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

As North Carolina State University celebrates its 125th anniversary, the dedication of the new James B. Hunt Jr. Library on April 3, 2013, marked a new beginning for the university. The Hunt Library, noted Chancellor W. Randolph Woodson, “embodies what NC State stands for, a beacon for technology and transformation in the 21st century.” The bold architecture of the building provides inspiring spaces both inside and out—spaces designed to help students, faculty, and researchers as they learn, work, and create individually or collaboratively.

Years in the planning, the Hunt Library opened on January 2 with a combination of new and reassigned staff, a new service model, a new automated retrieval system for collections, and new technologies. The Ask Us center near the entrance covers all functions of circulation, technology lending, technical help, and reference support. Users can request assistance via online chat or telephone, and staff will go to the user to solve the problem. Over the summer and fall, staff accomplished a move of monumental proportions by pulling 1.5 million volumes from D. H. Hill Library, the branch libraries, and remote storage locations and processing them into the bookBot—all while assuring access to materials in transit. Materials requested from the bookBot, which can store up to two million volumes in one-ninth the space required for conventional shelving, are delivered to the Ask Us desk within five minutes. In its first six months of operation, the bookBot is averaging more than 360 requests per week and is fascinating countless visitors who watch it in action through large observation windows.

Technologies installed in Hunt include large-scale visualization, interactive computing, 3D printing, and a range of collaborative technologies. In many cases these technologies are on the leading edge of what is available in the marketplace today, including the Christie ultra-high resolution display walls throughout the building, immersive 3D visuals in the Teaching & Visualization Lab, 3D sound
systems, and immersive Telepresence video conferencing. Hunt’s media production suites offer the most advanced editing facilities available anywhere within a day’s drive of campus.

Thirteen “Powered By” program technology partners contributed nearly $2 million (cash and in-kind) to support the Hunt technology program. In a sign of continuing engagement, seven companies participated in a “Corporate Partner Technology Showcase” later in the spring. In a series of drop-in seminars in the Library’s Fishbowl seminar room, engineers and executives engaged students on the most recent technologies and developments in their portfolios. A roadmap has been established to grow the number of companies in the partner program next year and to expand the number of partner events in the library.

The response to Hunt has been wildly enthusiastic. Students, faculty, the community, the profession, and the media instantly see that this is a special place, and the building has already won several architectural awards. Students and other visitors have captured stunning photographs of both the exterior and the interior and have uploaded thousands of images to a social media site. Approximately 4,500 visitors (excluding course-related orientation sessions) toured the building between January and April. From any perspective, the completion of the building is a cause for celebration and makes 2012/13 a banner year. Hunt’s fusion of space, technology, and imagination guarantees a string of banner years as users exploit its unlimited potential—the Hunt Library story is just beginning.

II. Major Initiatives

Enabling Student Success

• Through various initiatives, expanded outreach to graduate students, distance education graduate students, transfer students, and international students.
• Increased the number and scope of workshops offered to graduate students, including evening workshops offered to the E. S. King Village graduate student community.
• Provided cutting-edge technologies to enhance student learning. Examples include demonstrating student-built games as part of the Computer Science gaming program public showcase; supporting usability research applications developed by Computer Science students on multi-touch hardware; showcasing a Kinect-based, interactive visualization developed by the Communication, Rhetoric & Digital Media department; deploying and operating an immersive naval simulation that allows NROTC students to step onto the deck of a naval destroyer; and facilitating ongoing digital humanities research such as the Virtual Pauls’ Cross project, a digital re-creation of John Donne’s Gunpowder Day sermon delivered in London in 1622.

• Deployed Virtual Browse on a large touch screen in Hunt near the windows by the bookBot. Virtual Browse supports interactive access to the entire collection, with “bookbag” and requesting features. This popular application receives an average of 543 uses per day. A usability study is currently under way to determine the next phase of feature development.

