Joyner Library mission:
Joyner Library is the intellectual heart of East Carolina University. We serve ECU’s campus and distance education communities, act as a resource for the people of eastern North Carolina, and support ECU’s contributions to the research community worldwide. We connect people to information and empower their lifelong learning by developing robust collections, superior services, and people-friendly spaces.

Laupus Library 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.

Laupus Library Action Statement
Laupus Library will provide health information services and resources creatively, efficiently and effectively while demonstrating responsible stewardship. To achieve its mission to support the university the library will continue and seek to expand collaboration with Joyner Library, network with peer academic and health science libraries, participate in and support the programs of the National Library of Medicine.

The faculty and staff of Laupus Library will actively seek to engage colleagues across the DHS to move the library, its collections and services towards increased integration with and support of ECU’s DHS clinical, research, and educational missions. This will be accomplished by continued networking with library and information professionals, professional growth and development, and by building a qualified, talented, forward reaching library staff and faculty.

University Commitment 1: Maximize Student Success

University Action 1.2: We will be a national leader as a “best value” in undergraduate and graduate education. We will aggressively grow programs that support this goal. We will establish competency-based requirements for all degree programs while reducing the average debt carried by students who graduate within four years. We will be a leader in the assessment of learning outcomes and the use of innovative teaching strategies.

Unit Objective 1.1: The ECU Libraries will actively seek opportunities to achieve greater efficiencies and improve services.

Metric 1: Documented efficiencies and service improvements achieved including estimated direct cost savings when appropriate

Unit Action 1: Collaboratively review library operations to explore, prioritize, and implement improved workflows and processes.
Unit Objective 1.2: The ECU Libraries will use innovative strategies and delivery methods to provide and manage access to library resources and services that support student success and reduce expenditures on course materials.

Metric 1.a.: Documentation of pilot and evaluation
Metric 1.b.: If implemented, number of items purchased annually
Metric 2.a.: Documentation of pilot and evaluation
Metric 2.b.: If implemented, potential student savings on course-adopted materials; number of course-adopted books and media that are identified as available to students online via the ECU Libraries

Metric 3: Documentation of discussions concerning open educational resources (OERs) and use of licensed content; if supported, number of open educational resources curated

Metric 4: Number of OERs created; number of courses that use OERs

Unit Action 1: We will pilot, evaluate and, if successful and if feasible, implement transactional-level access to certain categories of e-resources.

Unit Action 2: We will pilot and, if the pilot is successful, implement processes for the acquisition and/or marketing of online access for course-adopted books and media, and partner with instructors to ensure that students are aware that such library-provided online access is available.

Unit Action 3: We will facilitate discussions with faculty and administrators concerning the benefits of using open educational resources (OERs) as well as licensed commercial content in classroom teaching, and if supported, will take a lead role in curating, validating, and organizing OERs.

Unit Action 4: We will create OERs with authentic student learning outcomes that can be used in library instruction sessions and as standalone items that can be incorporated in course materials.

University Commitment 1: Maximize Student Success

University Action 1.3: We will improve retention and graduation rates. We will retain and graduate students at a rate that is consistently higher than our peers.

Unit Objective 1.3: The ECU Libraries will partner with faculty to prepare students with the information literacy and critical thinking skills needed to succeed in their courses, thus contributing to improvements in retention and graduation rates. These skills are also needed to succeed in a multicultural and global society.

Metric 1: Number of presentations, number of audience members, number of views/downloads, number of follow-up contacts, number of instruction sessions conducted, number of uses of online tutorials and research guides

Unit Action 1: We will develop a presentation that includes examples of the ways the Libraries help students develop information literacy and critical thinking skills and information about how faculty can partner with the Libraries to develop student skills in specific courses, majors, and/or programs. Presentation is given to various campus groups and made available online.
**Unit Objective 1.4:** Laupus Library will create and deliver quality competency-based information literacy instruction.

