1. A comfortable and inviting location (LP) 7.93
2. Modern equipment that lets me easily access needed information (IC) 7.93

3. Employees who are consistantly courteous (AS) 7.91
4. Employees who deal with users in a caring fashion (AS) 7.91

5. Willingness to help users (AS) 7.87

*Total Five Overall Lowest Scoring Services- Perceived Mean low to high*

1. Employees who instill confidence in users (AS) 7.25
2. Giving users individual attention(AS) 7.36

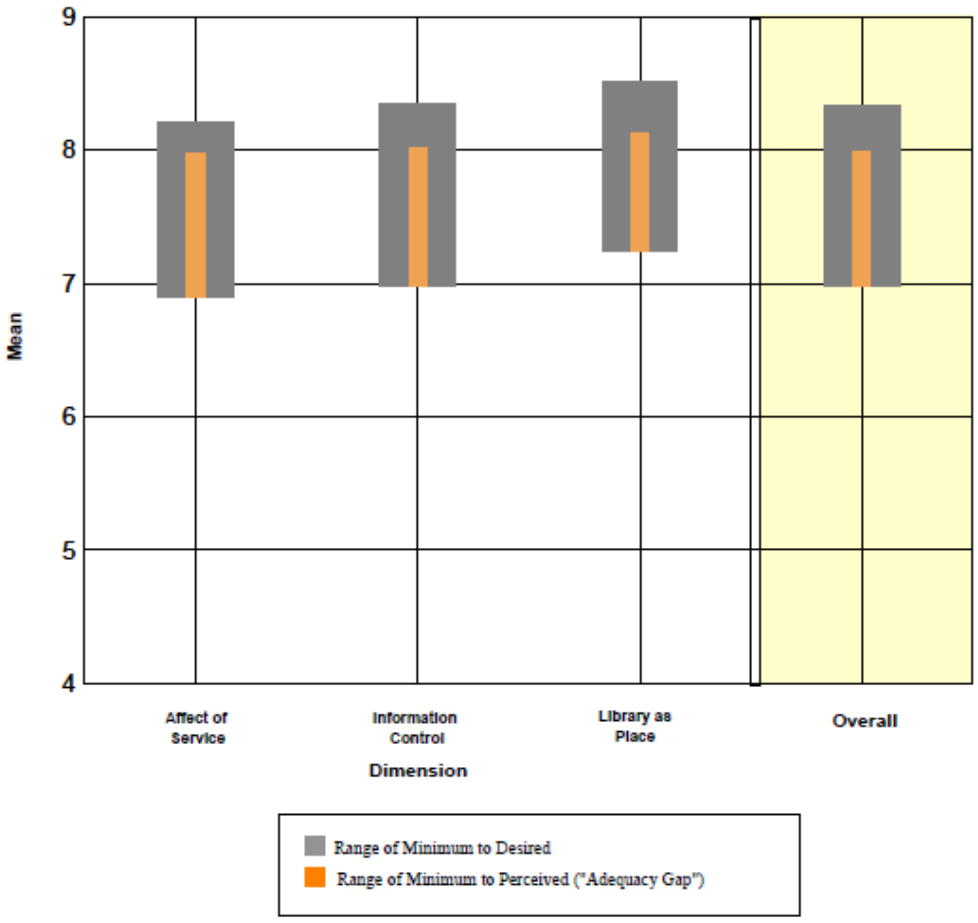
3. A library Web site enabling me to locate information on my own (IC) 7.55
4. Easy-to-use access tools that allow me to find things on my own (IC) 7.57

5. Quiet space for individual activities (LP) 7.65
6. Community space for group learning and group study (LP) 7.65

*Undergraduate Student Responses*

4.3 Core Question Dimensions Summary for Undergraduate

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.