**Developing and Providing Access to Digital Resources**

• Documented substantial increases in the use of digital collections. In 2012, full-text journal downloads grew to 2,807,791, an increase of 25% over 2011; e-book uses and downloads reached 1,188,158, an increase of 37% over 2011. The Libraries’ historic return on investment for all purchased journal backfiles is $1.07 per use (and improving every year).

• Piloted the demand-driven acquisition of books for selected areas in the humanities and social science—concentrating limited funds for books in those subjects to titles specifically requested by users to meet research needs.

• Through the Oxford University Press (OUP) TRLN e-book pilot program, provided access to 3,000 titles in OUP’s online collection.

• Implemented a revised agreement with Elsevier to add 1700 titles while preserving cost neutrality and flexibility.

• Focused one-time funding, including the $500,000 provided by the university, on collections in subjects related to the cluster/faculty excellence hires and on
Springer Materials, a new offering that supports research and lab instruction for broad interdisciplinary STEM domains.

- Began a preliminary review of journal titles to identify potential reductions, focusing on the bottom 20% in terms of cost-per-use and cost-per-citation basis.
- Completed “Cultivating a Revolution,” a two-year project funded by the Library Services and Technology Act (LSTA). Documenting contributions made by NC State to agricultural innovations and the southern economy, the Libraries has digitized 40,000 archival pages and 18 hours of archival video from 162 films over two years.
- Partnered on the LSTA-funded “Content, Context, and Capacity,” a joint effort of the TRLN Libraries highlighting the civil rights movement in North Carolina. The Libraries has digitized 52,000 archival pages over two years.
- Made substantial progress on “Acting for Animals: Revealing the Records of Animal Rights and Animal Welfare Movements,” a two-year project supported by a grant of $219,600 from the Council on Library and Information Resources (funded by the Andrew W. Mellon Foundation).
- Refined the Libraries “one-stop” search box on the web site. Individual searches grew to 1,124,834 in 2012, up 19% from 2011. “Click-throughs” on the search results page have increased as a result (72% in 2009; 87% in 2013).

Enabling Faculty and Research Success

- Collaborated with SPARCS and Office of Information Technology (OIT) to develop the Data Management Planning Guide (DMP Guide) for use by researchers, with particular emphasis on assisting researchers in complying with new NSF data management requirements. The DMP Guide is the most extensive resource on campus for data management planning, with links from the Sponsored Programs website.
- In collaboration with OIT and the SURA Research Data Management group, introduced a pilot project in March 2013 involving the use of Dataverse as a general-purpose repository for research data.
• Conducted interviews with campus stakeholders, including college-level research administration, to deepen the Libraries’ understanding of research data support needs and offered workshops on the fundamentals of data management planning and services available at NC State.

• Opened the Faculty Research Commons in Hunt Library and met with search committees for cluster hires.

**Realizing the Library of the Future**

• Upgraded the core technology infrastructure for the Libraries by installing and equipping a server room in Hunt for the entire library system; deploying high-speed dual networks (IT and AV) in Hunt; adding over 100 terabytes of high-performance, research-class storage; and bringing online a High Performance Computing cluster.

• Began construction of the Visualization Studio in D. H. Hill Library. When completed during the summer, this area (2400 square feet, 50-60 seats) will make leading-edge technologies accessible on the North Campus.

• Planned the relocation of staff throughout the D. H. Hill Library over the summer to the ground floor to make room for a Faculty Collaboration Suite, a Graduate Student Commons, a Videoconference Room, and a Makerspace. These projects will be guided by the D. H. Hill Library Backfill Plan, which was approved by the University Space Committee on March 18, 2010.

• Launched the Learning Space Toolkit on schedule in November 2012. Funded by a grant of $313,000 from the Institute of Museum and Library Service (IMLS), this project has garnered strong and continuing interest from the professional community.

