

**North Carolina State University Libraries  
Annual Report, 2011/2012**

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

The new James B. Hunt Jr. Library on Centennial Campus will soon be a reality, and its doors will open on January 2, 2013. This library will dramatically alter the dynamic of Centennial Campus as a nexus of interdisciplinary collaboration. Its diversity of technology-rich learning spaces and advanced visualization spaces will make the Hunt Library a technology “incubator” for the university, while providing much-needed study space for students and space for collections in a robotically controlled storage and retrieval system. The Hunt Library will serve as a test-bed for fostering and communicating groundbreaking research, embodying the vision for the NCSU Libraries as the competitive advantage for North Carolina State University.

At every step of the planning process for this new main library, staff members have consulted with advisory groups, the University Library Committee, faculty members, and students. Information from interviews with faculty and graduate students and from ongoing studies of undergraduate students has informed the design of a new service model and the configuration of study and research spaces in Hunt.

The technologies in Hunt will extend the boundaries of “cutting edge” in an educational setting. Staff members have engaged with a dozen corporate partners to make the technology vision a reality, and they have been extensively involved in testing prototypes. This spring offered a preview of the educational possibilities when faculty from the Graphic Design and Industrial Design programs in the College of Design and from the Department of Computer Science collaborated to teach students the complex process of creating games in a real-world commercial environment using a version of a high-definition video wall that will be the centerpiece of Hunt Library’s Game Lab. With an eye on the future, staff have also been reconfiguring core library technology infrastructure to support new technology-rich learning spaces in both the Hunt and the D. H. Hill libraries.

Throughout the summer and fall of 2012, the NCSU Libraries plans to move over 1.5 million books from Hill, the branches, Satellite Shelving, and rented storage space to the Hunt Library. During this massive shift, users will be able to track materials through the online catalog and request delivery within twenty-four hours. Countless hours of planning have focused on minimizing disruptions to users while accomplishing the complex logistics of the move itself. The end result will be well worth the effort when collections have been consolidated and relocated to where they are most needed. Hunt's bookBot robotic retrieval system takes up only 1/9 the space required for traditional shelving—freeing up valuable space for seating and services and creating new possibilities for space configurations in Hill and the branches.

Although numerous challenges remain before Hunt opens its doors, great excitement is evident among students and faculty about what this new signature building will mean for the university and for Centennial Campus. As the 2011/12 fiscal year draws to a close, the General Assembly has approved only 50% of our request for additional staff and operational funds for Hunt. For the past fifteen years, our students have thrived on the ability to access NC State's main library twenty-four hours a day, a model that has been highly successful and in demand because it recognizes the work lives and schedules of today's students. However, it may be impossible to operate both main libraries on a twenty-four-hour schedule. Library planning groups have developed a service and staffing model to provide at least a minimal level of operations and services at Hunt through strategies such as the reallocation of vacant positions, staff reassignments, consolidation of service points, mobile service delivery, and use of student assistants. Limiting the operating hours of the Hunt Library would reduce university productivity and diminish the return on investment that faculty and students will glean from the collections, technology, and spaces in this new building.

## **II. Major initiatives**

### Enabling Student Success

- Developed the Mobile Scavenger Hunt, an interactive library orientation activity for incoming students that received high ratings from participants and faculty and that won a national award for innovation in academic libraries.

- Extended chat reference service to twenty-four hours (Sunday–Thursday), year-round. The overnight service is provided by NCKnows, a statewide collaboration administered by the State Library of North Carolina and funded by a federal Library Services and Technology Act (LSTA) grant. The Libraries gains forty hours of service while contributing two hours of staff time each week. With over 500 transactions to date, the expansion has had high impact at minimal cost.
- Created a User Experience department to focus on service delivery in the physical and virtual environments. The department will help ensure consistency and excellence in services and innovation across what will be, in many ways, a transformed library system after the opening of Hunt.
- Enhanced Library Course Tools, a system that creates online resource guides for all of NCSU’s courses. The new design is more effective in presenting heavily used content and information created by librarians.