*<u>Undergraduate Five Overall Highest Scoring Services- Perceived Mean high to low</u>*

1. Easy-to-use tools that allow me to find things on my own(IC) 8.22

2. Community space for group learning and group study(LP) 8.21
3. A comfortable and inviting location(LP) 8.21
4. Employees who are consistantly courteous(AS) 8.19
5. Readiness to respond to users' questions(AS) 8.18
6. Employees who understand the needs of their users(AS) 8.18

*Undergraduate Five Overall Lowest Scoring Services- Perceived Mean low to high*

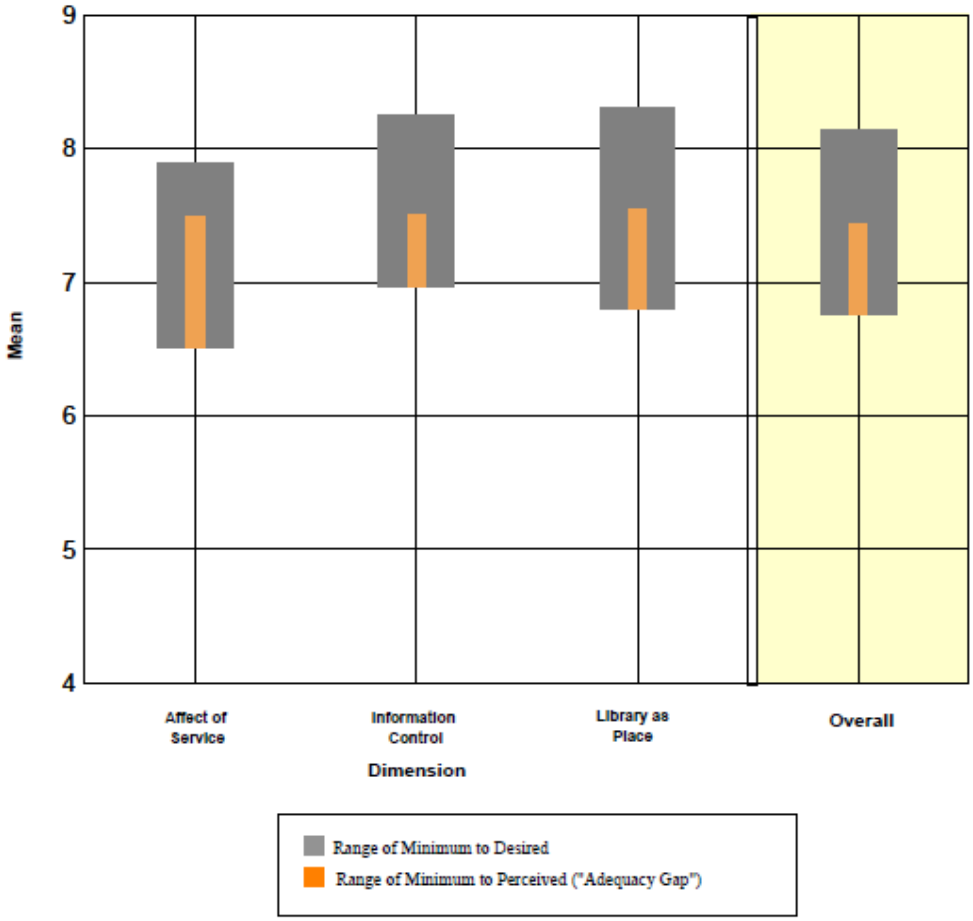
1. Employees who instill confidence in users(AS) 7.41
2. Giving users individual attention (AS) 7.69

3. A library Web site enabling me to locate information on my own(IC) 7.79
4. Easy-to-use access tools that enable me to find things on my own (IC) 7.94
5. The electronic information resources I need (IC) 8.00

*Graduate Student Responses*

5.3 Core Question Dimensions Summary for Graduate

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.




*Graduate Five Overall Highest Scoring Services- Perceived Mean high to low*

1. A comfortable and inviting location(LP) 7.76
2. Modern equipment that lets me access needed information(IC) 7.73

3. Employees who deal with users in a caring fashion (AS) 7.69
4. Readiness to respond to users' questions(AS) 7.69
5. Employees who are consistently courteous(AS) 7.68

