

# Annual Report

## FY2020–21

### YEAR IN REVIEW

During the COVID-19 pandemic, the Libraries played a crucial role in ensuring academic continuity and community engagement across campus and beyond.

In order to provide a safe, no-contact environment for our users, library materials and technology were lent and shipped directly to students and faculty, resulting in an increase of 500% in our mail delivery service.

We expanded online access to textbooks, streaming media, course reserves, and lab tutorials for the fall and spring semesters, to support academic and research continuity for those working remotely.

Our Technology Lending Service provided a large pool of laptops for semester-long loans to support

academic continuity and online teaching and learning—~3,000 laptops between March 2020 and May 2021.

The Libraries' instructional services were converted to remote delivery, including individual research consultations and group sessions. We developed novel outreach and engagement programming to introduce remote students to Libraries staff and services.

We continued to offer popular programs focused on university research and scholarship, bringing together diverse students, faculty, and community members for interdisciplinary exchange.

## The Libraries: by the numbers in FY2020–2021

**16,250**  
attendees at  
**107**  
public  
programs

**10,222**  
technology  
items and  
**5,229**  
laptops lent

**16,000**  
titles added  
to diversify  
collections  
across  
disciplines

**10,514**  
chapters  
scanned during  
pandemic

**500%**  
increase in our  
mail delivery  
service of library  
materials and  
technology

**15,727,371**  
uses of the  
collection

**16,911**  
Consultations  
& Reference  
Transactions

**744,584**  
tutorial video views,  
a 27% percent  
increase from the  
prior year

**2,596**  
Innovation  
Studio  
Interactions

**~120,000**  
increase in  
E-Resources

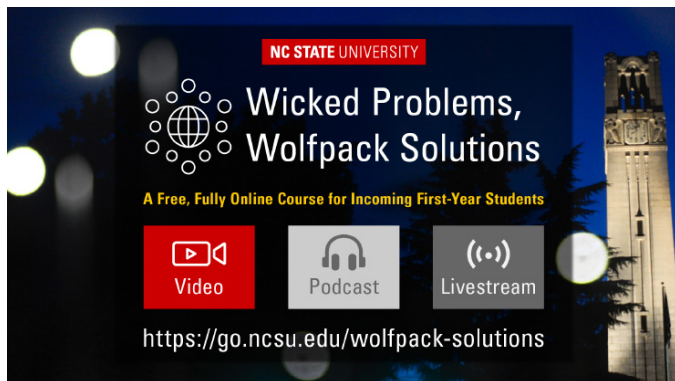
**13,500**  
LinkedIn Learning  
course completions,  
a 41% increase from  
the prior year



# Supporting the University's Strategic Plan

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

The Libraries collaborated on the **Wicked Problems, Wolfpack Solutions** multidisciplinary course for all incoming and transfer students. We brought expertise in student engagement, innovation and futures thinking, and **Open Educational Resources (OER)** to enrich the student experience and facilitate the reuse of course materials.



We launched the **Innovation Studio** to showcase the innovative work of NC State students and faculty, and to teach innovation methods to the campus community. Workshops such as "Innovation 101" and "Futures Thinking 101" were delivered remotely to a general audience as well as within courses in Applied Ecology, Women's & Gender Studies, and more.



The Libraries' participation in the **Wicked Problems, Wolfpack Solutions** included online presentations of the games *Bee Simulator* and *Never Alone* in the **Global Change Games** series.

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

We initiated the **Research Computing & Data Facilitation Service (RCDFS)**, a new initiative supported by the Provost and led by the Libraries, the Office of Information Technology (OIT), and the Office of Research and Innovation (ORI) to develop a robust service supporting NC State's research enterprise. The RCDFS seeks to provide a single point of contact to connect researchers with appropriate and available research computing and data services, while serving as a communication hub for service providers and enabling continuous assessment of researchers' needs and available services.



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



We transformed the Libraries' Copyright & Digital Scholarship Center into the **Open Knowledge Center (OKC)**, which continues to specialize in information policy and now serves as an incubator and center of expertise for communities, projects, and initiatives that further NC State's leadership in public, open, and experimental approaches to research, scholarship, and education.

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



We engaged with **Gallup, Inc.** to seek employee feedback on aspects of the Libraries as a workplace that affect employee engagement and performance.



We formed a new **Accessibility Committee** to focus on advocacy for accessible user interfaces, learning materials, and collections. The process of evaluating new electronic resources for the collection now considers accessibility as a core product feature. As a member of the Accessibility Alliance, which includes Big 10 and Association of Southeastern Research Libraries (ASERL) institutions, the Libraries' work in this area is advancing at the local and national levels.