#### Developing and Providing Access to Digital Resources

- In partnership with the Triangle Research Libraries Network (TRLN), hosted a meeting funded by the Andrew W. Mellon Foundation to bring together library leaders, publishers, and vendors to develop sustainable business models and licensing terms for the cooperative acquisition of electronic books. The NCSU Libraries took the lead in producing a community statement to help guide the collaborative acquisition of electronic books.
- Utilized \$500,000 in one-time campus funds to partially mitigate the impact of cuts to the collection during FY 2011/12 and to add online resources (over 100 journal archives and 10,000 electronic books).
- Adopted a user-driven approach to electronic book acquisitions. The program allows the Libraries to provide access to over 13,000 additional titles while purchasing only those titles that reach a set threshold of use.
- With support from LSTA grants, digitized primary source materials in year two of *Cultivating a Revolution: Science, Technology and Change in North Carolina Agriculture, 1950–1979* and collaborated with TRLN on *Content, Context, and*

*Capacity*, a project that will create 400,000 digital objects related to the Long Civil Rights movement in North Carolina.

#### Enabling Faculty and Research Success

- Working closely with the Office of General Counsel, the Copyright Committee, and DELTA, completely redesigned the university's copyright web pages to update information and to inform campus stakeholders about best practices. The Libraries' Copyright and Digital Scholarship Center also conducted numerous information sessions with faculty and student groups.
- Participated in the E-Science Institute sponsored by the Association of Research Libraries (ARL). As part of the institute, the Libraries conducted interviews with stakeholders and collaborated with Research Administration and the Office of Information Technology to implement a Data Management Planning Tool to help researchers comply with federal mandates related to grant-funded projects.
- Received a two-year, \$219,000 grant from the Council on Library and Information Resources (CLIR) for *Acting for Animals: Revealing the Records of Animal Rights and Animal Welfare Movements*. The project will allow the Special Collections Research Center to process and make accessible to researchers one of the most comprehensive collections on this subject in North America.
- Launched *Digital Collections: Rare and Unique Materials*, a site that makes the Libraries' digitized primary resources more accessible.

#### Realizing the Library of the Future

- Received recognition for the renovation of the west wing of the D. H. Hill Library in *Library Design Showcase 2012*. Sponsored by *American Libraries*, the annual design review honors what the American Library Association considers "the best in new and renovated library facilities." The renovation, undertaken with university re-investment funds, addressed seating deficits and presented an opportunity to prototype new technologies and furniture in anticipation of the Hunt Library. The results of the renovation have proven to be extremely popular with students.

- To prepare for a 25% enrollment increase in the College of Veterinary Medicine, worked with that college to plan a renovation of the Veterinary Medical Library (scheduled for summer 2012) to provide additional seating.
- Entered year two of a \$313,000 National Leadership Grant from the Institute for Museum and Library Services (IMLS) to develop a model for next-generation informal learning spaces. The project will result in a freely accessible Learning Space Toolkit, which will provide guidance on developing plans for learning environments based on best practices.
- Continued work on the collaborative Kuali OLE project, funded by the Andrew W. Mellon Foundation. The project is building open source software to manage library operations and to integrate functions with campus data sources and learning management systems. A related collaborative project between Kuali OLE and the United Kingdom's JISC (Joint Information Systems Committee) called *Global Open Knowledgebase* has recently been announced. A partnership of academic institutions, led by the NCSU Libraries and funded by a \$499,000 Mellon grant, will provide essential data to help libraries manage e-journals and other electronic resources to benefit their students and researchers.
- Launched the *Everything you can imagine . . . and more* fundraising initiative to raise awareness of and support for the Hunt Library and library excellence in the future.

