

North Carolina State University Libraries
Annual Report, 2008/2009

I. Programs: Changes and Plans

With the constant hum of activity in the Learning Commons showing what can be accomplished with effectively designed space, the Libraries and the university community enthusiastically embarked upon the rigorous planning phase of the signature James B. Hunt Jr. Library. The library, scheduled for completion in late 2012, will serve as the intellectual and social heart of Centennial Campus. Those involved in the planning have embraced the ambitious goal of creating the best learning and collaborative space in the country—a space that will meet users’ needs and showcase the latest technologies and research achievements of the university.

In contrast to the exhilarating process of planning a new building, the Libraries, like the rest of the university, has engaged in intensive planning of a different sort—responding to the effects of the economic crisis on the budget. Services will be trimmed, service points will be consolidated, personnel will be reassigned, and, inevitably, the collections will be cut. Staff members have conducted the most data-informed, community-driven, and comprehensive review of the journal and database collections ever undertaken at the university to identify over \$500,000 in cancellations for 2009/10. This translates to the cancellation of more than 650 journals (10% of annual subscriptions) and a reduction in print and electronic book purchases of 10,000 volumes (20% of annual acquisitions). While the review process has gathered as much data as possible to try to minimize the relative impact of journal cuts, reductions of this magnitude will result in the loss of important titles and will have a lasting impact on the ability of the Libraries to meet the research and teaching needs of the university.

In spite of budget setbacks, the Libraries is determined to look to the future and can point to numerous accomplishments in meeting goals set forth in its Compact Plan.

II. Compact Plan, 2007-10

Action item #1: Enabling Student Success (see also #4)

- Implemented Library Tools, a system that matches course data and librarian recommendations to create course web guides, including electronic reserves, for all of NC State's 6,000-plus courses. The guides are convenient for students, and they help connect faculty and subject specialist librarians to information resources related to students' course work.
- Developed several short animated/interactive tutorials (<http://www.lib.ncsu.edu/tutorials/>) to provide context for deepening students' understanding of scholarly communication and the research process. Topics include "Anatomy of a Scholarly Article," "Article Databases in 5 Minutes," "Peer Review in 5 Minutes," and "Wikipedia: Beneath the Surface."
- At the request of students, expanded the Course Books on Reserve program. By making over 4,000 required texts available on Course Reserves each year, the program assists students feeling the effects of the slowing economy by assuring them access to texts that are essential for their course work.

Action item #2: Developing and Providing Access to Digital Resources

- Launched the North Carolina Research Campus (NCRC) Archive (<http://www.lib.ncsu.edu/specialcollections/ncrca/index.php>) to document historic and fundamental changes in the entrepreneurial, economic, and scientific culture of North Carolina. This effort chronicles one of the most innovative and promising transformations currently under way in the economy of the South, providing a rich resource for generations of scholars, policy makers, and citizens who are writing, guiding, and living the history of the emergence of the New South. The Archive includes over two dozen oral history interviews, podcasts, digital video, and images of the construction and growth of the NCRC in Kannapolis.
- Developed and released two major architectural digital collections and publications. The *Dictionary of North Carolina Architects and Builders* by award-winning architectural historian Catherine Bishir (<http://ncarchitects.lib.ncsu.edu/>) is a growing reference work that contains brief biographical accounts, building lists, and bibliographical information about architects, builders, and other artisans who planned

and built North Carolina's architecture. The *Built Heritage of North Carolina* (<http://www.lib.ncsu.edu/specialcollections/builtheritage/>) provides online access to digitized documentation and images of hundreds of buildings and structures in North Carolina dating from the 1700s to the early 1900s. Buildings represented in this project include well-known examples of historic architecture, such as Baldhead Lighthouse, the Bellamy Mansion in Wilmington, and Blandwood in Greensboro. The *Built Heritage* project is made possible through a Library Services and Technology Act (LSTA) grant (\$75,330 in year two) administered by the State Library of North Carolina's NC ECHO program.

- Extended e-book reader services with the Sony Reader and Amazon Kindle to incorporate on-demand e-book purchases and support for conversion of open book and journal content for use on the readers.
- Digitized over 700,000 pages of text through the Libraries' partnership in the Open Content Alliance (<http://www.archive.org/details/ncsulibraries/>) while gaining access to over 1.3 million texts from other partner libraries.
- Experienced annual downloads of over 2 million full-text journal articles and 200,000 e-books by faculty and students, indicating the popularity of these resources.
- In the non-digital portion of the collection,
 - Enhanced the Special Collections Research Center (SCRC) with the addition of papers from pioneer sociolinguist Walt Wolfram; and
 - Accepted a large gift from the MeadWestvaco Information Center for the Natural Resources Library. Books, journal issues, and conference proceedings in the fields of paper science and engineering will help complete strong holdings in these subjects.

Action item #3: Enabling Faculty and Research Success (see also #4)

- Added the 4 millionth volume to the collection. When NCSU joined the Association of Research Libraries (ARL) in 1983, the size of the collection stood at 1,092,724.
- As the lead institution for the 17 University of North Carolina libraries, received a \$130,000 LSTA grant through the State Library of North Carolina to complete a project begun in 2007/08 to implement a virtual union catalog system. Users will

soon be able to request prompt delivery of materials to and from all UNC institutions across the state.

