

# Annual Report

FY2019–20

## YEAR IN REVIEW

The major renovation of the Hill Library to create the Academic Success Center and other new library spaces began in May 2019 and is now complete. This fall, students and faculty have been able to experience these exciting new spaces and services focusing on student success, innovation, digital and interdisciplinary research practices, and data science and visualization.

In response to the COVID-19 pandemic this spring, the Libraries' Technology Lending Service quickly

adapted equipment and procedures to provide semester-long loans of laptops and other tools to support academic continuity. We also expanded users' access to online collections significantly and will continue to do so.

And in planning for research infrastructure enhancements, the Libraries expanded our collaboration with the Office of Information Technology (OIT) and the Office of Research and Innovation (ORI).

## The Libraries: by the numbers in FY2019–20

**12,173/  
13,350**

in person/remote attendance at public programs and events

**167,871**  
technology items lent

**1,701,225**  
visits to the Libraries or 8,726 per in-semester day

**16,147,496**  
uses of the collection

**9,728**  
Hill Makerspace Total Uses

**30,346**  
participated in library classes and workshops

**6,955**  
Hunt Dataspace Station Logins

**28,935**  
Reference transactions

# Supporting the University's Strategic Plan

## GOAL 1: ENHANCE THE SUCCESS OF OUR STUDENTS THROUGH EDUCATIONAL INNOVATION.

The Libraries developed several initiatives for academic continuity during **COVID-19**, including partnering with OIT to acquire equipment for long-term loan, supporting about **\$1.3 million in credit-hour tuition for spring 2020**. We made critical course materials available online, including over 73% of assigned textbooks and reserves and digital delivery of over 20,000 pages and 800 chapters.



We further expanded support for emerging skills in data science, visualization, **virtual reality, design thinking, digital media production, and making/fabrication** through workshops and consultation, both onsite and online. The Dataspace at the Hunt Library and the Datapoint at Hill significantly expanded undergraduates' access to and use of these specialized tools and technologies.



We also piloted a new **Personal Librarian Program** for transfer students who often miss key library orientation opportunities, reaching more of them than ever before in a targeted effort.

## GOAL 2: ENHANCE SCHOLARSHIP AND RESEARCH BY INVESTING IN FACULTY AND INFRASTRUCTURE.

We worked with OIT and ORI to charge the **Research Computing and Data Service Coordination Planning Team**, which proposed a service model for research computing, data storage and management, and statistical consulting. Implementation will begin this coming year.



The Libraries' world-class technical infrastructure was cited as a key factor in NC State's selection to host a prestigious, collaborative program with the **Folger Shakespeare Library** in spring 2021.

We also developed and promoted applications to increase the visibility of NC State research output and save researchers' time by reducing repetitive data entry across multiple systems

(**Citation Index, ORCID, Digital Measures, SciENCv biosketches**).

**ORCID** | Member Organization  
Connecting Research and Researchers



The Libraries' print and digital collections were used over

# 16,000,000

times in 2019.

## GOAL 3. ENHANCE INTERDISCIPLINARY SCHOLARSHIP TO ADDRESS THE GRAND CHALLENGES OF SOCIETY



The Libraries hosted numerous events focused on university research and scholarship and interdisciplinary exchange, including the popular Coffee & Viz series.

We also collaborated with the **Chancellor's Faculty Excellence Program (CFEP)** clusters and with faculty and students in all disciplines, supporting data analysis and management, visualization, demonstration of "broader impacts" of research, and advanced literature searching and citation management.

## GOAL 4: ENHANCE ORGANIZATIONAL EXCELLENCE BY CREATING A CULTURE OF CONSTANT IMPROVEMENT

With support from the Provost, the Libraries extended the university's license for **LinkedIn Learning**, which provides a diverse and extensive curriculum of online, self-paced learning and professional development resources. This collection has been extremely valuable during COVID-19. This year we have seen nearly 10,000 courses completed...a 300+% increase from last year!