*Graduate Five Overall Lowest Scoring Services- Perceived Mean low to high*

1. Employees who instill confidence in users (AS) 7.07
2. Giving users individual attention (AS) 7.09

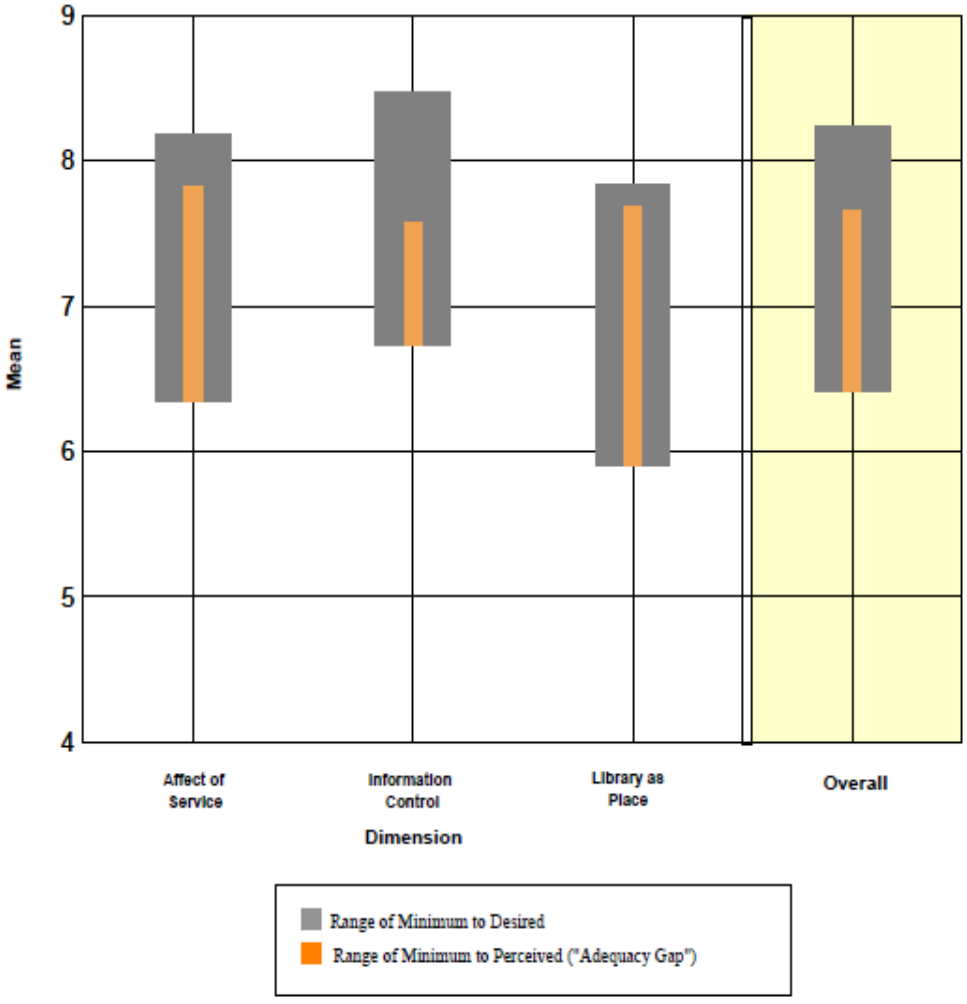
3. Community space for group learning and study (LP) 7.32

4. A library Web site enabling me to locate information on my own (IC) 7.35
5. Making electronic resources accessible from my home or office (IC) 7.40

*Faculty Responses*

## 6.3 Core Question Dimensions Summary for Faculty

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



*Faculty Five Overall Highest Scoring Services- Perceived Mean high to low*

1. Willingness to help users (AS) 8.33
2. Employees who are consistantly courteous (AS) 8.00
3. Readiness to respond to users' questions (AS) 8.00

4. Making electronic resources available from my home or office (IC) 7.92
5. A gateway for study, learning, or research(LP) 7.91

*Faculty Five Overall Lowest Scoring Services- Perceived Mean low to high*

1. The printed library material I need for my work(IC) 6.89
2. Print and/or electronic journal collections I require for my work (IC) 7.23