- Played a lead role in development of new “Search TRLN” catalog features, including Shopping Cart and export to citation management tools.
- Continued the Libraries’ partnership with the Library of Congress through the National Digital Information Infrastructure Preservation Program (NDIIPP). Working with the North Carolina Center for Geographic Information and Analysis, the Libraries is participating in a multi-state demonstration project to preserve digital government information.
- Made further refinements to the InsideWood database. At the conclusion of funding from the National Science Foundation, the database contained brief descriptions of fossil and modern woody dicots (hardwoods) from more than 200 plant families and 35,000 images showing anatomical details. The database is the result of international collaborations and is used heavily by students and researchers here and throughout the world.
- Implemented a new E-Reserves system that allows a faculty member to place and manage his or her own online course reserves. The new system is less time-consuming for processing, offers better navigation for users, is better able to use data from Registration and Records, and makes it easier to manage copyright compliance.

Action item #4: Realizing the Library of the Future

- Conducted intensive planning sessions for the Hunt Library that involved faculty, students, and library staff in a series of meetings, workshops, and focus groups. The vision for this building emphasizes its function as a technology “incubator” and demonstration space where the real and virtual worlds come together, with maximum flexibility to accommodate future technologies as they continue to transform teaching, learning, and research.
- Introduced enhancements to the Learning Commons at the D. H. Hill Library, which continues to be a highly popular study space and destination for students. A custom-designed serpentine bench has added another seating option and helped accommodate the number of students using the area. The Libraries hosted student-led events and

worked with the Digital Games Research Center to offer access to online games created by NC State students. Kindle and Sony Reader e-books are now available for loans.

- In response to the demand for group study rooms, upgraded the eight existing study rooms in the South Tower stacks at the D. H. Hill Library. The rooms may be reserved online and have been outfitted with large LCD screens and white boards to enhance collaborative work.
- Unveiled the newly renovated auditorium in the West Wing of the D. H. Hill Library during the fall semester. The area now provides an inviting environment and state-of-the-art equipment for classes and large meetings.
- Opened the Creamery in the West Wing of the D. H. Hill Library in time for students studying for final exams during the spring semester to enjoy premium ice cream made at NC State. The joint venture between the library, University Dining, and the Department of Food, Bioprocessing and Nutrition Sciences will have its official opening when students return in the fall.
- By consolidating service points, provided room for 60 much-needed student seats next to the Creamery as part of the ongoing makeover of the West Wing.
- Continued design work on the Multimedia Seminar Center on the second floor of the East Wing of the D. H. Hill Library and began preliminary design work on a technology “sandbox” and quiet reading area in the West Wing.

III. Diversity: Initiatives and progress

- One of three incoming NCSU Libraries Fellows (2009-11) is from an underrepresented group. Upon completion of her Fellowship, Sandra Littletree (NCSU Libraries Fellow 2007-09) was named Director of Knowledge River, a University of Arizona program to educate and prepare Native American and Hispanic information professionals.
- Kawanna Bright (NCSU Librarian) was selected for ARL’s Leadership and Career Development Program, an 18-month program designed to prepare librarians from underrepresented groups for increasingly demanding leadership roles in ARL libraries. Bright was also named incoming convener for the Association of College

and Research Libraries' Residency Interest Group, an assembly of residency program coordinators, residents, diversity officers, and library administrators with residency programs targeting preparation of minority librarians.

- The NCSU Libraries hosted a visiting research librarian from the University of the Witwatersrand, Johannesburg, as part of an initiative funded by the Carnegie Corporation to improve library service for researchers in South African universities, especially for young academics from diverse and often disadvantaged backgrounds.
- The NCSU Libraries partnered with ARL in its Career Enhancement Program (CEP). With funding from the Institute for Museum and Library Services, the program offers MLS graduate students from underrepresented groups an opportunity to jump-start their careers in research libraries. NCSU Libraries will be hosting two CEP fellows in the summer of 2009.
- Three NCSU Libraries staff completed NC State's Equal Opportunity Institute during 2008/09.
- The Library Diversity Committee sponsored two sessions for Libraries staff: *Latinos at NC State* and *Providing Services to People with Disabilities: Assistive Technologies at NC State and NCSU Libraries*.
- Data for combined EPA/SPA hires in 2008/2009 show that 21% of appointments to permanent positions were made to persons from underrepresented populations.

