YEAR IN REVIEW
During the COVID-19 pandemic, the Libraries played a crucial role in ensuring academic continuity and community engagement across campus and beyond.

In order to provide a safe, no-contact environment for our users, library materials and technology were lent and shipped directly to students and faculty, resulting in an increase of 500% in our mail delivery service.

We 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.

Our Technology Lending Service provided a large pool of laptops for semester-long loans to support academic continuity and online teaching and learning—~3,000 laptops between March 2020 and May 2021.

The Libraries’ instructional services were converted to remote delivery, including individual research consultations and group sessions. We developed novel outreach and engagement programming to introduce remote students to Libraries staff and services.

We continued to offer popular programs focused on university research and scholarship, bringing together diverse students, faculty, and community members for interdisciplinary exchange.

The Libraries: by the numbers in FY2020–2021

- 16,250 attendees at 107 public programs
- 10,222 technology items and 5,229 laptops lent
- 16,000 titles added to diversify collections across disciplines
- 10,514 chapters scanned during pandemic
- 500% increase in our mail delivery service of library materials and technology
- 16,911 Consultations & Reference Transactions
- 13,500 LinkedIn Learning course completions, a 41% increase from the prior year
- 744,584 tutorial video views, a 27% percent increase from the prior year
- 15,727,371 uses of the collection
- ~120,000 increase in E-Resources
- 2,596 Innovation Studio Interactions
Supporting the University’s Strategic Plan

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

The Libraries collaborated on the Wicked Problems, Wolfpack Solutions multidisciplinary course for all incoming and transfer students. We 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.

We launched the Innovation Studio to showcase the innovative work of NC State students and faculty, and to teach innovation methods to the campus community. Workshops such as “Innovation 101” and “Futures Thinking 101” were delivered remotely to a general audience as well as within courses in Applied Ecology, Women’s & Gender Studies, and more.

The Libraries’ participation in the Wicked Problems, Wolfpack Solutions included online presentations of the games Bee Simulator and Never Alone in the Global Change Games series.

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

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

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

- The Libraries 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.
- Our 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.
- We engaged with Gallup, Inc. to seek employee feedback on aspects of the Libraries as a workplace that affect employee engagement and performance.
- We 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.
**EQUITY, DIVERSITY, AND INCLUSION**

- 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.

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**Honors and Advancement**

**Honors**
The Libraries’ Open Pedagogy Incubator was recognized in the 2020 EDUCAUSE Horizon Report as a notable Open Education project.

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**Advancement**
During FY21, the Libraries brought in $2,437,000, one of the best fundraising years to date and over 116% of our initial campaign goal. Several planned gifts will support the Libraries’ collections, including a gift of $1M to create the Libraries’ first World War II collections endowment and a $100,000 gift to support unrestricted collecting areas. Collections endowments help us consistently address the research needs of the campus community. In partnership with several foundations, the Libraries has increased our efforts and impact around student success and affordability initiatives. This includes a grant that piloted a new program where 20 students from rural, economically depressed areas were identified to receive technology and textbooks via the Libraries to reduce their financial barriers and to support their return to campus for summer courses. Thanks to private philanthropy, the Libraries also secured two new scholarships for Libraries student assistants that will help attract and retain a talented workforce for peer-to-peer learning. During the pan-institutional “Day of Giving,” the Libraries exceeded the previous two years’ efforts combined, bringing in $1,491,566 from 217 gifts. This increased our visibility across campus and highlighted our funding priorities.

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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.