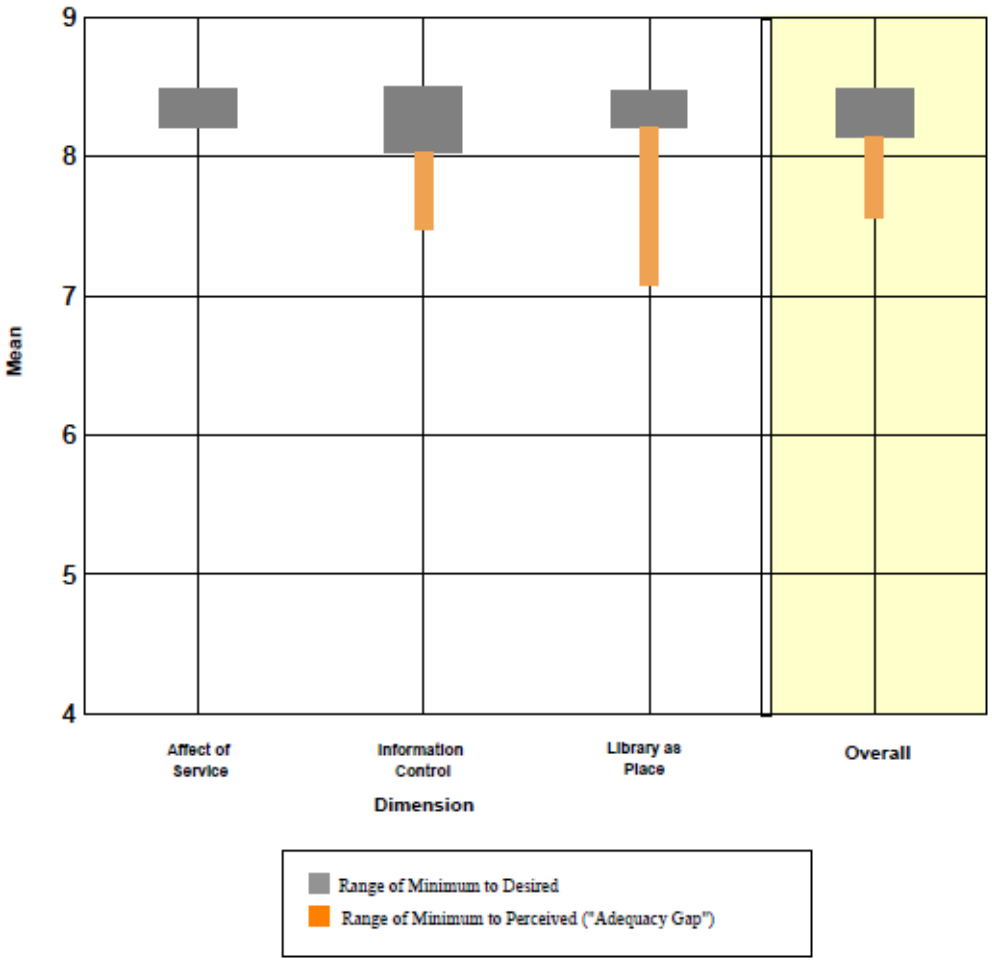
3. Dependability in handling users' service problems (AS) 7.45
4. Giving users individual attention (AS) 7.46

5. Community space for group learning and group study (LP) 7.50

*Staff Responses*

## 7.3 Core Question Dimensions Summary for Staff

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



*Staff Five Overall Highest Scoring Services- Perceived Mean high to low*

1. Willingness to help users (AS) 8.43
2. Employees who are consistently courteous (AS) 8.43
3. Readiness to respond to users' questions (AS) 8.29
4. Employees who havethe knowledge to answer user questions (AS) 8.29

5. Employees who understand the needs of their users (AS) 8.17
6. Modern equipment that lets me easily access needed information (IC) 8.17
7. The electronic information resources I need (IC) 8.17

*Staff Five Overall Lowest Scoring Services- Perceived Mean low to high*

1. The printed materials I need for my work (IC) 5.80

2. Quiet space for individual activities (LP) 6.17
3. Community space for group learning and group study (LP) 6.67
4. Library space that inspires study and learning (LP) 6.71

5. Easy-to-use access tools that allow me to find things on my own (IC) 6.83

*Has the library improved its services, access to information, collections, and space?*

*Yes, the Adequacy Gap* has grown over the three surveys. There is a larger positive gap in 2011 than existed in 2003 or 2007 between what users minimum expectations and their actual perception about their experience at the library.*

*Adequacy Gap = difference between user perceptions of what a minimum of service level is compared to the perceived the level of service they receive. A positive adequacy gap shows that users experience exceeded their minimum expectations/requirements.