• Became a full partner in Kuali OLE in 2012. The Kuali OLE project, funded by the Andrew W. Mellon Foundation, is building open source software to manage library operations and to integrate functions with campus databases and learning management systems. Kuali OLE is scheduled to deliver an implementable release by the end of 2013. The Libraries has contributed expertise in electronic acquisitions functionality to the project.
• Led Global Open KnowledgeBase, a joint project between Kuali OLE and the United Kingdom’s JISC (Joint Information System Committee). Funded by a $499,000 grant from Mellon, this project will provide essential data to help libraries manage electronic resources. The NCSU Libraries contributed significantly in the areas of data modeling and core functionality.

III. Diversity: Initiatives and Progress
• In 2012/2013, made 12% of new appointments to permanent positions (EPA/SPA) to persons from underrepresented populations.
• Sponsored several diversity-related programs, including the Title IX fortieth anniversary panel discussion and the film screening of *The Trouble with Women* by the A/V Geeks.
• With the African American Cultural Center, once again offered the very popular *Red, White & Black* walking tour, which highlights places that have had significant impact upon the lives and experiences of African American students and the larger committee. A self-guided tour is also available through a web app.
• The NCSU Libraries Diversity Committee continues an active slate of activities. Its presentation on the veteran experience at NC State featured representatives from the NC State Veteran’s Affairs Office and the Student Veterans Association and was followed by a Veterans Day display in the D. H. Hill Library.

IV. Community and Professional Service Activities
• Played prominent roles in the university’s 125th anniversary celebrations. Staff members served on the 125th anniversary committee, developed a well-received exhibit in the D. H. Hill gallery, and contributed extensive content to an exhibit installed in the Raleigh Convention Center.
• Coordinated a series of events to celebrate the opening of the Hunt Library and to introduce it to the university and external communities. These events attracted over 3,000 visitors and included the Friends of the Library Open House, North Carolina Libraries Day, University Day, the formal dedication
(planned by the Chancellor’s Office), presentation of ACC basketball games in the auditorium and the iPearl Immersion Theater, a donor dinner (featuring David Ferriero, Archivist of the United States), the Celebrating Faculty Research and Scholarship event, a lecture by Jorge Cham (author of the comic *Piled Higher and Deeper* and presented in conjunction with the Department of Computer Science), and an annual meeting dinner of the Association of Research Libraries.

- Held the third *Celebrating Faculty Research and Scholarship* event, featuring Dr. Jayant Baliga, College of Engineering.
- Presented the twenty-fourth NCSU Libraries Faculty Award to Timothy Buie, College of Design, and Michael Young, College of Engineering.
- Attracted 1,600 people to programs that included four presentations in the Fabulous Faculty, Stellar Students, and Amazing Alumni series; the annual I. T. Littleton seminar; two screenings of student films; a panel discussion about the fortieth anniversary of Title IX; two Red, White & Black walks; a student performance of excerpts from banned books as part of Banned Books Week; two community events for families; and ten READ SMART book discussions led by NCSU faculty and held at the Cameron Village Regional Library.
- Through Friends of the Library, featured Dr. Meg Lowman, College of Physical & Mathematical Sciences, at the Fall Luncheon.
- Raised $16,942 through the 2013 Frank B. Armstrong Memorial Book Sale, a popular event for students, faculty, and the community. The proceeds will be used to support excellence in library learning spaces.

V. Staff

**Major Appointments:** Leia Droll, Director, Friends of the Library.

**Honors, Awards, Recognitions:** *The Hunt Library has received the American Institute of Architects/American Library Association Library Buildings Award, the Greater Triangle Stewardship Development award (non-residential green design award), and the Triangle Business Journal Real Estate Award. *Fundraising publications related to Hunt received a special merit award in the CASE Circle of
Excellence Awards competition. *Maurice York was designated as one of Library Journal’s top fifty “Movers and Shakers.” *Tina Adams won the University Award for Excellence (Provost’s Unit). *Hilary Davis received the Swets Charleston Conference Scholarship. *Michael Nutt was selected to attend the Digital Humanities Summer Institute; Bertha Chang, the Minnesota Training Institute for Early Career Libraries; and Eleanor Brown, Nancy Kress, Mohan Ramaswamy, and Kristen Wilson, the TRLN Management Academy.