### **III. Diversity: Initiatives and progress**

- Data for combined EPA/SPA hires show that 11% of appointments to permanent positions were made to persons from underrepresented populations. This is a significant drop from the past several years, mainly in SPA hiring. While it is too early to know if this is a pattern, the hiring priority given to RIF and promotional candidates may have led to less diverse interview pools. Of the incoming NCSU Libraries Fellows (2012–14), one of three (33%) is from an underrepresented group.
- During the summer of 2011, the Libraries hosted three master of library and information science students from traditionally underrepresented racial and ethnic groups as part of ARL's Career Enhancement Program. The program, funded by the

IMLS, aims to increase the representation of minorities in academic librarianship by providing robust internship experiences.

- The NCSU Libraries Diversity Committee makes ongoing presentations to new employees to convey the message that all patrons and staff are “welcomed, valued, and respected.” The committee also organized outings to relevant events on campus, such as the “Too Black, Too Fast” exhibit at the African American Cultural Center and the MLK Commemoration.
- Building upon last year’s highly successful *Red, White & Black* walking tour, the Libraries and the African American Cultural Center once again highlighted the spaces and places that have had significant impact upon the lives and experiences of African American students and the larger community. The *Red, White & Black* web app also allows individuals to embark upon a self-guided tour using a smart phone or other mobile device.
- Bertha Chang will participate in the 2012 Minnesota Institute for Early Career Librarians from Traditionally Underrepresented Groups, and Tito Sierra was in the 2011/12 cohort of ARL’s Leadership and Career Development Program, which prepares individuals from underrepresented groups to advance in the profession.

#### **IV. Community and professional service activities**

- Held the second *Celebrating Faculty Research and Scholarship* event, featuring Dr. Fred Gould, William Neal Reynolds Professor and Distinguished University Professor and Fellow of the National Academy of Sciences.
- Presented the twenty-third NCSU Libraries Faculty Award to Dr. Douglas Reeves, professor of computer science and director of graduate programs.
- Collaborated with leading faculty and students to produce exhibitions that included *The Urge to Draw, the Cause to Reflect* (9/2011–1/2012), displaying drawings by Dean Marvin J. Malecha, and *Saul Flores Photographs: The Walk of the Immigrants* (2–7/2012), documenting student Saul Flores’ remarkable 5,000-mile journey from Ecuador to his home in Charlotte, N.C. *The News & Observer* and the *Independent Weekly* gave Flores and the exhibit extensive and thought-provoking coverage.

- Attracted nearly 1,500 people to programs sponsored by the NCSU Libraries (a 30% increase over 2010/11) and expanded a series of web-based outreach initiatives. Activities included: presentations by two Fabulous Faculty, two Stellar Students, and three Amazing Alumni; topical presentations by faculty, including one in commemoration of the tenth anniversary of 9/11; the annual I. T. Littleton seminar; a screening of short student films; a student performance of excerpts from banned books as part of Banned Books Week; and ten READ SMART book discussions led by NCSU faculty and held at the Cameron Village Regional Library.
- Partnered with the History Department for an event with Dr. Robert Darnton, university librarian, Harvard University, and with the North Carolina Museum of Natural Sciences, the College of Physical and Mathematical Sciences, and the College of Humanities and Social Sciences for a talk with Andy Revkin, science blogger for *The New York Times*.
- Through the Friends of the Library, featured Dr. Michael Steer and his groundbreaking research in detecting roadside bombs at the Fall Luncheon and a tour of the Hunt Library with lead designer and architect Craig Dykers of the architecture firm Snøhetta at the Spring Meeting.
- Conducted numerous veterinary medicine outreach activities, including an open house, exhibits, and displays at special events. The library received a grant of \$1,996 from the National Network of Libraries of Medicine to support an exhibit at the North Carolina Veterinary Conference (November 2011).
- Created a staff group to coordinate volunteer community service activities, benefitting ten different organizations through eleven events.
- Raised over \$14,000 through the 2012 Frank B. Armstrong Memorial Book Sale, a popular event for students, faculty, and the community. The proceeds will be used to outfit a group study room in the Hunt Library.

