

Annual Report

FY2018–19

YEAR IN REVIEW

This year, the Libraries advanced many strategic initiatives in support of all five of the university's overarching goals. We launched a new Dataspace in the Hunt Library, providing new services in support of data-informed research and scholarship; embarked on numerous and multifaceted student success initiatives; and expanded the content of and participation in our diverse programs, events, and instructional offerings. The transformation of the D. H. Hill Jr. Library continued with a number of reconfigured study spaces, a large book move, and extensive preparations for the construction of the Academic Success Center (ASC) and other new library spaces that began in May.

Greg Raschke was appointed as Senior Vice Provost and Director of Libraries effective December 1, 2018, following a national search for that position. Raschke's leadership approach emphasizes excellence and innovation in all of our traditional areas of strength—collections; services; learning spaces; and student, faculty, and researcher success, along with many active partnerships and an organizational culture of openness, creativity, and well-being that is welcoming to all. Raschke replaced Susan K. Nutter, who retired in October 2017 after serving NC State for 30 years. Nutter passed away in March 2019, and a memorial service celebrating her life and accomplishments was held in May in the Hunt Library—a building that symbolizes her visionary leadership.

The Libraries: by the numbers in FY2018–19

2,466,234
visits to the Libraries or 9,559 per in-semester day

11 active grants totaling
\$1,687,691

11,400
participated in 150 public programs and events

16,428,852
uses of the collection, a 15% increase since 2015

309,058
technology items lent, 3% increase since 2015

1,048,568
visitors to the Libraries' website

26,253
participated in library classes and workshops

10,248
people took tours of the Hunt Library

141,405
total reservations for group study rooms, 33% increase since 2015

Supporting the University's Strategic Plan

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



successful Alt-Textbook initiative, which supports faculty members in enhancing access to affordable, high-quality educational materials for NC State students.

In partnership with DELTA and the Bookstores, the Libraries was accepted into the prestigious **OpenStax Institutional Partnership Program**, which will support campus Open Educational Resources (OER) engagement in 2019-20. This program complements the Libraries'

The Libraries hired 27 **Provost's Professional Experience Program (PEP) Students** who gained experience in the areas of technology support, digital media, making, data analysis, public speaking, and giving tours.



To reach a wider audience and integrate with more courses across a variety of disciplines, the Libraries advanced its **Virtual Reality (VR)** tools, services, and support and hosted 28 cross-disciplinary VR in-house events and four pop-up events using our Mobile VR Cafe.



The Libraries provided valuable professional development experience to 11 graduate students hired to serve as **Data Science Consultants** in the **Hunt Library Dataspace** and at the **Hill Library Data Point**. Students in these positions were mentored by experienced librarians to consult and teach workshops on programming, machine learning, statistics, data analysis, visualization, and other data-related topics.

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



To enhance researcher productivity and improve research infrastructure, the Libraries expanded partnerships with the Office of Research & Innovation, resulting in an ORCID institutional membership, a slate of new workshops, and more research activities in the Libraries' technology-rich spaces.

In partnership with the Office of Information Technology (OIT), the Libraries hired a **Research Data and Infrastructure Librarian** to work closely with librarians and other colleagues across the university to evaluate and enhance research data services for faculty and researchers and to contribute to NC State's success in securing grant funding, recruiting and retaining top researchers, and leading in interdisciplinary, data-intensive research.



The Libraries' collections are core research infrastructure that serves the entire university community across all disciplines. Significant and increasing use of the collections underscores that they are integral to NC State's success. In 2019, there were

16,428,852

measurable uses of the collection, a 15% increase since 2015.

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



The Libraries hosted numerous events focused on university research and scholarship, bringing together students, faculty, and others from all disciplines for collaboration, knowledge sharing, and making new connections. We continued the popular **Coffee & Viz** series, a forum for NC State and nationally recognized guests to present their work in a large-scale, immersive environment and to discuss topics of interest with colleagues, students, and the public.

Research librarians collaborated with the **Chancellor's Faculty Excellence Program (CFEP)** clusters and with faculty, students, and researchers in all disciplines, offering information, expertise, and support in areas such as data analysis and management, demonstration of "broader impacts," visualization, in-depth literature searching, and research impact analysis.

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

The Libraries initiated an organizational reexamination and engagement process that included a **"Strategic Advance"** retreat involving 50 staff members and the development of a Strategic Priorities document for 2019-20 that aligns with and complements the Libraries' formal Strategic Plan. This inclusive process aims to "nurture a diverse, equitable, and inclusive organization that enables welcoming services and spaces, experimentation, aspiration, creativity, and success."