Metric 1: Volume of student participation in literacy instruction programs and student evaluation of instruction

Metric 2: Evaluate instruction through the use of peer-to-peer observation and peer review

Unit Action 1: Partner with faculty to deliver effective library instruction in the curriculum at students’ point of need.

Unit Action 2: Establish and implement standards of instruction, a peer-observation and peer-review process for formal library and information literacy instruction.

**Unit Objective 1.5:** Joyner Library will provide a physical and intellectual environment that encourages and supports academic success.

Metric 1: Documentation of improvements including increase in public seating capacity and study spaces, decrease in number of noise complaints, creation of and feedback on efficacy of absolute quiet study space, renovation of Music Library in summer 2016, implementation of a plan for remote storage, gate count, number of study room reservations, use of Special Collections materials as measured by Aeon requests and researcher time spent in the reading room, increase in number of online catalog sessions following introduction of Blacklight catalog interface and other catalog enhancements

Unit Action 1: We will implement the action plan developed following the 2014 student library satisfaction survey and will continue to assess and improve physical and virtual library spaces in response to student needs.

**Unit Objective 1.6:** Laupus Library will efficiently acquire print, electronic resources, anatomical models and technologies that support student learning in the Division of Health Sciences

Metric 1: Track and evaluate purchase turn-around times for in print, electronic, anatomical models against established benchmarks

Metric 2: Track decrease in patron-submitted requests for resources to measure success of targeted acquisitions based on textbook lists

Unit Action 1: Establish benchmarks for purchasing turn-around times; evaluate circulation and on-site use of materials, including anatomical models for purchasing library resources in all formats.

Unit Action 2: Collections Department will solicit and maintain current textbook lists from the university and medical bookstores and interlibrary loan requests for books to use for acquisition and to avoid duplication.

**University Commitment 1: Maximize Student Success**

**University Action 1.7:** We will reflect a global workplace and society by diversifying our faculty, staff, and students.

**Unit Objective 1.7:** To support the diverse student population in the Division of Health Sciences, the Laupus Library will build a qualified, talented, and diverse staff.
Metric 1: Library searches will comply with EEO guidelines to create diverse, qualified candidate pools
Metric 2: Increase faculty and staff awareness about diversity
Unit Action 1: All library search committees will follow university guidelines as detailed by OED.
Unit Action 2: Faculty and staff will improve diversity awareness through participation in diversity education, programming, and Diversity Committee activities.

University Commitment 2: Serve the Public
University Action 2.1: We will inspire our students to be engaged citizens and leaders. We will expand service learning, undergraduate research, and creative activity across our entire campus.

Unit Objective 2.1: Joyner Library will provide leadership opportunities for students and recognize student excellence.
  Metric 1: Student Friends of Joyner Library group established, number of members, number of meetings, feedback/advocacy provided
  Metric 2: Number of awards for research/writing and for creative activity
  Unit Action 1: We will establish a Student Friends of Joyner Library group to serve as advocates and representatives for Joyner Library, provide feedback on library initiatives and services, advocate for the perspectives of the student body, and provide leadership development opportunities.
  Unit Action 2: We will sponsor and/or administer awards that recognize student excellence in research/writing, creative activity, and other areas of accomplishment.

University Commitment 2: Serve the Public
University Action 2.5: We will be a portal to serve the lifelong learning needs of North Carolina and our region. We will target professional development, continuing education, and lifelong learning opportunities that support the needs of the region’s people and businesses.

Unit Objective 2.2: Laupus Library will expand awareness about the importance of the history of medicine, specifically as practiced and delivered in eastern North Carolina.
  Metric 1: Increase number of attendees and viewings for lectures, activities, community events and programs sponsored by the History of Medicine Collections at Laupus Library and the Country Doctor Museum
  Metric 2: Increase visitation, use, viewing of History Collections at Laupus Library and collections and artifacts at the Country Doctor Museum
  Unit Action 1: Expand Medical History Interest Group lectures promotion and attendance and pursue additional relevant lecture opportunities and participation in community events for both the History Collections and the Country Doctor Museum.
  Unit Action 2: Digitize selected items in the History Collections and at the Country Doctor Museum to make these unique artifacts available via the web.