## **V. Staff**

### Major appointments

Josh Boyer, Head, User Experience Department; Eli Brown, Head, Special Collections Research Center; Maria Collins, Head, Content Acquisitions and Licensing; Nancy Kress, Head, Access and Delivery Services; and Charles Samuels, Director of Publications.

#### Honors, awards, recognitions

\*Anne Burke, Adrienne Lai, and Adam Rogers received the 2012 ProQuest Innovation in College Librarianship Award (sponsored by the Association of College and Research Libraries' College Libraries Section) for the Mobile Scavenger Hunt. \*Linda Sellars was awarded the Thornton W. Mitchell Service Award from the Society of North American Archivists (SNCA). \*Brent Brafford and Dawn Pearce (Hill Library) and Sharon Silcox (Design Library) won University Awards for Excellence. \*The Vernacular Architecture Forum has established the Bishir Prize, to be awarded annually for the best paper published in the field, in honor of Catherine Bishir, Curator of Architecture Special Collections. \*The renovation of the west wing of the D. H. Hill Library was recognized in *American Libraries' Library Design Showcase 2012*.

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

As outlined in the introduction, the Libraries is facing the prospect of opening the Hunt Library without 50% of the additional staff or operating funds needed—raising concerns that the university will not be able to meet users' needs and expectations sufficiently for this magnificent building.

The Libraries absorbed a \$1.4 million cut (14%) to its base collections budget this year. As we move forward to FY 2012/13, the scenario for managing the collections becomes significantly more challenging. With costs increasing 7% annually, resources will not be available to prevent deterioration of online journal and database portfolios, critical elements in supporting research.

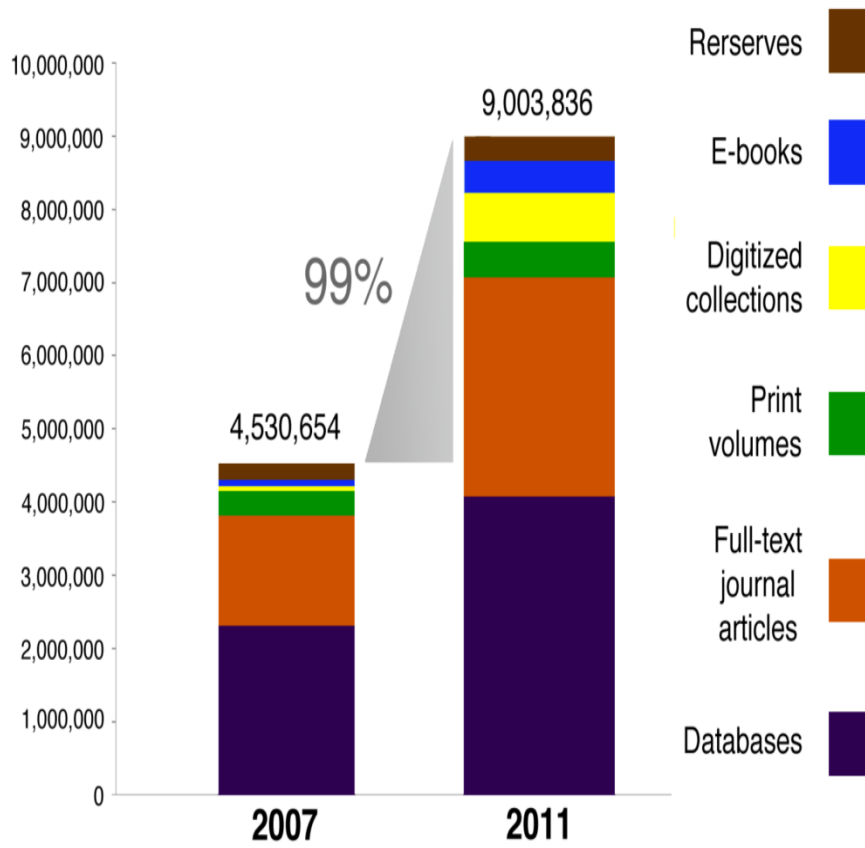
The Libraries' quest for excellence depends upon a staff that has educational backgrounds in the STEM disciplines, expertise with technologies, and a national reputation for innovation. These qualities make staff members attractive targets for recruiting efforts, and the Libraries is often hampered in making counteroffers by the State's current budget guidelines.



