

North Carolina State University Libraries
Annual Report, 2019-2020

I. Programs: Changes in scope of activities, volume of activities, special achievements of significance and special program reviews, studies or plans

Changes in Scope of Activities

- The major renovation of the Hill Library to create the Academic Success Center and other new library spaces began in May 2019 and is nearly complete. This fall, students and faculty will be able to experience these exciting new spaces and services focusing on student success, innovation, 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.
- The Libraries expanded our collaboration with the Office of Information Technology (OIT) and the Office of Research and Innovation (ORI) in planning for research infrastructure enhancements.

Volume of Activities

The Libraries' Volume of Activities is provided in a statistical appendix at the end of this report.

Special Achievements of Significance

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.

II. Strategic Initiatives

Goal 1. Enhance the success of our students through educational innovation.

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

- The Libraries' print and digital collections were used over 16 million times in 2019.
- 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.
- 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).

- 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.

Goal 3. Enhance interdisciplinary scholarship to address the grand challenges of society.

- Hosted numerous events focused on university research and scholarship and interdisciplinary exchange, including the popular Coffee & Viz series.
- 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, 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.

Goal 5. Enhance local and global engagement through focused strategic partnerships.

- 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.
- 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.

III. Diversity: Initiatives and Programs

- Offered all staff the 10-hour Essentials of Cultural Competence online course from [DeEtta Jones and Associates \(DJA\)](#), with a 90% participation rate so far. This and other shared experiences, including participation in the Racial Equity Institute, will serve as a foundation for continuing conversations and actions around Diversity, Equity, and Inclusion, to which we are deeply committed.
- Developed the Library Technology Career Jumpstart Program to attract students to technology careers in libraries. The first cohort of eight students includes seven women and seven members of underrepresented racial/ethnic groups.

IV. Staff: Major new appointments, kudos, professional activities and recognition

- Library Journal named Will Cross, 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.

V. Recommendations and concerns for the future

- **Equity, Diversity, and Inclusion.** The Libraries has worked hard over many years to create a diverse, equitable, and welcoming environment for our staff and patrons. This spring's national protests for racial justice have highlighted the imperative to address these issues more deeply and comprehensively. Immediate and ongoing actions include structured conversations with staff members, additional training and development, studying the experiences of our diverse patrons, seeking an equity, diversity, and inclusion consultant to accelerate cultural enhancement and EDI

progress, and assisting with the university's efforts to deconstruct the dominant narratives of our history that threaten or marginalize members of our community and are antithetical to our values.

- **Budget.** We are working to prepare for possible budget shortfalls due to the global pandemic. Our top priorities are maintaining access to essential collections that support research and teaching, and retaining our excellent staff.
- **Research Infrastructure.** Research computing infrastructure, data management support, and consultation on data analysis and IT solution design are essential for accelerating discoveries and expanding NC State's research output and competitiveness. The Libraries is committed to working with campus partners to develop and coordinate these services, building upon the significant advances made this year.

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**Volume of Activities
(19/20, 18/19, 14/15, 09/10)**

Library Services

Year	User Visits (a)	Circulations (b)	Instructional Sessions/Students	Reference Transactions	Technology Lending (all)/Laptops
19/20*	1,701,225	383,424	1,174/30,939	28,935	167,871/ 21,691
18/19	2,464,590	408,333	1,197/26,789	29,512	263,339/ 45,719
14/15	2,346,389	661,818	667/20,446	33,656	299,330/105,522
09/10	1,984,918	660,001	505/10,669	33,213	126,141/ 85,359

Library Services (continued), Expenditures, and ARL Rankings

Year	Items Loaned to External Organizations	Items Borrowed from External Organizations	Expenditures on Library Materials (c)	Total Library Expenditures (c) (d)	Association of Research Libraries (ARL) Ranking (e)
19/20*	14,940	33,548	\$12,590,302	\$36,663,712	n/a
18/19	18,662	27,155	\$12,125,516	\$37,657,029	32
14/15	20,343	28,025	\$11,974,845	\$33,248,941	37
09/10	21,772	23,453	\$9,782,748	\$29,394,144	41

Use of Library Spaces

Year	Hunt Dataspace Station Logins	Hill Makerspace Total Uses	Hill Virtual Reality Spaces Uses	Hill and Hunt Digital Media Spaces Reservations	Events Audience Size In-person / Remote
19/20*	6,955	9,728	2,097	6,276	10,173/ 13,530
18/19	8,311	11,162	2,230	10,465	8,812 / n/a
14/15	n/a	n/a	n/a	n/a	6,166 / n/a

Collection Statistics

Year	Titles in Library (f)	Volumes Added (Gross)	Serial Subscriptions	E-Resources Owned/Leased (g)	Overall Use of the Collection
19/20*	3,280,339	108,205	123,350	1,455,521	16,147,496
18/19	3,200,988	206,741	122,383	1,353,454	16,428,852
14/15	2,683,618	200,975	77,518	1,008,923	14,321,290
09/10	2,083,724	75,370	65,414	473,037	7,664,062

*Due to the COVID-19 pandemic, the Libraries buildings were closed on 3/15/2020 for the remainder of the fiscal year, resulting in fewer uses of spaces and in-person services.

a) Effective July 1, 2016, door counts at the Hunt Library were changed from turnstile counts (interior, library entrance) to building counts (at the exterior doors).

b) Includes print circulation, reserve materials (both print and electronic) and textbooks.

c) Includes NC LIVE and library-related expenditures made by colleges and units outside of OUC 25.

d) Excludes benefits.

e) ARL ranking data is on a one-year lag. Currently ARL's membership includes 116 academic libraries.

f) The historic volume count has been updated to reflect the titles available in the Libraries collection.

g) E-books, e-journals, and e-databases; includes NC LIVE resources.

11/9/23: Revised version with corrected numbers of “Instructional Sessions/Students” for 2018/19 and 2019/20 in the “Library Services” table and of “Events Audience Size In-person/Remote” for those years in the “Use of Library Spaces” table, both on page 4.