Laupus Library Overall Mean Adequacy Gap for all categories and questions:

2003 .45

2007 .56

2011 1.01

| LibQUAL+ Survey Questions – Adequacy Gap **Information Control** | 2003 | 2007 | 2011 |
|---|---|---|---|
| Making electronic resources accessible from my home or office | -.15 | -.18 | 1.53 |
| A library Website enabling me to locate information on my own | .15 | -.12 | .90 |
| The electronic information resources I need | -.24 | -.31 | 1.00 |
| Easy-to-use access tools that allow me to find things on my own | .15 | .22 | .89 |
| Making information easily accessible for independent use | .19 | .22 | .94 |
| Print and/or electronic collections I require for my work | .03 | -.42 | .93 |

| LibQUAL+ Survey Questions – Adequacy Gap **Affect of Service** | 2003 | 2007 | 2011 |
|---|---|---|---|
| Employees who instill confidence in users | .03 | 1.04 | 1.42 |
| Readiness to respond to users' questions | .66 | .78 | 1.05 |
| Employees who have the knowledge to answer user questions | .66 | .53 | .70 |

| | | | |
|---|---|---|---|
| Employees who understand the needs of their users | .30 | .63 | 1.06 |
| Willingness to help users | .80 | .86 | .99 |
| Dependability in handling users' service problems | .59 | .61 | .85 |

| LibQUAL+ Survey Questions – Adequacy Gap **Library as Place** | 2003 | 2007 | 2011 |
|---|---|---|---|
| Library space that inspires study and learning | .70 | .83 | .95 |
| Quiet space for individual activities | .66 | 1.21 | .62 |
| A comfortable and inviting location | .66 | .94 | 1.05 |
| A gateway for study, learning, or research | .55 | .65 | .88 |
| Community space for group learning and group study | .89 | 1.52 | 1.01 |

*Where are we seeing the greatest improvement?*

*The Library as Place has had the most significant improvement. The move to a new building along with subsequent improvements to public space is most likely the reason for higher scores.*

| **Overall Perceived Mean Score for Category** | **2003** | **2007** | **2011** |
|---|---|---|---|
| Affect of Service | 7.68 | 7.83 | 7.73 |
| Library as Place | 6.95 | 7.26 | 7.70 |
| Personal Control | 7.29 | 7.43 | 7.74 |

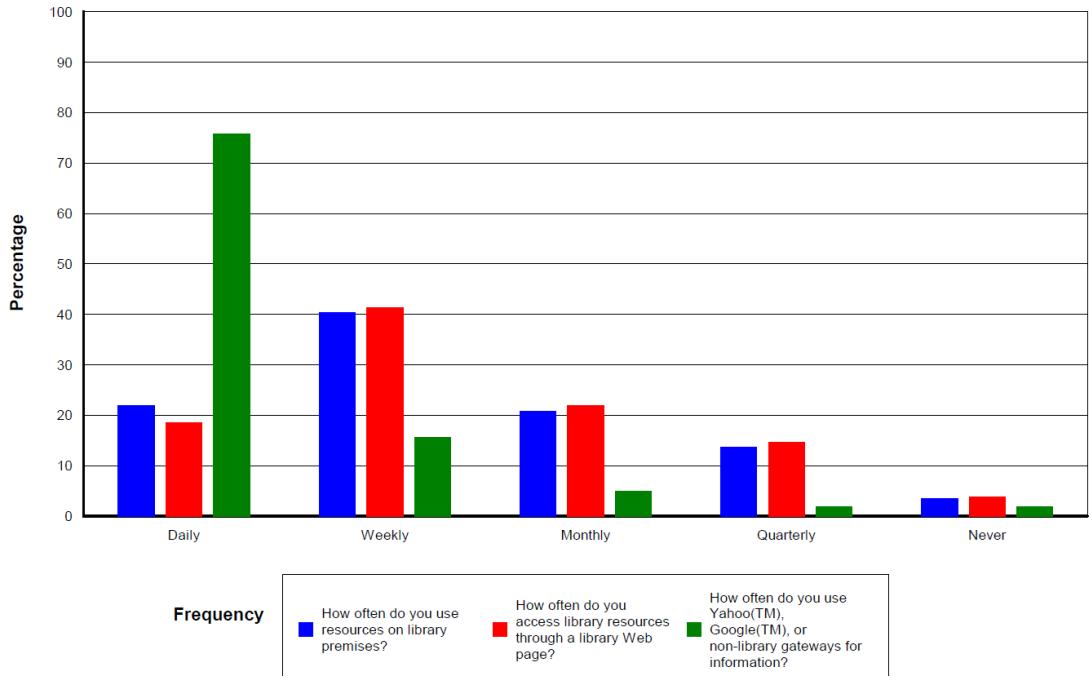
*Which population feels they receive the highest level of service?*