## Appendices

### I. Uses of the Collection, 2011/2012

#### Measurable Uses of the Collection



## Appendices

### II. Notable Additions to the Collection, 2011/2012

#### Special Collections Research Center

The papers of:

Dr. Raymond Murray, internationally renowned nuclear engineer;

Dr. Ronald C. Wimberly, sociologist who researched the rural south and the role of agriculture;

David Fischetti, structural engineer and architectural historian who worked on a number of North Carolina's historical architectural landmarks; and

Dr. Gregory Lewbart, renowned specialist in zoological medicine.

#### General Collection

Electronic book purchases from major publishers such as Oxford University Press, Cambridge Scientific, Wiley, Elsevier, and Cambridge University Press in subjects such as genetics, veterinary medicine, computer science, electrical engineering, mathematics, and biochemistry—resulting in over 10,000 additional electronic books for the permanent collections.

#### Branch Libraries

More than 200 books and other media related to veterinary medicine added as gifts, including donations from Dr. Betsy Sigmon, president of the board of the North Carolina Veterinary Medical Foundation.

**Appendices**  
**III. Volume of Activities: NCSU Libraries Statistics**  
**(10/11, 09/10, 05/06, 00/01)**

**Collection Statistics**

Year	Volumes in Library	Volumes Added (Gross)	Serial Subscriptions (a)	Microform Units	E-Resources Owned/Leased (a)
10/11	4,430,518	99,171	66,202	5,451,022	503,137
09/10	4,332,899	75,370	65,414	5,449,608	473,037
05/06	3,687,733	159,765	54,843	5,443,193	386,692
00/01	3,061,005	127,099	47,680	4,986,164	53,100

**Library Services**

Year	User Visits to Library	Total Circulations (b)	Instructional Sessions/Students	Reference Transactions (c)	Laptop/Device Loans
10/11	1,984,523	625,642	467/13,671	35,117	95,731/60,079
09/10	1,984,918	760,155	505/10,669	33,213	85,359/43,643
05/06	1,499,617	806,483	499/12,857	49,642	29,226/NA
00/01	1,629,839	833,876	472/10,822	87,794	6,512/NA

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

Year	Items Loaned to External Organizations	Items Borrowed from External Organizations	Expenditures on Library Materials (\$)	Total Library Expenditures (\$) (d)	Association of Research Libraries (ARL) Ranking (e)
10/11	25,926	21,050	11,209,938	32,002,683	UA
09/10	21,772	23,453	9,782,748	29,394,144	38
05/06	13,622	25,006	9,002,518	26,714,162	37
00/01	14,899	18,415	7,870,830	22,350,859	32

- a) E-books, e-journals, and e-databases; includes NC LIVE resources, starting in 2000/01. In 2006/07, ARL began collecting data for the number of currently received serial titles rather than the number of subscriptions. Since the NCSU Libraries has largely eliminated multiple subscriptions, the number of current titles is only slightly less than the number of current subscriptions.
- b) Includes circulation of reserve materials, both print and (beginning in 1998/99) electronic.
- c) With the growth of the internet over the past decade, all libraries have experienced decreases in the numbers of routine reference questions. The numbers of in-depth research consultations, however, have remained relatively constant.
- d) Excludes benefits.
- e) Membership criteria index (through 04/05) and investment index (05/06–present); currently ARL’s membership includes 115 academic libraries.