

## North Carolina State University Libraries Annual Report, 2020-2021

### **I. COVID-19: Highlights of the impact to activities, programs, and operations as well as unit response and outreach**

- During the COVID-19 pandemic, the Libraries continued to offer engaging programs focused on university research and scholarship, such as the popular Coffee & Viz and Research Computing Seminar series, in an online format. These programs bring together diverse students, faculty, and others for interdisciplinary exchange, and they were well attended, including by participants from distant locations who would not have been able to attend in person..
- The Libraries' Technology Lending Service provided a large pool of laptops for semester-long loans to support academic continuity and online teaching and learning, lending and shipping items to users in a no-contact environment. Between March 2020 and May 2021, there were 12,600 equipment loans, about 3,000 of them laptops. This service has supported well over \$1 million in credit-hour tuition since the start of the pandemic.
- Increased mail delivery service of library materials and technology by 500% to meet student and faculty needs during the pandemic.
- 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.
- The Libraries' instructional services were converted to remote delivery, including individual research consultations as well as group sessions. We developed novel outreach and engagement programming to introduce remote students to Libraries staff and services.

### **II. 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**

- Strengthened the Libraries' involvement in Public and Citizen Science and Data Science in collaboration with university partners; contributed at the formative stage of the Data Science Academy. Created the role of Lead Librarian for Public Engagement and allocated and aligned additional staff, spaces, and resources to advance these important and impactful initiatives.
- Expanded the Personal Librarian Program to include all incoming first-year and transfer students, after a successful pilot program of outreach to the 1,200 incoming transfer students in fall 2019. This program orients new students to the university and the Libraries and is especially important for transfer students, who often place out of the gateway courses (e.g., ENG 101) where traditionally matriculating students learn about library resources and services.

#### **Volume of Activities**

The Libraries' Volume of Activities is provided at the end of this report, and a set of Performance Measures is available [on its website](#). While the use of the physical facilities was reduced by approximately 85% overall during the pandemic, the use of collections and services in the online environment, along with attendance at events, remained substantial.

#### **Special Achievements of Significance**

- The major renovation of the Hill Library to create the Academic Success Center and other new library spaces was completed in fall 2020. The center embodies a collaborative partnership between the Libraries and the Division of Academic and Student Affairs (DASA) to support "the whole student" over the course of their entire academic career and beyond. Patrons in the Hill Library now have convenient access to a number of exciting new spaces and an expanded range of services supporting student success, innovation, research, and data science and visualization.

New spaces that opened as part of the renovation include: multiple components of the Academic Success Center that offer writing, tutoring, career counseling, and other academic support and enrichment services; the [Data Experience Lab](#), a community-oriented space for data science, visualization, and digital scholarship, offering consultations, workshops and events, collaboration

space, and high-powered computing and specialized software; the [Visualization Studio](#), an immersive space presenting seamless 360-degree visual content for course instruction, research presentations, and other special projects; the [Innovation Studio](#), a new learning space that showcases the innovative work of NC State's students and faculty; and a renovated Brickyard entrance that offers a more attractive and inviting entry point for the building and improves movement of people through this high-traffic area.

### III. Strategic Initiatives

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

- Collaborated on the *Wicked Problems Wolfpack Solutions* multidisciplinary course for all incoming and transfer students. The Libraries 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.
- Launched the Innovation Studio to showcase the innovative work of NC State students and faculty, and to teach innovation methods to the campus community. Developed workshops such as "Innovation 101" and "Futures Thinking 101" which were delivered remotely to a general audience as well as within courses in Applied Ecology, Women & Gender Studies, and more.

#### Goal 2. Enhance scholarship and research by investing in faculty and infrastructure.

- 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.

- 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.

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

- 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.
- The Libraries' 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.

### IV. Diversity: Initiatives and Programs

- 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.

#### **V. Staff: Major new appointments, kudos, professional activities and recognition**

- Jennifer Garrett was appointed as Associate Director for Organizational Design, Equity, and Talent and a member of the Libraries' leadership team, with the position updated to increase the focus on and visibility of EDI leadership as an organizational value and commitment.
- Adebola Fabiku was appointed as Department Head, Access Services.
- 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.