*Using adequacy gap analysis Undergraduates perceive they receive the highest level of services from Laupus Library. Staff perceives they receive the lowest level of service but have the highest minimum expectation.*

| LibQUAL+ Survey Questions **Population Adequacy Gap** | Adequacy Gap Perceived-Minimum | Minimum Level of Service | Perceived Level of Service |
|---|---|---|---|
| Undergraduates | 1.01 | 6.98 | 7.99 |
| Graduate Students | .69 | 6.75 | 7.44 |
| Faculty | 1.24 | 6.42 | 7.66 |
| Staff | -.59 | 8.14 | 7.55 |

### *4. Frequency of Library Use*

*Summary-Frequency of Library Use and Use of Non-Library Information Gateways*




| | Daily | Weekly | Monthly | Quarterly | Never | n/% |
|---|---|---|---|---|---|---|
| How often do you use resources on library premises? | 45<br>21.84% | 83<br>40.29% | 43<br>20.87% | 28<br>13.59% | 7<br>3.40% | 206<br>100.00% |
| How often do you access library resources through a library Web page? | 38<br>18.45% | 85<br>41.26% | 45<br>21.84% | 30<br>14.56% | 8<br>3.88% | 206<br>100.00% |
| How often do you use Yahoo(TM), Google(TM), or non-library gateways for information? | 156<br>75.73% | 32<br>15.53% | 10<br>4.85% | 4<br>1.94% | 4<br>1.94% | 206<br>100.00% |

**In summary**, the 2011 LibQUAL results show that users of Laupus Library rate their experience between their expressed minimum and desired expectations. The exception is the experiences reported by staff (7 completed the survey). LibQUAL has noted that overwhelmingly, staff responses were exceptionally low across the board.

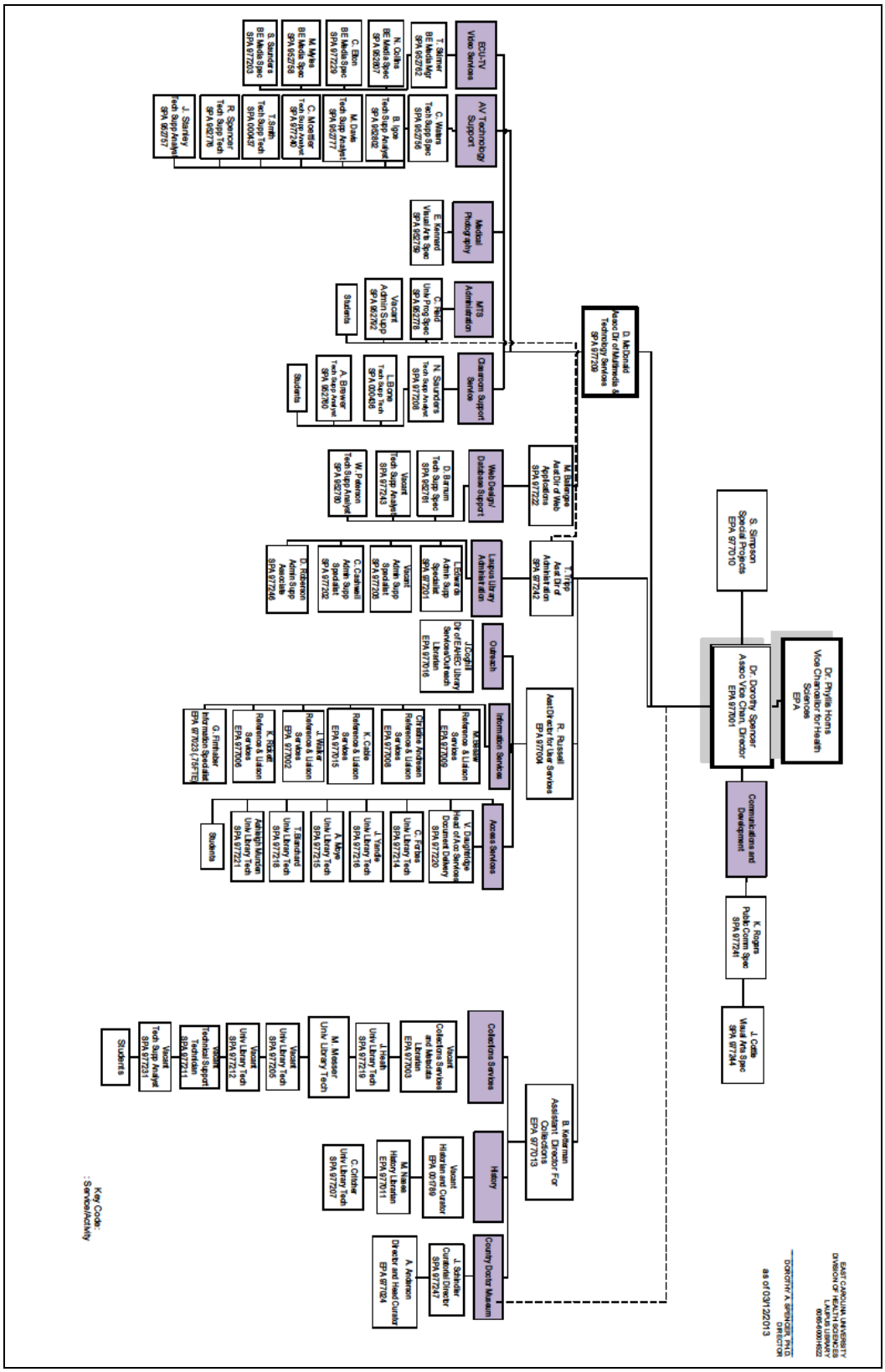
The survey showed that the library did not exceed user expectations for any questions. Those who completed the survey did not feel their experience with the library's services, collections, or the library as place was superior to their desired expectations.