IV. Community and professional service activities

- Awarded Daun Daemon, senior lecturer in the Department of English, the 2008 NCSU Libraries Faculty Award. Daemon has forged partnerships with librarians to provide her students with a deep contextual understanding of scholarly communication and has helped library staff assess library instruction initiatives.
- Through Friends of the Library, co-sponsored two speakers with the Union Activities Board Ideas and Issues Committee: Sylvia Nasar, who spoke on globalization and economic shifts in the 20th century, and Dan Ariely, who spoke on behavioral economics. Appearing at other events organized by the Friends were Andrew Taylor, professor of political science, who made observations about the national elections at the 2008 fall luncheon; John Shelton Reed and Dale Volberg Reed, discussing *Holy*

Smoke: The Book of North Carolina Barbecue; author Ben Fisher and artist Mike Henderson, reading from *Smuggling Spirits*, a graphic novel; and NPR reporter Frank Stasio and author Haven Kimmel at the 2009 spring meeting.

- Featured Kevin Cherry, senior program officer at the Institute of Museum and Library Services, for the I. T. Littleton Seminar. Cherry addressed the librarian's pivotal role in today's economy.
- Through Friends of the Library, initiated the Fabulous Faculty series. Speakers included Annie Antón, professor of computer science; Joseph DeSimone, professor of chemical engineering; John Kessel, professor of English (co-sponsored with the NCSU English Club); Ann Ross, associate professor of forensic anthropology; and Michael Walden, William Neal Reynolds Professor in the College of Agriculture and Life Sciences.

V. Staff

Major new appointments

*Patrick Deaton (Assistant Director for Learning Spaces and Capital Management)

*David Hiscoe (Director of Communication Strategy) *Shelby Shanks (Digital Scholarship and Publishing Center Director) *Dwain Teague (Director of Development)

*Maurice York (Head of Information Technology)

Honors, awards, recognitions

*Tina Adams, *Library Journal* Paraprofessional of the Year *Catherine Bishir, Antoinette Forrester Downing Award, Society of Architectural Historians *Lisa Carter, appointment as visiting program officer with ARL, focusing on the Special Collections Working Group *Hilary Davis, American Library Association (ALA)/Emerging Leaders Initiative *Kim Duckett, 2009 *Library Journal* "Movers and Shakers who are transforming libraries for the future" and the Blackboard Exemplary Course Award (with J. Storberg-Walker, D. Chapman, D. Nelson, S. Stone) *Selden Lamoureux, ALA/Coutts Award for Innovation in Electronic Resources Management (with Judy Luther) *Sara Newell, NASIG Fritz Schwartz Serials Education Scholarship *Greg Raschke, 2009-10 ARL Research Library Leadership Fellow *Staff who received competitively awarded stipends from professional organizations to attend conferences include Kristine Alpi,

Kristen Blake, Hyun Duck Chung, Sandra Littletree, Genya O’Gara, Andreas Orphanides, and Carol Vreeland.

VI. Recommendations and concerns for the future

- The James B. Hunt Jr. Library on Centennial Campus offers exciting possibilities for enhancing study and research for the university’s students and faculty. In the short term, the Libraries faces escalating pressures for off-site storage of collections that are essential for research, and in the long term, the new building will place additional pressures on an operating budget that has been cut to the bone.
- The combination of budget cuts (\$525,000) and severe inflationary pressures (\$400,000+ annually) have placed the collection under siege. Next year’s cancellations will have a lasting impact on the ability of the Libraries to meet the research and teaching needs of the university. In addition, new digital resources and support for emerging interdisciplinary research areas related to human medicine and public health continue to test the breadth of the collection.
- The Libraries has been aggressive and creative in implementing a variety of initiatives to sustain the quality of its staff. During 2008/09 the Libraries adjusted the salaries of support staff to bring them into line with new position descriptions that reflect the current technology-driven environment. At all levels, recruitment and retention of information professionals continues to be a challenge, particularly in the sciences and in underrepresented groups.

Appendix
Volume of Activities: NCSU Libraries Statistics (07/08, 06/07, 02/03, 97/98)

Collection Statistics

Year	Volumes in Library	Volumes Added (Gross)	Serial Subscriptions (a)	Microform Units	E-Resources Owned/Leased (a)
07/08	3,981,278	126,853	61,990	5,446,201	461,235
06/07	3,857,365	172,583	53,404	5,445,379	401,463
02/03	3,236,096	103,916	51,209	5,309,442	116,676
97/98	2,713,146	103,907	35,194	4,752,758	9,633

Library Services

Year	User Visits to Library	Total Circulations (b)	Instructional Sessions/Students	Reference Transactions	Laptop/Device Loans
07/08	1,694,215	598,648	446 / 11,977	32,325	51,131 / 26,517
06/07	1,423,632	821,356	418 / 13,080	41,647	37,753 / 1,231
02/03	1,573,192	788,210	691 / 15,822	76,550	16,718 / na
97/98	1,782,700	477,443	424 / 5,484	132,850	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 (\$) (c)	Association of Research Libraries (ARL) Ranking
07/08	14,979	22,509	9,809,078	28,249,762	UA
06/07	13,247	26,813	9,090,707	27,262,569	41 out of 113
02/03	14,377	21,585	9,211,644	26,790,033	32 out of 113
97/98	18,536	14,043	6,875,182	17,210,758	37 out of 111

a) includes NC LIVE resources, starting in 2000/01

b) includes circulation of reserve materials, both print and (beginning in 1998/99) electronic

c) excludes benefits