

TRLN ANNUAL MEETING 2010: DIRECTORS' REPORTS

North Carolina Central University
James E. Shepard Memorial Library
Theodosia Shields
<http://web.nccu.edu/shepardlibrary/>

The Most Exciting Things That Your Library Did Last Year

Shepard Library conducted the **LibQual+ survey** to the campus community in October to assess the quality of our services. LibQual+, a rigorously tested Web-based survey has been used by over 1,000 libraries since 2000 and its effectiveness has been widely reported in the research literature.

Although the survey was conducted from October 12-30th, the level of participation was low. While we would have desired a larger response, this was a first time effort for Shepard Library. Respondents also submitted written comments and suggestions. The findings revealed helpful information to assist in directing our current and future planning.

Library staff and university faculty participated in a **cancellation project of print serials titles** available in electronic format. After cancellation of print versions, the library will secure the electronic version because usage statistics revealed that this was the preferred mode of delivery. This extensive project reduced duplication of serials and provided significant cost savings to the university. The library will continue to regularly review and assess journal usage.

A **security surveillance system**, including cameras and monitors covering all areas and floors, has been installed in the library. The system is connected and monitored by campus police. This is a first for the Shepard Library.

The Biggest Challenges Facing Your Library in the Coming Year

Approximately one third of the employees of the **library staff** have over twenty years of experience and are **retiring** or will be retiring within the next five years. Three staff members (one librarian and two paraprofessionals) retired June 30th. The challenge is attracting highly qualified candidates when faced with limited budgets and/or possible budget cuts.

Other Developments

North Carolina Central University recently culminated a year's celebration of our Centennial. Shepard Library was selected as the permanent home for the **Centennial Quilt**. The quilt titled "Soaring on the Legacy" is located on the first floor. You are cordially invited to come and see this wonderful picture of our history.