***5. Survey Comments***

*Comments - Total of 78 responses**

| | |
|---|---|
| Kudos | 31 |
| Hours<br>(BSOM-12; SODM-4; Grad-4; CON-2; CAHS-2) | 27 |
| Recommendations (ideas on how to improve) | 21 |
| Space (comments, observations) | 19 |
| Computers/printers | 11 |
| Collections (comments/access) | 10 |
| Staff (comments) | 9 |
| Food (need for) | 2 |
| Parking | 1 |

**Some comments deal with several aspects, each aspect counted separately.*




**Attachment XII** Laupus Library Organizational Chart March 2013

**Attachment XIII**

# The Traveling Archivist Program: Site Visit Report

Name of Institution: Country Doctor Museum
Primary Contact: Anne Anderson
Mailing Address: P.O. Box 34, Bailey, NC 27807
Telephone: 252.235.4165 Email contact: andersonan@ecu.edu

Date of Visit: April 18, 2012
Conducted by: Harry Keiner, Ph.D., Consulting Archivist & Historian

Principal staff contacted:

Anne Anderson, Curator
Melissa Nasea, History Collections Librarian

1. Introduction

The Country Doctor Museum is located in Bailey, NC, a small, rural town in southern Nash County. Surrounded by large trees and along quiet streets, the museum's setting reflects is purpose: to celebrate the role of rural physicians in communities such as Bailey. The museum was established in 1967 by a small group of dedicated volunteers led by a remarkable woman, Dr. Josephine E. Newell, a physician and a descendant of several country doctors.

For the next 30 years the museum and its collections grew steadily to include objects, books, images, and manuscripts relevant to the history of rural health care, including: nursing, pharmacy, homeopathy, and dentistry. The objects on view in the museum range from the bags carried by physicians, with their varied contents of medicines and instruments, to the carriages, and later, automobiles, that brought them to outlying farms to deliver babies and care for the sick.

In 2001, the burden of managing and raising funds to support the museum led the Board of Directors to search for a larger and financially stronger partner to lead the museum into the new century. After a period of discernment and negotiation, Board of Directors in 2003 dissolved itself and donated the museum and its collections to the Medical Foundation of East Carolina University. It was also agreed that the museum would be managed as a part of the History Collections of the William E. Laupus Health Sciences Library.