VI. Recommendations and Concerns for the Future

- Operating two major facilities is a challenge that staff members have embraced enthusiastically. Without a significant increase in operating funds, however, hard choices about the services offered to users may have to be made in the future.
- With budget cuts and annual inflation rates of 7%, maintaining collections and acquiring resources for emerging subject areas is becoming increasingly difficult. Preliminary figures indicate that the Libraries ranks 62nd in the Association of Research Libraries for collections expenditures (2011/12).
- The library’s current software used to manage library operations is reaching the end of its life and will not be supported by the vendor beyond FY15. In the upcoming fiscal year, a roadmap will be developed to implement Kuali OLE by end of FY15. The roadmap will include an assessment of one-time and ongoing costs and how those compare with commercial alternatives.
- 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 has limited resources to make counteroffers.
Volume of Activities: NCSU Libraries Statistics
(11/12, 10/11, 06/07, 01/02)

Collection Statistics

<table>
<thead>
<tr>
<th>Year</th>
<th>Volumes in Library</th>
<th>Volumes Added (Gross)</th>
<th>Serial Subscriptions (a)</th>
<th>E-Resources Owned/Leased (a)</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12</td>
<td>4,552,596</td>
<td>89,534</td>
<td>66,571</td>
<td>580,616</td>
</tr>
<tr>
<td>10/11</td>
<td>4,430,518</td>
<td>99,171</td>
<td>66,202</td>
<td>503,137</td>
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<tr>
<td>06/07</td>
<td>3,857,365</td>
<td>172,583</td>
<td>53,404</td>
<td>401,463</td>
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<tr>
<td>01/02</td>
<td>3,143,738</td>
<td>101,154</td>
<td>52,769</td>
<td>33,097</td>
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Library Services

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<tr>
<th>Year</th>
<th>User Visits to Library</th>
<th>Total Circulations (b)</th>
<th>Instructional Sessions/Students</th>
<th>Reference Transactions (c)</th>
<th>Laptop/Device Loans</th>
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<tbody>
<tr>
<td>11/12</td>
<td>1,995,484</td>
<td>672,842</td>
<td>575/15,551</td>
<td>32,916</td>
<td>86,483/166,559</td>
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<td>10/11</td>
<td>1,984,523</td>
<td>634,871</td>
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<td>35,117</td>
<td>95,731/60,079</td>
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<tr>
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<td>1,423,632</td>
<td>820,403</td>
<td>418/13,080</td>
<td>41,647</td>
<td>37,753/1,231</td>
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<tr>
<td>01/02</td>
<td>1,716,238</td>
<td>972,868</td>
<td>540/12,638</td>
<td>89,828</td>
<td>8,321/NA</td>
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</table>

Library Services (continued), Expenditures, and ARL Ranking

<table>
<thead>
<tr>
<th>Year</th>
<th>Items Loaned to External Organizations</th>
<th>Items Borrowed from External Organizations</th>
<th>Expenditures on Library Materials ($)</th>
<th>Total Library Expenditures ($) (d)</th>
<th>Association of Research Libraries (ARL) Ranking (e)</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12</td>
<td>17,540</td>
<td>23,457</td>
<td>10,888,415</td>
<td>31,414,239</td>
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<td>10/11</td>
<td>25,926</td>
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<td>11,209,938</td>
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<td>13,247</td>
<td>26,813</td>
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<td>01/02</td>
<td>12,559</td>
<td>21,339</td>
<td>7,781,023</td>
<td>24,707,755</td>
<td>32</td>
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</tbody>
</table>

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.