Unit Objective 2.3: Laupus Library will develop library instruction and one-on-one research assistance to accommodate students and faculty located at regional SODM service learning centers (SLCs).
Metric 1: Measure faculty and student use of web instruction at SLCs
Unit Action 1: Deliver library instruction and research assistance via the web by designing custom web-based tools to support DHS faculty and students stationed at remote sites.

Unit Objective 2.4: The ECU Libraries will provide the University community and residents of eastern North Carolina and beyond with resources, programming, and diverse cultural experiences that facilitate continuing professional development and life-long learning and improve quality of life.
Metric 1: Number of exhibits and events, attendance (physical exhibits/events) and views (online exhibits)
Metric 2: Number of finding aids created, encoded or enhanced; number of special collections items cataloged and/or digitized; number of items added to The ScholarShip and the North Carolina Periodicals Index and documentation of improvements to these and related resources; number of NACO records created
Metric 3: Number of encoded finding aids relating to the History Collection and the Country Doctor Museum; number of items digitized; use of these finding aids and digital images

Unit Action 1: We will curate exhibits and host events that stimulate the mind, engage participants, and celebrate diversity and inclusion.
Unit Action 2: We will make available online to the world unique resources that celebrate the diversity, history and culture of the university, the region, and the library’s special collections.
Unit Action 3: Artifacts from the Laupus Library’s History Collection and the Country Doctor Museum will be made accessible to students, researchers and the Community through encoded finding aids and digital images of selected artifacts.

University Commitment 3: Lead Regional Transformation

University Action 3.3: We will dramatically expand ECU’s research enterprise by investing in the people, tools, and facilities needed to conduct mission-driven research.

Unit Objective 3.1: The ECU Libraries will support ECU’s research enterprise by managing the content contained in systems used to create, discover, share and preserve the University’s research.
Metric 1: Documentation of improvements, additions, and use of the resources listed.
Unit Action 1: We will manage, improve and promote resources that support research, including a pilot Open Access Publishing Support Fund, The ScholarShip, the Coastal Atlas Bibliography and other digital scholarship initiatives, ECU faculty profiles in REACH NC and other expert databases, Eagle-I/Resource Finder, and a robust resource discovery and management system. We will raise awareness and encourage use of data management tools, data repositories, grant databases (e.g., SPIN), Open Journal Systems, and other scholarly communication tools.

Unit Objective 3.2: Laupus Library will establish and aggressively market a Systematic Review Service to provide DHS researchers access to the highest quality research and relevant medical literature
Metric 1: Measure use of Laupus Library Systematic Review Service
Metric 2: Demonstrate link between Systematic Reviews and successful DHS research
Unit Action 1: Train librarians to efficiently produce high quality, timely systematic reviews.
Unit Action 2: Design and execute a Systematic Review Service marketing effort for implementation across the DHS.

University Action 3.10: We will refine practical, sustainable solutions to the health care needs of underserved populations and the military across North Carolina.

Unit Objective 3.3: Laupus Library will enable a link from Vidant Health System’s EPIC EMR to relevant, reputable consumer health education and to Laupus Library.
   Metric 1: Measure use of consumer health information in EPIC provided by Laupus Library
   Metric 2: Measure health information requests and questions from EIPC to Laupus Library
   Unit Action 1: Identify consumer health links that would be most applicable and useful in the EMR.
   Unit Action 2: Active participation by Laupus staff to integrate consumer health information resources in EPIC.

In achieving all of our objectives, we will demonstrate good stewardship of the resources entrusted to us and will expand collaborations across the Libraries to maximize efficiencies while maintaining the quality of core services.