2. Special Collections

The Country Doctor Museum's special collections are currently divided between the museum in Bailey and History Room at the Laupus Library in Greenville. This is the result of the recognition at the time of the transfer of the museum to the Medical Foundation that the museum's holdings of books, photographs, manuscripts, and ephemera, were at risk because of space constraints and environmental concerns. However, only some of the collections were transferred. A significant number of books remain in Bailey together with miscellaneous material and the museum's institutional archives. This situation is complicated by a lack of administrative control over all materials. Although the registration system recorded gifts of special collections to the museum, inventories are vague and often incomplete. Moreover, the transfer of holdings to Laupus was carried out haphazardly and some material cannot be located, either because it was removed from collections, intermingled with other collections, or lost. This creates a difficult situation for the current managers, because the Country Doctor collections remain the property of the Medical Foundation and must be kept administratively separate from the other special collections in the History Room.

That said, the Country Doctor Museum's special collections are remarkable. A brief survey of the materials held at Laupus revealed a set of important ledgers documenting the financial management of several physician practices in the nineteenth and early twentieth centuries; diplomas from foreign and U.S. medical schools; late 19th and early 20th century lecture notes taken by medical students, and an important collection of medical and pharmaceutical books.

3. Preservation

The History Room at the Laupus Library is a modern space centered around a beautifully appointed Reading Room, and surrounded by offices, a conservation lab, and a storage room. The storage space is outfitted with library shelving and high quality filing cabinets. Acid free enclosures are used to house most of the collections and temperature and humidity are regulated by the library's modern HVAC system.

In contrast, preservation of the special collections maintained at the Country Doctor Museum is very challenging. First, holdings are scattered among the museum's buildings with varying HVAC systems. Particularly worrisome is the storage building next to the museum that is poorly insulated and where relative humidity can rise to over 85 per cent in the summer. This invites the growth and spread of mold and mildew, a severe threat to paper-based collections. In all buildings temperature fluctuates beyond recommended ranges, again due to a lack of modern

HVAC equipment. Finally, the dimensions of these problems are unknown because systems of data logging, i.e. accurately measuring and recording temperature and relative humidity, are absent.

4. Access

Access to the Country Doctor's special collections is very uneven and complicated by past practices. At the museum, the main collection management tool is *Past Perfect*, the collection management software program first developed under the sponsorship of the American Association for State and Local History. However, the museum's former curators never used the *Past Perfect* archival module. This is understandable because the archives module is very limited and unsuitable for large collections. However, as a result, intellectual and administrative control over the museum's special collections was never established beyond the deeds of gift and their accompanying inventories, and registration information based on these documents.

For the material transferred to Laupus, some access activities have occurred. Many of the medical books have been cataloged and the MARC records are available through the OPAC. Also, some attempts have been made to catalog certain manuscript materials using a modified library cataloging approach. This has created some access points for users but has not resulted in the writing of standard archival finding aids. Moreover, the records for all Country Doctor books and manuscripts often do not specifically note the provenance of these collections and that they belong to the Medical Foundation.

5. Recommendations

- ALL special collection deeds of gift and registration records in the files of the museum should be collected, copied and organized. These records should then be used to conduct a complete survey of the Country Doctor Museum's special collections both at the Laupus Library and the museum. The survey should be careful and rigorous with the goal of locating missing material, correcting mis-filings, and separating intermingled collections. The survey results can then be used as a starting point to plan for the processing of un-cataloged materials, and for adjusting the MARC records created for the museum's book collection to note correct provenance and ownership.

- Special collections still held at the museum, including the museum's institutional archives, should be transferred to the History Room for processing and cataloging. Transferring these holdings will unite all special collections in one place, free up space at

the museum for object storage and exhibit preparation, and improve preservation by moving materials into a storage room with state-of-the art environmental controls.

- Based on the survey, and following the transfer of remaining special collections from the museum, a processing plan should be written with the goal of producing standard archival finding aids for all manuscript collections, and MARC records for all books. A contract archivist should be hired to execute the processing plan for the manuscripts with the help of student workers and graduate assistants. This work should be jointly supervised by the Country Doctor Curator and the History Room Librarian, and therefore it would be helpful for them to become acquainted with the principles of archival processing through training. The joint AASLH-COSHRC online training course, *The Basics of Archives* would be an excellent introduction.

- To adequately shelve materials in the Laupus storage room, it would be useful to replace a range of the library cantilever shelving with a double (front-to-back) four-post range equipped with 15" deep shelves. This would provide stronger overall shelves for accommodating heavy boxes while allowing oversized boxes to be shelved through the range, eliminating any overhanging into aisles. Another useful addition to the storage room would be a ten or fifteen drawer flat file to accommodate, drawings, plans, blueprints, and posters.