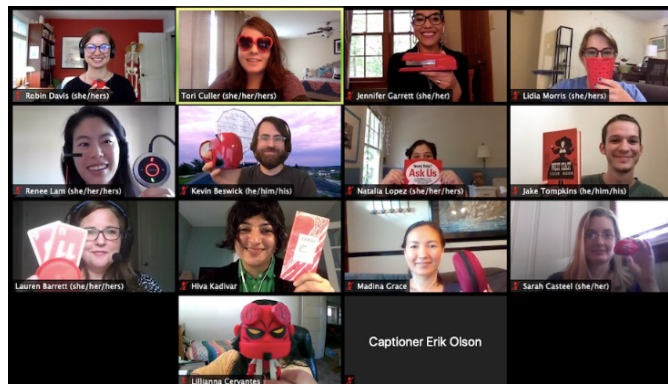
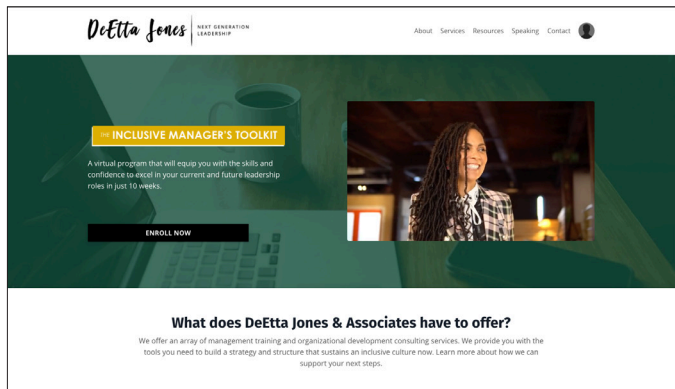
## GOAL 5: ENHANCE LOCAL AND GLOBAL ENGAGEMENT THROUGH FOCUSED STRATEGIC PARTNERSHIPS

- The Libraries partnered with Dr. Victoria Gallagher and Dr. Derek Ham, graduate and undergraduate students, and members of White Rock Baptist Church in a large-scale, public program celebrating **Dr. Martin Luther King, Jr.'s historic "A Creative Protest"** speech, attracting nearly 500 attendees.
- We also co-sponsored Dr. Rob Dunn's **Fermentology Mini-Seminars** with the Department of Applied Ecology and the Center for Evolutionary Hologenomics at the University of Copenhagen. The events attracted a worldwide audience of almost 11,000, and we are helping to create open knowledge resources for ongoing access and interaction.



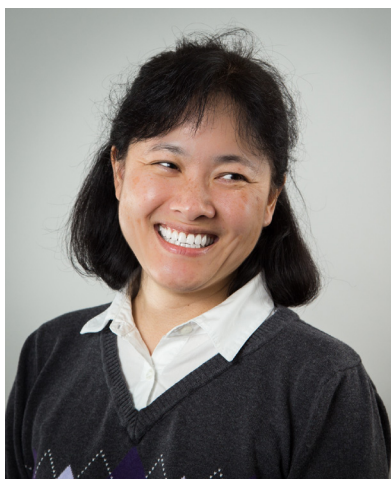
# EQUITY, DIVERSITY, AND INCLUSION

The Libraries offered our entire staff the **10-hour Essentials of Cultural Competence** online course from DeEtta Jones and Associates (DJA). This and other shared experiences, including participation in the Racial Equity Institute, will serve as a foundation for continuing conversations and actions to advance Equity, Diversity, and Inclusion, to which we are deeply committed.



We developed and offered the **Library Technology Career Jumpstart Program** to attract library school students to technology-focused careers. The first cohort of eight students included seven women and seven members of underrepresented racial/ethnic groups.

# Honors, Grants, and Fundraising



Bertha Chang

## HONORS:

- Library Journal named **Will Cross**, our Director of the Copyright & Digital Scholarship Center, a 2020 "Mover & Shaker." Recognized widely for his advocacy and support for open educational resources, he is our twelfth staff member to receive this award—the most of any academic library.
- Librarians **Lynn Whittenberger**, **Meredith Wynn**, and **Alex Valencia** won the 2020 ProQuest Award for Innovation from

the American Library Association for a cross-departmental project to make the Libraries' video game collection easier to access and discover.

- **Bertha Chang**, Associate Head of Collections & Research Strategy, was selected to participate in the Association of Research Libraries 2020-21 Leadership and Career Development Program, a yearlong program designed for mid-career librarians from underrepresented groups.

## GRANTS:

- The Libraries received **\$247,128** from **The Institute of Museum and Library Services (IMLS)** to create an open educational resource index and repository for teaching scholarly communications to emerging librarians. The Libraries also received a **\$250,000** grant from a private foundation to advance data science services in the renovated Hill Library.



## FUNDRAISING:

The Libraries met its **\$22M campaign goal in October 2019**, more than two years early, with about **\$2.4M** in new commitments this year, an increase of 118% over last year. A planned gift of **\$640,000** will create the Libraries' first unrestricted endowment for student success initiatives. Working with University Advancement, we have built a campaign focused on student success and affordability that has increased our student employee scholarships and driven donors' interest in supporting them to enhance students' competitiveness in the marketplace.



Will Cross