In partnership with OIT and others, the Libraries implemented and promoted the **Lynda.com/LinkedIn Learning** online training resource, to provide self-paced learning and professional development and certification opportunities for all NC State faculty, staff, and students. Offering more than 7,400 high-quality, online courses, this resource vastly supplements what faculty can cover in the classroom and what the Libraries can offer through workshops, consultations, and drop-in help.



DIVERSITY INITIATIVES AND PROGRAMS

The Libraries is deeply committed to creating and enhancing a diverse and inclusive organizational culture and service environment. In recognition of the university's emphasis on communicating the importance of these values, our public communications this year were designed with care to

emphasize the inclusive and welcoming philosophy that permeates all of our spaces, programs, and services. We reexamined our signage, publications, and all forms of messaging and implemented changes to language and imagery based on insights gained from university partners

such as the GLBT Center, from what was learned through ongoing staff training and development in cultural competency and inclusivity, from supporting students with disabilities, and from national conversations on these issues.



IN ADDITION:

- All Libraries supervisors have attended or are scheduled to attend the Racial Equity Institute (Phase 1), a two-day workshop that provides historical factors, talking points, and a deeper understanding of racism.
- The Libraries created two accessible, gender-inclusive restrooms adjacent to the first-floor Ask Us lobby at the D. H. Hill Jr. Library, one of the highest-traffic areas on campus.

The Libraries continues to be a leader in advancing and improving our spaces, including a new **38-seat quiet reading room in the Hill Library's West Wing** and the creation of **13 new group study rooms** on the fifth, sixth, and eighth floors.



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

- The Libraries' diverse public programs showcase the research and work of faculty and students, highlight the contributions of alumni, and engage the public in innovative ways. The Hunt Library offers an accessible and compelling venue in which to hold many of these events. In 2018-19, we hosted ~150 programs and events with an attendance of more than 11,000.
- The Libraries hosted the Global Film Series in partnership with the University Scholars Program, African American Cultural Center, and the Office of Global Engagement. Each event featured an introduction by an NC State faculty member and a post-film reflection, during which

both individual community members and faculty and student organizations shared their global experiences and expertise with a wide campus and community audience.



Honors, Grants, and Fundraising

HONORS:

- The Libraries won the LITA/Library Hi Tech Award for Outstanding Communication for Continuing Education in Library and Information Science for the Data Science and Visualization Institute for Librarians.
- Research Librarian for Design Pete Schreiner became the Libraries' eleventh Library Journal "Mover and Shaker."
- Director of Talent Management Jennifer Garrett was chosen to participate in the Association of Research Libraries' Leadership and Career Development Program.
- Associate Head of Information Technology Mike Kastlelec was chosen to attend the Center for Creative Leadership's Leadership Development Program.
- Department Head of Information Technology Emily Lynema was selected to attend the Council on Library and Information Resources' Leading Change Institute.

GRANTS:

- NC LIVE completed the first year of a two-year \$149,451 Library Services and Technology Act (LSTA) grant to address the high costs of textbooks by coordinating the expertise and resources of all higher education communities in North Carolina to curate and encourage the adoption of a collection of electronic textbooks.

Pete Schreiner

- Continued execution of a \$115,318 USDA Forest Service grant for InsideWood, an Internet-accessible wood anatomy information resource used extensively worldwide.
- The Libraries completed work on an Institute of Museum and Library Services (IMLS) grant of \$49,958 to explore the need for, and determine the ideal components of, a subject-specific, flexible, and scalable "toolkit" for the creation and adoption of open textbooks. Also completed an IMLS grant of \$49,808 to explore the need for and the ideal components of an open educational resource (OER) for teaching library science students and professionals about scholarly communication.

FUNDRAISING:

Following two years of record fundraising totals in 2016-17 and 2017-18 (\$3.27 million and \$3.58 million, respectively), we identified a need to rebuild our major gifts pipeline and focus on building stronger annual giving and leadership annual giving strategies, also priority areas for University Advancement. To expand our audience, we partnered with the Alumni Association on various events across the state to highlight the Libraries' student success initiatives and to introduce Greg Raschke as our new Senior Vice Provost and Director of Libraries. With these initiatives, and with two large gifts expected to close, we are in a strong position for 2019-20. We anticipate meeting our initial \$22 million campaign goal in fall 2019 and are working with Central Advancement to determine a new goal for the remainder of the campaign.