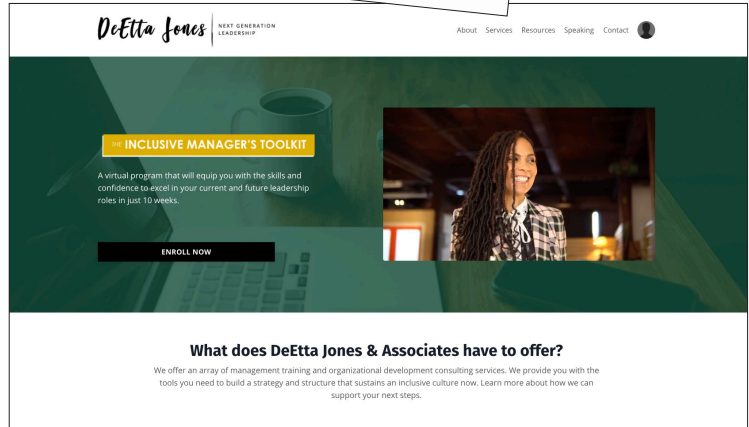
## GOAL 5: ENHANCE LOCAL AND GLOBAL ENGAGEMENT THROUGH FOCUSED STRATEGIC PARTNERSHIPS

- The Libraries 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 live events and recordings are free and available to a worldwide audience online.
- Our **public programs** showcase the research and work of faculty and students, highlight the contributions of alumni, and engage the public by demonstrating the Libraries' and the university's forward-looking and experiential focus. In 2020-21, the Libraries coordinated or co-presented 92 public programs with an attendance of over 13,000. These programs are available on the Libraries' website for asynchronous access, free and open to the public.



# EQUITY, DIVERSITY, AND INCLUSION

- The Senior Vice Provost & Director of Libraries worked with the Libraries' Equity, Diversity, & Inclusion (EDI) Committee to create an EDI **"Framework for Action"** for the Libraries. The Framework outlines 12 strategies including ongoing training and development at all levels, structured employee engagement initiatives, and increasing representation of people of color in management roles. Significant progress was made in these areas, and work will continue.
- Collaborated with **DeEtta Jones and Associates (DJA)**, a highly regarded management and organizational development consulting firm, to offer all staff the Essentials of Cultural Competence online course. Worked with DJA to conduct an organizational assessment; provide forums for employee feedback and engagement; help leaders and managers to champion and advance equity; and develop equity frameworks for ongoing use.
- Took steps to further **diversify collections across disciplines** with an emphasis on anti-racism and diverse books in science. Added over 16,000 titles covering African studies, Asian studies, Black studies, disability studies, gender and sexuality studies, Hispanic Latino studies, indigenous and native studies, Islamic studies, Jewish studies, Middle Eastern studies, poverty studies, and women's studies.



# Honors and Advancement

## Honors

The Libraries' **Open Pedagogy Incubator** was recognized in the 2020 EDUCAUSE Horizon Report as a notable Open Education project.



**Jennifer Garrett**, Associate Director for Organizational Design, Equity, and Talent, was appointed to the Building Cultural Proficiencies for Racial Equity Framework Task Force, part of a joint national effort being led by the Association of College and Research Libraries; the American Library Association's Office for Diversity, Literacy, and Outreach Services; the Public Library Association; and the Association of Research Libraries.

## Advancement

During FY21, the Libraries brought in **\$2,437,000**, one of the best fundraising years to date and over 116% of our initial campaign goal. Several planned gifts will support the Libraries' collections, including a gift of \$1M to create the Libraries' first World War II collections endowment and a \$100,000 gift to support unrestricted collecting areas. Collections endowments help us consistently address the research needs of the campus community. In partnership with several foundations, the Libraries has increased our efforts and impact around student success and affordability initiatives. This includes a grant that piloted a new program where 20 students from rural, economically depressed areas were identified to receive technology and textbooks via the Libraries to reduce their financial barriers and to support their return to campus for summer courses. Thanks to private philanthropy, the Libraries also secured two new scholarships for Libraries student assistants that will help attract and retain a talented workforce for peer-to-peer learning. During the pan-institutional "Day of Giving," the Libraries exceeded the previous two years' efforts combined, bringing in **\$1,491,566 from 217 gifts**. This increased our visibility across campus and highlighted our funding priorities.



Jennifer Garrett