#### **VI. Recommendations and concerns for the future**

- **Equity, Diversity, and Inclusion:** The Libraries' work across the full spectrum of EDI activities, including learning, development, and representation, will continue, involving both internal and external participants, and in conjunction with ongoing changes in university culture and university-wide EDI initiatives.
- **Advancing the University's Research Infrastructure and Services:** 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 developing the Research Computing & Data Facilitation Service in partnership with ORI and OIT to improve the awareness, coordination, and effectiveness of services that are offered across the university. Continued investment in these services will benefit NC State researchers, the university, and the people of the state, contributing to the digital transformation of the university.
- **Collections Storage Needs:** The university's proposal to end the Libraries' lease on the Administrative Services Annex Building (ASX) presents the Libraries with unexpected challenges to long-term storage, preservation, and processing needs for special collections and university archives. These materials require a variety of specialized, climate-controlled storage solutions that will be costly to replicate in a new location. Support from the university in planning for and funding any relocation will be critical to the viability of this project and the integrity of our rare and unique collections.

**Volume of Activities  
(20/21, 19/20, 15/16, 10/11)**

**Library Services**

Year	User Visits (a)	Circulations (b)	Instructional Sessions/ Attendees	Tutorial Video Views	Consultations & Reference Transactions	Technology Lending (all)/Laptops (c)
20/21*	297,212	294,488	776/21,227	744,584	16,911	10,222 / 5,229
19/20**	1,701,225	383,424	1,174/30,939	584,758	28,935	167,871 / 21,691
15/16	2,331,031	646,007	849/23,072	430,000	36,215	300,515 / 91,149
10/11	1,984,523	625,642	467/13,671	52,661	35,117	155,810 / 95,731

**Library Services (continued), Expenditures, and ARL Rankings**

Year	Items Loaned to External Organizations	Items Borrowed from External Organizations	Expenditures on Library Materials (d)	Total Library Expenditures (d) (e)	Association of Research Libraries (ARL) Ranking (f)
20/21*	11,097	22,997	\$13,142,450	\$35,178,895	n/a
19/20**	14,940	33,548	\$12,490,302	\$36,663,430	n/a
15/16	20,060	28,210	\$11,859,057	\$33,500,778	34/114
10/11	25,926	21,050	\$11,209,938	\$32,002,683	31/115

**Use of Library Spaces**

Year	Dataspace/DXL Logins	Makerspace Total Uses (g)	Virtual Reality Spaces Uses	Digital Media Spaces Reservations	Innovation Studio Interactions (h)	Events Audience Size, In-person / Remote (i)
20/21*	4,990	475	n/a	n/a	2,596	12,738 / 3,513
19/20**	6,955	9,728	2,097	6,276	n/a	10,173/ 13,530
15/16	n/a	n/a	n/a	n/a	n/a	6,166 / n/a

**Collection Statistics**

Year	Titles in Library (j)	Titles Added	Serial Subscriptions (k)	E-Resources Owned/Leased (l)	Overall Use of the Collection
20/21*	3,425,681	145,342	100,282	1,576,633	15,727,371
19/20**	3,280,339	108,205	123,350	1,455,521	16,147,496
15/16	2,851,654	168,036	91,936	1,069,612	16,896,606
10/11	2,121,031	37,307	66,202	503,137	8,442,832

\*Due to the COVID-19 pandemic, the university operated in a fully online environment during the 2020-2021 academic year, and the Libraries offered reduced hours and seating capacity. Some spaces were closed.

\*\*Due to the COVID-19 pandemic, the Libraries buildings were closed on 3/15/2020 for the remainder of the 2019-2020 fiscal year, resulting in fewer uses of spaces and in-person services.

a) User visits include all branches and affiliates.

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

c) In FY 2020-2021, technology lending was for emergency, long-term loans and a few selected high-use items.

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

e) Excludes benefits.

f) ARL ranking data is on a two-year lag due to a delay in data collection because of COVID-19. Currently ARL's membership includes 116 North American academic libraries.

- g) The Hill Library Makerspace was closed in fall 2020. It opened in the spring 2021 semester and accepted 3D print requests for classes/assignments (207 prints for 14 classes), research-based prints (64), and personal prints (204).
- h) The Innovation Studio opened on February 8, 2021.
- i) In FY 2020-2021, 12,738 attendees attended live online events, and 3,513 watched recordings of an event.
- j) The historic volume count has been changed to reflect the titles available in the Libraries' collection.
- k) Electronic subscriptions = 99,872; Print subscriptions = 410.
- l) E-books, e-journals, and e-databases; includes NC LIVE resources.

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